

## 2023 LYNX RIDERSHIP YEAR-END REVIEW

In the last five years, LYNX ridership has declined by 26.8%. Annual system-wide ridership in 2019 was 25,158,348. The 2023 ridership has decreased relative to 2019 down to 18,419,601 riders per year. However, ridership increased by 10.1% compared to Fiscal Year 2022. This continues the upward trend in ridership seen in 2021 and 2022. Ridership drastically decreased in March 2020 with the onset of the COVID-19 pandemic and has maintained a slow and steady recovery from that point. LYNX has seen a recovery to approximately 75% of the pre-pandemic ridership levels.

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 2023, ridership has continued to trend upward since the reopening of businesses after the COVID-19 pandemic and has shown an increase system-wide compared to FY 2022.

Over the last few years, there have been changes in the travel patterns of LYNX customers due to the introduction of SunRail, a shifting economy, a fall followed by a rise in gas prices, and the overall impacts of the COVID-19 pandemic. The recent increase in gasoline prices over the past year encouraged more transit use and helped boost the recovery to ridership following the COVID-19 pandemic. 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 the Fiscal Year period of October 2022 through September 2023 is 18,419,601. This is a 10.1% increase in ridership compared to Fiscal Year 2022 and was expected as it is a continuation of the trends seen in Fiscal Years' 2021 and 2022. LYNX continues to trend up with ridership growth this year in the service it provides through Fixed Route, LYMMO, NeighborLink, AccessLYNX, and Vanpool as the demand for transit continues to rise in the service area.



## September 2023 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Sep-22	Sep-23	% Δ	YTD-22	YTD-23	% Δ
LYMMO	34,196	35,198	2.9%	419,646	481,029	14.6%
Fixed Route	1,249,200	1,445,818	15.7%	15,367,291	16,917,053	10.1%
NeighborLink	7,200	7,483	3.9%	91,910	94,334	2.6%
ACCESS LYNX	45,507	57,909	27.3%	560,468	641,748	14.5%
Vanpool	20,709	19,278	-6.9%	258,459	256,889	-0.6%
Special Events	0	0	N/A	34,232	28,548	-16.6%
<b>SYSTEM TOTAL</b>	<b>1,356,812</b>	<b>1,565,686</b>	<b>15.4%</b>	<b>16,732,006</b>	<b>18,419,601</b>	<b>10.1%</b>

<b>September-22</b>	21 Weekdays	4 Saturdays	5 Sundays
<b>September-23</b>	20 Weekdays	5 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Sep-22	Sep-23	% Δ	Sep-22	Sep-23	% Δ	Sep-22	Sep-23	% Δ
LYMMO	1,352	1,270	-6.1%	710	1,198	68.7%	592	763	28.9%
Fixed Route	44,731	54,623	22.1%	36,850	37,810	2.6%	26,284	27,209	3.5%
NeighborLink	301	325	8.0%	219	197	-10.0%	-	-	-
ACCESS LYNX	1,739	2,413	38.8%	1,088	994	-8.6%	727	688	-5.4%
Vanpool	413	442	7.0%	73	106	45.2%	67	43	-35.8%
<b>SYSTEM TOTAL</b>	<b>48,536</b>	<b>59,073</b>	<b>21.7%</b>						

LYNX ridership increased by about 200K, or 15.4%, compared to September 2022. All modes except Vanpool showed increases compared to September 2022. Vanpool showed a decrease of 6.9%.

LYMMO ridership increased by about 1K, or 2.9%, compared to September 2022. Compared to September 2022, average weekday ridership for LYMMO was down 6.1% however there were increases to average Saturday and Sunday ridership by 68.7% and 28.9% respectively. Overall LYMMO ridership increases are primarily due to the extension of the LYMMO Lime line and frequency changes on the LYMMO Orange and LYMMO Grapefruit lines in December 2022.

Fixed Route ridership increased by about 200K, or 15.7%, compared to September 2022. Average daily ridership increased by 22.1% compared to the same time period last year. Ridership is showing a steady recovery from losses incurred from the COVID-19 pandemic with routes such as the 38, 55, and 426 exceeding their pre-COVID ridership.

NeighborLink ridership decreased by about 200, or 3.9%, compared to September 2022. NeighborLink ridership saw an 8% increase in average weekday ridership but a 10% decrease in average Saturday ridership.

ACCESS LYNX ridership increased by about 12K, or 27.3%, compared to September 2022. Ridership showed a 38.8% increase to average weekday but decreases of 8.6% and 5.4% to average ridership on Saturdays and Sundays respectively.

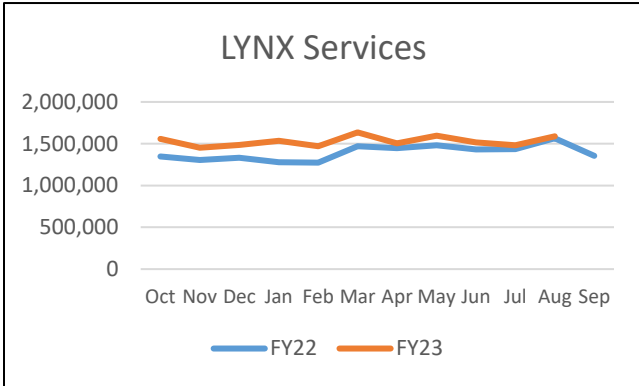
Vanpool ridership decreased by about 1500, or 6.9%, compared to September 2022. Vanpool showed small increases on average weekday and Saturday ridership but had a large decrease of 35.8% on average Sunday ridership.

\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$3.86/gallon in September 2022 and \$3.93/gallon in September 2023. Historically, high gas prices can result in increased public transit ridership.

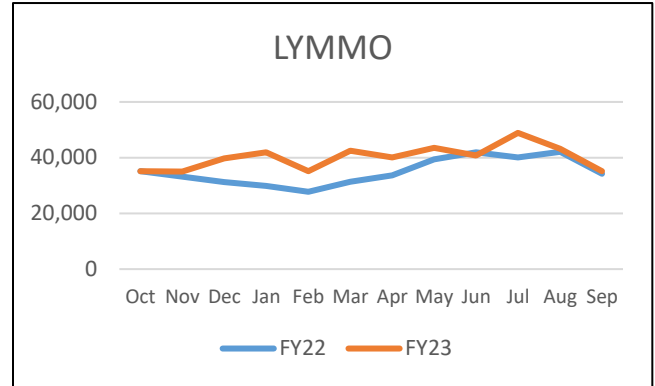


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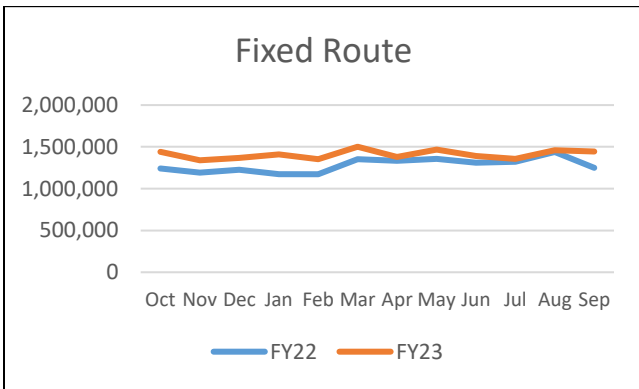
### MONTHLY RIDERSHIP TRENDS BY MODE



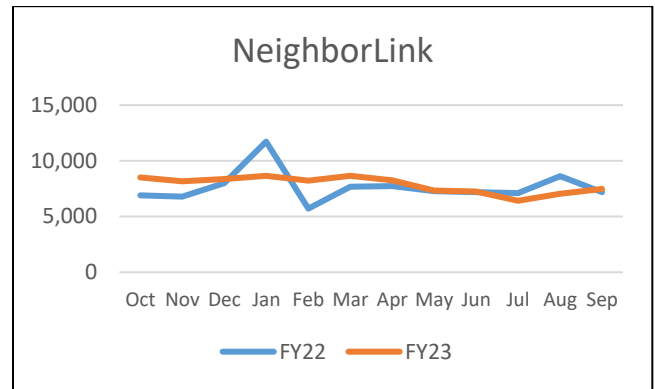
Fiscal Year 2023 LYNX system-wide ridership increased by 10.1% compared to Fiscal Year 2022.



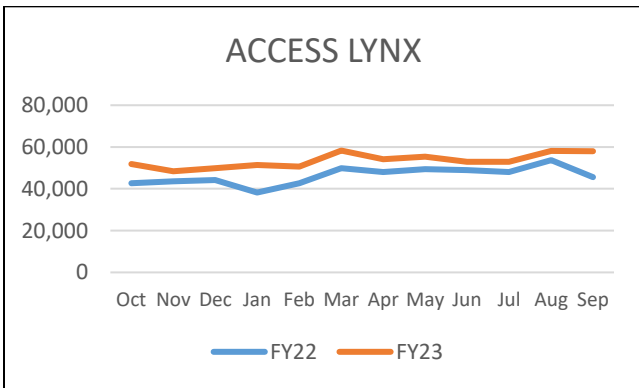
Fiscal Year 2023 LYMMO ridership increased by 14.6% compared to Fiscal Year 2022.



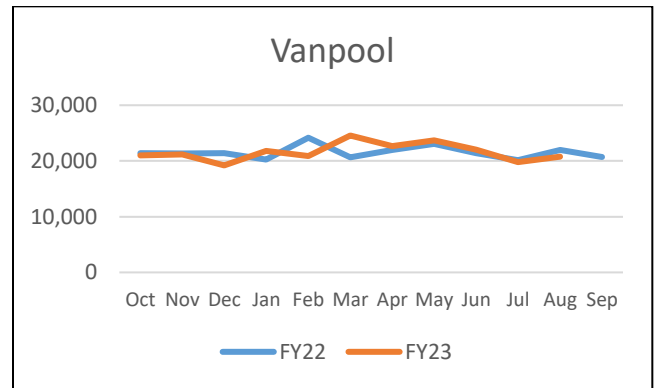
Fiscal Year 2023 Fixed Route ridership increased by 10.1% compared to Fiscal Year 2022.



Fiscal Year 2023 NeighborLink ridership increased by 2.6% compared to Fiscal Year 2022.



Fiscal Year 2023 ACCESS LYNX ridership increased by 14.5% compared to Fiscal Year 2022.



Fiscal Year 2023 Vanpool ridership decreased by 0.6% compared to Fiscal Year 2022.



## September 2023 Service Performance Report

### FY23 Monthly Modal Performance Data Sheet - September 2023

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	35,150	5	68%	Not Applicable	0	0.08	7,626	93%	14	100%
Nov	35,011	5	72%		0	0.09	7,470	90%	14	100%
Dec	39,777	6	74%		0	0.07	7,343	86%	14	100%
Jan	41,973	7	67%		0	0.08	7,150	89%	14	100%
Feb	35,089	6	66%		1	0.07	6,472	87%	14	100%
Mar	42,478	7	65%		0	0.07	7,258	81%	14	80%
Apr	40,072	8	64%		0	0.08	6,780	76%	14	71%
May	43,507	6	70%		0	0.09	7,150	96%	14	100%
Jun	40,723	6	73%		2	0.09	6,996	94%	14	100%
Jul	48,899	7	73%		0	0.08	6,934	96%	14	100%
Aug	43,152	7	68%		0	0.09	7,249	90%	14	100%
Sep	35,198	6	63%		0	0.07	6,760	93%	14	100%
YTD	481,029	6	69%		3	0.08	85,188	89%	14	96%
Fixed Route										
Oct	1,441,821	17	66%	13%	7	0.08	89,575	97%	223	100%
Nov	1,339,455	16	67%	14%	6	0.09	86,939	95%	228	100%
Dec	1,368,457	16	67%	10%	8	0.07	91,340	93%	214	99%
Jan	1,411,242	17	73%	16%	10	0.08	90,637	94%	215	100%
Feb	1,353,723	18	56%	15%	10	0.07	82,400	93%	216	91%
Mar	1,501,517	18	58%	13%	5	0.07	92,093	93%	217	84%
Apr	1,378,985	17	57%	14%	3	0.08	86,845	94%	216	71%
May	1,467,960	17	62%	16%	6	0.09	90,637	97%	227	99%
Jun	1,391,738	16	64%	11%	9	0.09	88,862	97%	226	92%
Jul	1,355,394	16	62%	13%	7	0.08	88,620	97%	213	78%
Aug	1,460,943	17	60%	13%	8	0.09	92,081	96%	204	95%
Sep	1,445,818	17	60%	14%	9	0.07	86,810	97%	216	97%
YTD	16,917,053	17	63%	14%	88	0.08	1,066,839	95%	218	92%



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### FY23 Monthly Modal Performance Data Sheet - September 2023

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
<b>NeighborLink</b>							
Oct	8,517	100%	100%	0	25.1	95%	100%
Nov	8,162	100%	100%	0	23.3	95%	99%
Dec	8,373	100%	100%	0	17.3	90%	99%
Jan	8,639	100%	100%	0	4.9	91%	99%
Feb	8,220	100%	100%	0	22.1	88%	99%
Mar	8,652	100%	100%	0	8.8	94%	99%
Apr	8,251	100%	100%	0	25.2	99%	98%
May	7,329	100%	100%	0	12.3	NO DATA*	NO DATA*
Jun	7,254	100%	100%	0	17.5	100%	80%
Jul	6,415	100%	100%	0	10.2	100%	91%
Aug	7,039	100%	100%	0	NO DATA **	100%	100%
Sep	7,483	100%	100%	0	NO DATA **	100%	100%
YTD	94,334	100%	100%	0	16.7	96%	97%
<b>ACCESS LYNX</b>							
Oct	51,883	79.50%	99.79%	2	7.3	89%	100%
Nov	48,400	80.15%	99.78%	1	9.5	86%	99%
Dec	49,890	86.03%	99.82%	0	7.6	86%	99%
Jan	51,347	85.20%	99.88%	0	5.2	84%	99%
Feb	50,578	84.02%	99.87%	2	5.2	82%	99%
Mar	58,303	84.76%	99.87%	0	7.7	83%	99%
Apr	54,118	82.65%	99.82%	3	6.6	83%	98%
May	55,308	76.28%	99.82%	0	13.5	NO DATA*	NO DATA*
Jun	52,955	86.48%	99.30%	0	NO DATA*	NO DATA*	NO DATA*
Jul	52,883	87.90%	99.59%	0	12.1	83%	81%
Aug	58,174	86.42%	99.15%	0	13.9	87%	73%
Sep	57,909	88.80%	99.41%	3	13.1	87%	75%
YTD	641,748	84.02%	99.68%	11	9.2	85%	92%

\* Data was not provided by the contractor. \*\* No data was provided.



## September 2023 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.