

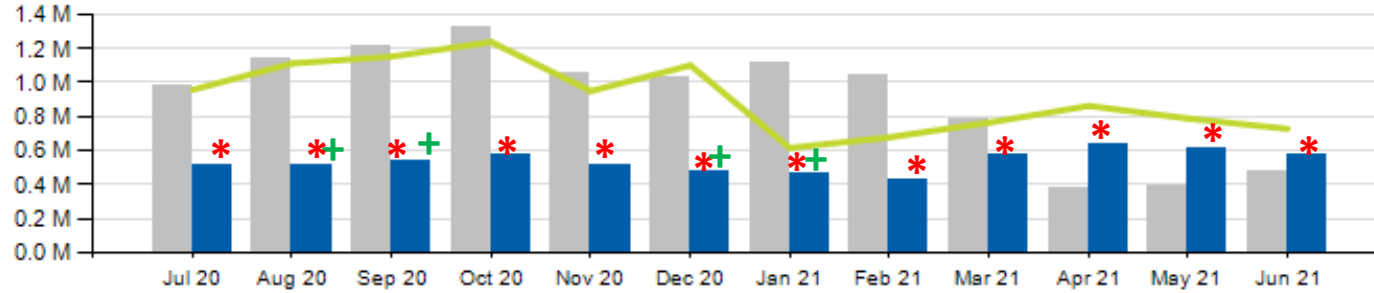


# June 2021 Ridership Report



# Local/Express Ridership

Total Ridership



	ACTUAL	BUDGET	VARIANCE (%/#)		2020	VARIANCE (%/#)	
TOTAL	577,044	728,196	-20.8%	-151,152	475,621	21.3%	+101,423
LOCAL	556,173	670,568	-17.1%	-114,395	472,115	17.8%	+84,058
EXPRESS	20,871	57,628	-63.8%	-36,757	3,506	495.3%	+17,365
YTD TOTAL	3,292,175	4,440,622	-25.9%	-1,148,447	4,173,605	-21.1%	-881,430

+No School Service Provided in August/September/December/January

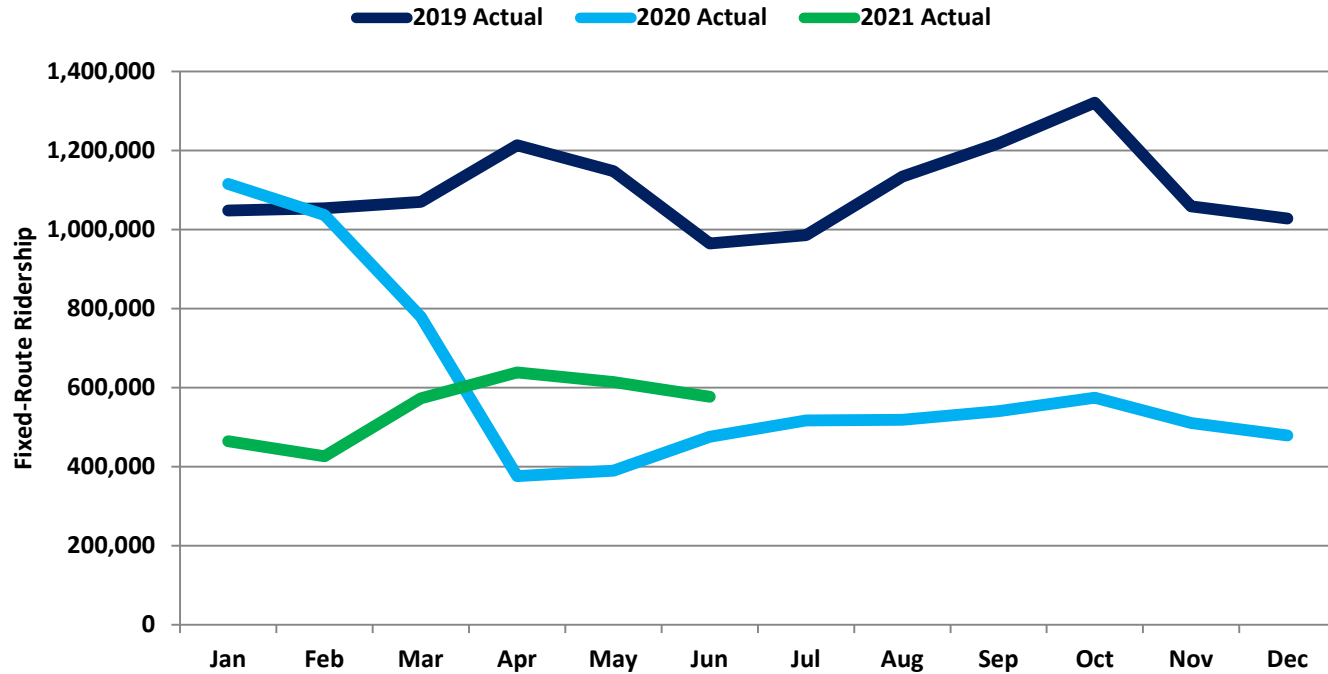
\*COVID-19 Impact

Current Year    Prior Year    Budget



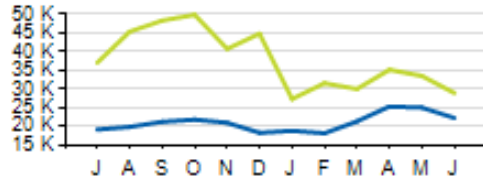
# Local/Express Ridership

## Monthly Fixed-Route Ridership 2019 - Present

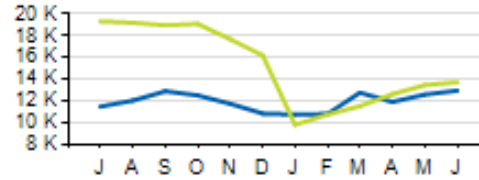


# Local/Express KPIs

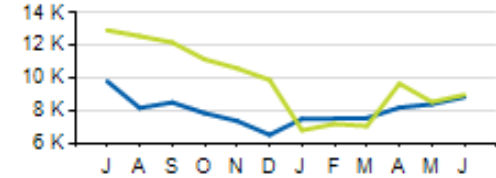
Average Fixed Ridership: Weekday



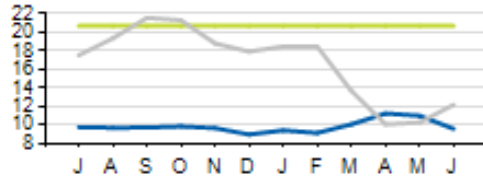
Average Fixed Ridership: Saturday



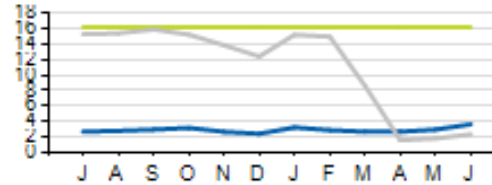
Average Fixed Ridership: Sunday



Passengers per Hour: Local



Passengers per Trip: Express



	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	9.6	20.7	-11.1
PASSENGERS PER TRIP (EXPRESS)	3.6	16.2	-12.6
AVERAGE RIDERSHIP (WD)	22,268	28,973	-6,705
AVERAGE RIDERSHIP (SA)	12,947	13,720	-773
AVERAGE RIDERSHIP (SU)	8,837	8,974	-137

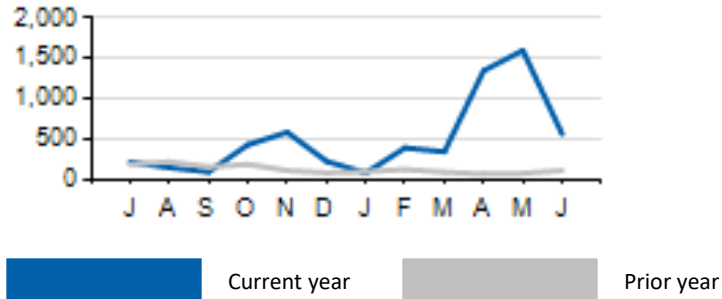
Current year

Prior year

KPI/Budget

# Local/Express Missed Trips

Missed Trips



	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	565	66,016	99.1%

REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	493	87.0%
MECHANICAL ISSUE	0	0.0%
TRAFFIC INCIDENT	16	2.8%
LATE OPERATIONS	17	3.0%
OTHER	39	6.9%

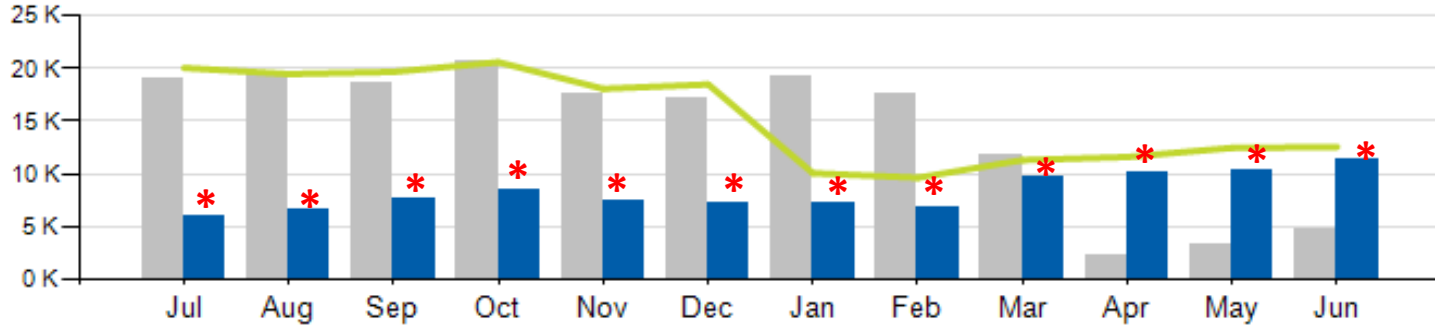


# Access Ridership



# Access Ridership

Total Ridership



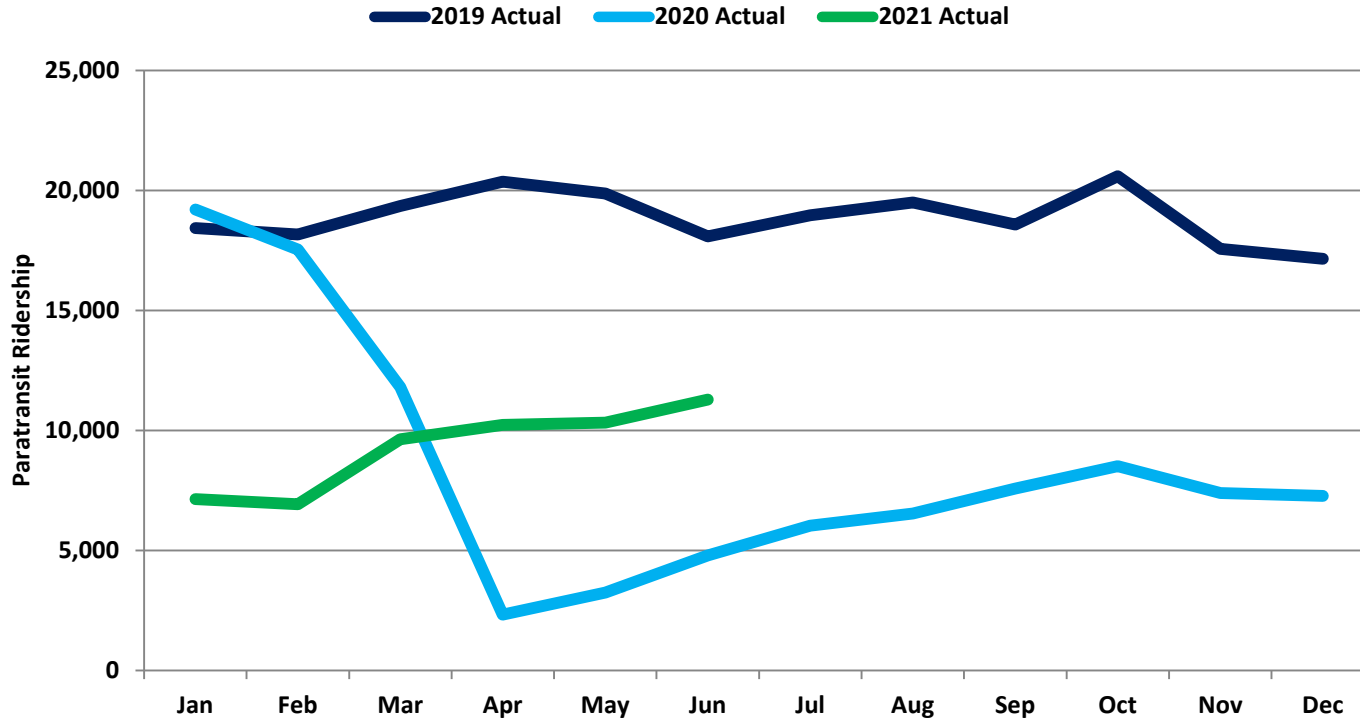
ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2020	VARIANCE (%/#)	
<b>TOTAL</b>	<b>11,284</b>	<b>12,560</b>	<b>-10.2%</b>	<b>-1,276</b>	<b>4,795</b>	<b>135.3%</b>	<b>+6,489</b>
<b>WD</b>	<b>10,670</b>				<b>4,384</b>	<b>143.4%</b>	<b>+6,286</b>
<b>SA</b>	<b>368</b>				<b>268</b>	<b>37.3%</b>	<b>+100</b>
<b>SU</b>	<b>246</b>				<b>143</b>	<b>72.0%</b>	<b>+103</b>
<b>YTD</b>	<b>55,552</b>	<b>67,692</b>	<b>-17.9%</b>	<b>-12,140</b>	<b>58,930</b>	<b>-5.7%</b>	<b>-3,378</b>

■ Current Year   
 ■ Prior Year   
 — Budget

\*COVID-19 Impact

# Access Ridership

## Monthly Paratransit Ridership 2019 - Present

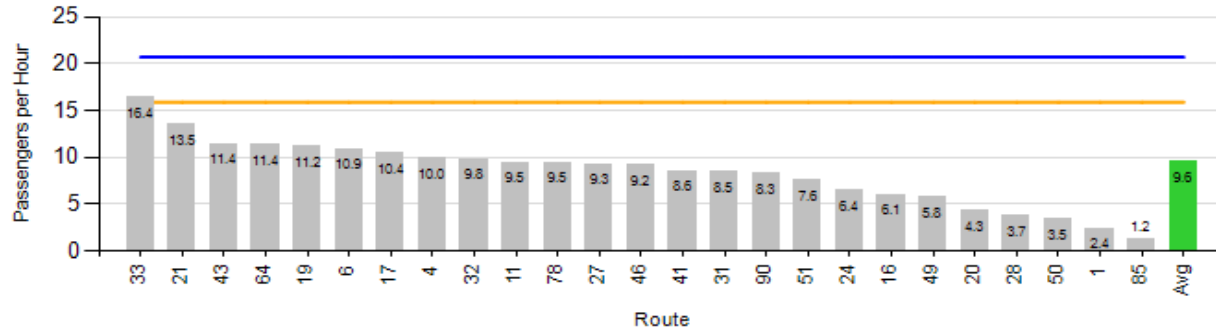




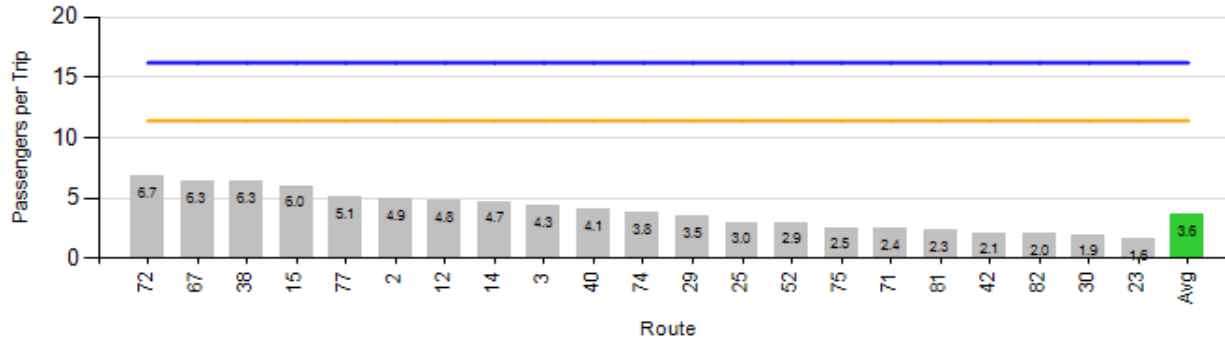
# Monthly Route Performance Measures

# Route Passenger KPIs - June

## Passenger Productivity - Local



## Passenger Productivity - Express



KPI

Average

Minimum Standard

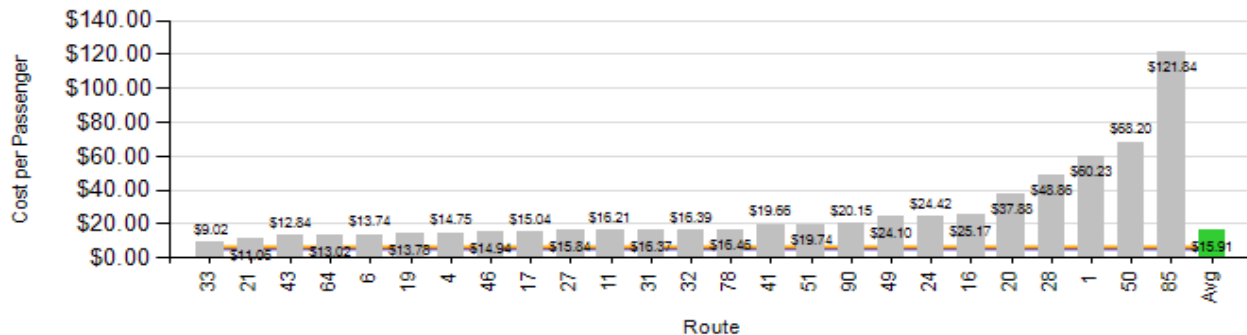
Benchmark



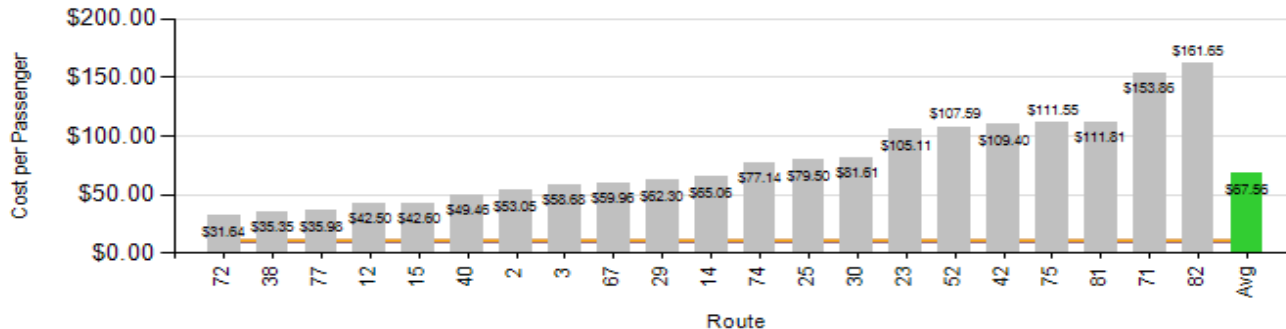
METRO

# Route Cost KPIs - June

## Cost per Passenger - Local



## Cost per Passenger - Express



KPI

Average

Minimum Standard

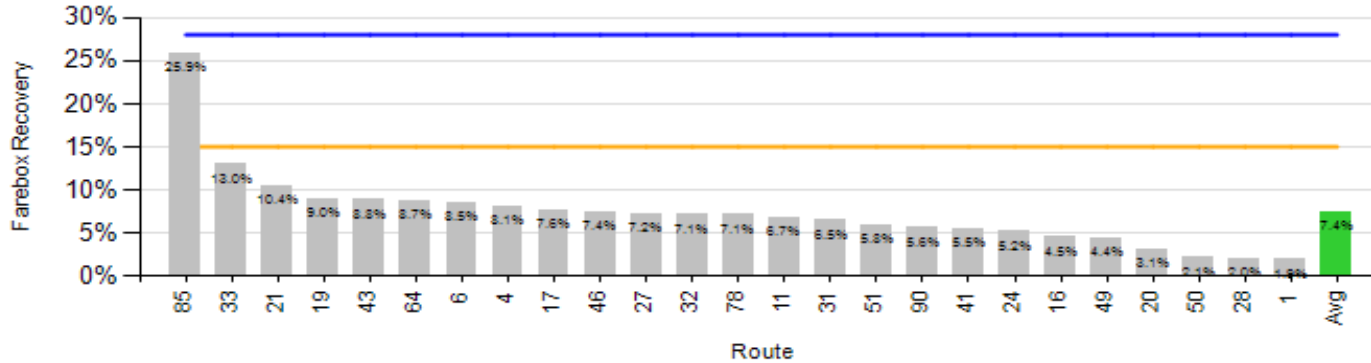
Benchmark



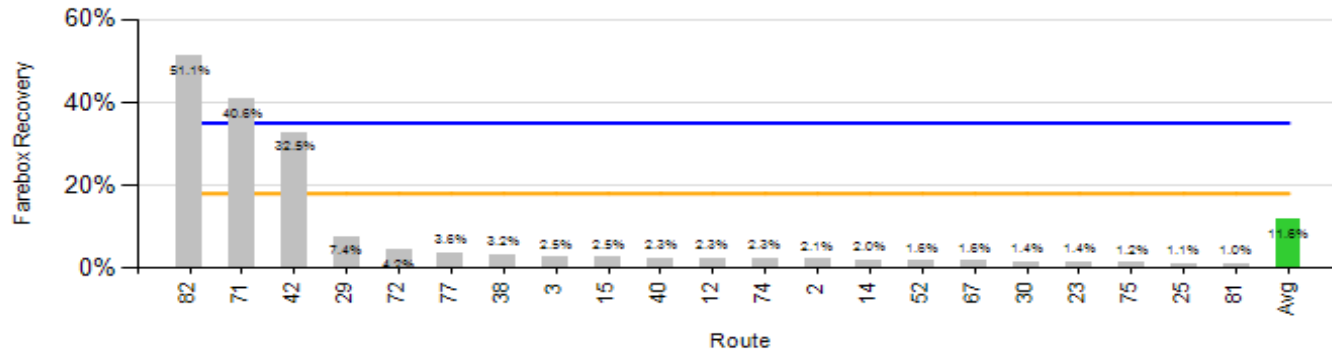
METRO

# Route Revenue KPIs - June

## Farebox Recovery - Local



## Farebox Recovery - Express



KPI



Average



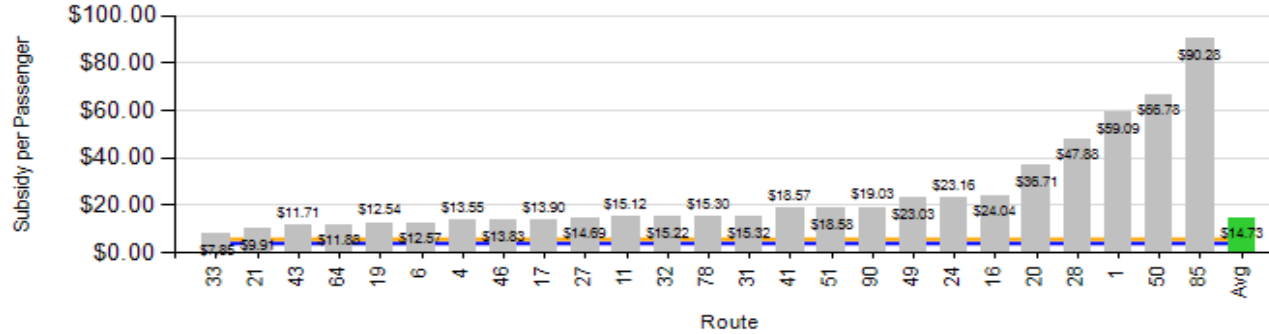
Minimum Standard



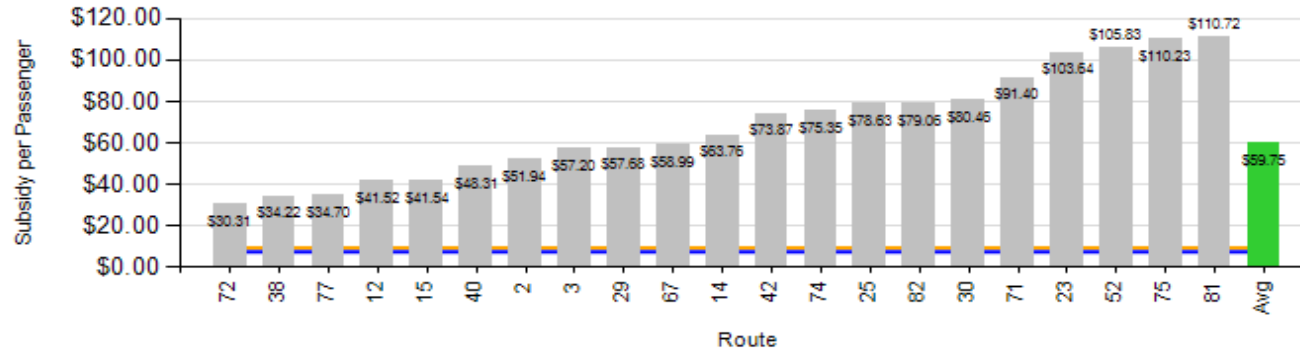
Benchmark

# Route Revenue KPIs - June

## Passenger Subsidy - Local

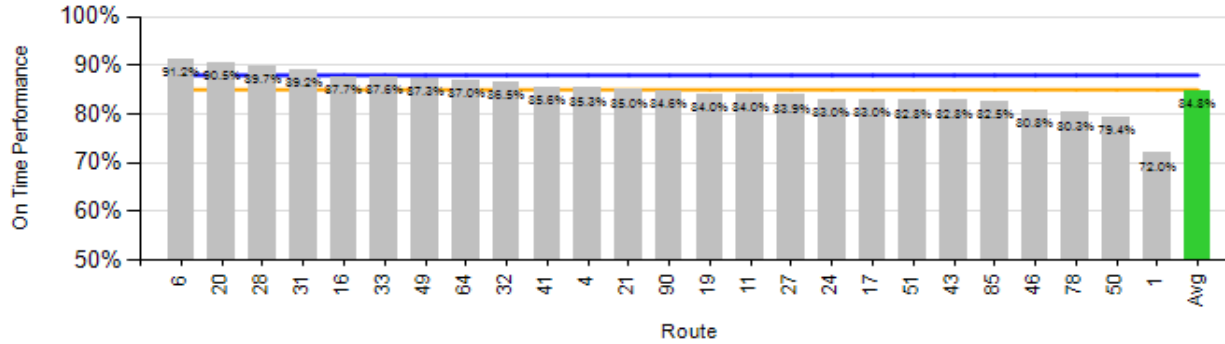


## Passenger Subsidy - Express

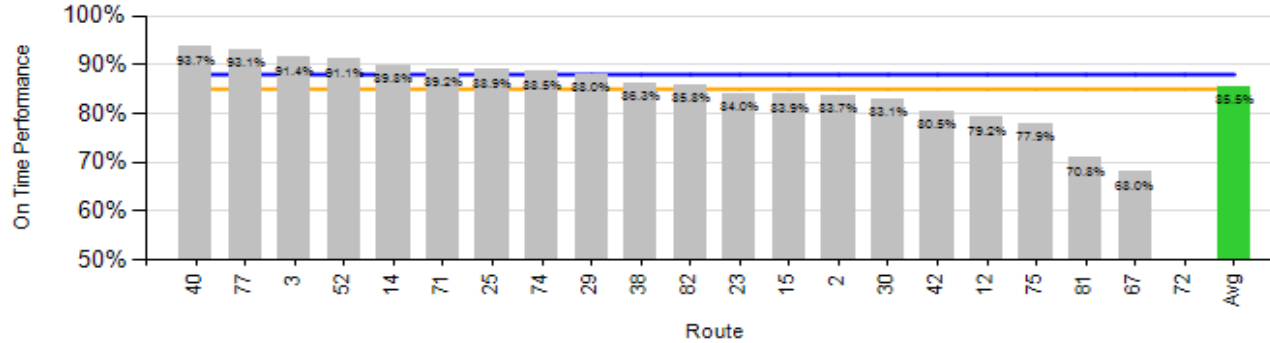


# Route OTP KPI - June

## On-Time Performance - Local



## On-Time Performance - Express



KPI



Average



Minimum Standard



Benchmark



METRO