

Transit Performance Report - July 2021

External Indicators		July 2021	July 2020	Variance from Prior Year		
Weekday		22	23	-1		
Saturday		5	4	1		
Sunday/Holiday		4	4	0		
Days of Inclement Weather		2	0	2		
Average Cost of Gallon of Gasoline**		\$4.30	\$3.15	\$1.15		
SYSTEM Performance (All Modes)		Budget Goal	July 2021	Variance from Goal/Standard	July 2020	Variance from Prior Year
Total Boardings		509,970	432,208	(15%)	370,449	17%
Average Weekday Boardings		18,908	15,540	(18%)	13,275	17%
Average Saturday Boardings		11,536	13,043	13%	8,685	50%
Average Sunday Boardings		9,075	6,277	(31%)	7,593	(17%)
BREEZE Performance		Budget Goal / Contractual Standard	July 2021	Variance from Goal/Standard	July 2020	Variance from Prior Year
Total Boardings		291,912	265,192	(9.2%)	249,821	6.2%
Average Weekday Boardings		10,806	9,592	(11%)	8,930	7.4%
Average Saturday Boardings		6,412	7,674	20%	5,964	28.7%
Average Sunday/Holiday Boardings		5,529	3,947	(29%)	5,145	(23.3%)
Boardings per Revenue Hour		8.0	7.4	(7.5%)	6.8	8.8%
Percent of Scheduled Service Operated		99.98%	99.55%	(0.4%)	99.94%	(0.4%)
Major Mechanical Failures		35	36	2.9%	36	0%
Other Mechanical Failures		0	2	200%	2	0%
Chargeable Accidents		5	8	60%	9	(11%)
On-time Performance		90%	88.7%	(1.4%)	90.9%	(2.4%)
Passenger Concerns		45	94	109%	146	(36%)
COASTER Performance		Budget Goal / Contractual Standard	July 2021	Variance from Goal/Standard	July 2020	Variance from Prior Year
Total Boardings		95,986	55,450	(42%)	10,263	440%
Average Weekday Boardings		3,584	1,932	(46%)	446	333%
Average Saturday Boardings		2,387	1,955	(18%)	0	195,540%
Average Sunday/Holiday Boardings		1,299	792	(39%)	0	79,175%
Boardings per Revenue Hour		123	69	(44%)	29	141%
Percent of Scheduled Service Operated		100%	99.8%	(0.2%)	99.6%	0.2%
Major Mechanical Failures		1	0	(100%)	1	(100%)
Other Mechanical Failures		0	0	0%	0	0%
Chargeable Accidents		0	0	0%	0	0%
On-time Performance		95%	97.0%	2.1%	94.2%	3.0%
Passenger Concerns		4	11	175%	1	1,000%
SPRINTER Performance		Budget Goal / Contractual Standard	July 2021	Variance from Goal/Standard	July 2020	Variance from Prior Year
Total Boardings		110,929	103,035	(7.1%)	104,568	(1.5%)
Average Weekday Boardings		4,074	3,692	(9.4%)	3,687	0.2%
Average Saturday Boardings		2,566	3,219	25%	2,578	24.9%
Average Sunday/Holiday Boardings		2,119	1,427	(33%)	2,365	(40%)
Boardings per Revenue Hour		55	51	(6.7%)	52	(0.4%)
Percent of Scheduled Service Operated		100%	99.75%	(0.2%)	99.9%	(0.1%)
Major Mechanical Failures		2	6	200%	1	500%
Other Mechanical Failures		0	0	0%	0	0%
Chargeable Accidents		0	0	0%	0	0%
On-time Performance		98%	97.2%	(0.8%)	98.4%	(1.2%)
Passenger Concerns		5	3	(40%)	4	(25%)
FLEX Performance***		Budget Goal / Contractual Standard	July 2021	Variance from Goal/Standard	July 2020	Variance from Prior Year
Total Boardings		1,659	2,312	39%	1,646	40%
Average Weekday Boardings		66	81	23%	60	35%
Average Saturday Boardings		21	79	276%	33	139%
Average Sunday/Holiday Boardings		23	32	38%	32	1%
Passengers per Revenue Hour		1.1	1.6	39%	1.14	40%
Passengers per Revenue Mile		0.1	0.1	39%	0.06	41%
Major Mechanical Failures****		2	1	(50%)	7	(86%)
Other Mechanical Failures		0	0	0%	0	0%
Chargeable Accidents		0	0	0%	0	0%
On-time Performance		95%	90.6%	(4.7%)	98.8%	(8.3%)
Passenger Concerns		1	0	(100%)	1	(100%)
LIFT Performance		Budget Goal / Contractual Standard	July 2021	Variance from Goal/Standard	July 2020	Variance from Prior Year
Total Boardings		9,484	6,219	(34%)	4,151	50%
Average Weekday Boardings		378	242	(36%)	152	59%
Average Saturday Boardings		150	116	(23%)	111	5%
Average Sunday/Holiday Boardings		105	80	(24%)	52	54%
Passengers per Revenue Hour		1.8	1.9	7.9%	1.3	46%
Passengers per Revenue Mile		0.10	0.09	(11%)	0.08	12%
Major Mechanical Failures****		2	1	(50%)	7	(86%)
Other Mechanical Failures		0	0	0%	0	0%
Accidents and Incidents		1	0	(100%)	0	0%
On-Time Performance		92%	81.4%	(12%)	98.1%	(17%)
Passenger Concerns		9	59	556%	25	136%
Call Response Time (minutes)		2:00	2:07	5.8%	1:53	12%
Average Length of Call (minutes)		2:00	2:15	13%	3:15	(31%)
1-30 Minutes Past the 30-Minute Pick-Up Window		451	268	(41%)	52	415%
31-60 Minutes Past the 30-Minute Pick-Up Window		31	52	68%	4	1,200%
>60 Minutes Past the 30-Minute Pick-Up Window		16	590	3,588%	1	58,900%

* 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