

Reinventing METRO



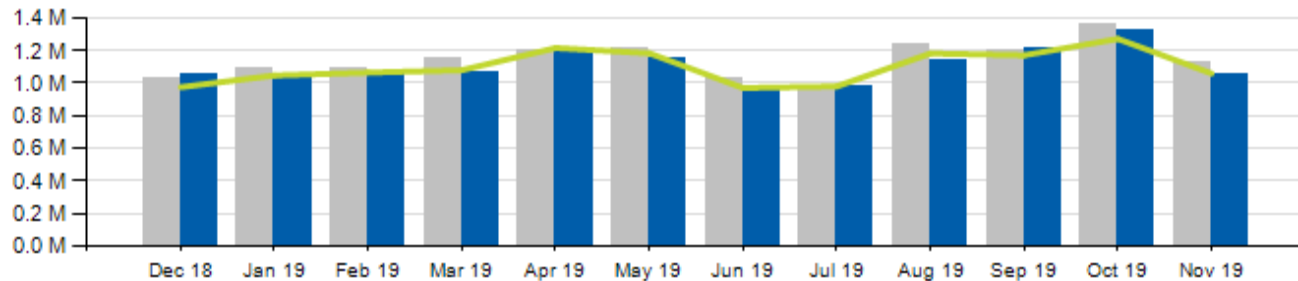
November 2019 Ridership Report



**RIDING IS
BELIEVING.**

Local/Express Ridership

Total Ridership

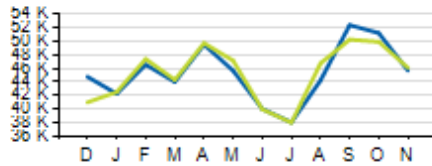


	ACTUAL	BUDGET	VARIANCE (%/#)		2018	VARIANCE (%/#)	
TOTAL	1,058,780	1,058,895	0.0%	-115	1,128,719	-6.2%	-69,939
LOCAL	994,984	993,535	0.1%	1,449	1,059,911	-6.1%	-64,927
EXPRESS	63,796	65,360	-2.4%	-1,564	68,808	-7.1%	-5,012
YTD TOTAL	12,217,235	12,224,622	-0.1%	-7,387	12,694,734	-3.8%	-477,499

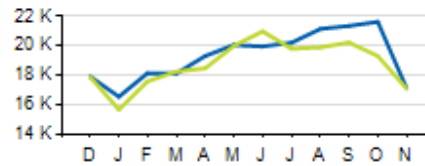
■ Current Year
 ■ Prior Year
 — Budget

Local/Express KPIs

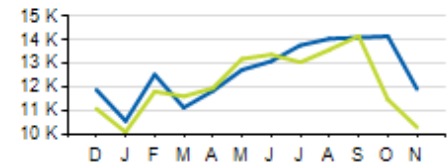
Average Fixed Ridership: Weekday



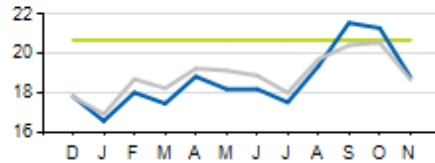
Average Fixed Ridership: Saturday



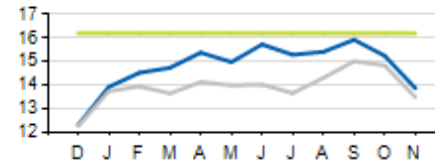
Average Fixed Ridership: Sunday



Passengers per Hour: Local



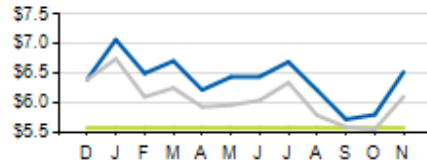
Passengers per Trip: Express



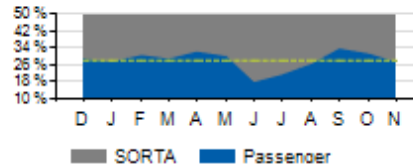
	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	18.8	20.7	-1.9
PASSENGERS PER TRIP (EXPRESS)	13.87	16.2	-2.33
AVERAGE RIDERSHIP (WD)	45,676	46,095	-419
AVERAGE RIDERSHIP (SA)	17,126	17,104	22
AVERAGE RIDERSHIP (SU)	11,922	10,295	1,627

Local/Express KPIs

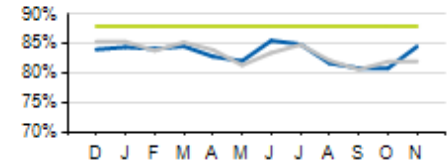
Cost per Passenger: Local



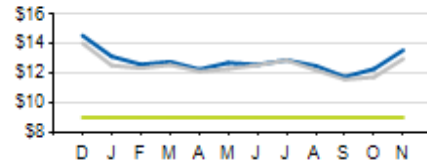
Service Cost Sharing: Local



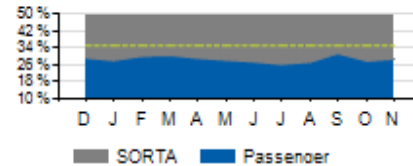
On-Time Performance: Local



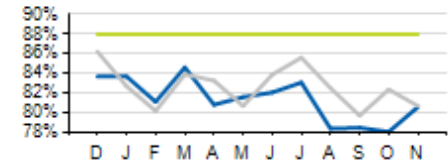
Cost per Passenger: Express



Service Cost Sharing: Express



On-Time Performance: Express



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	\$6.52	\$5.57	+\$0.95
COST PER PASSENGER (EXPRESS)	\$13.57	\$9.00	+\$4.57
COST RECOVERY (LOCAL)	27.7%	28.0%	-0.3%
COST RECOVERY (EXPRESS)	28.7%	35.0%	-6.3%
ON TIME PERFORMANCE (LOCAL)	84.5%	86.5%	-2.0%
ON TIME PERFORMANCE (EXPRESSES)	80.6%	86.5%	-5.9%

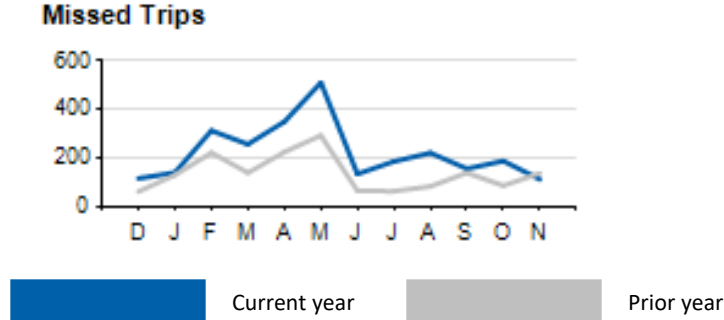
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Current year

Prior year

KPI

Local/Express Missed Trips

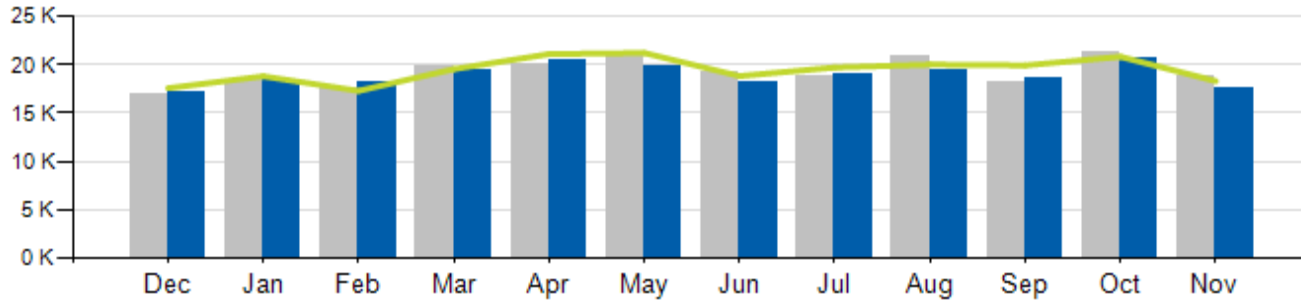


	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	112	60,474	99.8%

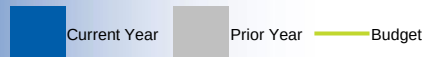
REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	13	11.6%
MECHANICAL ISSUE	26	23.2%
TRAFFIC INCIDENT	20	17.9%
LATE OPERATIONS	32	28.6%
OTHER	21	18.8%

Access Ridership

Total Ridership

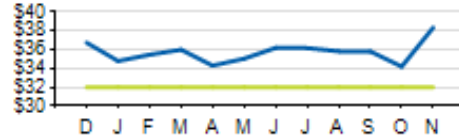


ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2018	VARIANCE (%/#)	
TOTAL	17,571	18,305	-4.0%	-734	18,735	-6.2%	-1,164
WD	16,005				17,326	-7.6%	-1,321
SA	870				710	22.5%	160
SU	696				699	-0.4%	-3.0
YTD	209,530	215,615	-2.8%	-6,085	213,847	-2.0%	-4,317

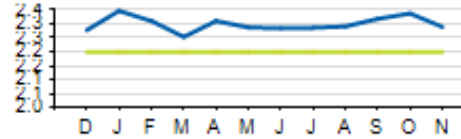


Access KPIs

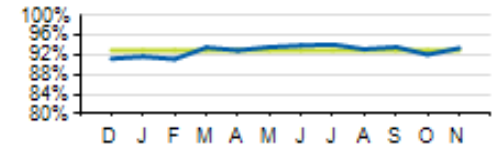
Cost per Passenger



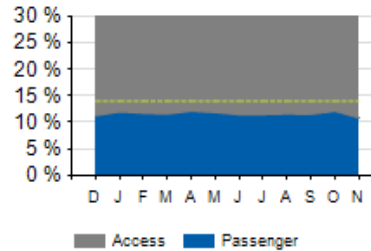
Passengers per Hour



On-Time Performance



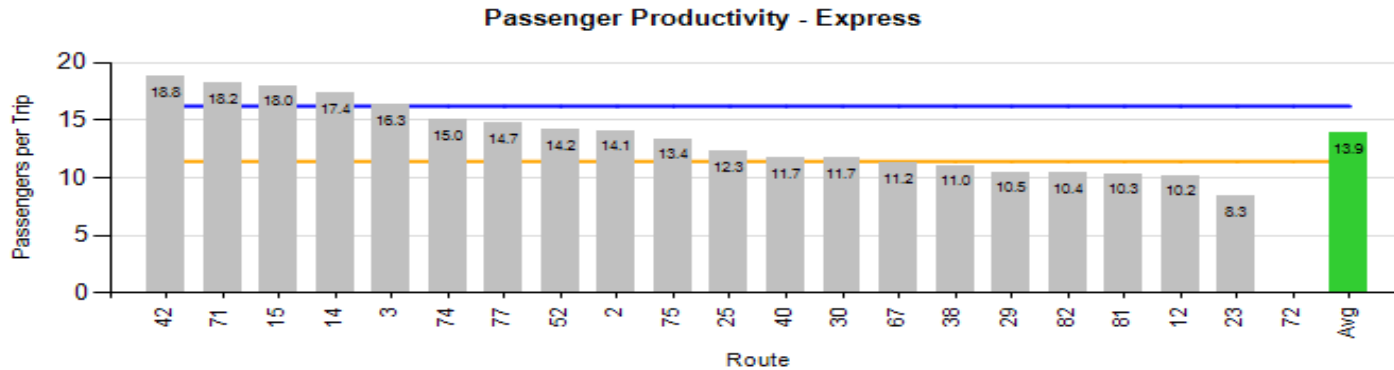
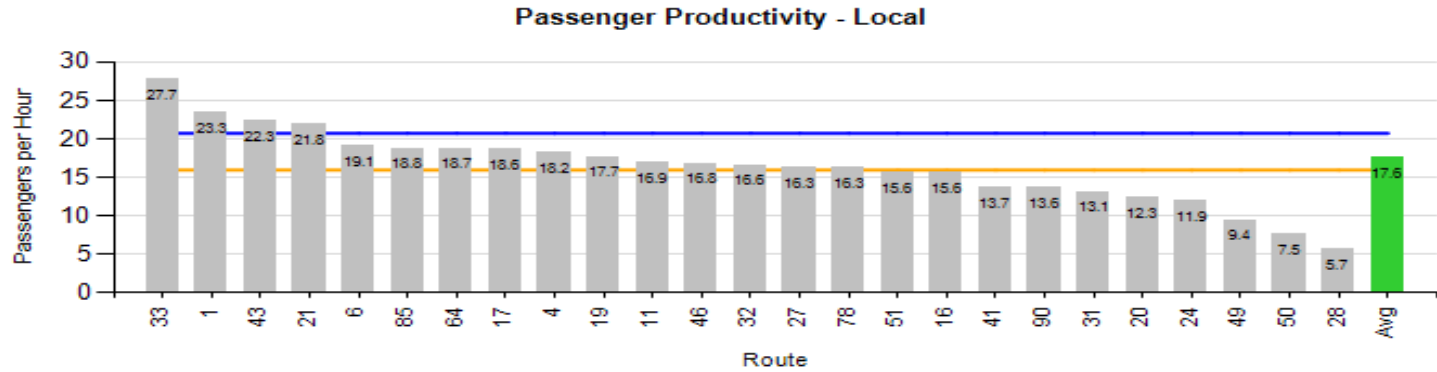
Service Cost Sharing



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	\$38.37	\$32.00	+\$6.37
ON-TIME PERFORMANCE (OTP)	93.4%	93.0%	+0.4%
PASSENGER PER HOUR	2.29%	2.20%	+0.09%
COST RECOVERY	10.8%	14.0%	-3.2%

Monthly Route Performance Measures

Route Passenger KPIs - November



KPI

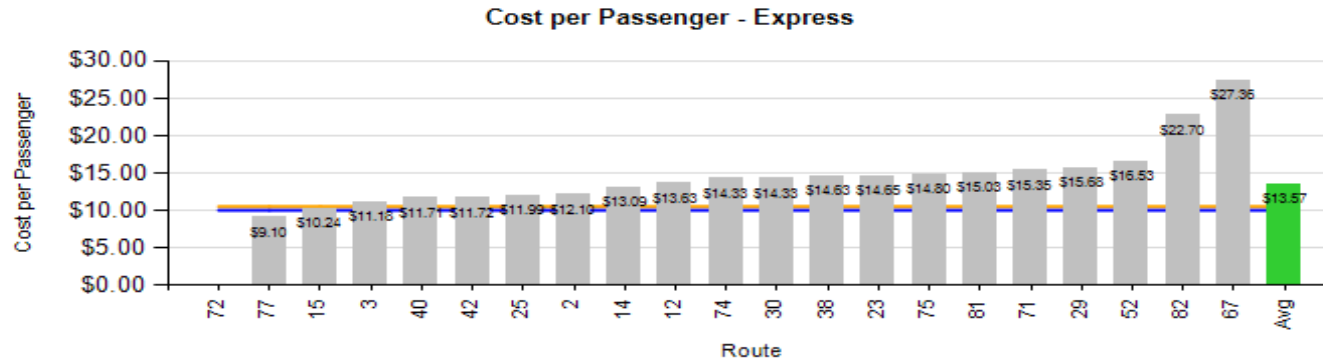
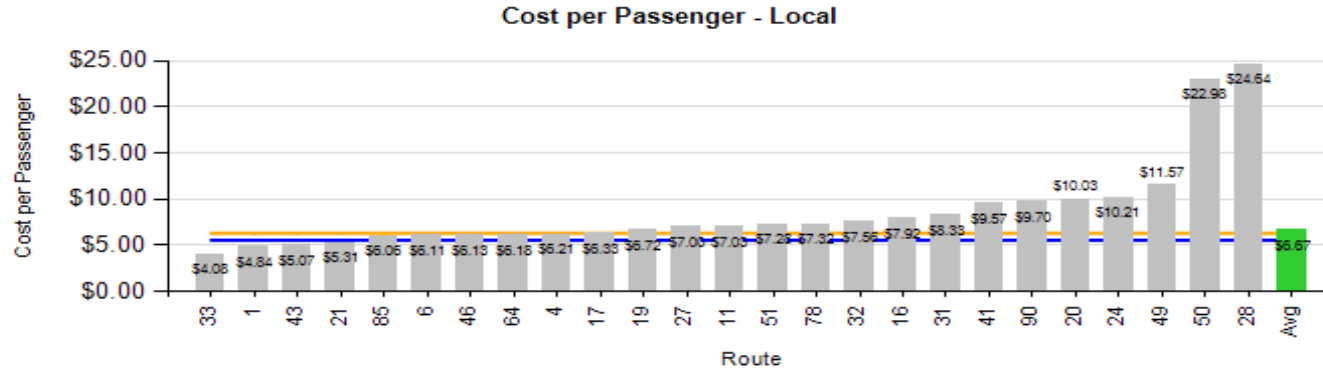
Average

Minimum Standard

Benchmark

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Route Cost KPIs - November



KPI

Average

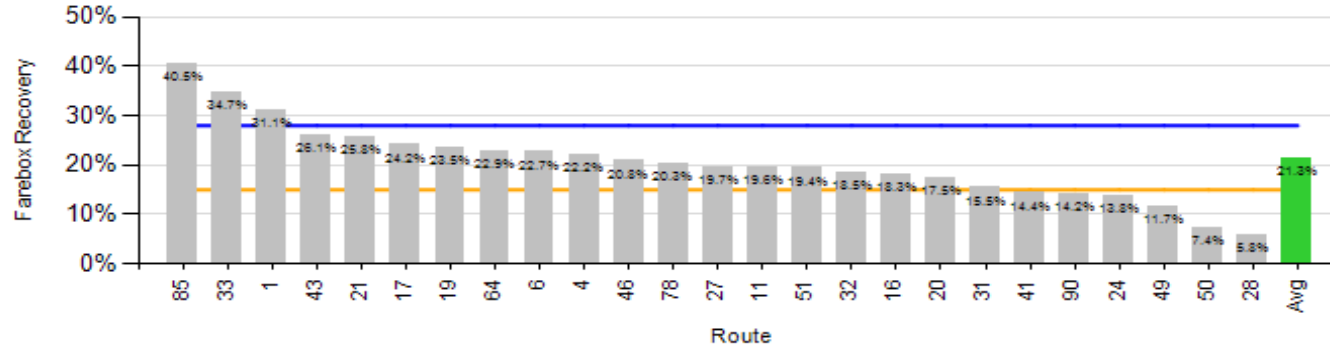
Minimum Standard

Benchmark

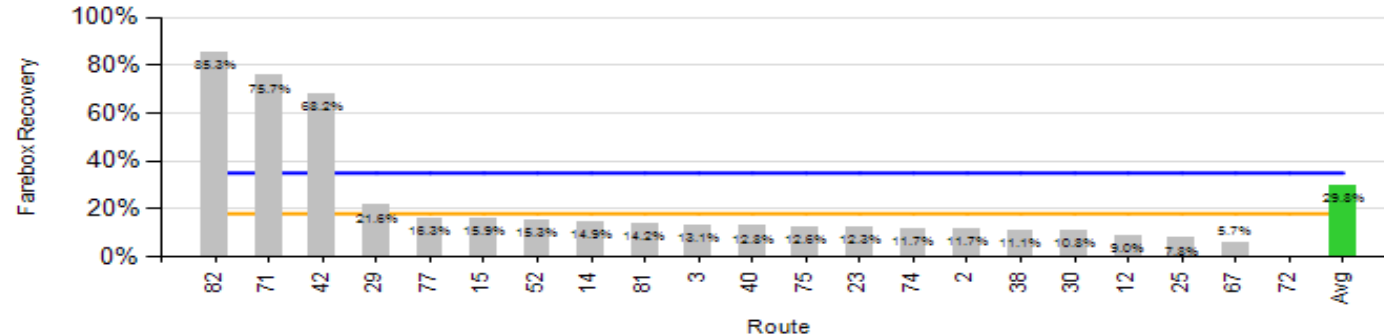
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Route Revenue KPIs - November

Farebox Recovery - Local



Farebox Recovery - Express



KPI

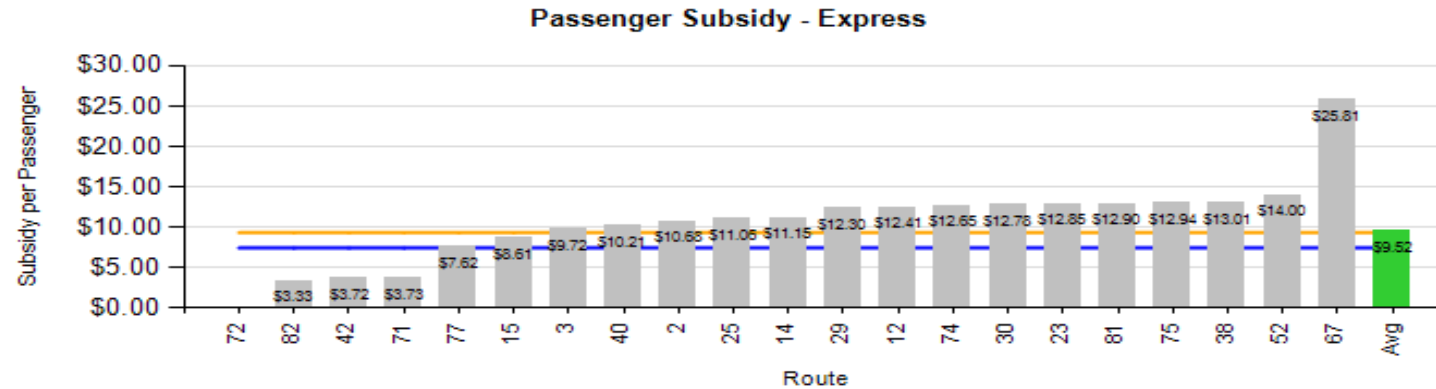
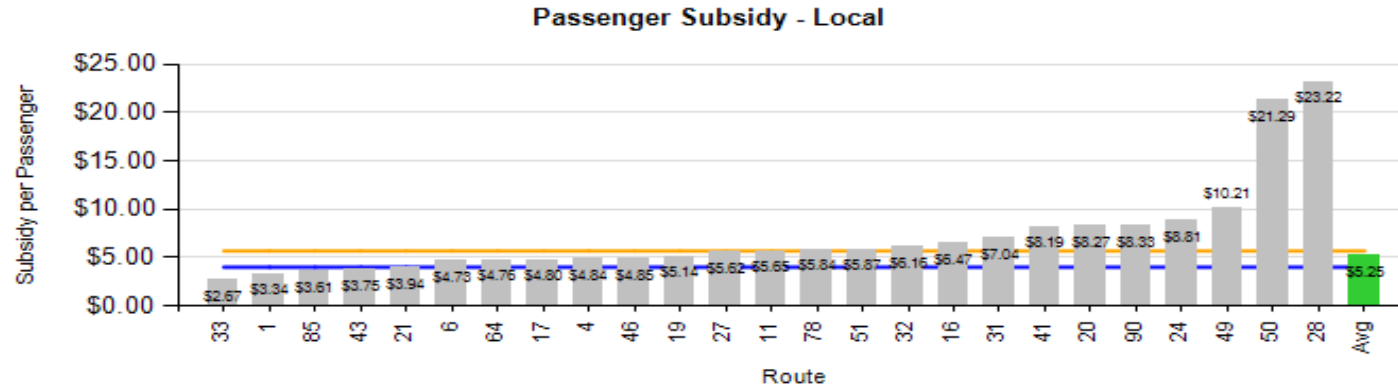
Average

Minimum Standard

Benchmark

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Route Revenue KPIs – November



KPI

Average

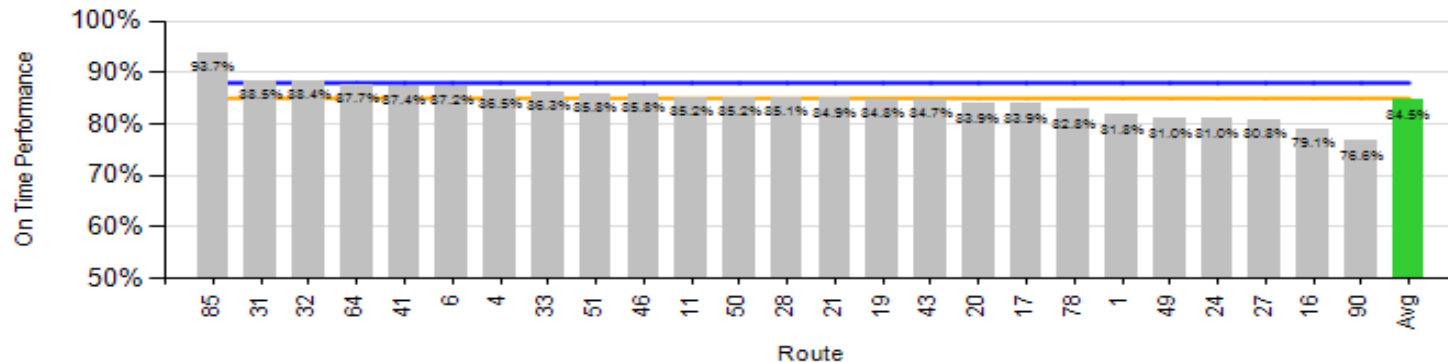
Minimum Standard

Benchmark

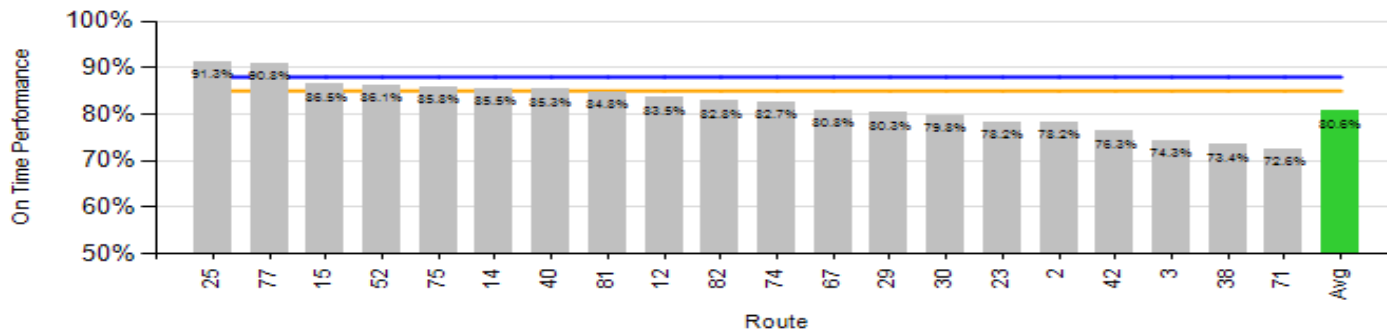
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Route OTP KPI - November

On-Time Performance - Local



On-Time Performance - Express



KPI

Average

Minimum Standard

Benchmark

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