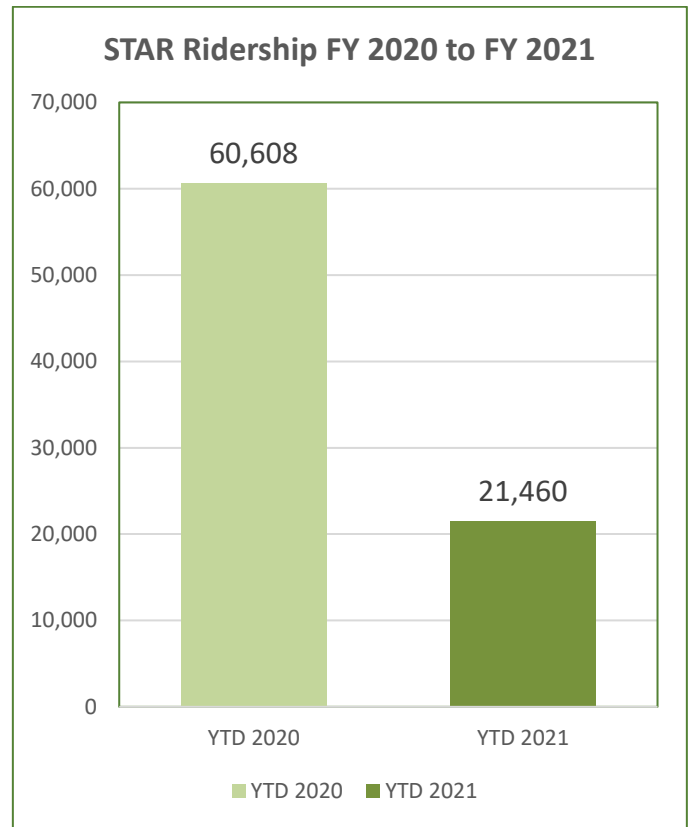
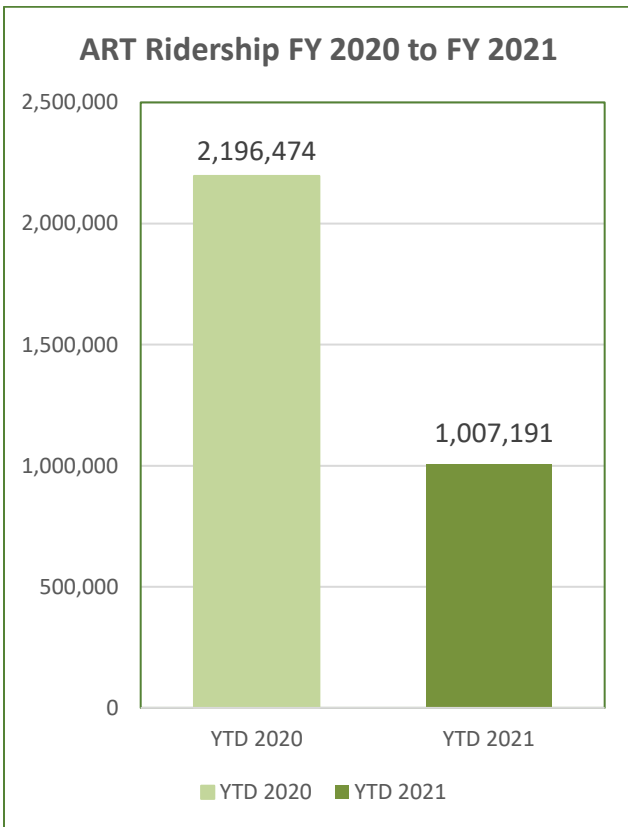


Service Delivery  
 Quarterly Performance Report  
 Q3 2021 (January, February, and March)



System Wide Ridership						
Ridership by Service	Q3 FY 20	Q3 FY 21	% Change	YTD 2020	YTD 2021	% Change
ART	659,303	320,482	-51.4	2,196,474	1,007,191	-54.1
STAR	18,112	7,539	-58.4	60,608	21,460	-64.6
<b>Total Ridership</b>	<b>677,415</b>	<b>328,021</b>	<b>-51.6</b>	<b>2,257,082</b>	<b>1,028,651</b>	<b>-54.4</b>

Total System Ridership in the third quarter of Fiscal Year 2021 decreased by 51.6 % compared to the third quarter in Fiscal Year 2020. ART experienced a 51.4% decrease in ridership in the third quarter of this fiscal year. STAR experienced a 64.6% decrease in ridership in the third quarter.



<b>STAR RIDERSHIP</b>						
<b>Ridership by Provider</b>	<b>Q3 FY 20</b>	<b>Q3 FY 21</b>	<b>% Change</b>	<b>YTD 2020</b>	<b>YTD 2021</b>	<b>% Change</b>
Diamond	9,478	5,004	-47.2	29,815	13,635	-54.3
Red Top	8,634	2,535	-70.6	30,793	7,825	-74.6
<b>Total Ridership</b>	<b>18,112</b>	<b>7,539</b>	<b>-58.4</b>	<b>60,608</b>	<b>21,460</b>	<b>-64.6</b>

The sharp ridership decrease in FY 2021 resulted from the COVID-19 pandemic. The third quarter of FY 2020 was the final period with pre-COVID conditions, so ridership for that period was naturally much higher compared to the same period in FY 2021.

<b>STAR PERFORMANCE STATISTICS</b>						
	<b>Q3 2020</b>	<b>Q3 2021</b>	<b>% Change</b>	<b>YTD 2020</b>	<b>YTD 2021</b>	<b>% Change</b>
Revenue Hours Operated	10,364	5,047	-51.3	33,301	14,462	-56.6
Revenue Miles Operated	108,336	44,385	-59.0	345,000	133,821	-61.2
Passengers Per Hour	1.7	1.5	-11.8	1.8	1.5	-16.7
Trips Provided	14,924	6,091	-59.2	49,977	18,054	-63.9
Passengers Per Trip	1.2	1.2	0.0	1.2	1.2	0.0
Cost Per Hour	60.06	80.60	34.2	\$59.13	\$81.62	38.0
Cost Per Passenger	\$34.37	\$53.96	30.6	\$32.57	\$55.35	70.0
Revenue Per Passenger	\$4.32	\$5.64	30.6	\$4.25	\$6.05	42.4
Subsidy Per Passenger	\$30.05	\$48.31	60.8	\$28.33	\$49.30	74.0
Cost Recovery Ratio %	14.38	11.68	-18.8	15.0	12.3	-18.0
Customer Complaints per 1K passengers	1.2	2.1	75.0	2.0	1.4	-30.0

STAR service in FY 2021 decreased drastically from FY 2020 because of the COVID-19 pandemic. As a result, the costs and subsidies required to provide the remaining service increased substantially. Customer complaints increased in the third quarter but are lower for the entire fiscal year to date.