



System Ridership Report: September 2021

System wide ridership increased 80.4% or 150,511 passengers, for the month of September 2021 as compared to September 2020. In September 2020, ridership and fare revenue was greatly impacted due to the COVID-19 pandemic. Line 28 service resumed on September 20, 2021, with the full reopening of the UCSB campus. All bus capacity restrictions were lifted on September 22, 2021.

Table A: Ridership Trends by Fare Component

Fare Categories	Month			Fiscal Year to Date		
	Sep-21	Sep-20	%Change	Jul 21 - Sep 21	Jul 20 - Sep 20	%Change
Persons with Disabilities Cash	1,226	-	100.0%	3,989	1	398800.0%
Full Fare Prepaid ⁽¹⁾	64,396	24	268216.7%	195,787	65	301110.8%
Free	7,407	187,077	-96.0%	19,351	543,871	-96.4%
General Fare	60,955	3	2031733.3%	176,400	8	2204900.0%
Santa Barbara City College	15,068	24	62683.3%	20,282	69	29294.2%
Senior & Disabled Prepaid ⁽²⁾	40,600	14	289900.0%	122,887	70	175452.9%
Shuttle	-	-	0.0%	-	-	0.0%
Senior Cash	8,597	1	100.0%	26,029	1	100.0%
Youth(K-12) Prepaid ⁽³⁾	44,834	24	186708.3%	96,022	62	154774.2%
Special Pass Programs	239	13	1738.5%	716	42	1604.8%
Tokens	1,159	-	100.0%	2,888	-	100.0%
Transfers	26,922	65	41318.5%	80,652	161	49994.4%
UC Santa Barbara	65,933	19	346915.8%	81,405	75	108440.0%
Tap to Ride Transactions	439	-	100.0%	905	-	100.0%
Total	337,775	187,264	80.4%	827,313	544,425	52.0%

(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-21	Sep-20	%Change	Jul 21 - Sep 21	Jul 20 - Sep 20	%Change
Passengers	337,775	187,264	80.4%	827,313	544,425	52.0%
Revenue Hours	15,570	14,282	9.0%	45,343	43,792	3.5%
Passengers per Rev Hour	21.69	13.11	65.5%	18.25	12.43	46.8%
Revenue Miles	193,190	173,518	11.3%	554,314	532,782	4.0%
Passengers per Rev Mile	1.75	1.08	62.0%	1.49	1.02	46.1%

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

Table C: September 2021 System Ridership

LINE	Month			Fiscal Year to Date		
	Sep-21	Sep-20	%Change	Jul 21 - Sep 21	Jul 20 - Sep 20	%Change
1 West Santa Barbara	22,305	17,731	25.8%	61,748	48,954	26.1%
2 East Santa Barbara	34,454	25,321	36.1%	94,899	71,327	33.0%
3 Oak Park	10,397	7,968	30.5%	29,357	22,299	31.7%
4 Mesa/SBCC	5,944	4,667	27.4%	18,064	13,956	29.4%
5 Mesa / La Cumbre	6,674	5,100	30.9%	18,135	14,397	26.0%
6 Goleta	36,675	26,081	40.6%	102,492	77,293	32.6%
7 County Health / Fairview	16,654	12,618	32.0%	46,222	36,864	25.4%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	62,894	34,597	81.8%	151,862	101,714	49.3%
12x Goleta Express	10,843	7,113	52.4%	30,674	20,706	48.1%
14 Montecito	4,513	4,025	12.1%	13,211	11,851	11.5%
15x SBCC / UCSB Express	7,307	-	100.0%	9,012	-	100.0%
16 City College Shuttle	3,458	-	100.0%	4,617	-	100.0%
17 Lower West / SBCC	6,820	4,986	36.8%	19,301	14,340	34.6%
20 Carpinteria	24,655	19,224	28.3%	72,508	59,505	21.9%
23 Winchester Canyon	2,671	1,412	89.2%	6,593	4,355	51.4%
24x UCSB Express	25,752	9,782	163.3%	67,195	27,651	143.0%
25 Elwood	3,446	2,694	27.9%	10,208	7,987	27.8%
27 Isla Vista Shuttle	10,724	3,945	171.8%	18,143	11,226	61.6%
28 UCSB Shuttle	18,632	-	100.0%	18,632	-	100.0%
36 Seaside Shuttle	-	-	0.0%	-	-	0.0%
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	22,957	-	100.0%	34,440	-	100.0%
System Subtotal	337,775	187,264	80.4%	827,313	544,425	52.0%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	-	0.0%	-	-	0.0%
34 Waterfront Shuttle	-	-	0.0%	-	-	0.0%
DWS Total	-	-	0.0%	-	-	0.0%
System Total	337,775	187,264	80.4%	827,313	544,425	52.0%

Related Routes						
11, 24x, 27, 28 UCSB Lines	118,002	48,324	144.2%	255,832	140,591	82.0%
1, 2, 37 East/West & Crosstown	56,759	43,052	31.8%	156,647	120,281	30.2%
4, 5, 15x, 16, 17 Mesa Lines	30,203	14,753	104.7%	69,129	42,693	61.9%
6, 11 State/Hollister	99,569	60,678	64.1%	254,354	179,007	42.1%

*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 2021 - Passengers Per Hour

LINE		Month			Fiscal Year to Date		
		Sep-21	Sep-20	%Change	Jul 21 - Sep 21	Jul 20 - Sep 20	%Change
1	West Santa Barbara	24.2	18.6	30.0%	21.9	17.1	28.1%
2	East Santa Barbara	24.0	17.3	38.6%	21.6	16.0	34.6%
3	Oak Park	13.1	10.0	31.0%	12.1	9.1	33.0%
4	Mesa/SBCC	15.8	12.4	27.3%	15.7	12.0	30.4%
5	Mesa / La Cumbre	11.4	8.7	30.8%	10.1	8.0	26.4%
6	Goleta	21.7	15.7	38.2%	20.0	15.1	32.1%
7	Calle Real / Fairview	13.2	10.0	31.9%	12.0	9.4	26.8%
10	Cathedral Oaks	-	-	0.0%	-	-	0.0%
11	UCSB	24.8	13.6	81.9%	19.5	13.0	49.9%
12x	Goleta Express	18.3	12.1	51.3%	16.9	11.3	49.8%
14	Montecito	10.9	9.7	12.1%	10.4	9.2	12.0%
15x	SBCC / UCSB Express	15.0	-	100.0%	13.8	-	100.0%
16	City College Shuttle	14.3	-	100.0%	14.3	-	100.0%
17	Lower West / SBCC	24.3	17.7	36.7%	22.5	16.6	35.6%
20	Carpinteria	16.0	12.5	28.1%	15.4	12.7	21.6%
23	Winchester Canyon	13.6	7.2	88.8%	11.0	7.2	51.7%
24x	UCSB Express	24.7	9.5	160.7%	21.1	8.8	140.0%
25	Elwood	15.3	11.9	27.8%	14.8	11.5	28.3%
27	Isla Vista Shuttle	29.2	10.8	171.7%	16.2	10.1	60.5%
28	UCSB Shuttle	69.7	-	100.0%	69.7	-	100.0%
36	Seaside Shuttle	-	-	0.0%	-	-	0.0%
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	70.2	-	100.0%	65.1	-	100.0%
System Average		21.7	13.1	65.2%	18.2	12.4	46.6%
Downtown Waterfront Shuttles							
30	Downtown Shuttle	-	-	0.0%	-	-	0.0%
34	Waterfront Shuttle	-	-	0.0%	-	-	0.0%
DWS Average		-	-	0.0%	-	-	0.0%
System Total		21.7	13.1	65.2%	18.2	12.4	46.6%

Related Routes							
11, 24x, 27, 28 UCSB Lines		148	34	338.4%	127	32	296.7%
1, 2, 37 East/West & Crosstown		24.1	17.8	35.1%	21.7	16.4	32.0%
4, 5, 15x, 16, 17 Mesa Lines		15.3	11.9	28.9%	14.5	11.2	29.6%
6, 11 State/Hollister		23.5	14.4	63.0%	19.7	13.9	42.2%

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

Table E: September 2021 – ‘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-21	Sep-20	%Change	Jul 21 - Sep 21	Jul 20 - Sep 20	%Change
1 West Santa Barbara	2	4	-50.0%	2	4	-50.0%
2 East Santa Barbara	5	6	-16.7%	5	11	-54.5%
3 Oak Park	-	-	0.0%	-	-	0.0%
4 Mesa/SBCC	-	1	-100.0%	-	1	-100.0%
5 Mesa / La Cumbre	-	1	-100.0%	-	1	-100.0%
6 Goleta	-	4	-100.0%	-	6	-100.0%
7 Calle Real / Fairview	-	1	-100.0%	1	1	0.0%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	16	5	220.0%	24	13	84.6%
12x Goleta Express	1	-	100.0%	1	1	0.0%
14 Montecito	-	4	-100.0%	-	4	-100.0%
15x SBCC / UCSB Express	9	-	100.0%	9	-	100.0%
16 City College Shuttle	-	-	0.0%	-	-	0.0%
17 Lower West / SBCC	-	1	-100.0%	-	1	-100.0%
20 Carpinteria	1	-	100.0%	2	13	-84.6%
23 Winchester Canyon	-	-	0.0%	-	-	0.0%
24x UCSB Express	3	-	100.0%	6	-	100.0%
25 Elwood	-	-	0.0%	1	-	100.0%
27 Isla Vista Shuttle	-	1	-100.0%	-	1	-100.0%
28 UCSB Shuttle	-	-	0.0%	2	-	100.0%
36 Seaside Shuttle	-	-	0.0%	-	-	0.0%
37 Crossstown 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	14	-	100.0%	15	-	100.0%
System Subtotal	51	28	82.1%	68	57	19.3%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	-	0.0%	-	-	0.0%
34 Waterfront Shuttle	-	-	0.0%	-	-	0.0%
DWS Total	-	-	0.0%	-	-	0.0%
System Total	51	28	82.1%	68	57	19.3%

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

Table F: September 2021 – ‘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-21	Sep-20	%Change	Jul 21 - Sep 21	Jul 20 - Sep 20	%Change
1 West Santa Barbara	15	30	-50.0%	26	69	-62.3%
2 East Santa Barbara	35	110	-68.2%	64	273	-76.6%
3 Oak Park	1	35	-97.1%	2	68	-97.1%
4 Mesa/SBCC	-	1	-100.0%	1	9	-88.9%
5 Mesa / La Cumbre	-	7	-100.0%	2	22	-90.9%
6 Goleta	11	180	-93.9%	33	453	-92.7%
7 Calle Real / Fairview	-	22	-100.0%	-	49	-100.0%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	61	222	-72.5%	89	557	-84.0%
12x Goleta Express	3	9	-66.7%	12	22	-45.5%
14 Montecito	1	25	-96.0%	2	82	-97.6%
15x SBCC / UCSB Express	4	-	100.0%	4	-	100.0%
16 City College Shuttle	-	-	0.0%	-	-	0.0%
17 Lower West / SBCC	1	1	0.0%	2	11	-81.8%
20 Carpinteria	4	117	-96.6%	29	347	-91.6%
23 Winchester Canyon	-	-	0.0%	1	7	-85.7%
24x UCSB Express	33	4	725.0%	166	7	2271.4%
25 Elwood	1	4	-75.0%	1	6	-83.3%
27 Isla Vista Shuttle	8	2	300.0%	8	4	100.0%
28 UCSB Shuttle	14	-	100.0%	14	-	100.0%
36 Seaside Shuttle	-	-	0.0%	-	-	0.0%
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	31	-	100.0%	34	-	100.0%
System Subtotal	223	769	-71.0%	490	1,986	-75.3%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	-	0.0%	-	-	0.0%
34 Waterfront Shuttle	-	-	0.0%	-	-	0.0%
DWS Total	-	-	0.0%	-	-	0.0%
System Total	223	769	-71.0%	490	1,986	-75.3%

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

Table G: September 2021 – Bicycles Carried

LINE	Month			Fiscal Year to Date		
	Sep-21	Sep-20	%Change	Jul 21 - Sep 21	Jul 20 - Sep 20	%Change
1 West Santa Barbara	127	236	-46.2%	424	640	-33.8%
2 East Santa Barbara	368	569	-35.3%	1,150	1,513	-24.0%
3 Oak Park	1	103	-99.0%	6	223	-97.3%
4 Mesa/SBCC	88	109	-19.3%	244	393	-37.9%
5 Mesa / La Cumbre	122	180	-32.2%	336	587	-42.8%
6 Goleta	816	1,280	-36.3%	2,570	3,797	-32.3%
7 Calle Real / Fairview	416	519	-19.8%	1,277	1,547	-17.5%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	1,402	1,683	-16.7%	3,764	5,186	-27.4%
12x Goleta Express	553	534	3.6%	1,513	1,638	-7.6%
14 Montecito	73	128	-43.0%	206	420	-51.0%
15x SBCC / UCSB Express	167	-	100.0%	193	-	100.0%
16 City College Shuttle	33	-	100.0%	42	1	4100.0%
17 Lower West / SBCC	48	72	-33.3%	164	245	-33.1%
20 Carpinteria	620	790	-21.5%	1,972	2,586	-23.7%
23 Winchester Canyon	35	59	-40.7%	82	185	-55.7%
24x UCSB Express	868	765	13.5%	2,456	2,400	2.3%
25 Ellwood	58	121	-52.1%	171	364	-53.0%
27 Isla Vista Shuttle	60	57	5.3%	129	144	-10.4%
28 UCSB Shuttle	73	-	100.0%	73	-	100.0%
36 Seaside Shuttle*	-	-	0.0%	-	-	0.0%
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	21	-	100.0%	35	1	3400.0%
System Subtotal	5,949	7,205	-17.4%	16,807	21,870	-23.2%
Downtown Waterfront Shuttles						
30 Downtown Shuttle*	-	-	0.0%	-	-	0.0%
34 Waterfront Shuttle*	-	-	0.0%	-	-	0.0%
DWS Total	-	-	0.0%	-	-	0.0%
System Total	5,949	7,205	-17.4%	16,807	21,870	-23.2%

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

Table H: September 2021 – Wheelchairs Boarded

LINE	Month			Fiscal Year to Date		
	Sep-21	Sep-20	%Change	Jul 21 - Sep 21	Jul 20 - Sep 20	%Change
1 West Santa Barbara	52	84	-38.1%	177	282	-37.2%
2 East Santa Barbara	172	283	-39.2%	514	600	-14.3%
3 Oak Park	21	68	-69.1%	57	118	-51.7%
4 Mesa/SBCC	9	15	-40.0%	62	37	67.6%
5 Mesa / La Cumbre	21	12	75.0%	47	34	38.2%
6 Goleta	113	131	-13.7%	333	332	0.3%
7 Calle Real / Fairview	114	134	-14.9%	287	328	-12.5%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	114	162	-29.6%	365	418	-12.7%
12x Goleta Express	41	35	17.1%	111	105	5.7%
14 Montecito	14	17	-17.6%	40	43	-7.0%
15x SBCC / UCSB Express	1	-	100.0%	1	-	100.0%
16 City College Shuttle	35	-	100.0%	44	-	100.0%
17 Lower West / SBCC	25	8	212.5%	77	14	450.0%
20 Carpinteria	100	135	-25.9%	282	353	-20.1%
23 Winchester Canyon	2	-	100.0%	4	1	300.0%
24x UCSB Express	20	20	0.0%	53	70	-24.3%
25 Elwood	2	4	-50.0%	4	13	-69.2%
27 Isla Vista Shuttle	3	6	-50.0%	13	10	30.0%
28 UCSB Shuttle	-	-	0.0%	-	-	0.0%
36 Seaside Shuttle	-	-	0.0%	-	-	0.0%
37 Crossstown 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	-	-	0.0%	3	-	0.0%
System Subtotal	859	1,114	-22.9%	2,474	2,758	-10.3%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	-	0.0%	-	-	0.0%
34 Waterfront Shuttle	-	-	0.0%	-	-	0.0%
DWS Total	-	-	0.0%	-	-	0.0%
System Total	859	1,114	-22.9%	2,474	2,758	-10.3%

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

Table I: Ridership by Day Type

	September 2021			September 2020				
	Ridership	Days	Avg Daily Ridership	Ridership	Days	Avg Daily Ridership	Change in Daily Ridership	% Change in Daily Ridership
Weekday	284,488	21	13,547	147,664	21	7,032	6,515	92.7%
Saturday	27,385	4	6,846	20,161	4	5,040	1,806	35.8%
Sunday	25,902	5	5,180	19,439	5	3,888	1,293	33.2%
Total	337,775	30	11,259	187,264	30	6,242	5,017	80.4%

	FY 2022			FY 2021				
	Ridership	Days	Avg Daily Ridership	Ridership	Days	Avg Daily Ridership	Change in Daily Ridership	% Change in Daily Ridership
Weekday	682,675	64	10,667	433,961	64	6,781	3,886	57.3%
Saturday	75,854	13	5,835	56,544	13	4,350	1,485	34.2%
Sunday	68,784	15	4,586	53,920	15	3,595	991	27.6%
Total	827,313	92	8,993	544,425	92	5,918	3,075	52.0%

*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-21	21	4	5	21	21	9
Sep-20	21	4	5	0	0	0

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

Weather: There were not any days of rain during the month of September in both 2021 and 2020.

	Temperature (°F)	High	Average	Low	Precipitation	
Sep-21	Maximum	68	61	65	Weekday: 0.00 in (0 days)	
	Mean	62	55	59	Saturday: 0.00 in (0 days) 0.00 in	
	Minimum	58	47	36	Sunday: 0.00 in (0 days)	
Sep-20	Maximum	86	73	66	Weekday: 0.0 in (0 days)	
	Mean	76	66	59	Saturday: 0.0 in(0 days) 0.00 in	
	Minimum	67	59	53	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.