

KEY PERFORMANCE INDICATOR:

Fixed Route Total Passenger Trips

Measures how many customers have been served by Valley Transit bus routes. Each time a passenger gets on a bus counts as one trip.

The total number of passengers and a comparison from year to year gives a measure of the effectiveness of the system over time in serving customers.

Dashboard rating explanation:

Green – at or above target

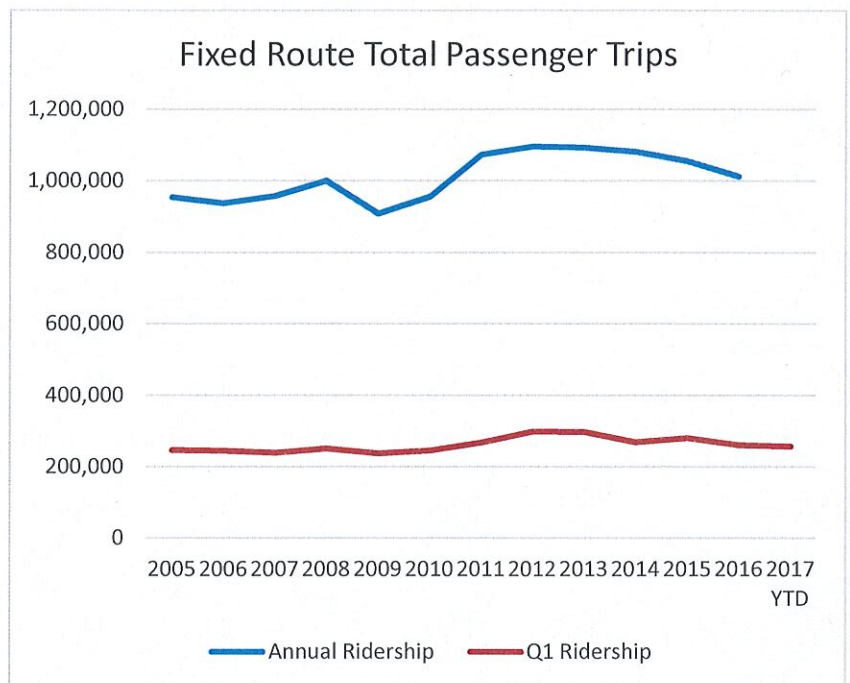
Yellow – on track to achieve target

Red – not likely to achieve target



Measurement period: Q1 - 2017

Target: 1,000,000 or 250,000 / Qtr.



KEY PERFORMANCE INDICATOR:

On Time Performance

A bus is considered on time if it arrives at the designated time point between one minute early or up to five minutes late. Each route has between 5 and 15 measured time points along the route which are distributed to make sure that buses arrive at stops generally within that time frame.

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.

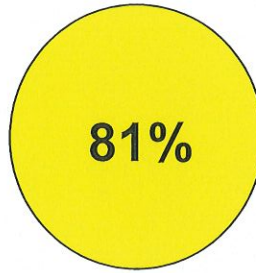
Dashboard rating explanation:

Green – at or above target 95% or above

Yellow – 80-94%

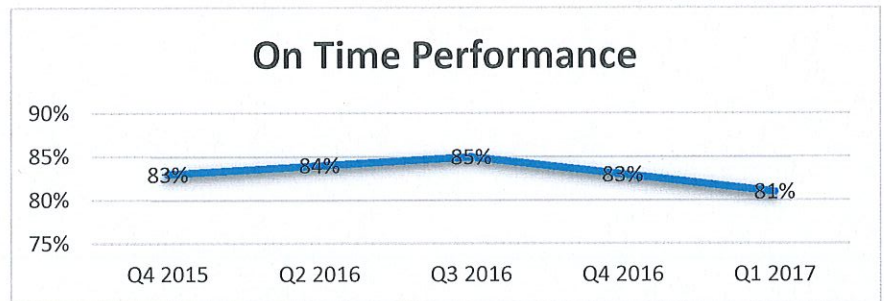
Red – Below 80%

No industry standard or peer average



Measurement period: **Q1 - 2017**

Target: **95%**



Valley Transit has already started to work on identifying issues related to this performance indicator. Many of Valley Transit's routes were designed 20 years ago, when the volume of traffic and level of transit use were very different.

Next Steps:

1. Rest system to depart on-schedule each trip. The current system departs late each afternoon as a S.O.P.
2. Redesign the #9-Link route to be a :30 minute route. The current route design is operated with :20 minute headways. The route should be redesigned to extend the service area and operate on a :30 minute schedule.

KEY PERFORMANCE INDICATOR:

Complaints - Fixed Route

This is the total number of complaints called in or sent in about bus service. It indicates the level of concern customers have with the system.

Reviewing the trends, the types of complaints riders have, whether specific drivers or routes have more than an average number of complaints assists staff in identifying and resolving problems with the service being provided.

Increasing numbers of complaints that are unfounded may indicate confusion on the public's part about what to expect from the service and a need for Valley Transit to communicate more clearly or in a different way.

Dashboard rating explanation:

Green – at or below target

Yellow – on track to achieve target

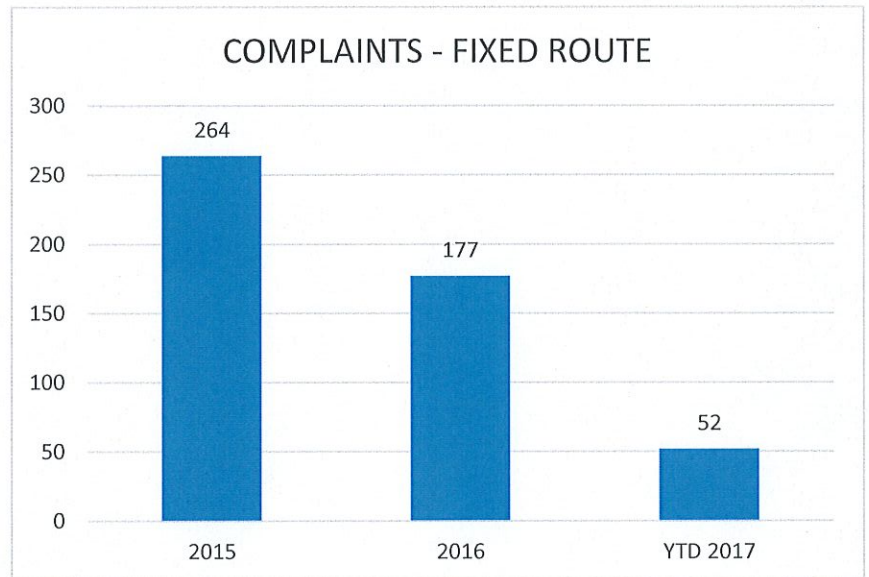
Red – above target



Measurement period: Q1 - 2017

Target: <0.05%

* Due to issues with our tracking system, the number also includes compliments and general comments. See "next steps" for how this will be addressed going forward.



KEY PERFORMANCE INDICATOR:

Complaints - Paratransit

Indicates customer concerns with ADA paratransit, the Connector services, and senior transportation provided by Running, Inc. These are the only services where complaints are regularly tracked by Valley Transit.

Reviewing specific customer complaints and working with the contractor to resolve the issues results in a higher quality service to customers using the services.

Dashboard rating explanation:

Green – at or below target

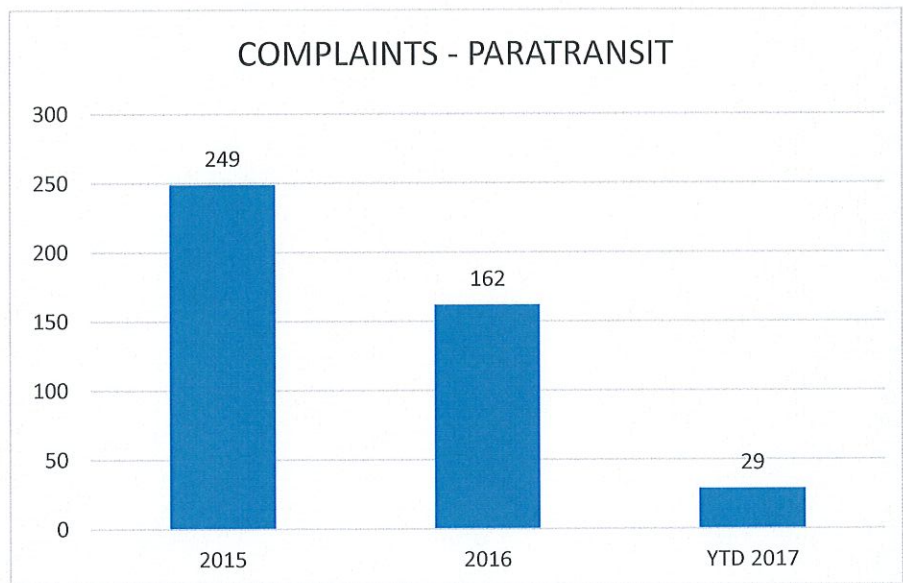
Yellow – on track to achieve target

Red – above target



Measurement period:
Q1 - 2017
Target: **<0.05%**

* Due to issues with our tracking system, the number also includes compliments and general comments.



KEY PERFORMANCE INDICATOR:

Vehicle Accidents per 100,000 Miles

This is one measure of safety of the operation. We are reporting accidents as identified by Transit Mutual Insurance.

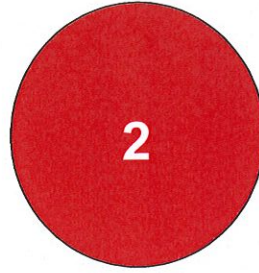
By reviewing every accident/incident we can learn how to operate buses more defensively and how to change procedures or conditions to help prevent passenger slips, trips and falls that result in customer injuries.

Dashboard rating explanation:

Green – at or below target

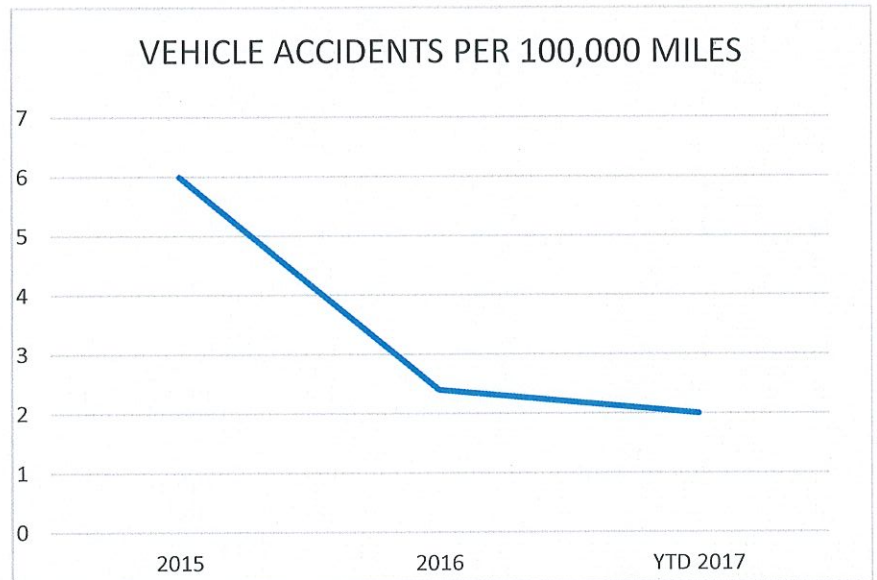
Yellow – on track to achieve target

Red – above target



Measurement period: Q1 - 2017

Target: 0



KEY PERFORMANCE INDICATOR:

Miles between Road Calls

This performance indicator is one measure of the effectiveness of the maintenance department. It tracks how often customers are inconvenienced by service disruptions due to break downs.

A factor to consider when reviewing this measure is that most of the buses in the fleet are close to or significantly over their useful life and should be replaced. However, at this time there is not sufficient capital funding to do so. Therefore the average age of the fleet will continue to increase and service disruptions due to break downs are likely to increase despite the preventative maintenance program.

Dashboard rating explanation:

Green – at or above target

Yellow – on track to achieve target

Red – below target

National Target (2010) – 25,050



Measurement period: **Q1 - 2017**

Target: **25,000**

