

Transit Operations Performance Report - May 2021

External Indicators		May 2021	May 2020	Variance from Prior Year		
Weekday		20	20	0		
Saturday		6	6	0		
Sunday/Holiday		5	5	0		
Days of Inclement Weather		3	0	3		
Average Cost of Gallon of Gasoline**		\$4.14	\$2.83	\$1.31		
SYSTEM (All Modes)		Budget Goal	May 2021	Variance from Goal	May 2020	Variance from Prior Year
Total Boardings		811,276	385,299	(53%)	302,902	27%
Average Weekday Boardings		31,869	14,521	(54%)	11,221	29%
Average Saturday Boardings		18,963	8,872	(53%)	7,811	14%
Average Sunday/Holiday Boardings		12,021	9,372	(22%)	6,321	48%
BREEZE Performance		Budget Goal/ Contractual Standard	May 2021	Variance from Goal/Standard	May 2020	Variance from Prior Year
Total Boardings		466,374	265,709	(43%)	200,023	33%
Average Weekday Boardings		18,721	9,950	(47%)	7,404	34%
Average Saturday Boardings		10,146	6,357	(37%)	5,228	22%
Average Sunday/Holiday Boardings		6,214	5,714	(8%)	4,115	39%
Boardings per Revenue Hour		13.2	7.7	(42%)	5.7	34%
Percent of Scheduled Service Operated		99.98%	99.7%	(0.3%)	99.94%	(0.3%)
Major Mechanical Failures		33	25	(24%)	55	(55%)
Other Mechanical Failures		0	0	0%	4	(100%)
Chargeable Accidents		5	7	40%	5	40%
On-time Performance		90%	89.8%	(0.2%)	92.90%	(3.3%)
Passenger Concerns		45	87	93%	108	(19%)
LIFT Performance		Budget Goal/ Contractual Standard	May 2021	Variance from Goal/Standard	May 2020	Variance from Prior Year
Total Boardings		9,528	5,271	(45%)	2,660	98%
Average Weekday Boardings		415	212	(49%)	105	102%
Average Saturday Boardings		116	100	(14%)	73	37%
Average Sunday/Holiday Boardings		105	84	(20%)	25	236%
Passengers per Revenue Hour		1.8	1.7	(5%)	1.3	29%
Passengers per Revenue Mile		0.08	0.09	9.3%	0.09	(2%)
Major Mechanical Failures***		2	1	(50%)	4	(75%)
Other Mechanical Failures		0	0	0%	0	0%
Accidents and Incidents		1	0	(100%)	0	0%
On-Time Performance		92%	90.1%	(2%)	98%	(8%)
Passenger Concerns		8	33	313%	7	371%
Call Response Time (minutes)		2:00	4:30	125%	0:53	409%
Average Length of Call (minutes)		2:00	2:14	12%	2:45	(19%)
1-30 Minutes Past the 30-Minute Pick-Up Window		382	429	12%	49	776%
31-60 Minutes Past the 30-Minute Pick-Up Window		26	53	104%	2	2,550%
>60 Minutes Past the 30-Minute Pick-Up Window		13	4	(69%)	0	400%
FLEX Performance****		Budget Goal/ Contractual Standard	May 2021	Variance from Goal/Standard	May 2020	Variance from Prior Year
Total Boardings		15,955	2,004	(87%)	1,621	24%
Average Weekday Boardings		649	81	(88%)	63	29%
Average Saturday Boardings		495	43	(91%)	32	34%
Average Sunday/Holiday Boardings		0	28	2800%	32	(13%)
Passengers per Revenue Hour		2.7	1.3	(50%)	1.1	16%
Passengers per Revenue Mile		0.2	0.08	(62%)	0.1	22%
Major Mechanical Failures***		2	1	(50%)	4	(75%)
Other Mechanical Failures		0	0	0%	0	0%
On-time Performance		95%	99.1%	4.3%	94.0%	5.4%
Passenger Concerns		1	0	(100%)	1	(100%)
Accidents and Incidents		0	0	0%	0	0%
COASTER Performance		Budget Goal/ Contractual Standard	May 2021	Variance from Goal/Standard	May 2020	Variance from Prior Year
Total Boardings		107,689	19,214	(82%)	6,207	210%
Average Weekday Boardings		4,101	861	(79%)	310	178%
Average Saturday Boardings		2,446	694	(72%)	0	69400%
Average Sunday/Holiday Boardings		2,199	606	(72%)	0	60600%
Boardings per Revenue Hour		98	42	(58%)	20	110%
Percent of Scheduled Service Operated		100%	99.7%	(0.3%)	100%	(0.3%)
Major Mechanical Failures		1	0	(100%)	0	0%
Other Mechanical Failures		0	0	0%	0	0%
Chargeable Accidents		0	0	0%	0	0%
On-time Performance		95%	98.9%	4.1%	94.6%	4.5%
Passenger Concerns		1	3	200%	1	200%
SPRINTER Performance		Budget Goal/ Contractual Standard	May 2021	Variance from Goal/Standard	May 2020	Variance from Prior Year
Total Boardings		211,730	93,101	(56%)	92,391	0.8%
Average Weekday Boardings		7,983	3,417	(57%)	3,339	2.3%
Average Saturday Boardings		5,760	1,678	(71%)	2,478	(32%)
Average Sunday/Holiday Boardings		3,503	2,940	(16%)	2,149	37%
Boardings per Revenue Hour		107	47	(56%)	47	0.9%
Percent of Scheduled Service Operated		100%	99.8%	(0.2%)	99.8%	0.1%
Major Mechanical Failures		1	3	200%	3	0%
Other Mechanical Failures		0	0	0%	1	(100%)
Chargeable Accidents		0	0	0%	0	0%
On-time Performance		98%	98.3%	0.3%	98.5%	(0.2%)
Passenger Concerns		5	2	(60%)	5	(60%)

* 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

***** 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.