

Transit Performance Report - November 2021

External Indicators		November 2021	November 2020	Variance from Prior Year		
Weekday		21	20	1		
Saturday		4	4	0		
Sunday		5	6	-1		
Days of Inclement Weather		0	2	-2		
Average Cost of Gallon of Gasoline**		\$4.61	\$3.15	\$1.46		
SYSTEM Performance (All Modes)		Budget Goal***	November 2021	Variance from Goal/Standard	November 2020	Variance from Prior Year
Total Boardings	507,440	490,501	● (3.3%)	365,638	● 34.1%	
Average Weekday Boardings	20,528	18,859	● (8.1%)	14,119	● 33.6%	
Average Saturday Boardings	10,221	13,182	● 29.0%	9,222	● 42.9%	
Average Sunday Boardings	7,091	8,349	● 17.7%	7,730	● 8.0%	
BREEZE Performance		Budget Goal / Contractual Standard	November 2021	Variance from Goal/Standard	November 2020	Variance from Prior Year
Total Boardings	318,502	332,084	● 4.3%	250,497	● 32.6%	
Average Weekday Boardings	12,762	12,944	● 1.4%	9,602	● 34.8%	
Average Saturday Boardings	6,973	8,771	● 25.8%	6,481	● 35.3%	
Average Sunday Boardings	4,521	5,034	● 11.3%	5,421	● (7.1%)	
Boardings per Revenue Hour	9.1	9.6	● 5.0%	7.4	● 29.8%	
Percent of Scheduled Service Operated	99.98%	93.97%	● (6.0%)	99.93%	● (6.0%)	
Major Mechanical Failures	34	59	● 73.5%	36	● 63.9%	
Other Mechanical Failures	0	3	● 300.0%	0	● 300.0%	
Chargeable Accidents	5	6	● 20.0%	7	● (14.3%)	
On-time Performance	88.0%	88.6%	● 0.7%	90.7%	● (2.3%)	
Passenger Concerns	56	56	● 0.0%	91	● (38.5%)	
COASTER Performance		Budget Goal / Contractual Standard	November 2021	Variance from Goal/Standard	November 2020	Variance from Prior Year
Total Boardings	64,975	44,776	● (31.1%)	9,232	● 385.0%	
Average Weekday Boardings	2,802	1,611	● (42.5%)	462	● 248.9%	
Average Saturday Boardings	725	1,572	● 116.9%	0	● 0.0%	
Average Sunday Boardings	648	933	● 44.0%	0	● 0.0%	
Boardings per Revenue Hour	61.9	42.1	● (31.9%)	29.9	● 41.0%	
Percent of Scheduled Service Operated	100.0%	99.8%	● (0.2%)	99.6%	● 0.2%	
Major Mechanical Failures	2	1	● (50.0%)	1	● 0.0%	
Other Mechanical Failures	0	0	● 0.0%	0	● 0.0%	
Chargeable Accidents	0	0	● 0.0%	0	● 0.0%	
On-time Performance	95.0%	89.4%	● (5.9%)	92.1%	● (3.0%)	
Passenger Concerns	3	7	● 133.3%	9	● (22.2%)	
SPRINTER Performance		Budget Goal / Contractual Standard	November 2021	Variance from Goal/Standard	November 2020	Variance from Prior Year
Total Boardings	114,052	106,252	● (6.8%)	99,535	● 6.7%	
Average Weekday Boardings	4,544	3,998	● (12.0%)	3,792	● 5.4%	
Average Saturday Boardings	2,376	2,690	● 13.2%	2,585	● 4.1%	
Average Sunday Boardings	1,825	2,307	● 26.4%	2,225	● 3.7%	
Boardings per Revenue Hour	59.0	55.2	● (6.5%)	52.2	● 5.6%	
Percent of Scheduled Service Operated	100.0%	99.6%	● (0.4%)	99.7%	● (0.0%)	
Major Mechanical Failures	1	3	● 200.0%	5	● (40.0%)	
Other Mechanical Failures	0	0	● 0.0%	0	● 0.0%	
Chargeable Accidents	0	0	● 0.0%	0	● 0.0%	
On-time Performance	95.0%	96.8%	● 1.9%	98.0%	● (1.3%)	
Passenger Concerns	5	1	● (80.0%)	4	● (75.0%)	
FLEX Performance		Budget Goal / Contractual Standard***	November 2021	Variance from Goal/Standard	November 2020	Variance from Prior Year
Total Boardings	1,547	1,318	● (14.8%)	1,661	● (20.7%)	
Average Weekday Boardings	65	52	● (20.5%)	66	● (21.3%)	
Average Saturday Boardings	20	39	● 96.3%	39	● 1.3%	
Average Sunday Boardings	19	15	● (20.0%)	32	● (52.7%)	
Passengers per Revenue Hour	1.11	0.95	● (14.8%)	1.21	● (21.5%)	
Passengers per Revenue Mile	0.06	0.05	● (14.8%)	0.07	● (22.3%)	
Major Mechanical Failures****	2	2	● 0.0%	5	● (60.0%)	
Other Mechanical Failures****	0	0	● 0.0%	0	● 0.0%	
Chargeable Accidents	0	0	● 0.0%	0	● 0.0%	
On-time Performance	95.0%	87.7%	● (7.7%)	96.2%	● (8.8%)	
Passenger Concerns	1	0	● (100.0%)	2	● (100.0%)	
LIFT Performance		Budget Goal / Contractual Standard	November 2021	Variance from Goal/Standard	November 2020	Variance from Prior Year
Total Boardings	8,364	6,071	● (27.4%)	4,713	● 28.8%	
Average Weekday Boardings	355	254	● (28.4%)	197	● 29.2%	
Average Saturday Boardings	127	110	● (13.8%)	118	● (6.8%)	
Average Sunday/Holiday Boardings	78	59	● (23.8%)	52	● 15.0%	
Passengers per Revenue Hour	1.80	1.83	● 1.65%	1.38	● 32.5%	
Passengers per Revenue Mile	0.11	0.12	● 10.3%	0.08	● 45.1%	
Major Mechanical Failures****	2	2	● 0.0%	5	● (60.0%)	
Other Mechanical Failures****	0	0	● 0.0%	0	● 0.0%	
Chargeable Accidents	1	0	● (100.0%)	0	● 0.0%	
On-Time Performance	92.0%	85.7%	● (6.8%)	98.4%	● (12.9%)	
Passenger Concerns	9	21	● 133.3%	25	● (16.0%)	
Call Response Time (minutes)	2:00	2:07	● 5.8%	1:13	● 74.0%	
Average Length of Call (minutes)	2:00	2:01	● 0.8%	3:04	● (34.2%)	
1-30 Minutes Past the 30-Minute Pick-Up Window	440	523	● 18.9%	67	● 680.6%	
31-60 Minutes Past the 30-Minute Pick-Up Window	30	69	● 130.0%	2	● 3,350.0%	
>60 Minutes Past the 30-Minute Pick-Up Window	15	26	● 73.3%	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 October 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