

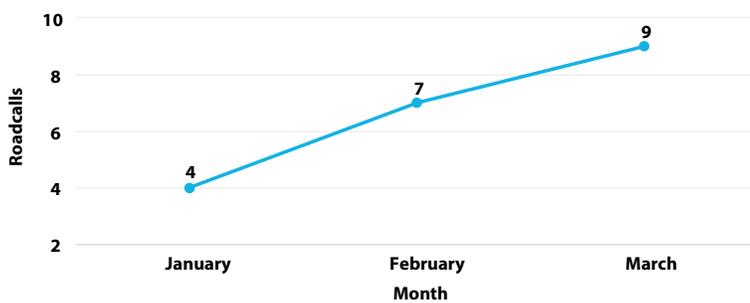
## Reliability

### On Time Performance



On time performance is a primary indicator of service reliability. Valley Transit's goal is to **exceed 90%** on time performance. A bus is on time if it departs a designated time point between one minute early and five minutes late.

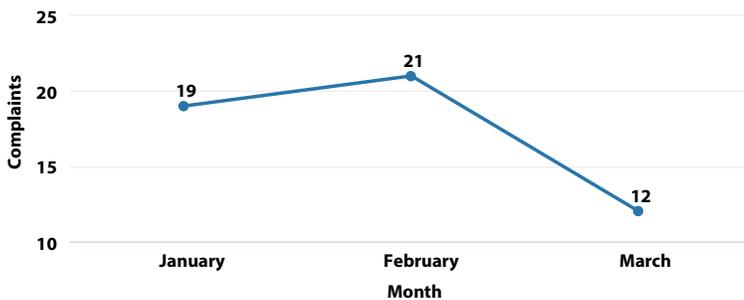
### Service Roadcalls



A roadcall occurs when a vehicle system failure results in the replacement of a bus in service. This measure is another indicator of service reliability. Valley Transit's goal is to **minimize** roadcalls through preventative maintenance and by analyzing each event to help prevent service interruptions whenever possible.

## Service Quality

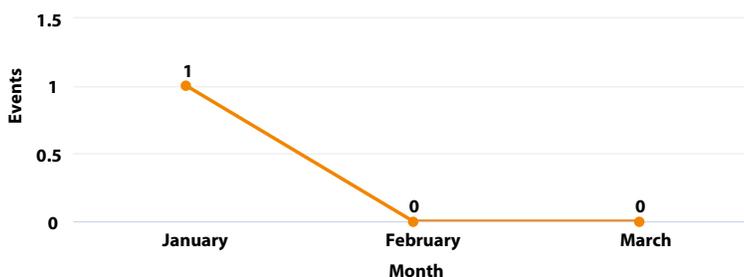
### Complaints



The number of monthly complaints and trend over time provides insight into the quality of service. The continual goal is to **minimize** complaints and respond to feedback in a timely manner.

## Safety

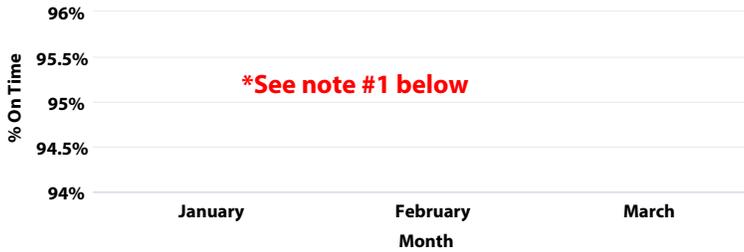
### Reportable Safety Events



This graph provides data on the number of reportable safety & security events on transit property or involving revenue vehicles. 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. Valley Transit's goal is to provide safe service and **minimize** the likelihood of all accidents.

Reliability

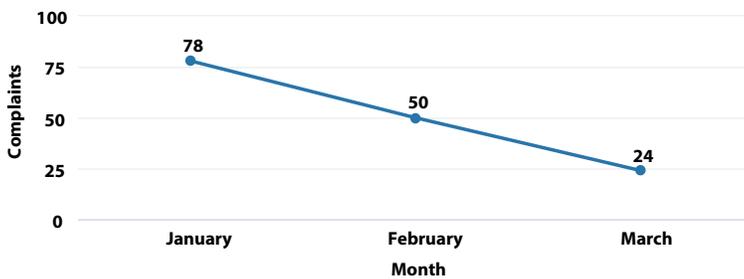
On Time Performance



On time performance is a primary indicator of service reliability. Valley Transit's goal is to **exceed 90%** on time performance for scheduled trips. A VTII vehicle is on time if it arrives for pick-up with a 30 minute window. The window is 15 minutes before to 15 minutes after the scheduled pick-up time.

Service Quality

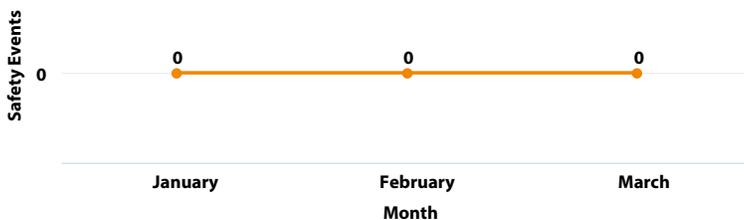
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Notes:

1. Demand Response OTP is currently unavailable. There is a data calculation issue between the source software (Ecolance) and the data management system (TransTrack). An update on this measure will be provided during the FCTC meeting.
2. Valley Transit demand response programs include VTII, VT Senior, VTII - Sunday, VT Connector, Northern Winnebago DAR, Outagamie County Rural, Outagamie County Human Services Transportation and Calumet County Van Service.