

Reinventing METRO

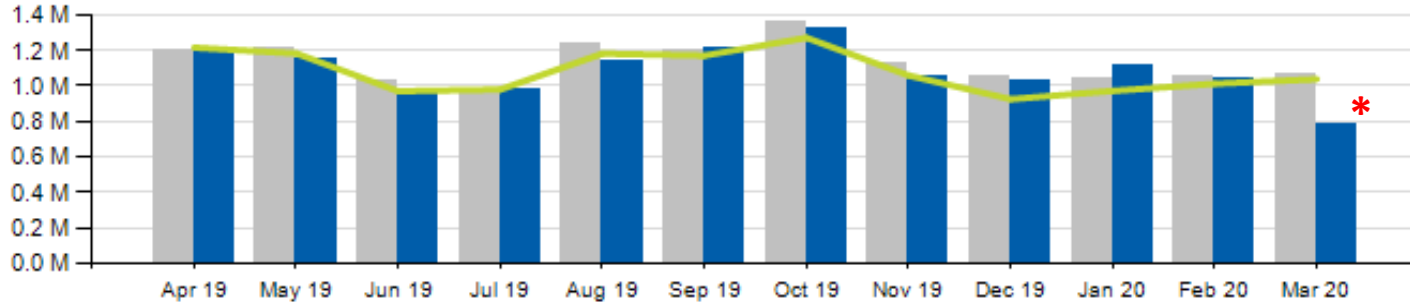
March 2020 Ridership Report

 **RIDING IS
BELIEVING.**



Local/Express Ridership

Total Ridership



	ACTUAL	BUDGET	VARIANCE (%/#)		2019	VARIANCE (%/#)	
TOTAL	779,515	1,038,293	-24.9%	-258,778	1,070,339	-27.2%	-290,824
LOCAL	738,827	967,519	-23.6%	-228,692	999,055	-26.0%	-260,228
EXPRESS	40,688	70,774	-42.5%	-30,086	71,284	-42.9%	-30,596
YTD TOTAL	2,931,923	3,023,077	-3.0%	-91,154	3,172,154	-7.6%	-240,231

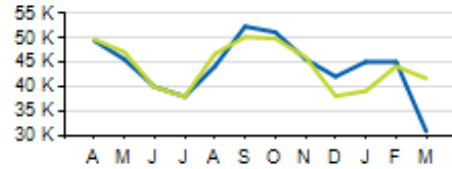
■ Current Year
 ■ Prior Year
 — Budget

*COVID-19 Impact

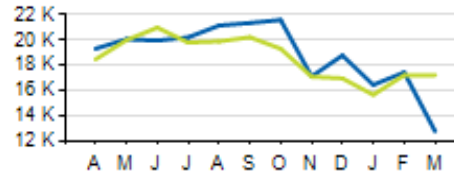
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Local/Express KPIs

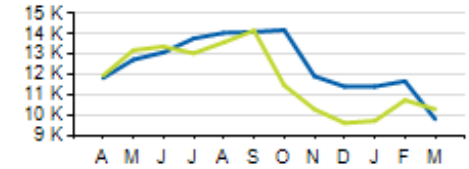
Average Fixed Ridership: Weekday



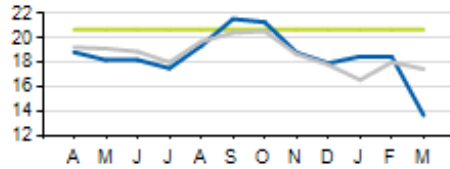
Average Fixed Ridership: Saturday



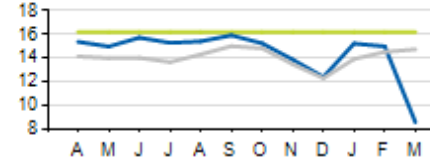
Average Fixed Ridership: Sunday



Passengers per Hour: Local



Passengers per Trip: Express



	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	13.7	20.7	-7.0
PASSENGERS PER TRIP (EXPRESS)	8.6	16.2	-7.6
AVERAGE RIDERSHIP (WD)	30,879	41,723	-10,844
AVERAGE RIDERSHIP (SA)	12,781	17,228	-4,447
AVERAGE RIDERSHIP (SU)	9,809	10,295	-486

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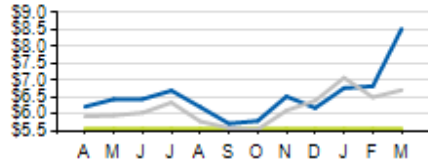
Current year

Prior year

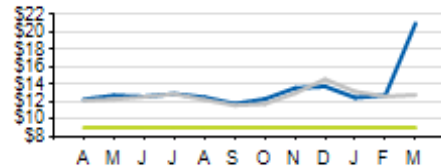
KPI/Budget

Local/Express KPIs

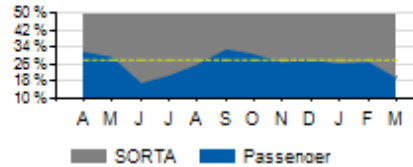
Cost per Passenger: Local



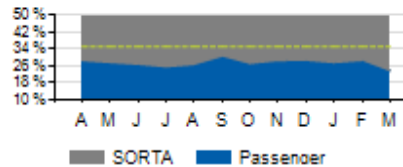
Cost per Passenger: Express



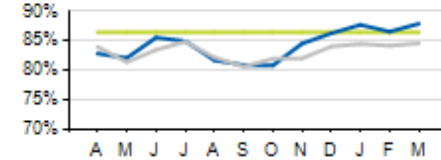
Service Cost Sharing: Local



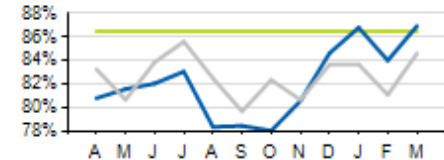
Service Cost Sharing: Express



On-Time Performance: Local



On-Time Performance: Express



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	\$8.52	\$5.57	+\$2.95
COST PER PASSENGER (EXPRESS)	\$20.9	\$9.00	+\$11.9
COST RECOVERY (LOCAL)	19.8%	28.0%	-8.2%
COST RECOVERY (EXPRESS)	23.6%	35.0%	-11.4%
ON TIME PERFORMANCE (LOCAL)	88.0%	86.5%	+1.5%
ON TIME PERFORMANCE (EXPRESS)	87.0%	86.5%	+0.5%

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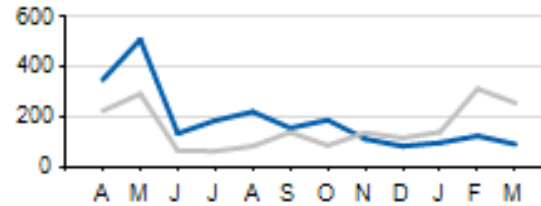
Current year

Prior year

KPI

Local/Express Missed Trips

Missed Trips



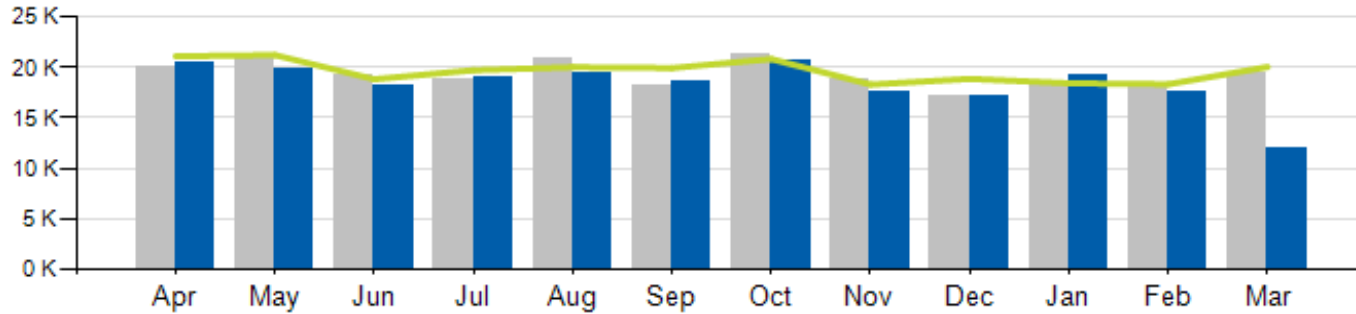
Current year
 Prior year

	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	91	61,732	99.9%

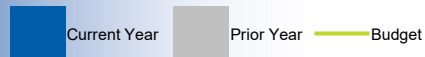
REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	6	67%
MECHANICAL ISSUE	22	24%
TRAFFIC INCIDENT	23	25%
LATE OPERATIONS	20	22%
OTHER	15	16%

Access Ridership

Total Ridership

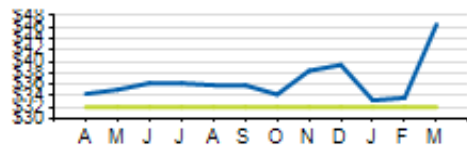


ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2019	VARIANCE (%/#)	
TOTAL	11,902	20,045	-40.6%	-8,143	19,351	-38.5%	-7,449
WD	11,224				17,810	-37.0%	-6,586
SA	329				909	-63.8%	-580
SU	349				632	-44.8%	-283
YTD	48,646	56,810	-14.4%	-8,164	55,952	-13.1%	-7,306

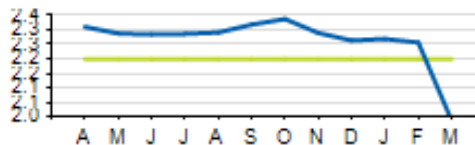


Access KPIs

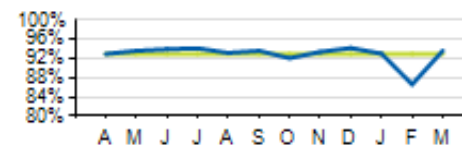
Cost per Passenger



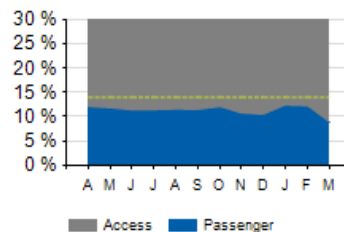
Passengers per Hour



On-Time Performance



Service Cost Sharing

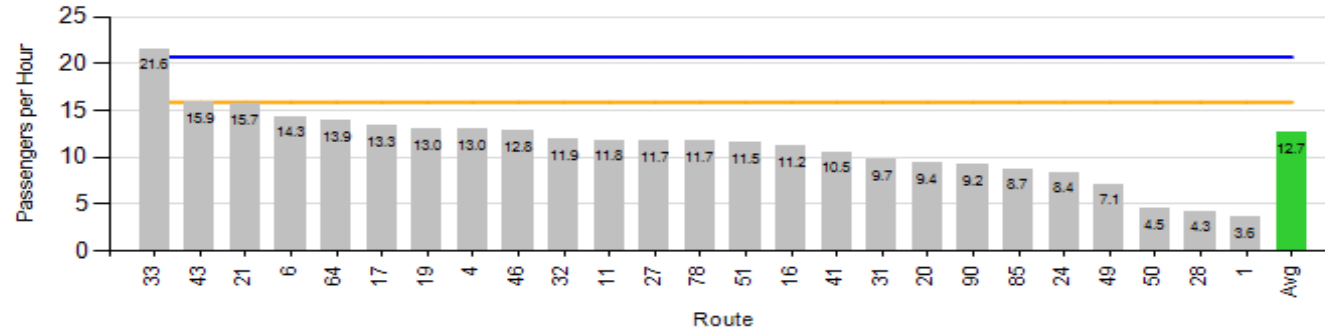


	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	\$46.48	\$32.00	+\$14.48
ON-TIME PERFORMANCE (OTP)	94.0%	93.0%	+1.0%
PASSENGER PER HOUR	1.99	2.20	-0.21%
COST RECOVERY	8.84%	14.0%	-5.16%

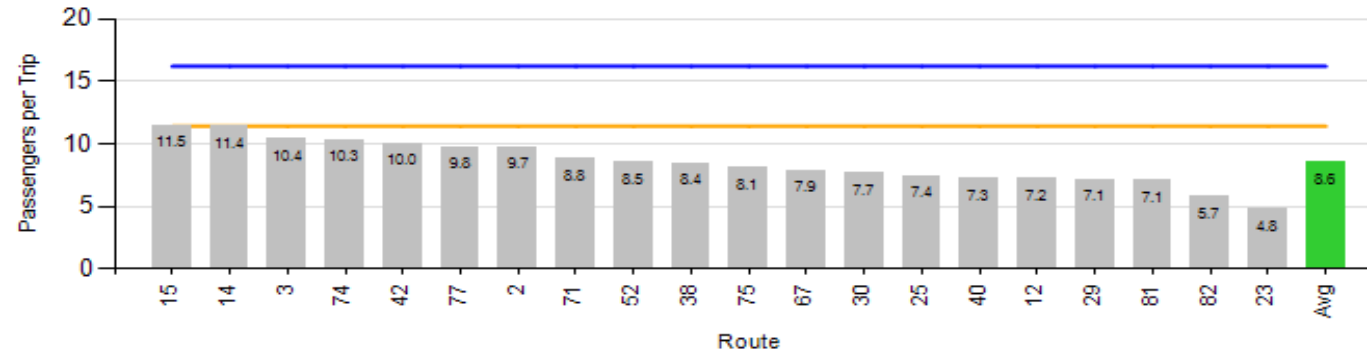
Monthly Route Performance Measures

Route Passenger KPIs - March

Passenger Productivity - Local



Passenger Productivity - Express



KPI

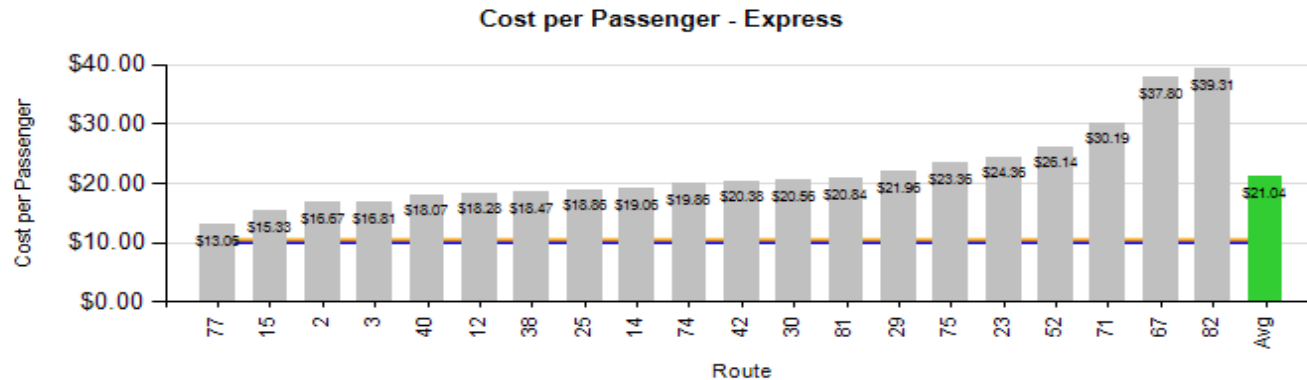
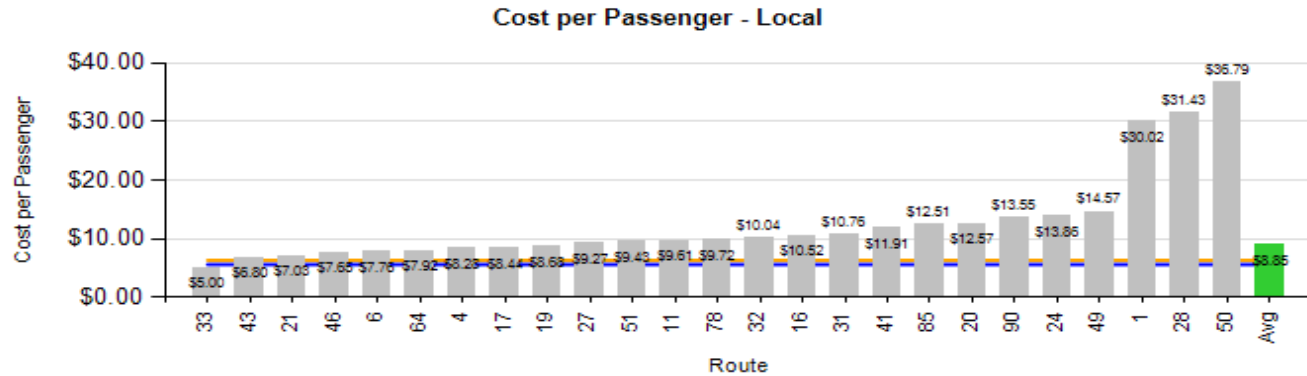
Average

Minimum Standard

Benchmark

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Route Cost KPIs - March



KPI

Average

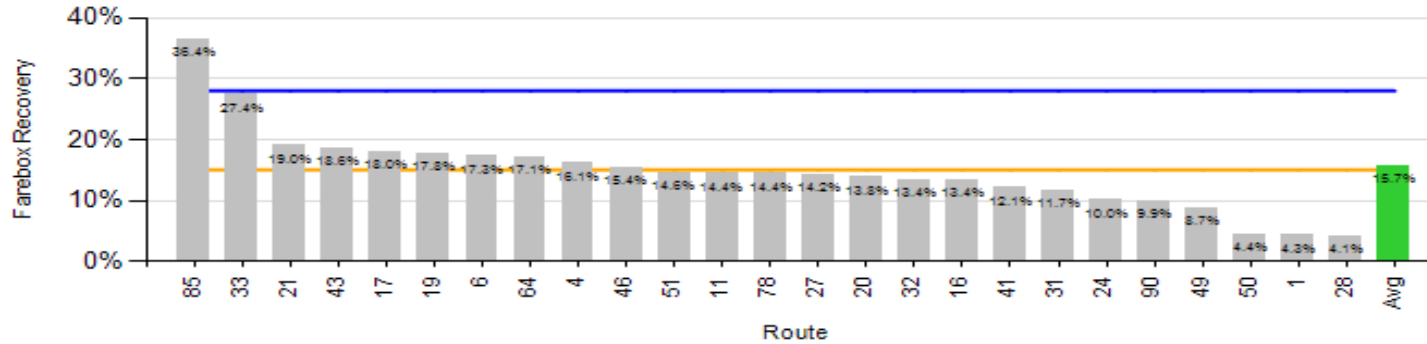
Minimum Standard

Benchmark

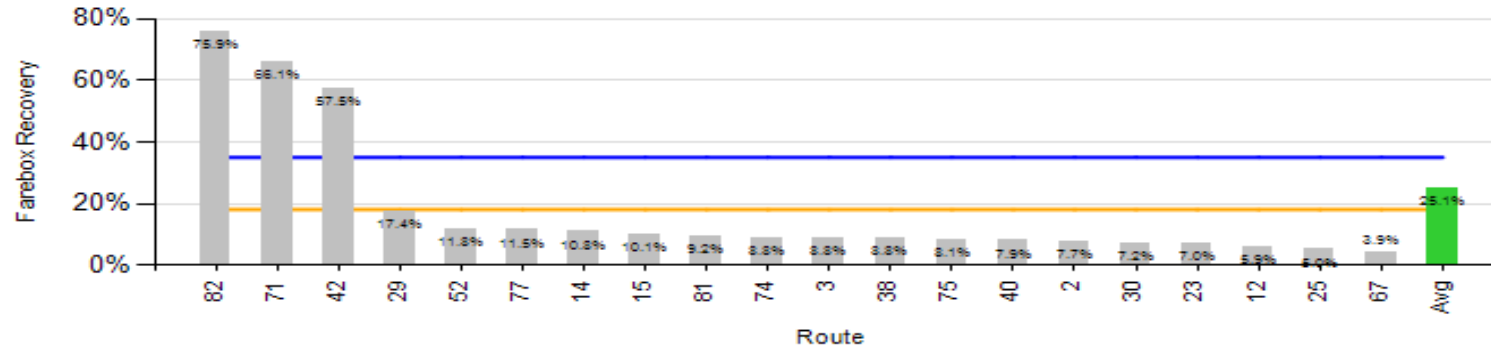
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Route Revenue KPIs - March

Farebox Recovery - Local



Farebox Recovery - Express



KPI

Average

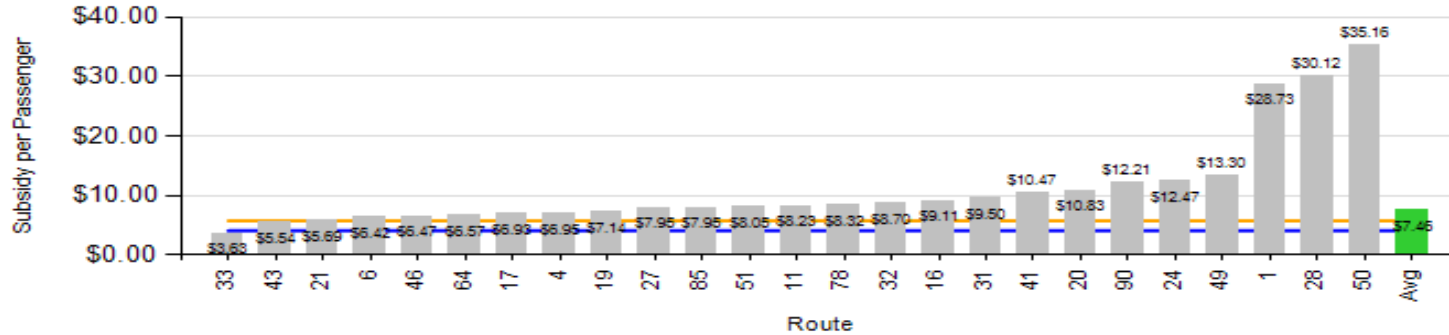
Minimum Standard

Benchmark

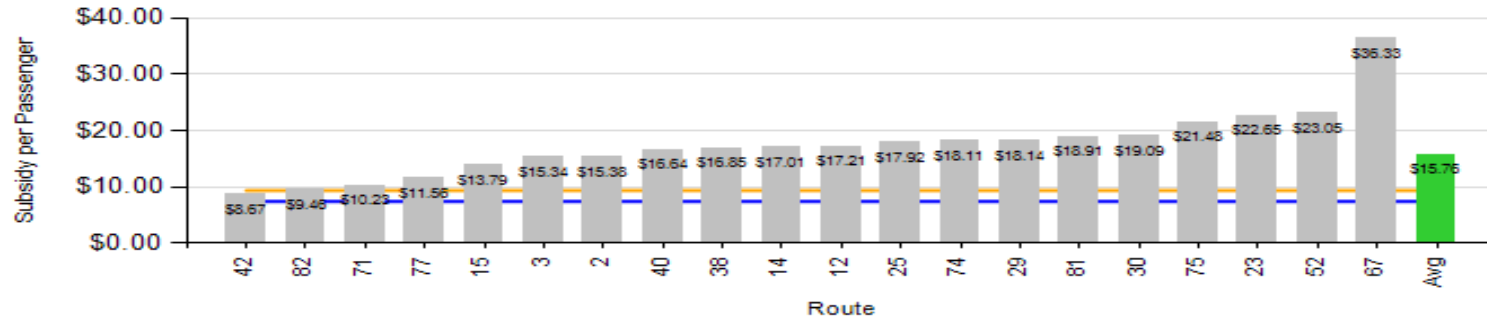
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Route Revenue KPIs – March

Passenger Subsidy - Local



Passenger Subsidy - Express



KPI

Average

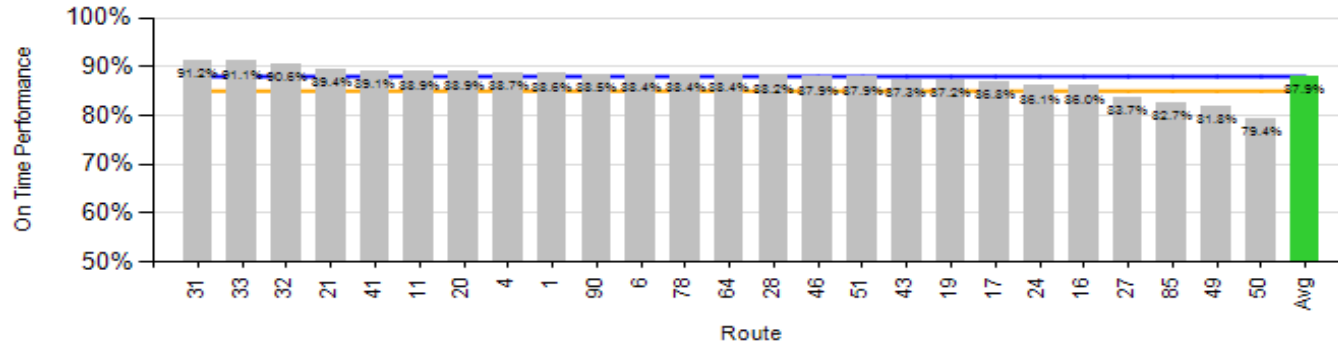
Minimum Standard

Benchmark

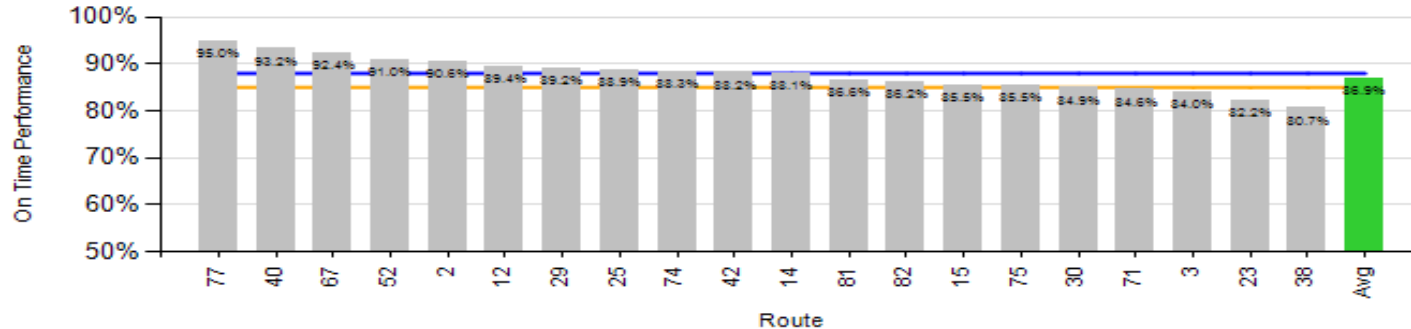
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Route OTP KPI - March

On-Time Performance - Local



On-Time Performance - Express



KPI

Average

Minimum Standard

Benchmark

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