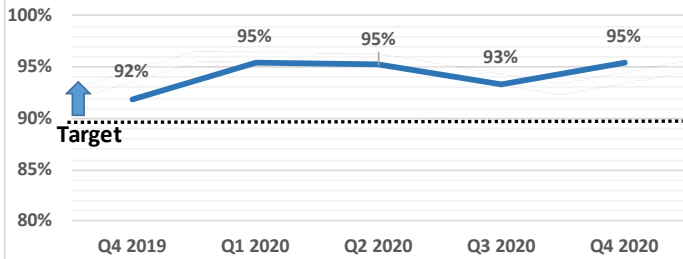




Key Performance Indicators: 2020 4th Quarter, Fixed-Route Bus

ON TIME PERFORMANCE - FIXED ROUTE

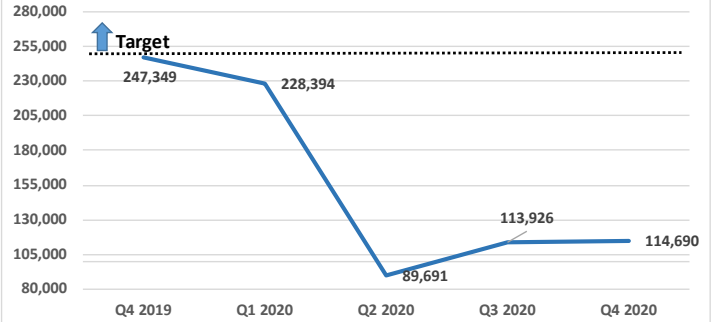


95%

Dashboard rating scale:
● Target is $\geq 90\%$ per qtr
● Below target

Data Source: DoubleMap ITS System Report

TOTAL PASSENGER TRIPS - FIXED ROUTE

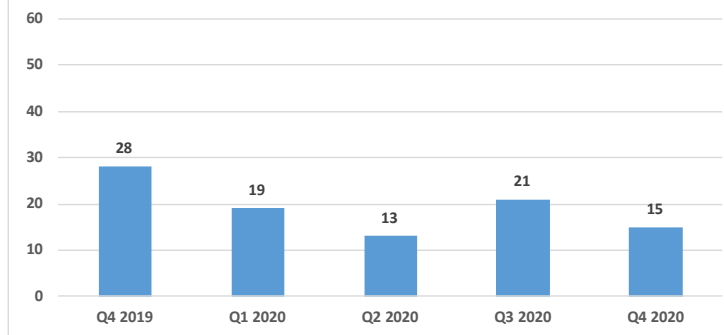


114,690

Dashboard rating scale:
● Target is $>250K$ per qtr
● Below target

Data Source: GFI Fareboxes and Contractor Ridership Report

COMPLAINTS - FIXED ROUTE

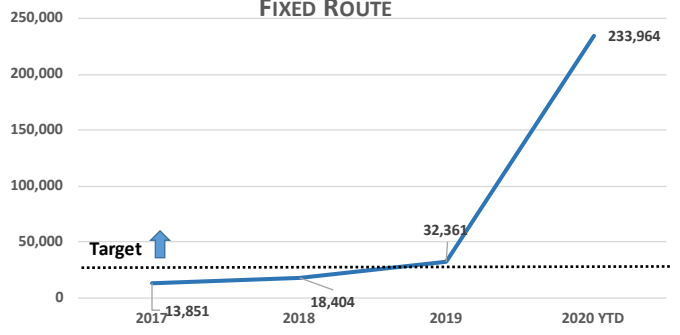


Complaints/
Rides = **.01%**

Dashboard rating scale:
● Target is $\leq 0.09\%$ per qtr
● Above target

Data Source: Transit Input Reports

MILES BETWEEN ROAD CALLS - FIXED ROUTE

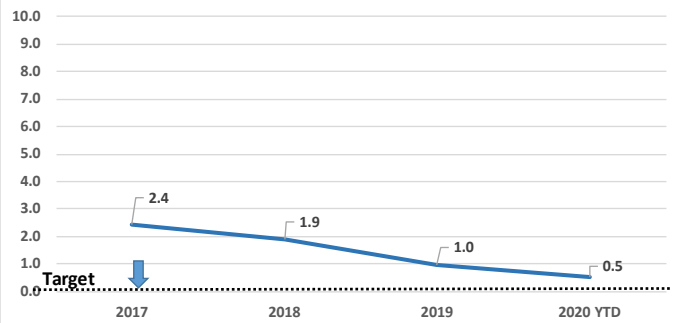


233,964

Dashboard rating scale:
● Target is $\geq 25,000$ (YTD)
● Below target

Data Source: Transit Fleet Software - Road Call History Report

VEHICLE ACCIDENTS PER 100,000 MILES



0.5

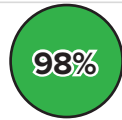
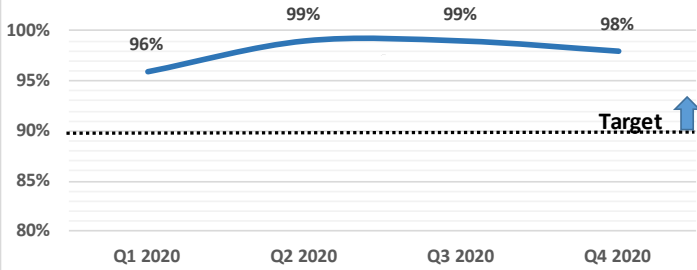
Dashboard rating scale:
● Target is zero (YTD)
● Above target

Data Source: Transit Mutual Insurance

Key Performance Indicators: Contracted Services

Notes:

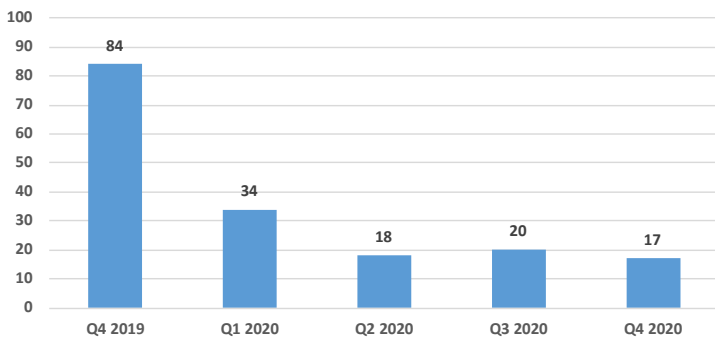
ON TIME PERFORMANCE - PARATRANSIT



Dashboard rating scale:
● Target is $\geq 90\%$ per qtr
● Below target

Data Source: Ecolane System Report

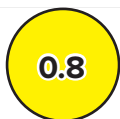
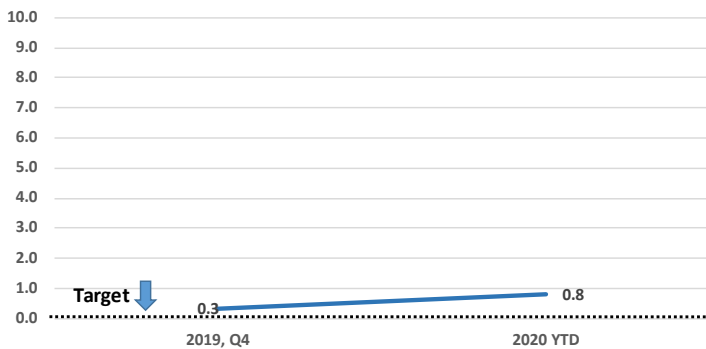
COMPLAINTS - CONTRACTORS



Dashboard rating scale:
● Target is $\leq 10\%$ per qtr
● Above target

Data Source: Transit Input Reports

VEHICLE ACCIDENTS PER 100,000 MILES - CONTRACTORS



Dashboard rating scale:
● Target is zero (YTD)
● Above target

Data Source: Contractor Reports

On Time Performance - Fixed Route: On time performance is calculated by dividing the number of on time stops by all stops at designated time points. Each route has multiple designated time points which are distributed to make sure that buses arrive at and depart from these established stops generally by the published schedule. A bus is considered 'on time' if it departs a designated time point between two minutes early and up to six minutes late. The data system used by Valley Transit calculates schedule performance based on actual departure time from each time point and adjacent bus stops. The on time range above accounts for passenger boarding time at the stop, as well as added data from non-timepoint stops.

On Time Performance - Paratransit: A paratransit vehicle is considered on time if it arrives for pick-up within the stated 30 minute pick-up window. The pick-up window is 15 minutes before or 15 minutes after the scheduled pick-up time.

A 90% On Time Performance standard is applied to both bus and ADA paratransit services.

Total Passenger Trips - Fixed Route: A trip is counted each time a passenger boards a bus, also known as an unlinked passenger trip. Valley Transit's target is to provide over 1 million rides per year based on current service levels.

Complaints: These charts display the total number of complaints received each quarter by service type (paratransit and fixed-route bus). The performance measure evaluates complaints as a percentage of rides. This measure indicates the level of concern customers have with the system. All complaints are investigated and resolved to improve customer service.

Two different rating scales are used to measure fixed route and paratransit complaints as a percentage of rides. The target for paratransit service is to achieve less than '1 complaint for every 1,000 rides' (.10%). This is the standard used by the State of Wisconsin for Medicaid transportation. This standard is also used as a basis for developing the fixed route service target. Since trips via bus potentially include transfers, the fixed-route bus service target is to achieve less than 1 complaint for every 1,150 rides (.09%).

Road Calls - Fixed Route: This data includes only road calls that caused interruptions to service.



Valley Transit
 CONNECTING THE FOX CITIES