

Transit Operations Performance Report - June 2018

External Factors	Goal	June 2017	June 2018	Variance from Prior Year	Variance from Goal
Weekdays	----	22	21	-1	----
Days of Inclement Weather	----	4	0	-4	----
Average Cost of Gallon of Gasoline	----	\$2.96	\$3.70	25.00%	----
SYSTEM (All Modes)	Goal	June 2017	June 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	851,797	890,174	843,219	● (5.27%)	● (1.01%)
Average Weekday Boarding Riders	34,072	34,161	32,751	● (4.13%)	● (3.88%)
BREEZE Performance	Goal	June 2017	June 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	509,398	541,499	506,913	● (6.39%)	● (0.49%)
Average Weekday Boarding Riders	20,376	20,519	19,507	● (4.94%)	● (4.27%)
Boardings per Revenue Hour	18.16	13.11	13.94	● 6.38%	● (23.22%)
Percent of Scheduled Service Operated	99.98%	99.87%	99.89%	● 0.02%	● (0.09%)
Major Mechanical Failures	35.57	21.00	42.00	● 100.00%	● 18.09%
Other Mechanical Failures	0.00	0.00	3.00	● 300.00%	● 300.00%
Chargeable Accidents	4.98	8.00	4.00	● (50.00%)	● (19.67%)
On-time Performance	90.00%	90.41%	87.47%	● (3.26%)	● (2.81%)
Passenger Concerns	87.00	99.00	104.00	● 5.05%	● 19.54%
LIFT Performance	Goal	June 2017	June 2018	Variance from Prior Year	Variance from Goal
Total Riders	17,897	16,596	15,168	● (8.60%)	● (15.25%)
Average Weekday Riders	716	682	633	● (7.06%)	● (11.52%)
Passengers per Revenue Hour	1.81	1.65	1.66	● 0.42%	● (8.08%)
Passengers per Revenue Mile	0.11	0.10	0.10	● (0.94%)	● (4.49%)
Accidents and Incidents	1.83	0.00	0.00	● - %	● (100.00%)
On-Time Performance	92.00%	89.69%	94.91%	● 5.82%	● 3.17%
Passenger Concerns	27.00	32.00	12.00	● (62.50%)	● (55.56%)
Call Response Time (minutes)	2:00	6:12	1:30	● (75.81%)	● (25.00%)
Average Length of Call (minutes)	2:00	2:55	2:20	● (20.00%)	● 16.67%
1-30 Minutes Past the 30-Minute Pick-Up Window	1,100.00	664.00	639.00	● (3.77%)	● (41.91%)
31-60 Minutes Past the 30-Minute Pick-Up Window	76.00	92.00	20.00	● (78.26%)	● (73.68%)
>60 Minutes Past the 30-Minute Pick-Up Window	38.00	36.00	5.00	● (86.11%)	● (86.84%)
FLEX Performance	Goal	June 2017	June 2018	Variance from Prior Year	Variance from Goal
Total Riders	1,546	1,379	2,620	● 89.99%	● 69.46%
Average Weekday Riders	62	63	111	● 76.48%	● 78.87%
Passengers per Revenue Hour	1.41	2.11	1.59	● (24.70%)	● 12.59%
Passengers per Revenue Mile	0.06	0.17	0.11	● (37.03%)	● 66.68%
On-time Performance	95.00%	98.52%	99.64%	● 1.14%	● 4.88%
Passenger Concerns	2.00	4.00	4.00	● - %	● 100.00%
Accidents and Incidents	0.00	0.00	1.00	● 100.00%	● 100.00%
COASTER Performance	Goal	June 2017	June 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	139,133	143,142	137,148	● (4.19%)	● (1.43%)
Average Weekday Boarding Riders	5,565	5,808	5,485	● (5.56%)	● (1.45%)
Boardings per Revenue Hour	246.40	236.28	227.14	● (3.87%)	● (7.81%)
Percent of Scheduled Service Operated	100.00%	100.00%	99.65%	● (0.35%)	● (0.35%)
Major Mechanical Failures	1.00	1.00	3.00	● 200.00%	● 200.00%
Other Mechanical Failures	0.00	0.00	0.00	● - %	● - %
Chargeable Accidents	0.00	0.00	0.00	● - %	● - %
On-time Performance	95.00%	89.60%	89.70%	● 0.11%	● (5.58%)
Passenger Concerns	10.00	23.00	14.00	● (39.13%)	● 40.00%
SPRINTER Performance	Goal	June 2017	June 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	183,824	187,558	181,370	● (3.30%)	● (1.33%)
Average Weekday Boarding Riders	7,353	7,090	7,016	● (1.05%)	● (4.59%)
Boardings per Revenue Hour	94.71	95.89	93.22	● (2.79%)	● (1.58%)
Percent of Scheduled Service Operated	100.00%	99.90%	99.89%	● (0.01%)	● (0.11%)
Major Mechanical Failures	1.00	5.00	6.00	● 20.00%	● 500.00%
Other Mechanical Failures	0.00	6.00	9.00	● 50.00%	● 900.00%
Chargeable Accidents	0.00	0.00	0.00	● - %	● - %
On-time Performance	98.00%	97.40%	98.80%	● 1.44%	● 0.82%
Passenger Concerns	9.00	9.00	16.00	● 77.78%	● 77.78%