

TRANSIT PERFORMANCE REPORT | Q4 FY2013



ID	Metric	Goal	FY12 Avg*	FY13 Avg	FY14 Avg	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	
Overall Performance Statistics																										
2.2.6	Percentage of on-time performance	85%	60.1%	58.9%	60.0%	60.6%	61.0%	61.9%	60.5%	59.8%	58.6%	59.0%	55.6%	56.0%	56.6%	58.9%	58.2%	60.5%	59.8%	60.7%	61.3%	60.4%	59.6%	59.8%	60.1%	
2.2.1	Percentage of transit trips with + 5 min gaps		19.8%	19.5%	17.7%	19.6%	18.2%	19.2%	20.5%	20.6%	20.4%	20.4%	21.4%	20.0%	19.7%	18.1%	20.9%	18.8%	19.1%	17.5%	15.9%	17.3%	17.5%	17.2%	18.3%	
2.2.1	Percentage of transit trips with + 5 min gaps on Rapid Network	13.9%	18.5%	17.6%	17.0%	19.4%	17.6%	17.4%	18.5%	19.0%	19.4%	19.1%	20.3%	19.1%	18.8%	17.0%	19.1%	16.6%	17.0%	15.7%	15.2%	16.8%	16.9%	16.9%	17.2%	
2.2.1	Percentage of transit trips with <2 min bunching		4.8%	4.1%	4.0%	3.7%	3.8%	3.5%	3.8%	3.8%	3.8%	3.7%	4.5%	4.4%	4.5%	3.7%	3.8%	3.5%	3.7%	3.7%	3.9%	4.0%	4.1%	4.1%	4.0%	
2.2.1	Percentage of transit trips with <2 min bunching on Rapid Network	4.0%	5.3%	5.5%	5.7%	5.3%	5.3%	4.8%	5.2%	5.3%	5.4%	5.3%	6.3%	6.0%	6.2%	5.1%	5.2%	4.8%	5.1%	5.1%	5.4%	5.7%	5.9%	5.9%	5.8%	
Average Number of Missed Runs																										
Available Fall 2013																										
2.2.3	Percentage of service delivered	98.5%	96.6%	96.8%	97.5%	96.7%	98.4%	96.8%	95.1%	95.3%	95.4%	95.3%	94.0%	95.7%	96.2%	96.7%	96.0%	97.8%	96.7%	98.4%	99.2%	97.9%	97.6%	98.0%	96.9%	
2.2.5	Average Muni System Speed (mph)		8.3								8.3															
2.2.11	Ridership (rubber tire, average weekday)		490,514	495,311	493,997	473,146	496,294	481,998	504,555	504,632	488,692	486,497	505,630	517,674	515,379	484,545	500,121	467,267	488,616	493,484	501,281	504,740	478,503	483,554	504,439	
2.2.11	Ridership (Clipper rail station entries, average weekday)																	56,151	63,561	63,176	63,715	61,926	62,627	64,720	60,681	
2.2.7	Percentage of bus trips beyond capacity (8 am hour, inbound)		6.4%	7.5%	7.4%	5.6%	6.2%	6.9%	5.9%	7.1%	7.0%	7.5%	7.7%	8.5%	9.4%	7.8%	7.1%	6.6%	7.6%	7.4%	7.0%	6.7%	5.4%	6.4%	8.4%	
2.2.7	Percentage of bus trips beyond capacity (5 pm hour, outbound)		7.1%	7.7%	8.5%	5.9%	7.0%	6.0%	8.2%	7.8%	8.4%	7.7%	10.1%	8.5%	8.9%	6.7%	8.0%	6.4%	5.9%	7.0%	7.6%	7.3%	7.1%	8.1%	8.9%	
Maintenance Statistics																										
2.2.8	Mean distance between failure (Motor Coach & Trolley)		3,300	3,310	3,895	2,707	2,883	2,683	2,952	3,230	2,998	2,820	3,087	2,815	2,877	3,071	3,197	3,631	3,723	4,170	3,712	3,427	3,771	3,921	3,854	
2.2.8	Mean distance between failure (LRV)		3,137	3,571	2,714	2,816	2,594	3,063	3,765	3,914	3,097	4,211	3,358	3,657	3,660	3,910	3,167	3,927	4,440	3,984	3,655	2,806	2,682	2,714		
2.2.8	Mean distance between failure (Historic)		2,055	2,224		2,290	1,041	1,896	1,749	1,644	2,767	2,454	6,566	2,200	2,144	1,990	1,891	1,958	2,316	1,620	2,530	2,025				
2.2.8	Mean distance between failure (Cable Car)		2,936	3,735		3,852	3,379	2,307	2,529	6,503	5,419	4,571	6,202	4,248	2,386	4,244	2,624	2,649	2,811	4,814	5,488	4,979				
	Full-time equivalent(FTE) vehicle maintenance employees													585	640	554	572	612	615	652	681	669	652	655	672	
	Vehicles per maintenance employees (FTEs)													1.79	1.64	1.89	1.81	1.69	1.68	1.59	1.52	1.55	1.59	1.58	1.54	
Vehicle Availability Statistics																										
	Number of active vehicles		1,050	1,050		1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,048	1,048	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,036	1,036	
	Number of chargeable roadcalls		765	673		827	788	835	724	696	722	751	702	734	789	692	689	636	548	562	626	712	595**	629**	461***	
	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%	100.0%	100.0%	100.0%	
	Percentage of weekdays with sufficient vehicles (Trolley)		41.2%	56.3%					66.7%	52.2%	4.8%	0.0%	60.9%	45.0%	95.7%	95.5%	38.1%	52.2%	40.0%	85.7%	50.0%	100.0%	100.0%	100.0%	100.0%	
	Percentage of weekdays with sufficient vehicles (LRV)		47.7%	33.1%					9.5%	47.8%	85.7%	40.9%	8.7%	55.0%	47.8%	31.8%	0.0%	30.4%	55.0%	52.4%	9.1%	73.9%	80.0%	87.0%	50.0%	
	Percentage of weekdays with sufficient vehicles (Historic)		65.1%	84.2%					57.1%	47.8%	90.5%	31.8%	30.4%	80.0%	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%	99.0%					90.5%	95.7%	90.5%	100.0%	100.0%	95.0%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Average daily hold count		196	179								196	193	200	167	173	169	173	164	189	196	197	181	168	166	
	Long term (30+ days) holds			62								71	69	66	64	57	55	58	56	65	62	64	62	61	51	
Labor Statistics																										
4.3.3	Unscheduled absence rate by employee group (Transit operators)		12.2%	8.6%	9.4%	8.2%	7.2%	7.7%	9.5%	9.8%	9.9%	9.4%	10.5%	9.3%	6.6%	7.0%	9.0%	8.9%	10.3%	8.5%	6.9%	8.3%	9.0%	8.8%	10.0%	
Service Disruption Statistics																										
	Line delays greater than 10 minutes (overall)		216	215		198	204	247	242	225	214	209	250	197	230	229	222	220	191	207	199	218	200	222	140	
	Est. Maintenance-Related Customer Delay Hours																				130,973	151,769	55,750	110,033	54,480	
	Est. Other Operational-Related Customer Delay Hours																				20,932	22,272	23,095	8,559	6,246	
	Est. Economic Impact of Maintenance-Related Delays (\$M)																				\$4.0	\$4.1	\$1.6	\$2.9	\$1.7	
	Est. Economic Impact of Other Operational-Related Delays (\$M)																				\$0.6	\$0.5	\$0.8	\$0.2	\$0.2	

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

**Figure does not include Cable Car or Historic chargeable roadcalls.

***Figure does not include LRV, Cable Car or Historic 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