

Transit Operations Performance Report - March 2021

External Indicators		March 2021	March 2020	Variance from Prior Year		
Weekday		23	22	1		
Saturday		4	4	0		
Sunday/Holiday		4	5	-1		
Days of Inclement Weather		4	10	-6		
Average Cost of Gallon of Gasoline**		\$3.86	\$3.39	\$0.47		
SYSTEM (All Modes)		Budget Goal	March 2021	Variance from Goal	March 2020	Variance from Prior Year
Total Boardings		830,767	368,149	(56%)	558,156	(34%)
Average Weekday Boardings		31,262	13,046	(58%)	21,280	(39%)
Average Saturday Boardings		17,619	9,213	(48%)	10,980	(16%)
Average Sunday/Holiday Boardings		12,334	7,814	(37%)	9,337	(16%)
BREEZE Performance		Budget Goal/ Contractual Standard	March 2021	Variance from Goal/Standard	March 2020	Variance from Prior Year
Total Boardings		492,055	241,509	(51%)	351,839	(31%)
Average Weekday Boardings		18,515	8,524	(54%)	13,281	(36%)
Average Saturday Boardings		9,932	6,127	(38%)	7,406	(17%)
Average Sunday/Holiday Boardings		6,621	5,239	(21%)	6,007	(13%)
Boardings per Revenue Hour		13.3	6.6	(50%)	9.7	(32%)
Percent of Scheduled Service Operated		99.98%	99.9%	(0.1%)	99.88%	0.02%
Major Mechanical Failures		35	43	23%	89	(52%)
Other Mechanical Failures		0	1	100%	14	(93%)
Chargeable Accidents		5	10	100%	7	43%
On-time Performance		90%	90.6%	0.7%	88.94%	1.9%
Passenger Concerns		41	68	66%	73	(6.8%)
LIFT Performance		Budget Goal/ Contractual Standard	March 2021	Variance from Goal/Standard	March 2020	Variance from Prior Year
Total Boardings		11,029	5,146	(53%)	7,128	(28%)
Average Weekday Boardings		433	191	(56%)	290	(34%)
Average Saturday Boardings		153	128	(16%)	104	23%
Average Sunday/Holiday Boardings		114	61	(46%)	66	(7.6%)
Passengers per Revenue Hour		1.8	1.6	(10%)	1.8	(9.2%)
Passengers per Revenue Mile		0.08	0.09	4.7%	0.10	(16%)
Major Mechanical Failures***		2	3	50%	2	50%
Other Mechanical Failures		0	0	0%	0	0%
Accidents and Incidents		1	0	(100%)	0	0%
On-Time Performance		92%	97%	5.5%	90%	7.2%
Passenger Concerns		8	14	75%	24	(42%)
Call Response Time (minutes)		2:00	2:12	10%	0:49	169%
Average Length of Call (minutes)		2:00	2:03	2.5%	2:28	(17%)
1-30 Minutes Past the 30-Minute Pick-Up Window		373	28	(92%)	392	(93%)
31-60 Minutes Past the 30-Minute Pick-Up Window		26	4	(85%)	85	(95%)
>60 Minutes Past the 30-Minute Pick-Up Window		13	0	(100%)	13	(100%)
FLEX Performance		Budget Goal/ Contractual Standard	March 2021	Variance from Goal/Standard	March 2020	Variance from Prior Year
Total Boardings		3,221	1,829	(43%)	2,551	(28%)
Average Weekday Boardings		120	66	(45%)	96	(31%)
Average Saturday Boardings		65	47	(28%)	51	(7.8%)
Average Sunday/Holiday Boardings		49	31	(37%)	47	(34%)
Passengers per Revenue Hour		2.21	1.2	(46%)	1.8	(32%)
Passengers per Revenue Mile		0.12	0.07	(43%)	0.1	(29%)
Major Mechanical Failures***		2	3	50%	2	50%
Other Mechanical Failures		0	0	0%	0	0%
On-time Performance		95%	98.8%	3.9%	92.5%	6.8%
Passenger Concerns		1	2	100%	3	(33%)
Accidents and Incidents		0	0	0%	0	0%
COASTER Performance		Budget Goal/ Contractual Standard	March 2021	Variance from Goal/Standard	March 2020	Variance from Prior Year
Total Boardings		96,495	11,203	(88%)	46,510	(76%)
Average Weekday Boardings		3,845	487	(87%)	2,017	(76%)
Average Saturday Boardings		1,993	0	(100%)	222	(100%)
Average Sunday/Holiday Boardings		2,042	0	(100%)	369	(100%)
Boardings per Revenue Hour		134	31	(77%)	79	(61%)
Percent of Scheduled Service Operated		100%	100%	0%	100%	0%
Major Mechanical Failures		1	0	(100%)	0	0%
Other Mechanical Failures		0	0	0%	0	0%
Chargeable Accidents		0	0	0%	0	0%
On-time Performance		95%	94.9%	(0.1%)	96.7%	(1.9%)
Passenger Concerns		1	2	100%	2	0%
SPRINTER Performance		Budget Goal/ Contractual Standard	March 2021	Variance from Goal/Standard	March 2020	Variance from Prior Year
Total Boardings		227,967	108,462	(52%)	150,128	(28%)
Average Weekday Boardings		8,349	3,778	(55%)	5,596	(32%)
Average Saturday Boardings		5,476	2,911	(47%)	3,197	(8.9%)
Average Sunday/Holiday Boardings		3,508	2,483	(29%)	2,848	(13%)
Boardings per Revenue Hour		113	54	(52%)	75	(29%)
Percent of Scheduled Service Operated		100%	99.9%	(0.1%)	99.8%	0.2%
Major Mechanical Failures		1	2	100%	5	(60%)
Other Mechanical Failures		0	0	0%	0	0%
Chargeable Accidents		0	0	0%	0	0%
On-time Performance		98%	98.9%	0.9%	97.2%	1.7%
Passenger Concerns		5	5	0%	4	25%

* 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