

### Transit Performance Report - August 2021

External Indicators			August 2021	August 2020	Variance from Prior Year	
Weekday			22	21	1	
Saturday			4	5	-1	
Sunday/Holiday			5	5	0	
Days of Inclement Weather			0	0	0	
Average Cost of Gallon of Gasoline**			\$4.35	\$3.21	\$1.14	
<b>SYSTEM Performance (All Modes)</b>						
	Budget Goal		August 2021	Variance from Goal/Standard	August 2020	Variance from Prior Year
Total Boardings	538,824		454,376	(15.7%)	369,537	23.0%
Average Weekday Boardings	20,468		16,646	(18.7%)	13,529	23.0%
Average Saturday Boardings	11,183		11,334	1.3%	9,309	21.8%
Average Sunday Boardings	8,763		8,566	(2.2%)	7,778	10.1%
<b>BREEZE Performance</b>						
	Budget Goal / Contractual Standard		August 2021	Variance from Goal/Standard	August 2020	Variance from Prior Year
Total Boardings	322,593		289,507	(10.3%)	248,125	16.7%
Average Weekday Boardings	12,168		10,721	(11.9%)	9,047	18.5%
Average Saturday Boardings	6,671		6,760	1.3%	6,352	6.4%
Average Sunday Boardings	5,645		5,323	(5.7%)	5,277	0.9%
Boardings per Revenue Hour	9.0		8.2	(8.6%)	7.1	16.0%
Percent of Scheduled Service Operated	99.98%		99.27%	(0.7%)	99.90%	(0.6%)
Major Mechanical Failures	34		20	(41.2%)	51	(60.8%)
Other Mechanical Failures	0		6	600.0%	4	50.0%
Chargeable Accidents	5		8	60.0%	10	(20.0%)
On-time Performance	90%		88.50%	(1.7%)	90.20%	(1.9%)
Passenger Concerns	49		92	87.8%	111	(17.1%)
<b>COASTER Performance</b>						
	Budget Goal / Contractual Standard		August 2021	Variance from Goal/Standard	August 2020	Variance from Prior Year
Total Boardings	84,025		50,289	(40.1%)	9,412	434.3%
Average Weekday Boardings	3,305		1,752	(47.0%)	448	290.8%
Average Saturday Boardings	1,684		1,631	(3.2%)	0	0.0%
Average Sunday Boardings	917		1,046	14.1%	0	0.0%
Boardings per Revenue Hour	109		63	(41.8%)	29	116.3%
Percent of Scheduled Service Operated	100%		100.00%	0.0%	98.02%	2.0%
Major Mechanical Failures	1		0	(100.0%)	0	0.0%
Other Mechanical Failures	0		0	0.0%	0	0.0%
Chargeable Accidents	0		0	0.0%	0	0.0%
On-time Performance	95%		97.28%	2.4%	92.46%	5.2%
Passenger Concerns	4		3	(25.0%)	2	50.0%
<b>SPRINTER Performance</b>						
	Budget Goal / Contractual Standard		August 2021	Variance from Goal/Standard	August 2020	Variance from Prior Year
Total Boardings	121,208		105,796	(12.7%)	106,048	(0.2%)
Average Weekday Boardings	4,552		3,833	(15.8%)	3,803	0.8%
Average Saturday Boardings	2,664		2,762	3.7%	2,817	(1.9%)
Average Sunday Boardings	2,082		2,086	0.2%	2,419	(13.8%)
Boardings per Revenue Hour	61		53	(11.8%)	54	(0.9%)
Percent of Scheduled Service Operated	100%		99.45%	(0.5%)	99.05%	0.4%
Major Mechanical Failures	2		10	400.0%	4	150.0%
Other Mechanical Failures	0		0	0.0%	0	0.0%
Chargeable Accidents	0		0	0.0%	0	0.0%
On-time Performance	98%		95.93%	(2.1%)	97.90%	(2.0%)
Passenger Concerns	5		5	0.0%	6	(16.7%)
<b>FLEX Performance***</b>						
	Budget Goal / Contractual Standard		August 2021	Variance from Goal/Standard	August 2020	Variance from Prior Year
Total Boardings	1,689		2,392	41.6%	1,722	38.9%
Average Weekday Boardings	69		91	31.2%	69	31.3%
Average Saturday Boardings	19		61	219.7%	33	84.1%
Average Sunday Boardings	19		32	66.3%	22	45.0%
Passengers per Revenue Hour	1.2		1.7	41.7%	1.21	37.5%
Passengers per Revenue Mile	0.1		0.09	41.7%	0.07	36.0%
Major Mechanical Failures****	3		5	66.7%	2	150.0%
Other Mechanical Failures****	0		2	200.0%	0	200.0%
Chargeable Accidents	0		0	0.0%	0	0.0%
On-time Performance	95%		99.07%	4.3%	92.20%	7.5%
Passenger Concerns	1		0	(100.0%)	1	(100.0%)
<b>LIFT Performance</b>						
	Budget Goal / Contractual Standard		August 2021	Variance from Goal/Standard	August 2020	Variance from Prior Year
Total Boardings	9,309		6,392	(31.3%)	4,230	51.1%
Average Weekday Boardings	374		251	(33.0%)	162	54.9%
Average Saturday Boardings	145		121	(16.9%)	107	12.4%
Average Sunday/Holiday Boardings	100		80	(20.2%)	60	33.9%
Passengers per Revenue Hour	1.8		1.9	5.3%	1.4	37.4%
Passengers per Revenue Mile	0.10		0.09	(9.5%)	0.08	17.5%
Major Mechanical Failures****	3		5	66.7%	2	150.0%
Other Mechanical Failures****	0		2	200.0%	0	200.0%
Chargeable Accidents	1		1	0.0%	0	100.0%
On-Time Performance	92%		85.76%	(6.8%)	95.07%	(9.8%)
Passenger Concerns	10		61	510.0%	16	281.3%
Call Response Time (minutes)	2:00		2:59	49.2%	1:38	82.7%
Average Length of Call (minutes)	2:00		2:15	12.5%	3:14	(30.4%)
1-30 Minutes Past the 30-Minute Pick-Up Window	463		658	42.1%	95	592.6%
31-60 Minutes Past the 30-Minute Pick-Up Window	32		157	390.6%	0	0.0%
>60 Minutes Past the 30-Minute Pick-Up Window	16		36	125.0%	0	0.0%

\* 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