

Reinventing METRO



December 2019 Ridership Report

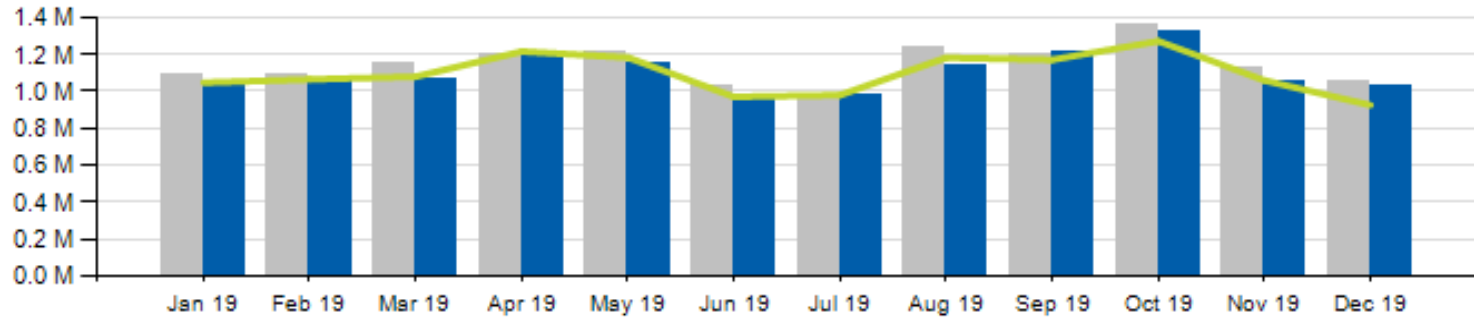


**RIDING IS
BELIEVING.**



Local/Express Ridership

Total Ridership

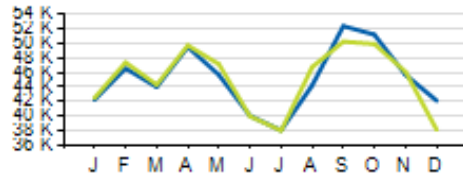


	ACTUAL	BUDGET	VARIANCE (%/#)		2018	VARIANCE (%/#)	
TOTAL	1,027,712	925,465	11.0%	102,247	1,055,896	-2.7%	-28,184
LOCAL	967,546	867,337	11.6%	100,209	997,619	-3.0%	-30,073
EXPRESS	60,166	58,128	3.5%	2,038	58,277	-3.2%	1,889
YTD TOTAL	13,244,947	13,150,087	0.7%	94,860	13,750,630	-3.7%	-505,683

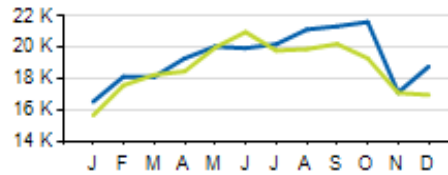
■ Current Year
 ■ Prior Year
 — Budget

Local/Express KPIs

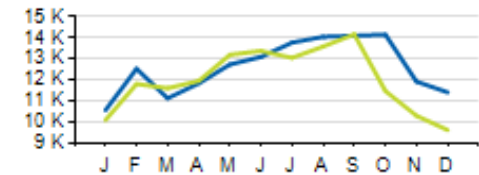
Average Fixed Ridership: Weekday



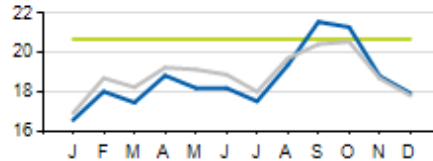
Average Fixed Ridership: Saturday



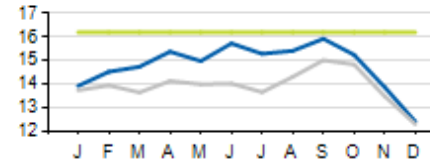
Average Fixed Ridership: Sunday



Passengers per Hour: Local



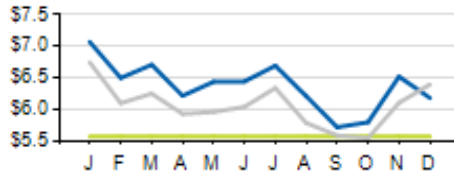
Passengers per Trip: Express



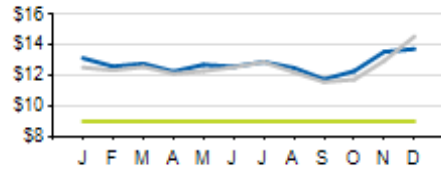
	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	17.9	20.7	-2.8
PASSENGERS PER TRIP (EXPRESS)	12.4	16.2	-3.8
AVERAGE RIDERSHIP (WD)	42,100	38,091	4,009
AVERAGE RIDERSHIP (SA)	18,786	16,966	1,820
AVERAGE RIDERSHIP (SU)	11,410	9,615	1,795

Local/Express KPIs

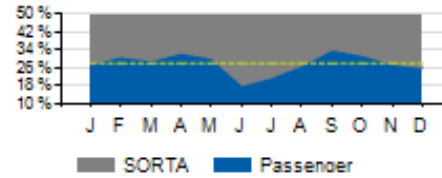
Cost per Passenger: Local



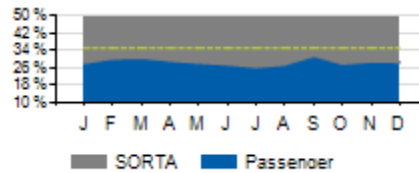
Cost per Passenger: Express



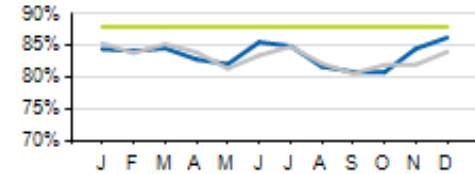
Service Cost Sharing: Local



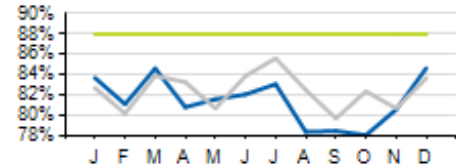
Service Cost Sharing: Express



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%

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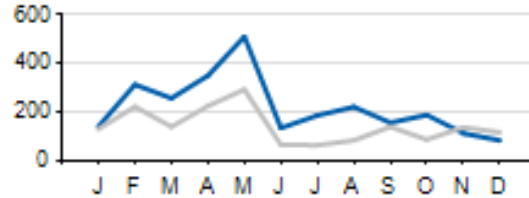
Current year

Prior year

KPI

Local/Express Missed Trips

Missed Trips



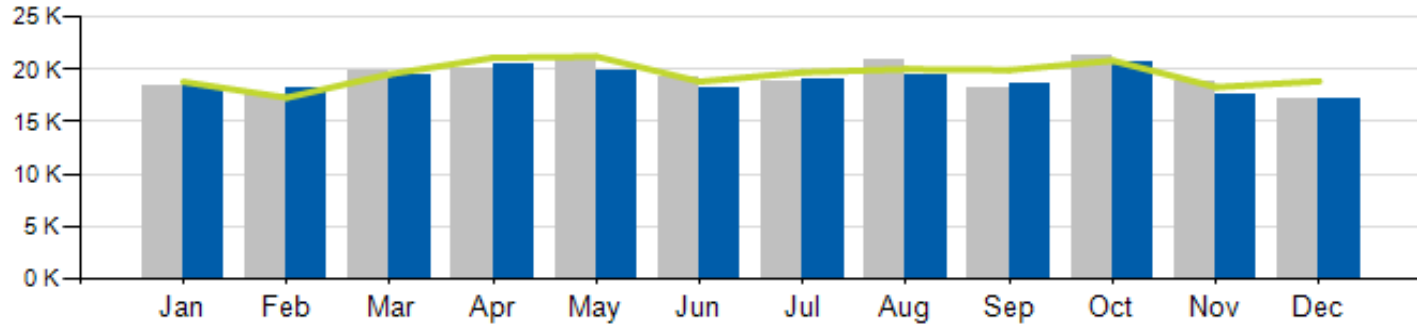
Current year
 Prior year

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

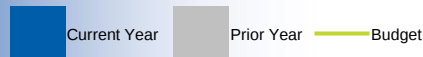
REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	16	19.3%
MECHANICAL ISSUE	23	27.7%
TRAFFIC INCIDENT	16	19.3%
LATE OPERATIONS	16	19.3%
OTHER	12	14.5%

Access Ridership

Total Ridership

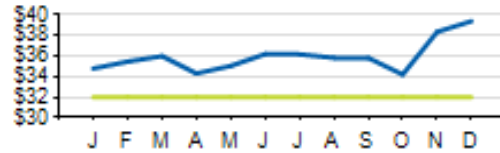


ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2018	VARIANCE (%/#)	
TOTAL	17,153	18,868	-9.1%	-1,715	17,252	-0.6%	-99
WD	15,806				15,504	1.9%	302
SA	649				945	-31.3%	-296
SU	698				803	-13.1%	-105
YTD	226,683	234,483	-3.3%	-7,800	231,099	-1.9%	-4,416

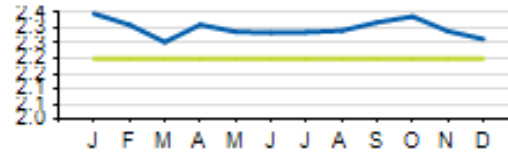


Access KPIs

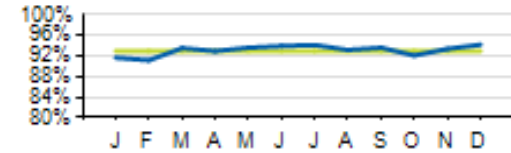
Cost per Passenger



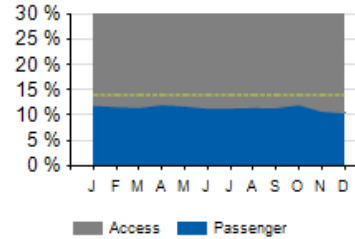
Passengers per Hour



On-Time Performance



Service Cost Sharing

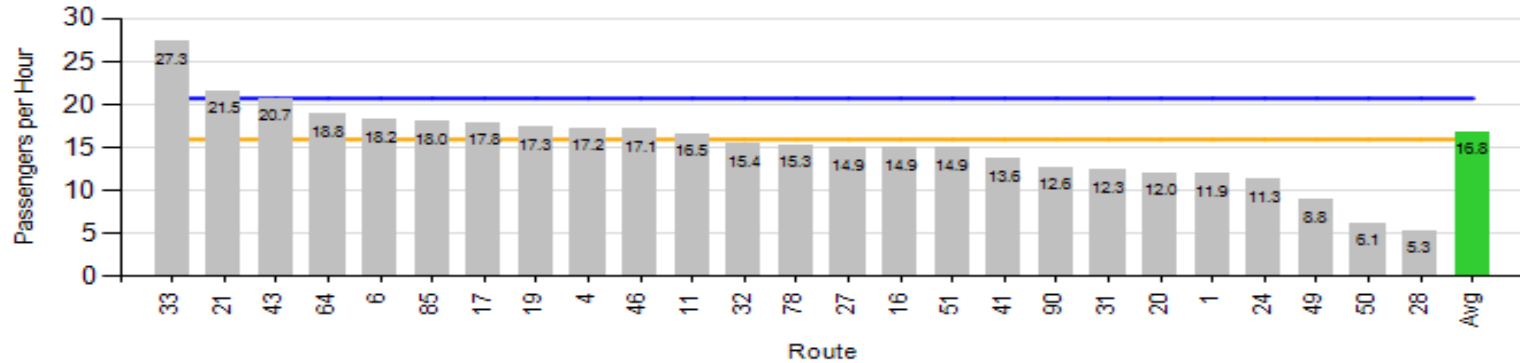


	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	\$39.41	\$32.00	+\$7.41
ON-TIME PERFORMANCE (OTP)	94.2%	93.0%	+1.2%
PASSENGER PER HOUR	2.26%	2.20%	+0.06%
COST RECOVERY	10.5%	14.0%	-3.5%

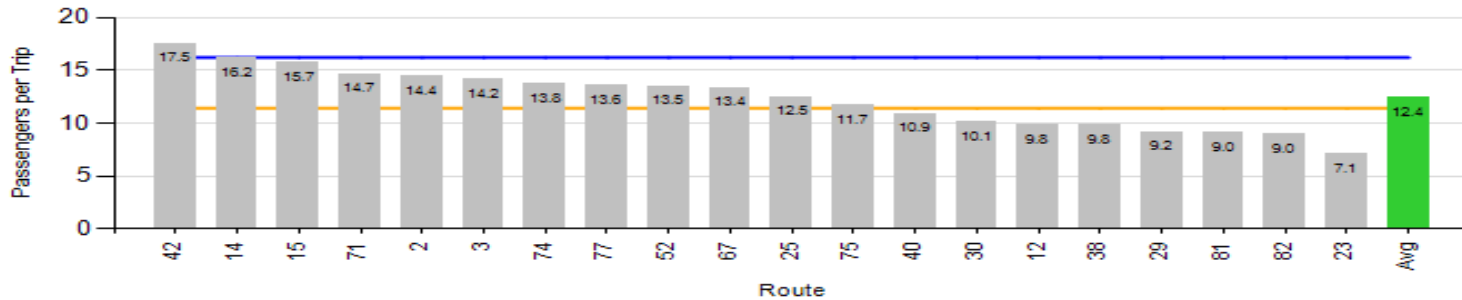
Monthly Route Performance Measures

Route Passenger KPIs - December

Passenger Productivity - Local



Passenger Productivity - Express



KPI

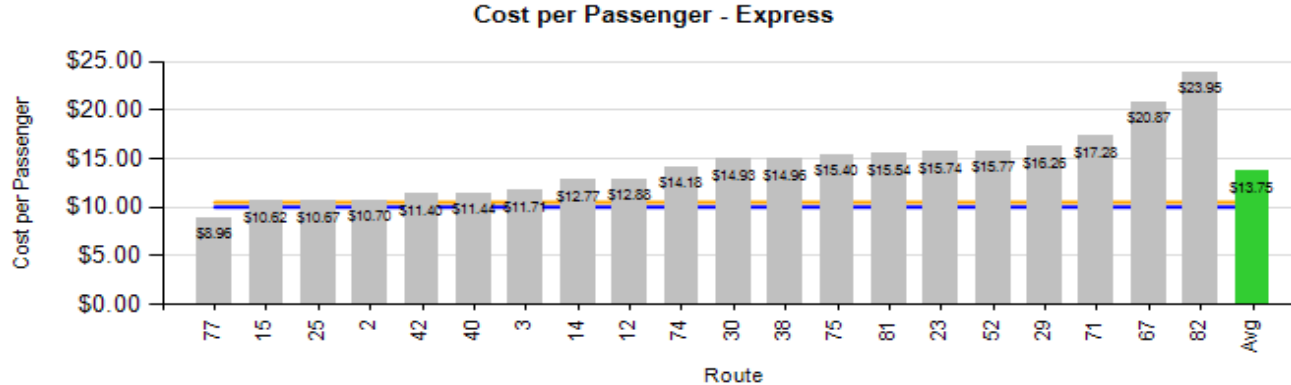
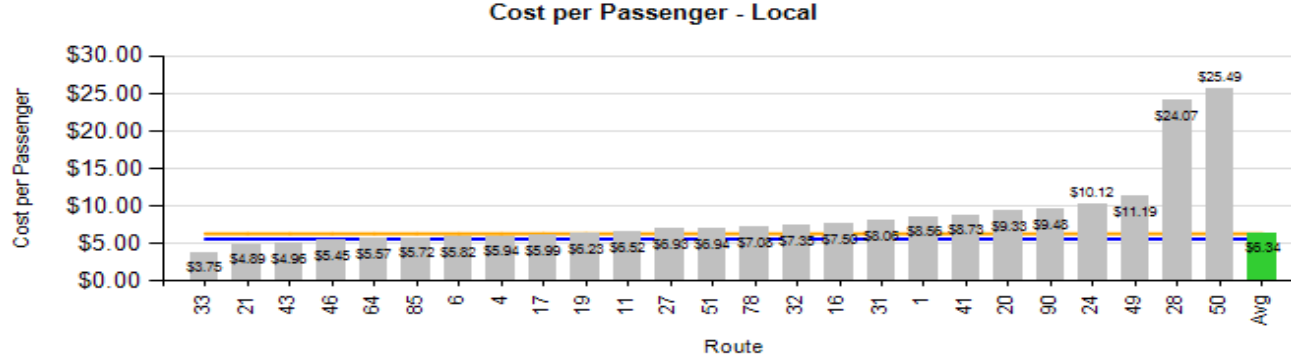
Average

Minimum Standard

Benchmark

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Route Cost KPIs - December



KPI

Average

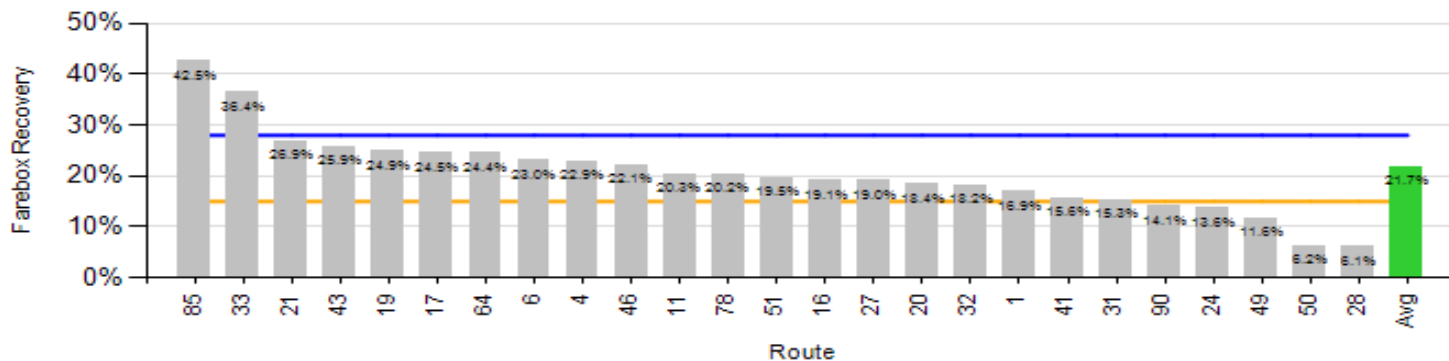
Minimum Standard

Benchmark

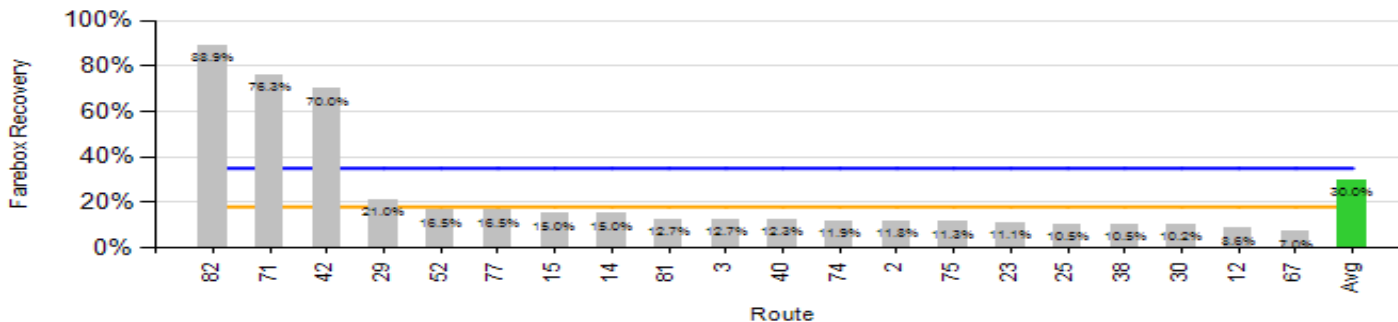
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Route Revenue KPIs - December

Farebox Recovery - Local



Farebox Recovery - Express



KPI

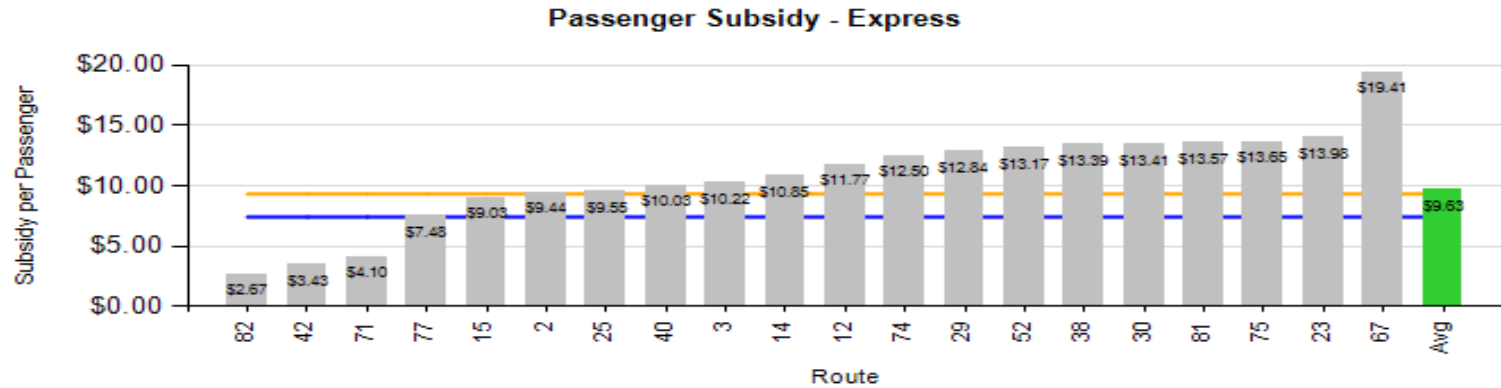
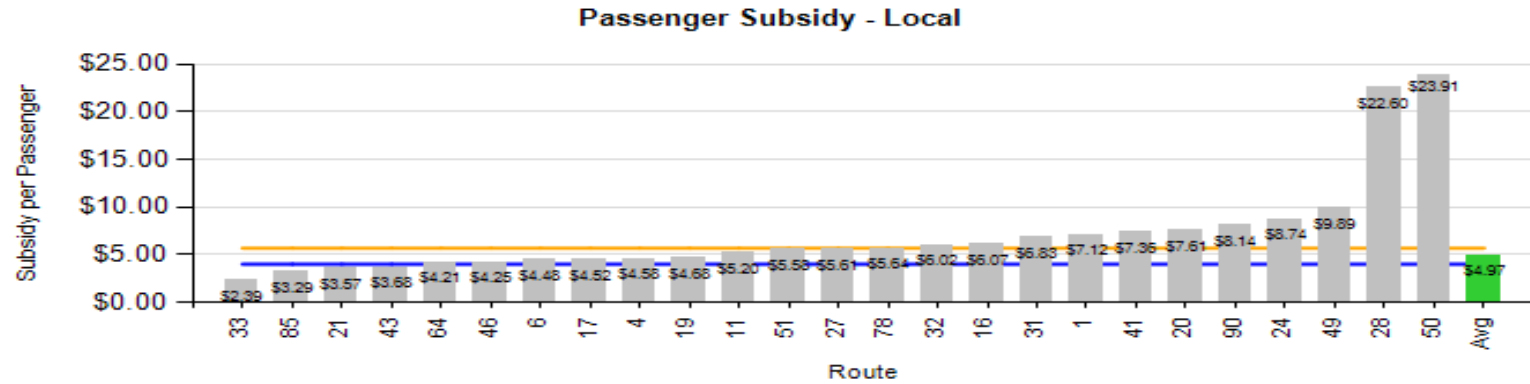
Average

Minimum Standard

Benchmark

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Route Revenue KPIs – December



KPI

Average

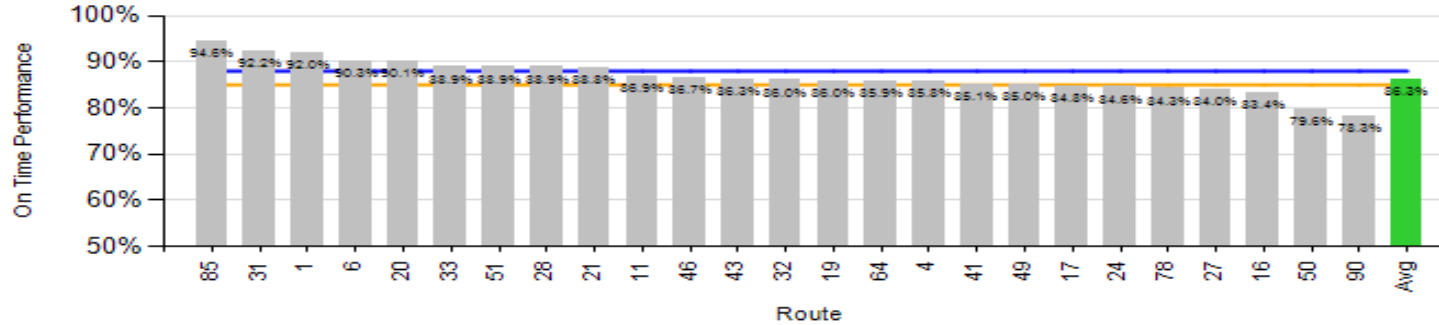
Minimum Standard

Benchmark

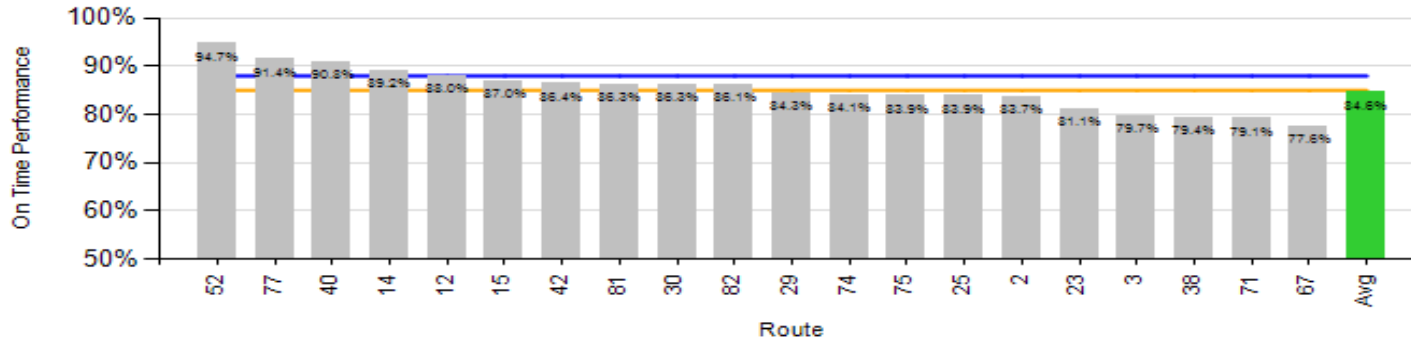
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Route OTP KPI - December

On-Time Performance - Local



On-Time Performance - Express



KPI

Average

Minimum Standard

Benchmark

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