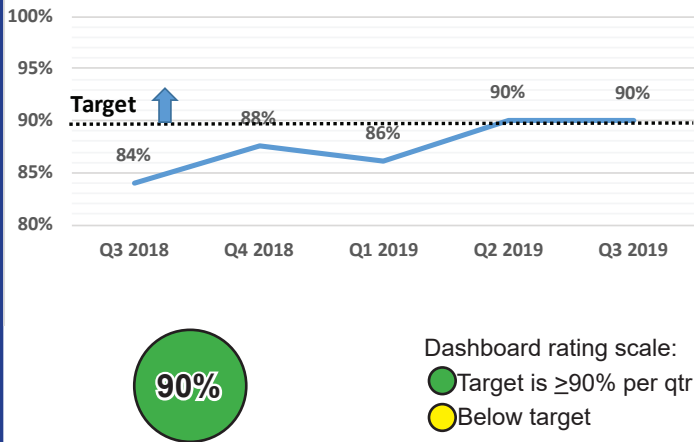


# VALLEY TRANSIT

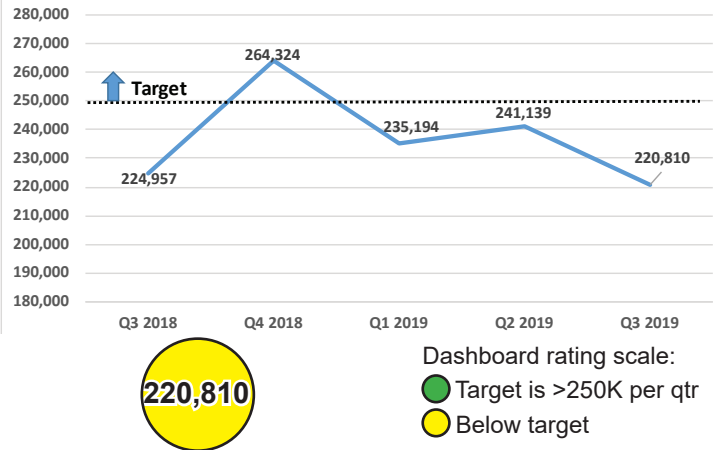
## Key Performance Indicators - 2019, 3rd Quarter

### ON TIME PERFORMANCE - FIXED ROUTE



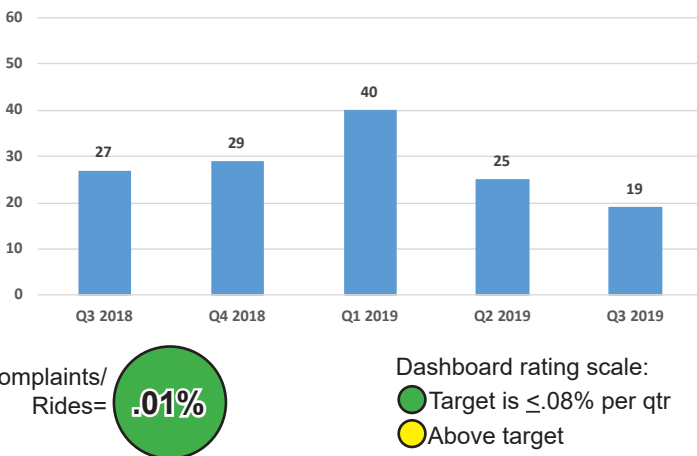
Data Source: DoubleMap ITS System Report

### TOTAL PASSENGER TRIPS - FIXED ROUTE



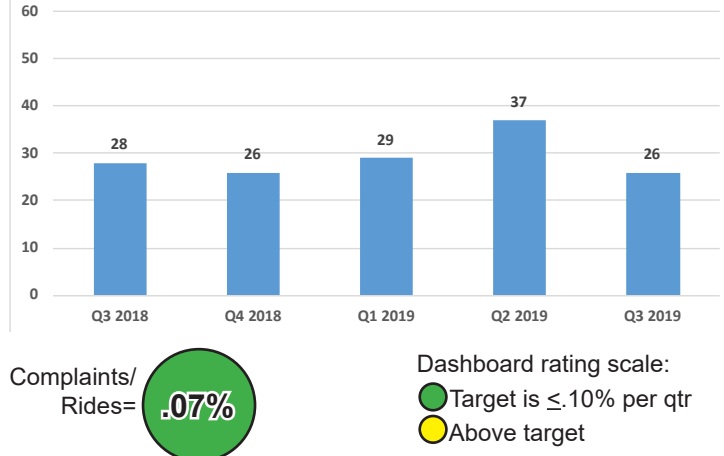
Data Source: GFI Fareboxes and Contractor Ridership Report

### COMPLAINTS - FIXED ROUTE



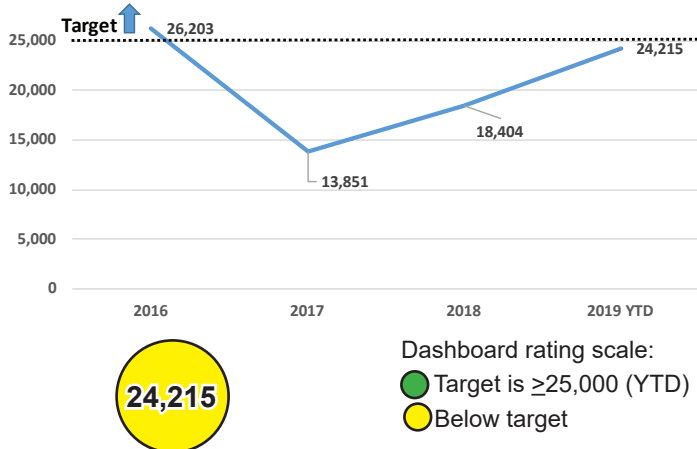
Data Source: Transit Input Reports

### COMPLAINTS - PARATRANSIT



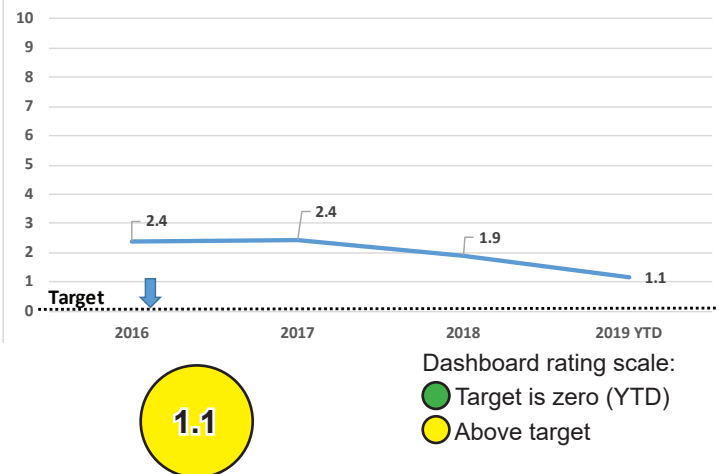
Data Source: Transit Input Reports

### MILES BETWEEN ROAD CALLS - FIXED ROUTE



Data Source: Maintenance Staff & Transit Fleet Software - Road Call History Report

### VEHICLE ACCIDENTS PER 100,000 MILES



Data Source: Transit Mutual Insurance

# VALLEY TRANSIT

## Key Performance Indicators - Definitions

### **On Time Performance**

The line graph shows quarterly on time performance of the fixed route bus system. A bus is considered 'on time' if it arrives at each designated time point between one minute early and up to five minutes late. Each route has multiple time points along the route which are distributed to make sure that buses arrive at stops generally within the scheduled time frame. On time performance is calculated by dividing the number of on time stops at time points by all stops at time points.

On time performance is important to our customers because they need to know that we will regularly pick them up and get them to their destination on time. Weather, detours and schedule adjustments can impact on time performance.

### **Total Passenger Trips - Fixed Route**

This indicator shows the quarterly number of trips provided by Valley Transit bus routes. A trip is counted each time a passenger gets on a bus. The total number of trips and a comparison from quarter to quarter provides a measure of the mobility/access provided to customers over time. Valley Transit's target is to provide over 1 million rides per year based on current service levels.

### **Complaints - Fixed Route & Paratransit**

These charts by service mode display the total number of complaints received each quarter. 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.

Note: Two different rating factors are used to measure fixed route and paratransit complaints as a percentage of rides. The .10% target for paratransit complaints is based on a '1 complaint for every 1,000 rides' standard that is used by the State of Wisconsin for Medicaid transportation. This same standard was adjusted for the fixed route target, since each trip via bus potentially includes transfers (1 complaint for every 1,250 rides).

### **Miles between Road Calls - Fixed Route**

Miles between road calls is one indicator measuring the effectiveness of the preventative maintenance program. It tracks how often customers are inconvenienced by service disruptions due to vehicle break downs.

Note: Recent vehicle replacements have reduced Valley Transit's reliance upon aged buses. Newer vehicles are more reliable and as more fleet replacements occur, the miles between roads calls will likely increase.

### **Vehicle Accidents per 100,000 miles**

This is an indicator used to measure the safety of fixed route bus operations. All accidents impact budget expenses, customer satisfaction, on time performance and consume staff time. By reviewing every accident, we can learn how to operate buses more defensively, reduce risk, reduce costs associated with accidents and revise procedures or conditions to help with accident prevention.