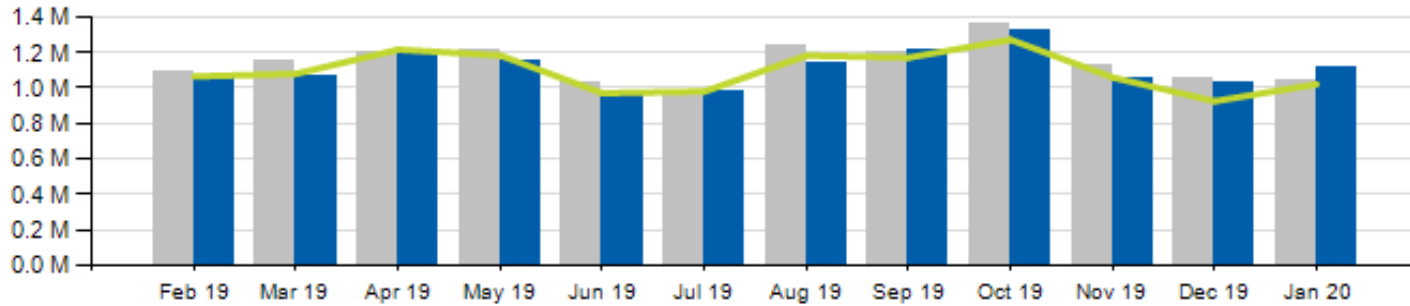Reinventing METRO

January 2020 Ridership Report

RIDING IS BELIEVING.

1

Local/Express Ridership

Total Ridership
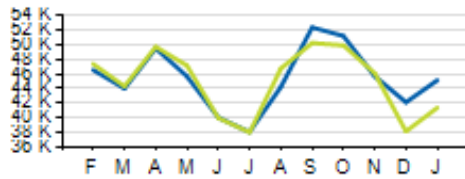

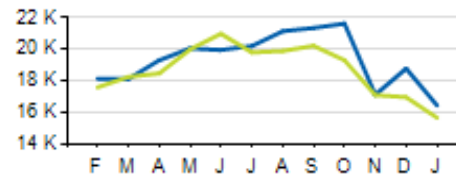|	ACTUAL	BUDGET	VARIANCE (%/#)		2019	VARIANCE (%/#)	
TOTAL	1,115,678	1,020,777	9.3%	94,901	1,048,156	6.4%	67,522
LOCAL	1,038,284	953,567	8.9%	84,717	975,560	6.4%	62,724
EXPRESS	77,394	67,210	15.2%	10,184	72,596	6.6%	4,798
YTD TOTAL	1,115,678	1,020,777	9.3%	94,901	1,048,156	6.4%	67,522

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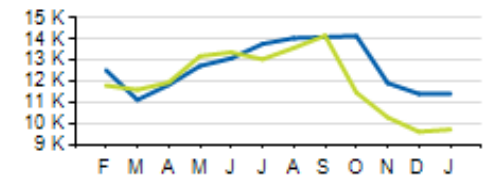# Local/Express KPIs
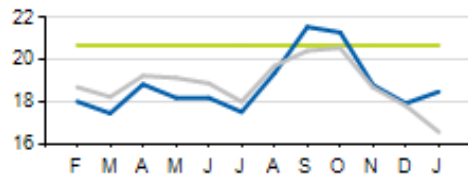

Average Fixed Ridership: Weekday

Average Fixed Ridership: Saturday

Average Fixed Ridership: Sunday

Passengers per Hour: Local

Passengers per Trip: Express
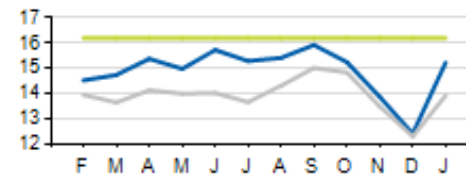
	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	18.5	20.7	-2.2
PASSENGERS PER TRIP (EXPRESS)	15.2	16.2	-1.0
AVERAGE RIDERSHIP (WD)	45,127	41,341	3,786
AVERAGE RIDERSHIP (SA)	16,446	15,662	784
AVERAGE RIDERSHIP (SU)	11,415	9,722	1,693

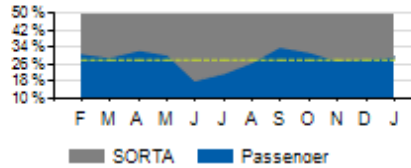Current year   Prior year   KPI/Budget

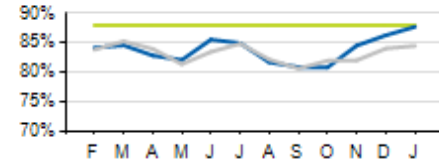Reinventing METRO✷

3

Local/Express KPIs
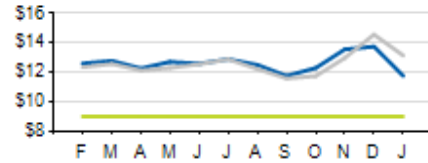
Cost per Passenger: Local
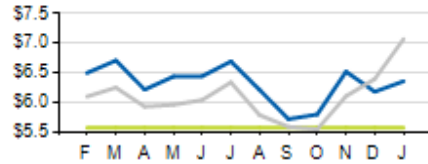
Service Cost Sharing: Local
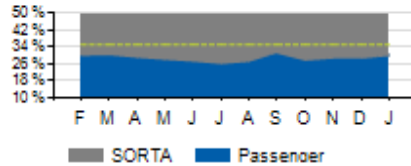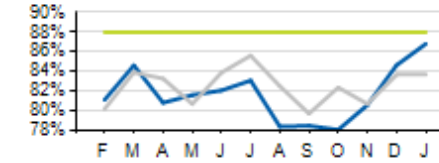
On-Time Performance: Local

Cost per Passenger: Express

Service Cost Sharing: Express

On-Time Performance: Express

	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	$6.36	$5.57	+$0.79
COST PER PASSENGER (EXPRESS)	$11.76	$9.00	+$2.76
COST RECOVERY (LOCAL)	29.2%	28.0%	1.2%
COST RECOVERY (EXPRESS)	30.0%	35.0%	-5.0%
ON TIME PERFORMANCE (LOCAL)	87.7%	86.5%	1.2%
ON TIME PERFORMANCE (EXPRESS)	86.8%	86.5%	0.3%

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Current year   Prior year   KPI
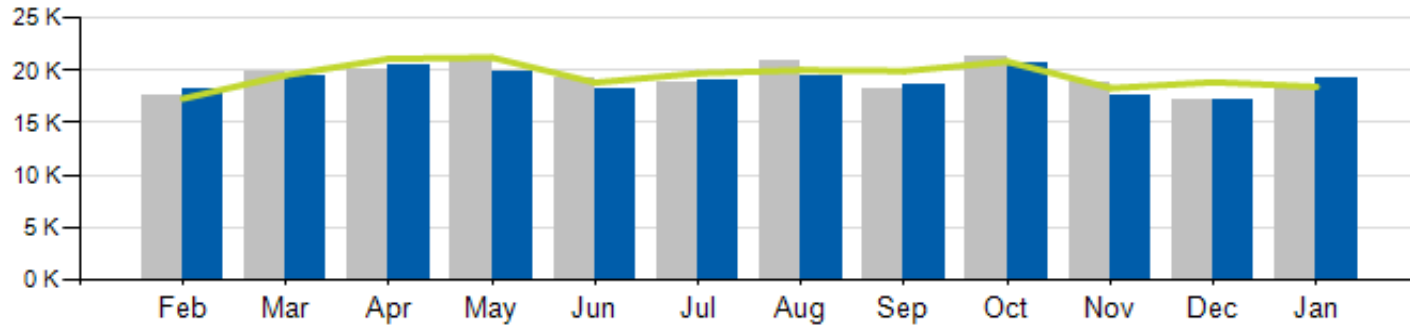
4

Local/Express Missed Trips

Missed Trips
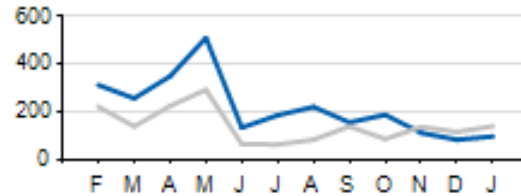
| | ← Current year | | ← Prior year |

	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	97	64,328	99.8%

REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	25	25.8%
MECHANICAL ISSUE	20	20.6%
TRAFFIC INCIDENT	15	15.5%
LATE OPERATIONS	23	23.7%
OTHER	14	14.4%

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Access Ridership

Total Ridership

ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2019	VARIANCE (%/#)	
TOTAL	19,206	18,431	4.2%	775	18,431	4.2%	775
WD	17,986				17,045	5.5%	941
SA	700				653	7.2%	47
SU	520				733	-29.1%	-213
YTD	19,206	18,431	4.2%	775	18,431	4.2%	775

Current Year   Prior Year   Budget

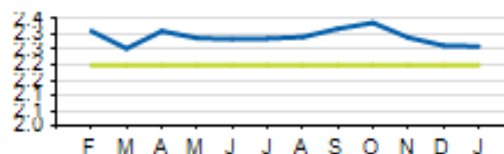Reinventing METRO
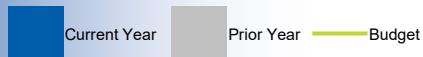
Access KPIs
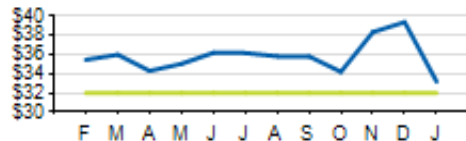
Cost per Passenger

Passengers per Hour

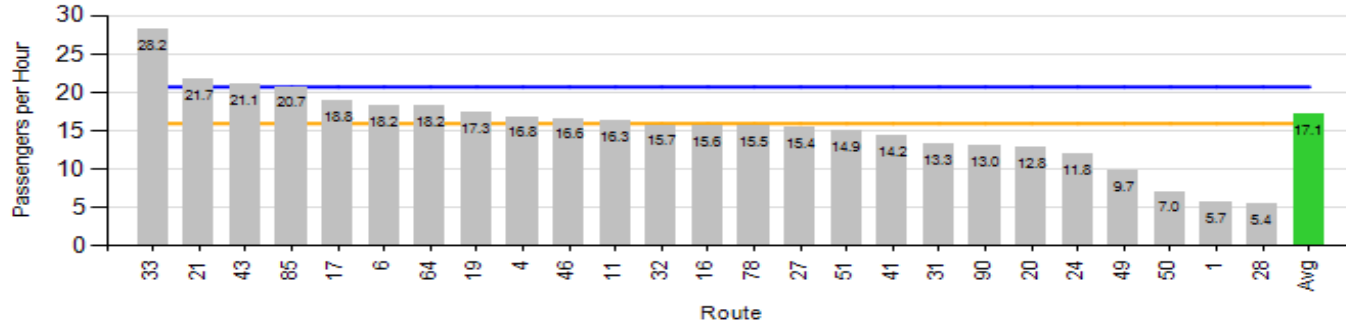**On-Time Performance**
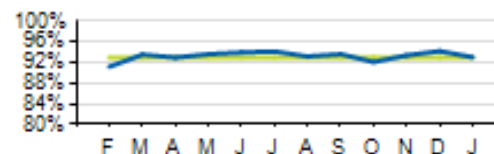
Service Cost Sharing

■ Access   ■ Passenger
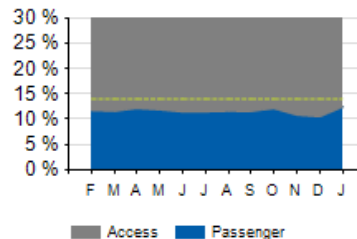
	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	$33.20	$32.00	+$1.2
ON-TIME PERFORMANCE (OTP)	93.0%	93.0%	0.0%
PASSENGER PER HOUR	2.26%	2.20%	+0.06%
COST RECOVERY	12.4%	14.0%	-1.6%

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■ Current year   ■ KPI

Monthly Route Performance Measures

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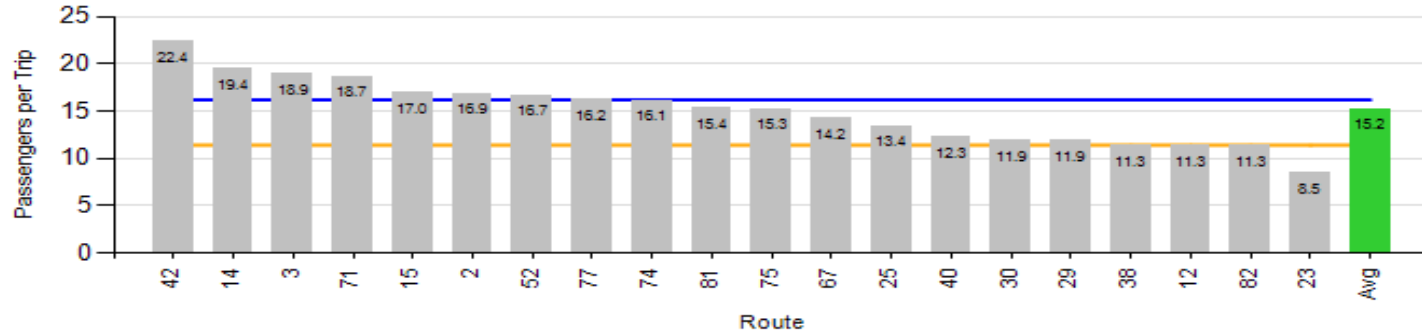
Route Passenger KPIs - January

Passenger Productivity - Local

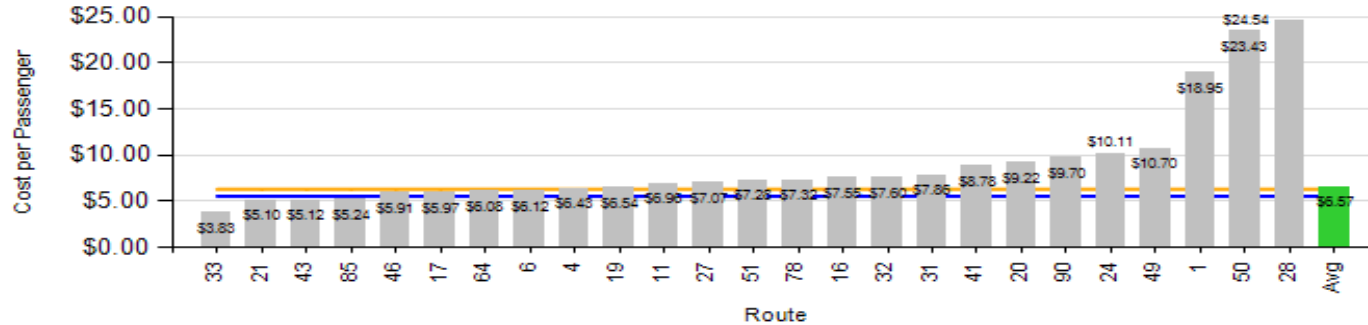**Passenger Productivity - Express**
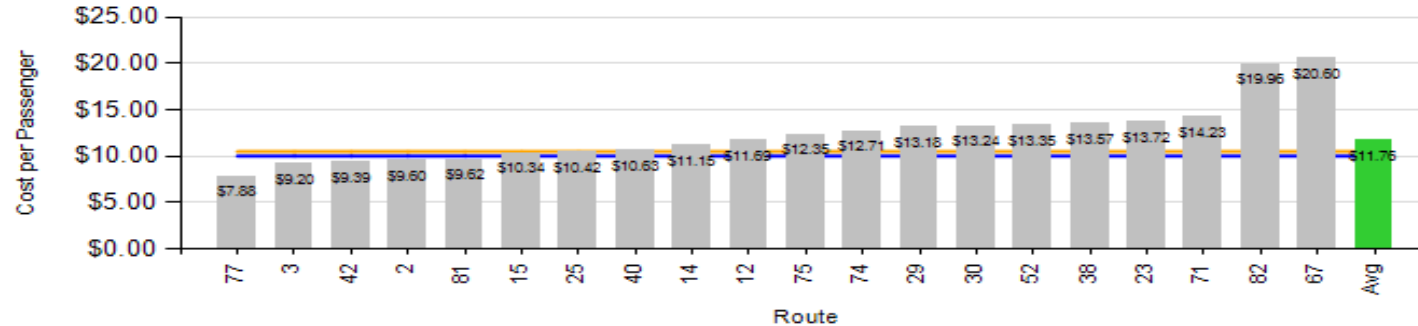
KPI   Average   Minimum Standard   Benchmark

Route Cost KPIs - January

Cost per Passenger - Local
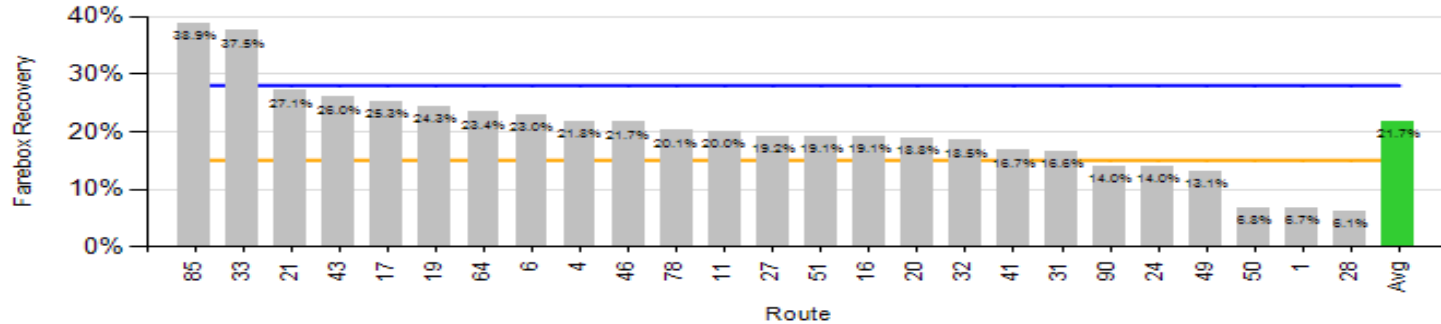
Cost per Passenger - Express

KPI   Average   Minimum Standard   Benchmark
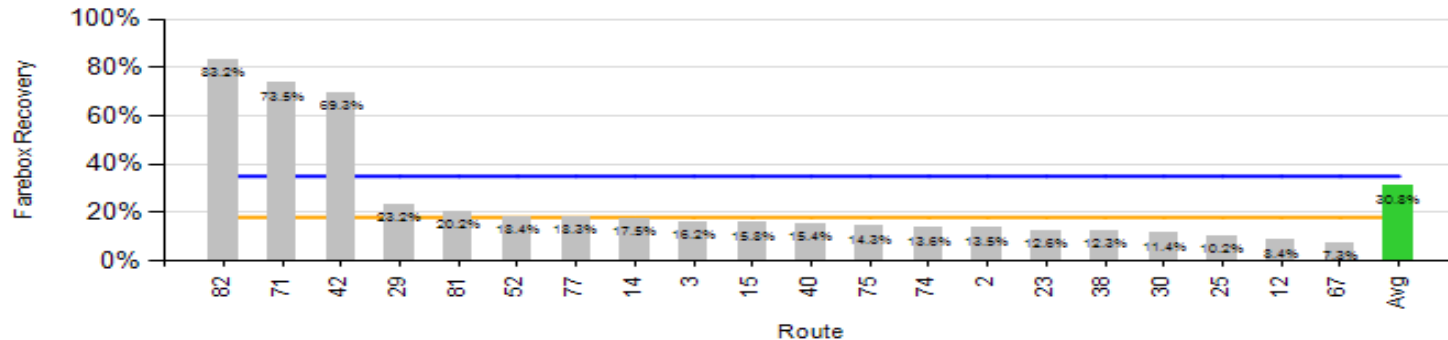
Route Revenue KPIs - January

Farebox Recovery - Local

Farebox Recovery - Express

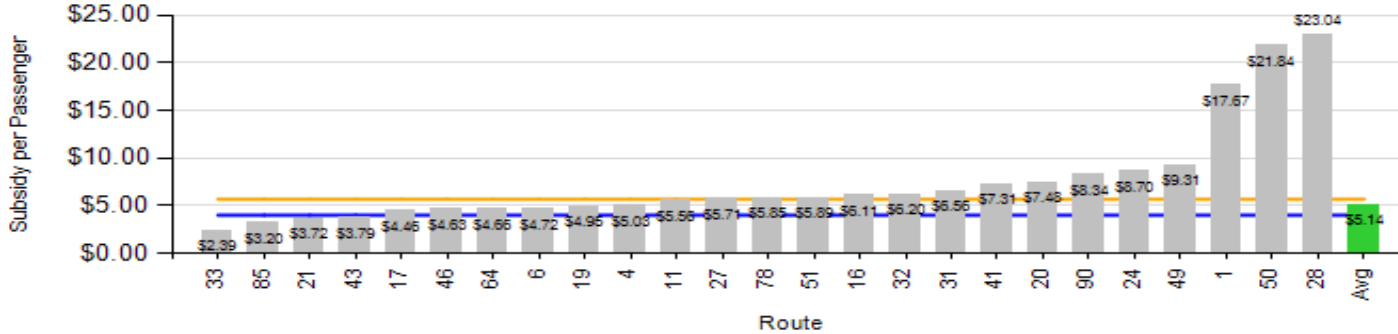KPI Average Minimum Standard Benchmark

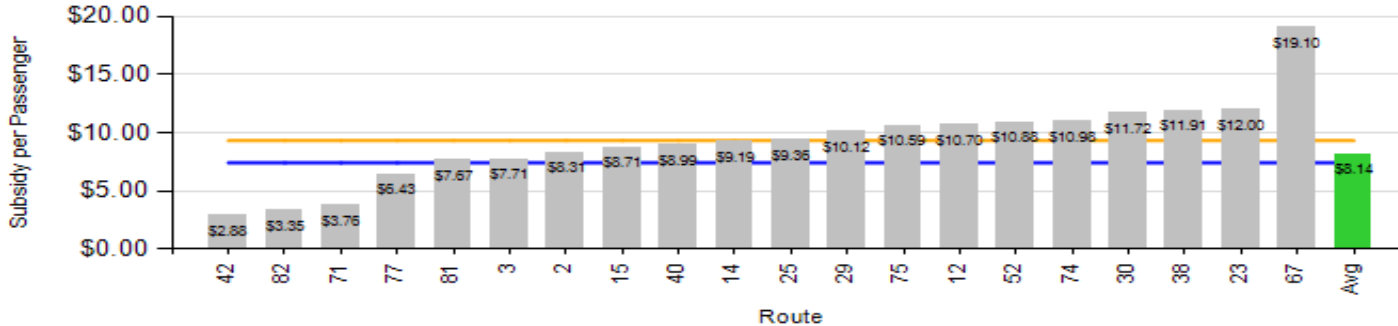Reinventing METRO

Route Revenue KPIs – January

Route OTP KPI - January

On-Time Performance - Local

On-Time Performance - Express

KPI   Average   Minimum Standard   Benchmark