

External Factors	Goal	January 2017	January 2018	Variance from Prior Year	Variance from Goal
Weekdays	----	22.00	22.00	0	----
Days of Inclement Weather	----	11.00	3.00	-8	----
Average Cost of Gallon of Gasoline	----	\$2.84	\$3.23	\$0.39	----
SYSTEM (All Modes)	Goal	January 2017	January 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	800,954.17	796,917.00	824,306.00	3.44%	2.92%
Average Weekday Boarding Riders	32,038.17	29,878.95	31,491.91	5.40%	(1.71%)
BREEZE Performance	Goal	January 2017	January 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	506,817.89	495,734.00	506,555.00	2.18%	(0.05%)
Average Weekday Boarding Riders	20,272.72	18,747.09	19,192.00	2.37%	(5.33%)
Boardings per Revenue Hour	17.36	12.19	13.54	11.10%	(22.01%)
Percent of Scheduled Service Operated	99.98%	99.86%	99.98%	0.12%	0.00%
Major Mechanical Failures	35.27	38.00	32.00	(15.79%)	(9.26%)
Other Mechanical Failures	0.00	0.00	1.00	100.00%	100.00%
Chargeable Accidents	4.94	3.00	6.00	100.00%	21.52%
On-time Performance	90.0%	90.84%	90.31%	(0.58%)	0.34%
Passenger Concerns	86.16	80.00	81.00	1.25%	(5.99%)
Total ADA-Related Complaints	0.00	0.00	0.00	0.00%	0.00%
ADA-Related Complaints as % of all BREEZE Complaints	0.00%	0.00%	0.00%	0.00%	0.00%
Total ADA-Related Bus Pass-Up Complaints	0.00	0.00	0.00	0.00%	0.00%
ADA Bus Pass-Up Complaints Reporting Priority Seating Unavailable	0.00	0.00	0.00	0.00%	0.00%
Total ADA Pass-Up Complaints Reporting Mechanical (ramp) Failure	0.00	0.00	0.00	0.00%	0.00%
Total Boardings by Wheelchair Users	----	1,165.00	1,238.00	6.27%	----
Wheelchair Boards as % of BREEZE Ridership	----	0.24%	0.24%	4.00%	----
Total Wheelchair Pass-Ups Reported by Operators	0.00	1.00	4.00	300.00%	400.00%
Total Wheelchair Pass-Ups Reported due to Mechanical Failure (ramp)	0.00	0.00	0.00	0.00%	0.00%
% of Total Reported Pass-Ups due to Mechanical Failure	0.00%	0.00%	0.00%	0.00%	0.00%
Total Bus Equipment Failures	35.27	38.00	33.00	(13.16%)	(6.43%)
Total ADA Equipment Failures	0.00	1.00	4.00	300.00%	400.00%
% of Total Bus Equipment Failures due to ADA Bus Equipment Failures	0.00	2.63%	12.12%	360.61%	12.12%
Ramp Failures	0.00	0.00	0.00	0.00%	0.00%
Securement Equipment Failures	0.00	1.00	4.00	300.00%	400.00%
Total Ramp-Equipped Vehicles in Fleet	100.00%	100.00%	100.00%	0.00%	0.00%
LIFT Performance	Goal	January 2017	January 2018	Variance from Prior Year	Variance from Goal
Total Riders	15,819.59	15,823.00	15,384.00	(2.77%)	(2.75%)
Average Weekday Riders	632.78	640.00	624.36	(2.44%)	(1.33%)
Passengers per Revenue Hour	1.55	1.64	1.55	(5.43%)	0.56%
Passengers per Revenue Mile	0.09	0.10	0.10	(1.29%)	8.08%
Passenger Concerns	23.73	17.00	20.00	17.65%	(15.72%)
Call Response Time (minutes)	2:00	3:44	0:59	(73.66%)	(50.83%)
Average Length of Call (minutes)	2:00	2:02	2:41	31.97%	34.17%
Accidents and Incidents	1.83	2.00	3.00	50.00%	64.16%
On-Time Performance	92.00%	90.28%	94.20%	4.34%	2.39%
1-30 Minutes Past the 30-Minute Pick-Up Window	790.98	750.00	863.00	15.07%	9.11%
31-60 Minutes Past the 30-Minute Pick-Up Window	0.00	62.00	44.00	(29.03%)	4,400.00%
>60 Minutes Past the 30-Minute Pick-Up Window	0.00	19.00	6.00	(68.42%)	600.00%
FLEX Performance	Goal	January 2017	January 2018	Variance from Prior Year	Variance from Goal
Total Riders	1,417.00	1,531.00	2,737.00	78.77%	93.15%
Average Weekday Riders	56.68	69.59	100.23	44.02%	76.83%
Passengers per Revenue Hour	1.24	2.37	1.60	(32.65%)	28.39%
Passengers per Revenue Mile	0.06	0.17	0.11	(37.08%)	89.59%
On-time Performance	95.00%	98.17%	98.89%	0.73%	4.09%
Passenger Concerns	1.42	5.00	1.00	(80.00%)	(29.43%)
Accidents and Incidents	0.28	0.00	0.00	0.00%	(100.00%)
COASTER Performance	Goal	January 2017	January 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	93,904.05	100,453.00	108,361.00	7.87%	15.40%
Average Weekday Boarding Riders	3,756.16	3,840.27	4,427.00	15.28%	17.86%
Boardings per Revenue Hour	160.37	184.70	199.52	8.03%	24.42%
Percent of Scheduled Service Operated	100.00%	99.43%	100.00%	0.58%	0.00%
Major Mechanical Failures	0.59	1.00	0.00	(100.00%)	(100.00%)
Other Mechanical Failures	0.00	1.00	0.00	(100.00%)	0.00%
Chargeable Accidents	0.23	0.00	0.00	0.00%	(100.00%)
On-time Performance	95.0%	87.80%	90.30%	2.85%	(4.95%)
Passenger Concerns	6.57	18.00	8.00	(55.56%)	21.70%
SPRINTER Performance	Goal	January 2017	January 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	182,995.64	183,376.00	191,269.00	4.30%	4.52%
Average Weekday Boarding Riders	7,319.83	6,582.00	7,148.32	8.60%	(2.34%)
Boardings per Revenue Hour	91.39	91.97	95.95	4.33%	4.99%
Percent of Scheduled Service Operated	100.00%	99.90%	99.70%	(0.20%)	(0.30%)
Major Mechanical Failures	0.88	2.00	13.00	550.00%	1,375.57%
Other Mechanical Failures	0.00	1.00	4.00	300.00%	400.00%
Chargeable Accidents	0.00	0.00	0.00	0.00%	0.00%
On-time Performance	98.0%	98.50%	98.90%	0.41%	0.92%
Passenger Concerns	9.15	7.00	23.00	228.57%	151.37%