April 2018 Ridership Report

Local/Express Ridership

Total Ridership
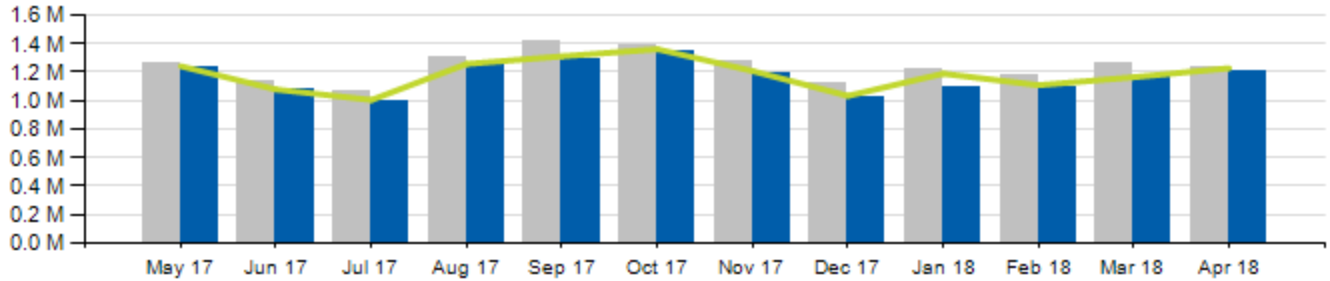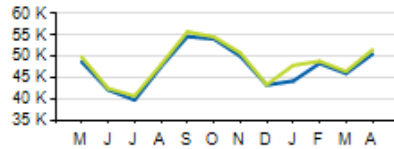
	ACTUAL	BUDGET	VARIANCE (%/#)		2017	VARIANCE (%/#)	
TOTAL	1,203,476	1,226,572	-1.9%	-23,096	1,229,645	-2.1%	-26,169
LOCAL	1,126,609	1,145,869	-1.7%	-19,260	1,151,027	-2.1%	-24,418
EXPRESS	76,867	80,703	-4.8%	-3,836	78,618	-2.2%	-1,751
YTD TOTAL	4,548,165	4,686,408	-2.9%	-138,243	4,884,059	-6.9%	-335,894

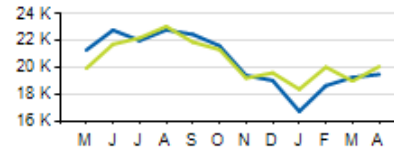Current Year Prior Year Budget
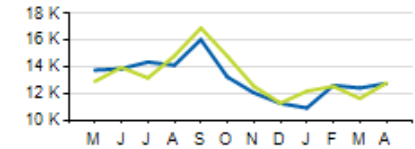
Local/Express KPIs
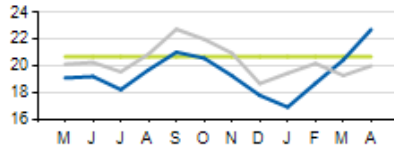
Average Fixed Ridership: Weekday

Average Fixed Ridership: Saturday

Average Fixed Ridership: Sunday

Passengers per Hour: Local

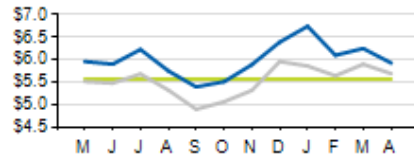**Passengers per Trip: Express**
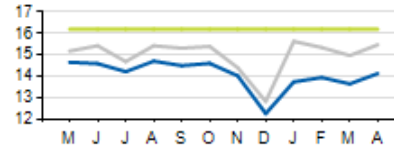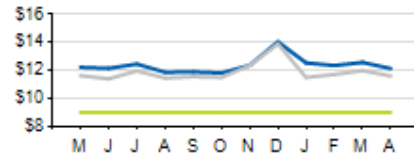
	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	19.2	20.7	-1.5
PASSENGERS PER TRIP (EXPRESS)	14.1	16.2	-2.1
AVERAGE RIDERSHIP (WD)	50,556	51,535	-979
AVERAGE RIDERSHIP (SA)	19,490	20,073	-583
AVERAGE RIDERSHIP (SU)	12,768	12,811	-43

Current year   Prior year   KPI/Budget

Local/Express KPIs

Cost per Passenger: Local

Service Cost Sharing: Local
SORTA — Passenger

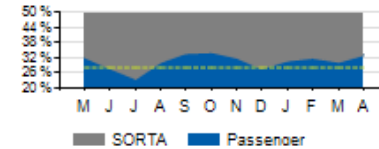On-Time Performance: Local

Cost per Passenger: Express

Service Cost Sharing: Express
SORTA — Passenger
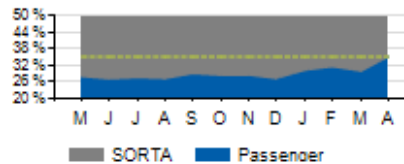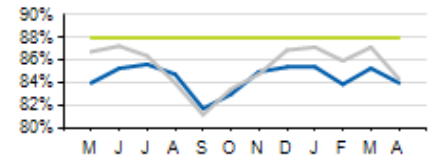
On-Time Performance: Express
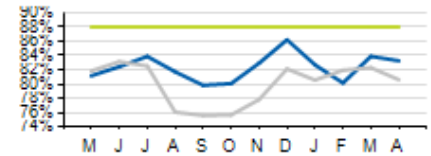
	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	$5.93	$5.57	+$0.36
COST PER PASSENGER (EXPRESS)	$12.14	$9.00	+$3.14
COST RECOVERY (LOCAL)	33.0%	28.0%	+5.0%
COST RECOVERY (EXPRESS)	35.1%	35.0%	+0.1%
OTP (LOCAL)	84.0%	88.0%	-4.0%
OTP (EXPRESS)	83.3%	88.0%	-4.7%

Current year   Prior year   KPI

#ReinventingMetro

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Local/Express Missed Trips

Missed Trips
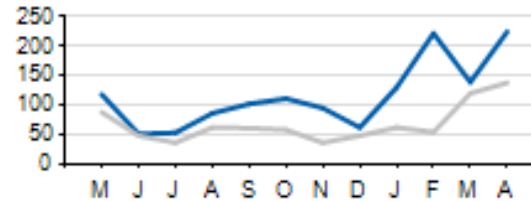
Current year ▬ Prior year ▬

	ACTUAL	TOTAL TRIPS	% of Trips Operated
MISSED TRIPS (ALL SERVICE)	**224**	**57875**	**99.61%**

REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	169	75.4%
MECHANICAL ISSUE	13	5.8%
TRAFFIC INCIDENT	20	8.9%
LATE OPERATIONS	8	3.6%
OTHER	14	6.3%

Access Ridership

Total Ridership
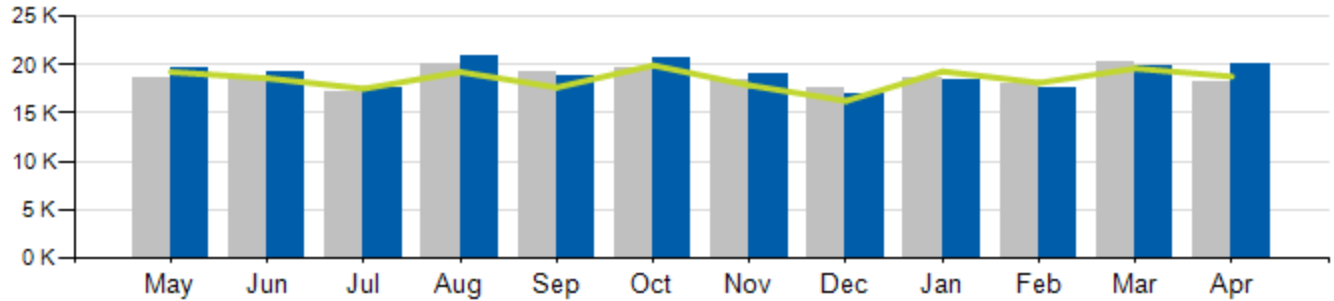
ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2017	VARIANCE (%/#)	
TOTAL	19,999	18,773	+6.5%	+1,226	18,098	+10.5%	+1,901
WD	18,524				16,565	+11.8%	+1,959
SA	747				825	-9.5%	-78
SU	728				708	+2.8%	+20
YTD	76,005	75,820	+0.2%	+185	74,973	+1.4%	+1,032

Current Year   Prior Year   Budget

Access KPIs

Cost per Passenger

Passengers per Hour
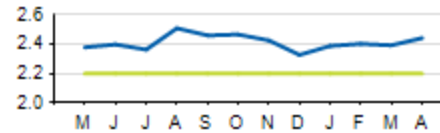
On-Time Performance
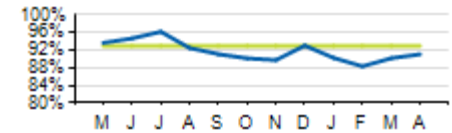
Service Cost Sharing

■ Access ■ Passenger
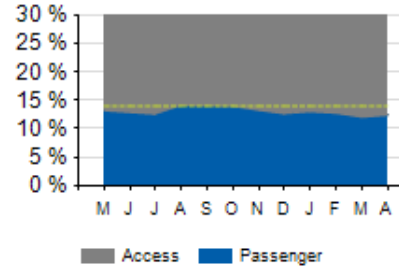
	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	$33.54	$32.00	+$1.54
ON-TIME PERFORMANCE (OTP)	91.1%	93.0%	-1.9%
PASSENGERS PER HOUR	2.4	2.2	+0.2
COST RECOVERY	12.4%	14.0%	-1.6%

■ Current year   ■ Prior year   ■ KPI