

Transit Operations Performance Report - February 2021

External Indicators		February 2021	February 2020	Variance from Prior Year		
Weekday		20	20	0		
Saturday		4	5	-1		
Sunday/Holiday		4	4	0		
Days of Inclement Weather		1	2	-1		
Average Cost of Gallon of Gasoline**		\$3.53	\$3.56	-\$0.03		
SYSTEM (All Modes)		Budget Goal	February 2021	Variance from Goal	February 2020	Variance from Prior Year
Total Boardings	719,710	335,842	● (53%)	825,918	● (59%)	
Average Weekday Boardings	30,821	13,427	● (56%)	34,709	● (61%)	
Average Saturday Boardings	15,508	9,216	● (41%)	17,347	● (47%)	
Average Sunday/Holiday Boardings	10,650	7,609	● (29%)	12,634	● (40%)	
BREEZE Performance		Budget Goal/ Contractual Standard	February 2021	Variance from Goal/Standard	February 2020	Variance from Prior Year
Total Boardings	440,150	222,803	● (49%)	513,953	● (57%)	
Average Weekday Boardings	18,612	8,927	● (52%)	21,279	● (58%)	
Average Saturday Boardings	10,142	6,133	● (40%)	11,132	● (45%)	
Average Sunday/Holiday Boardings	6,835	4,933	● (28%)	8,180	● (40%)	
Boardings per Revenue Hour	13.4	6.8	● (49%)	15	● (55%)	
Percent of Scheduled Service Operated	99.98%	99.90%	● (0.1%)	99.92%	● (0.02%)	
Major Mechanical Failures	31	48	● 55%	49	● (2%)	
Other Mechanical Failures	0	0	● 0%	8	● (100%)	
Chargeable Accidents	4	7	● 75%	8	● (13%)	
On-time Performance	90%	90.9%	● 1%	86.71%	● 4.8%	
Passenger Concerns	38	81	● 113%	108	● (25%)	
LIFT Performance		Budget Goal/ Contractual Standard	February 2021	Variance from Goal/Standard	February 2020	Variance from Prior Year
Total Boardings	9,975	4,456	● (55%)	11,655	● (62%)	
Average Weekday Boardings	450	186	● (59%)	519	● (64%)	
Average Saturday Boardings	138	118	● (14%)	162	● (27%)	
Average Sunday/Holiday Boardings	106	65	● (39%)	115	● (43%)	
Passengers per Revenue Hour	1.8	1.6	● (12%)	2.0	● (20%)	
Passengers per Revenue Mile	0.09	0.08	● (12%)	0.11	● (23%)	
Major Mechanical Failures***	2	1	● (50%)	1	● 0%	
Other Mechanical Failures	0	0	● 0%	0	● 0%	
Accidents and Incidents	1	3	● 200%	1	● 200%	
On-Time Performance	92%	97.7%	● 6.2%	86%	● 14%	
Passenger Concerns	7	15	● 114%	80	● (81%)	
Call Response Time (minutes)	2:00	2:09	● 7.5%	0:57	● 126%	
Average Length of Call (minutes)	2:00	2:15	● 13%	2:35	● (13%)	
1-30 Minutes Past the 30-Minute Pick-Up Window	323	76	● (76%)	1,100	● (93%)	
31-60 Minutes Past the 30-Minute Pick-Up Window	22	0	● (100%)	180	● (100%)	
>60 Minutes Past the 30-Minute Pick-Up Window	11	0	● (100%)	28	● (100%)	
FLEX Performance		Budget Goal/ Contractual Standard	February 2021	Variance from Goal/Standard	February 2020	Variance from Prior Year
Total Boardings	3,190	1,696	● (47%)	3,058	● (45%)	
Average Weekday Boardings	132	69	● (48%)	127	● (46%)	
Average Saturday Boardings	90	43	● (52%)	69	● (38%)	
Average Sunday/Holiday Boardings	48	36	● (25%)	46	● (22%)	
Passengers per Revenue Hour	2.44	1.27	● (48%)	2.3	● (44%)	
Passengers per Revenue Mile	0.13	0.069	● (48%)	0.1	● (44%)	
Major Mechanical Failures***	2	1	● (50%)	1	● 0%	
Other Mechanical Failures	0	0	● 0%	0	● 0%	
On-time Performance	95%	98.7%	● 3.9%	89.9%	● 9.8%	
Passenger Concerns	1	1	● 0%	2	● (50%)	
Accidents and Incidents	0	0	● 0%	0	● 0%	
COASTER Performance		Budget Goal/ Contractual Standard	February 2021	Variance from Goal/Standard	February 2020	Variance from Prior Year
Total Boardings	80,059	7,866	● (90%)	91,845	● (91%)	
Average Weekday Boardings	3,802	393	● (90%)	4,231	● (91%)	
Average Saturday Boardings	728	0	● (100%)	1,727	● (100%)	
Average Sunday/Holiday Boardings	612	0	● (100%)	1,026	● (100%)	
Boardings per Revenue Hour	131	26	● (80%)	149	● (83%)	
Percent of Scheduled Service Operated	100%	99.6%	● (0.4%)	99.8%	● (0.2%)	
Major Mechanical Failures	0	1	● 100%	0	● 100%	
Other Mechanical Failures	0	0	● 0%	0	● 0%	
Chargeable Accidents	0	0	● 0%	0	● 0%	
On-time Performance	95%	94.2%	● (0.8%)	95.8%	● (1.7%)	
Passenger Concerns	1	0	● (100%)	9	● (100%)	
SPRINTER Performance		Budget Goal/ Contractual Standard	February 2021	Variance from Goal/Standard	February 2020	Variance from Prior Year
Total Boardings	186,336	99,021	● (47%)	205,407	● (52%)	
Average Weekday Boardings	7,825	3,852	● (51%)	8,553	● (55%)	
Average Saturday Boardings	4,410	2,922	● (34%)	4,257	● (31%)	
Average Sunday/Holiday Boardings	3,049	2,575	● (16%)	3,267	● (21%)	
Boardings per Revenue Hour	103	55	● (47%)	110	● (50%)	
Percent of Scheduled Service Operated	100%	99.7%	● (0.3%)	100%	● (0.3%)	
Major Mechanical Failures	1	6	● 500%	5	● 20%	
Other Mechanical Failures	0	0	● 0%	0	● 0%	
Chargeable Accidents	0	0	● 0%	0	● 0%	
On-time Performance	98%	97.6%	● (0.4%)	98.6%	● (1%)	
Passenger Concerns	5	0	● (100%)	4	● (100%)	

* 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