

Transit Performance Report - September 2021

External Indicators			September 2021	September 2020	Variance from Prior Year
Weekday			21	21	0
Saturday			5	5	0
Sunday/Holiday			4	4	0
Days of Inclement Weather			0	0	0
Average Cost of Gallon of Gasoline**			\$4.35	\$3.22	\$1.13
SYSTEM Performance (All Modes)					
	Budget Goal	September 2021	Variance from Goal/Standard	September 2020	Variance from Prior Year
Total Boardings	578,966	528,946	(8.6%)	380,222	39.1%
Average Weekday Boardings	23,143	20,424	(11.7%)	13,952	46.4%
Average Saturday Boardings	11,459	11,913	4.0%	11,053	7.8%
Average Sunday Boardings	8,915	10,123	13.6%	7,990	26.7%
BREEZE Performance					
	Budget Goal / Contractual Standard	September 2021	Variance from Goal/Standard	September 2020	Variance from Prior Year
Total Boardings	352,383	368,398	4.5%	259,489	42.0%
Average Weekday Boardings	14,061	14,401	2.4%	9,407	53.1%
Average Saturday Boardings	6,945	7,781	12.0%	8,098	(3.9%)
Average Sunday Boardings	5,593	6,769	21.0%	5,363	26.2%
Boardings per Revenue Hour	10.1	10.8	7.1%	7.4	44.7%
Percent of Scheduled Service Operated	99.98%	97.95%	(2.0%)	99.93%	(2.0%)
Major Mechanical Failures	33	38	15.2%	34	11.8%
Other Mechanical Failures	0	0	0.0%	1	(100.0%)
Chargeable Accidents	5	5	0.0%	5	0.0%
On-time Performance	88.0%	87.1%	(1.0%)	90.5%	(3.8%)
Passenger Concerns	63	94	49.2%	123	(23.6%)
COASTER Performance					
	Budget Goal / Contractual Standard	September 2021	Variance from Goal/Standard	September 2020	Variance from Prior Year
Total Boardings	76,963	44,592	(42.1%)	10,020	345.0%
Average Weekday Boardings	3,037	1,571	(48.3%)	477	229.2%
Average Saturday Boardings	1,742	1,517	(12.9%)	0	0.0%
Average Sunday Boardings	1,119	1,006	(10.1%)	0	0.0%
Boardings per Revenue Hour	103	58	(43.6%)	31	89.4%
Percent of Scheduled Service Operated	100.0%	100.0%	0.0%	100.0%	0.0%
Major Mechanical Failures	1	0	(100.0%)	1	(100.0%)
Other Mechanical Failures	0	0	0.0%	0	0.0%
Chargeable Accidents	0	0	0.0%	0	0.0%
On-time Performance	95.0%	98.1%	3.2%	95.2%	3.0%
Passenger Concerns	3	3	0.0%	2	50.0%
SPRINTER Performance					
	Budget Goal / Contractual Standard	September 2021	Variance from Goal/Standard	September 2020	Variance from Prior Year
Total Boardings	138,643	108,623	(21.7%)	104,493	4.0%
Average Weekday Boardings	5,582	4,148	(25.7%)	3,821	8.5%
Average Saturday Boardings	2,603	2,498	(4.0%)	2,817	(11.3%)
Average Sunday Boardings	2,103	2,258	7.3%	2,542	(11.2%)
Boardings per Revenue Hour	72	57	(20.8%)	54	4.6%
Percent of Scheduled Service Operated	100.0%	99.7%	(0.3%)	99.7%	0.0%
Major Mechanical Failures	1	5	400.0%	6	(16.7%)
Other Mechanical Failures	0	0	0.0%	0	0.0%
Chargeable Accidents	0	0	0.0%	0	0.0%
On-time Performance	95.0%	96.8%	1.9%	97.6%	(0.8%)
Passenger Concerns	5	3	(40.0%)	5	(40.0%)
FLEX Performance***					
	Budget Goal / Contractual Standard	September 2021	Variance from Goal/Standard	September 2020	Variance from Prior Year
Total Boardings	1,625	1,480	(8.9%)	1,612	(8.2%)
Average Weekday Boardings	68	60	(11.1%)	62	(3.0%)
Average Saturday Boardings	21	26	25.7%	40	(34.0%)
Average Sunday Boardings	21	20	(7.1%)	26	(24.3%)
Passengers per Revenue Hour	1.06	1.06	(0.1%)	1.14	(7.0%)
Passengers per Revenue Mile	0.06	0.06	1.6%	0.06	(6.1%)
Major Mechanical Failures****	2	5	150.0%	5	0.0%
Other Mechanical Failures****	0	1	100.0%	0	100.0%
Chargeable Accidents	0	0	0.0%	0	0.0%
On-time Performance	95.0%	94.9%	(0.1%)	94.8%	0.1%
Passenger Concerns	1	0	(100.0%)	1	(100.0%)
LIFT Performance					
	Budget Goal / Contractual Standard	September 2021	Variance from Goal/Standard	September 2020	Variance from Prior Year
Total Boardings	9,352	5,853	(37.4%)	4,608	27.0%
Average Weekday Boardings	395	244	(38.3%)	185	31.8%
Average Saturday Boardings	148	91	(38.2%)	98	(6.9%)
Average Sunday/Holiday Boardings	79	70	(11.1%)	59	19.6%
Passengers per Revenue Hour	1.8	1.9	4.8%	1.4	30.9%
Passengers per Revenue Mile	0.10	0.09	(9.1%)	0.08	13.4%
Major Mechanical Failures****	2	5	150.0%	5	0.0%
Other Mechanical Failures****	0	1	100.0%	0	100.0%
Chargeable Accidents	1	0	(100.0%)	1	(100.0%)
On-Time Performance	92.0%	85.8%	(6.8%)	94.9%	(9.6%)
Passenger Concerns	9	40	344.4%	18	122.2%
Call Response Time (minutes)	2:00	2:49	40.8%	1:33	81.7%
Average Length of Call (minutes)	2:00	1:59	(0.8%)	2:48	(29.2%)
1-30 Minutes Past the 30-Minute Pick-Up Window	424	478	12.7%	129	270.5%
31-60 Minutes Past the 30-Minute Pick-Up Window	29	82	182.8%	13	530.8%
>60 Minutes Past the 30-Minute Pick-Up Window	15	16	6.7%	1	1,500.0%

* 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