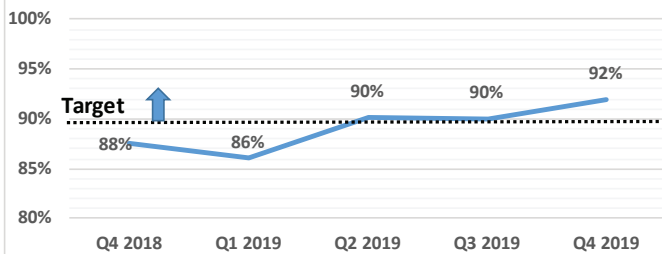


# VALLEY TRANSIT

## Key Performance Indicators: Fixed-Route Bus 2019, 4th Quarter

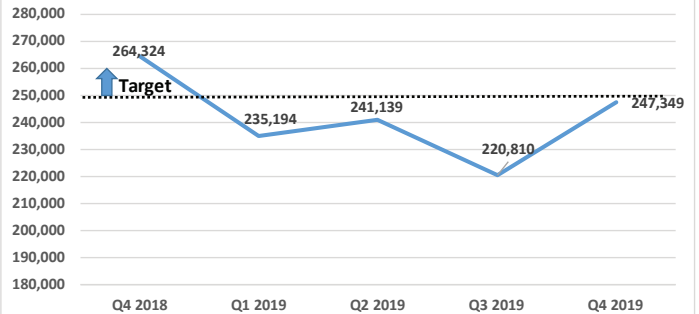
### ON TIME PERFORMANCE - FIXED ROUTE



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

Data Source: DoubleMap ITS System Report

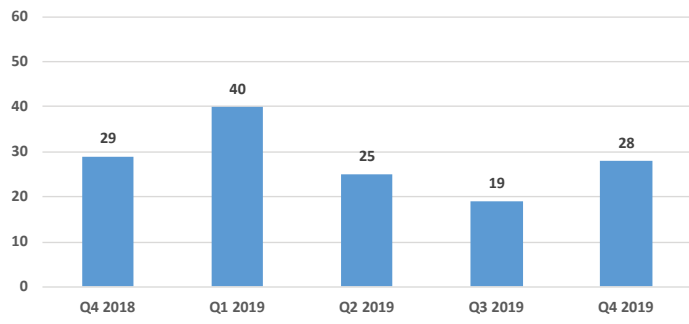
### TOTAL PASSENGER TRIPS - FIXED ROUTE



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

Data Source: GFI Fareboxes and Contractor Ridership Report

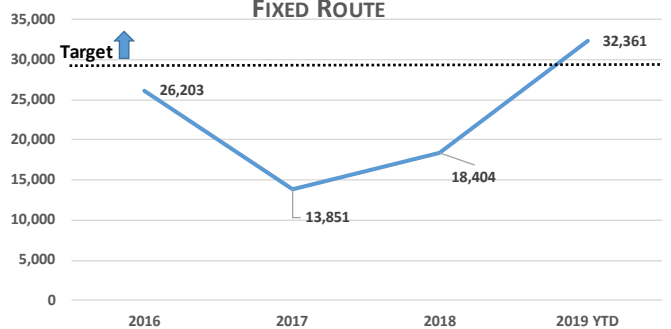
### COMPLAINTS - FIXED ROUTE



Dashboard rating scale:  
 ● Target is  $\leq .09\%$  per qtr  
 ● Above target

Data Source: Transit Input Reports

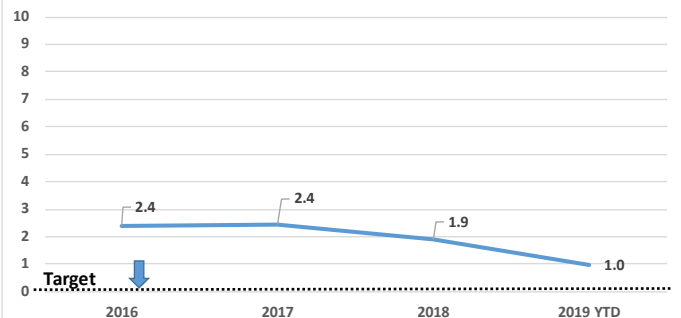
### MILES BETWEEN ROAD CALLS - FIXED ROUTE



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



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

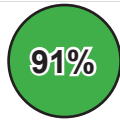
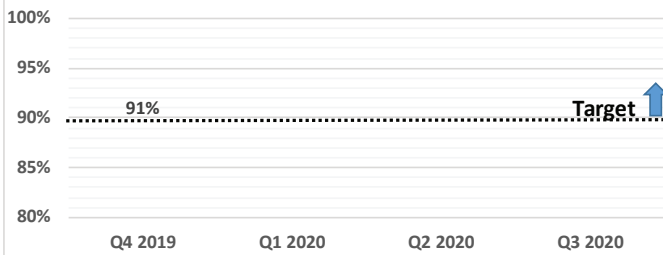
Data Source: Transit Mutual Insurance

Continued on reverse side

# Key Performance Indicators: Contracted Services

## Notes:

### ON TIME PERFORMANCE - PARATRANSIT



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

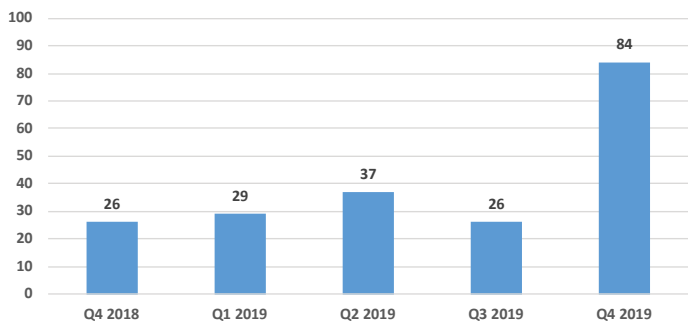
Data Source: Ecolane System Report

**On Time Performance:** 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 designated time points along the route which are distributed to make sure that buses arrive at these stops generally by the published schedule. On time performance is calculated by dividing the number of on time stops by all stops at time points.

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.

### COMPLAINTS - PARATRANSIT



Complaints/  
Rides =

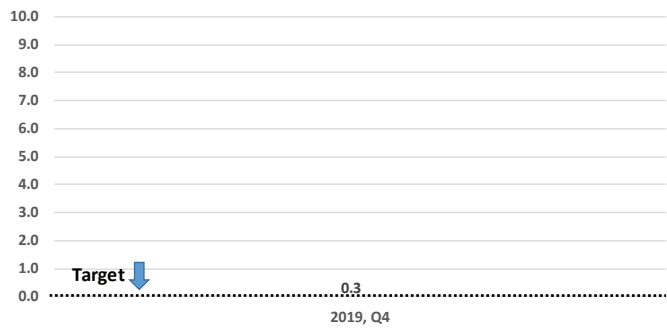
Dashboard rating scale:  
● Target is  $\leq 10\%$  per qtr  
● Above target

Data Source: Transit Input Reports

**Total Passenger Trips - Fixed Route:** A trip is counted each time a passenger boards a bus. Quarterly data 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:** 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.

### VEHICLE ACCIDENTS PER 100,000 MILES - CONTRACTORS



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

Data Source: Contractor Reports

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.