

Reinventing METRO



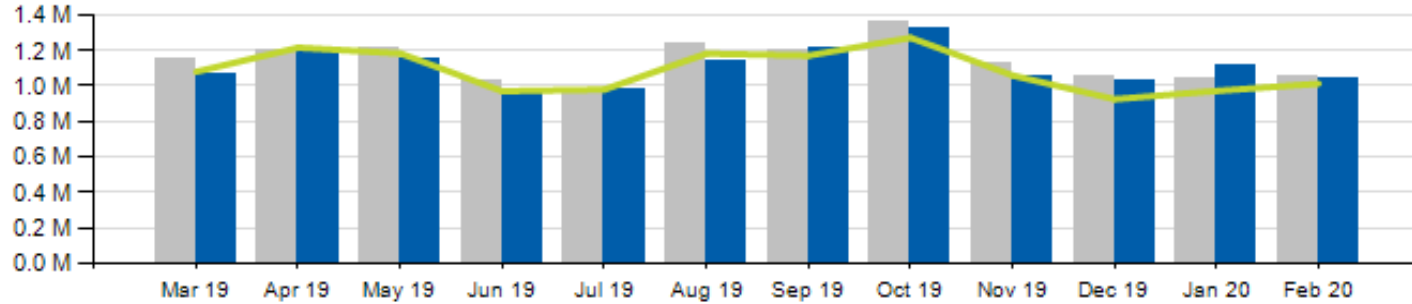
February 2020 Ridership Report



**RIDING IS
BELIEVING.**

Local/Express Ridership

Total Ridership

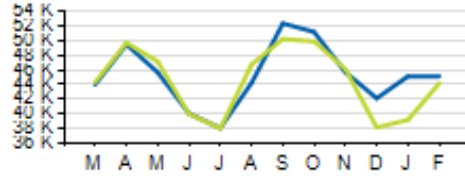


	ACTUAL	BUDGET	VARIANCE (%/#)		2019	VARIANCE (%/#)	
TOTAL	1,036,730	1,012,578	2.4%	24,152	1,053,659	-1.6%	-16,929
LOCAL	967,486	947,258	2.1%	20,228	984,808	-1.8%	-17,322
EXPRESS	69,244	65,320	6.0%	3,924	68,851	0.6%	393
YTD TOTAL	2,152,408	1,984,784	8.4%	167,624	2,101,815	2.4%	50,593

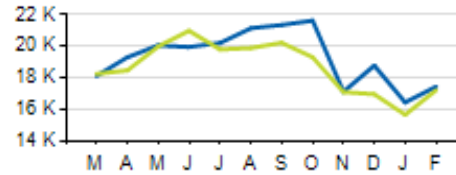
■ Current Year
 ■ Prior Year
 — Budget

Local/Express KPIs

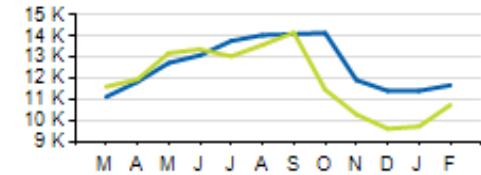
Average Fixed Ridership: Weekday



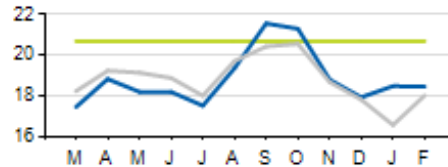
Average Fixed Ridership: Saturday



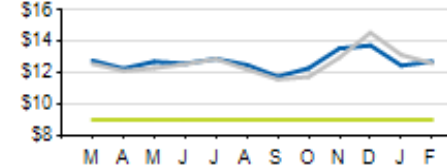
Average Fixed Ridership: Sunday



Passengers per Hour: Local



Cost per Passenger: Express



	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	18.5	20.7	-2.2
PASSENGERS PER TRIP (EXPRESS)	14.9	16.2	-1.3
AVERAGE RIDERSHIP (WD)	45,140	44,176	964
AVERAGE RIDERSHIP (SA)	17,445	17,218	227
AVERAGE RIDERSHIP (SU)	11,675	10,742	933

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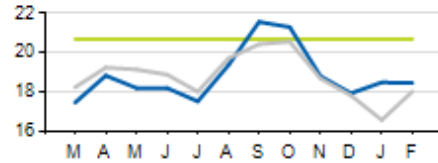
Current year

Prior year

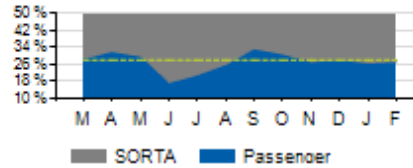
KPI/Budget

Local/Express KPIs

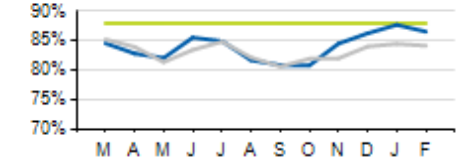
Passengers per Hour: Local



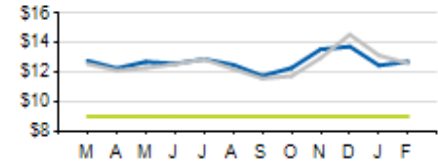
Service Cost Sharing: Local



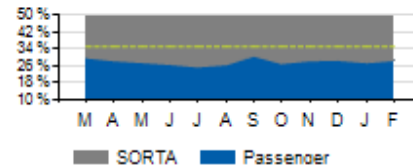
On-Time Performance: Local



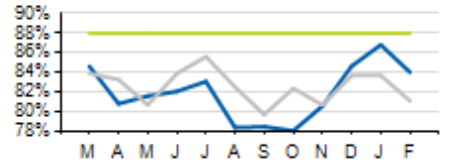
Cost per Passenger: Express



Service Cost Sharing: Express



On-Time Performance: Express



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	\$6.83	\$5.57	+\$1.26
COST PER PASSENGER (EXPRESS)	\$12.73	\$9.00	+\$3.73
COST RECOVERY (LOCAL)	27.4%	28.0%	-0.6%
COST RECOVERY (EXPRESS)	28.6%	35.0%	-6.4%
ON TIME PERFORMANCE (LOCAL)	86.7%	86.5%	0.2%
ON TIME PERFORMANCE (EXPRESS)	84.0%	86.5%	-2.5%

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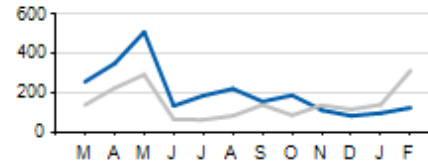
Current year

Prior year

KPI

Local/Express Missed Trips

Missed Trips



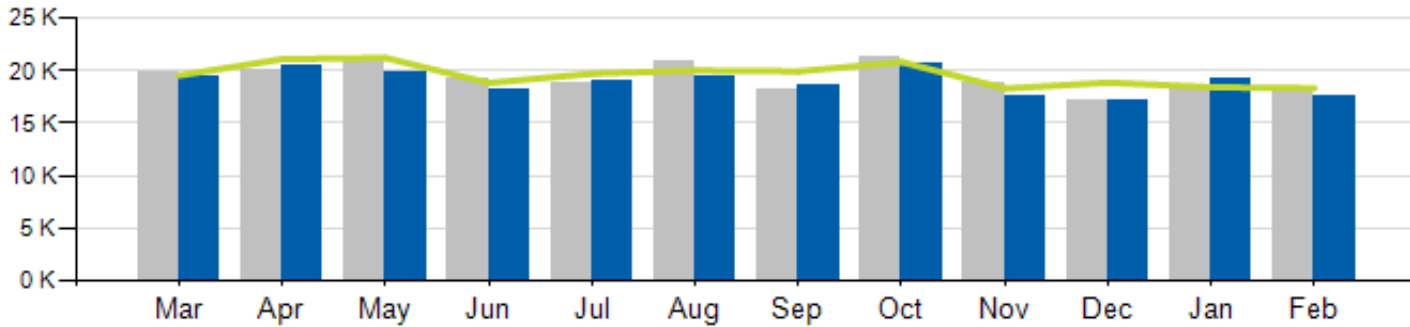
Current year
 Prior year

	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	124	59,870	99.8%

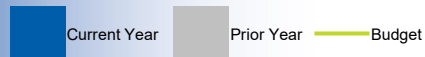
REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	60	48.4%
MECHANICAL ISSUE	21	16.9%
TRAFFIC INCIDENT	17	13.7%
LATE OPERATIONS	19	15.3%
OTHER	7	5.6%

Access Ridership

Total Ridership

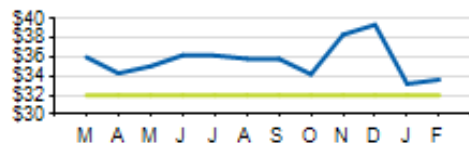


ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2019	VARIANCE (%/#)	
TOTAL	17,538	18,334	-4.3%	-796	18,170	-3.5%	-632
WD	16,240				16,876	-3.8%	-636
SA	785				779	0.8%	6
SU	513				515	-0.4%	-2
YTD	36,744	36,765	-0.1%	-21	36,601	0.4%	143

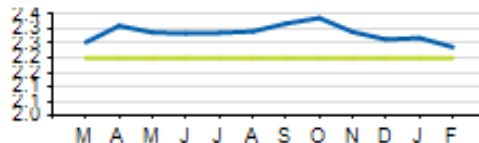


Access KPIs

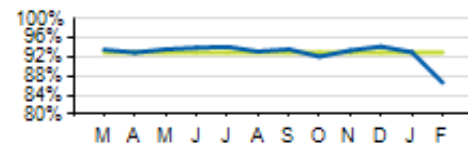
Cost per Passenger



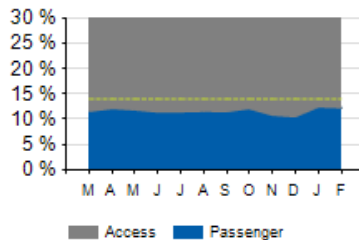
Passengers per Hour



On-Time Performance



Service Cost Sharing

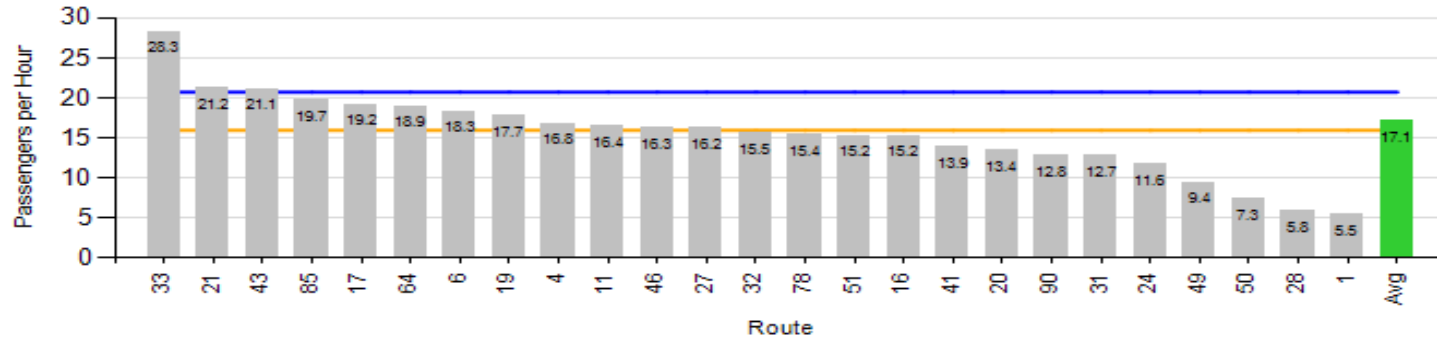


	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	\$33.64	\$32.00	+\$1.64
ON-TIME PERFORMANCE (OTP)	87.0%	93.0%	-6.0%
PASSENGER PER HOUR	2.24	2.20	+0.04
COST RECOVERY	12.2%	14.0%	-1.8%

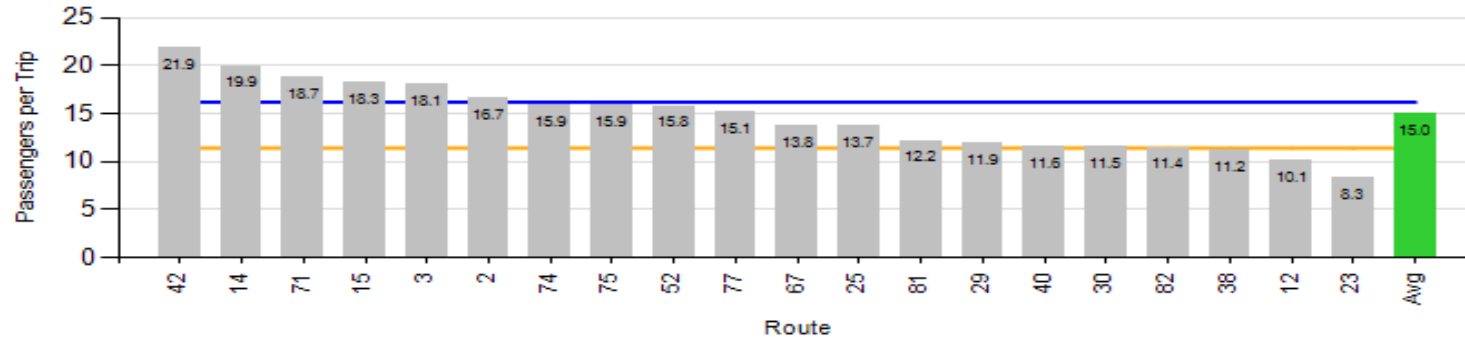
Monthly Route Performance Measures

Route Passenger KPIs - February

Passenger Productivity - Local



Passenger Productivity - Express



KPI

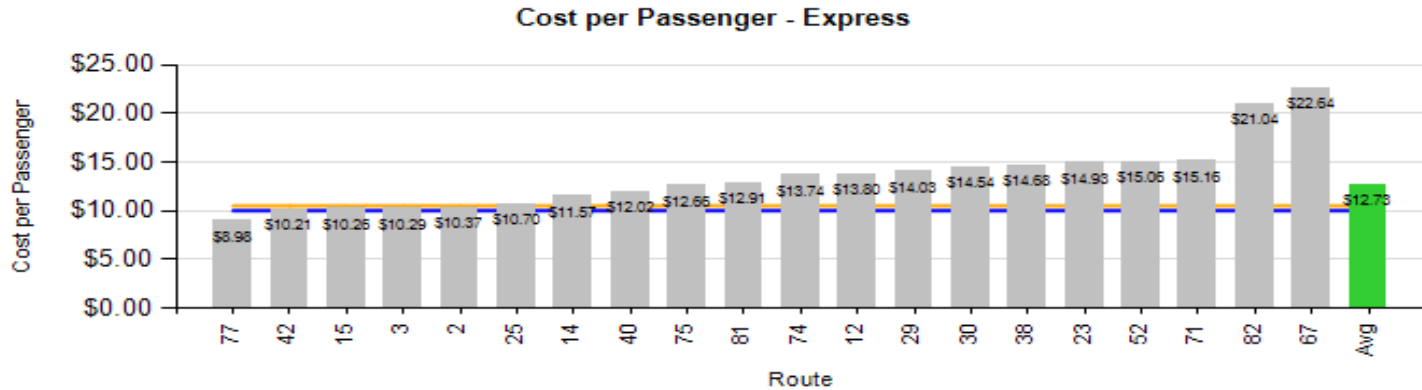
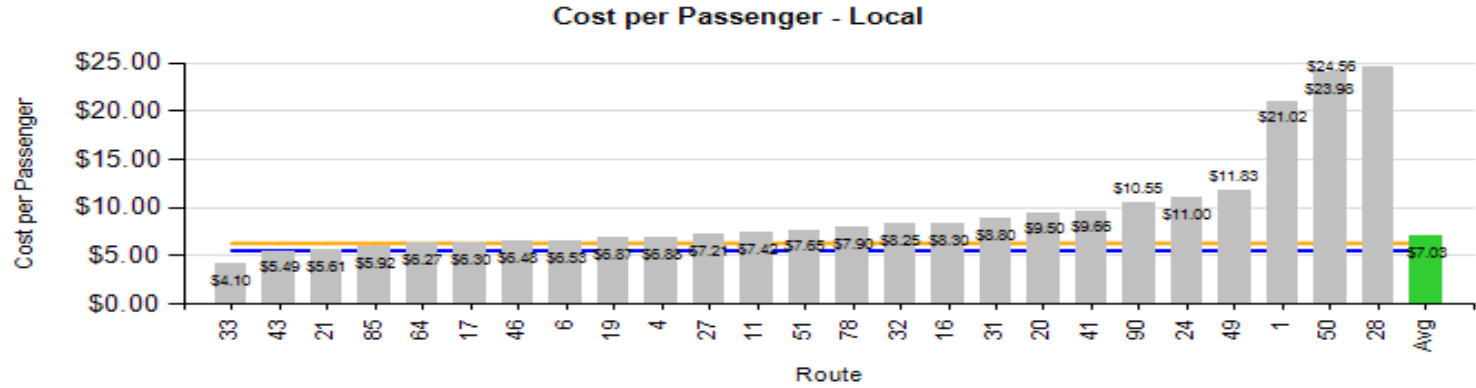
Average

Minimum Standard

Benchmark

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Route Cost KPIs - February



KPI

Average

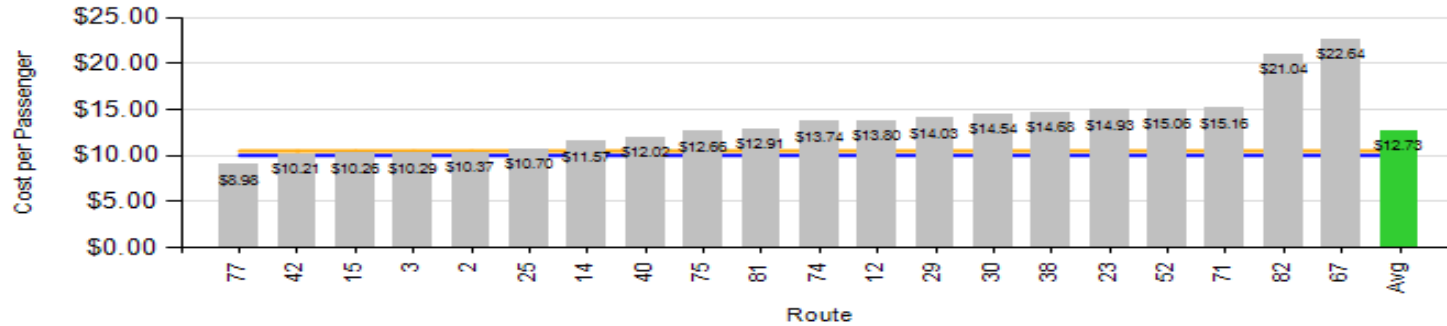
Minimum Standard

Benchmark

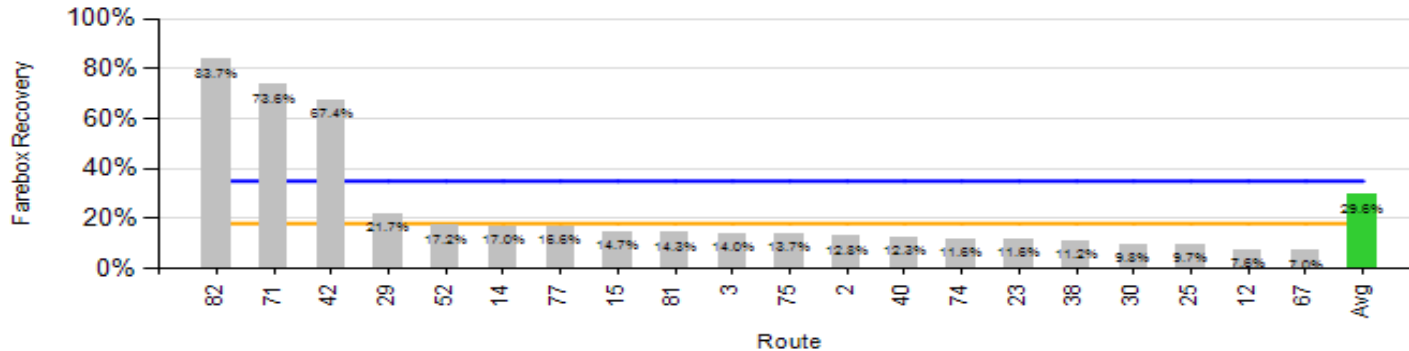
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Route Revenue KPIs - February

Cost per Passenger - Express



Farebox Recovery - Express



KPI

Average

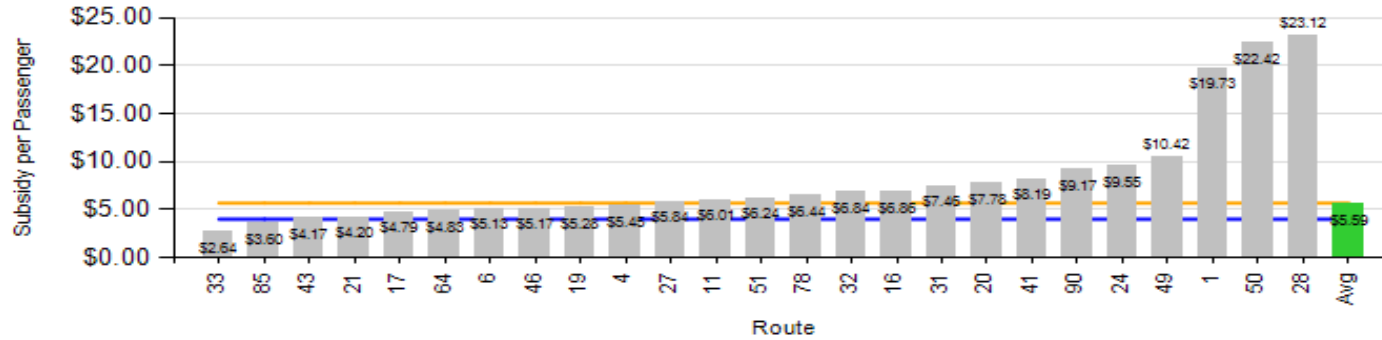
Minimum Standard

Benchmark

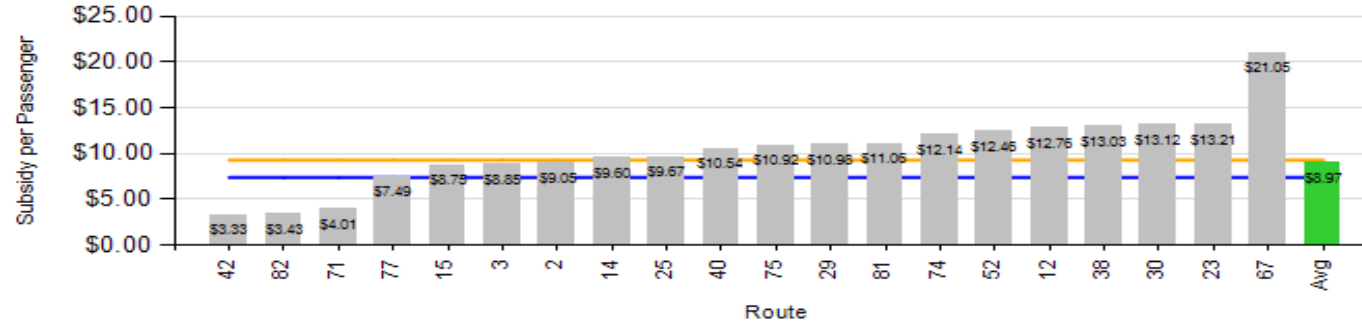
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Route Revenue KPIs – February

Passenger Subsidy - Local



Passenger Subsidy - Express



KPI

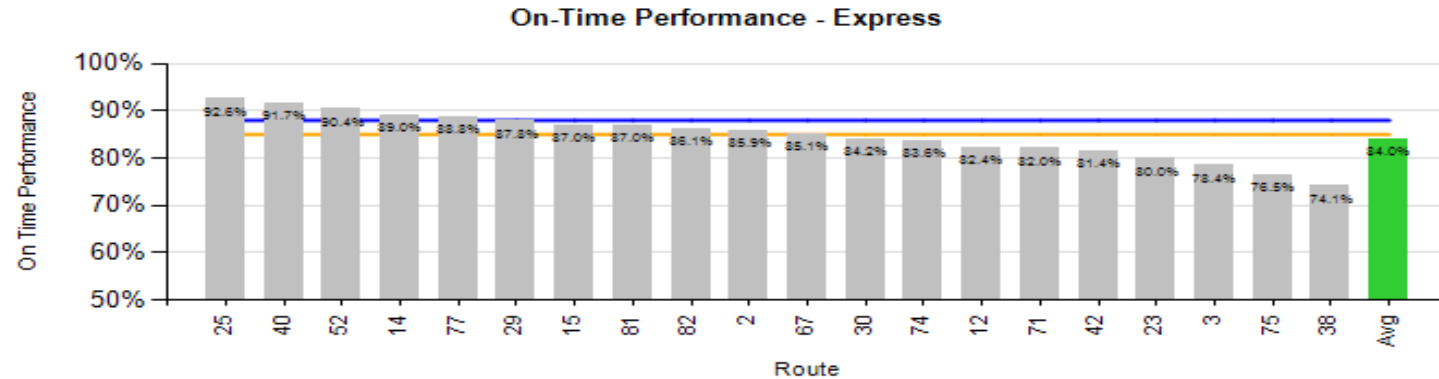
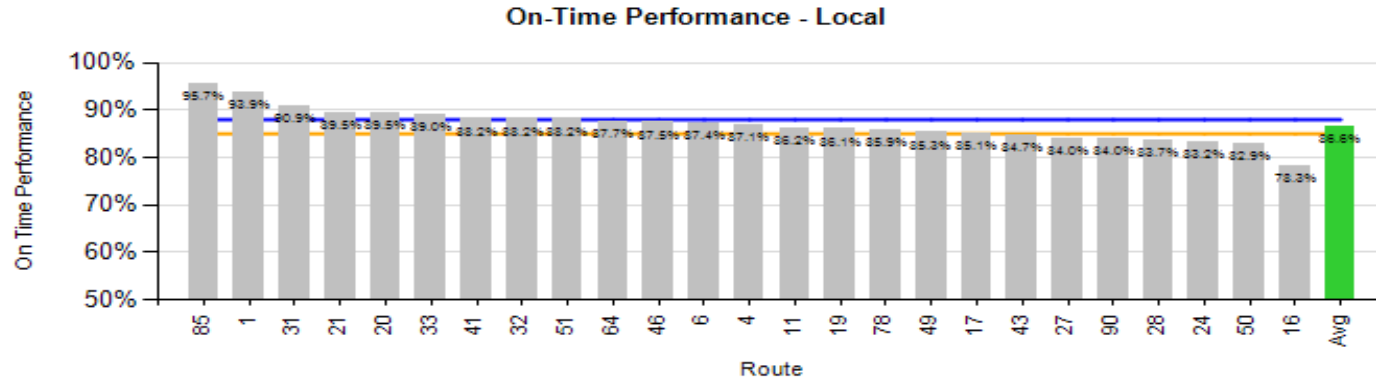
Average

Minimum Standard

Benchmark

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Route OTP KPI - February



KPI

Average

Minimum Standard

Benchmark

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