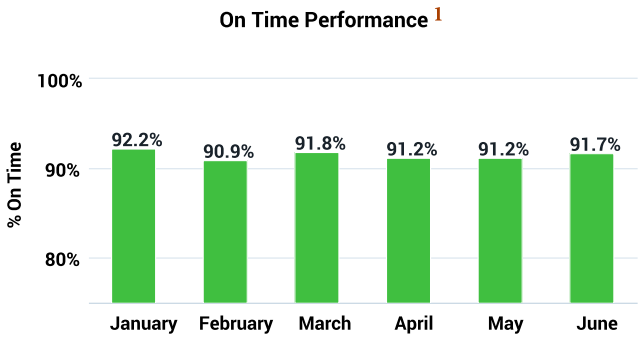
Quarterly KPI - Fixed Route Service, 3rd Quarter 2023

Reliability

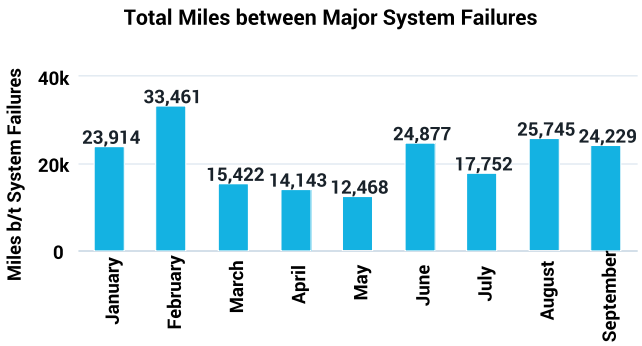


On time performance is a primary measure of service reliability. A bus is on time if it departs a route's scheduled time point between one minute early and five minutes late. This graph shows the monthly percentage of stops on time.

Formula = (on time stops/total stops)

Monthly Benchmark/Target: >90%

**based on industry data*



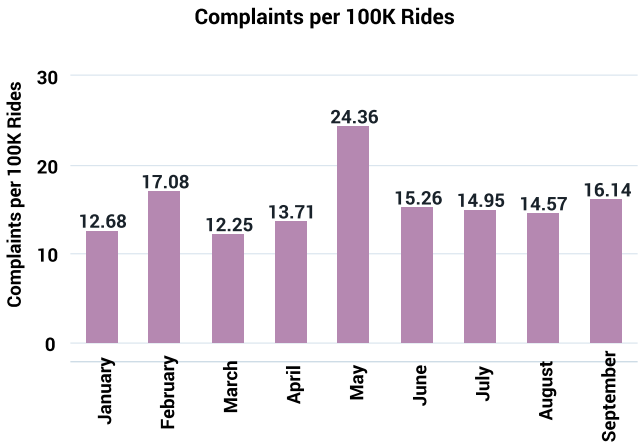
The goal is to minimize bus repair road calls through preventative maintenance and asset management. This graphs shows the average frequency of major system failures. A major system failure is a road call that requires replacement of a bus in service due to an issue that is a safety hazard or when vehicle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

Formula = (total miles/# of failures)

Monthly Benchmark/Target: >7,500 miles

**based on industry data*

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

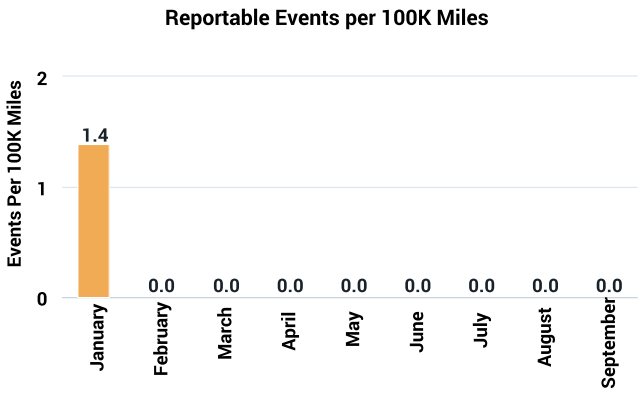
Formula = (complaints/rides)X100,000

Monthly Benchmark/Target: <11.1

**based on prior year average*

1. Due to a hardware & software transition to a new vendor this summer, the 3rd quarter OTP data is not available.

Safety



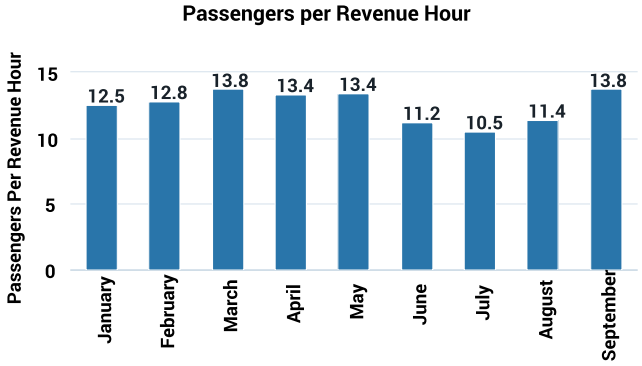
The goal is to provide safe service and minimize the likelihood of all accidents. This graph provides the rate of reportable safety & security events on transit property or involving revenue vehicles per 100K miles. Reportable events, as defined by the National Transit Database, include: injuries requiring 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

Monthly Benchmark/Target: <1

**based on safety goals*

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.

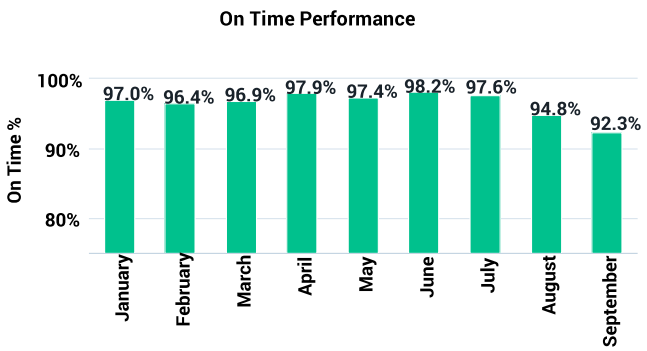
Formula = (rides/revenue hours)

Monthly Benchmark/Target: >11.9

**based on prior year average*

Quarterly KPI - Demand Response Service, 3rd Quarter 2023

Reliability



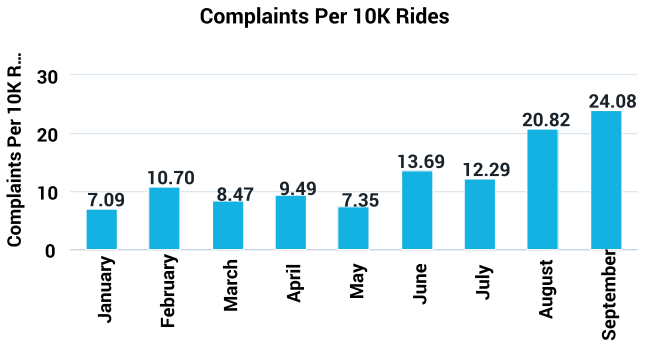
On time performance is a key measure of service reliability. A VTII vehicle is on time if it arrives for pick-up within 30-minute window. The window is 15 minutes before and after the scheduled pick-up time. This metric shows the monthly percentage of trips on time.

Formula = (on time trips/total trips)

Monthly Benchmark/Target: >90%

**based on industry data*

Quality



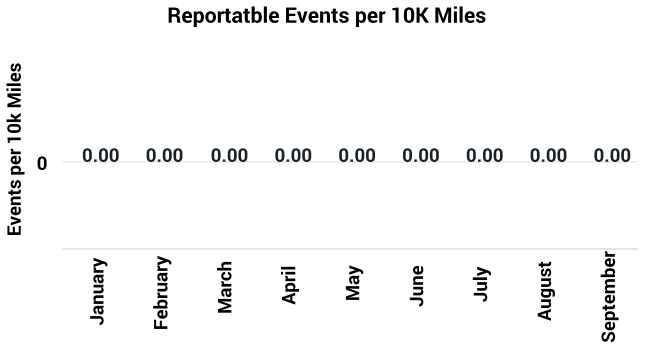
The goal is to provide quality service and respond to feedback in a timely manner. This graph shows the monthly rate of complaints per 10,000 rides.

Formula = (complaints/rides)X10,000

Monthly Benchmark/Target: <27.8

**based on prior year average*

Safety



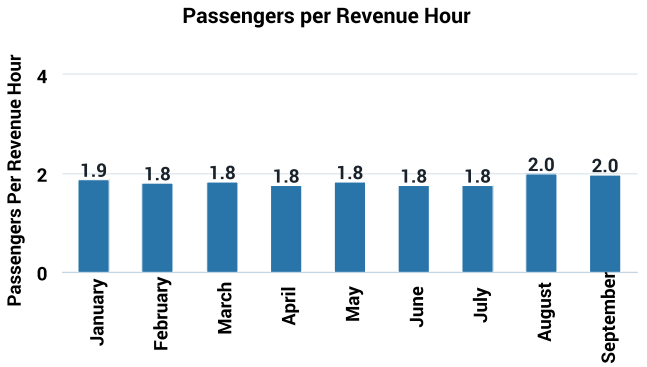
The goal is to provide safe service and minimize the likelihood of all accidents. This graph provides the rate of reportable safety & security events on transit property or involving revenue vehicles per 10K miles. Reportable events, as defined by the National Transit Database, include: injuries requiring immediate medical attention away from scene; property damage exceeding $25,000; collisions when vehicle is towed away; evacuation; or fatalities.

Formula = (events/total miles)X10,000

Monthly Benchmark/Target: <1

**based on safety goals*

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.

Formula = (rides/revenue hours)

Monthly Benchmark/Target: >1.6

**based on prior year average*

Note: Demand response programs administered by Valley Transit include VTII, VT Senior, VTII - Sunday, VT Connector, Northern Winnebago DAR, Outagamie County Rural, and Outagamie County Human Services Transportation.