

Transportation Operations Performance Report
April 2018

ATTACHMENT 2A

| External Factors | Goal | April 2017 | April 2018 | Variance from Prior Year | Variance from Goal |
|---|------------|------------|------------|--------------------------|--------------------|
| Weekdays | ---- | 20.00 | 21.00 | 1 | ---- |
| Days of Inclement Weather | ---- | 1.00 | 2.00 | 1 | ---- |
| Average Cost of Gallon of Gasoline | ---- | \$3.02 | \$3.57 | 18.21% | ---- |
| SYSTEM (All Modes) | Goal | April 2017 | April 2018 | Variance from Prior Year | Variance from Goal |
| Total Boarding Riders | 909,921.32 | 910,122.00 | 897,586.00 | ● (1.38%) | ● (1.36%) |
| Average Weekday Boarding Riders | 36,396.85 | 37,232.70 | 36,111.76 | ● (3.01%) | ● (0.78%) |
| BREEZE Performance | Goal | April 2017 | April 2018 | Variance from Prior Year | Variance from Goal |
| Total Boarding Riders | 561,064.09 | 553,105.00 | 548,414.00 | ● (0.85%) | ● (2.25%) |
| Average Weekday Boarding Riders | 22,442.56 | 22,350.60 | 21,791.62 | ● (2.50%) | ● (2.90%) |
| Boardings per Revenue Hour | 19.98 | 14.37 | 15.62 | ● 8.70% | ● (21.85%) |
| Percent of Scheduled Service Operated | 99.98% | 99.88% | 100.00% | ● 0.12% | ● 0.02% |
| Major Mechanical Failures | 34.39 | 36.00 | 30.00 | ● (16.67%) | ● (12.78%) |
| Other Mechanical Failures | 0.00 | 0.00 | 1.00 | ● 100.00% | ● 100.00% |
| Chargeable Accidents | 4.82 | 6.00 | 2.00 | ● (66.67%) | ● (58.46%) |
| On-time Performance | 90.0% | 89.95% | 87.19% | ● (3.08%) | ● (3.13%) |
| Passenger Concerns | 95.00 | 72.00 | 125.00 | ● 73.61% | ● 31.58% |
| LIFT Performance | Goal | April 2017 | April 2018 | Variance from Prior Year | Variance from Goal |
| Total Riders | 17,297.39 | 15,933.00 | 15,284.00 | ● (4.07%) | ● (11.64%) |
| Average Weekday Riders | 691.90 | 691.25 | 650.48 | ● (5.90%) | ● (5.99%) |
| Passengers per Revenue Hour | 1.76 | 1.69 | 1.70 | ● 0.89% | ● (3.42%) |
| Passengers per Revenue Mile | 0.10 | 0.10 | 0.10 | ● (4.43%) | ● (4.79%) |
| Accidents and Incidents | 1.79 | 2.00 | 5.00 | ● 150.00% | ● 180.06% |
| On-Time Performance | 92.00% | 87.96% | 92.70% | ● 5.39% | ● 0.76% |
| Passenger Concerns | 26.00 | 23.00 | 24.00 | ● 4.35% | ● (7.69%) |
| Call Response Time (minutes) | 2:00 | 4:21 | 1:06 | ● (74.71%) | ● (45.00%) |
| Average Length of Call (minutes) | 2:00 | 1:56 | 2:33 | ● 31.90% | ● 27.50% |
| 1-30 Minutes Past the 30-Minute Pick-Up Window | 1,108.00 | 714.00 | 845.00 | ● 18.35% | ● (23.74%) |
| 31-60 Minutes Past the 30-Minute Pick-Up Window | 76.00 | 84.00 | 64.00 | ● (23.81%) | ● (15.79%) |
| >60 Minutes Past the 30-Minute Pick-Up Window | 38.00 | 26.00 | 12.00 | ● (53.85%) | ● (68.42%) |
| FLEX Performance | Goal | April 2017 | April 2018 | Variance from Prior Year | Variance from Goal |
| Total Riders | 1,706.88 | 1,722.00 | 2,632.00 | ● 52.85% | ● 54.20% |
| Average Weekday Riders | 68.28 | 86.10 | 110.71 | ● 28.59% | ● 62.16% |
| Passengers per Revenue Hour | 1.56 | 2.94 | 1.59 | ● (45.84%) | ● 2.36% |
| Passengers per Revenue Mile | 0.07 | 0.20 | 0.11 | ● (48.12%) | ● 51.43% |
| On-time Performance | 95.00% | 97.49% | 99.48% | ● 2.04% | ● 4.72% |
| Passenger Concerns | 2.00 | 1.00 | 7.00 | ● 600.00% | ● 250.00% |
| Accidents and Incidents | 0.00 | 0.00 | 0.00 | ● - % | ● - % |
| COASTER Performance | Goal | April 2017 | April 2018 | Variance from Prior Year | Variance from Goal |
| Total Boarding Riders | 116,597.58 | 115,574.00 | 117,770.00 | ● 1.90% | ● 1.01% |
| Average Weekday Boarding Riders | 4,663.90 | 4,970.25 | 4,963.76 | ● (0.13%) | ● 6.43% |
| Boardings per Revenue Hour | 207.40 | 207.67 | 203.17 | ● (2.17%) | ● (2.04%) |
| Percent of Scheduled Service Operated | 100.00% | 99.45% | 100.00% | ● 0.55% | ● - % |
| Major Mechanical Failures | 1.00 | 0.00 | 0.00 | ● - % | ● (100.00%) |
| Other Mechanical Failures | 0.00 | 1.00 | 0.00 | ● (100.00%) | ● - % |
| Chargeable Accidents | 0.00 | 0.00 | 0.00 | ● - % | ● - % |
| On-time Performance | 95.0% | 94.20% | 94.50% | ● 0.32% | ● (0.53%) |
| Passenger Concerns | 8.00 | 15.00 | 15.00 | ● - % | ● 87.50% |
| SPRINTER Performance | Goal | April 2017 | April 2018 | Variance from Prior Year | Variance from Goal |
| Total Boarding Riders | 213,255.37 | 223,788.00 | 213,486.00 | ● (4.60%) | ● 0.11% |
| Average Weekday Boarding Riders | 8,530.21 | 9,134.50 | 8,595.19 | ● (5.90%) | ● 0.76% |
| Boardings per Revenue Hour | 110.35 | 117.32 | 110.90 | ● (5.47%) | ● 0.49% |
| Percent of Scheduled Service Operated | 100.00% | 99.90% | 99.79% | ● (0.11%) | ● (0.21%) |
| Major Mechanical Failures | 1.00 | 4.00 | 10.00 | ● 150.00% | ● 900.00% |
| Other Mechanical Failures | 0.00 | 1.00 | 2.00 | ● 100.00% | ● 200.00% |
| Chargeable Accidents | 0.00 | 0.00 | 0.00 | ● - % | ● - % |
| On-time Performance | 98.0% | 98.30% | 98.20% | ● (0.10%) | ● 0.20% |
| Passenger Concerns | 11.00 | 5.00 | 9.00 | ● 80.00% | ● (18.18%) |