Chart 1 – On-Time Performance
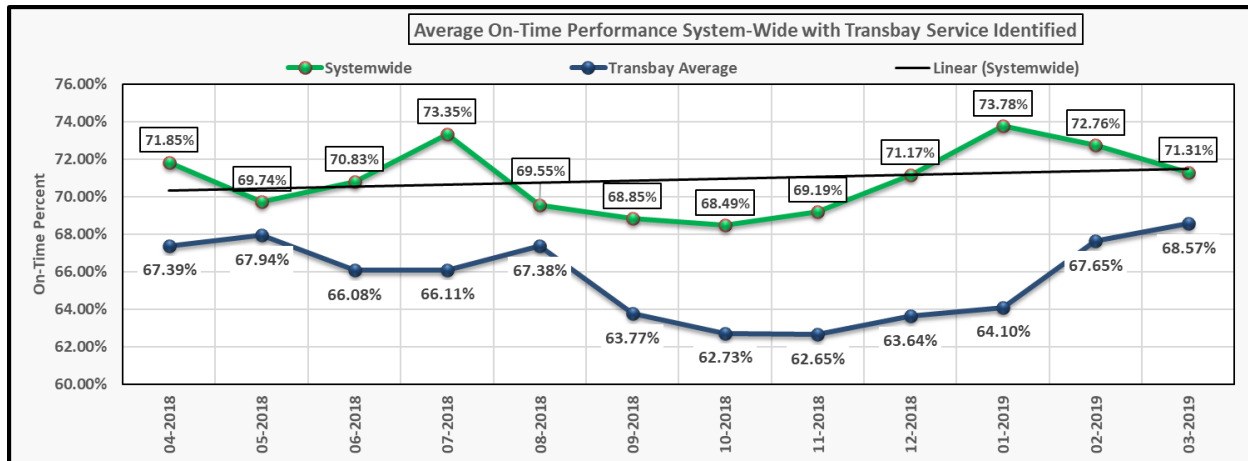
Average On-Time Performance System-Wide with Transbay Service Identified

— Systemwide   — Transbay Average   — Linear (Systemwide)

Month	Systemwide	Transbay Average
04-2018	71.85%	67.39%
05-2018	69.74%	67.94%
06-2018	70.83%	66.08%
07-2018	73.35%	66.11%
08-2018	69.55%	67.38%
09-2018	68.85%	63.77%
10-2018	68.49%	62.73%
11-2018	69.19%	62.65%
12-2018	71.17%	63.64%
01-2019	73.78%	64.10%
02-2019	72.76%	67.65%
03-2019	71.31%	68.57%

Chart 2 – Ridership

Average Ridership System-Wide with Transbay Service Identified

— System Wide Weekday - All   — System Wide Weekday - Transbay Only   — Linear (System Wide Weekday - All)

Month	System Wide Weekday - All	System Wide Weekday - Transbay Only
04-2018	173,422	18,793
05-2018	167,272	17,207
06-2018	159,647	17,514
07-2018	159,855	19,032
08-2018	175,837	19,945
09-2018	196,282	21,345
10-2018	198,317	20,361
11-2018	177,120	18,765
12-2018	164,501	16,349
01-2019	174,807	19,362
02-2019	181,807	19,732
03-2019	184,909	20,158

Chart 3 – Log-On Rate

System-Wide Log On Rate

— Systemwide   — Linear (Systemwide)

Month	Systemwide
04-2018	94.93%
05-2018	93.46%
06-2018	93.99%
07-2018	93.98%
08-2018	93.73%
09-2018	94.03%
10-2018	93.72%
11-2018	93.97%
12-2018	95.05%
01-2019	96.16%
02-2019	96.72%
03-2019	96.97%

Chart 4– Scheduled Operator Unavailability

System-Wide Scheduled Operator Unavailability Percent

- Systemwide
- Linear (Systemwide)

Month	Percent
04-2018	5.91%
05-2018	9.27%
06-2018	8.05%
07-2018	11.40%
08-2018	8.35%
09-2018	9.89%
10-2018	6.65%
11-2018	11.68%
12-2018	10.70%
01-2019	11.82%
02-2019	9.65%
03-2019	6.82%
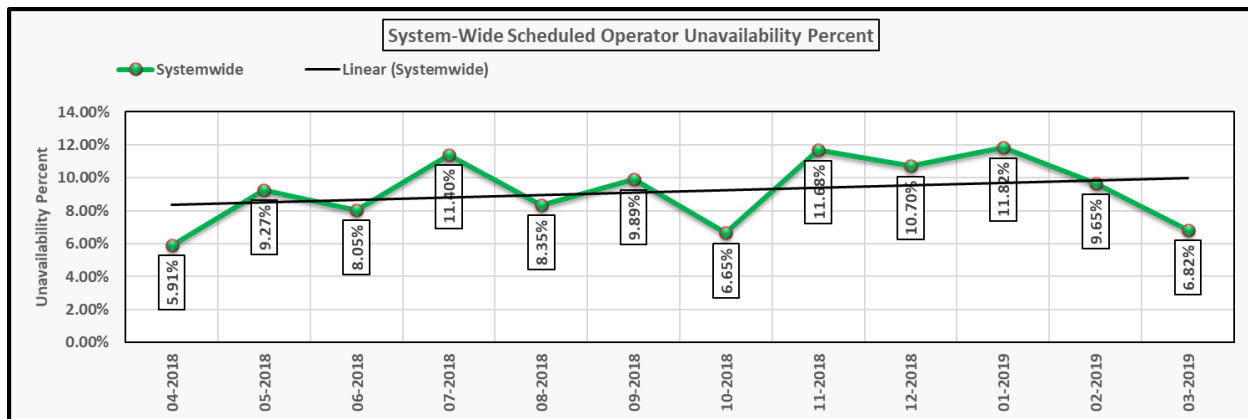
Chart 5 - Unscheduled Operator Unavailability

System-Wide Unscheduled Operator Unavailability Percent

- Systemwide
- Linear (Systemwide)

Month	Percent
04-2018	17.35%
05-2018	17.45%
06-2018	18.31%
07-2018	18.64%
08-2018	19.10%
09-2018	19.58%
10-2018	20.25%
11-2018	20.06%
12-2018	19.63%
01-2019	16.56%
02-2019	17.95%
03-2019	19.83%
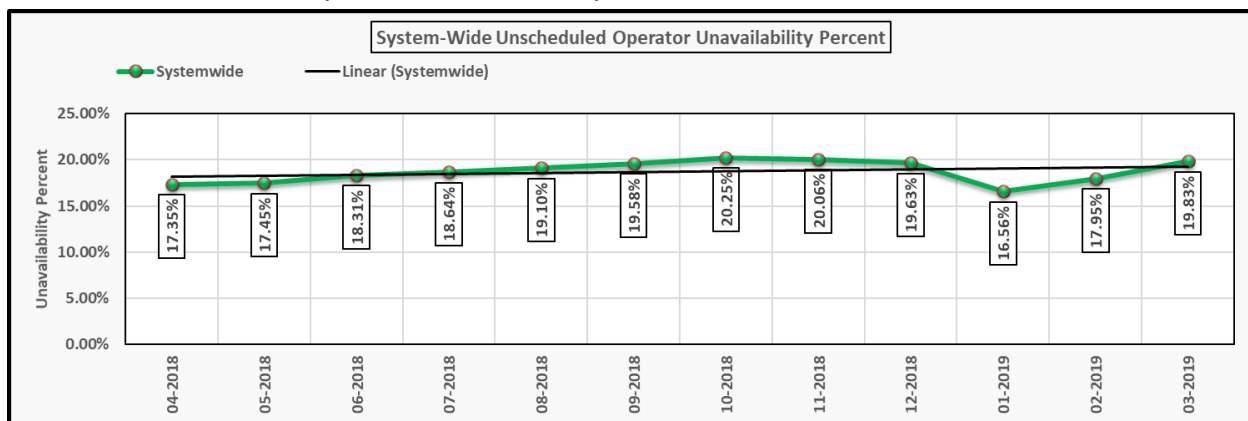
Chart 6 – Passenger Accidents

System-Wide Passenger Falls Accident Rate

- Systemwide
- Linear (Systemwide)

Month	Accident Rate/100K Miles
04-2018	2.76
05-2018	2.67
06-2018	2.49
07-2018	2.63
08-2018	2.49
09-2018	2.50
10-2018	2.31
11-2018	2.89
12-2018	2.71
01-2019	2.45
02-2019	2.76
03-2019	2.66
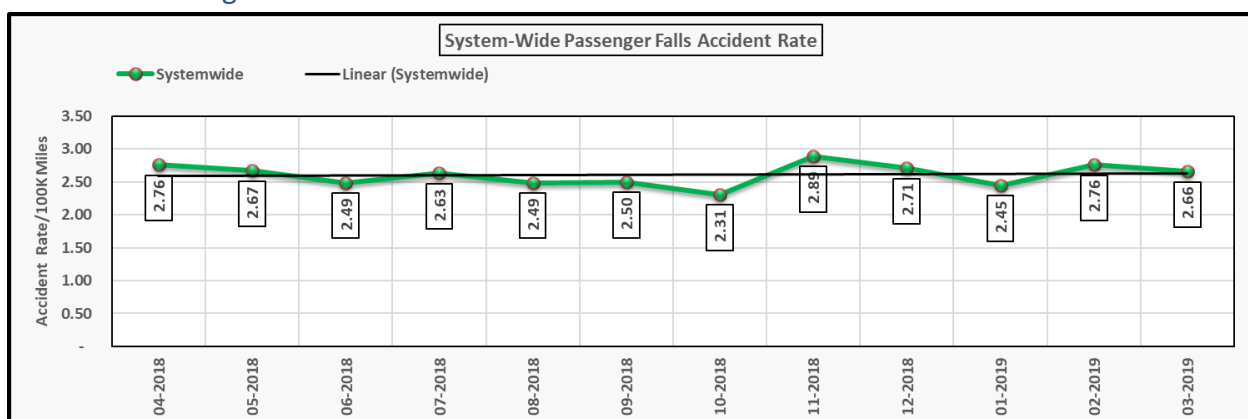
Chart 7 – Vehicle Accidents

System-Wide Vehicle Accident Rate

Legend: ● Systemwide   — Linear (Systemwide)

Accident Rate/100K Miles

Month	Value
04-2018	5.07
05-2018	4.42
06-2018	5.43
07-2018	3.69
08-2018	3.47
09-2018	4.12
10-2018	5.00
11-2018	3.54
12-2018	4.54
01-2019	4.64
02-2019	4.76
03-2019	4.76
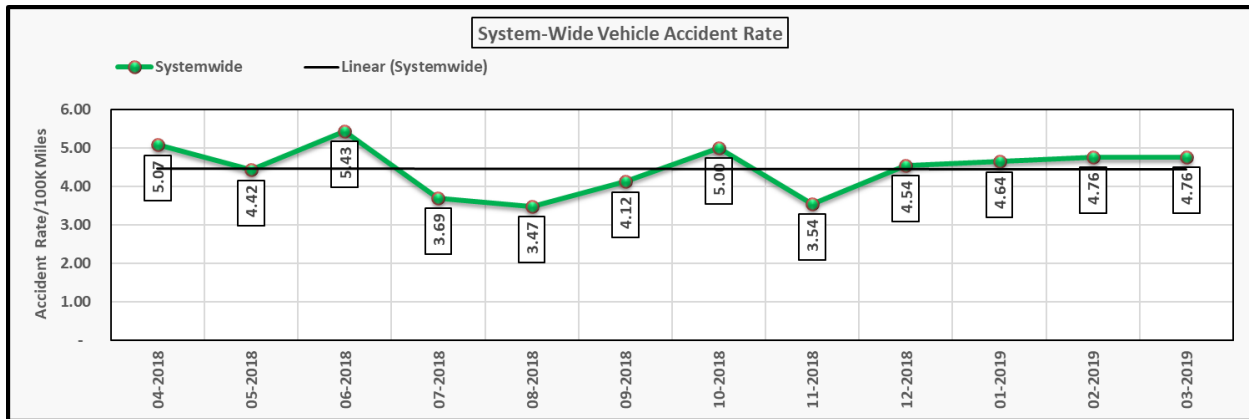
Chart 8 – Miles Between Road Calls

System-Wide Miles Between Chargeable Road Calls

Legend: ● Systemwide Average   — Linear (Systemwide Average)

Miles Between Chargeable Road Calls

Month	Value
04-2018	5,002
05-2018	5,852
06-2018	6,211
07-2018	6,934
08-2018	6,601
09-2018	7,242
10-2018	6,379
11-2018	7,186
12-2018	6,999
01-2019	6,339
02-2019	6,243
03-2019	6,272
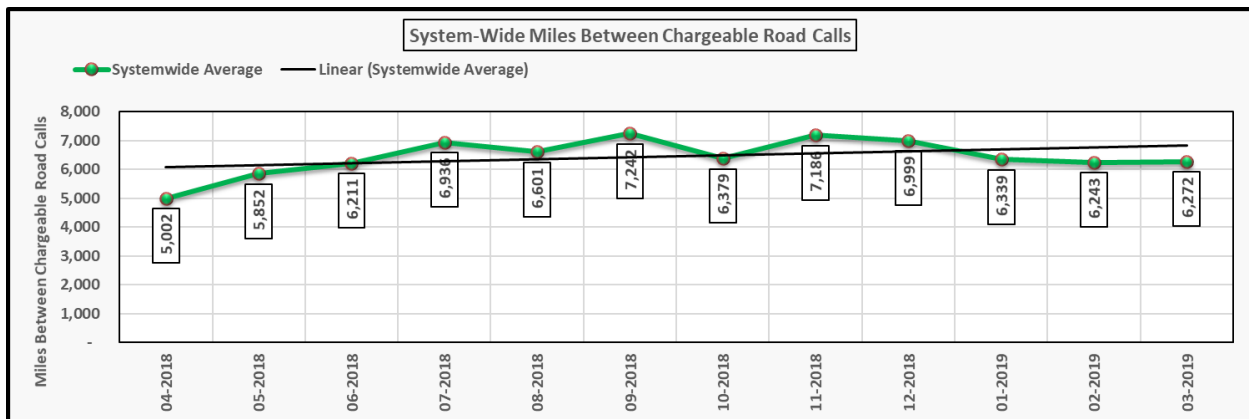
Chart 9 – Overall Bus Cleanliness

System-Wide Overall Bus Cleanliness

Legend: ● Systemwide Average   — Linear (Systemwide Average)

Cleanliness Rate

Month	Value
04-2018	7.93
05-2018	8.04
06-2018	7.99
07-2018	8.11
08-2018	7.98
09-2018	7.87
10-2018	7.74
11-2018	7.77
12-2018	7.78
01-2019	7.69
02-2019	7.91
03-2019	7.91
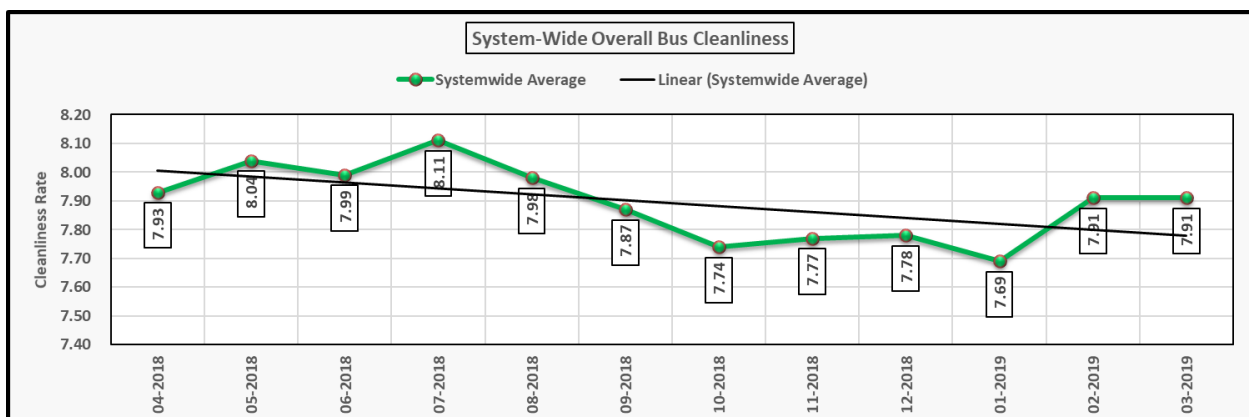
Chart 10 – Customer Complaint Rate
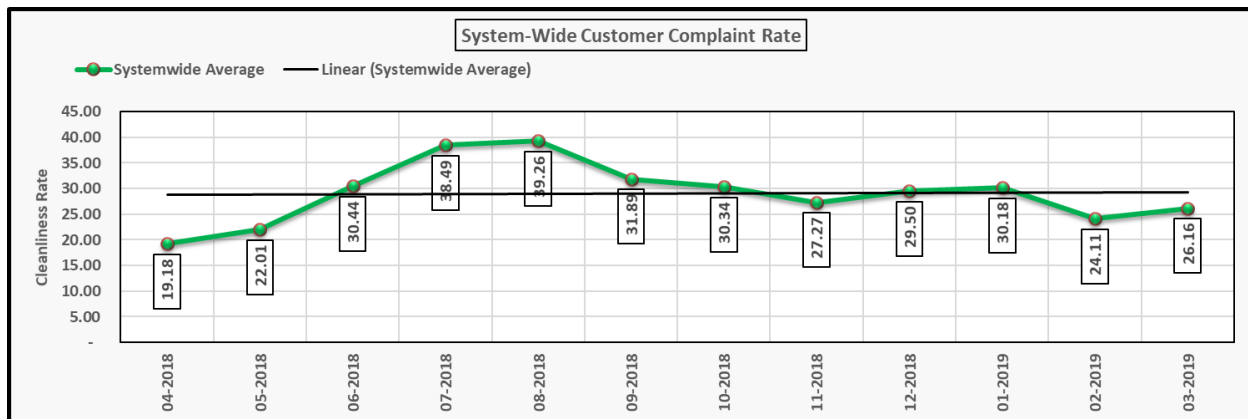
Chart 11 – Quarterly Revenue

	January	February	March
Total Revenue	$213,704.60	$286,920	$285,304.20
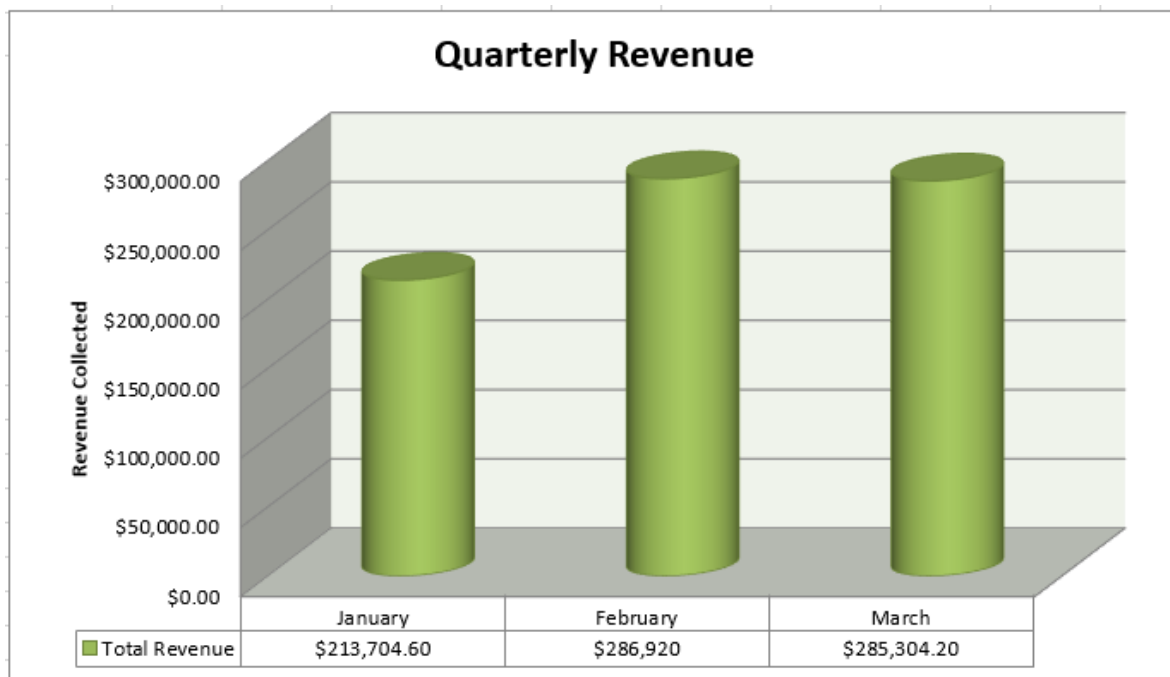
Chart 12 – Passes Sold in the Quarter

AC Transit Passes Quarterly Sales

	Adult 10 Ride	Y/S/D 10 Ride	1 - Day Adult Pass	1 - Day Y/S/D Pass	1 Ride Pass (Adult)	1 Ride Pass (Y/S/D)	Adult 31 Day Ticket	Youth 31 Day Ticket	SR / Dis Pass
January	1	83	4280	980	2780	6300	356	1101	790
February	112	598	2300	1080	4620	3520	825	1767	722
March	1257	1351	3060	2000	8080	9980	378	3054	530
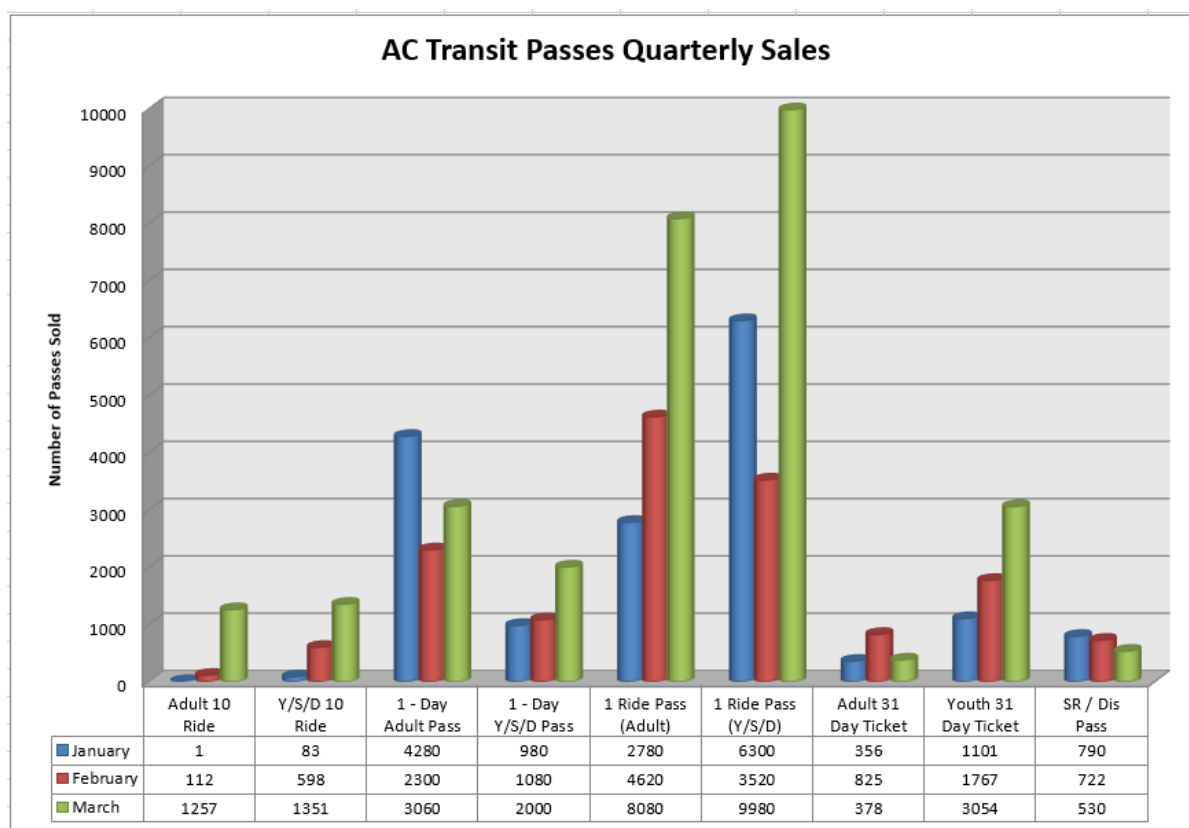
Table 1 – Call Distribution

CALL DISTRIBUTION	Jan-19	Feb-19	Mar-19
Travel Information	29.32%	26.91%	22.99%
Trip Planning	25.41%	24.39%	25.79%
Complaint / Commendation	20.57%	17.13%	17.66%
Other	1.28%	1.49%	1.55%
No Answer	2.37%	3.25%	2.29%

Table 2 –Call Statistics

CALL STATISTICS	Jan-19	Feb-19	Mar-19
Calls Accepted	4,074	3,495	4,219
Calls Answered	3,976	3,426	4,113
Avg Call Time (Minutes)	3:44	3:50	4:00
Calls Answered w/in 20 seconds	85.31%	84.33%	81.08%
Calls Answered w/in 180 seconds	97.89%	98.86%	97.76%
Calls Abandoned	2.41%	1.97%	2.51%
Total Call Minutes	15,462	13,640	15,881
Average Speed of Answer (seconds)	0:17	0:15	0:21