

KEY PERFORMANCE INDICATORS

FY 2007 Preliminary Annual Transit Operations Performance Report

	FY 2004 Annual	FY 2005 Annual	FY 2006 Annual	FY 2007 Preliminary Annual	FY 2007 Goals
FAREBOX RECOVERY FACTORS					
Farebox Recovery Ratio	13.4%	14.0%	13.9%	13.8%	13.4%
Operating Cost per Total Hour	\$156.47	\$158.79	\$166.83	\$170.12	\$173.76
Average Fare per Boarding	\$0.798	\$0.865	\$0.875	\$0.839	\$0.860
Boardings per Total Hour	26.3	25.7	26.4	27.8	27.1
SYSTEM (Bus & Light Rail)					
Total Boarding Riders (in millions)	38.37	37.08	39.22	41.99	40.82
Average Weekday Boarding Riders	123,224	118,553	126,103	135,101	131,900
Percent of Scheduled Service Operated	99.35%	99.39%	99.38%	99.49%	99.30%
Miles Between Major Mechanical Schedule Loss	6,493	6,702	5,877	6,097	6,475
Miles Between Chargeable Accidents	272,247	215,416	189,258	152,744	175,000
Passenger Concerns per 100,000 Boardings	8.09	8.72	10.20	10.60	7.90
BUS OPERATIONS					
Total Boarding Riders (in millions)	32.90	30.30	30.94	31.65	30.81
Average Weekday Boarding Riders	105,588	97,117	99,966	102,123	99,400
Boardings per Total Hour	24.2	22.8	23.0	23.2	22.6
Percent of Scheduled Service Operated	99.30%	99.34%	99.33%	99.44%	99.25%
Miles Between Major Mechanical Schedule Loss	6,192	6,260	5,394	5,590	6,000
Miles Between Chargeable Accidents	263,126	198,469	169,725	137,542	160,000
On-time Performance	96.6%	94.0%	90.3%	89.7%	95.0%
Operator Personal Time-off	10.8%	8.3%	7.7%	7.1%	10.0%
Maintenance Personal Time-off	11.8%	9.4%	7.8%	7.9%	8.0%
Passenger Concerns per 100,000 Boardings	8.94	10.01	12.00	13.10	9.00
LIGHT RAIL OPERATIONS					
Total Boarding Riders (in millions)	5.47	6.78	8.28	10.34	10.01
Average Weekday Boarding Riders	17,636	21,436	26,137	32,978	32,500
Boardings per Total Hour	55.3	59.1	59.8	71.9	69.0
Percent of Scheduled Service Operated	99.94%	99.93%	99.94%	99.95%	99.90%
Miles Between Major Mechanical Schedule Loss	17,027	24,646	26,615	25,817	40,000
Miles Between Chargeable Accidents	488,109	1,774,543	2,129,189	2,220,230	2,220,230
On-time Performance	95.6%	96.7%	92.0%	90.0%	95.0%
Operator Personal Time-off	9.2%	7.5%	6.8%	6.8%	10.0%
Maintenance Personal Time-off	10.6%	7.2%	7.2%	7.9%	8.0%
Way, Power, & Signal Personal Time-off	5.8%	6.4%	7.1%	5.2%	8.0%
Passenger Concerns per 100,000 Boardings	2.81	2.95	3.50	2.80	3.00
PARATRANSIT					
Passengers per Revenue Hour	2.30	2.30	2.31	2.31	2.30
Net Cost per Passenger	\$27.26	\$25.64	\$25.52	\$25.39	\$27.00