

TRANSIT PERFORMANCE REPORT | Q2 FY2014

Metric	Goal	FY12 Avg	FY13 Avg	FY14 Avg	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013
Overall Performance Statistics																
Percentage of on-time performance ¹	85%	60.1%	59.0%	58.5%	60.5%	59.9%	60.9%	61.4%	60.5%	59.7%	60.0%	59.2%	58.0%	57.4%	57.9%	58.6%
Percentage of transit trips with + 5 min gaps ¹		19.4%	19.3%	18.9%	19.4%	19.7%	17.9%	15.8%	17.1%	17.4%	17.0%	18.6%	20.6%	19.8%	18.6%	19.0%
Percentage of transit trips with + 5 min gaps on Rapid Network ¹	13.9%	18.5%	18.0%	17.9%	17.5%	17.8%	16.3%	15.1%	16.6%	16.8%	16.7%	17.6%	19.1%	18.8%	17.4%	17.7%
Percentage of transit trips with <2 min bunching ¹		3.8%	4.0%	4.3%	3.5%	3.7%	3.7%	3.8%	4.0%	4.9%	3.9%	4.2%	5.0%	4.6%	4.3%	4.0%
Percentage of transit trips with <2 min bunching on Rapid Network ¹	4.0%	5.3%	5.6%	5.9%	4.8%	5.1%	5.1%	5.4%	5.7%	6.7%	5.6%	5.8%	6.5%	6.2%	5.8%	5.4%
Average Number of Missed Runs																
Percentage of service delivered	98.5%	96.6%	96.8%	97.6%	97.8%	96.7%	98.4%	99.2%	97.9%	97.6%	98.0%	96.9%	97.5%	98.2%	98.4%	96.4%
Average Muni system speed (mph)		8.3														
Ridership (rubber tire, average weekday)		490,514	495,311	505,964	467,267	488,616	493,484	501,281	504,740	478,503	483,554	504,439	527,096	517,076	497,653	*
Ridership (Clipper rail station entries, average weekday)					56,154	63,567	63,249	63,715	63,926	62,627	61,907	60,681	58,713	68,591	61,756	58,735
Percentage of bus trips beyond capacity (8 am hour, inbound)		6.4%	7.5%	10.7%	6.6%	7.6%	7.4%	7.0%	6.7%	5.4%	6.4%	8.4%	12.5%	12.8%	13.8%	11.3%
Percentage of bus trips beyond capacity (5 pm hour, outbound)		7.1%	7.7%	11.7%	6.4%	5.9%	7.0%	7.6%	7.3%	7.1%	8.1%	8.9%	11.5%	12.3%	16.7%	13.0%
Maintenance Statistics																
Mean distance between failure (Motor Coach & Trolley)		3,300	3,310	4,021	3,631	3,723	4,170	3,712	3,427	3,771	3,914	3,876	3,735	4,040	4,021	4,661
Mean distance between failure (LRV)		3,137	3,571	2,680	3,927	4,440	3,984	3,655	2,806	2,682	2,714	2,434	2,453	2,710	3,222	*
Mean distance between failure (Historic)		2,055	2,179	2,026	1,958	2,316	1,620	2,530	2,025	1,765	2,211	1,417	2,917	*	*	*
Mean distance between failure (Cable Car)		2,936	3,835	5,044	2,649	2,811	4,814	5,488	4,979	5,336	3,992	5,600	4,797	5,540	4,315	6,850
Full-time equivalent (FTE) vehicle maintenance employees					590	595	632	663	652	638	647	656	643	688	606	640
Vehicles per maintenance employees (FTEs)					1.76	1.74	1.64	1.56	1.59	1.62	1.60	1.58	1.61	1.51	1.71	1.66
Vehicle Availability Statistics																
Number of active vehicles		1,050 ²	1,036 ²	1,063 ²	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,063
Number of chargeable roadcalls		765	672		636	548	562	626	712	624	655	657	639	618 ³	551 ³	378 ⁴
Percentage of weekdays with sufficient vehicles (Motor Coach)		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Percentage of weekdays with sufficient vehicles (Trolley)		41.2%	63.6%	100.0%	52.2%	40.0%	85.7%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Percentage of weekdays with sufficient vehicles (LRV)		47.7%	40.4%	74.2%	30.4%	55.0%	52.4%	9.1%	73.9%	80.0%	87.0%	50.0%	90.5%	87.0%	71.4%	59.1%
Percentage of weekdays with sufficient vehicles (Historic)		65.1%	86.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Percentage of weekdays with sufficient vehicles (Cable Car)		92.2%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Average daily hold count		160	183	166	173	164	189	196	197	181	168	166	178	173	162	151
Long term (30+ days) holds		61	63	54	58	N/A	65	62	64	62	61	51	55	55	49	53
Labor Statistics																
Unscheduled absence rate by employee group (Transit operators)		12.2%	8.6%	9.5%	8.9%	10.3%	8.5%	6.9%	8.3%	9.0%	8.8%	10.0%	8.9%	8.8%	9.1%	10.3%
Service Disruption Statistics																
Line delays greater than 10 minutes (overall)		222	214	177	220	191	207	199	218	200	222	155	182	185	155	160
Est. Maintenance-Related Customer Delay Hours							87,941	130,973	159,890	59,519	111,341	61,561	75,854	103,673	95,025	60,603
Est. Other Operational-Related Customer Delay Hours							23,241	20,932	10,039	20,752	10,283	5,266	36,574	39,435	15,685	14,140
Est. Economic Impact of Maintenance-Related Delays (\$M)							\$2.0	\$4.0	\$4.3	\$1.8	\$3.2	\$2.1	\$2.0	\$3.4	\$2.9	\$1.7
Est. Economic Impact of Other Operational-Related Delays (\$M)							\$0.7	\$0.6	\$0.3	\$0.8	\$0.3	\$0.2	\$1.1	\$1.3	\$0.4	\$0.4

Note: Reported results are subject to change as data quality improves or new data become available.

*Data forthcoming.

¹Due to methodology changes, some FY12 annual average reporting is based on partial year data.

²FY total to-date.

³Figure does not include Historic (F-Line) chargeable roadcalls.

⁴Figure does not include LRV or Historic (F-Line) chargeable roadcalls.

Performance declined compared with same month of previous year
 Performance improved compared with same month of previous year
 Performance equal to same month of previous year