

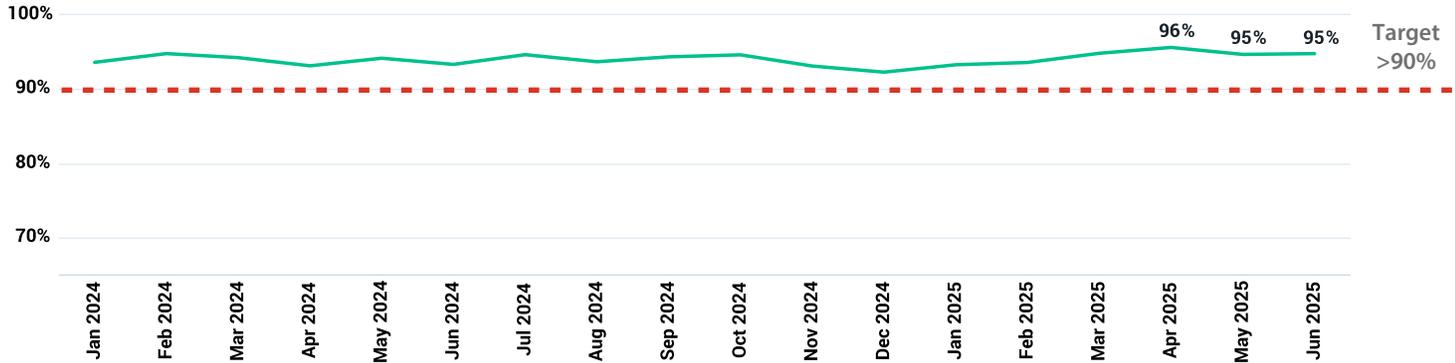
Quarterly KPI - Demand Response Service, 2nd Quarter 2025



Reliability

On time performance is a key measure of service reliability. A VTII vehicle is on time if it arrives for pick-up within 30-minute window. The window is 15 minutes before and after the scheduled pick-up time. This metric shows the monthly percentage of trips on time. Formula = (on time trips/total trips)

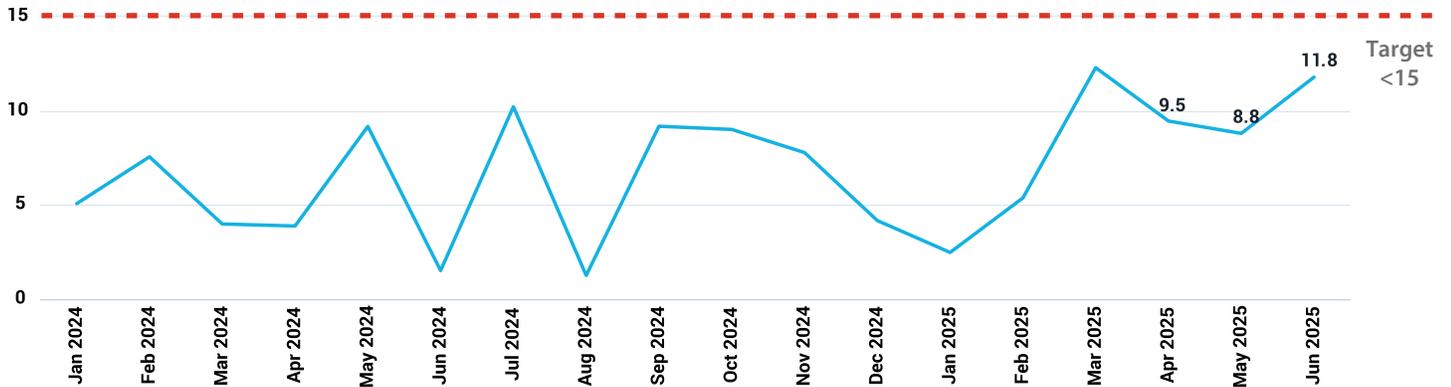
On Time Performance



Quality

The goal is to provide quality service and respond to feedback in a timely manner. This graph shows the monthly rate of complaints per 10,000 rides. Formula = (complaints/rides)X10,000

Complaints Per 10K Rides

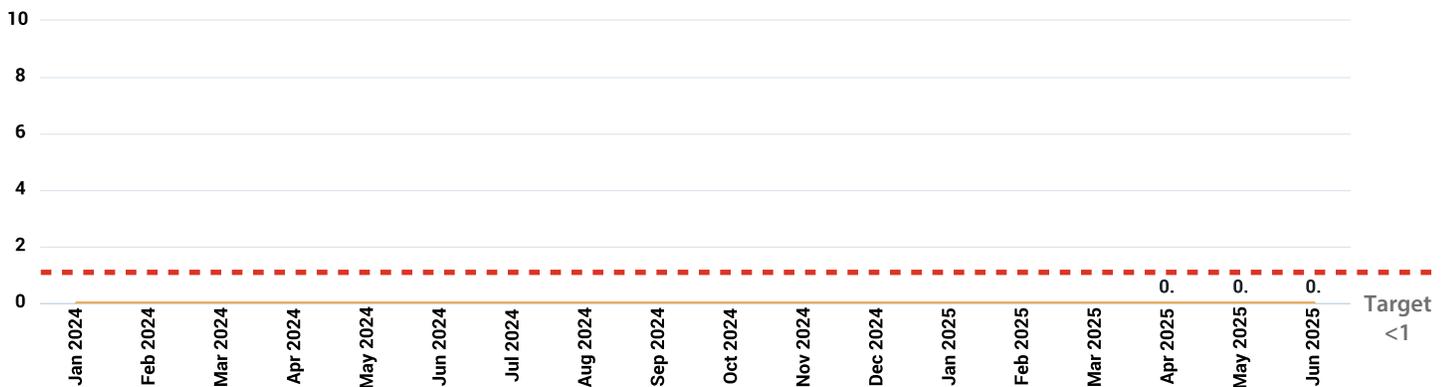


Safety

The goal is to provide safe service and minimize the likelihood of all accidents. This graph provides the rate of reportable safety & security events on transit property or involving revenue vehicles per 100K miles. 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.

Formula = (events/total miles)X100,000

Reportable Events per 100K Miles



Productivity

The goal is to increase community mobility and access. This graph shows the monthly ratio of rides to revenue hours. This is an industry standard for measuring service productivity. There is no target for this indicator. Formula = (rides/revenue hours)

Passengers per Revenue Hour

