

Transit Operations Performance Report - December 2018

| External Factors | Goal | December 2018 | Variance from Goal | December 2017 | Variance from Prior Year |
|---|---------|---------------|--------------------|---------------|--------------------------|
| Weekdays | -- | 20 | -- | 20 | 0 |
| Saturdays | -- | 5 | -- | 5 | 0 |
| Sundays | -- | 6 | -- | 6 | 0 |
| Days of Inclement Weather | -- | 5 | -- | 0 | 5 |
| Average Cost of Gallon of Gasoline** | -- | \$3.41 | -- | \$3.12 | 9.29% |
| SYSTEM (All Modes) | | | | | |
| | Goal | December 2018 | Variance from Goal | December 2017 | Variance from Prior Year |
| Total Boarding Riders | 747,954 | 735,002 | ● (1.73%) | 786,435 | ● (6.54%) |
| Average Weekday Riders | 29,997 | 29,432 | ● (1.88%) | 31,543 | ● (6.69%) |
| Average Saturday Riders | 16,638 | 16,081 | ● (3.34%) | 17,483 | ● (8.02%) |
| Average Sunday Riders | 10,803 | 10,993 | ● 1.76% | 11,359 | ● (3.23%) |
| BREEZE Performance | | | | | |
| | Goal | December 2018 | Variance from Goal | December 2017 | Variance from Prior Year |
| Total Boarding Riders | 460,589 | 478,223 | ● 3.83% | 484,831 | ● (1.36%) |
| Average Weekday Riders | 18,402 | 18,794 | ● 2.13% | 19,370 | ● (2.98%) |
| Average Saturday Riders | 10,093 | 11,072 | ● 9.70% | 10,624 | ● 4.21% |
| Average Sunday Riders | 7,015 | 7,832 | ● 11.65% | 7,384 | ● 6.07% |
| Boardings per Revenue Hour | 12.64 | 13.68 | ● 8.24% | 13.42 | ● 1.98% |
| Percent of Scheduled Service Operated | 99.98% | 99.85% | ● (0.13%) | 99.96% | ● (0.11%) |
| Major Mechanical Failures | 34 | 35 | ● 3.02% | 43 | ● (18.60%) |
| Other Mechanical Failures | 0 | 6 | ● 600.00% | 0 | ● 600.00% |
| Chargeable Accidents | 5 | 4 | ● (15.90%) | 4 | ● - % |
| On-time Performance | 90.0% | 88.91% | ● (1.21%) | 89.43% | ● (0.58%) |
| Passenger Concerns | 78 | 81 | ● 3.85% | 80 | ● 1.25% |
| LIFT Performance | | | | | |
| | Goal | December 2018 | Variance from Goal | December 2017 | Variance from Prior Year |
| Total Riders | 14,289 | 12,619 | ● (11.69%) | 14,289 | ● (11.69%) |
| Average Weekday Riders | 518 | 539 | ● 3.98% | 518 | ● 3.98% |
| Average Saturday Riders | 532 | 202 | ● (62.12%) | 532 | ● (62.12%) |
| Average Sunday Riders | 210 | 138 | ● (34.13%) | 210 | ● (34.13%) |
| Passengers per Revenue Hour | 1.48 | 1.66 | ● 12.43% | 1.54 | ● 7.66% |
| Passengers per Revenue Mile | 0.097 | 0.106 | ● 9.25% | 0.104 | ● 2.43% |
| Accidents and Incidents | 1 | 1 | ● - % | 2 | ● (50.00%) |
| On-Time Performance | 92.00% | 88.00% | ● (4.35%) | 94.08% | ● (6.46%) |
| Passenger Concerns | 21 | 39 | ● 85.71% | 26 | ● 50.00% |
| Call Response Time (minutes) | 2:00 | 2:15 | ● 12.50% | 0:49 | ● 175.51% |
| Average Length of Call (minutes) | 2:00 | 2:52 | ● 43.33% | 2:07 | ● 35.43% |
| 1-30 Minutes Past the 30-Minute Pick-Up Window | 915 | 978 | ● 6.89% | 844 | ● 15.88% |
| 31-60 Minutes Past the 30-Minute Pick-Up Window | 63 | 77 | ● 22.22% | 57 | ● 35.09% |
| >60 Minutes Past the 30-Minute Pick-Up Window | 32 | 11 | ● (65.63%) | 15 | ● (26.67%) |
| FLEX Performance | | | | | |
| | Goal | December 2018 | Variance from Goal | December 2017 | Variance from Prior Year |
| Total Riders | 2,524 | 2,319 | ● (8.12%) | 2,524 | ● (8.12%) |
| Average Weekday Riders | 108 | 97 | ● (10.00%) | 108 | ● (10.00%) |
| Average Saturday Riders | 36 | 34 | ● (5.52%) | 36 | ● (5.52%) |
| Average Sunday Riders | 31 | 34 | ● 11.48% | 31 | ● 11.48% |
| Passengers per Revenue Hour | 1.64 | 1.87 | ● 14.20% | 1.52 | ● 22.79% |
| Passengers per Revenue Mile | 0.108 | 0.094 | ● (13.38%) | 0.102 | ● (8.00%) |
| On-time Performance | 95.00% | 98.60% | ● 3.79% | 99.30% | ● (0.70%) |
| Passenger Concerns | 3 | 1 | ● (66.67%) | 1 | ● - % |
| Accidents and Incidents | 0 | 0 | ● - % | 0 | ● - % |
| COASTER Performance | | | | | |
| | Goal | December 2018 | Variance from Goal | December 2017 | Variance from Prior Year |
| Total Boarding Riders | 94,080 | 93,177 | ● (0.96%) | 99,032 | ● (5.91%) |
| Average Weekday Riders | 3,903 | 4,065 | ● 4.13% | 4,109 | ● (1.07%) |
| Average Saturday Riders | 2,194 | 1,291 | ● (41.15%) | 2,310 | ● (44.09%) |
| Average Sunday Riders | 840 | 904 | ● 7.64% | 884 | ● 2.26% |
| Boardings per Revenue Hour | 166.02 | 171.06 | ● 3.03% | 180.22 | ● (5.08%) |
| Percent of Scheduled Service Operated | 100.00% | 99.90% | ● (0.10%) | 100.00% | ● (0.10%) |
| Major Mechanical Failures | 1 | 3 | ● 200.00% | 1 | ● 200.00% |
| Other Mechanical Failures | 0 | 0 | ● - % | 0 | ● - % |
| Chargeable Accidents | 0 | 0 | ● - % | 0 | ● - % |
| On-time Performance | 95.00% | 92.00% | ● (3.16%) | 91.10% | ● 0.99% |
| Passenger Concerns | 7 | 6 | ● (14.29%) | 10 | ● (40.00%) |
| SPRINTER Performance | | | | | |
| | Goal | December 2018 | Variance from Goal | December 2017 | Variance from Prior Year |
| Total Boarding Riders | 176,471 | 148,664 | ● (15.76%) | 185,759 | ● (19.97%) |
| Average Weekday Riders | 7,066 | 5,937 | ● (15.97%) | 7,438 | ● (20.17%) |
| Average Saturday Riders | 3,782 | 3,482 | ● (7.93%) | 3,981 | ● (12.53%) |
| Average Sunday Riders | 2,708 | 2,084 | ● (23.04%) | 2,850 | ● (26.89%) |
| Boardings per Revenue Hour | 89.49 | 73.79 | ● (17.55%) | 94.17 | ● (21.65%) |
| Percent of Scheduled Service Operated | 100.00% | 99.24% | ● (0.76%) | 99.50% | ● (0.26%) |
| Major Mechanical Failures | 1 | 15 | ● 1,400.00% | 14 | ● 7.14% |
| Other Mechanical Failures | 0 | 3 | ● 300.00% | 9 | ● (66.67%) |
| Chargeable Accidents | 0 | 1 | ● 100.00% | 0 | ● 100.00% |
| On-time Performance | 98.00% | 97.70% | ● (0.31%) | 97.60% | ● 0.10% |
| Passenger Concerns | 9 | 10 | ● 11.11% | 10 | ● - % |