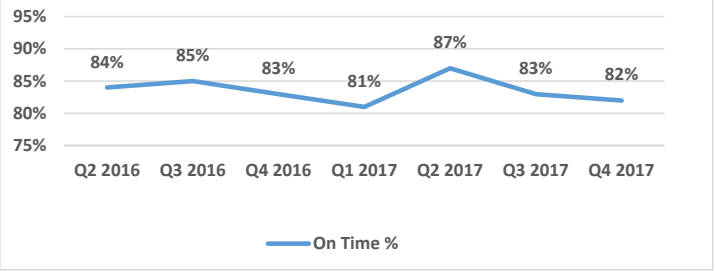
VALLEY TRANSIT

Key Performance Indicators - 2017, Year-end

On Time Performance - Fixed Route

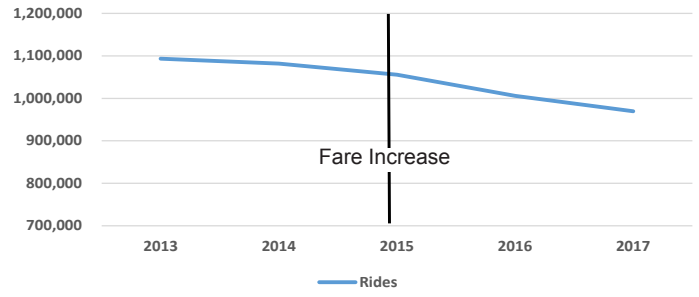


82%

Dashboard rating scale:
- Target is ≥95%
- On track
- Below target

Data Source: Trapeze AVL Schedule Adherence Report

Total Passenger Trips - Fixed Route

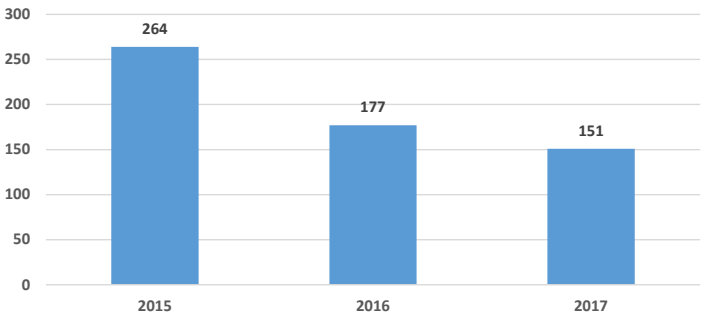


969,379

Dashboard rating scale:
- Target is >1M per year
- On track
- Below target

Data Source: GFI Fareboxes and Contractor Ridership Report

Complaints - Fixed Route

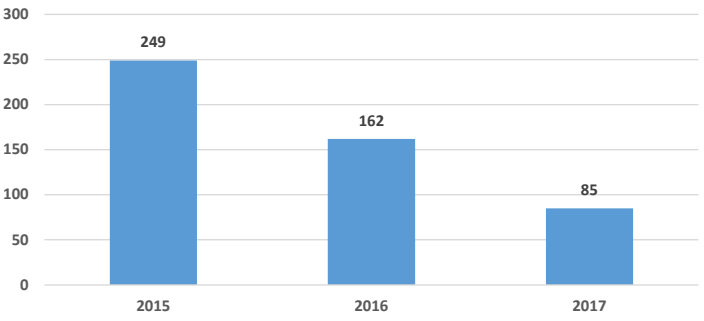


Complaints/ Rides= .016%

Dashboard rating scale:
- Target is ≤.08%
- On track
- Above target

Data Source: Transit Input Reports

Complaints - Paratransit

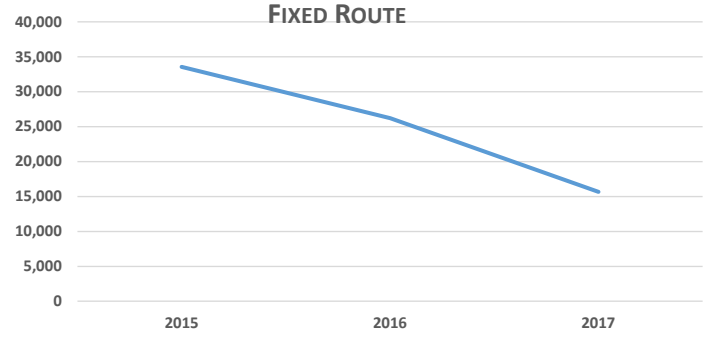


Complaints/ Rides= .054%

Dashboard rating scale:
- Target is ≥.10%
- On track
- Above target

Data Source: Transit Input Reports

Miles Between Road Calls - Fixed Route

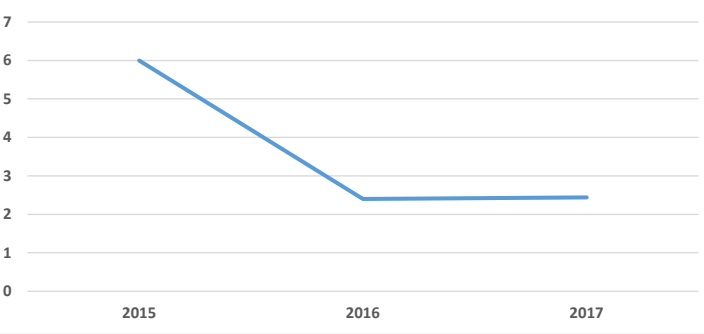


15,679

Dashboard rating scale:
- Target is ≥25,000
- On track
- Below target

Data Source: Transit Fleet Software, Road Call History Report

Vehicle Accidents Per 100,000 Miles



2.4

Dashboard rating scale:
- Target is zero
- On track
- Above target

Data Source: Accident Files

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 the 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.

Note: Valley Transit's current automatic vehicle location system has become increasingly more difficult to maintain. In addition, it requires costly hardware and software upgrades. Valley Transit is currently reviewing alternatives and replacement options to provide consistent and quality data.

Total Passenger Trips - Fixed Route

This indicator shows 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 year to year provides a measure of the effectiveness of the system over time in serving customers. 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 and complaints as a percentage of rides. It indicates the level of concern customers have with the system. All complaints are investigated and resolved to improve customer services.

Note: Two different rating scales are used to measure fixed route and paratransit complaints as a percentage of rides. The .10% target for paratransit complaints is based on a standard (1 complaint for every 1,000 rides) that is used by the State of Wisconsin for Medicaid transportation. This standard was adjusted for the fixed route target, since each customer trip 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: A majority of the buses in Valley Transit's fleet are close to or significantly over their useful life and require replacement. Given the limited availability of capital grant funding, the average age of the fleet will continue to result in increased vehicle break downs despite an aggressive preventative maintenance program.

Vehicle Accidents per 100,000 miles

This is one common indicator used to measure the safety of operations. Accident data includes both preventable and non-preventable because all accidents impact budget expenses, customer satisfaction, on time performance and use of 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.