Quarterly KPI - Fixed Route Service, 4th Quarter 2022

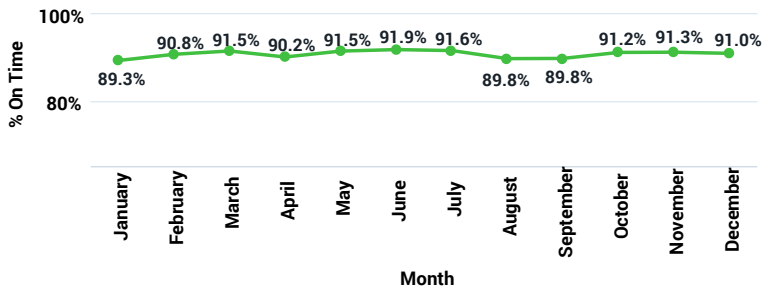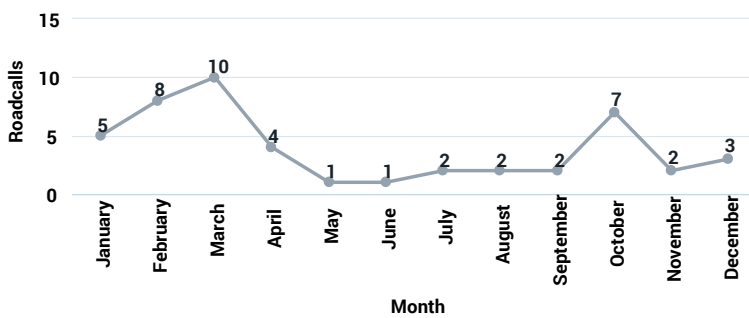**Valley Transit**
CONNECTING THE FOX CITIES

Reliability

On Time Performance

On time performance is a primary indicator of service reliability. Valley Transit's goal is to **exceed 90%** on time performance. A bus is on time if it departs a designated time point between one minute early and five minutes late.
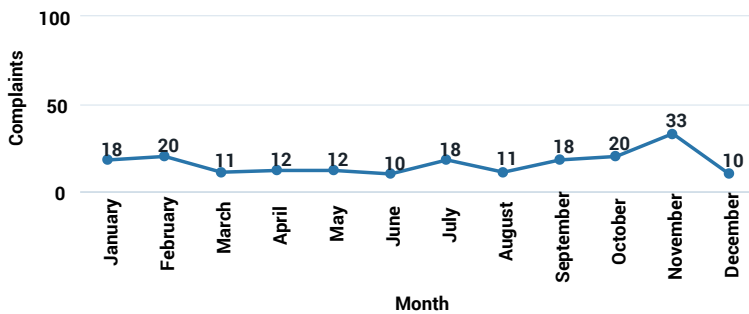
Service Roadcalls

A roadcall occurs when a vehicle system failure results in the replacement of a bus in service. This measure is another indicator of service reliability. Valley Transit's goal is to minimize roadcalls through preventative maintenance and by analyzing each event to help prevent service interruptions whenever possible.
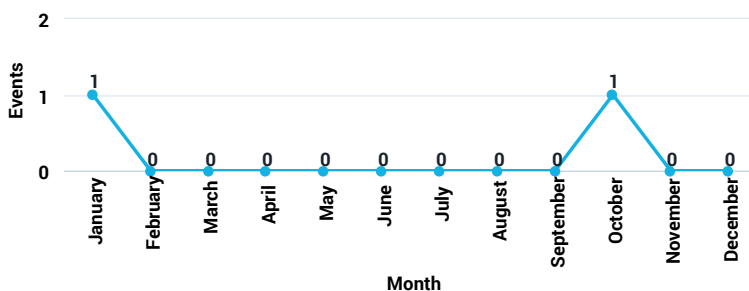
Service Quality

Complaints

The number of monthly complaints and trend over time provides insight into the quality of service. The continual goal is to minimize complaints and respond to feedback in a timely manner.
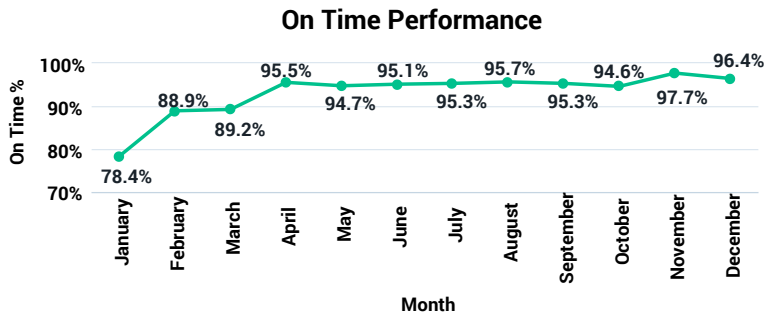
Safety

Reportable Safety Events

This graph provides data on the number of reportable safety & security events on transit property or involving revenue vehicles. Reportable events, as defined by the National Transit Database, include: injuries requiring immediate medical attention away from scene; property damage exceeding $25,000; collisions when vehicle is towed away; evacuation; or fatalities. Valley Transit's goal is to provide safe service and minimize the likelihood of all accidents.

Valley Transit
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Reliability

On Time Performance

On Time %

100%
90%
80%
70%

78.4% (January)
88.9% (February)
89.2% (March)
95.5% (April)
94.7% (May)
95.1% (June)
95.3% (July)
95.7% (August)
95.3% (September)
94.6% (October)
97.7% (November)
96.4% (December)

Month

On time performance is a primary indicator of service reliability. Valley Transit's goal is to **exceed 90%** on time performance for scheduled trips. A VTII vehicle is on time if it arrives for pick-up with a 30 minute window. The window is 15 minutes before to 15 minutes after the scheduled pick-up time.

Service Quality

Complaints

Complaints

100
50
0

78 (January)
50 (February)
24 (March)
20 (April)
14 (May)
10 (June)
11 (July)
6 (August)
9 (September)
14 (October)
7 (November)
12 (December)

Month

The number of monthly complaints and trend over time provides insight into the quality of service. The continual goal is to minimize complaints and respond to feedback in a timely manner.

Safety

Reportable Safety Events

Events

0

0 (January)
0 (February)
0 (March)
0 (April)
0 (May)
0 (June)
0 (July)
0 (August)
0 (September)
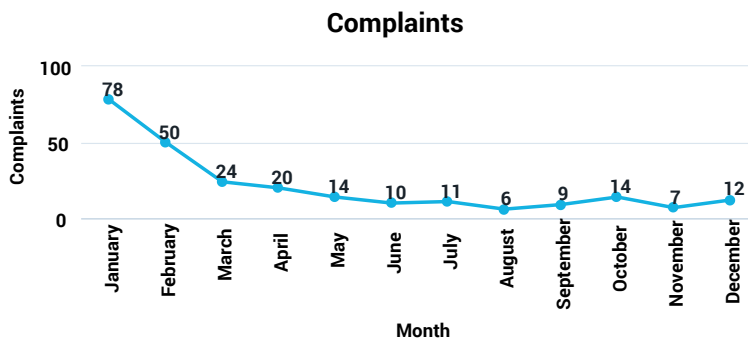0 (October)
0 (November)
0 (December)

Month

This graph provides data on the number of reportable safety & security events on transit property or involving revenue vehicles. Reportable events, as defined by the National Transit Database, include: injuries requiring immediate medical attention away from scene; property damage exceeding $25,000; collisions when vehicle is towed away; evacuation; or fatalities. Valley Transit's goal is to provide safe service and minimize the likelihood of accidents.

* Valley Transit demand response programs include VTII, VT Senior, VTII - Sunday, VT Connector, Northern Winnebago DAR, Outagamie County Rural, Outagamie County Human Services Transportation and Calumet County Van Service.