

TRANSIT PERFORMANCE REPORT | Q3 FY2014

Metric	FY12 Avg	FY13 Avg	FY14 Avg	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
Overall Performance Statistics															
Percentage of on-time performance ¹	60.1%	59.0%	59.1%	61.4%	60.5%	59.7%	60.0%	59.2%	58.0%	57.4%	57.9%	58.6%	60.2%	60.4%	60.6%
Percentage of transit trips with + 5 min gaps ¹	19.4%	19.3%	18.8%	15.8%	17.1%	17.4%	17.0%	18.6%	20.6%	19.8%	18.7%	19.0%	19.0%	17.9%	18.1%
Percentage of transit trips with + 5 min gaps on Rapid Network ¹	18.5%	18.0%	17.7%	15.1%	16.6%	16.8%	16.7%	17.6%	19.1%	18.8%	17.5%	17.7%	17.5%	17.0%	17.0%
Percentage of transit trips with <2 min bunching ¹	3.8%	4.0%	4.2%	3.8%	4.0%	4.9%	3.9%	4.2%	5.0%	4.6%	4.4%	4.0%	3.6%	4.2%	4.0%
Percentage of transit trips with <2 min bunching on Rapid Network ¹	5.3%	5.6%	5.7%	5.4%	5.7%	6.7%	5.6%	5.8%	6.5%	6.2%	6.0%	5.4%	4.9%	5.6%	5.4%
Service Delivery Statistics															
Percentage of service delivered	96.6%	96.8%	97.2%	99.2%	97.9%	97.6%	98.0%	96.9%	97.5%	98.2%	98.4%	96.4%	95.8%	96.9%	96.4%
Average Muni system speed (mph)	7.6	7.6													
Ridership (rubber tire, average weekday)	490,514	495,311	502,749	501,281	504,740	478,503	483,554	504,439	527,096	517,076	497,653	482,111	495,529	502,172	515,109
Ridership (Clipper rail station entries, average weekday)				63,715	63,926	62,627	61,907	60,681	58,713	68,591	61,756	58,735	60,639	61,441	63,194
Percentage of bus trips beyond capacity (8 am hour, inbound)	6.4%	7.5%	10.7%	7.0%	6.7%	5.4%	6.4%	8.4%	12.5%	12.8%	13.8%	11.3%	17.5%	18.0%	15.1%
Percentage of bus trips beyond capacity (5 pm hour, outbound)	7.1%	7.7%	11.7%	7.6%	7.3%	7.1%	8.1%	8.9%	11.5%	12.3%	16.7%	13.0%	15.9%	17.0%	12.6%
Maintenance Statistics															
Mean distance between failure (Motor Coach & Trolley)	3,300	3,310	4,341	3,712	3,427	3,771	3,914	3,876	3,735	4,040	4,021	4,661	5,209	4,747	5,675
Mean distance between failure (LRV)	3,137	3,571	2,959	3,655	2,806	2,682	2,714	2,434	2,453	2,710	3,222	3,101	3,562	3,083	4,045
Mean distance between failure (Historic)	2,055	2,179	2,101	2,530	2,025	1,765	2,211	1,417	2,917	1,787	2,653	2,215	1,923	1,682	3,235
Mean distance between failure (Cable Car)	2,936	3,835	4,476	5,488	4,979	5,336	3,992	5,600	4,797	5,540	4,315	6,850	4,307	3,196	3,465
Full-time equivalent(FTE) vehicle maintenance employees				682	670	652	655	663	648	693	610	644	649	679	704
Vehicles per maintenance employees (FTEs)				1.52	1.55	1.59	1.58	1.56	1.60	1.49	1.70	1.65	1.62	1.54	1.49
Vehicle Availability Statistics															
Number of active vehicles	1,050 ²	1,036 ²	1,049 ²	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,063	1,049	1,049	1,049
Number of chargeable roadcalls	765	672	565	626	712	624	655	657	639	642	567	530	466	487	441
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%	50.0%	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 (LRV)	47.7%	40.4%	66.9%	9.1%	73.9%	80.0%	87.0%	50.0%	90.5%	87.0%	71.4%	59.1%	78.3%	55.0%	23.8%
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%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%
Average daily hold count	160	183	162	196	197	181	168	166	178	175	162	151	153	152	157
Long term (30+ days) holds	61	63	54	62	64	62	61	51	55	55	49	53	52	N/A	55
Labor Statistics															
Unscheduled absence rate by employee group (Transit operators)	12.2%	8.6%	9.1%	6.9%	8.3%	9.0%	8.8%	10.0%	8.9%	8.8%	9.1%	10.3%	10.5%	7.4%	8.1%
Service Disruption Statistics															
Line delays greater than 10 minutes (overall)	222	214	174	199	218	200	222	155	182	185	155	160	173	175	159
Est. Maintenance-Related Customer Delay Hours				130,973	159,890	59,519	111,341	61,561	75,854	103,673	95,025	60,603	66,291	64,069	71,079
Est. Other Operational-Related Customer Delay Hours				20,932	10,039	20,752	10,283	5,266	36,574	39,435	15,685	14,140	15,816	34,538	13,290
Est. Economic Impact of Maintenance-Related Delays (\$M)				\$4.0	\$4.3	\$1.8	\$3.2	\$2.1	\$2.0	\$3.4	\$2.9	\$1.7	\$2.0	\$1.8	\$2.3
Est. Economic Impact of Other Operational-Related Delays (\$M)				\$0.6	\$0.3	\$0.8	\$0.3	\$0.2	\$1.1	\$1.3	\$0.4	\$0.4	\$0.5	\$0.8	\$0.3

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

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

²FY total to-date.

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