



System Ridership Report: November 2021

System wide ridership increased 102.6% or 194,521 passengers, for the month of November 2021 as compared to November 2020. In November 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		
	Nov-21	Nov-20	%Change	Jul 21 - Nov 21	Jul 20 - Nov 20	%Change
Persons with Disabilities Cash	1,239	17	100.0%	6,529	23	28287.0%
Full Fare Prepaid ⁽¹⁾	57,868	10	578580.0%	318,529	106	300399.1%
Free	5,184	189,288	-97.3%	30,466	940,773	-96.8%
General Fare	50,079	4	1251875.0%	281,396	15	1875873.3%
Santa Barbara City College	14,302	11	129918.2%	50,550	115	43856.5%
Senior & Disabled Prepaid ⁽²⁾	40,075	32	125134.4%	205,042	139	147412.2%
Shuttle	-	-	0.0%	-	-	0.0%
Senior Cash	8,166	8	100.0%	42,793	20	100.0%
Youth(K-12) Prepaid ⁽³⁾	38,612	30	128606.7%	179,768	109	164824.8%
Special Pass Programs	191	17	1023.5%	1,116	71	1471.8%
Tokens	1,143	-	100.0%	5,318	1	100.0%
Transfers	24,259	85	28440.0%	131,735	307	42810.4%
UC Santa Barbara	142,349	20	711645.0%	401,127	119	336981.5%
Tap to Ride Transactions	576	-	100.0%	1,752	-	100.0%
Total	384,043	189,522	102.6%	1,656,121	941,798	75.8%

(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		
	Nov-21	Nov-20	%Change	Jul 21 - Nov 21	Jul 20 - Nov 20	%Change
Passengers	384,043	189,522	102.6%	1,656,121	941,798	75.8%
Revenue Hours	15,063	13,364	12.7%	76,728	72,178	6.3%
Passengers per Rev Hour	25.50	14.18	79.8%	21.58	13.05	65.4%
Revenue Miles	185,689	162,852	14.0%	941,151	877,520	7.3%
Passengers per Rev Mile	2.07	1.16	77.7%	1.76	1.07	64.0%

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

Table C: November 2021 System Ridership

LINE	Month			Fiscal Year to Date		
	Nov-21	Nov-20	%Change	Jul 21 - Nov 21	Jul 20 - Nov 20	%Change
1 West Santa Barbara	19,765	18,118	9.1%	104,154	87,083	19.6%
2 East Santa Barbara	31,984	25,759	24.2%	162,314	124,492	30.4%
3 Oak Park	9,966	8,405	18.6%	50,038	39,517	26.6%
4 Mesa/SBCC	5,415	4,646	16.6%	29,677	23,763	24.9%
5 Mesa / La Cumbre	5,664	4,991	13.5%	30,678	24,823	23.6%
6 Goleta	36,363	26,605	36.7%	177,795	132,477	34.2%
7 County Health / Fairview	16,012	12,694	26.1%	79,801	63,595	25.5%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	78,399	34,502	127.2%	323,734	174,647	85.4%
12x Goleta Express	11,411	7,636	49.4%	54,522	36,731	48.4%
14 Montecito	4,390	3,965	10.7%	22,345	20,326	9.9%
15x SBCC / UCSB Express	9,373	-	100.0%	29,159	-	100.0%
16 City College Shuttle	3,369	-	100.0%	11,542	-	100.0%
17 Lower West / SBCC	5,918	4,366	35.5%	31,833	23,656	34.6%
20 Carpinteria	22,913	19,648	16.6%	120,562	100,623	19.8%
23 Winchester Canyon	3,414	1,566	118.0%	13,520	7,827	72.7%
24x UCSB Express	35,050	9,767	258.9%	145,359	48,178	201.7%
25 Elwood	3,791	2,866	32.3%	18,111	14,368	26.1%
27 Isla Vista Shuttle	17,595	3,988	341.2%	57,458	19,692	191.8%
28 UCSB Shuttle	44,393	-	100.0%	117,641	-	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	18,858	-	100.0%	75,878	-	100.0%
System Subtotal	384,043	189,522	102.6%	1,656,121	941,798	75.8%
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	384,043	189,522	102.6%	1,656,121	941,798	75.8%

Related Routes						
11, 24x, 27, 28 UCSB Lines	175,437	48,257	263.5%	644,192	242,517	165.6%
1, 2, 37 East/West & Crosstown	51,749	43,877	17.9%	266,468	211,575	25.9%
4, 5, 15x, 16, 17 Mesa Lines	29,739	14,003	112.4%	132,889	72,242	83.9%
6, 11 State/Hollister	114,762	61,107	87.8%	501,529	307,124	63.3%

*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: November 2021 - Passengers Per Hour

LINE	Month			Fiscal Year to Date		
	Nov-21	Nov-20	%Change	Jul 21 - Nov 21	Jul 20 - Nov 20	%Change
1 West Santa Barbara	22.7	20.5	10.5%	22.5	18.4	22.1%
2 East Santa Barbara	23.6	19.1	23.7%	22.5	17.0	32.2%
3 Oak Park	13.5	11.4	18.3%	12.6	9.8	28.4%
4 Mesa/SBCC	15.4	13.6	12.8%	15.7	12.6	25.4%
5 Mesa / La Cumbre	10.2	9.0	13.2%	10.4	8.4	24.3%
6 Goleta	22.7	16.8	35.3%	21.0	15.7	34.0%
7 Calle Real / Fairview	13.5	11.0	23.1%	12.6	10.0	26.4%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	32.4	14.3	127.1%	25.3	13.5	87.1%
12x Goleta Express	20.0	13.6	46.9%	18.2	12.2	49.1%
14 Montecito	11.2	10.5	6.1%	10.7	9.7	10.2%
15x SBCC / UCSB Express	21.2	-	100.0%	18.4	-	100.0%
16 City College Shuttle	15.4	-	100.0%	14.7	-	100.0%
17 Lower West / SBCC	22.5	17.1	31.4%	22.6	16.7	35.2%
20 Carpinteria	15.7	13.7	14.9%	15.6	13.0	20.2%
23 Winchester Canyon	18.3	8.5	115.1%	13.7	7.9	72.9%
24x UCSB Express	35.5	10.1	250.7%	27.8	9.3	198.7%
25 Elwood	17.7	13.6	30.2%	15.9	12.6	26.3%
27 Isla Vista Shuttle	50.6	11.7	334.3%	31.1	10.7	190.5%
28 UCSB Shuttle	68.4	-	100.0%	72.7	-	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	71.1	-	100.0%	68.7	-	100.0%
System Average	25.5	14.2	79.5%	21.6	13.1	65.1%
Downtown Waterfront Shuttles						
30 Downtown Shuttle	-	-	0.0%	-	-	0.0%
34 Waterfront Shuttle	-	-	0.0%	-	-	0.0%
<i>DWS Average</i>	-	-	0.0%	-	-	0.0%
System Total	25.5	14.2	79.5%	21.6	13.1	65.1%

Related Routes						
11, 24x, 27, 28 UCSB Lines	187	36	418.6%	157	34	367.8%
1, 2, 37 East/West & Crosstown	23.2	19.6	18.3%	22.5	17.6	28.0%
4, 5, 15x, 16, 17 Mesa Lines	16.2	12.2	33.2%	15.4	11.5	34.0%
6, 11 State/Hollister	28.5	15.3	87.0%	23.6	14.4	64.1%

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

Table E: November 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		
	Nov-21	Nov-20	%Change	Jul 21 - Nov 21	Jul 20 - Nov 20	%Change
1 West Santa Barbara	-	4	-100.0%	4	13	-69.2%
2 East Santa Barbara	2	5	-60.0%	9	28	-67.9%
3 Oak Park	-	-	0.0%	-	-	0.0%
4 Mesa/SBCC	-	-	0.0%	-	1	-100.0%
5 Mesa / La Cumbre	-	-	0.0%	-	1	-100.0%
6 Goleta	3	13	-76.9%	9	25	-64.0%
7 Calle Real / Fairview	-	1	-100.0%	1	3	-66.7%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	37	14	164.3%	98	32	206.3%
12x Goleta Express	-	-	0.0%	2	3	-33.3%
14 Montecito	-	-	0.0%	-	6	-100.0%
15x SBCC / UCSB Express	12	-	100.0%	38	-	100.0%
16 City College Shuttle	1	-	100.0%	1	-	100.0%
17 Lower West / SBCC	-	1	-100.0%	-	2	-100.0%
20 Carpinteria	2	5	-60.0%	4	22	-81.8%
23 Winchester Canyon	-	-	0.0%	-	-	0.0%
24x UCSB Express	27	-	100.0%	59	-	100.0%
25 Elwood	-	-	0.0%	1	-	100.0%
27 Isla Vista Shuttle	5	-	100.0%	13	1	1200.0%
28 UCSB Shuttle	-	-	0.0%	32	-	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	11	-	100.0%	39	-	100.0%
System Subtotal	100	43	132.6%	310	137	126.3%
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	100	43	132.6%	310	137	126.3%

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

Table F: November 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		
	Nov-21	Nov-20	%Change	Jul 21 - Nov 21	Jul 20 - Nov 20	%Change
1 West Santa Barbara	1	74	-98.6%	29	193	-85.0%
2 East Santa Barbara	6	140	-95.7%	74	541	-86.3%
3 Oak Park	1	66	-98.5%	5	182	-97.3%
4 Mesa/SBCC	-	6	-100.0%	1	15	-93.3%
5 Mesa / La Cumbre	-	15	-100.0%	2	42	-95.2%
6 Goleta	2	225	-99.1%	40	900	-95.6%
7 Calle Real / Fairview	-	48	-100.0%	-	134	-100.0%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	77	285	-73.0%	275	1,138	-75.8%
12x Goleta Express	2	12	-83.3%	15	54	-72.2%
14 Montecito	-	24	-100.0%	2	129	-98.4%
15x SBCC / UCSB Express	2	-	100.0%	15	-	100.0%
16 City College Shuttle	-	-	0.0%	-	-	0.0%
17 Lower West / SBCC	-	2	-100.0%	2	18	-88.9%
20 Carpinteria	2	197	-99.0%	34	725	-95.3%
23 Winchester Canyon	-	2	-100.0%	3	13	-76.9%
24x UCSB Express	41	10	310.0%	284	22	1190.9%
25 Elwood	-	1	-100.0%	1	9	-88.9%
27 Isla Vista Shuttle	10	21	-52.4%	38	35	8.6%
28 UCSB Shuttle	58	-	100.0%	112	-	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	4	-	100.0%	47	-	100.0%
System Subtotal	206	1,128	-81.7%	979	4,150	-76.4%
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	206	1,128	-81.7%	979	4,150	-76.4%

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

Table G: November 2021 – Bicycles Carried

LINE	Month			Fiscal Year to Date		
	Nov-21	Nov-20	%Change	Jul 21 - Nov 21	Jul 20 - Nov 20	%Change
1 West Santa Barbara	88	190	-53.7%	649	1,056	-38.5%
2 East Santa Barbara	389	477	-18.4%	1,921	2,514	-23.6%
3 Oak Park	1	75	-98.7%	8	403	-98.0%
4 Mesa/SBCC	64	113	-43.4%	368	665	-44.7%
5 Mesa / La Cumbre	103	114	-9.6%	582	869	-33.0%
6 Goleta	850	1,099	-22.7%	4,325	6,161	-29.8%
7 Calle Real / Fairview	445	427	4.2%	2,139	2,461	-13.1%
10 Cathedral Oaks	-	-		-	-	0.0%
11 UCSB	1,457	1,545	-5.7%	6,770	8,558	-20.9%
12x Goleta Express	491	436	12.6%	2,518	2,589	-2.7%
14 Montecito	60	119	-49.6%	337	642	-47.5%
15x SBCC / UCSB Express	112	-	100.0%	438	-	100.0%
16 City College Shuttle	26	-	100.0%	93	1	9200.0%
17 Lower West / SBCC	39	52	-25.0%	249	386	-35.5%
20 Carpinteria	549	828	-33.7%	3,064	4,356	-29.7%
23 Winchester Canyon	53	61	-13.1%	193	316	-38.9%
24x UCSB Express	889	664	33.9%	4,320	3,971	8.8%
25 Ellwood	54	74	-27.0%	298	581	-48.7%
27 Isla Vista Shuttle	58	71	-18.3%	245	289	-15.2%
28 UCSB Shuttle	166	-	100.0%	482	-	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	25	-	100.0%	76	4	1800.0%
System Subtotal	5,919	6,345	-6.7%	29,075	35,822	-18.8%
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	5,919	6,345	-6.7%	29,075	35,822	-18.8%

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

Table H: November 2021 – Wheelchairs Boarded

LINE	Month			Fiscal Year to Date		
	Nov-21	Nov-20	%Change	Jul 21 - Nov 21	Jul 20 - Nov 20	%Change
1 West Santa Barbara	87	65	33.8%	317	462	-31.4%
2 East Santa Barbara	179	194	-7.7%	852	1,067	-20.1%
3 Oak Park	25	59	-57.6%	115	244	-52.9%
4 Mesa/SBCC	10	13	-23.1%	87	67	29.9%
5 Mesa / La Cumbre	18	8	125.0%	91	51	78.4%
6 Goleta	87	142	-38.7%	526	632	-16.8%
7 Calle Real / Fairview	124	113	9.7%	528	565	-6.5%
10 Cathedral Oaks	-	-	0.0%	-	-	0.0%
11 UCSB	101	170	-40.6%	566	766	-26.1%
12x Goleta Express	45	30	50.0%	186	164	13.4%
14 Montecito	15	13	15.4%	77	66	16.7%
15x SBCC / UCSB Express	6	-	100.0%	8	-	100.0%
16 City College Shuttle	29	-	100.0%	97	-	100.0%
17 Lower West / SBCC	19	13	46.2%	115	27	325.9%
20 Carpinteria	58	126	-54.0%	410	605	-32.2%
23 Winchester Canyon	-	2	-100.0%	6	3	100.0%
24x UCSB Express	15	24	-37.5%	93	129	-27.9%
25 Elwood	6	2	200.0%	16	24	-33.3%
27 Isla Vista Shuttle	1	4	-75.0%	16	19	-15.8%
28 UCSB Shuttle	3	-	100.0%	5	-	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	1	-	100.0%	6	-	100.0%
System Subtotal	829	978	-15.2%	4,117	4,891	-15.8%
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	829	978	-15.2%	4,117	4,891	-15.8%

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

Table I: Ridership by Day Type

	November 2021			November 2020			Change in Daily Ridership	% Change in Daily Ridership
	Ridership	Days	Avg Daily Ridership	Ridership	Days	Avg Daily Ridership		
Weekday	310,093	19	16,321	136,851	18	7,603	8,718	114.7%
Saturday	42,718	5	8,544	27,429	5	5,486	3,058	55.7%
Sunday	31,232	5	6,246	25,242	6	4,207	2,039	48.5%
Total	384,043	29	13,243	189,522	29	6,535	6,708	102.6%

	FY 2022			FY 2021			Change in Daily Ridership	% Change in Daily Ridership
	Ridership	Days	Avg Daily Ridership	Ridership	Days	Avg Daily Ridership		
Weekday	1,355,612	104	13,035	735,249	104	7,070	5,965	84.4%
Saturday	166,459	23	7,237	111,296	23	4,839	2,398	49.6%
Sunday	134,050	25	5,362	95,253	25	3,810	1,552	40.7%
Total	1,656,121	152	10,896	941,798	152	6,196	4,699	75.8%

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

External Factors Affecting Ridership

Service Days & School Days:

	Weekdays	Saturdays	Sundays	HS + JHS	SBCC	UCSB
Nov-21	19	5	5	16	19	19
Nov-20	18	5	6	0	0	0

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

Weather: There was one day of rain with a minimal amount during the month of November 2021 and zero days in November 2020.

	Temperature (°F)	High	Average	Low	Precipitation	
Nov-21	Maximum	85	64	55	Weekday: 0.02 in (1 day)	
	Mean	68	56	47	Saturday: 0.00 in (0 days) 0.02 in	
	Minimum	60	49	39	Sunday: 0.00 in (0 days)	
Nov-20	Maximum	87	65	52	Weekday: 0.00 in (0 days)	
	Mean	69	56	46	Saturday: 0.00 in (0 days) 0.00 in	
	Minimum	61	50	37	Sunday: 0.00 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.