



System Ridership Report: September 2020

System wide ridership decreased by 64.9%, or more than 346,000 passengers, for the month of September as compared to September 2019. Ridership and fare revenue was greatly impacted due to the COVID-19 pandemic, which caused school campus closures and necessitated service reductions, reduction in bus capacity and non-collection of fares for social distancing purposes.

Table A: Ridership Trends by Fare Component

Fare Categories	Month			Fiscal Year to Date		
	Sep-20	Sep-19	%Change	Jul 20 - Sep 20	Jul 19 - Sep 19	%Change
Persons with Disabilities Cash	-	2,127	-100.0%	1	6,942	-100.0%
Full Fare Prepaid ⁽¹⁾	24	90,552	-100.0%	65	299,418	-100.0%
Free	187,077	10,424	1694.7%	543,871	30,837	1663.7%
General Fare	3	74,029	-100.0%	8	232,955	-100.0%
Santa Barbara City College	24	77,502	-100.0%	69	130,764	-99.9%
Senior & Disabled Prepaid ⁽²⁾	14	62,112	-100.0%	70	191,026	-100.0%
Shuttle	-	18,330	-100.0%	-	72,070	-100.0%
Senior Cash	1	16,904	-100.0%	1	51,300	-100.0%
Youth(K-12) Prepaid ⁽³⁾	24	55,017	-100.0%	62	152,419	-100.0%
Special Pass Programs	13	4,351	-99.7%	42	12,984	-99.7%
Tokens	-	1,449	-100.0%	-	4,878	-100.0%
Transfers	65	39,657	-99.8%	161	121,098	-99.9%
UC Santa Barbara	19	81,451	-100.0%	75	158,179	-100.0%
Total	187,264	533,905	-64.9%	544,425	1,464,870	-62.8%

(1) Includes adult 10-Ride and Unlimited 30-Day Passport use.

(2) Includes seniors' and persons with disabilities' 10-Ride and Unlimited 30-Day Passport use.

(3) Includes student 10-Ride and Unlimited 30-Day Passport use.

Table B: Revenue Hours and Revenue Miles

Metrics	Month			Fiscal Year to Date		
	Sep-20	Sep-19	%Change	Jul 20 - Sep 20	Jul 19 - Sep 19	%Change
Passengers	187,264	533,905	-64.9%	544,425	1,464,870	-62.8%
Revenue Hours	14,281	18,141	-21.3%	43,792	55,298	-20.8%
Passengers per Rev Hour	13.11	29.43	-55.4%	12.43	26.49	-53.1%
Revenue Miles	173,518	222,560	-22.0%	532,782	656,413	-18.8%
Passengers per Rev Mile	1.08	2.40	-55.0%	1.02	2.23	-54.2%

*SOURCE: MTD PASSDAT PROGRAM, MTD TRANSIT DEVELOPMENT DEPARTMENT, PLANNING SECTION

Table C: September 2020 System Ridership

LINE	Month			Fiscal Year to Date		
	Sep-20	Sep-19	%Change	Jul 20 - Sep 20	Jul 19 - Sep 19	%Change
1 West Santa Barbara	17,731	29,114	-39.1%	48,954	81,347	-39.8%
2 East Santa Barbara	25,321	43,856	-42.3%	71,327	125,370	-43.1%
3 Oak Park	7,968	17,283	-53.9%	22,299	49,593	-55.0%
4 Mesa/SBCC	4,667	13,230	-64.7%	13,956	32,760	-57.4%
5 Mesa / La Cumbre	5,100	12,451	-59.0%	14,397	32,780	-56.1%
6 Goleta	26,081	50,936	-48.8%	77,293	148,264	-47.9%
7 County Health / Fairview	12,618	24,656	-48.8%	36,864	75,577	-51.2%
10 Cathedral Oaks	-	2,068	-100.0%	-	4,823	-100.0%
11 UCSB	34,597	79,144	-56.3%	101,714	225,588	-54.9%
12x Goleta Express	7,113	14,388	-50.6%	20,706	48,311	-57.1%
14 Montecito	4,025	6,522	-38.3%	11,851	19,525	-39.3%
15x SBCC / UCSB Express	-	25,976	-100.0%	-	39,344	-100.0%
16 City College Shuttle	-	14,161	-100.0%	-	17,447	-100.0%
17 Lower West / SBCC	4,986	11,886	-58.1%	14,340	33,175	-56.8%
20 Carpinteria	19,224	31,499	-39.0%	59,505	97,311	-38.9%
23 Winchester Canyon	1,412	4,005	-64.7%	4,355	11,856	-63.3%
24x UCSB Express	9,782	33,378	-70.7%	27,651	137,144	-79.8%
25 Elwood	2,694	5,609	-52.0%	7,987	18,285	-56.3%
27 Isla Vista Shuttle	3,945	16,272	-75.8%	11,226	33,077	-66.1%
28 UCSB Shuttle	-	30,154	-100.0%	-	58,496	-100.0%
36 Seaside Shuttle	-	7,174	-100.0%	-	18,378	-100.0%
37 Crosstown Shuttle	-	8,103	-100.0%	-	23,188	-100.0%
90 West Goleta Amtrak Shuttle	-	937	-100.0%	-	2,790	-100.0%
91 East Goleta Amtrak Shuttle	-	457	-100.0%	-	1,140	-100.0%
92 Santa Barbara Amtrak Shuttle	-	358	-100.0%	-	963	-100.0%
Booster Services	-	28,376	-100.0%	-	41,296	-100.0%
System Subtotal	187,264	511,993	-63.4%	544,425	1,377,942	-60.5%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	17,531	-100.0%	-	68,369	-100.0%
34 Waterfront Shuttle	-	4,381	-100.0%	-	18,559	-100.0%
DWS Total	-	21,912	-100.0%	-	86,928	-100.0%
System Total	187,264	533,905	-64.9%	544,425	1,464,870	-62.8%

Related Routes						
11, 24x, 27, 28 UCSB Lines	48,324	158,948	-69.6%	140,591	454,305	-69.1%
1, 2, 37 East/West & Crosstown	43,052	81,073	-46.9%	120,281	229,905	-47.7%
4, 5, 15x, 16, 17 Mesa Lines	14,753	77,704	-81.0%	42,693	155,506	-72.5%
6, 11 State/Hollister	60,678	130,080	-53.4%	179,007	373,852	-52.1%

*SOURCE: MTD PASSDAT PROGRAM, MTD TRANSIT DEVELOPMENT DEPARTMENT, PLANNING SECTION

TABLE C NOTES - PERIOD OVER PERIOD COMPARISON EXCEPTIONS: SYSTEM CHANGES AND ENHANCEMENTS OCCUR THROUGHOUT THE YEAR. THESE AFFECT THE QUALITY OF CONCLUSIONS DRAWN WHEN COMPARING RIDERSHIP PERIOD OVER PERIOD FOR THOSE LINES THAT ARE MODIFIED.

Table D: September 2020 - Passengers Per Hour

LINE	Month			Fiscal Year to Date		
	Sep-20	Sep-19	%Change	Jul 20 - Sep 20	Jul 19 - Sep 19	%Change
1 West Santa Barbara	18.6	32.3	-42.3%	17.1	28.8	-40.7%
2 East Santa Barbara	17.3	31.2	-44.6%	16.0	28.5	-43.8%
3 Oak Park	10.0	22.3	-55.3%	9.1	20.4	-55.4%
4 Mesa/SBCC	12.4	36.2	-65.7%	12.0	28.1	-57.1%
5 Mesa / La Cumbre	8.7	21.7	-59.8%	8.0	18.3	-56.3%
6 Goleta	15.7	30.5	-48.7%	15.1	28.9	-47.8%
7 Calle Real / Fairview	10.0	19.8	-49.6%	9.4	19.4	-51.4%
10 Cathedral Oaks	-	15.0	-100.0%	-	11.0	-100.0%
11 UCSB	13.6	31.5	-56.8%	13.0	29.0	-55.1%
12x Goleta Express	12.1	23.9	-49.5%	11.3	26.0	-56.6%
14 Montecito	9.7	16.3	-40.8%	9.2	15.3	-39.5%
15x SBCC / UCSB Express	-	34.3	-100.0%	-	25.7	-100.0%
16 City College Shuttle	-	44.2	-100.0%	-	43.6	-100.0%
17 Lower West / SBCC	17.7	43.5	-59.2%	16.6	39.4	-58.0%
20 Carpinteria	12.5	21.2	-40.9%	12.7	20.9	-39.5%
23 Winchester Canyon	7.2	20.7	-65.2%	7.2	19.7	-63.4%
24x UCSB Express	9.5	33.3	-71.5%	8.8	43.7	-79.9%
25 Elwood	11.9	25.2	-52.7%	11.5	26.4	-56.5%
27 Isla Vista Shuttle	10.8	36.3	-70.3%	10.1	27.3	-63.2%
28 UCSB Shuttle	-	50.0	-100.0%	-	36.7	-100.0%
36 Seaside Shuttle	-	20.7	-100.0%	-	17.2	-100.0%
37 Crossstown Shuttle	-	16.5	-100.0%	-	14.8	-100.0%
90 West Goleta Amtrak Shuttle	-	88.4	-100.0%	-	82.3	-100.0%
91 East Goleta Amtrak Shuttle	-	43.1	-100.0%	-	33.6	-100.0%
92 Santa Barbara Amtrak Shuttle	-	23.0	-100.0%	-	19.3	-100.0%
Booster Services	-	95.6	-100.0%	-	90.2	-100.0%
System Average	13.1	30.0	-56.3%	12.4	27.1	-54.1%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	21.5	-100.0%	-	21.3	-100.0%
34 Waterfront Shuttle	-	16.7	-100.0%	-	14.9	-100.0%
DWS Average	-	20.3	-100.0%	-	19.5	-100.0%
System Total	13.1	29.4	-55.5%	12.4	26.5	-53.0%

Related Routes						
11, 24x, 27, 28 UCSB Lines	34	151	-77.6%	32	137	-76.7%
1, 2, 37 East/West & Crossstown	17.8	29.0	-38.5%	16.4	26.2	-37.1%
4, 5, 15x, 16, 17 Mesa Lines	11.9	33.9	-64.9%	11.2	27.1	-58.8%
6, 11 State/Hollister	14.4	31.1	-53.6%	13.9	29.0	-52.2%

*SOURCE: GFI GENFARE, MTD TRANSIT DEVELOPMENT DEPARTMENT, PLANNING SECTION

Table E: September 2020 – ‘At Capacity’ Loads Indicated

Classified as a 30-foot vehicle with 10 or more standees, or a 40-foot vehicle with 20 or more standees.

LINE	Month			Fiscal Year to Date		
	Sep-20	Sep-19	%Change	Jul 20 - Sep 20	Jul 19 - Sep 19	%Change
1 West Santa Barbara	4	10	-60.0%	4	16	-75.0%
2 East Santa Barbara	6	11	-45.5%	11	21	-47.6%
3 Oak Park	-	6	-100.0%	-	11	-100.0%
4 Mesa/SBCC	1	1	0.0%	1	1	0.0%
5 Mesa / La Cumbre	1	9	-88.9%	1	14	-92.9%
6 Goleta	4	18	-77.8%	6	46	-87.0%
7 Calle Real / Fairview	1	2	-50.0%	1	2	-50.0%
10 Cathedral Oaks	-	1	-100.0%	-	1	-100.0%
11 UCSB	5	23	-78.3%	13	87	-85.1%
12x Goleta Express	-	-	0.0%	1	17	-94.1%
14 Montecito	4	2	100.0%	4	2	100.0%
15x SBCC / UCSB Express	-	28	-100.0%	-	36	-100.0%
16 City College Shuttle	-	2	-100.0%	-	3	-100.0%
17 Lower West / SBCC	1	-	100.0%	1	1	0.0%
20 Carpinteria	-	22	-100.0%	13	41	-68.3%
23 Winchester Canyon	-	-	0.0%	-	2	-100.0%
24x UCSB Express	-	6	-100.0%	-	89	-100.0%
25 Elwood	-	-	0.0%	-	2	-100.0%
27 Isla Vista Shuttle	1	43	-97.7%	1	46	-97.8%
28 UCSB Shuttle	-	2	-100.0%	-	7	-100.0%
36 Seaside Shuttle	-	5	-100.0%	-	5	-100.0%
37 Crosstown Shuttle	-	-	0.0%	-	2	-100.0%
90 West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91 East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92 Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
Booster Services	-	91	-100.0%	-	129	-100.0%
System Subtotal	28	282	-90.1%	57	581	-90.2%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	6	-100.0%	-	20	-100.0%
34 Waterfront Shuttle	-	-	-100.0%	-	5	0.0%
DWS Total	-	6	-100.0%	-	25	-100.0%
System Total	28	288	-90.3%	57	606	-90.6%

*SOURCE: GFI GENFARE, MTD TRANSIT DEVELOPMENT DEPARTMENT, PLANNING SECTION

Table F: September 2020 – ‘Too Full to Board’ Loads Indicated

Passengers were refused service because a vehicle was too full to safely board additional riders.

LINE	Month			Fiscal Year to Date		
	Sep-20	Sep-19	%Change	Jul 20 - Sep 20	Jul 19 - Sep 19	%Change
1 West Santa Barbara	30	-	100.0%	69	1	6800.0%
2 East Santa Barbara	110	4	2650.0%	273	8	3312.5%
3 Oak Park	35	1	3400.0%	68	1	6700.0%
4 Mesa/SBCC	1	-	100.0%	9	-	100.0%
5 Mesa / La Cumbre	7	-	100.0%	22	4	450.0%
6 Goleta	180	5	3500.0%	453	15	2920.0%
7 Calle Real / Fairview	22	1	2100.0%	49	2	2350.0%
10 Cathedral Oaks	-	2	-100.0%	-	5	-100.0%
11 UCSB	222	27	722.2%	557	68	719.1%
12x Goleta Express	9	3	200.0%	22	46	-52.2%
14 Montecito	25	1	2400.0%	82	1	8100.0%
15x SBCC / UCSB Express	-	35	-100.0%	-	47	-100.0%
16 City College Shuttle	-	8	-100.0%	-	10	-100.0%
17 Lower West / SBCC	1	1	0.0%	11	2	450.0%
20 Carpinteria	117	2	5750.0%	347	4	8575.0%
23 Winchester Canyon	-	-	0.0%	7	-	100.0%
24x UCSB Express	4	14	-71.4%	7	228	-96.9%
25 Elwood	4	-	100.0%	6	1	500.0%
27 Isla Vista Shuttle	2	51	-96.1%	4	51	-92.2%
28 UCSB Shuttle	-	27	-100.0%	-	29	-100.0%
36 Seaside Shuttle	-	2	-100.0%	-	2	-100.0%
37 Crosstown Shuttle	-	-	0.0%	-	-	0.0%
90 West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91 East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92 Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
Booster Services	-	49	-100.0%	-	78	-100.0%
System Subtotal	769	233	230.0%	1,986	603	229.4%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	9	-100.0%	-	45	-100.0%
34 Waterfront Shuttle	-	-	-100.0%	-	5	0.0%
DWS Total	-	9	-100.0%	-	50	-100.0%
System Total	769	242	217.8%	1,986	653	204.1%

*SOURCE: GFI GENFARE, MTD TRANSIT DEVELOPMENT DEPARTMENT, PLANNING SECTION

Table G: September 2020 – Bicycles Carried

LINE	Month			Fiscal Year to Date		
	Sep-20	Sep-19	%Change	Jul 20 - Sep 20	Jul 19 - Sep 19	%Change
1 West Santa Barbara	236	196	20.4%	640	588	8.8%
2 East Santa Barbara	569	443	28.4%	1,513	1,321	14.5%
3 Oak Park	103	108	-4.6%	223	325	-31.4%
4 Mesa/SBCC	109	101	7.9%	393	315	24.8%
5 Mesa / La Cumbre	180	217	-17.1%	587	593	-1.0%
6 Goleta	1,280	1,032	24.0%	3,797	3,228	17.6%
7 Calle Real / Fairview	519	495	4.8%	1,547	1,600	-3.3%
10 Cathedral Oaks	-	58	-100.0%	-	149	-100.0%
11 UCSB	1,683	1,502	12.1%	5,186	4,480	15.8%
12x Goleta Express	534	523	2.1%	1,638	1,585	3.3%
14 Montecito	128	73	75.3%	420	291	44.3%
15x SBCC / UCSB Express	-	255	-100.0%	-	633	-100.0%
16 City College Shuttle	-	116	-100.0%	-	148	-100.0%
17 Lower West / SBCC	72	77	-6.5%	245	276	-11.2%
20 Carpinteria	790	702	12.5%	2,586	2,244	15.2%
23 Winchester Canyon	59	50	18.0%	185	171	8.2%
24x UCSB Express	765	833	-8.2%	2,400	2,593	-7.4%
25 Ellwood	121	119	1.7%	364	385	-5.5%
27 Isla Vista Shuttle	57	123	-53.7%	144	282	-48.9%
28 UCSB Shuttle	-	178	-100.0%	-	511	-100.0%
36 Seaside Shuttle*	-	-	0.0%	-	2	-100.0%
37 Crosstown Shuttle*	-	-	0.0%	-	2	-100.0%
90 West Goleta Amtrak Shuttle	-	2	-100.0%	-	2	-100.0%
91 East Goleta Amtrak Shuttle	-	1	-100.0%	-	3	-100.0%
92 Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
Booster services	-	31	-100.0%	-	47	-100.0%
System Subtotal	7,205	7,235	-0.4%	21,869	21,774	0.4%
Downtown Waterfront Shuttles						
30 Downtown Shuttle*	-	-	0.0%	-	-	0.0%
34 Waterfront Shuttle*	-	-	0.0%	-	-	0%
DWS Total	-	-	0.0%	-	-	0.0%
System Total	7,205	7,235	-0.4%	21,869	21,774	0.4%

*SOURCE: GFI GENFARE, MTD TRANSIT DEVELOPMENT DEPARTMENT, PLANNING SECTION
 *THE ELECTRIC SHUTTLE CANNOT CARRY BICYCLES, UNLESS REPLACED BY A DIESEL VEHICLE

Table H: September 2020 – Wheelchairs Boarded

LINE	Month			Fiscal Year to Date		
	Sep-20	Sep-19	%Change	Jul 20 - Sep 20	Jul 19 - Sep 19	%Change
1 West Santa Barbara	84	148	-43.2%	282	434	-35.0%
2 East Santa Barbara	283	158	79.1%	600	393	52.7%
3 Oak Park	68	76	-10.5%	118	207	-43.0%
4 Mesa/SBCC	15	16	-6.3%	37	63	-41.3%
5 Mesa / La Cumbre	12	62	-80.6%	34	220	-84.5%
6 Goleta	131	175	-25.1%	332	425	-21.9%
7 Calle Real / Fairview	134	174	-23.0%	328	508	-35.4%
10 Cathedral Oaks	-	6	-100.0%	-	11	-100.0%
11 UCSB	162	195	-16.9%	418	535	-21.9%
12x Goleta Express	35	59	-40.7%	105	156	-32.7%
14 Montecito	17	15	13.3%	43	30	43.3%
15x SBCC / UCSB Express	-	1	-100.0%	-	1	-100.0%
16 City College Shuttle	-	66	-100.0%	-	96	-100.0%
17 Lower West / SBCC	8	10	-20.0%	14	58	-75.9%
20 Carpinteria	135	169	-20.1%	353	406	-13.1%
23 Winchester Canyon	-	2	-100.0%	1	11	-90.9%
24x UCSB Express	20	38	-47.4%	70	125	-44.0%
25 Elwood	4	11	-63.6%	13	29	-55.2%
27 Isla Vista Shuttle	6	1	500.0%	10	3	233.3%
28 UCSB Shuttle	-	4	-100.0%	-	10	-100.0%
36 Seaside Shuttle	-	1	-100.0%	-	3	-100.0%
37 Crosstown Shuttle	-	3	-100.0%	-	40	-100.0%
90 West Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
91 East Goleta Amtrak Shuttle	-	-	0.0%	-	-	0.0%
92 Santa Barbara Amtrak Shuttle	-	-	0.0%	-	-	0.0%
Booster Services	-	1	-100.0%	-	1	-100.0%
System Subtotal	1,114	1,391	-19.9%	2,758	3,765	-26.7%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	63	-100.0%	-	220	-100.0%
34 Waterfront Shuttle	-	-	0.0%	-	44	-100.0%
DWS Total	-	63	-100.0%	-	264	-100.0%
System Total	1,114	1,454	-23.4%	2,758	4,029	-31.5%

*SOURCE: GFI GENFARE, MTD TRANSIT DEVELOPMENT DEPARTMENT, PLANNING SECTION

Table I: Ridership by Day Type

	September 2020			September 2019				
	Ridership	Days	Avg Daily Ridership	Ridership	Days	Avg Daily Ridership	Change in Daily Ridership	% Change in Daily Ridership
Weekday	147,664	21	7,032	439,477	20	21,974	-14,942	-68.0%
Saturday	20,161	4	5,040	44,212	4	11,053	-6,013	-54.4%
Sunday	19,439	5	3,888	50,216	6	8,369	-4,482	-53.5%
Total	187,264	30	6,242	533,905	30	17,797	-11,555	-64.9%

	FY 2020			FY 2019				
	Ridership	Days	Avg Daily Ridership	Ridership	Days	Avg Daily Ridership	Change in Daily Ridership	% Change in Daily Ridership
Weekday	433,961	65	6,676	1,211,750	64	18,934	-12,257	-64.7%
Saturday	56,544	12	4,712	132,861	13	10,220	-5,508	-53.9%
Sunday	53,920	15	3,595	120,259	15	8,017	-4,423	-55.2%
Total	544,425	92	5,918	1,464,870	92	15,923	-10,005	-62.8%

*SOURCE: GFI GENFARE, MTD TRANSIT DEVELOPMENT DEPARTMENT, PLANNING SECTION

External Factors Affecting Ridership

Service Days & School Days:

	Weekdays	Saturdays	Sundays	HS + JHS	SBCC	UCSB
Sep-20	21	4	5	0	0	0
Sep-19	20	4	6	20	20	6 + 14 SS

*SOURCE: GREGORIAN CALENDAR, SB AREA SCHOOL DISTRICT, SBCC, UCSB. SS=SUMMER SESSION

Weather: In the month of September 2020, there were the 0 days of rain the same as September 2019.

	Temperature (°F)	High	Average	Low	Precipitation	
Sep-20	Maximum	86	73	66	Weekday: 0.0 in (0 day)	
	Mean	76	66	59	Saturday: 0.0 in(0 days) 0.0in	
	Minimum	67	59	53	Sunday: 0.0 in (0days)	
Sep-19	Maximum	87	72	67	Weekday: 0.0 in (0 days)	
	Mean	78	68	59	Saturday: 0.0 in(0 days) 0.0 in	
	Minimum	71	63	48	Sunday: 0.0 in (0 days)	

*SOURCE: WWW.WUNDERGROUND.COM

Addendum: Data Source Documentation

*GFI Genfare data is taken directly from the electronic fare box system on each MTD vehicle equipped. In general, GFI data has not been verified, modified, adjusted, added, or removed since being captured at the time of the driver/passenger transaction. GFI data is considered raw data.

*Passdat program accuracy is determined by the amount of GFI fare box data that remains unchanged as compared to Trapeze Run and Trip templates for the evaluation time period. Both human and mechanical errors influence the need to make manual adjustments. These corrections are defined and determined by evaluation of historical and experiential ridership patterns.