

VCTC INTERCITY

Quarterly Ridership Report | FY 2022 Q1

July - September 2021

76,153

Boardings



July - September 2020

51,740

47.2%

HIGHLIGHTS

Ridership increased by 47.2% over the past fiscal year. In late August, VCTC Intercity bus service was reinstated to pre-pandemic service levels (Feb 2020).

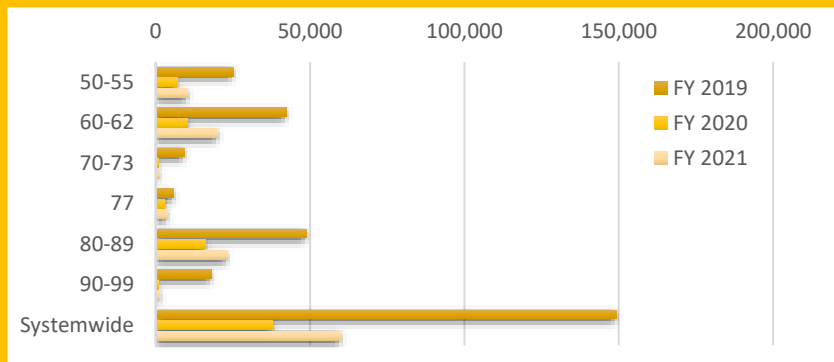
CUSTOMER SERVICE GOALS *(No more than 10/100,000 riders each month)*

VCTC Intercity received nine (9) valid complaints in July (2), August (5), and September (2) related to safety, customer service, driver shortages, and Covid-19 protocol. VCTC Intercity met this performance goal.

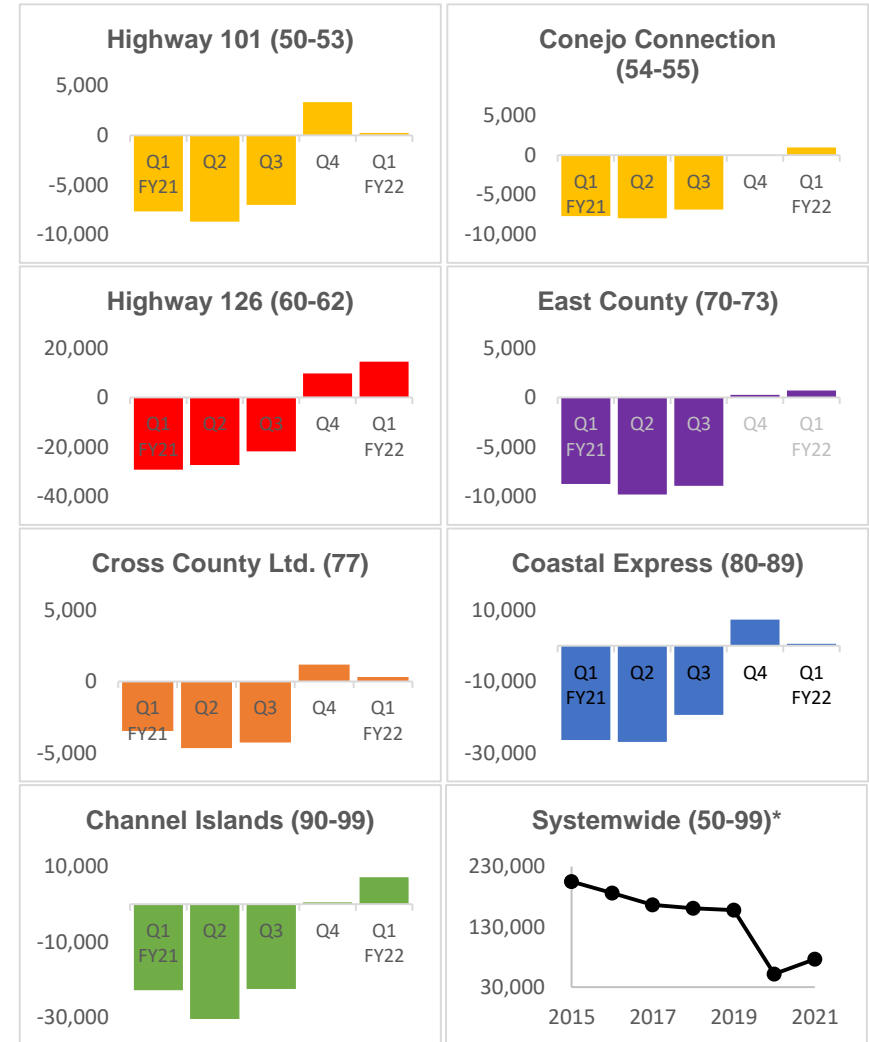
The following table provides VCTC Intercity Transit's commuter boardings (based on ridership) to better understand ridership composition; and to identify customer needs, factors to on-time performance, and other potential service improvements.

	FY 2020	FY 2021	FY 2022
Mobility Devices	0.42%	0.20%	2.13%
Bicycles	4.12%	7.05%	5.03%
Train Transfers	2.46%	0.91%	0.35%

Quarterly Ridership by Line
July - August - September



RIDERSHIP CHANGE FROM PRIOR YEAR - LAST 15 MONTHS*



* The Systemwide (50-99) graph reflects Q1 ridership totals from FY16 - FY22 rather than a 15-month review.