

TRANSIT PERFORMANCE REPORT | Q4 FY2014

Metric	Goal	FY12 Avg	FY13 Avg	FY14 Avg	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014
Overall Performance Statistics																	
Percentage of on-time performance ^{1,2}	85%	60.1%	59.0%	59.1%	59.7%	60.0%	59.2%	58.0%	57.4%	57.9%	58.6%	60.2%	60.4%	60.6%	59.5%	57.5%	57.2%
Percentage of transit trips with + 5 min gaps ^{1,2}		19.4%	19.3%	18.8%	17.4%	17.0%	18.6%	20.6%	19.8%	18.7%	19.0%	19.0%	17.9%	18.1%	19.3%	21.1%	21.5%
Percentage of transit trips with + 5 min gaps on Rapid Network ^{1,2}	13.9%	18.5%	18.0%	17.7%	16.8%	16.7%	17.6%	19.1%	18.8%	17.5%	17.7%	17.5%	17.0%	17.0%	18.4%	20.8%	21.1%
Percentage of transit trips with <2 min bunching ^{1,2}		3.8%	4.0%	4.2%	4.9%	3.9%	4.2%	5.0%	4.6%	4.4%	4.0%	3.6%	4.2%	4.0%	3.8%	4.1%	3.9%
Percentage of transit trips with <2 min bunching on Rapid Network ^{1,2,3}	4.0%	5.3%	5.6%	5.7%	6.7%	5.6%	5.8%	6.5%	6.2%	6.0%	5.4%	4.9%	5.6%	5.4%	5.3%	5.6%	5.5%
Service Delivery Statistics																	
Percentage of service delivered	98.5%	96.6%	96.8%	97.2%	97.6%	98.0%	96.9%	97.5%	98.2%	98.4%	96.4%	95.8%	96.9%	96.4%	95.6%	94.6%	91.0%
Average Muni system speed (mph)		7.6	7.6														
Ridership (rubber tire, average weekday)		490,514	495,311	504,162	478,503	483,554	504,439	527,096	517,076	497,653	482,111	495,529	502,172	512,759	513,835	515,109	498,616
Ridership (rail station faregate entries, average weekday)		70,423	69,290	68,667	69,497	67,740	68,075	70,375	67,433	57,690	66,251	69,960	75,039	70,031	67,990	75,357	68,066
Percentage of bus trips beyond capacity (8 am hour, inbound)		5.9%	7.4%	6.9%	5.3%	5.5%	7.3%	9.7%	9.0%	6.1%	4.9%	7.8%	6.0%	7.2%	6.3%	5.8%	6.9%
Percentage of bus trips beyond capacity (5 pm hour, outbound)		7.1%	7.2%	6.9%	6.7%	8.0%	7.4%	8.7%	8.0%	7.2%	4.7%	6.6%	6.4%	5.7%	7.2%	7.0%	7.3%
Maintenance Statistics																	
Mean distance between failure (Motor Coach & Trolley)		3,300	3,310	4,632	3,771	3,914	3,876	3,735	4,040	4,021	4,661	5,209	4,747	5,675	5,920	5,881	5,707
Mean distance between failure (LRV)		3,137	3,571	3,164	2,682	2,714	2,434	2,453	2,710	3,222	3,101	3,562	3,083	4,045	3,182	5,450	4,061
Mean distance between failure (Historic)		2,055	2,179	2,045	1,765	2,211	1,417	2,917	1,787	2,653	2,215	1,923	1,682	3,235	2,132	1,795	1,758
Mean distance between failure (Cable Car)		2,936	3,835	4,734	5,336	3,992	5,600	4,797	5,540	4,315	6,850	4,307	3,196	3,465	4,026	9,076	5,770
Monthly full-time equivalent (FTE) vehicle maintenance employees			624	669	652	655	663	648	693	610	644	649	679	688	705	689	699
Vehicles per maintenance employees (FTEs)				1.56	1.59	1.58	1.56	1.60	1.49	1.70	1.65	1.62	1.54	1.52	1.49	1.52	1.50
Vehicle Availability Statistics																	
Number of active vehicles		1,050 ⁴	1,036 ⁴	1,049 ⁴	1,036	1,036	1,036	1,036	1,036	1,036	1,063	1,049	1,049	1,049	1,049	1,049	1,049
Number of chargeable roadcalls		765	672	528	624	655	657	639	642	567	530	466	487	441	454	396	400
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%	100.0%
Percentage of weekdays with sufficient vehicles (Trolley)		41.2%	63.6%	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 (LRV)		47.7%	40.4%	61.7%	80.0%	87.0%	50.0%	90.5%	87.0%	71.4%	59.1%	78.3%	55.0%	23.8%	45.5%	59.1%	33.3%
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%	100.0%
Percentage of weekdays with sufficient vehicles (Cable Car)		92.2%	99.2%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Average daily hold count		160	183	163	181	168	166	178	175	162	151	153	152	157	161	158	172
Long term (30+ days) holds		61	63	53	62	61	51	55	55	49	53	52	N/A	56	53	55	45
Labor Statistics																	
Unscheduled absence rate by employee group (Transit operators)		12.2%	8.6%	9.1%	9.0%	8.8%	10.0%	8.9%	8.8%	9.1%	10.3%	10.5%	7.4%	8.1%	9.3%	9.6%	11.8%
Service Disruption Statistics																	
Line delays greater than 10 minutes (overall)		222	214	176	200	222	155	182	185	155	160	173	175	159	173	178	195
Est. Maintenance-Related Customer Delay Hours				910,058	59,519	111,341	61,561	75,854	103,673	95,025	60,603	66,291	64,069	71,079	70,216	55,392	74,953
Est. Other Operational-Related Customer Delay Hours				240,742	20,752	10,283	5,266	36,574	39,435	15,685	14,140	15,816	34,538	13,290	15,008	18,553	22,154
Est. Economic Impact of Maintenance-Related Delays (\$M)				\$28.9 ⁴	\$1.8	\$3.2	\$2.1	\$2.0	\$3.4	\$2.9	\$1.7	\$2.0	\$1.8	\$2.3	\$1.9	\$1.6	\$2.2
Est. Economic Impact of Other Operational-Related Delays (\$M)				\$6.9 ⁴	\$0.8	\$0.3	\$0.2	\$1.1	\$1.3	\$0.4	\$0.4	\$0.5	\$0.8	\$0.3	\$0.5	\$0.5	\$0.6

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

Metrics such as sick leave and on-time performance were disproportionately impacted in June 2014 due to the Muni operator sick out on June 2-4, 2014.

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

²Due to a NextBus/schedule data syncing issue, results are not available for 6/21/2014-6/30/2014; June 2014 averages reflect data from 6/2/2014-6/20/2014 only.

³<1 min for headway of 5 min or less.

⁴FY 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