Key Performance Indicators for Operations

Chart 1 – On-Time Performance
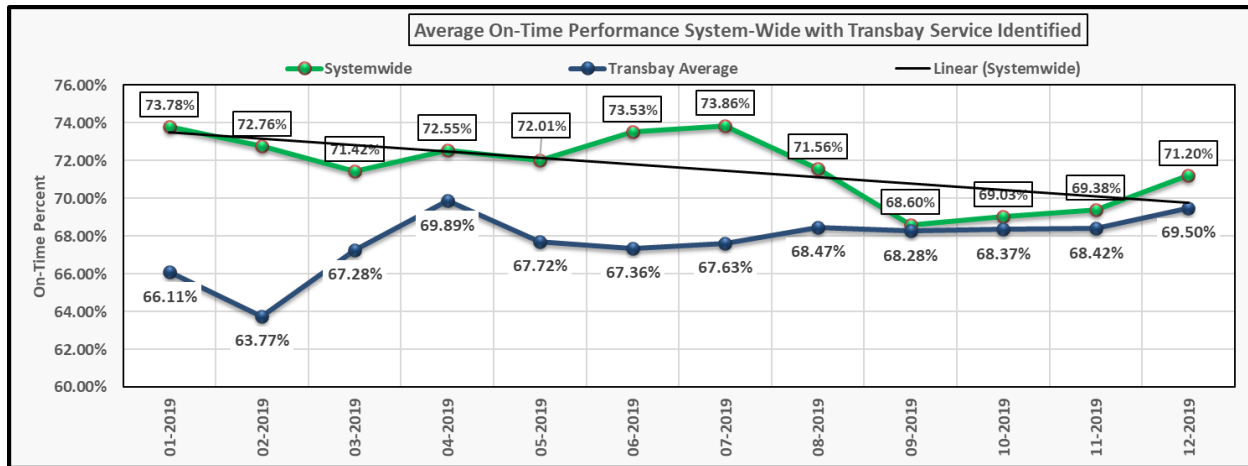

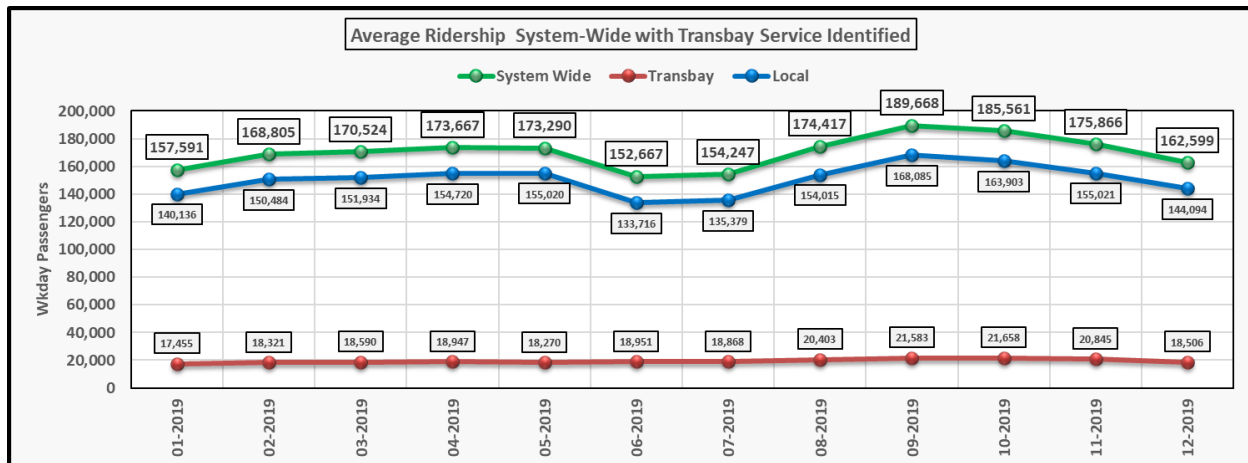Average On-Time Performance System-Wide with Transbay Service Identified

- Systemwide
- Transbay Average
- Linear (Systemwide)

Month	Systemwide	Transbay Average
01-2019	73.78%	66.11%
02-2019	72.76%	63.77%
03-2019	71.42%	67.28%
04-2019	72.55%	69.89%
05-2019	72.01%	67.72%
06-2019	73.53%	67.36%
07-2019	73.86%	67.63%
08-2019	71.56%	68.47%
09-2019	68.60%	68.28%
10-2019	69.03%	68.37%
11-2019	69.38%	68.42%
12-2019	71.20%	69.50%

Chart 2 – Ridership

Average Ridership System-Wide with Transbay Service Identified

- System Wide
- Transbay
- Local

Month	System Wide	Local	Transbay
01-2019	157,591	140,136	17,455
02-2019	168,805	150,484	18,321
03-2019	170,524	151,934	18,590
04-2019	173,667	154,720	18,947
05-2019	173,290	155,020	18,270
06-2019	152,667	133,716	18,951
07-2019	154,247	135,379	18,868
08-2019	174,417	154,015	20,403
09-2019	189,668	168,085	21,583
10-2019	185,561	163,903	21,658
11-2019	175,866	155,021	20,845
12-2019	162,599	144,094	18,506

Chart 3 – Service Operated

System-Wide Percentage of Service Operated

- Systemwide
- Linear (Systemwide)

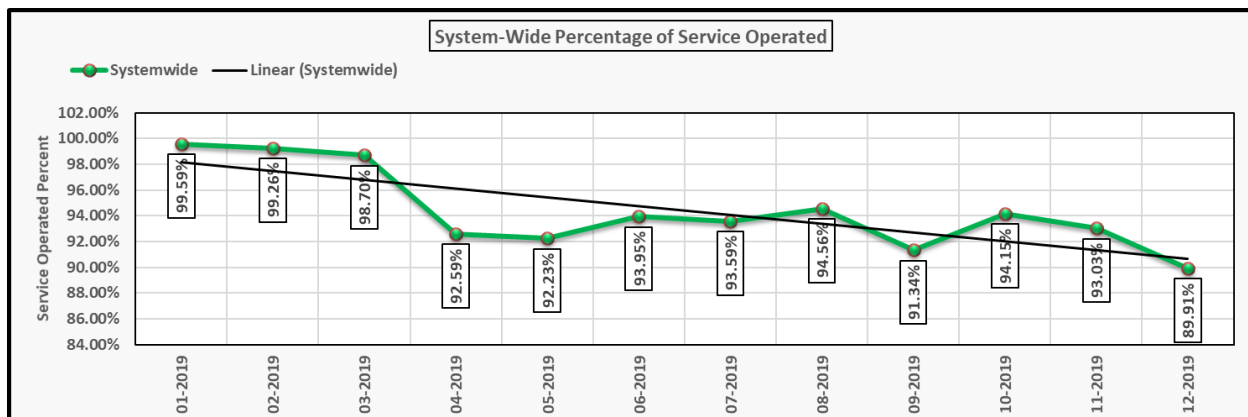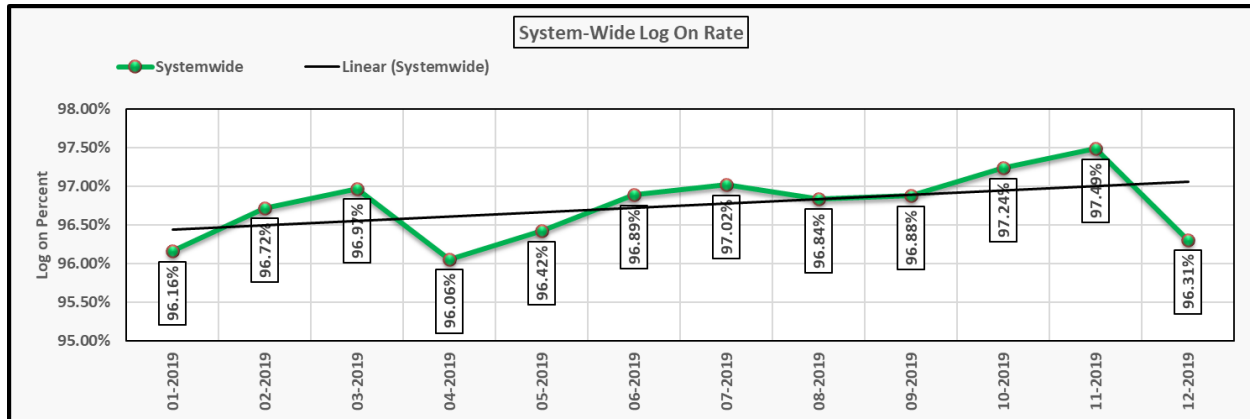| Month	Systemwide
01-2019	99.59%
02-2019	99.26%
03-2019	98.70%
04-2019	92.59%
05-2019	92.23%
06-2019	93.95%
07-2019	93.59%
08-2019	94.56%
09-2019	91.34%
10-2019	94.15%
11-2019	93.03%
12-2019	89.91%

Chart 4 – Log-On Rate

Chart 5– Scheduled Operator Unavailability
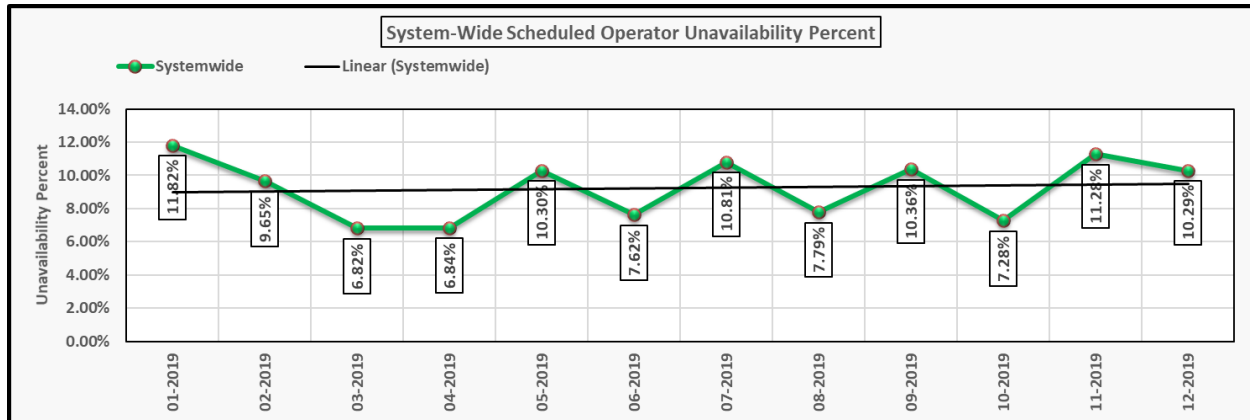
Chart 6 - Unscheduled Operator Unavailability
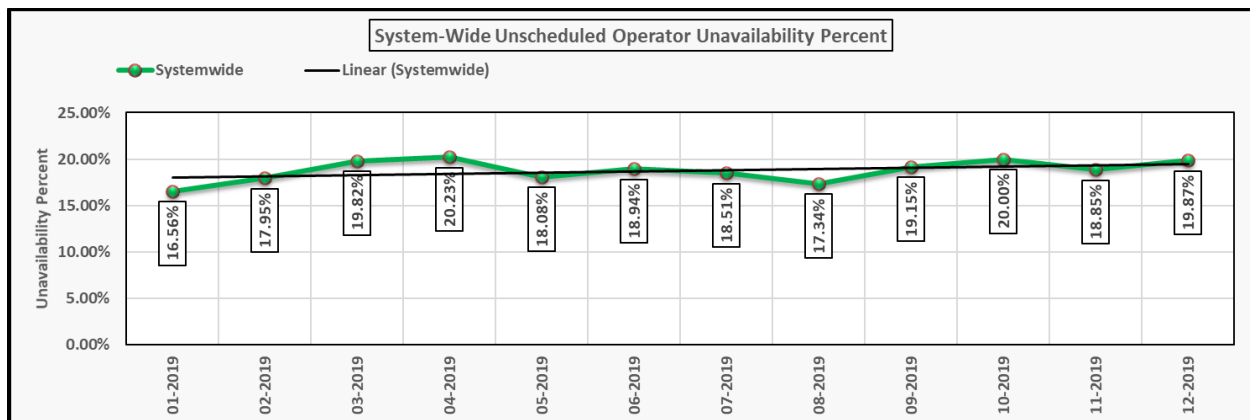
Chart 7 – Passenger Accidents

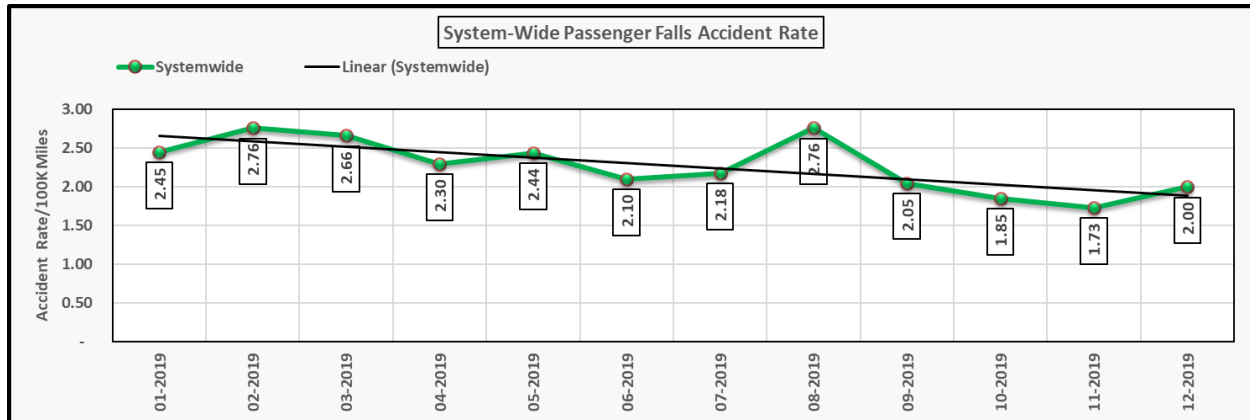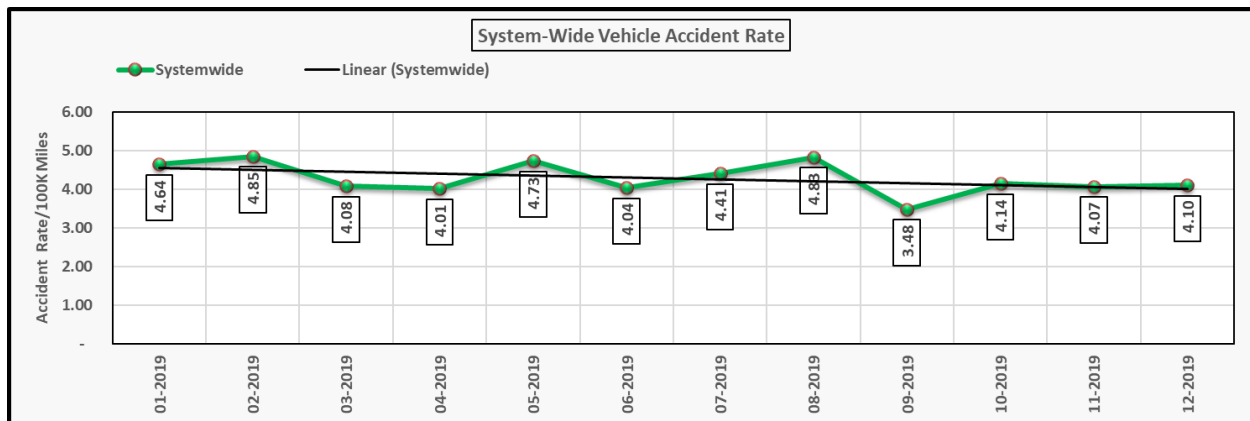Chart: System-Wide Passenger Falls Accident Rate. Legend: Systemwide; Linear (Systemwide). Y-axis: Accident Rate/100K Miles.

Month	Rate
01-2019	2.45
02-2019	2.76
03-2019	2.66
04-2019	2.30
05-2019	2.44
06-2019	2.10
07-2019	2.18
08-2019	2.76
09-2019	2.05
10-2019	1.85
11-2019	1.73
12-2019	2.00

Chart 8 – Vehicle Accidents

Chart: System-Wide Vehicle Accident Rate. Legend: Systemwide; Linear (Systemwide). Y-axis: Accident Rate/100K Miles.

Month	Rate
01-2019	4.64
02-2019	4.85
03-2019	4.08
04-2019	4.01
05-2019	4.73
06-2019	4.04
07-2019	4.41
08-2019	4.83
09-2019	3.48
10-2019	4.14
11-2019	4.07
12-2019	4.10

Chart 9 – Miles Between Road Calls

Chart: System-Wide Miles Between Chargeable Road Calls. Legend: Systemwide Average; Linear (Systemwide Average). Y-axis: Miles Between Chargeable Road Calls.

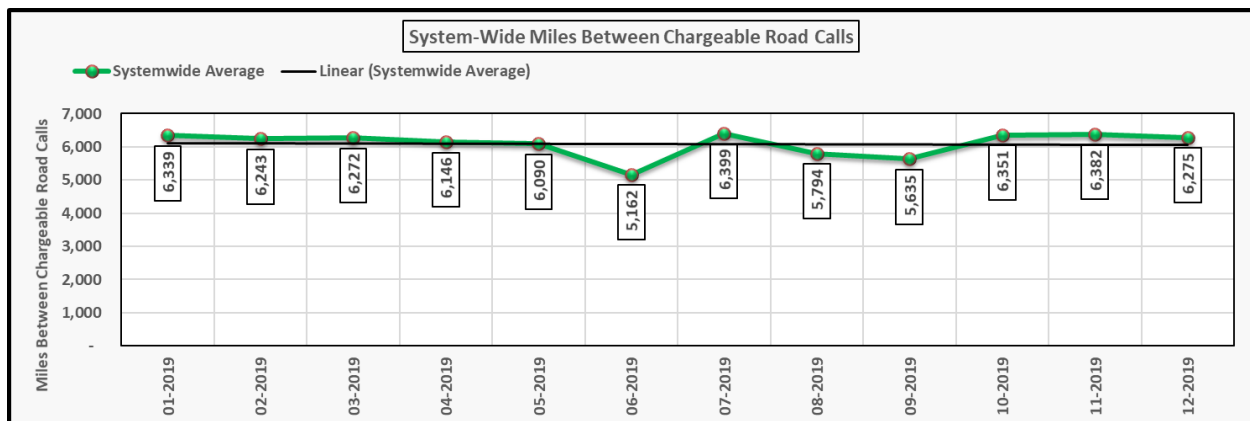| Month	Miles
01-2019	6,339
02-2019	6,243
03-2019	6,272
04-2019	6,146
05-2019	6,090
06-2019	5,162
07-2019	6,399
08-2019	5,794
09-2019	5,635
10-2019	6,351
11-2019	6,382
12-2019	6,275

Chart 10 – Overall Bus Cleanliness

System-Wide Overall Bus Cleanliness

Legend: Systemwide Average — Linear (Systemwide Average)

Y-axis: Cleanliness Rate

Month	Value
01-2019	7.69
02-2019	7.91
03-2019	7.91
04-2019	7.87
05-2019	7.83
06-2019	7.84
07-2019	7.85
08-2019	7.97
09-2019	7.97
10-2019	8.05
11-2019	8.00
12-2019	8.15