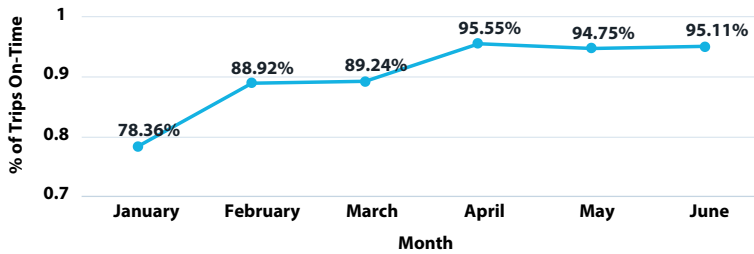


Reliability

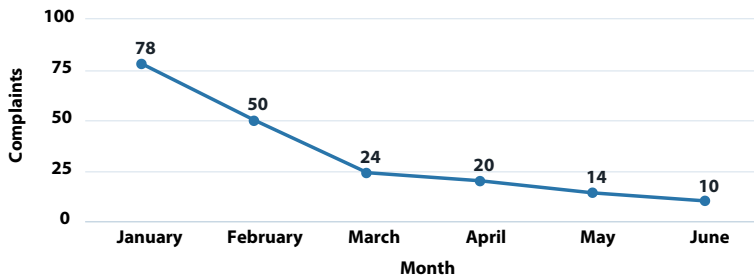
On Time Performance



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

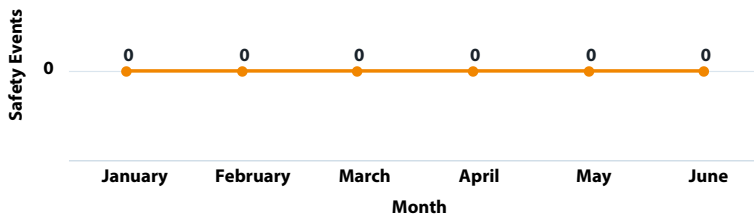
Complaints



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 accidents.

* 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.