



# Mass Transit Board – February 5<sup>th</sup>, 2019

## Fixed Route Report

For 1<sup>st</sup> Quarter FY 2019

### Strategic Goal

Set the Standard for Sound Governance  
and Fiscal Management

Sun Metro



# Fixed Route Performance Indicators FY19 – November 2018

For 1<sup>st</sup> Quarter FY 2019

Nov-18							
FIXED-ROUTE RIDERSHIP	FY 2019		FY 2018		ACTUAL FY 2018	GOAL FY 2019	PROJECTED FY 19 GOAL
	Month	YTD	Month	YTD			
Total (in thousands)	1,057	3,238	1,120	3,437	13,079	13,500	13,500
Passengers per Hour	25.4	25.6	23.1	23.6	27.5	28.00	28.0
Farebox Recovery Ratio	12.29%	16.89%	14.28%	18.07%	15.17%	17.00%	17.00%
<b>AFFORDABILITY</b>							
Cost per Trip	\$4.78	\$3.45	\$3.95	\$3.18	\$3.77	\$3.00	\$3.00
Comparing fares- Full Fare	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
<b>SAFETY</b>							
Collisions per 100,000 Miles	2.3	2.0	2.4	1.8	1.8	1.75	1.8
Worker's Comp Claims per 100 Employees	1.7	5.6	0.8	0.8	1.6	1.3	120.0
<b>MAINTENANCE</b>							
Preventative Maintenance	100.0%	99.7%	99.0%	99.7%	99.8%	99.0%	99.0%
Road Calls	7	19	5	23	97	120	120
<b>CUSTOMER SATISFACTION</b>							
On-Time	92.0%	92.8%	93.0%	93.7%	93.9%	95.0%	95.0%
Missed Service	0.06%	0.05%	0.05%	0.05%	0.05%	0.10%	0.10%
Detailed Bus Cleanings per Month	136	408	140	419	1,675	2,000	2,000
Customer Complaints per 100,000 Passengers	17	17	14	14	16	10	10
Shelters / Bus Stops (536/2,837)	18.89%	18.89%	18.89%	18.89%	18.89%	19.50%	19.50%