

General Manager's Report

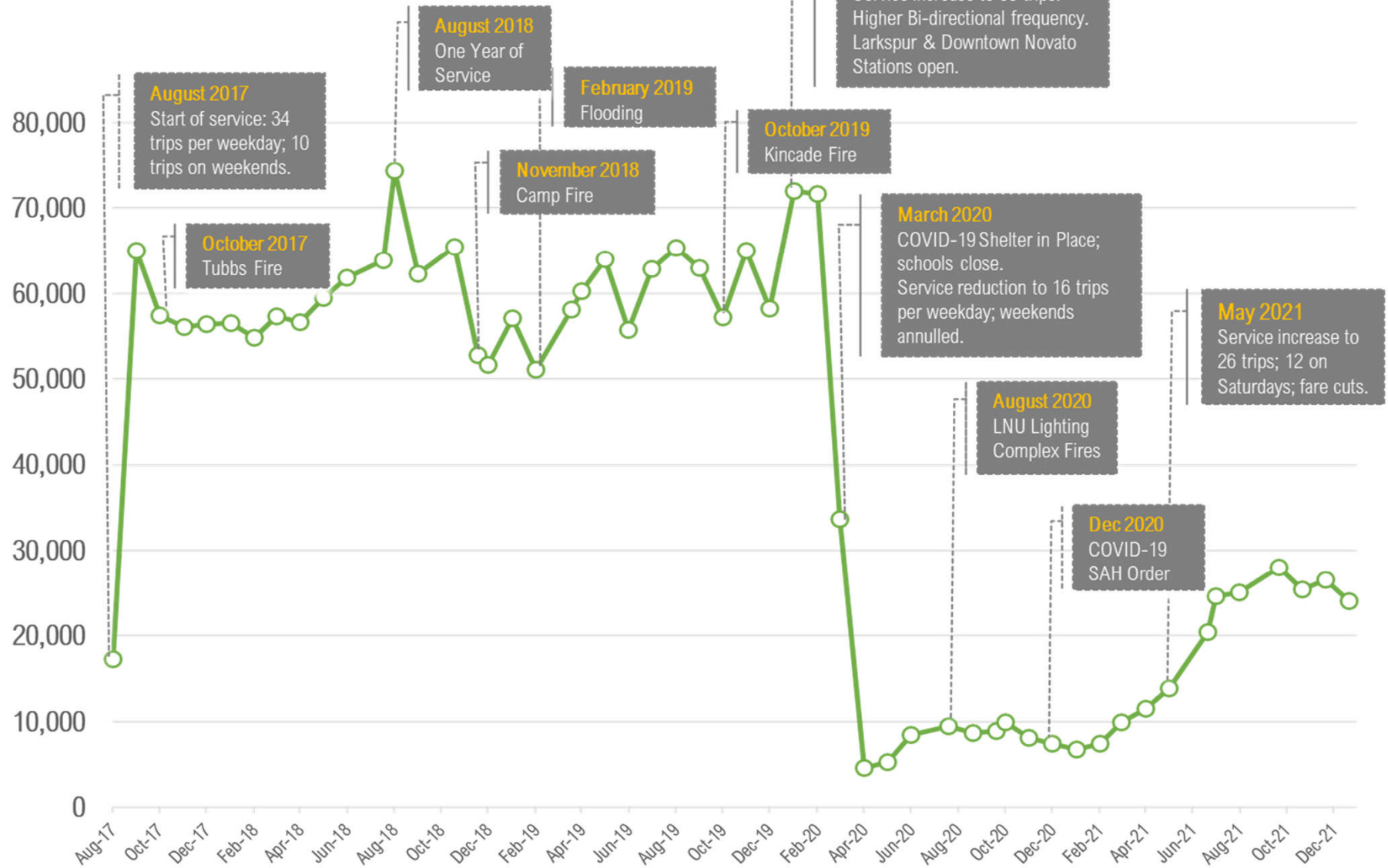
January 5, 2022



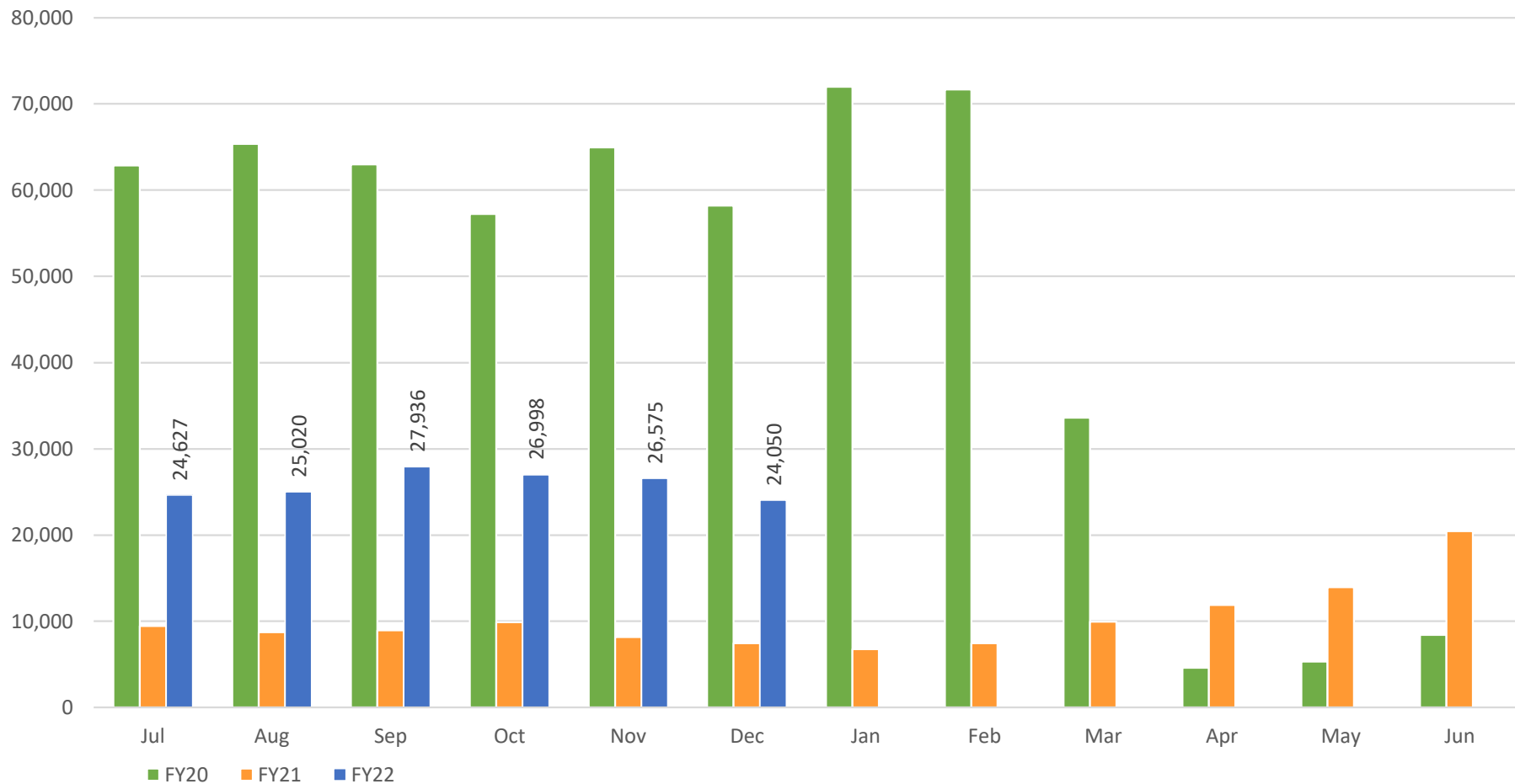
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- Ridership Report
- Transit App

SMART Ridership

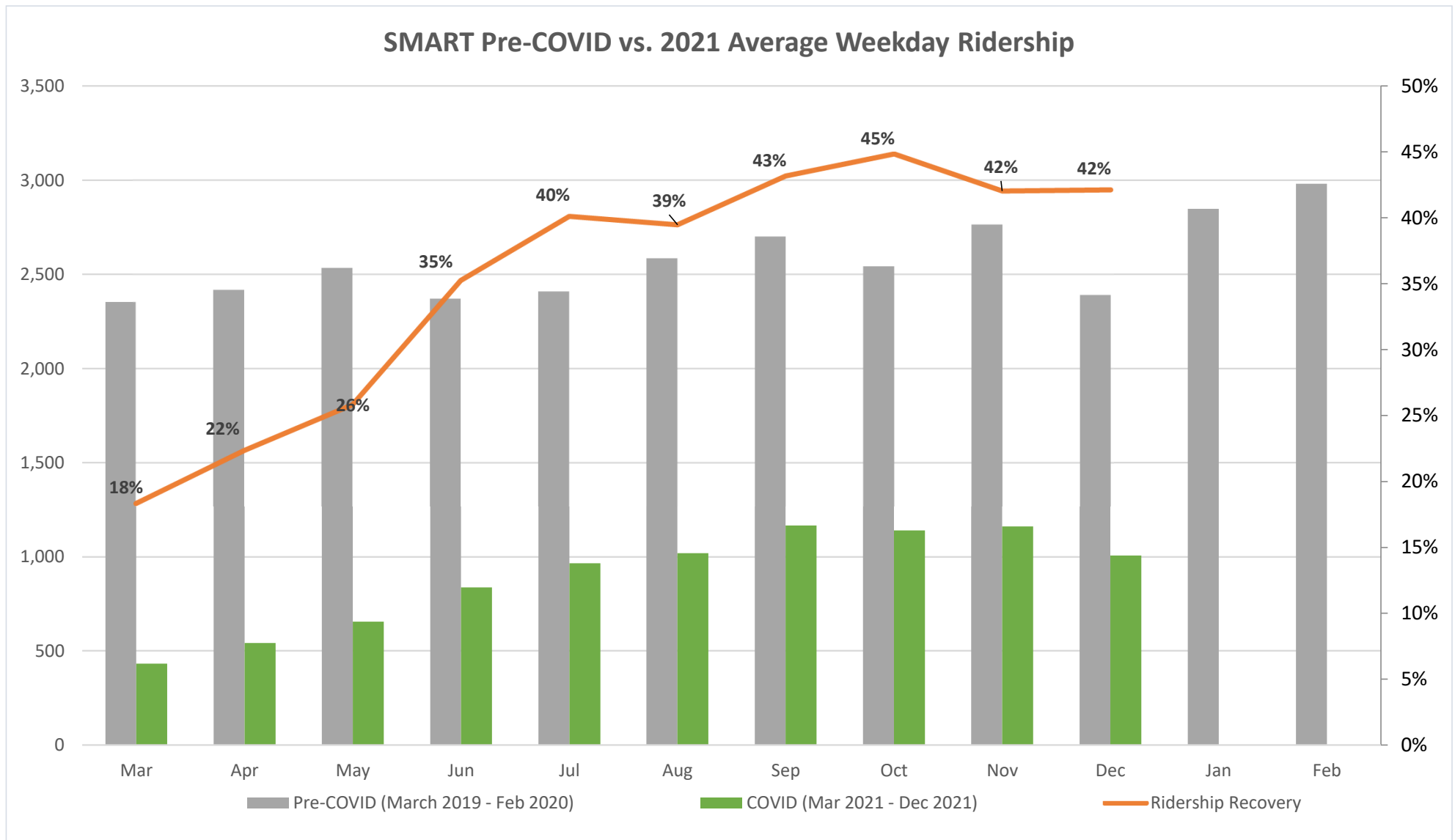


SMART FY20 - FY22 Monthly Ridership



- FY22 ridership reflects a gradual return to transit as restrictions lift.
- December generally sees a seasonal dip in weekday ridership due to the holidays; this change was 27% in FY21 and 15% in FY22.

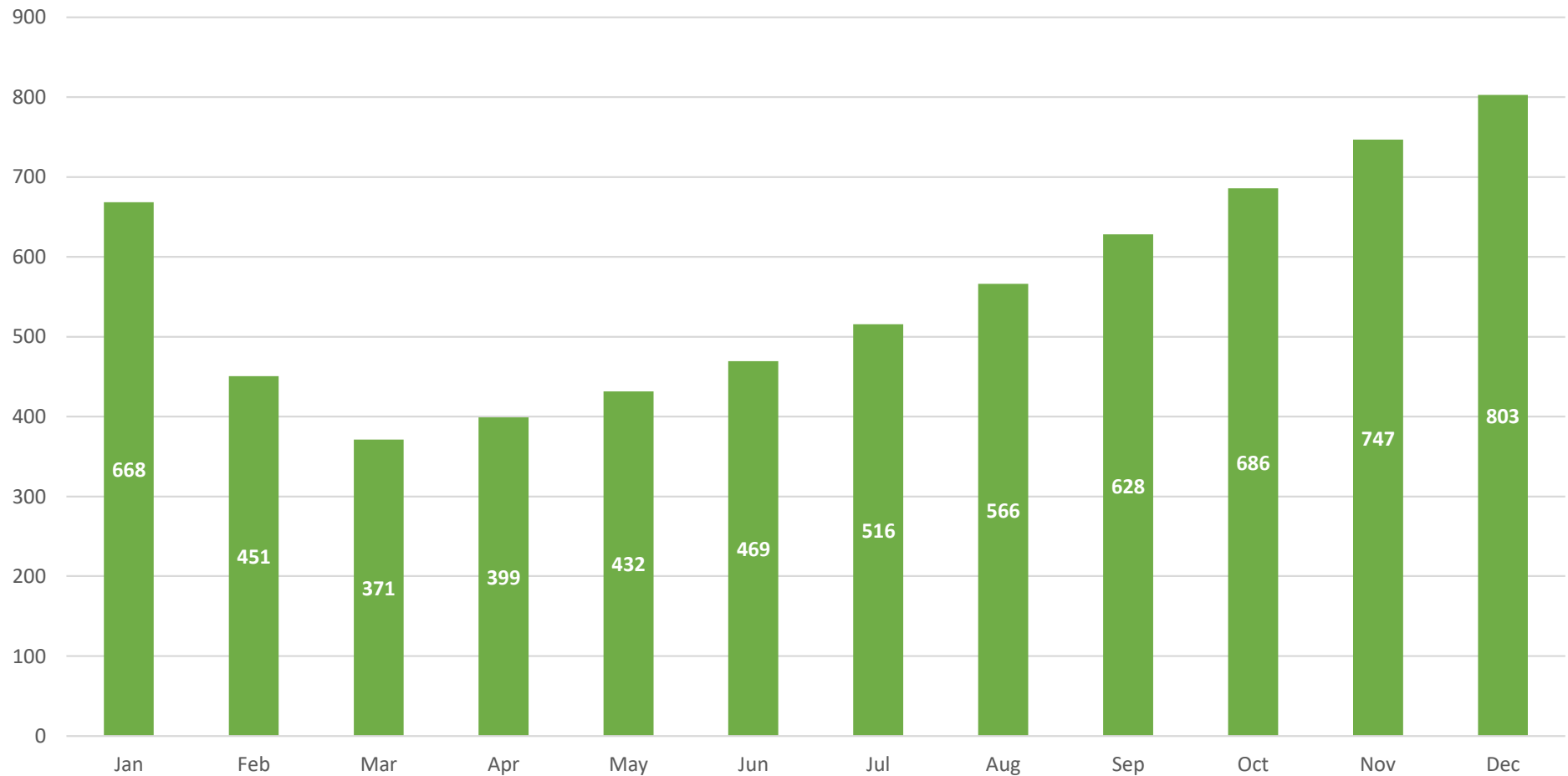




- Average Weekday Ridership is at 42% of Pre-COVID numbers for December 2021 and FY22 year to date.



SMART 12-Month Average Weekday Ridership Average (Jan - Dec 2021)

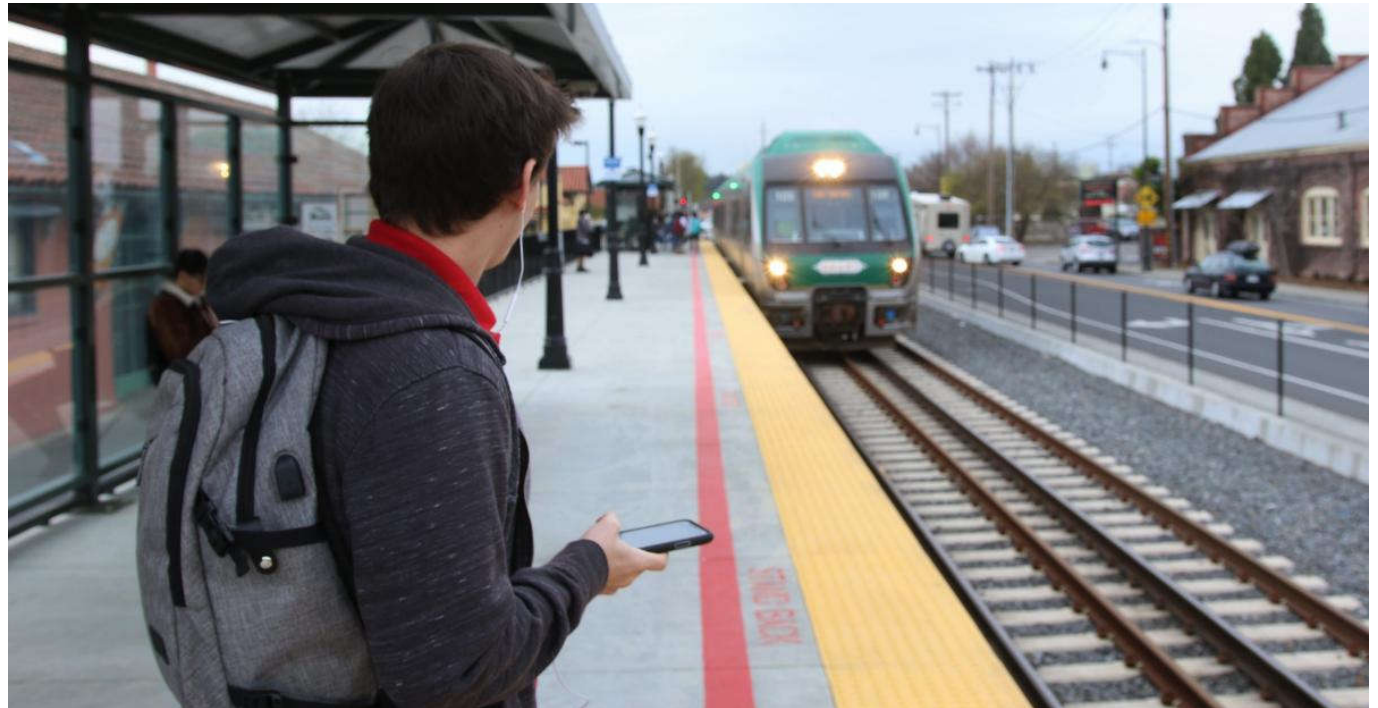


- 12-month average continues to climb, despite monthly ridership fluctuations.

Transit App

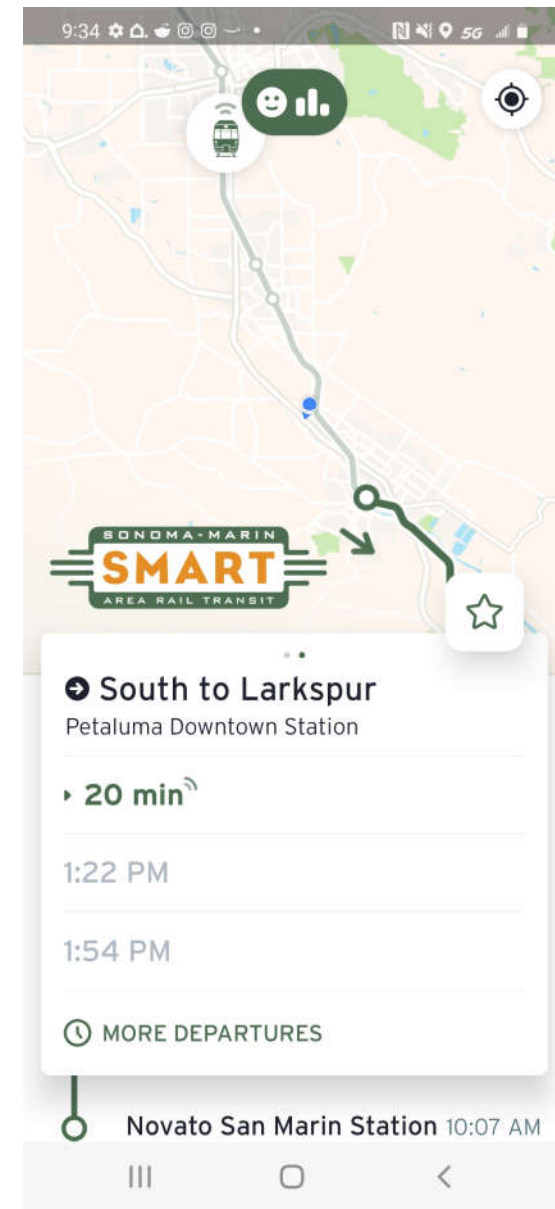
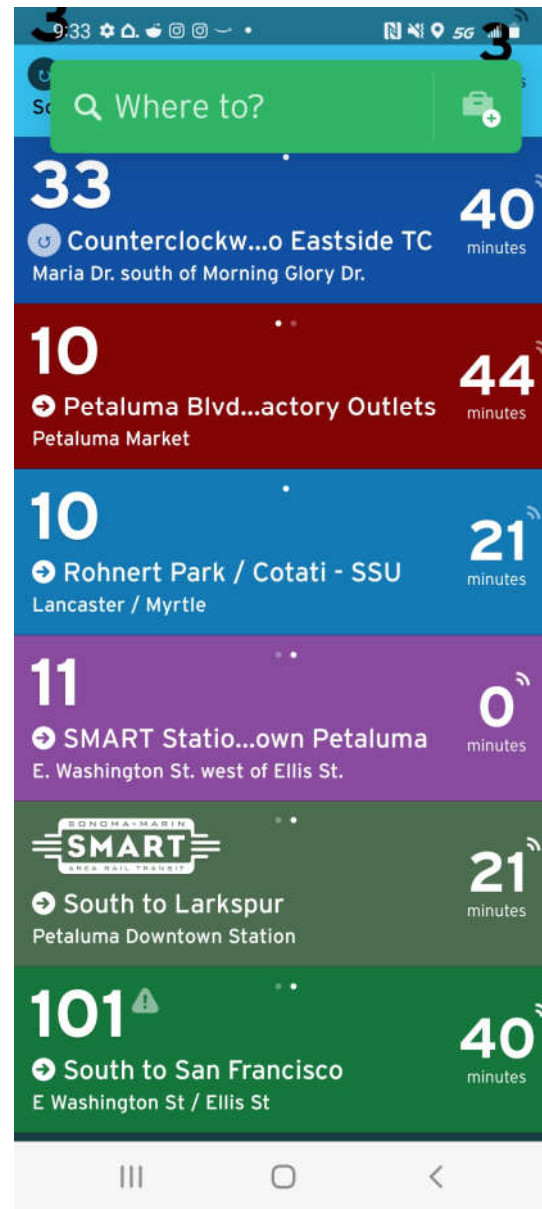
SMART utilizes three mobile apps for enhancing the use of the SMART train for our riders:

- **SMART E-Ticket** for purchasing fares
- **Parkmobile** for parking fees
- **Transit App** for trip planning & real time vehicle location



Transit App

- Transit App is a mobile phone-based **trip planning** and **real time transit vehicle locator** application
- The Transit App shows the **location of SMART trains in real-time** and **predicts arrival times** at the next station
- Download Transit App at the **Apple App Store** or **Google Play Store**
- Links can be found on the SMART website **Riders Guide** page



Questions?

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