

2022 LYNX RIDERSHIP YEAR-END REVIEW

In the last five years, LYNX ridership has declined by 33.4%. Annual system-wide ridership in 2018 was 25,093,011. By 2022 the ridership had decreased to 16,722,189 riders per year. 2022 experienced an upward trend in ridership as the community continues to recover from COVID-19. Ridership began to decrease in March 2020 and remained at levels that were below the normal levels through the remainder of the next three fiscal years.

SunRail, Central Florida's commuter rail system, started service on May 1, 2014 and its ridership had continued to grow. SunRail Phase II began operation in July 2018 and ridership increased significantly. When the system total ridership of SunRail is combined with the system total ridership of LYNX to examine transit ridership for the region, we can see that regional transit ridership was relatively consistent between FY 2018 and FY 2019. One influencing factor is that a number of LYNX riders switched over to SunRail for at least a portion of their daily commute. Ridership decreased significantly starting in March 2020 due to COVID-19 and remained low throughout the pandemic. During FY 2022, ridership has continued to trend upward since the reopening of businesses after the COVID-19 pandemic and has shown a large increase system-wide compared to FY 2021.

Over the last few years, there have been changes in the travel patterns of LYNX customers due to the introduction of SunRail, an improving economy, low gas prices, and the COVID-19 pandemic. Low gasoline prices encouraged more driving and, in recent years, helped lead to a reduction in ridership for public-transit agencies across the U.S. Additionally, more people are utilizing rideshares such as Uber and LYFT for trips that would have typically been made on public transit. The COVID-19 pandemic also contributed to a large decrease in public transit usage, as workplaces and other public areas were shut down and slowly reopened, and an increase in telecommuting and solo driving that has resulted.

Total LYNX system-wide ridership for period of October 2021 through September 2022 is 16,722,189. This increase in ridership was expected as the community continues to recover from the COVID-19 pandemic and businesses have continued to reopen. LYNX continues to trend up with ridership growth this year in the service it provides through Fixed Route, NeighborLink, and AccessLYNX as the demand for transit recovers from the COVID-19 pandemic.

As LYNX begins a new fiscal year, the October 2022 and November 2022 ridership numbers continue to show an upward trend as the community reopens after the COVID-19 pandemic and the demand for transit increases.



September 2022 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Sep-21	Sep-22	% Δ	YTD-21	YTD-22	% Δ
LYMMO	39,360	34,196	-13.1%	456,542	415,378	-9.0%
Fixed Route	1,151,256	1,249,200	8.5%	12,804,988	15,367,291	20.0%
NeighborLink	6,832	7,200	5.4%	75,153	91,910	22.3%
ACCESS LYNX	42,698	45,507	6.6%	513,823	554,919	8.0%
Vanpool	22,161	20,709	-6.6%	263,438	258,459	-1.9%
Special Events	0	0	N/A	0	34,232	N/A
SYSTEM TOTAL	1,262,307	1,356,812	7.5%	14,113,944	16,722,189	18.5%

September 2021:	21 Weekdays	4 Saturdays	5 Sundays
September 2022:	21 Weekdays	4 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Sep-21	Sep-22	% Δ	Sep-21	Sep-22	% Δ	Sep-21	Sep-22	% Δ
LYMMO	397	451	13.6%	153	237	54.9%	178	197	10.7%
Fixed Route	43,881	45,965	4.7%	30,461	37,467	23.0%	21,583	26,812	24.2%
NeighborLink	290	301	3.8%	186	219	17.7%	-	-	-
ACCESS LYNX	1,778	1,739	-2.2%	874	1,088	24.5%	467	727	55.7%
Vanpool	211	413	95.7%	40	73	82.5%	12	67	458.3%
SYSTEM TOTAL	46,557	48,869	5.0%						

LYNX ridership increased by about 100K, or 7.5%, compared to September 2021. System-wide average riders increased by 18.5% year-to-date.

LYMMO ridership decreased by about 5K, or 13.1%, compared to September 2021. Average weekday ridership for LYMMO was up 13.6% in September 2022. Ridership has been affected by the removal of the Orange Line from the Amelia Street Garage as well as the continued prominence of telecommuting in the downtown core.

Fixed Route ridership increased by 98K, or 8.5%, compared to September 2021. Average daily ridership increased by 4.7% compared to the same time period last year. Ridership is showing a steady recovery from losses incurred from the COVID-19 pandemic.

NeighborLink ridership increased by about 400, or 5.4%, compared to September 2021. The overall increase for the year continues to show a gradual recovery from the COVID-19 pandemic.

ACCESS LYNX ridership increased by about 3K, or 6.6%, compared to September 2021. Ridership is showing a slow recovery from the COVID-19 pandemic.

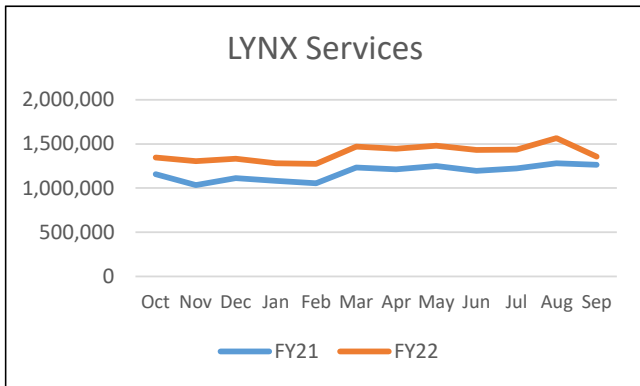
Vanpool ridership decreased by about 1.5K, or 6.6%, compared to September 2021. The continued use of telecommuting has caused a decrease in total Vanpool utilization.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$3.27/gallon in September 2021 and \$3.86/gallon in September 2022. Historically, high gas prices can result in increased public transit ridership.

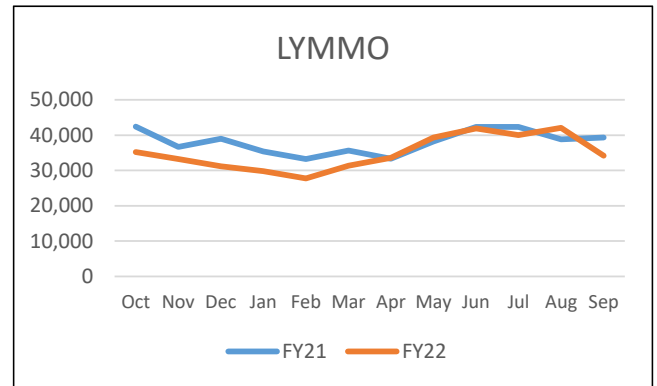


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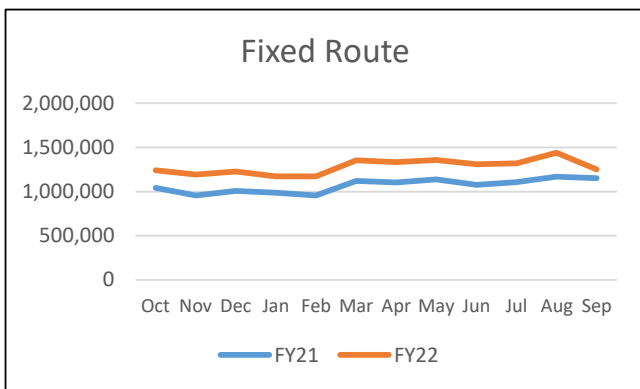
MONTHLY RIDERSHIP TRENDS BY MODE



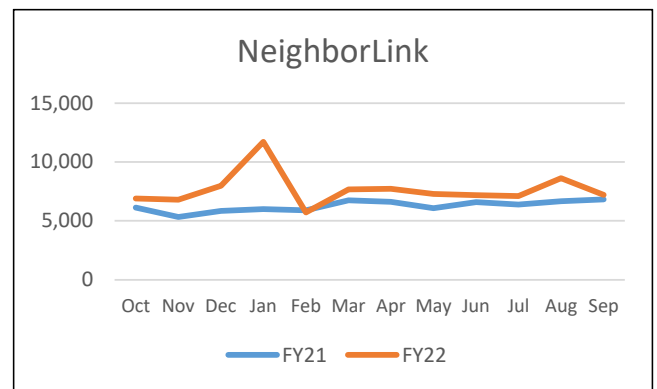
LYNX ridership increased by 7.5% compared to the same time last year. Average weekday riders increased by 5.0%.



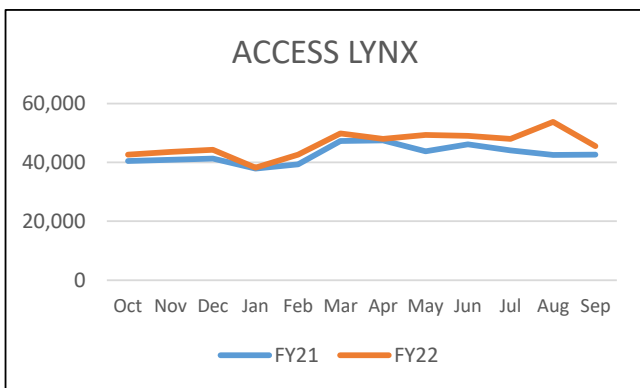
LYMMO ridership decreased by 13.1% compared to the same time last year. Average weekday riders increased by 13.6%.



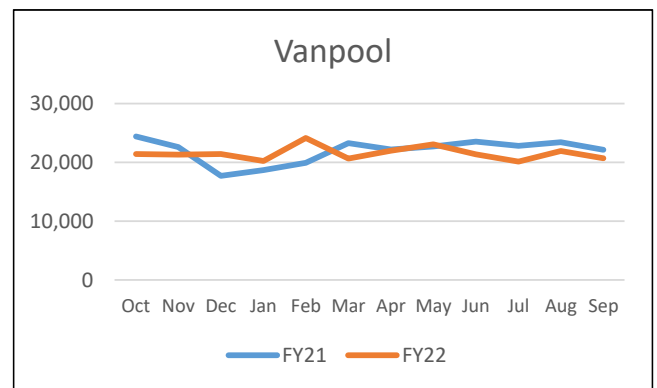
Fixed route ridership increased 8.5% compared to September 2021. Average weekday riders increased by 4.7%.



NeighborLink ridership increased 5.4% compared to September 2021. Average daily riders increased by 3.8%.



ACCESS LYNX ridership increased by 6.6% compared to September 2021. Average weekday riders decreased by 2.2%.



Vanpool ridership decreased by 6.6%. Average weekday riders increased by 95.7% compared to September 2021.



September 2022 Service Performance Report

FY22 Monthly Modal Performance Data Sheet - September 2022

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Total Trips Scheduled	Percentage of Scheduled Trips Operated	Fleet Availability	Preventative Maintenance Inspection Completed on Time
LYMMO										
Oct	35,194	4	83%	Not Applicable	0	0.10	9,141	98%	14	99%
Nov	33,216	4	77%		0	0.08	8,959	98%	14	100%
Dec	31,196	4	80%		0	0.11	8,453	90%	14	100%
Jan	29,804	4	79%		0	0.08	7,617	91%	14	100%
Feb	27,757	4	77%		0	0.13	7,032	92%	14	100%
Mar	31,329	4	77%		0	0.14	7,905	90%	14	100%
Apr	33,599	5	76%		0	0.11	7,479	91%	14	100%
May	39,355	6	77%		0	0.14	7,617	92%	14	100%
Jun	41,870	6	76%		0	0.07	7,614	90%	14	100%
Jul	40,028	6	76%		0	0.11	7,482	90%	14	95%
Aug	42,102	6	74%		0	0.09	7,905	89%	14	33%
Sep	34,196	6	74%		0	0.09	7,470	83%	14	100%
YTD	419,646	5	77%		0	0.10	94,674	91%	14	94%
Fixed Route										
Oct	1,240,405	14	75%	12%	7	0.10	88,414	98%	245	99%
Nov	1,191,611	14	73%	15%	6	0.08	85,852	98%	249	100%
Dec	1,226,725	14	73%	12%	9	0.11	90,390	96%	244	100%
Jan	1,173,436	14	76%	12%	6	0.08	88,652	96%	246	100%
Feb	1,173,451	15	74%	14%	10	0.13	81,960	96%	245	100%
Mar	1,352,908	15	73%	14%	7	0.14	91,632	96%	245	100%
Apr	1,333,506	16	73%	15%	7	0.11	87,820	97%	247	100%
May	1,356,072	16	71%	16%	9	0.14	88,673	97%	245	100%
Jun	1,310,416	15	72%	14%	6	0.07	88,430	96%	240	100%
Jul	1,320,564	15	73%	12%	7	0.11	88,084	97%	232	95%
Aug	1,439,057	16	70%	16%	2	0.09	91,655	96%	229	33%
Sep	1,249,200	16	69%	12%	9	0.09	86,939	87%	225	100%
YTD	15,367,351	15	73%	14%	85	0.10	1,058,501	96%	241	94%



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Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Completed On-Time
NeighborLink							
Oct	5,727	100%	100%	0	9.7	90%	100%
Nov	4,839	100%	100%	0	19.7	95%	99%
Dec	6,051	100%	100%	0	8.1	99%	100%
Jan	4,693	100%	100%	0	21.0	100%	99%
Feb	5,712	100%	100%	0	19.5	97%	99%
Mar	7,684	100%	100%	0	14.2	97%	100%
Apr	7,736	100%	100%	0	12.3	97%	100%
May	7,280	100%	100%	0	9.2	99%	100%
Jun	7,193	100%	100%	0	25.9	94%	99%
Jul	7,104	100%	100%	0	22.7	99%	99%
Aug	8,626	100%	100%	0	18.6	100%	99%
Sep	7,200	100%	100%	0	31.9	95%	100%
YTD	79,845	100%	100%	0	17.7	97%	100%
ACCESS LYNX							
Oct	42,649	59.27%	99.77%	0	10.0	88%	100%
Nov	43,574	64.64%	99.77%	2	10.0	90%	99%
Dec	44,257	77.96%	99.83%	1	11.6	88%	100%
Jan	38,222	86.49%	99.83%	0	6.1	89%	99%
Feb	42,661	85.64%	99.82%	1	5.0	91%	99%
Mar	49,856	86.52%	99.81%	2	4.3	89%	100%
Apr	48,043	79.50%	99.81%	0	6.4	90%	100%
May	49,369	85.08%	99.83%	1	2.7	89%	100%
Jun	49,002	88.93%	99.79%	1	2.8	87%	99%
Jul	48,054	89.45%	99.81%	0	8.1	87%	99%
Aug	53,725	86.25%	99.83%	0	4.1	86%	99%
Sep	45,507	82.54%	99.85%	0	7.4	87%	100%
YTD	554,919	81.02%	99.81%	8	6.5	89%	100%



September 2022 Service Performance Report

Definitions of Metrics Used on the Monthly Performance Data Sheets

Ridership – The number of trips taken by people using a public transportation system in a given time period.

Passengers per Trip – The average number of passengers who ride on a revenue trip.

On-Time Performance – Refers to the level of success of the service operating according to the published schedule (LYNX defines a bus as on-time if it falls within 0 minutes early to five (5) minutes late of the published schedule).

Farebox Recovery – The percent of a trip’s operating costs recovered through passenger fares.

National Transit Database (NTD) Reportable Accidents – A safety or security event occurring on transit right-of-way or infrastructure, at a transit revenue facility, at a transit maintenance facility or rail yard, during a transit related maintenance activity or involving a transit revenue vehicle that results in one or more of the following conditions:

- A fatality confirmed within 30 days of the event
- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons

Complaints per 100,000 Miles – Total number of complaints received based off of every 100,000 vehicle miles.

Total Trips Scheduled – Number of vehicle revenue trips scheduled to operate for the month.

Percentage of Scheduled Trips Operated – Percentage of the total of the revenue trips that were actually operated for the month compared to the number that were scheduled to operate.

Fleet Availability – Shows the extent to which the bus vehicle fleet is available for revenue-earning work.

Preventative Maintenance Completed On Time – Percentage of the total number of scheduled preventative maintenance inspections that were completed on time.

Collected Fares – Percentage of fares collected from passengers to use the service.