

Transportation Operations Performance Report  
March 2018

External Factors	Goal	March 2017	March 2018	Variance from Prior Year	Variance from Goal
Weekdays	----	23.00	22.00	-1	----
Days of Inclement Weather	----	5.00	10.00	5	----
Average Cost of Gallon of Gasoline	----	\$3.03	\$3.42	39.00%	----
SYSTEM (All Modes)	Goal	March 2017	March 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	928,914.41	977,072.00	894,506.00	● (8.45%)	● (3.70%)
Average Weekday Boarding Riders	37,156.58	37,160.22	34,925.73	● (6.01%)	● (6.00%)
BREEZE Performance	Goal	March 2017	March 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	572,699.33	601,997.00	547,229.00	● (9.10%)	● (4.45%)
Average Weekday Boarding Riders	22,907.97	22,603.00	21,006.91	● (7.06%)	● (8.30%)
Boardings per Revenue Hour	19.72	14.49	14.57	● 0.51%	● (26.15%)
Percent of Scheduled Service Operated	99.98%	99.84%	99.90%	● 0.06%	● -0.08%
Major Mechanical Failures	35.00	44.00	29.00	● (34.09%)	● (17.14%)
Other Mechanical Failures	0.00	0.00	2.00	● 200.00%	● 200.00%
Chargeable Accidents	5.00	5.00	6.00	● 20.00%	● 20.00%
On-time Performance	90.0%	89.57%	89.61%	● 0.04%	● (0.43%)
Passenger Concerns	97.00	88.00	100.00	● 13.64%	● 3.09%
LIFT Performance	Goal	March 2017	March 2018	Variance from Prior Year	Variance from Goal
Total Riders	18,064.46	17,309.00	15,807.00	● (8.68%)	● (12.50%)
Average Weekday Riders	722.58	679.43	640.18	● (5.78%)	● (11.40%)
Passengers per Revenue Hour	1.75	1.67	1.67	● 0.02%	● (4.72%)
Passengers per Revenue Mile	0.10	0.10	0.10	● (4.99%)	● (5.13%)
Accidents and Incidents	2.00	0.00	1.00	● 100.00%	● (50.00%)
On-Time Performance	92.00%	88.02%	95.32%	● 8.29%	● 3.61%
Passenger Concerns	27.00	26.00	28.00	● 7.69%	● 3.70%
Call Response Time (minutes)	2:00	3:54	1:23	● (64.53%)	● (30.83%)
Average Length of Call (minutes)	2:00	2:00	2:36	● 30.00%	● 30.00%
1-30 Minutes Past the 30-Minute Pick-Up Window	1,146.00	784.00	626.00	● (20.15%)	● (45.38%)
31-60 Minutes Past the 30-Minute Pick-Up Window	79.00	70.00	34.00	● (51.43%)	● (56.96%)
>60 Minutes Past the 30-Minute Pick-Up Window	40.00	29.00	6.00	● (79.31%)	● (85.00%)
FLEX Performance	Goal	March 2017	March 2018	Variance from Prior Year	Variance from Goal
Total Riders	1,877.93	1,959.00	2,513.00	● 28.28%	● 33.82%
Average Weekday Riders	75.12	85.17	98.95	● 16.18%	● 31.73%
Passengers per Revenue Hour	1.65	2.89	1.47	● (49.30%)	● (11.03%)
Passengers per Revenue Mile	0.07	0.20	0.10	● (51.45%)	● 31.43%
On-time Performance	95.00%	98.50%	99.58%	● 1.10%	● 4.82%
Passenger Concerns	2.00	4.00	1.00	● (75.00%)	● (50.00%)
Accidents and Incidents	0.00	0.00	0.00	● - %	● - %
COASTER Performance	Goal	March 2017	March 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	115,492.06	119,748.00	116,695.00	● (2.55%)	● 1.04%
Average Weekday Boarding Riders	4,619.68	4,951.43	4,954.86	● 0.07%	● 7.26%
Boardings per Revenue Hour	196.40	214.90	213.34	● (0.73%)	● 8.62%
Percent of Scheduled Service Operated	100.00%	98.70%	99.81%	● 1.12%	● (0.19%)
Major Mechanical Failures	1.00	3.00	1.00	● (66.67%)	● - %
Other Mechanical Failures	0.00	1.00	0.00	● (100.00%)	● - %
Chargeable Accidents	0.00	0.00	0.00	● - %	● - %
On-time Performance	95.0%	89.30%	92.70%	● 3.81%	● (2.42%)
Passenger Concerns	8.00	12.00	8.00	● (33.33%)	● - %
SPRINTER Performance	Goal	March 2017	March 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	220,780.62	236,059.00	212,262.00	● (10.08%)	● (3.86%)
Average Weekday Boarding Riders	8,831.22	8,841.17	8,224.82	● (6.97%)	● (6.87%)
Boardings per Revenue Hour	109.80	116.92	105.45	● (9.81%)	● (3.97%)
Percent of Scheduled Service Operated	100.00%	99.80%	99.95%	● 0.15%	● (0.05%)
Major Mechanical Failures	1.00	3.00	9.00	● 200.00%	● 800.00%
Other Mechanical Failures	0.00	2.00	4.00	● 100.00%	● 400.00%
Chargeable Accidents	0.00	0.00	0.00	● - %	● - %
On-time Performance	98.0%	98.90%	97.90%	● (1.01%)	● (0.10%)
Passenger Concerns	11.00	9.00	21.00	● 133.33%	● 90.91%