

Transportation Operations Performance Report
May 2018

External Factors	Goal	May 2017	May 2018	Variance from Prior Year	Variance from Goal
Weekdays	----	22.00	22.00	0	----
Days of Inclement Weather	----	6.00	8.00	2	----
Average Cost of Gallon of Gasoline	----	\$3.00	\$3.71	23.67%	----
SYSTEM (All Modes)	Goal	May 2017	May 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	912,716.07	948,321.00	923,231.00	● (2.65%) ●	1.15%
Average Weekday Boarding Riders	36,508.64	36,797.95	35,468.05	● (3.61%) ●	(2.85%)
BREEZE Performance	Goal	May 2017	May 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	566,140.20	589,370.00	571,128.00	● (3.10%) ●	0.88%
Average Weekday Boarding Riders	22,645.61	22,808.91	21,881.86	● (4.06%) ●	(3.37%)
Boardings per Revenue Hour	19.42	14.49	15.63	● 7.87% ●	(19.52%)
Percent of Scheduled Service Operated	99.98%	99.93%	99.92%	● (0.01%) ●	(0.06%)
Major Mechanical Failures	35.79	25.00	47.00	● 88.00% ●	31.33%
Other Mechanical Failures	0.00	0.00	2.00	● 200.00% ●	200.00%
Chargeable Accidents	5.01	3.00	3.00	● - % ●	(40.12%)
On-time Performance	90.0%	89.90%	87.31%	● (2.88%) ●	(2.99%)
Passenger Concerns	96.00	88.00	102.00	● 15.91% ●	6.25%
LIFT Performance	Goal	May 2017	May 2018	Variance from Prior Year	Variance from Goal
Total Riders	17,008.59	16,879.00	15,978.00	● (5.34%) ●	(6.06%)
Average Weekday Riders	680.34	694.36	656.18	● (5.50%) ●	(3.55%)
Passengers per Revenue Hour	1.66	1.67	1.64	● (1.36%) ●	(1.06%)
Passengers per Revenue Mile	0.10	0.10	0.10	● (6.00%) ●	(1.44%)
Accidents and Incidents	1.92	2.00	1.00	● (50.00%) ●	(47.85%)
On-Time Performance	92.00%	89.07%	93.79%	● 5.30% ●	1.95%
Passenger Concerns	26.00	26.00	17.00	● (34.62%) ●	(34.62%)
Call Response Time (minutes)	2:00	6:12	1:07	● (81.99%) ●	(44.17%)
Average Length of Call (minutes)	2:00	2:55	2:31	● (13.71%) ●	25.83%
1-30 Minutes Past the 30-Minute Pick-Up Window	1,158.00	378.00	683.00	● 80.69% ●	(41.02%)
31-60 Minutes Past the 30-Minute Pick-Up Window	80.00	57.00	17.00	● (70.18%) ●	(78.75%)
>60 Minutes Past the 30-Minute Pick-Up Window	40.00	10.00	3.00	● (70.00%) ●	(92.50%)
FLEX Performance	Goal	May 2017	May 2018	Variance from Prior Year	Variance from Goal
Total Riders	1,727.25	1,724.00	2,998.00	● 73.90% ●	73.57%
Average Weekday Riders	69.09	78.36	121.64	● 55.22% ●	76.05%
Passengers per Revenue Hour	1.52	2.78	1.75	● (36.97%) ●	15.41%
Passengers per Revenue Mile	0.07	0.19	0.12	● (39.47%) ●	70.61%
On-time Performance	95.00%	98.59%	99.64%	● 1.06% ●	4.88%
Passenger Concerns	2.00	1.00	3.00	● 200.00% ●	50.00%
Accidents and Incidents	0.00	0.00	0.00	● - % ●	- %
COASTER Performance	Goal	May 2017	May 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	124,360.56	118,874.00	120,482.00	● 1.35% ●	(3.12%)
Average Weekday Boarding Riders	4,974.42	4,785.91	4,708.73	● (1.61%) ●	(5.34%)
Boardings per Revenue Hour	212.38	195.43	197.36	● 0.99% ●	(7.07%)
Percent of Scheduled Service Operated	100.00%	99.49%	98.30%	● (1.20%) ●	(1.70%)
Major Mechanical Failures	1.00	2.00	5.00	● 150.00% ●	400.00%
Other Mechanical Failures	0.00	0.00	0.00	● - % ●	- %
Chargeable Accidents	0.00	0.00	0.00	● - % ●	- %
On-time Performance	95.0%	86.90%	91.90%	● 5.75% ●	(3.26%)
Passenger Concerns	9.00	20.00	16.00	● (20.00%) ●	78%
SPRINTER Performance	Goal	May 2017	May 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	203,479.47	221,474.00	212,645.00	● (3.99%) ●	4.50%
Average Weekday Boarding Riders	8,139.18	8,430.41	8,099.64	● (3.92%) ●	(0.49%)
Boardings per Revenue Hour	101.62	120.26	106.40	● (11.53%) ●	4.70%
Percent of Scheduled Service Operated	100.00%	99.95%	99.95%	● - % ●	(0.05%)
Major Mechanical Failures	1.00	7.00	7.00	● - % ●	600.00%
Other Mechanical Failures	0.00	5.00	8.00	● 60.00% ●	800.00%
Chargeable Accidents	0.00	0.00	0.00	● - % ●	- %
On-time Performance	98.0%	98.30%	98.50%	● 0.20% ●	0.51%
Passenger Concerns	10.00	8.00	15.00	● 87.50% ●	50.00%