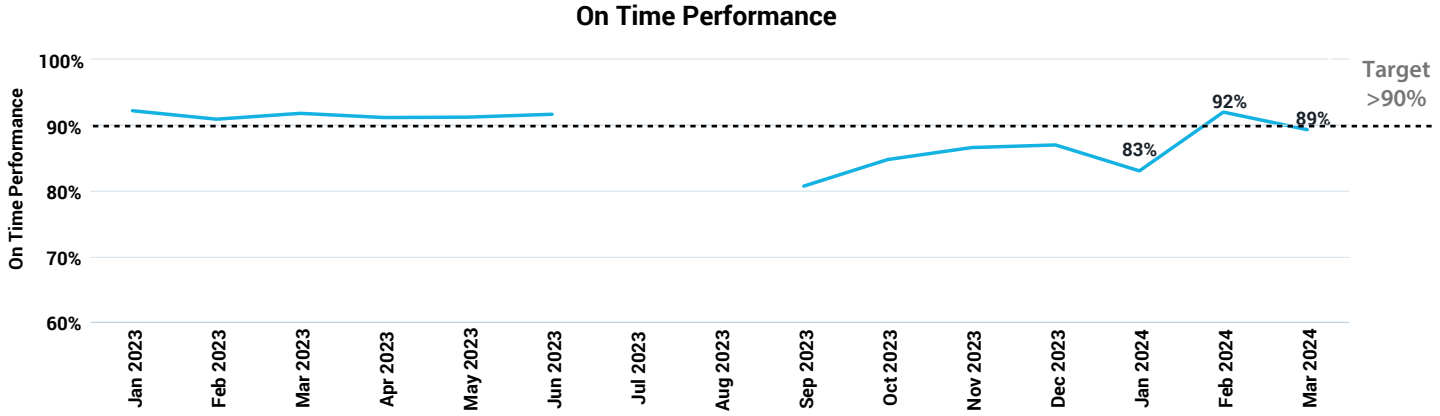
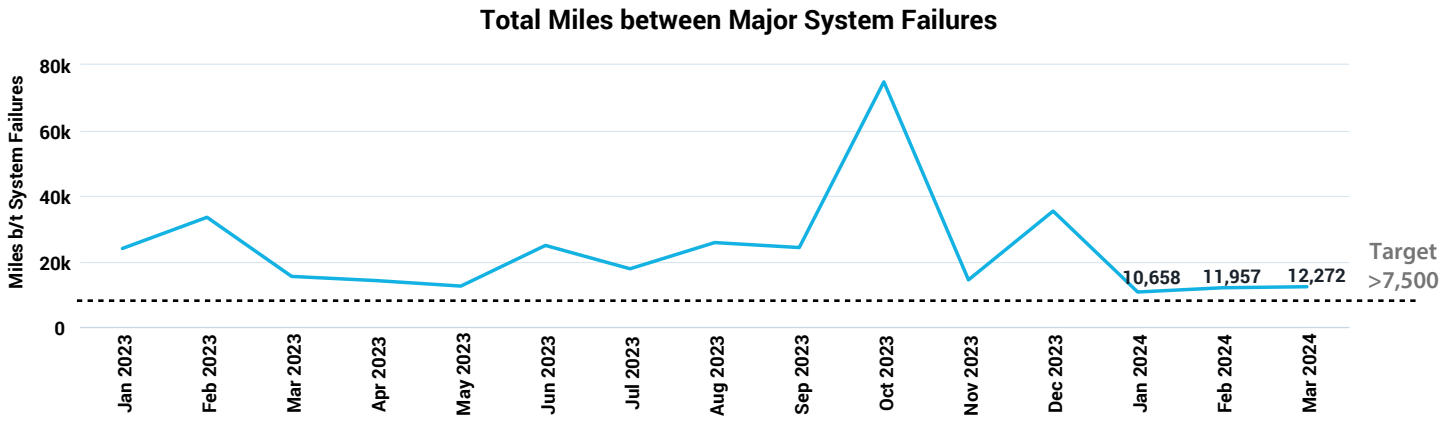
Quarterly KPI - Fixed Route Service, 1st Quarter 2024

Reliability

On time performance (OTP) 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. Road construction, weather, traffic and other operational conditions are all factors that impact system-wide OTP. Note: New onboard system implemented in Sept 2023. Formula = (on time stops/total stops)

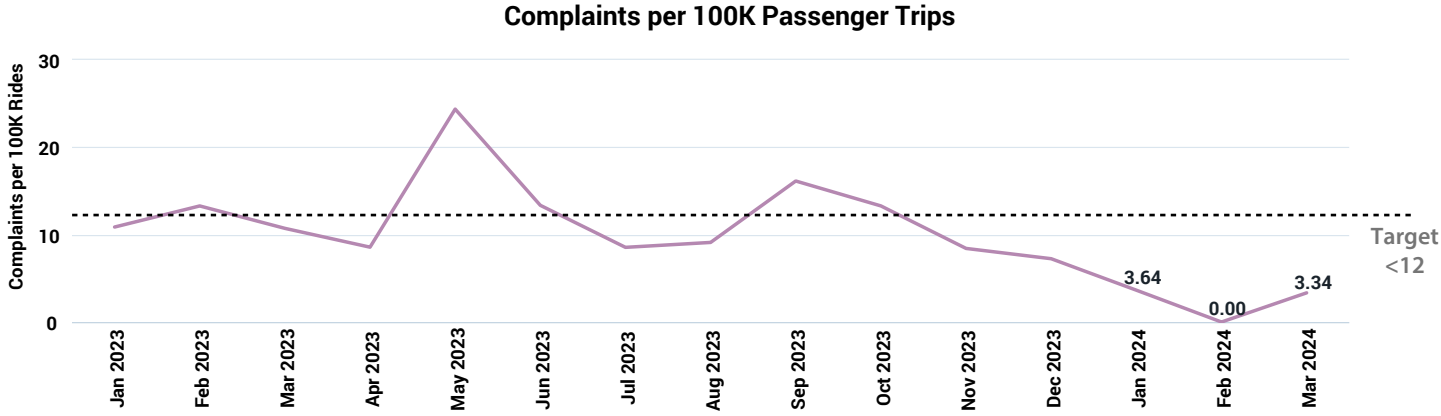


The goal is to minimize bus repair road calls through preventative maintenance and asset management. This graphs shows the average frequency of major system failures. A major system failure is a road call that requires replacement of a bus in service due to an issue that is a safety hazard or when vehicle movement is restricted or disabled. Formula = (total miles/# of failures)



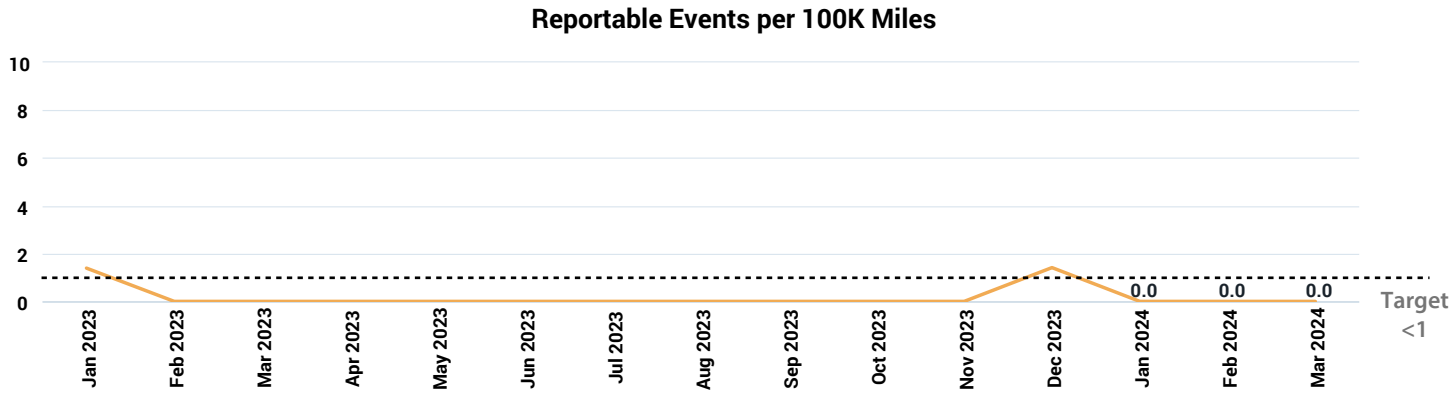
Quality

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



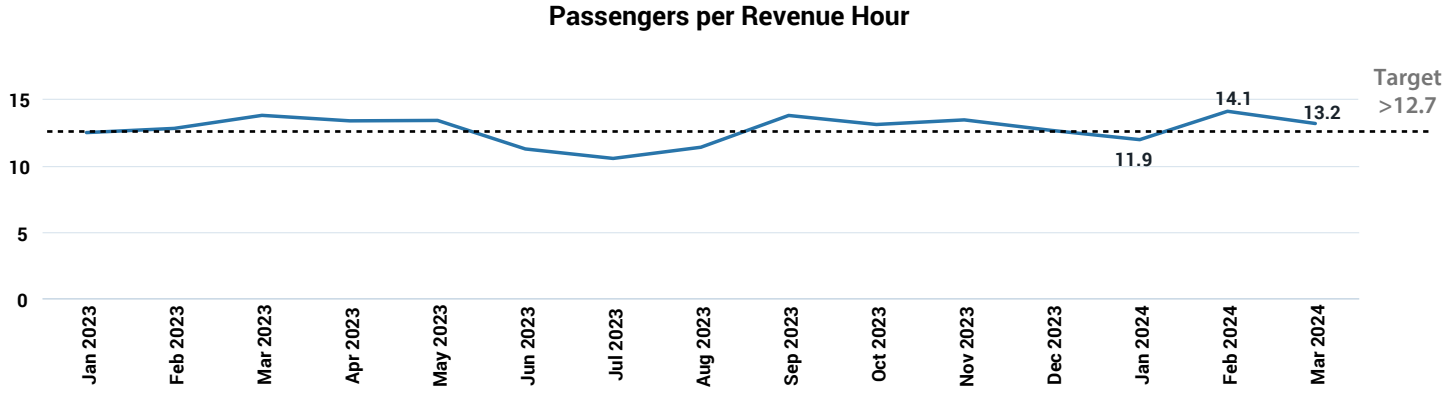
Safety

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



Productivity

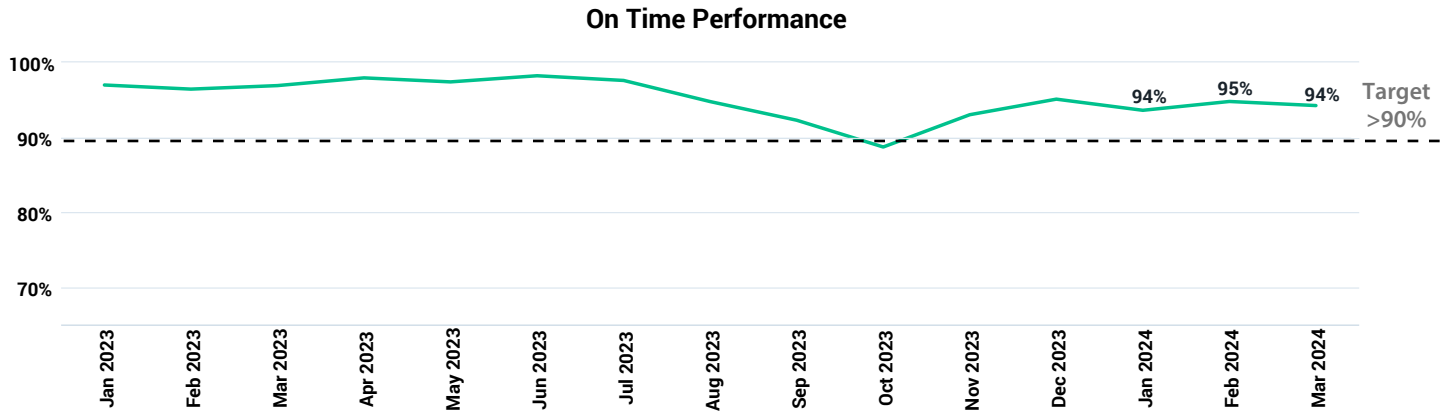
The goal is to increase ridership and community mobility. This graph shows the monthly ratio of rides to revenue hours. This is an industry standard KPI for measuring service productivity. Formula = (rides/revenue hours)



Quarterly KPI - Demand Response Service, 1st Quarter 2024

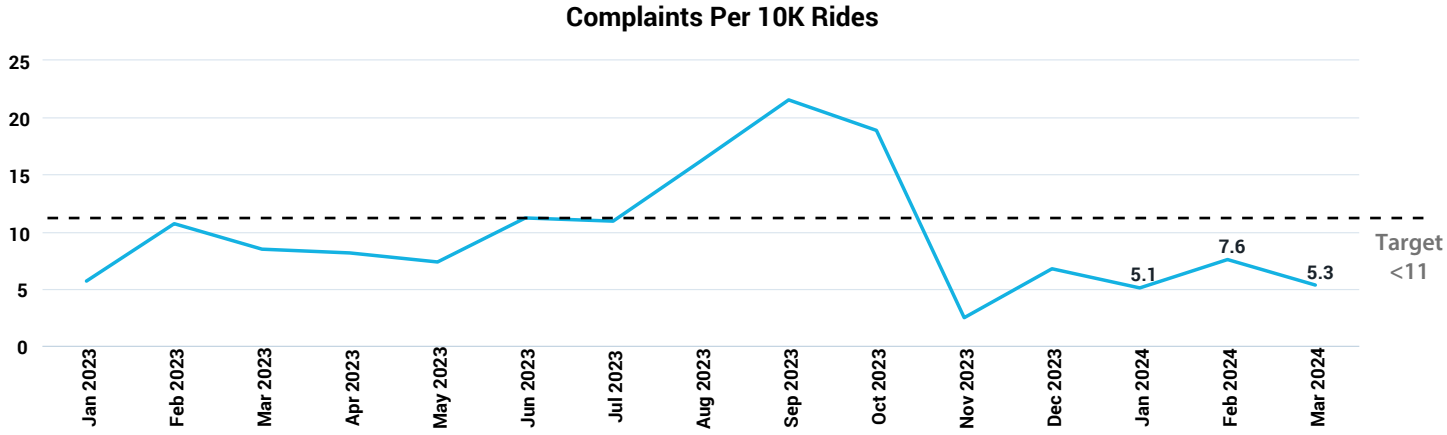
Reliability

On time performance is a key measure of service reliability. A VTII vehicle is on time if it arrives for pick-up within 30-minute window. The window is 15 minutes before and after the scheduled pick-up time. This metric shows the monthly percentage of trips on time. Formula = (on time trips/total trips)



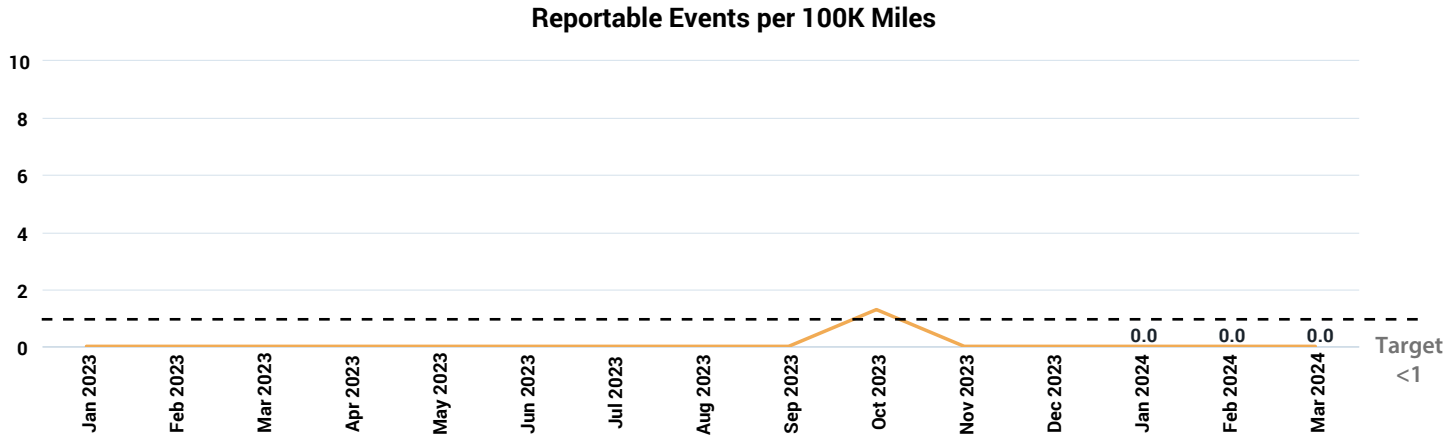
Quality

The goal is to provide quality service and respond to feedback in a timely manner. This graph shows the monthly rate of complaints per 10,000 rides. Formula = (complaints/rides)X10,000



Safety

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



Productivity

The goal is to increase community mobility and access. This graph shows the monthly ratio of rides to revenue hours. This is an industry standard for measuring service productivity. There is no target for this indicator. Formula = (rides/revenue hours)