

Reinventing METRO



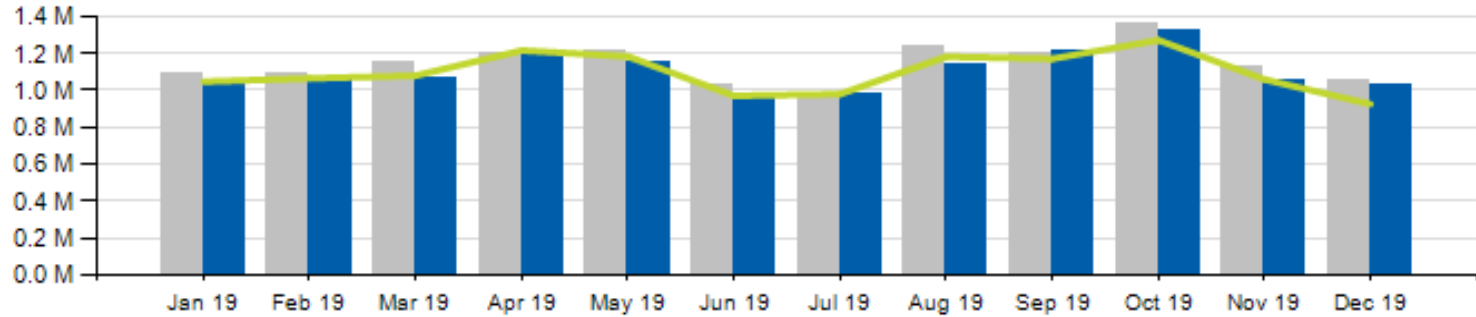
# December 2019 Ridership Report



 **RIDING IS BELIEVING.**

# Local/Express Ridership

Total Ridership

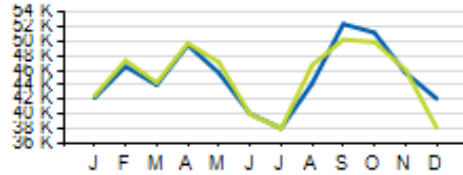


	ACTUAL	BUDGET	VARIANCE (%/#)		2018	VARIANCE (%/#)	
<b>TOTAL</b>	<b>1,027,712</b>	<b>925,465</b>	<b>11.0%</b>	<b>102,247</b>	<b>1,055,896</b>	<b>-2.7%</b>	<b>-28,184</b>
<b>LOCAL</b>	<b>967,546</b>	<b>867,337</b>	<b>11.6%</b>	<b>100,209</b>	<b>997,619</b>	<b>-3.0%</b>	<b>-30,073</b>
<b>EXPRESS</b>	<b>60,166</b>	<b>58,128</b>	<b>3.5%</b>	<b>2,038</b>	<b>58,277</b>	<b>-3.2%</b>	<b>1,889</b>
<b>YTD TOTAL</b>	<b>13,244,947</b>	<b>13,150,087</b>	<b>0.7%</b>	<b>94,860</b>	<b>13,750,630</b>	<b>-3.7%</b>	<b>-505,683</b>

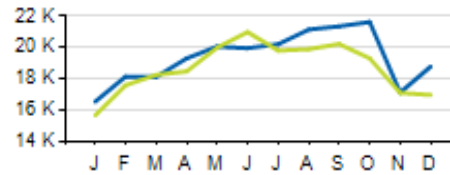
■ Current Year   
 ■ Prior Year   
 — Budget

# Local/Express KPIs

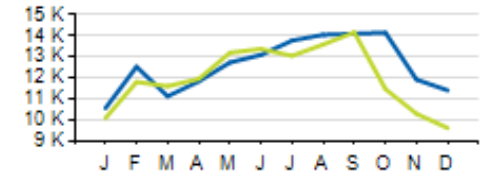
Average Fixed Ridership: Weekday



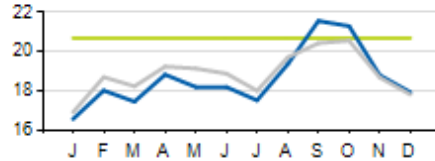
Average Fixed Ridership: Saturday



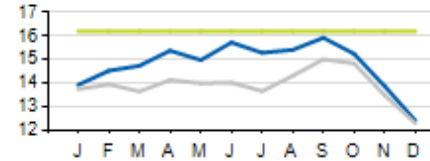
Average Fixed Ridership: Sunday



Passengers per Hour: Local



Passengers per Trip: Express



	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	17.9	20.7	-2.8
PASSENGERS PER TRIP (EXPRESS)	12.4	16.2	-3.8
AVERAGE RIDERSHIP (WD)	42,100	38,091	4,009
AVERAGE RIDERSHIP (SA)	18,786	16,966	1,820
AVERAGE RIDERSHIP (SU)	11,410	9,615	1,795

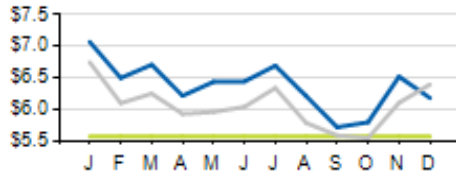
Current year

Prior year

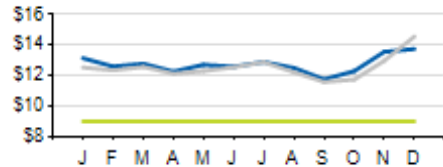
KPI/Budget

# Local/Express KPIs

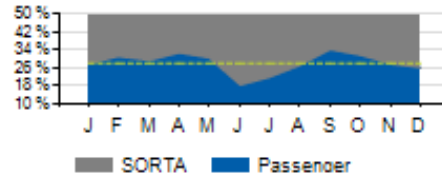
Cost per Passenger: Local



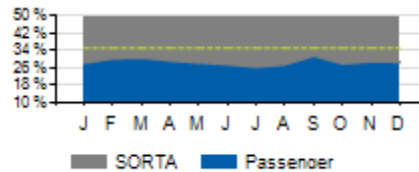
Cost per Passenger: Express



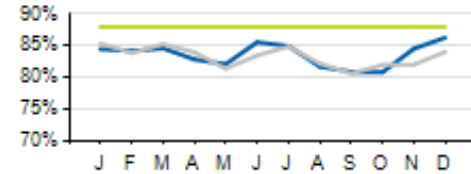
Service Cost Sharing: Local



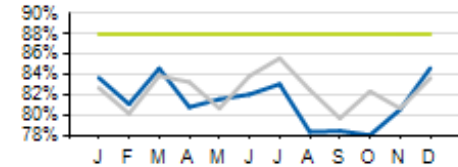
Service Cost Sharing: Express



On-Time Performance: Local



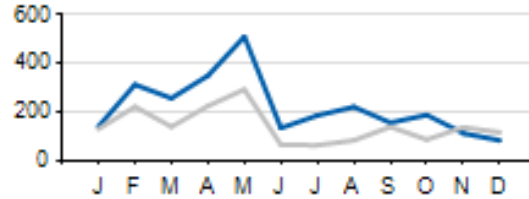
On-Time Performance: Express



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	\$6.18	\$5.57	+\$0.61
COST PER PASSENGER (EXPRESS)	\$13.75	\$9.00	+\$4.75
COST RECOVERY (LOCAL)	26.0%	28.0%	-2.0%
COST RECOVERY (EXPRESS)	28.5%	35.0%	-6.5%
ON TIME PERFORMANCE (LOCAL)	86.3%	86.5%	-0.2%
ON TIME PERFORMANCE (EXPRESS)	84.6%	86.5%	-1.9%

# Local/Express Missed Trips

Missed Trips



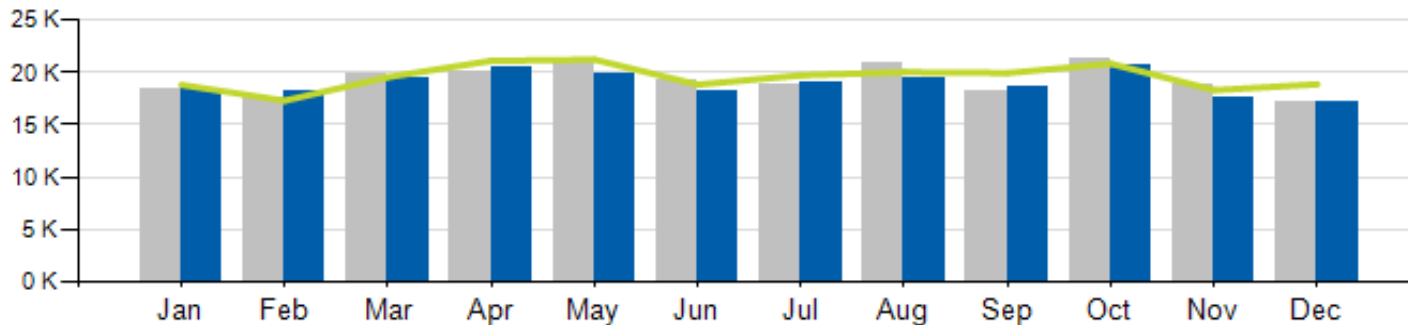
Current year
  Prior year

	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	83	61,814	99.9%

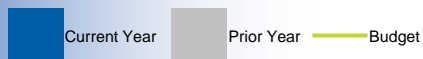
REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	16	19.3%
MECHANICAL ISSUE	23	27.7%
TRAFFIC INCIDENT	16	19.3%
LATE OPERATIONS	16	19.3%
OTHER	12	14.5%

# Access Ridership

Total Ridership

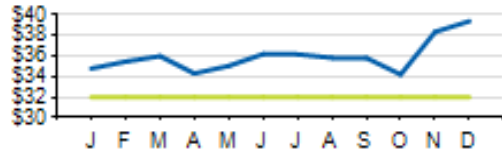


ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2018	VARIANCE (%/#)	
			%	#		%	#
<b>TOTAL</b>	<b>17,153</b>	<b>18,868</b>	<b>-9.1%</b>	<b>-1,715</b>	<b>17,252</b>	<b>-0.6%</b>	<b>-99</b>
<b>WD</b>	<b>15,806</b>				<b>15,504</b>	<b>1.9%</b>	<b>302</b>
<b>SA</b>	<b>649</b>				<b>945</b>	<b>-31.3%</b>	<b>-296</b>
<b>SU</b>	<b>698</b>				<b>803</b>	<b>-13.1%</b>	<b>-105</b>
<b>YTD</b>	<b>226,683</b>	<b>234,483</b>	<b>-3.3%</b>	<b>-7,800</b>	<b>231,099</b>	<b>-1.9%</b>	<b>-4,416</b>

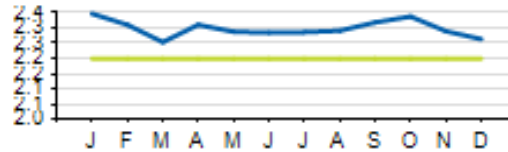


# Access KPIs

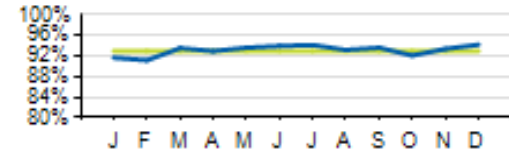
Cost per Passenger



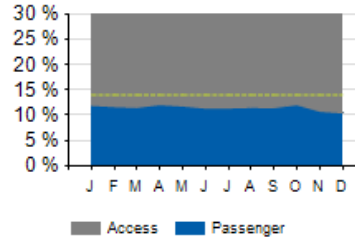
Passengers per Hour



On-Time Performance



Service Cost Sharing



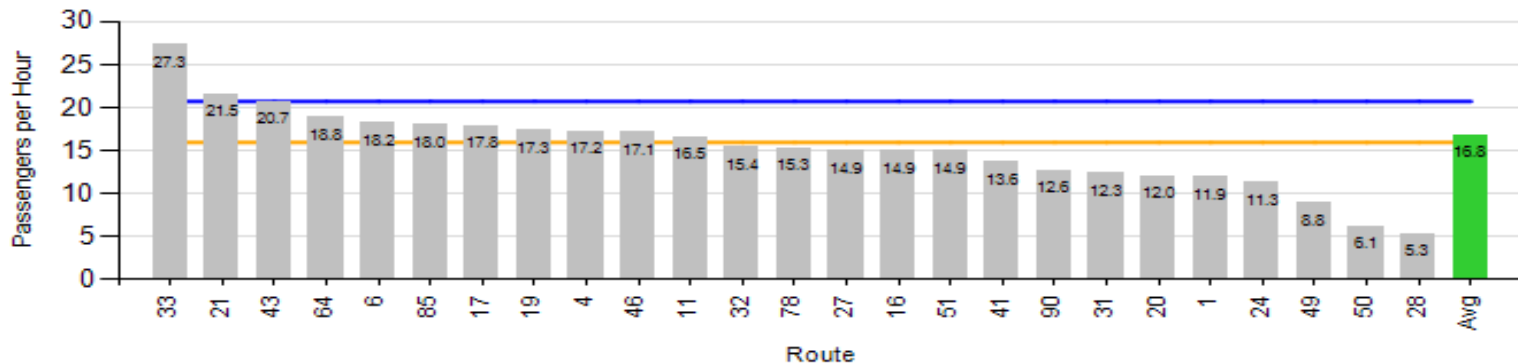
	ACTUAL	KPI	VARIANCE
<b>COST PER PASSENGER</b>	<b>\$39.41</b>	<b>\$32.00</b>	<b>+\$7.41</b>
<b>ON-TIME PERFORMANCE (OTP)</b>	<b>94.2%</b>	<b>93.0%</b>	<b>+1.2%</b>
<b>PASSENGER PER HOUR</b>	<b>2.26%</b>	<b>2.20%</b>	<b>+0.06%</b>
<b>COST RECOVERY</b>	<b>10.5%</b>	<b>14.0%</b>	<b>-3.5%</b>

# Monthly Route Performance Measures

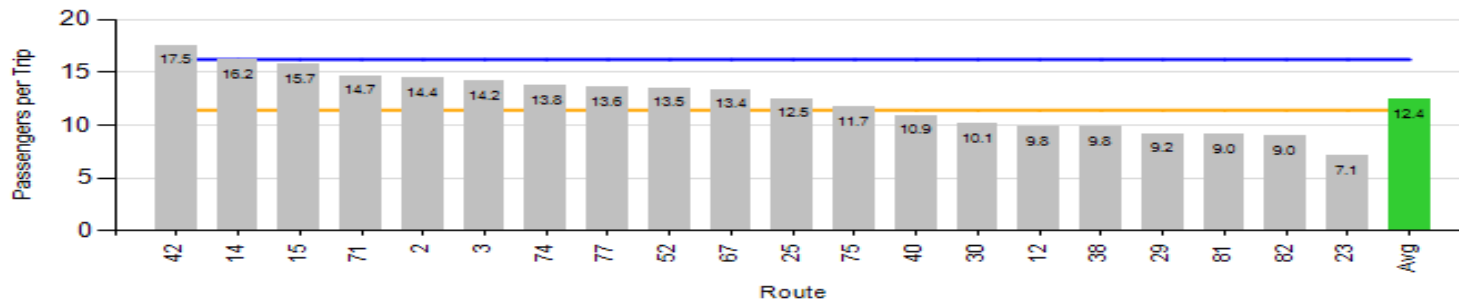


# Route Passenger KPIs - December

## Passenger Productivity - Local



## Passenger Productivity - Express



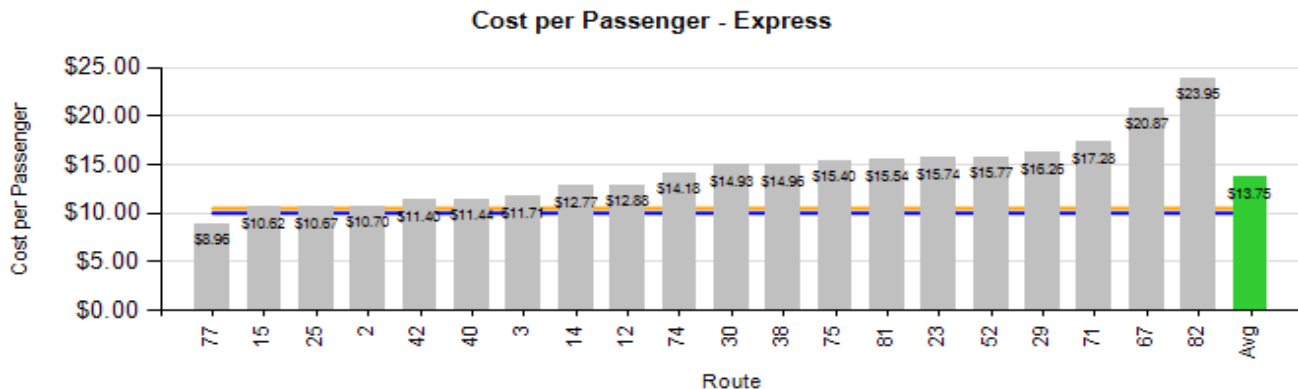
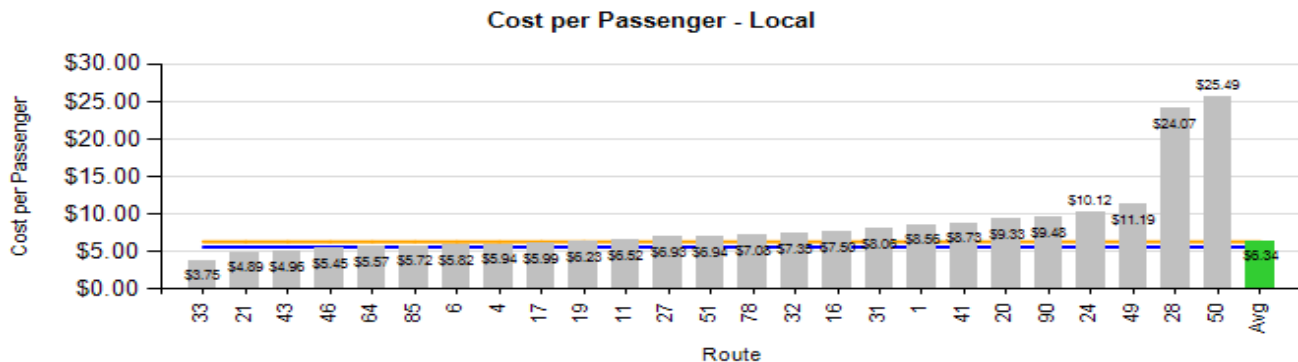
KPI

Average

Minimum Standard

Benchmark

# Route Cost KPIs - December



KPI

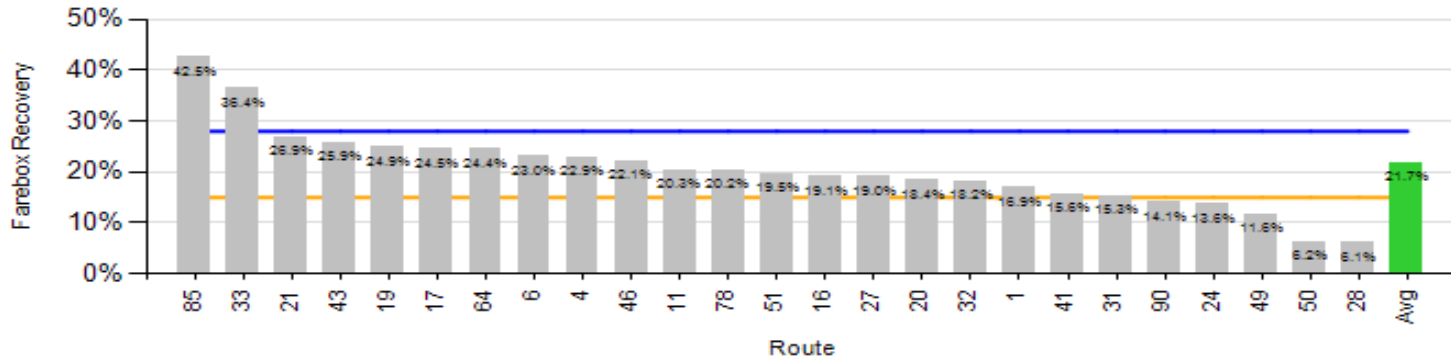
Average

Minimum Standard

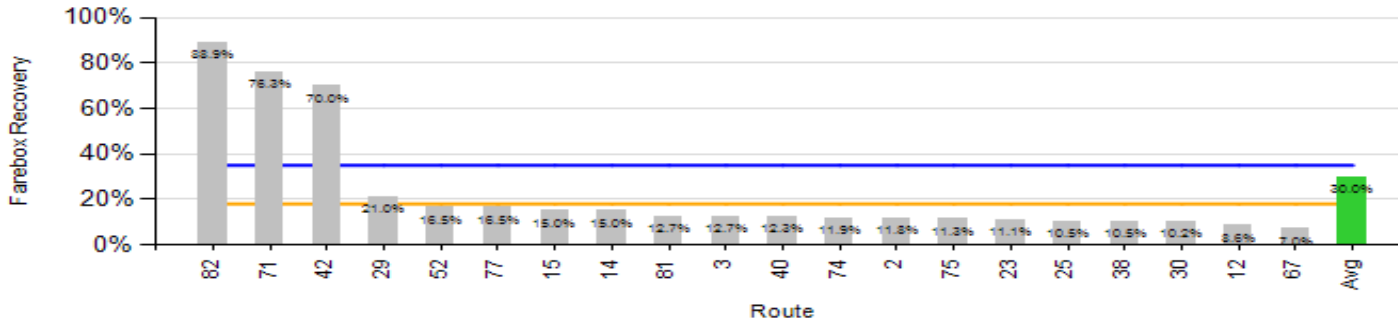
Benchmark

# Route Revenue KPIs - December

## Farebox Recovery - Local



## Farebox Recovery - Express



KPI

Average

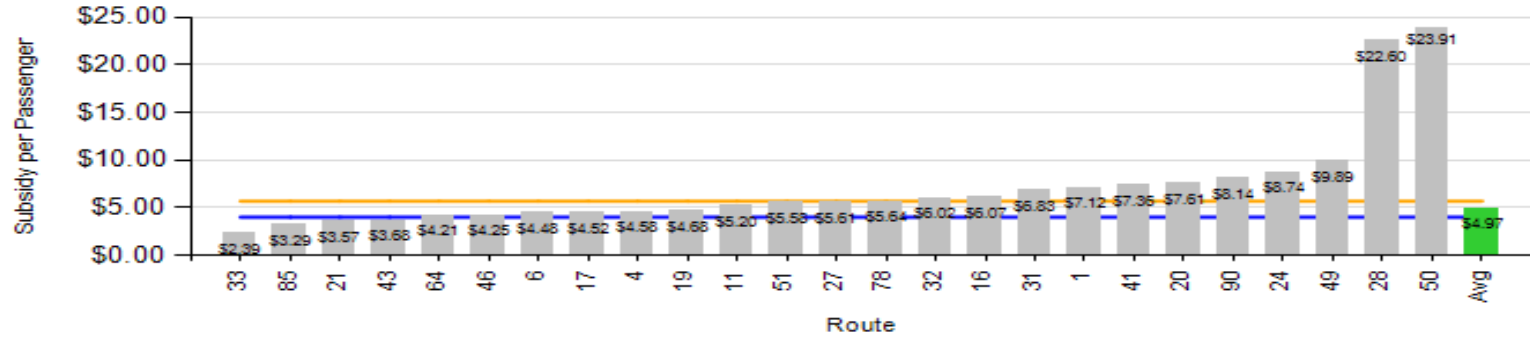
Minimum Standard

Benchmark

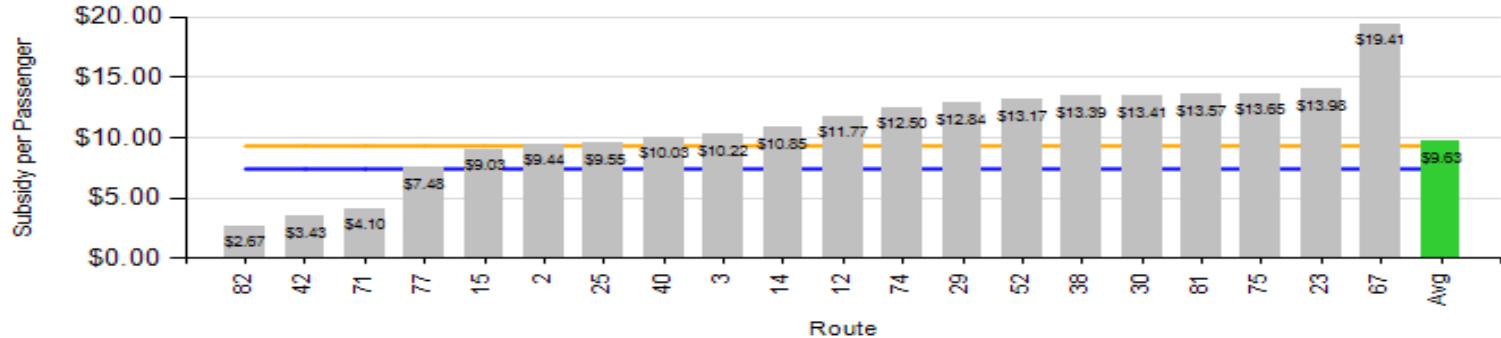
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# Route Revenue KPIs – December

## Passenger Subsidy - Local



## Passenger Subsidy - Express



KPI

Average

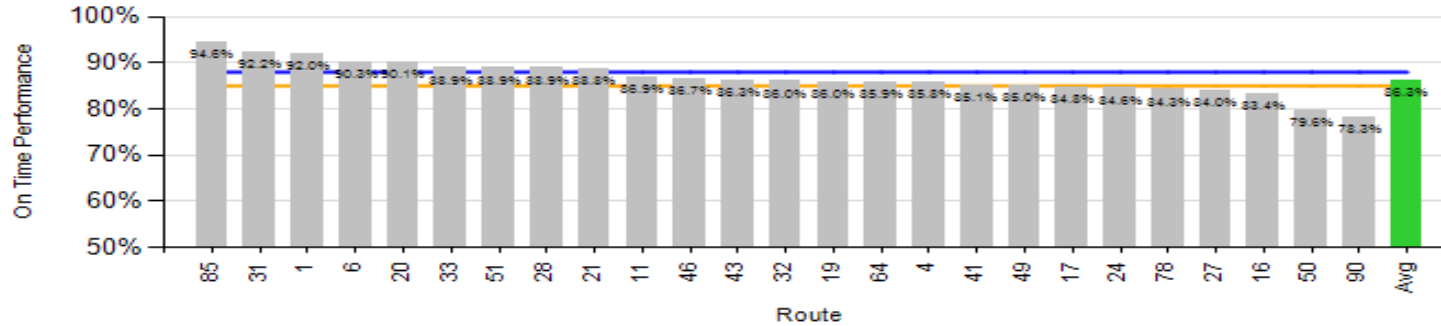
Minimum Standard

Benchmark

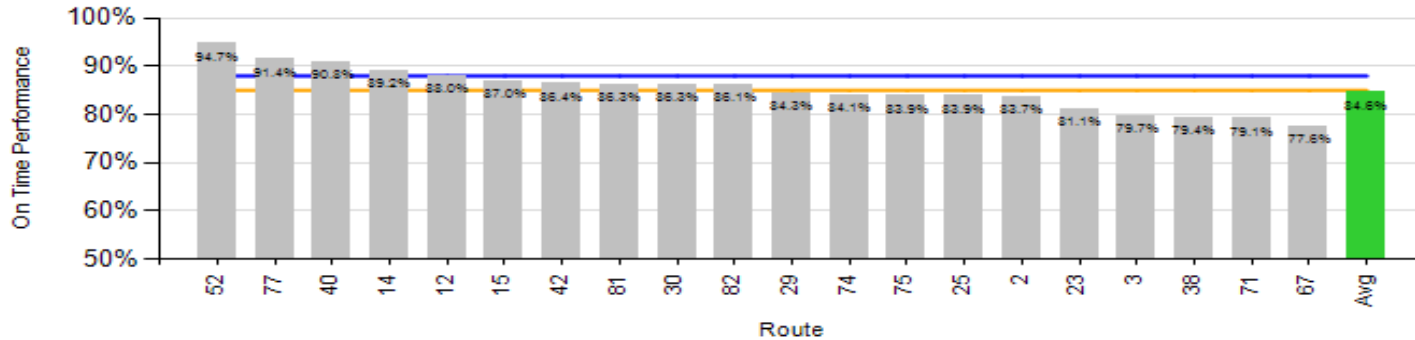
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# Route OTP KPI - December

## On-Time Performance - Local



## On-Time Performance - Express



KPI

Average

Minimum Standard

Benchmark