Quarterly KPI - Fixed Route Service, 2nd Quarter 2023

Valley Transit
CONNECTING THE FOX CITIES

Reliability

On Time Performance

January 92.2%
February 90.8%
March 91.8%
April 91.1%
May 91.3%
June 91.7%
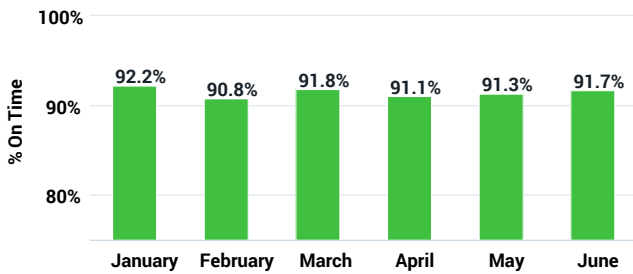
On time performance is a primary measure of service reliability. A bus is on time if it departs a route's scheduled time point between one minute early and five minutes late. This graph shows the monthly percentage of stops on time.

Formula = (on time stops/total stops)

Monthly Benchmark/Target: >90%
based on industry data

Total Miles between Major System Failures

January 23,914
February 33,461
March 15,422
April 14,143
May 12,468
June 24,877
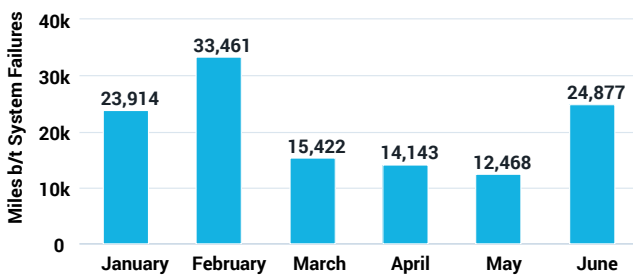
The goal is to minimize bus repair road calls through preventative maintenance and asset management. This graphs shows the average frequency of major system failures. A major system failure is a road call that requires replacement of a bus in service due to an issue that is a safety hazard or when vehicle movement is restricted or disabled.
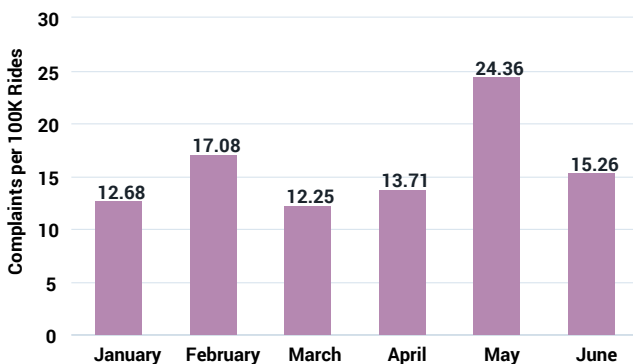
Formula = (total miles/# of failures)

Monthly Benchmark/Target: >7,500 miles
based on industry data

Quality

Complaints per 100K Rides

January 12.68
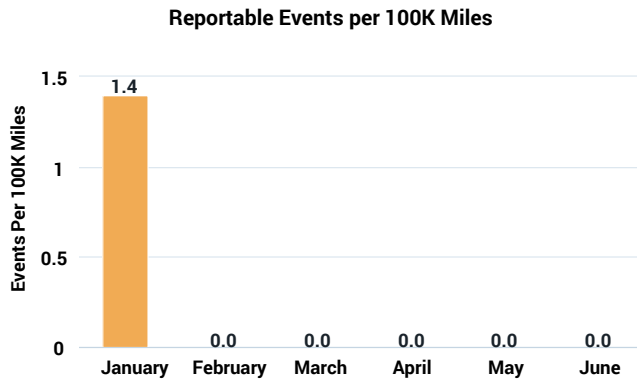February 17.08
March 12.25
April 13.71
May 24.36
June 15.26

The focus is to provide quality service and respond to feedback in a timely manner. This graph shows the monthly rate of complaints per 100,000 rides

Formula = (complaints/rides)X100,000

Monthly Benchmark/Target: <11.1
based on prior year average

Safety

Reportable Events per 100K Miles

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

Monthly Benchmark/Target: <1

*based on safety goals

Productivity

Passengers per Revenue Hour
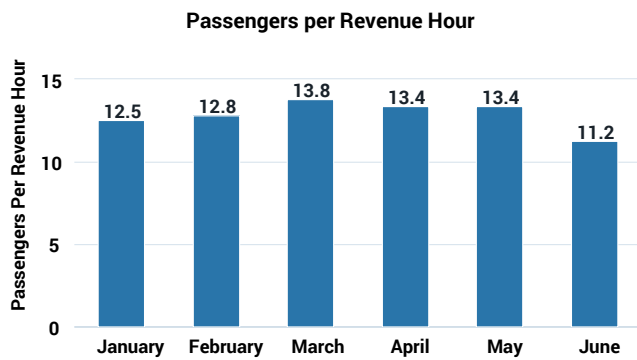
The goal is to increase ridership and community mobility. This graph shows the monthly ratio of rides to revenue hours. This is an industry standard KPI for measuring service productivity.

Formula = (rides/revenue hours)

Monthly Benchmark/Target: >11.9

*based on prior year average