

## Transit Operations Performance Report - July 2018

External Factors	Goal*	July 2017	July 2018	Variance from Prior Year	Variance from Goal
Weekdays	----	20	21	1	----
Saturdays	----	5	4	-1	----
Sundays	----	6	6	0	----
Days of Inclement Weather	----	1	1	0	----
Average Cost of Gallon of Gasoline**	----	\$2.90	\$3.63	25.17%	----
SYSTEM (All Modes)					
	Goal	July 2017	July 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	857,070	843,855	827,966	● (1.88%)	● (3.40%)
Average Weekday Boarding Riders	32,541	32,596	31,450	● (3.52%)	● (3.35%)
Average Saturday Boarding Riders	19,381	19,381	19,208	● (0.89%)	● (0.89%)
Average Sunday Boarding Riders	15,839	15,839	15,114	● (4.58%)	● (4.58%)
BREEZE Performance					
	Goal	July 2017	July 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	485,092	480,748	474,775	● (1.24%)	● (2.13%)
Average Weekday Boarding Riders	18,267	18,375	17,946	● (2.33%)	● (1.76%)
Average Saturday Boarding Riders	11,330	11,366	10,673	● (6.10%)	● (5.81%)
Average Sunday Boarding Riders	9,362	9,404	9,204	● (2.13%)	● (1.69%)
Boardings per Revenue Hour	13.12	11.93	13.31	● 11.62%	● 1.49%
Percent of Scheduled Service Operated	99.98%	99.92%	99.90%	● (0.02%)	● (0.08%)
Major Mechanical Failures	34.90	59.00	43.00	● (27.12%)	● 23.20%
Other Mechanical Failures	0.00	7.00	2.00	● (71.43%)	● 200.00%
Chargeable Accidents	4.89	9.00	7.00	● (22.22%)	● 43.26%
On-time Performance	90.0%	89.72%	87.91%	● (2.02%)	● (2.32%)
Passenger Concerns	82.00	104.00	109.00	● 4.81%	● 32.93%
LIFT Performance					
	Goal	July 2017	July 2018	Variance from Prior Year	Variance from Goal
Total Riders	15,791	15,382	15,278	● (0.68%)	● (3.25%)
Average Weekday Riders	665	665	630	● (5.27%)	● (5.31%)
Average Saturday Boarding Riders	256	256	250	● (2.27%)	● (2.34%)
Average Sunday Boarding Riders	135	135	176	● 30.45%	● 30.12%
Boardings per Revenue Hour	1.61	1.55	1.63	● 4.80%	● 1.31%
Boardings per Revenue Mile	0.11	0.098	0.100	● 2.81%	● (4.71%)
Accidents and Incidents	1.73	1.00	2.00	● 100.00%	● 15.45%
On-Time Performance	92.00%	90.96%	94.91%	● 4.35%	● 3.17%
Passenger Concerns	24.00	61.00	40.00	● (34.43%)	● 66.67%
Call Response Time (minutes)	2:00	4:32	1:27	● (68.01%)	● (27.50%)
Average Length of Call (minutes)	2:00	3:30	2:15	● (35.71%)	● 12.50%
1-30 Minutes Past the 30-Minute Pick-Up Window	1,108.00	1,014.00	639.00	● (36.98%)	● (42.33%)
31-60 Minutes Past the 30-Minute Pick-Up Window	76.00	104.00	20.00	● (80.77%)	● (73.68%)
>60 Minutes Past the 30-Minute Pick-Up Window	38.00	39.00	5.00	● (87.18%)	● (86.84%)
FLEX Performance					
	Goal	July 2017	July 2018	Variance from Prior Year	Variance from Goal
Total Riders	2,664	1,103	2,680	● 142.97%	● 0.60%
Average Weekday Riders	108	55	111	● 100.66%	● 2.47%
Average Saturday Boarding Riders	36	-	32	● ----	● (10.42%)
Average Sunday Boarding Riders	42	-	38	● ----	● (9.92%)
Boardings per Revenue Hour	1.70	1.85	1.91	● 3.01%	● 12.19%
Boardings per Revenue Mile	0.11	0.158	0.104	● (34.33%)	● (7.23%)
On-time Performance	95.00%	99.65%	99.46%	● (0.19%)	● 4.69%
Passenger Concerns	3.00	0.00	3.00	● 300.00%	● 0.00%
Accidents and Incidents	0.00	0.00	0.00	● -%	● -%
COASTER Performance					
	Goal	July 2017	July 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	153,343	150,504	154,356	● 2.56%	● 0.66%
Average Weekday Boarding Riders	5,990	5,990	5,974	● (0.27%)	● (0.27%)
Average Saturday Boarding Riders	3,152	3,152	3,978	● 26.21%	● 26.19%
Average Sunday Boarding Riders	2,490	2,490	2,165	● (13.05%)	● (13.04%)
Boardings per Revenue Hour	264.55	254.11	252.46	● (0.65%)	● (4.57%)
Percent of Scheduled Service Operated	100.00%	99.30%	99.65%	● 0.35%	● (0.35%)
Major Mechanical Failures	1.00	0.00	2.00	● 200.00%	● 100.00%
Other Mechanical Failures	0.00	0.00	0.00	● -%	● -%
Chargeable Accidents	0.00	0.00	0.00	● -%	● -%
On-time Performance	95.0%	86.40%	88.10%	● 1.97%	● (7.26%)
Passenger Concerns	11.00	32.00	26.00	● (18.75%)	● 136.36%
SPRINTER Performance					
	Goal	July 2017	July 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	199,022	196,118	180,877	● (7.77%)	● (9.12%)
Average Weekday Boarding Riders	7,511	7,511	6,790	● (9.60%)	● (9.60%)
Average Saturday Boarding Riders	4,607	4,607	4,276	● (7.19%)	● (7.18%)
Average Sunday Boarding Riders	3,810	3,810	3,531	● (7.32%)	● (7.33%)
Boardings per Revenue Hour	100.20	99.18	91.17	● (8.08%)	● (9.01%)
Percent of Scheduled Service Operated	100.00%	99.32%	99.79%	● 0.48%	● (0.21%)
Major Mechanical Failures	1.00	11.00	12.00	● 9.09%	● 1,100.00%
Other Mechanical Failures	0.00	7.00	10.00	● 42.86%	● 1,000.00%
Chargeable Accidents	0.00	0.00	0.00	● -%	● -%
On-time Performance	98.0%	98.90%	96.70%	● (2.22%)	● (1.33%)
Passenger Concerns	10.00	11.00	20.00	● 81.82%	● 100.00%

\*The included goals are developed within the FY19 budget document and are based upon ridership projections and past performance.

\*\*Average San Diego County gas prices, GasBuddy