



2020 Transit Operations Performance Report
Aaron Vogel, VP Operations/COO
April 15, 2021

Transit Operations Performance Report

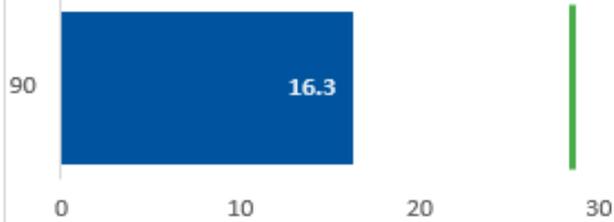
- Board Adopted Strategy Plan – Goals
 - “Innovate and leverage best practices”
 - “Establish and sustain a performance-driven organization”
- Comprehensive Reports
 - Executive summary
 - Event Highlights
 - Route Listing
 - Route Performance
 - Ridership Summary
 - Key Performance Indicators
 - Paratransit Operating Statistics
 - Passenger Sales
 - Security and Training
 - Glossary

Reason	Neighborhood/Venue	Month	Days Impacted	Route
Concert	Bankers Life Fieldhouse	Jan	7	16, 31
Rally or Demonstration	Statehouse	Jan	1	3, 6, 8, 10, 15, 17, 24, 25, 28, 34, 35, 90 - Statehouse
Sporting Event	Bankers Life Fieldhouse	Jan	8	16, 31
Walk or Run	Butler Tarkington	Jan	1	18, 28
Concert	Bankers Life Fieldhouse	Feb	5	16, 31
Sporting Event	Bankers Life Fieldhouse	Feb	13	16, 31

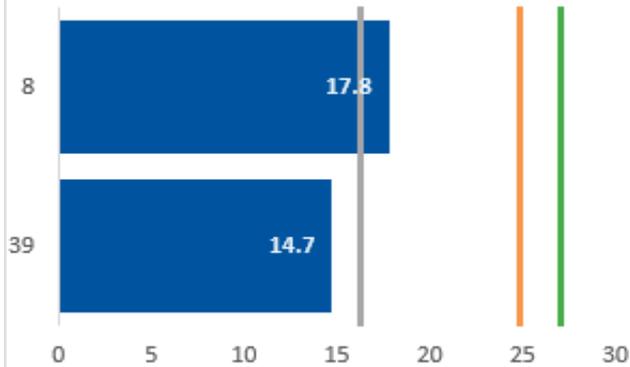


Weekday Boardings/Hour

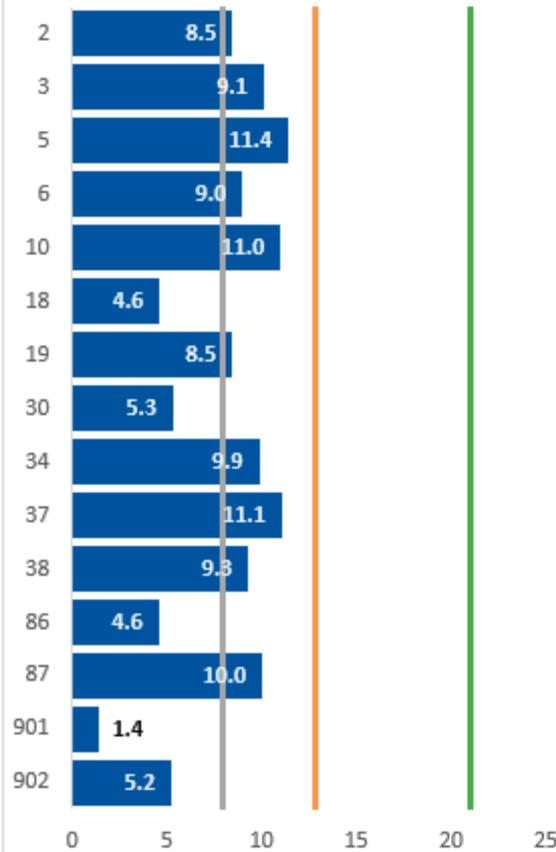
10-Minute Frequency Rapid Transit



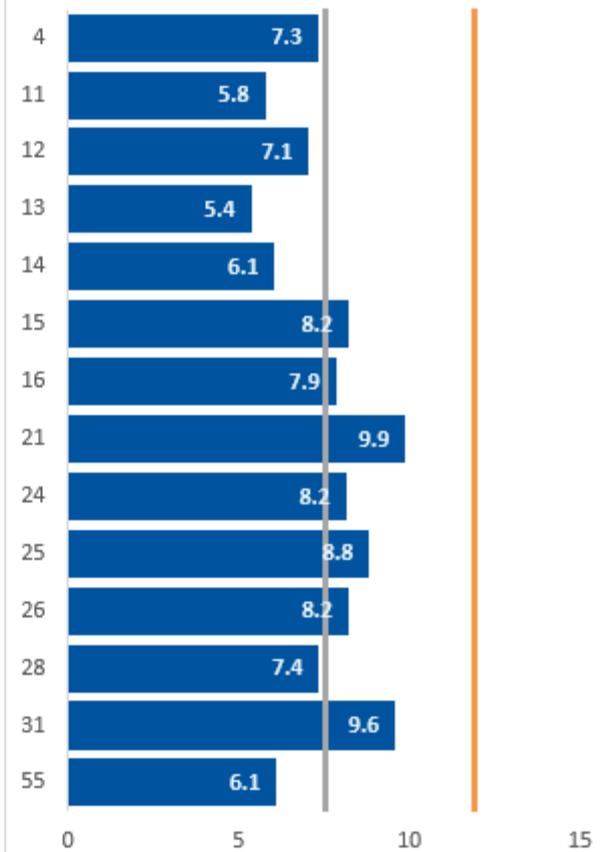
15-Minute Frequency



30-Minute Frequency



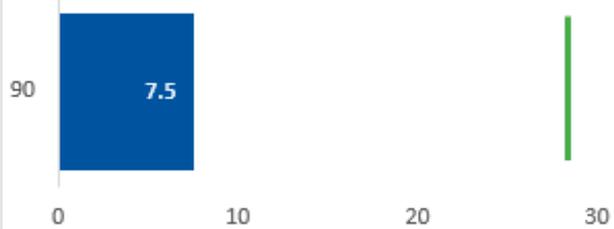
60-Minute Frequency



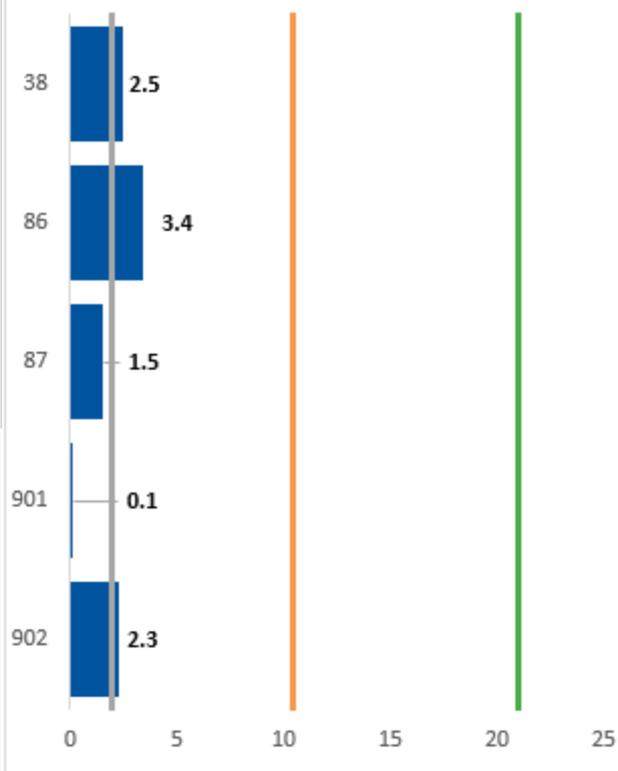
■ Boardings/Revenue Hour
 ■ Service Level
 — Average
 — 2019 Avg

Saturday Boardings/Hour

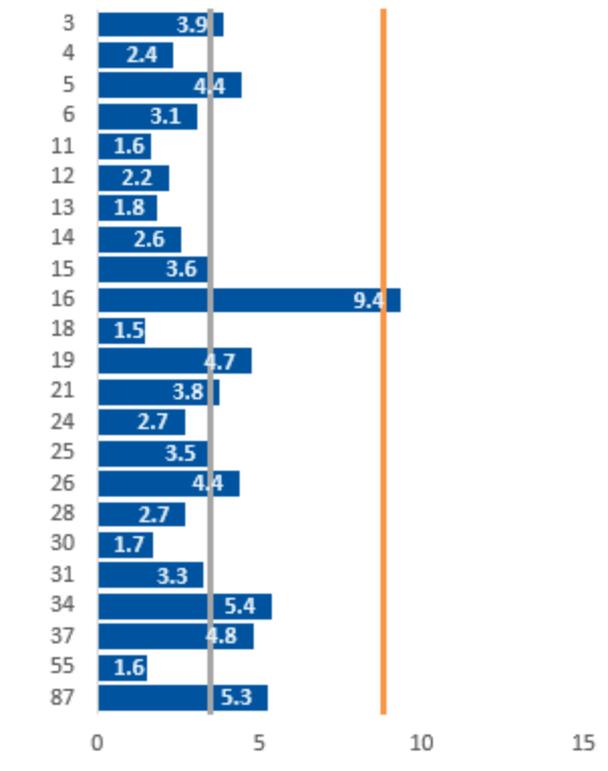
10-Minute Frequency Rapid Transit



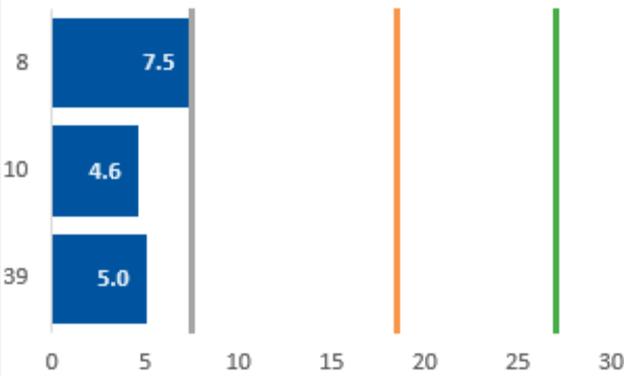
30-Minute Frequency



60-Minute Frequency



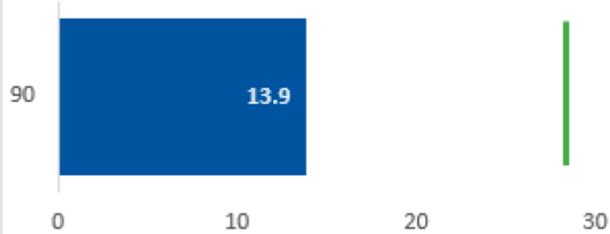
15-Minute Frequency



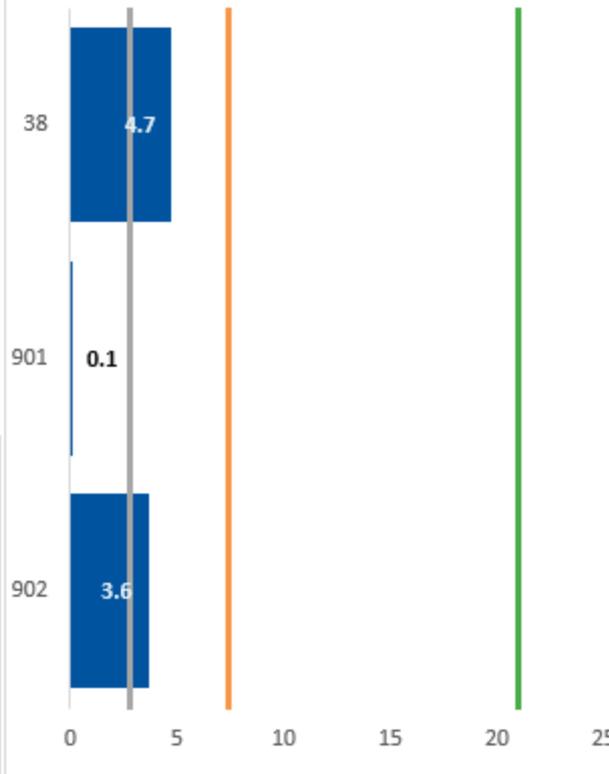
■ Boardings/Revenue Hour
 ■ Service Level
 ■ Average
 ■ 2019 Avg

Sunday Boardings/Hour

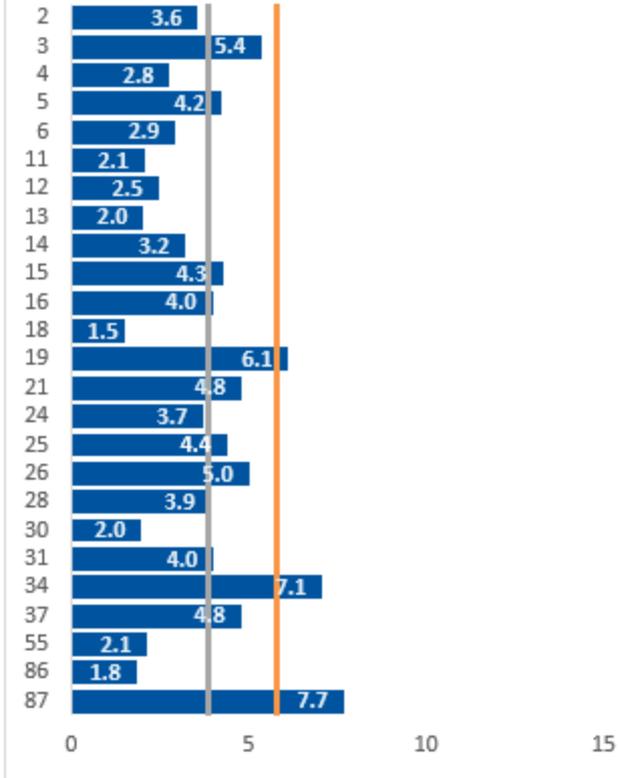
10-Minute Frequency
Rapid Transit



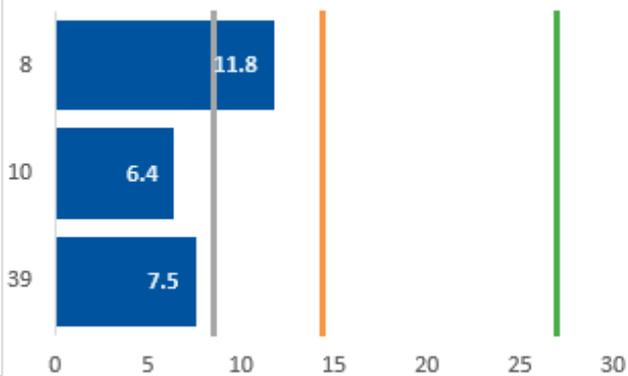
30-Minute Frequency



60-Minute Frequency



15-Minute Frequency



Boardings/Revenue Hour Service Level Average 2019 Avg

Key Performance Indicators

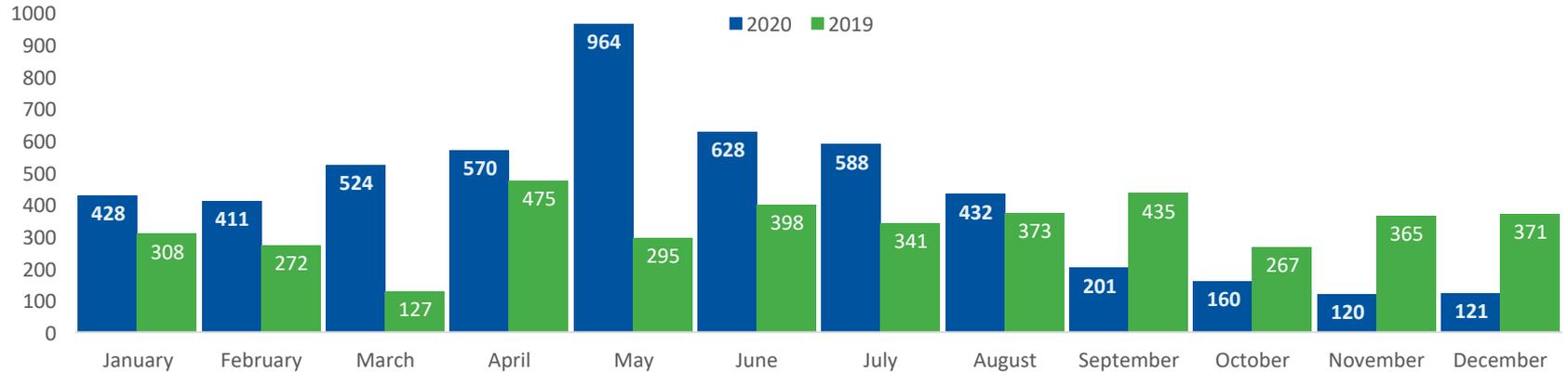
	FY 2018 Annual	FY 2019 Annual	FY 2020 Annual	Met Goal	FY 2020 Goals*
All System (Excluding Paratransit)					
Total Boarding Riders	8,810,425	9,227,485	6,113,630	No	9,200,000
Average Weekday Boarding Riders	29,601	35,496	22,019	No	35,000
Boardings per Revenue Hour	15.97	15.39	8.72		N/A
Percent of Scheduled Service Operated	99.82%	99.87%	99.82%	Yes	99.5%
Miles Between Major Mechanical Schedule Loss	6,400	10,900	10,996	Yes	10,000
Miles Between Chargeable Accidents	42,518.6	34,360.1	43,738.2		N/A
Passenger Concerns per 100,000 Boardings	39.9	49.9	60.4	No	50
On-Time Performance	80%	74%	82%	Yes	80-85%

Paratransit Operating & Cost

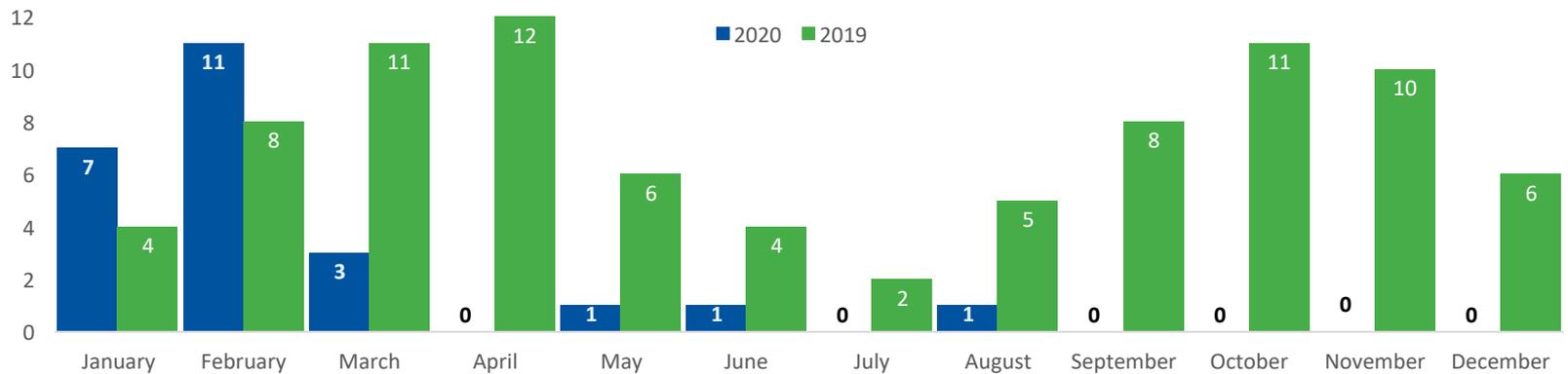
	FY2018	FY2019	FY2020	% Change
Total Revenue	\$1,140,630.37	\$1,067,823.88	\$875,951.00	-17.97%
Fare Recovery Amount/Rate	9.92%	8.47%	9.10%	
Cost Per Passenger Trip (excludes capital expenses)				
Net Cost	\$10,356,974	\$11,541,584.12	\$8,746,675	-24.22%
Cost Per Passenger Trip	\$34.17	\$40.89	\$51.42	25.77%
Performance				
Passenger Trips / Total Revenue Vehicle Hours	1.51	1.4	1.50	7.14%
On-Time Performance	75.58%	89.99%	92.88%	3.21%

Security

Security Ride Checks



Arrests



BRT Fare Inspection

