

Mission: Connect people by providing the highest quality sustainable public transportation while pursuing continuous improvement and growth.																
2019 Citilink Goal Stats Summary Report																
Goal 1 - Safety																
	January	February	March	April	May	June	July	August	September	October	November	December	Total	Goal	Description	
Road Calls																
Fixed Route																
2019 Major Road Calls	3	0	0	3	2	3	4	2	1	6	3	0	27	35 or less	Total Road Calls	
YTD	3	3	3	6	8	11	15	17	18	24	27	27				
Access																
2019 Major Road Calls	1	0	1	2	2	3	3	1	2	0	0	0	15	10 or less	Total Road Calls	
YTD	1	1	2	4	6	9	12	13	15	15	15	15				
Accidents																
Fixed Route																
2019 Preventable Accidents	1	6	2	0	0	4	1	1	4	2	3	5	29	20 or less	Preventable	
YTD	1	7	9	9	9	13	14	15	19	21	24	24				
Total Collision Accidents	1	10	5	2	1	7	5	3	4	2	9	7	56	report only	Total Accidents	
YTD	1	11	16	18	21	28	33	36	40	42	51	58				
Access																
2019 Preventable Accidents	0	1	0	1	0	1	1	3	1	0	0	2	10	8 or less	Preventable	
YTD	0	1	1	2	2	3	4	7	8	8	8	10				
Total Collision Accidents	2	1	2	0	0	2	1	5	2	0	2	3	20	report only	Total Accidents	
YTD	2	3	5	5	5	7	8	13	15	15	17	20				
Goal 2 - Customer Service																
On-time Performance																
Fixed Route																
2019 On time performance	90.16%	91.52%	90.81%	87.24%	88.69%	86.89%	89.83%	89.83%	85.83%	88.66%	88.86%	88.87%	88.93%	90%		
Access																
2019 On time performance	94.50%	93.63%	96.75%	98.05%	98.59%	99.29%	98.51%	98.86%	96.30%	95.72%	97.10%	96.68%	97.00%	95%		
Goal 5 - Financial Responsibility																
Expenses																
Fixed Route Cost/Hour	\$87.71	\$83.65	\$84.73	\$98.87	\$93.31	\$91.07	\$92.31	\$86.77	\$97.27	\$85.19	\$83.55	\$91.84	\$89.69	\$86.00		
Access Cost/Trip	\$32.14	\$26.97	\$23.68	\$32.54	\$28.04	\$29.15	\$30.43	\$31.46	\$30.01	\$27.51	\$28.31	\$30.98	\$29.27	\$29.00	\$28 or less	
Free Access Trips on FR	1,420	1,256	1,453	1,674	1,504	1,366	1,471	1,553	1,625	1,694	1,387	1,247	17,650		Report only	
Revenue																
Fixed Route																
2018 Farebox Revenue	\$169,525	\$84,652	\$85,158	\$88,255	\$90,190	\$86,524	\$93,742	\$93,400	\$90,656	\$111,190	\$88,172	\$73,286	\$1,154,750			
2019 Farebox Revenue	\$152,987	\$84,388	\$87,594	\$85,894	\$106,358	\$76,287	\$84,706	\$98,006	\$83,208	\$90,219	\$79,184	\$77,093	\$1,105,924	\$1,433,600	2019 budget amount	
Monthly +/-	(\$16,538)	(\$264)	\$2,436	(\$2,361)	\$16,168	(\$10,237)	(\$9,036)	\$4,606	(\$7,448)	(\$20,971)	(\$8,988)	\$3,807	(\$48,826)			
YTD +/-	(\$16,538)	(\$16,802)	(\$14,366)	(\$16,727)	(\$559)	(\$10,796)	(\$19,832)	(\$15,226)	(\$22,674)	(\$43,645)	(\$52,633)	(\$48,826)				
Access																
2018 Farebox Revenue	\$12,798	\$13,767	\$17,645	\$13,636	\$17,001	\$13,304	\$16,735	\$15,157	\$13,632	\$17,571	\$14,345	\$15,260	\$180,851			
2019 Farebox Revenue	\$14,039	\$12,874	\$20,558	\$13,606	\$15,645	\$13,655	\$12,797	\$17,437	\$14,152	\$17,968	\$14,251	\$13,736	\$180,718			
Monthly +/-	\$1,241	(\$893)	\$2,913	(\$30)	(\$1,356)	\$351	(\$3,938)	\$2,280	\$520	\$397	(\$94)	(\$1,524)	(\$133)			
YTD +/-	\$1,241	\$348	\$3,261	\$3,231	\$1,875	\$2,226	(\$1,712)	\$568	\$1,088	\$1,485	\$1,391	(\$133)				

Goal 6 - Increase Ridership														
Fixed Route														
2018 Passenger Trips	137,760	135,422	145,440	133,499	143,397	141,706	138,350	154,608	135,116	160,011	137,015	130,804	1,693,128	
2019 Passenger Trips	121,990	125,274	135,475	139,412	139,277	127,658	135,980	144,512	130,904	145,965	128,279	126,270	1,600,996	
Monthly +/-	(15,770)	(10,148)	(9,965)	5,913	(4,120)	(14,048)	(2,370)	(10,096)	(4,212)	(14,046)	(8,736)	(4,534)	(92,132)	
YTD +/-	(15,770)	(25,918)	(35,883)	(29,970)	(34,090)	(48,138)	(50,508)	(60,604)	(64,816)	(78,862)	(87,598)	(92,132)		
Access														
2018 Passenger Trips	6,207	5,923	6,412	6,151	6,347	5,927	6,158	6,782	5,648	6,823	5958	5603	73,939	
2019 Passenger Trips	5,839	5,899	6,735	6,583	6,555	5,582	6,289	6,163	6,212	7,236	6399	6312	75,804	<i>report only</i>
Monthly +/-	(368)	(24)	323	432	208	(345)	131	(619)	564	413	441	709	1,865	
YTD +/-	(368)	(392)	(69)	363	571	226	357	(262)	302	715	1,156	1,865		
Purchased Trips														
2018 Purchased Trips	905	883	897	902	899	889	897	916	876	877	878	879	10,698	
2019 Purchased Trips	764	810	832	808	829	840	803	1037	961	989	943	939	10,555	<i>report only</i>
Monthly +/-	(141)	(73)	(65)	(94)	(70)	(49)	(94)	121	85	112	65	60	(143)	
YTD +/-	(141)	(214)	(279)	(373)	(443)	(492)	(586)	(465)	(380)	(268)	(203)	(143)		
Total Ridership														
2018 Passenger Trips	144,872	142,228	152,749	140,552	150,643	148,522	145,405	162,306	141,640	167,711	143,851	137,286	1,777,765	
2019 Passenger Trips	128,593	131,983	143,042	146,803	146,661	134,080	143,072	151,712	138,077	154,190	135,621	133,521	1,687,355	5% increase
Monthly +/-	(16,279)	(10,245)	(9,707)	6,251	(3,982)	(14,442)	(2,333)	(10,594)	(3,563)	(13,521)	(8,230)	(3,765)	(90,410)	
YTD +/-	(16,279)	(26,524)	(36,231)	(29,980)	(33,962)	(48,404)	(50,737)	(61,331)	(64,894)	(78,415)	(86,645)	(90,410)		
Greyhound Ticket Sales														
2019 Passenger tickets sold	552	647	751	608	638	639	690	755	597	663	551	539	7,630	<i>report only</i>
2019 Packages/bags	36	37	50	24	40	40	32	36	40	43	27	45	450	<i>report only</i>