

## Transit Operations Performance Report - April 2021

External Indicators		April 2021	April 2020	Variance from Prior Year		
Weekday		22	22	0		
Saturday		4	4	0		
Sunday/Holiday		4	4	0		
Days of Inclement Weather		2	5	-3		
Average Cost of Gallon of Gasoline**		\$3.99	\$2.90	\$1.09		
SYSTEM (All Modes)		Budget Goal	April 2021	Variance from Goal	April 2020	Variance from Prior Year
Total Boardings		837,923	383,979	● (54%)	252,539	● 52%
Average Weekday Boardings		32,552	14,339	● (56%)	9,366	● 53%
Average Saturday Boardings		18,313	9,489	● (48%)	6,559	● 45%
Average Sunday/Holiday Boardings		12,121	7,647	● (37%)	5,068	● 51%
BREEZE Performance		Budget Goal/ Contractual Standard	April 2021	Variance from Goal/Standard	April 2020	Variance from Prior Year
Total Boardings		481,920	259,484	● (46%)	161,030	● 61%
Average Weekday Boardings		18,759	9,638	● (49%)	5,984	● 61%
Average Saturday Boardings		10,577	6,606	● (38%)	4,209	● 57%
Average Sunday/Holiday Boardings		6,728	5,257	● (22%)	3,138	● 68%
Boardings per Revenue Hour		13.5	7.4	● (45%)	4.6	● 63%
Percent of Scheduled Service Operated		99.98%	99.8%	● (0.2%)	99.92%	● (0.1%)
Major Mechanical Failures		34	32	● (5.9%)	61	● (48%)
Other Mechanical Failures		0	1	● 100%	15	● (93%)
Chargeable Accidents		5	7	● 40%	6	● 17%
On-time Performance		90%	89.1%	● (1%)	93.46%	● (4.7%)
Passenger Concerns		44	97	● 120%	82	● 18%
LIFT Performance		Budget Goal/ Contractual Standard	April 2021	Variance from Goal/Standard	April 2020	Variance from Prior Year
Total Boardings		10,393	5,346	● (49%)	2,162	● 147%
Average Weekday Boardings		423	205	● (52%)	85	● 141%
Average Saturday Boardings		150	133	● (11%)	65	● 105%
Average Sunday/Holiday Boardings		120	78	● (35%)	11	● 609%
Passengers per Revenue Hour		1.8	1.7	● (4.2%)	1.2	● 40%
Passengers per Revenue Mile		0.08	0.09	● 8.4%	0.09	● 2.2%
Major Mechanical Failures***		2	5	● 150%	3	● 67%
Other Mechanical Failures		0	0	● 0%	0	● 0%
Accidents and Incidents		1	0	● (100%)	1	● (100%)
On-Time Performance		92%	92.2%	● 0.2%	98%	● (5.8%)
Passenger Concerns		8	21	● 163%	2	● 950%
Call Response Time (minutes)		2:00	1:28	● (27%)	0:40	● 120%
Average Length of Call (minutes)		2:00	2:15	● 13%	2:49	● (20%)
1-30 Minutes Past the 30-Minute Pick-Up Window		388	386	● (0.5%)	45	● 758%
31-60 Minutes Past the 30-Minute Pick-Up Window		27	32	● 19%	1	● 3,100%
>60 Minutes Past the 30-Minute Pick-Up Window		13	7	● (46%)	0	● 700%
FLEX Performance		Budget Goal/ Contractual Standard	April 2021	Variance from Goal/Standard	April 2020	Variance from Prior Year
Total Boardings		16,295	2,024	● (88%)	1,840	● 10%
Average Weekday Boardings		650	78	● (88%)	70	● 11%
Average Saturday Boardings		495	46	● (91%)	41	● 12%
Average Sunday/Holiday Boardings		0	34	● 3400%	37	● (8%)
Passengers per Revenue Hour		2.59	1.3	● (50%)	1.3	● (0.4%)
Passengers per Revenue Mile		0.19	0.08	● (59%)	0.1	● 12%
Major Mechanical Failures***		2	5	● 150%	3	● 67%
Other Mechanical Failures		0	0	● 0%	0	● 0%
On-time Performance		95%	95.7%	● 0.8%	95.5%	● 0.3%
Passenger Concerns		1	2	● 100%	1	● 100%
Accidents and Incidents		0	0	● 0%	0	● 0%
COASTER Performance		Budget Goal/ Contractual Standard	April 2021	Variance from Goal/Standard	April 2020	Variance from Prior Year
Total Boardings		106,414	15,184	● (86%)	5,245	● 189%
Average Weekday Boardings		4,310	690	● (84%)	238	● 190%
Average Saturday Boardings		1,105	0	● (100%)	0	● 0%
Average Sunday/Holiday Boardings		1,790	0	● (100%)	0	● 0%
Boardings per Revenue Hour		97	35	● (64%)	15	● 132%
Percent of Scheduled Service Operated		100%	99.1%	● (0.9%)	100%	● (0.9%)
Major Mechanical Failures		1	2	● 100%	0	● 200%
Other Mechanical Failures		0	0	● 0%	0	● 0%
Chargeable Accidents		0	0	● 0%	0	● 0%
On-time Performance		95%	98%	● 3.2%	90.2%	● 8.6%
Passenger Concerns		1	2	● 100%	0	● 200%
SPRINTER Performance		Budget Goal/ Contractual Standard	April 2021	Variance from Goal/Standard	April 2020	Variance from Prior Year
Total Boardings		222,901	101,941	● (54%)	82,262	● 24%
Average Weekday Boardings		8,410	3,728	● (56%)	2,989	● 25%
Average Saturday Boardings		5,986	2,704	● (55%)	2,244	● 20%
Average Sunday/Holiday Boardings		3,483	2,278	● (35%)	1,882	● 21%
Boardings per Revenue Hour		114	52	● (54%)	42	● 23%
Percent of Scheduled Service Operated		100%	99.7%	● (0.3%)	99.5%	● 0.2%
Major Mechanical Failures		1	4	● 300%	1	● 300%
Other Mechanical Failures		0	0	● 0%	0	● 0%
Chargeable Accidents		0	0	● 0%	1	● (100%)
On-time Performance		98%	97.9%	● (0.1%)	93.4%	● 4.8%
Passenger Concerns		5	3	● (40%)	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