

## Transit Operations Performance Report - September 2018

External Factors	Goal*	September 2017	September 2018	Variance from Prior Year	Variance from Goal
Weekdays	--	20	19	-1	--
Saturdays	--	5	5	0	--
Sundays	--	5	6	1	--
Days of Inclement Weather	--	2	0	-2	--
Average Cost of Gallon of Gasoline**	--	\$3.10	\$3.64	17.42%	--

  

SYSTEM (All Modes)	Goal	September 2017	September 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	884,773	956,184	910,438	● (4.78%) ●	2.90%
Average Weekday Riders	37,433	39,424	38,429	● (2.52%) ●	2.66%
Average Saturday Riders	17,783	18,703	18,545	● (0.84%) ●	4.28%
Average Sunday Riders	14,104	14,838	14,595	● (1.64%) ●	3.48%

  

BREEZE Performance	Goal	September 2017	September 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	530,467	575,313	556,735	● (3.23%) ●	4.95%
Average Weekday Riders	22,341	23,625	23,294	● (1.40%) ●	4.26%
Average Saturday Riders	10,777	11,380	11,597	● 1.90% ●	7.60%
Average Sunday Riders	8,683	9,182	9,362	● 1.96% ●	7.82%
Boardings per Revenue Hour	15.1	14.6	16.4	● 12.19% ●	8.21%
Percent of Scheduled Service Operated	99.98%	99.93%	99.89%	● (0.04%) ●	(0.09%)
Major Mechanical Failures	33	50	28	● (44.00%) ●	(15.97%)
Other Mechanical Failures	0	0	0	● - % ●	- %
Chargeable Accidents	5	8	5	● (37.50%) ●	7.18%
On-time Performance	90.0%	88.10%	86.19%	● (2.17%) ●	(4.23%)
Passenger Concerns	90	102	121	● 18.63% ●	34.44%

  

LIFT Performance	Goal	September 2017	September 2018	Variance from Prior Year	Variance from Goal
Total Riders	15,283	15,861	14,532	● (8.38%) ●	(4.91%)
Average Weekday Riders	696	696	658	● (5.41%) ●	(5.41%)
Average Saturday Riders	270	270	247	● (8.31%) ●	(8.31%)
Average Sunday Riders	118	118	131	● 10.88% ●	10.88%
Passengers per Revenue Hour	1.65	1.58	1.70	● 7.37% ●	3.21%
Passengers per Revenue Mile	0.108	0.116	0.100	● (13.41%) ●	(7.23%)
Accidents and Incidents	2	0	2	● 200.00% ●	15.95%
On-Time Performance	92.00%	88.04%	81.15%	● (7.83%) ●	(11.79%)
Passenger Concerns	23	64	47	● (26.56%) ●	104.35%
Call Response Time (minutes)	2:00	3:12	1:25	● (55.73%) ●	(29.17%)
Average Length of Call (minutes)	2:00	3:42	2:28	● (33.33%) ●	23.33%
1-30 Minutes Past the 30-Minute Pick-Up Window	1,054	1,372	1,254	● (8.60%) ●	18.98%
31-60 Minutes Past the 30-Minute Pick-Up Window	73	147	94	● (36.05%) ●	28.77%
>60 Minutes Past the 30-Minute Pick-Up Window	36	47	14	● (70.21%) ●	(61.11%)

  

FLEX Performance	Goal	September 2017	September 2018	Variance from Prior Year	Variance from Goal
Total Riders	2,484	1,256	2,587	● 105.97% ●	4.15%
Average Weekday Riders	108	63	112	● 77.84% ●	3.41%
Average Saturday Riders	36	N/A	41	N/A	12.78%
Average Sunday Riders	42	N/A	44	N/A	3.97%
Passengers per Revenue Hour	1.67	2.26	1.93	● (14.68%) ●	14.95%
Passengers per Revenue Mile	0.111	0.172	0.107	● (37.88%) ●	(4.13%)
On-time Performance	95.00%	97.45%	99.73%	● 2.34% ●	4.98%
Passenger Concerns	2	14	3	● 300.00% ●	50.00%
Accidents and Incidents	0	0	0	● - % ●	- %

  

COASTER Performance	Goal	September 2017	September 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	111,758	120,786	117,109	● (3.04%) ●	4.79%
Average Weekday Riders	4,726	4,974	5,062	● 1.76% ●	7.11%
Average Saturday Riders	2,310	2,432	2,322	● (4.51%) ●	0.52%
Average Sunday Riders	1,737	1,828	1,554	● (15.00%) ●	(10.52%)
Boardings per Revenue Hour	206	203	211	● 4.12% ●	2.76%
Percent of Scheduled Service Operated	100.00%	100.00%	99.81%	● (0.19%) ●	(0.19%)
Major Mechanical Failures	1	2	3	● 50.00% ●	200.00%
Other Mechanical Failures	0	0	1	● 100.00% ●	100.00%
Chargeable Accidents	0	0	0	● - % ●	- %
On-time Performance	95.0%	92.30%	92.00%	● (0.33%) ●	(3.16%)
Passenger Concerns	8	27	20	● (25.93%) ●	150.00%

  

SPRINTER Performance	Goal	September 2017	September 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	224,782	242,968	219,475	● (9.67%) ●	(2.36%)
Average Weekday Riders	9,562	10,066	9,303	● (7.58%) ●	(2.71%)
Average Saturday Riders	4,390	4,621	4,338	● (6.12%) ●	(1.18%)
Average Sunday Riders	3,525	3,710	3,505	● (5.53%) ●	(0.56%)
Boardings per Revenue Hour	118	126	116	● (8.26%) ●	(1.92%)
Percent of Scheduled Service Operated	100.00%	99.69%	99.58%	● (0.11%) ●	(0.42%)
Major Mechanical Failures	1	13	12	● (7.69%) ●	1,100.00%
Other Mechanical Failures	0	5	6	● 20.00% ●	600.00%
Chargeable Accidents	0	0	0	● - % ●	- %
On-time Performance	98.0%	98.30%	98.20%	● (0.10%) ●	0.20%
Passenger Concerns	11	14	20	● 42.86% ●	81.82%

\* 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