

Transit Operations Performance Report - January 2021

External Indicators		January 2021	January 2020	Variance from Prior Year		
Weekday		20	22	-2		
Saturday		5	4	1		
Sunday/Holiday		6	5	1		
Days of Inclement Weather		3	0	3		
Average Cost of Gallon of Gasoline**		\$3.30	\$3.59	-\$0.29		
SYSTEM (All Modes)		Budget Goal	January 2021	Variance from Goal	January 2020	Variance from Prior Year
Total Boardings	688,068	315,170	● (54%)	809,065	● (61%)	
Average Weekday Boardings	27,779	11,712	● (58%)	31,322	● (63%)	
Average Saturday Boardings	14,570	8,170	● (44%)	15,510	● (47%)	
Average Sunday/Holiday Boardings	10,262	6,679	● (35%)	11,589	● (42%)	
BREEZE Performance		Budget Goal/ Contractual Standard	January 2021	Variance from Goal/Standard	January 2020	Variance from Prior Year
Total Boardings	430,106	203,312	● (53%)	512,192	● (60%)	
Average Weekday Boardings	17,120	7,550	● (56%)	19,568	● (61%)	
Average Saturday Boardings	9,674	5,356	● (45%)	10,619	● (50%)	
Average Sunday/Holiday Boardings	6,556	4,257	● (35%)	7,845	● (46%)	
Boardings per Revenue Hour	12.2	5.8	● (52%)	14	● (59%)	
Percent of Scheduled Service Operated	99.98%	99.91%	● (0.1%)	99.93%	● (0.02%)	
Major Mechanical Failures	33	45	● 36%	54	● (17%)	
Other Mechanical Failures	0	1	● 100%	2	● (50%)	
Chargeable Accidents	5	6	● 20%	10	● (40%)	
On-time Performance	90%	90.6%	● 0.7%	87.95%	● 3%	
Passenger Concerns	35	80	● 129%	81	● (1.2%)	
LIFT Performance		Budget Goal/ Contractual Standard	January 2021	Variance from Goal/Standard	January 2020	Variance from Prior Year
Total Boardings	10,094	4,161	● (59%)	12,391	● (66%)	
Average Weekday Boardings	443	168	● (62%)	511	● (67%)	
Average Saturday Boardings	139	105	● (24%)	165	● (36%)	
Average Sunday/Holiday Boardings	88	46	● (48%)	99	● (54%)	
Passengers per Revenue Hour	1.8	1.5	● (17%)	1.9	● (22%)	
Passengers per Revenue Mile	0.09	0.08	● (11%)	0.11	● (23%)	
Major Mechanical Failures***	2	5	● 150%	1	● 400%	
Other Mechanical Failures	0	0	● 0%	0	● 0%	
Accidents and Incidents	1	0	● (100%)	2	● (100%)	
On-Time Performance	92%	98.8%	● 7.4%	88%	● 13%	
Passenger Concerns	6	10	● 67%	49	● (80%)	
Call Response Time (minutes)	2:00	2:05	● 4.2%	0:49	● 155%	
Average Length of Call (minutes)	2:00	2:37	● 31%	2:49	● (7.1%)	
1-30 Minutes Past the 30-Minute Pick-Up Window	302	0	● (100%)	944	● (100%)	
31-60 Minutes Past the 30-Minute Pick-Up Window	21	0	● (100%)	133	● (100%)	
>60 Minutes Past the 30-Minute Pick-Up Window	10	0	● (100%)	23	● (100%)	
FLEX Performance		Budget Goal/ Contractual Standard	January 2021	Variance from Goal/Standard	January 2020	Variance from Prior Year
Total Boardings	2,870	1,658	● (42%)	2,770	● (40%)	
Average Weekday Boardings	107	62	● (42%)	103	● (40%)	
Average Saturday Boardings	77	45	● (42%)	58	● (22%)	
Average Sunday/Holiday Boardings	57	31	● (46%)	54	● (43%)	
Passengers per Revenue Hour	2.03	1.15	● (43%)	1.9	● (40%)	
Passengers per Revenue Mile	0.11	0.062	● (45%)	0.1	● (40%)	
Major Mechanical Failures***	2	5	● 150%	1	● 400%	
Other Mechanical Failures	0	0	● 0%	1	● (100%)	
On-time Performance	95%	99.3%	● 4.5%	99.9%	● (0.6%)	
Passenger Concerns	1	1	● 0%	1	● 0%	
Accidents and Incidents	0	0	● 0%	0	● 0%	
COASTER Performance		Budget Goal/ Contractual Standard	January 2021	Variance from Goal/Standard	January 2020	Variance from Prior Year
Total Boardings	82,154	6,848	● (92%)	98,791	● (93%)	
Average Weekday Boardings	3,656	342	● (91%)	4,087	● (92%)	
Average Saturday Boardings	678	0	● (100%)	805	● (100%)	
Average Sunday/Holiday Boardings	1,266	0	● (100%)	1,131	● (100%)	
Boardings per Revenue Hour	124	22	● (82%)	143	● (84%)	
Percent of Scheduled Service Operated	100%	99.58%	● (0.4%)	99.6%	● (0.1%)	
Major Mechanical Failures	0	0	● 0%	2	● (100%)	
Other Mechanical Failures	0	0	● 0%	0	● 0%	
Chargeable Accidents	0	0	● 0%	0	● 0%	
On-time Performance	95%	94.2%	● (0.8%)	95.6%	● (1.5%)	
Passenger Concerns	0	1	● 100%	10	● (90%)	
SPRINTER Performance		Budget Goal/ Contractual Standard	January 2021	Variance from Goal/Standard	January 2020	Variance from Prior Year
Total Boardings	162,844	99,191	● (39%)	182,921	● (46%)	
Average Weekday Boardings	6,453	3,590	● (44%)	7,053	● (49%)	
Average Saturday Boardings	4,002	2,664	● (33%)	3,863	● (31%)	
Average Sunday/Holiday Boardings	2,295	2,345	● 2.2%	2,460	● (4.7%)	
Boardings per Revenue Hour	83	51	● (39%)	90	● (44%)	
Percent of Scheduled Service Operated	100%	99.7%	● (0.3%)	99.9%	● (0.2%)	
Major Mechanical Failures	1	8	● 700%	5	● 60%	
Other Mechanical Failures	0	0	● 0%	0	● 0%	
Chargeable Accidents	0	0	● 0%	0	● 0%	
On-time Performance	98%	98.4%	● 0.4%	97.6%	● 0.8%	
Passenger Concerns	5	3	● (40%)	8	● (63%)	

\* The budgeted goals are developed within the FY21 budget document and are based upon ridership projections and past performance.

\*\* The minimum performance standards are set forth in each modal operations and maintenance contract.

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

\*\*\*\* The performance standard combines LIFT and FLEX major mechanical failures