

Transit Operations Performance Report - October 2018

External Factors	Goal*	October 2017	October 2018	Variance from Prior Year	Variance from Goal
Weekdays	--	22	23	1	--
Saturdays	--	4	4	0	--
Sundays	--	5	4	-1	--
Days of Inclement Weather	--	2	3	1	--
Average Cost of Gallon of Gasoline**	--	\$3.05	\$3.81	24.92%	--

SYSTEM (All Modes)	Goal	October 2017	October 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	955,965	980,388	999,321	1.93%	4.54%
Average Weekday Riders	36,521	38,401	38,238	(0.43%)	4.70%
Average Saturday Riders	16,093	16,924	16,619	(1.80%)	3.27%
Average Sunday Riders	12,903	13,573	13,343	(1.69%)	3.41%

BREEZE Performance	Goal	October 2017	October 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	586,978	603,878	626,126	3.68%	6.67%
Average Weekday Riders	22,087	23,250	23,549	1.29%	6.62%
Average Saturday Riders	10,951	11,527	11,603	0.65%	5.95%
Average Sunday Riders	8,793	9,256	9,523	2.88%	8.29%
Boardings per Revenue Hour	15.30	15.79	16.97	7.52%	10.96%
Percent of Scheduled Service Operated	99.98%	99.94%	99.77%	(0.17%)	(0.21%)
Major Mechanical Failures	36	39	36	(7.69%)	- %
Other Mechanical Failures	0	0	0	- %	- %
Chargeable Accidents	5	9	10	11.11%	99.18%
On-time Performance	90.0%	87.52%	86.99%	(0.61%)	(3.34%)
Passenger Concerns	100	126	145	15.08%	45.00%

LIFT Performance	Goal	October 2017	October 2018	Variance from Prior Year	Variance from Goal
Total Riders	17,389	16,855	16,243	(3.63%)	(6.59%)
Average Weekday Riders	682	682	638	(6.44%)	(6.44%)
Average Saturday Riders	277	277	234	(15.45%)	(15.45%)
Average Sunday Riders	148	148	157	6.08%	6.08%
Passengers per Revenue Hour	1.67	1.64	1.83	11.40%	9.33%
Passengers per Revenue Mile	0.109	0.104	0.105	1.11%	(4.09%)
Accidents and Incidents	2	3	0	(100.00%)	(100.00%)
On-Time Performance	92.00%	85.29%	73.70%	(13.59%)	(19.89%)
Passenger Concerns	26	64	114	78.13%	338.46%
Call Response Time (minutes)	2:00	2:23	2:17	(4.20%)	14.17%
Average Length of Call (minutes)	2:00	2:39	2:19	(12.58%)	15.83%
1-30 Minutes Past the 30-Minute Pick-Up Window	1,178	1,455	2,157	48.25%	83.11%
31-60 Minutes Past the 30-Minute Pick-Up Window	81	128	250	95.31%	208.64%
>60 Minutes Past the 30-Minute Pick-Up Window	41	25	44	76.00%	7.32%

FLEX Performance	Goal	October 2017	October 2018	Variance from Prior Year	Variance from Goal
Total Riders	2,788	2,713	2,863	5.53%	2.68%
Average Weekday Riders	110	110	109	(0.39%)	(0.39%)
Average Saturday Riders	32	32	55	74.02%	74.02%
Average Sunday Riders	34	34	32	(6.98%)	(6.98%)
Passengers per Revenue Hour	1.72	1.88	2.03	7.77%	18.24%
Passengers per Revenue Mile	0.112	0.123	0.111	(9.94%)	(1.30%)
On-time Performance	95.00%	98.00%	99.63%	1.66%	4.87%
Passenger Concerns	3	6	2	(66.67%)	(33.33%)
Accidents and Incidents	0	1	0	(100.00%)	- %

COASTER Performance	Goal	October 2017	October 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	109,033	110,640	115,759	4.63%	6.17%
Average Weekday Riders	4,518	4,756	4,807	1.09%	6.41%
Average Saturday Riders	688	725	795	9.66%	15.43%
Average Sunday Riders	593	624	503	(19.42%)	(15.18%)
Boardings per Revenue Hour	178.43	202.20	208.14	2.94%	16.65%
Percent of Scheduled Service Operated	100.00%	99.81%	98.72%	(1.09%)	(1.28%)
Major Mechanical Failures	1	1	10	900.00%	900.00%
Other Mechanical Failures	0	0	2	200%	200%
Chargeable Accidents	0	0	0	- %	- %
On-time Performance	95.00%	93.20%	88.60%	(4.94%)	(6.74%)
Passenger Concerns	8	28	13	(53.57%)	62.50%

SPRINTER Performance	Goal	October 2017	October 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	239,776	246,302	238,330	(3.24%)	(0.60%)
Average Weekday Riders	9,124	9,604	9,134	(4.90%)	0.11%
Average Saturday Riders	4,146	4,364	3,933	(9.88%)	(5.14%)
Average Sunday Riders	3,335	3,510	3,128	(10.88%)	(6.19%)
Boardings per Revenue Hour	117.60	123.41	118.26	(4.17%)	0.56%
Percent of Scheduled Service Operated	100.00%	99.50%	99.85%	0.35%	(0.15%)
Major Mechanical Failures	1	12	14	16.67%	1,300.00%
Other Mechanical Failures	0	5	2	(60.00%)	200.00%
Chargeable Accidents	0	0	0	- %	- %
On-time Performance	98.00%	97.60%	97.80%	0.20%	(0.20%)
Passenger Concerns	12	14	8	(42.86%)	(33.33%)

* 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