



## September 2024 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Sep-23	Sep-24	% Δ	YTD-23	YTD-24	% Δ
LYMMO	35,198	56,940	61.8%	481,029	469,626	-2.4%
Fixed Route	1,445,818	1,482,788	2.6%	16,917,053	18,067,102	6.8%
NeighborLink	7,483	8,434	12.7%	94,334	100,865	6.9%
ACCESS LYNX	57,909	60,621	4.7%	641,748	717,383	11.8%
Vanpool	19,278	22,844	18.5%	256,889	266,493	3.7%
Special Events	0	0	N/A	28,548	16,080	-43.7%
<b>SYSTEM TOTAL</b>	<b>1,565,686</b>	<b>1,631,627</b>	<b>4.2%</b>	<b>18,419,601</b>	<b>19,637,549</b>	<b>6.6%</b>

<b>September-23</b>	20 Weekdays	5 Saturdays	5 Sundays
<b>September-24</b>	20 Weekdays	4 Saturdays	6 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Sep-23	Sep-24	% Δ	Sep-23	Sep-24	% Δ	Sep-23	Sep-24	% Δ
LYMMO	1,270	1,452	14.3%	1,198	599	-50.0%	763	1,254	64.4%
Fixed Route	54,623	55,952	2.4%	37,810	39,790	5.2%	26,555	36,861	38.8%
NeighborLink	325	357	9.8%	197	234	18.8%	-	-	-
ACCESS LYNX	2,413	2,461	2.0%	994	1,313	32.1%	688	1,025	49.0%
Vanpool	442	503	13.8%	106	179	68.9%	43	95	120.9%
<b>SYSTEM TOTAL</b>	<b>59,073</b>	<b>60,725</b>	<b>2.8%</b>	<b>40,305</b>	<b>42,115</b>	<b>4.5%</b>	<b>28,049</b>	<b>39,235</b>	<b>39.9%</b>

LYNX ridership increased by about 70K, or 4.2%, compared to September 2023.

**LYMMO** ridership increased by about 21.8K, or 61.8%, compared to September 2023. Compared to September 2023, average weekday ridership increased by 14.3%. There have not been any recent service changes to any of the LYMMO routes.

**Fixed Route** ridership increased by about 27K, or 2.6%, compared to September 2023. Average weekday, Saturday, and Sunday ridership increased by 2.4%, 5.2%, and 38.8% respectively 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 increased by about 2K, or 12.7%, compared to September 2023. NeighborLink ridership saw a 9.8% increase in average weekday ridership and a 18.8% increase in average Saturday ridership.

**ACCESS LYNX** ridership increased by about 3K, or 4.7%, compared to September 2023. Ridership showed increases of 2.0% in average weekday, 32.1% in average Saturday, and 49.0% to average Sunday.

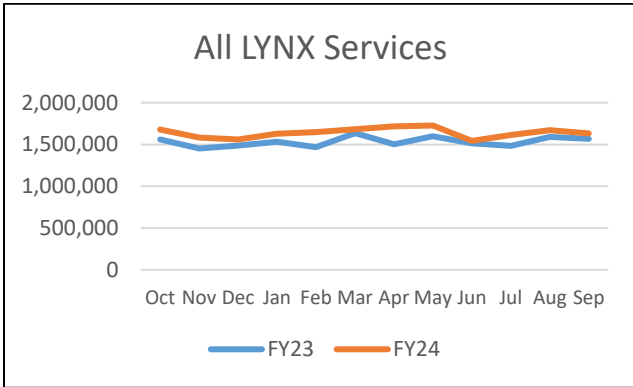
**Vanpool** ridership increased by about 3.5K, or 18.5%, compared to September 2023. Vanpool continues to remain consistent in ridership, maintaining the same trends currently in FY24 that were seen in FY23.

\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$3.96/gallon in September 2023 and \$3.34/gallon in September 2024. Historically, high gas prices can result in increased public transit ridership.

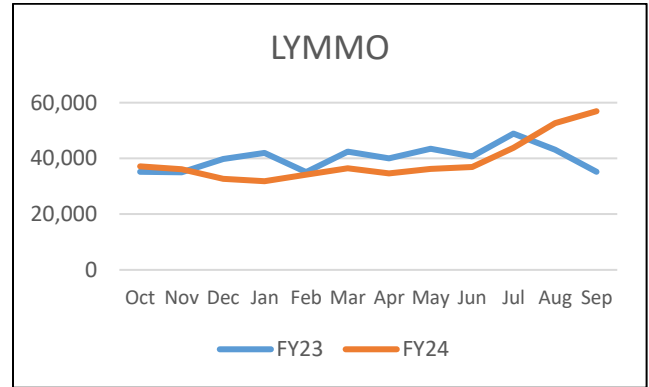


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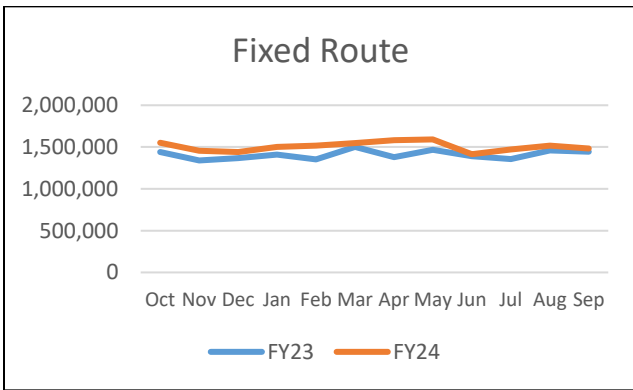
### MONTHLY RIDERSHIP TRENDS BY MODE



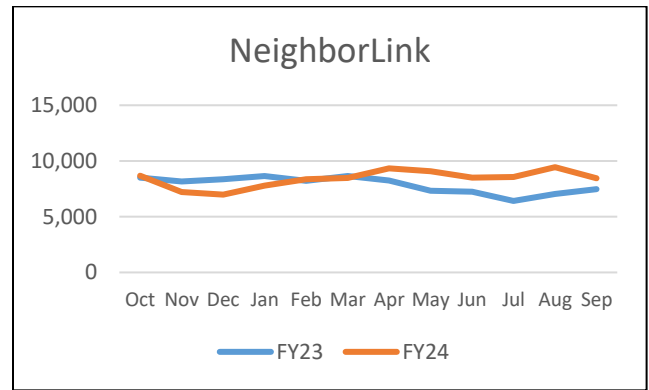
Fiscal Year 2024 LYNX system-wide ridership increased by 6.6% compared to Fiscal Year 2023.



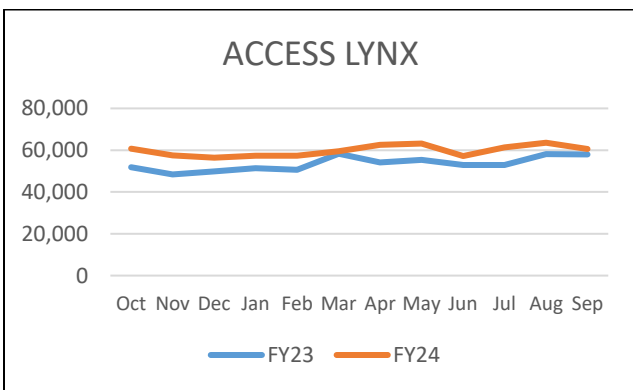
Fiscal Year 2024 LYMMO ridership decreased by 2.4% compared to Fiscal Year 2023.



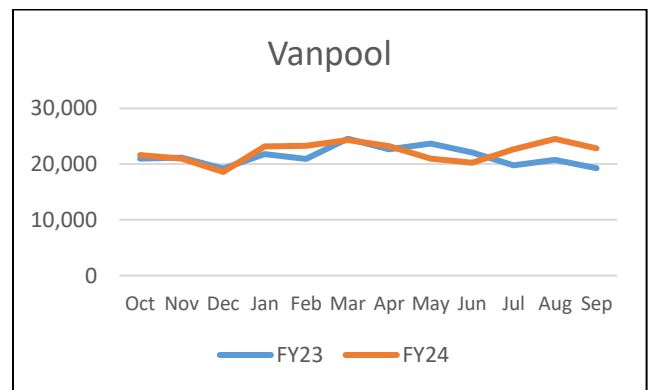
Fiscal Year 2024 Fixed Route ridership increased by 6.8% compared to Fiscal Year 2023.



Fiscal Year 2024 NeighborLink ridership increased by 6.9% compared to Fiscal Year 2023.



Fiscal Year 2024 ACCESS LYNX ridership increased by 11.8% compared to Fiscal Year 2023.



Fiscal Year 2024 Vanpool ridership increased by 3.7% compared to Fiscal Year 2023.



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**FIXED ROUTE AND LYMMO MONTHLY PERFORMANCE DATA**

Fixed Route - Modal Performance Data - Fiscal Year 2024									
Month	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	NTD Reportable Accidents	Total Trips Scheduled	% of Trips Operated	Fleet Availability	On-Time Preventative Maintenance
Oct	1,550,580	17	59%	14%	10	90,603	98%	224	83%
Nov	1,455,339	17	60%	10%	10	87,373	98%	199	97%
Dec	1,439,194	17	62%	13%	9	88,578	98%	195	56%
Jan	1,501,160	17	69%	11%	10	90,587	99%	193	96%
Feb	1,516,805	18	65%	15%	7	85,581	98%	203	94%
Mar	1,548,560	17	66%	15%	5	90,024	99%	206	75%
Apr	1,580,459	18	66%	12%	3	89,663	99%	203	100%
May	1,591,175	17	66%	15%	8	93,081	99%	204	99%
Jun	1,414,631	16	67%	12%	7	89,250	99%	220	97%
Jul	1,470,976	16	67%	10%	7	93,081	98%	219	94%
Aug	1,515,435	16	66%	13%	6	94,044	98%	215	78%
Sep	1,482,788	17	65%	12%	3	89,258	98%	239	73%
<b>YTD</b>	<b>18,067,102</b>	<b>17</b>	<b>65%</b>	<b>13%</b>	<b>85</b>	<b>1,081,123</b>	<b>98%</b>	<b>210</b>	<b>87%</b>

LYMMO - Modal Performance Data - Fiscal Year 2024								
Month	Ridership	Passengers per Trip	On-Time Performance	NTD Reportable Accidents	Total Trips Scheduled	% of Trips Operated	Fleet Availability	On-Time Preventative Maintenance
Oct	37,109	5	65%	1	7,128	95%	14	83%
Nov	36,094	5	66%	0	6,867	97%	8	97%
Dec	32,686	5	65%	0	6,914	97%	8	56%
Jan	31,816	5	72%	0	7,128	98%	10	96%
Feb	34,117	5	71%	0	6,713	98%	9	94%
Mar	36,484	5	71%	0	7,021	98%	8	75%
Apr	34,667	5	69%	0	6,974	98%	8	100%
May	36,284	5	65%	0	7,128	98%	6	100%
Jun	36,942	6	68%	0	6,760	98%	1	100%
Jul	43,778	7	67%	0	7,128	94%	0	100%
Aug	52,709	8	65%	0	7,128	97%	1	100%
Sep	56,940	9	64%	1	6,760	96%	1	100%
<b>YTD</b>	<b>469,626</b>	<b>6</b>	<b>67%</b>	<b>2</b>	<b>83,649</b>	<b>97%</b>	<b>6</b>	<b>92%</b>



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**NEIGHBORLINK AND ACCESS LYNX MONTHLY PERFORMANCE DATA**

NeighborLink - Modal Performance Data - Fiscal Year 2024						
Month	Ridership	On-Time Performance	Collected Fares	NTD Reportable Accidents	Fleet Availability	On-Time Preventative Maintenance
Oct	8,680	100%	100%	0	15	100%
Nov	7,221	100%	100%	0	15	100%
Dec	6,982	100%	100%	0	14	100%
Jan	7,775	100%	100%	0	14	100%
Feb	8,370	100%	100%	0	14	100%
Mar	8,463	100%	100%	0	14	80%
Apr	9,346	100%	100%	0	15	100%
May	9,093	100%	100%	0	14	100%
Jun	8,500	100%	100%	0	14	100%
Jul	8,558	100%	100%	0	14	88%
Aug	9,443	100%	100%	0	15	70%
Sep	8,434	100%	100%	0	14	100%
<b>YTD</b>	<b>100,865</b>	<b>100%</b>	<b>100%</b>	<b>0</b>	<b>14</b>	<b>95%</b>

ACCESS LYNX - Modal Performance Data - Fiscal Year 2024						
Month	Ridership	On-Time Performance	Collected Fares	NTD Reportable Accidents	Fleet Availability	On-Time Preventative Maintenance
Oct	60,701	87%	94%	1	148	77%
Nov	57,581	91%	95%	0	153	77%
Dec	56,418	90%	99%	0	157	77%
Jan	57,395	93%	99%	0	160	80%
Feb	57,361	91%	99%	1	161	79%
Mar	59,520	91%	99%	4	161	75%
Apr	62,533	92%	99%	2	155	75%
May	63,173	90%	99%	0	155	69%
Jun	57,234	93%	99%	1	145	82%
Jul	61,274	93%	97%	2	145	45%
Aug	63,572	91%	99%	2	152	61%
Sep	60,621	91%	99%	3	156	38%
<b>YTD</b>	<b>717,383</b>	<b>91.08%</b>	<b>98.08%</b>	<b>16</b>	<b>154</b>	<b>70%</b>



## September 2024 Service Performance Report

### GLOSSARY

#### 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.