



Mass Transit Board – Nov 13, 2018

Fixed Route Report

For 4th Quarter 2018

Strategic Goal

Set the Standard for Sound Governance
and Fiscal Management

Sun Metro



Fixed Route Performance Indicators

4th Quarter FY18

Period ending August 31, 2018

Aug-18							
FIXED-ROUTE RIDERSHIP	FY 2018		FY 2017		ACTUAL FY 2017	GOAL FY 2018	PROJECTED FY 18 GOAL
	Month	YTD	Month	YTD			
Total (in thousands)	1,136	13,079	1,135	13,766	13,766	14,500	14,500
Passengers per Hour	23.4	27.5	23.4	23.5	23.5	25.00	25.0
Farebox Recovery Ratio	19.45%	15.17%	15.48%	16.39%	15.61%	17.00%	17.00%
AFFORDABILITY							
Cost per Trip	\$3.13	\$3.77	\$3.71	\$3.41	\$3.58	\$3.25	\$3.25
Comparing fares- Full Fare	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
SAFETY							
Collisions per 100,000 Miles	2.2	1.8	1.5	1.8	1.8	1.75	1.8
Worker's Comp Claims per 100 Employees	3.3	1.6	1.1	1.1	1.1	1.3	120.0
MAINTENANCE							
Preventative Maintenance	99.0%	99.8%	100.0%	98.0%	98.0%	99.0%	99.0%
Road Calls	9	97	8	113	105	120	120
CUSTOMER SATISFACTION							
On-Time	95.0%	93.9%	94.0%	92.0%	92.0%	93.0%	93.0%
Missed Service	0.05%	0.05%	0.04%	0.04%	0.04%	0.10%	0.10%
Detailed Bus Cleanings per Month	145	1,675	138	2,758	2,758	3,000	3,000
Customer Complaints per 100,000 Passengers	19	16	21	13	13	10	10
Shelters / Bus Stops (536/2,837)	18.89%	18.89%	18.89%	18.89%	18.89%	19.50%	19.50%