

**Transportation Operations Performance Report
February 2018**

External Factors	Goal	February 2017	February 2018	Variance from Prior Year	Variance from Goal
Weekdays	----	20.00	20.00	- %	----
Days of Inclement Weather	----	11.00	3.00	-8.00	----
Average Cost of Gallon of Gasoline	----	\$2.84	\$3.23	39.00%	----
SYSTEM (All Modes)	Goal	February 2017	February 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	900,840.99	834,286.00	835,788.00	0.18%	(7.22%)
Average Weekday Boarding Riders	36,033.64	35,916.65	35,719.35	(0.55%)	(0.87%)
BREEZE Performance	Goal	February 2017	February 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	555,894.25	515,291.00	508,264.00	(1.36%)	(8.57%)
Average Weekday Boarding Riders	22,235.77	21,849.25	21,412.65	(2.00%)	(3.70%)
Boardings per Revenue Hour	21.11	13.98	14.99	7.24%	(28.99%)
Percent of Scheduled Service Operated	99.98%	99.86%	99.90%	0.04%	(0.08%)
Major Mechanical Failures	31.93	34.00	41.00	20.59%	28.39%
Other Mechanical Failures	0.00	0.00	0.00	- %	- %
Chargeable Accidents	4.47	7.00	7.00	- %	56.58%
On-time Performance	90.0%	89.60%	88.84%	(0.85%)	(1.29%)
Passenger Concerns	95.00	85.00	86.00	1.18%	(9.47%)
LIFT Performance	Goal	February 2017	February 2018	Variance from Prior Year	Variance from Goal
Total Riders	16,465.81	14,822.00	15,002.00	1.21%	(8.89%)
Average Weekday Riders	658.63	662.80	667.60	0.72%	1.36%
Passengers per Revenue Hour	1.55	1.65	1.67	1.07%	8.11%
Passengers per Revenue Mile	0.09	0.10	0.10	1.36%	13.16%
Accidents and Incidents	1.70	2.00	2.00	- %	17.40%
On-Time Performance	92.00%	87.00%	94.66%	8.80%	2.89%
Passenger Concerns	25.00	17.00	35.00	105.88%	40.00%
Call Response Time (minutes)	2:00	5:12	2:15	(56.73%)	12.50%
Average Length of Call (minutes)	2:00	1:55	2:41	40.00%	34.17%
1-30 Minutes Past the 30-Minute Pick-Up Window	1,088.00	685.00	971.00	41.75%	(10.75%)
31-60 Minutes Past the 30-Minute Pick-Up Window	82.00	105.00	62.00	(40.95%)	(24.39%)
>60 Minutes Past the 30-Minute Pick-Up Window	41.00	61.00	6.00	(90.16%)	(85.37%)
FLEX Performance	Goal	February 2017	February 2018	Variance from Prior Year	Variance from Goal
Total Riders	1,670.21	1,707.00	2,289.00	34.09%	37.05%
Average Weekday Riders	66.81	85.35	92.10	7.91%	37.86%
Passengers per Revenue Hour	1.24	2.97	1.48	(50.27%)	18.53%
Passengers per Revenue Mile	0.06	0.20	0.10	(51.38%)	74.59%
On-time Performance	95.00%	96.77%	98.78%	2.08%	3.98%
Passenger Concerns	2.00	2.00	1.00	(50.00%)	(50.00%)
Accidents and Incidents	0.25	0.00	0.00	- %	(100.00%)
COASTER Performance	Goal	February 2017	February 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	108,131.34	97,001.00	101,414.00	4.55%	(6.21%)
Average Weekday Boarding Riders	4,325.25	4,503.30	4,636.90	2.97%	7.21%
Boardings per Revenue Hour	160.37	191.27	202.02	5.62%	25.97%
Percent of Scheduled Service Operated	100.00%	99.19%	99.59%	0.40%	(0.41%)
Major Mechanical Failures	0.55	1.00	3.00	200.00%	445.61%
Other Mechanical Failures	0.00	0.00	0.00	- %	- %
Chargeable Accidents	0.21	0.00	0.00	- %	(100.00%)
On-time Performance	95.0%	89.30%	89.80%	0.56%	(5.47%)
Passenger Concerns	8.00	11.00	13.00	18.18%	62.50%
SPRINTER Performance	Goal	February 2017	February 2018	Variance from Prior Year	Variance from Goal
Total Boarding Riders	218,679.37	205,465.00	208,819.00	1.63%	(4.51%)
Average Weekday Boarding Riders	8,747.17	8,815.95	8,910.10	1.07%	1.86%
Boardings per Revenue Hour	91.39	113.65	115.58	1.70%	26.47%
Percent of Scheduled Service Operated	100.00%	100.00%	99.84%	(0.16%)	(0.16%)
Major Mechanical Failures	0.80	1.00	13.00	1,200.00%	1,529.02%
Other Mechanical Failures	0.00	1.00	4.00	300.00%	400.00%
Chargeable Accidents	0.00	0.00	0.00	- %	- %
On-time Performance	98.0%	97.70%	97.80%	0.10%	(0.20%)
Passenger Concerns	11.00	13.00	14.00	7.69%	27.27%