

Transit Operations Performance Report - June 2021

External Indicators		June 2021	June 2020	Variance from Prior Year
Weekday		22	22	0
Saturday		4	4	0
Sunday/Holiday		4	4	0
Days of Inclement Weather		2	1	1
Average Cost of Gallon of Gasoline**		\$4.23	\$3.03	\$1.20
SYSTEM (All Modes)	Budget Goal	June 2021	June 2020	Variance from Prior Year
Total Boardings	774,144	423,139 ● (45%)	354,879 ●	19%
Average Weekday Boardings	28,789	15,673 ● (46%)	13,053 ●	20%
Average Saturday Boardings	20,211	10,955 ● (46%)	9,241 ●	19%
Average Sunday Boardings	14,984	8,630 ● (42%)	7,694 ●	12%
BREEZE Performance	Budget Goal/ Contractual Standard	June 2021	June 2020	Variance from Prior Year
Total Boardings	434,079	268,152 ● (38%)	238,292 ●	13%
Average Weekday Boardings	16,165	10,044 ● (38%)	8,742 ●	15%
Average Saturday Boardings	10,830	6,592 ● (39%)	6,342 ●	3.9%
Average Sunday/Holiday Boardings	8,782	5,203 ● (41%)	5,150 ●	1%
Boardings per Revenue Hour	11.8	7.7 ● (35%)	6.8 ●	13%
Percent of Scheduled Service Operated	99.98%	98.86% ● (1.1%)	99.95% ●	(1.1%)
Major Mechanical Failures	34	35 ● 2.9%	39 ●	(10%)
Other Mechanical Failures	0	0 ● 0%	2 ●	(100%)
Chargeable Accidents	5	9 ● 80%	3 ●	200%
On-time Performance	90%	89.2% ● (0.9%)	91.3% ●	(2.3%)
Passenger Concerns	46	95 ● 107%	98 ●	(3.1%)
COASTER Performance	Budget Goal/ Contractual Standard	June 2021	June 2020	Variance from Prior Year
Total Boardings	121,878	44,978 ● (63%)	8,734 ●	415%
Average Weekday Boardings	4,578	1,600 ● (65%)	397 ●	303%
Average Saturday Boardings	2,867	1,470 ● (49%)	0 ●	147,000%
Average Sunday/Holiday Boardings	2,421	976 ● (60%)	0 ●	97,600%
Boardings per Revenue Hour	112	58 ● (49%)	26 ●	124%
Percent of Scheduled Service Operated	100%	99.5% ● (0.5%)	99% ●	0.6%
Major Mechanical Failures	1	1 ● 0%	0 ●	100%
Other Mechanical Failures	0	0 ● 0%	0 ●	0%
Chargeable Accidents	0	0 ● 0%	0 ●	0%
On-time Performance	95%	98.6% ● 3.8%	95.1% ●	3.7%
Passenger Concerns	3	1 ● (67%)	2 ●	(50%)
SPRINTER Performance	Budget Goal/ Contractual Standard	June 2021	June 2020	Variance from Prior Year
Total Boardings	191,885	101,901 ● (47%)	102,534 ●	(0.6%)
Average Weekday Boardings	6,989	3,714 ● (47%)	3,707 ●	0.2%
Average Saturday Boardings	5,872	2,719 ● (54%)	2,770 ●	(1.8%)
Average Sunday/Holiday Boardings	3,661	2,331 ● (36%)	2,476 ●	(5.9%)
Boardings per Revenue Hour	98	52 ● (47%)	53 ●	(0.8%)
Percent of Scheduled Service Operated	100%	99.95% ● (0.05%)	99.9% ●	0.1%
Major Mechanical Failures	1	0 ● (100%)	7 ●	(100%)
Other Mechanical Failures	0	0 ● 0%	0 ●	0%
Chargeable Accidents	0	0 ● 0%	0 ●	0%
On-time Performance	98%	99% ● 1%	99.0% ●	0%
Passenger Concerns	5	4 ● (20%)	6 ●	(33%)
FLEX Performance***	Budget Goal/ Contractual Standard	June 2021	June 2020	Variance from Prior Year
Total Boardings	16,269	2,378 ● (85%)	1,600 ●	49%
Average Weekday Boardings	649	91 ● (86%)	62 ●	47%
Average Saturday Boardings	495	51 ● (90%)	32 ●	59%
Average Sunday/Holiday Boardings	0	45 ● 4500%	30 ●	50%
Passengers per Revenue Hour	2.6	1.7 ● (36%)	1.1 ●	47%
Passengers per Revenue Mile	0.2	0.09 ● (55%)	0.1 ●	48%
Major Mechanical Failures****	2	5 ● 150%	5 ●	0%
Other Mechanical Failures	0	0 ● 0%	0 ●	0%
On-time Performance	95%	98.5% ● 3.7%	94.2% ●	4.5%
Passenger Concerns	1	2 ● 100%	2 ●	0%
Accidents and Incidents	0	0 ● 0%	0 ●	0%
LIFT Performance	Budget Goal/ Contractual Standard	June 2021	June 2020	Variance from Prior Year
Total Boardings	10,033	5,730 ● (43%)	3,719 ●	54%
Average Weekday Boardings	408	224 ● (45%)	145 ●	54%
Average Saturday Boardings	147	123 ● (16%)	97 ●	27%
Average Sunday/Holiday Boardings	120	75 ● (38%)	38 ●	97%
Passengers per Revenue Hour	1.8	1.8 ● (1.3%)	1.3 ●	34%
Passengers per Revenue Mile	0.08	0.10 ● 21%	0.08 ●	16%
Major Mechanical Failures****	2	5 ● 150%	5 ●	0%
Other Mechanical Failures	0	0 ● 0%	0 ●	0%
Accidents and Incidents	1	0 ● (100%)	0 ●	0%
On-Time Performance	92%	84.1% ● (8.6%)	98% ●	(14%)
Passenger Concerns	9	34 ● 278%	3 ●	1,033%
Call Response Time (minutes)	2:00	2:37 ● 31%	1:17 ●	104%
Average Length of Call (minutes)	2:00	2:05 ● 4.2%	3:23 ●	(38%)
1-30 Minutes Past the 30-Minute Pick-Up Window	415	856 ● 106%	61 ●	1,303%
31-60 Minutes Past the 30-Minute Pick-Up Window	29	154 ● 431%	0 ●	15,400%
>60 Minutes Past the 30-Minute Pick-Up Window	14	19 ● 36%	0 ●	1,900%

* 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

**** FLEX was to be modified in April 2021 to include microtransit service operating Monday-Saturday only. This change was not implemented and normal FLEX service continues.

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