

Transit Operations Performance Report - November 2018

External Factors	Goal*	November 2017	November 2018	Variance from Prior Year	Variance from Goal
Weekdays	--	21	21	0	--
Saturdays	--	4	4	0	--
Sundays	--	5	5	0	--
Days of Inclement Weather	--	4	4	0	--
Average Cost of Gallon of Gasoline**	--	\$3.20	\$3.67	14.69%	--

SYSTEM (All Modes)	Goal	November 2017	November 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	850,641	894,498	847,441	(5.26%)	(0.38%)
Average Weekday Riders	34,389	36,161	33,965	(6.07%)	(1.23%)
Average Saturday Riders	16,705	17,569	17,106	(2.64%)	2.40%
Average Sunday Riders	12,329	12,969	13,151	1.40%	6.66%

BREEZE Performance	Goal	November 2017	November 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	518,982	546,297	532,788	(2.47%)	2.66%
Average Weekday Riders	20,733	21,824	21,028	(3.65%)	1.42%
Average Saturday Riders	10,690	11,253	11,694	3.92%	9.39%
Average Sunday Riders	8,168	8,598	8,886	3.35%	8.79%
Boardings per Revenue Hour	14.30	15.17	15.33	1.06%	7.19%
Percent of Scheduled Service Operated	99.98%	99.92%	99.77%	(0.15%)	(0.21%)
Major Mechanical Failures	34	34	49	44.12%	45.45%
Other Mechanical Failures	0	0	0	- %	- %
Chargeable Accidents	5	7	5	(28.57%)	- %
On-time Performance	90.0%	89.28%	88.78%	(0.56%)	(1.36%)
Passenger Concerns	88	88	113	28.41%	28.41%

LIFT Performance	Goal	November 2017	November 2018	Variance from Prior Year	Variance from Goal
Total Riders	14,579	14,579	13,940	(4.38%)	(4.38%)
Average Weekday Riders	617	617	592	(4.05%)	(4.05%)
Average Saturday Riders	246	246	212	(14.01%)	(14.01%)
Average Sunday Riders	126	126	131	3.81%	3.81%
Passengers per Revenue Hour	1.50	1.60	1.72	7.75%	14.97%
Passengers per Revenue Mile	0.098	0.109	0.107	(1.74%)	8.74%
Accidents and Incidents	2	0	1	100.00%	(50.00%)
On-Time Performance	92.00%	94.55%	77.48%	(18.05%)	(15.78%)
Passenger Concerns	22	34	84	147.06%	281.82%
Call Response Time (minutes)	2:00	1:05	2:25	123.08%	20.83%
Average Length of Call (minutes)	2:00	2:06	2:25	15.08%	20.83%
1-30 Minutes Past the 30-Minute Pick-Up Window	1,011	756	1,654	118.78%	63.60%
31-60 Minutes Past the 30-Minute Pick-Up Window	70	50	236	372.00%	237.14%
>60 Minutes Past the 30-Minute Pick-Up Window	35	17	53	211.76%	51.43%

FLEX Performance	Goal	November 2017	November 2018	Variance from Prior Year	Variance from Goal
Total Riders	2,773	2,773	2,641	(4.76%)	(4.76%)
Average Weekday Riders	117	117	112	(4.55%)	(4.55%)
Average Saturday Riders	34	34	33	(2.21%)	(2.21%)
Average Sunday Riders	35	35	31	(9.77%)	(9.77%)
Passengers per Revenue Hour	1.80	1.66	1.81	8.71%	0.19%
Passengers per Revenue Mile	0.119	0.110	0.098	(11.08%)	(17.21%)
On-time Performance	95.00%	97.61%	99.59%	2.03%	4.83%
Passenger Concerns	3	1	0	(100.00%)	(100.00%)
Accidents and Incidents	0	0	0	- %	- %

COASTER Performance	Goal	November 2017	November 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	105,783	111,351	108,292	(2.75%)	2.37%
Average Weekday Riders	4,468	4,703	4,670	(0.71%)	4.51%
Average Saturday Riders	1,793	1,887	1,208	(36.02%)	(32.65%)
Average Sunday Riders	957	1,007	1,080	7.25%	12.89%
Boardings per Revenue Hour	184.96	201.15	196.21	(2.45%)	6.09%
Percent of Scheduled Service Operated	100.00%	99.25%	99.81%	0.56%	(0.19%)
Major Mechanical Failures	1	1	2	100.00%	100.00%
Other Mechanical Failures	0	2	0	(100.00%)	- %
Chargeable Accidents	0	0	0	- %	- %
On-time Performance	95.00%	93.40%	90.60%	(3.00%)	(4.63%)
Passenger Concerns	7	17	13	(23.53%)	85.71%

SPRINTER Performance	Goal	November 2017	November 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	208,523	219,498	189,780	(13.54%)	(8.99%)
Average Weekday Riders	8,454	8,899	7,563	(15.01%)	(10.54%)
Average Saturday Riders	3,942	4,149	3,959	(4.58%)	0.44%
Average Sunday Riders	3,043	3,203	3,022	(5.66%)	(0.69%)
Boardings per Revenue Hour	107.40	113.91	95.63	(16.04%)	(10.96%)
Percent of Scheduled Service Operated	100.00%	99.79%	99.95%	0.16%	(0.05%)
Major Mechanical Failures	1	14	14	- %	1,300.00%
Other Mechanical Failures	0	5	5	- %	500.00%
Chargeable Accidents	0	0	0	- %	- %
On-time Performance	98.00%	97.90%	97.60%	(0.31%)	(0.41%)
Passenger Concerns	10	8	11	37.50%	10.00%

* 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