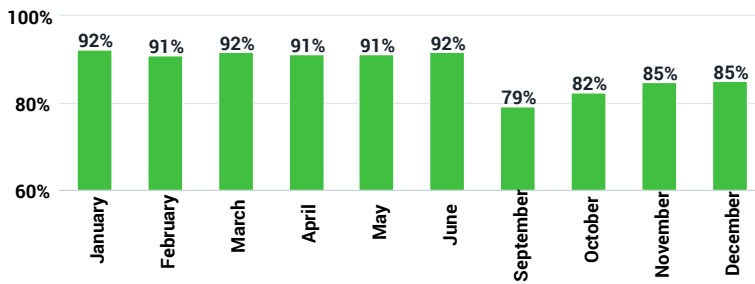


Reliability

On Time Performance¹



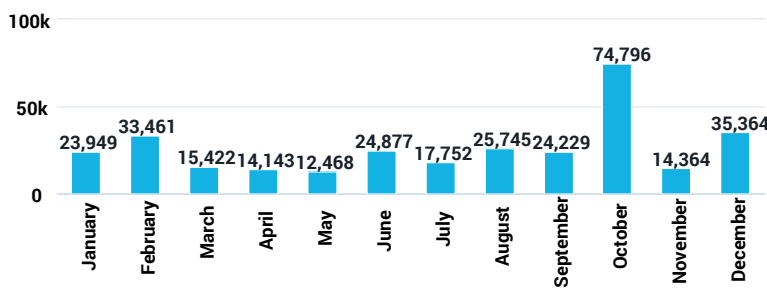
On time performance is a primary measure of service reliability. A bus is on time if it departs a route's scheduled time point between one minute early and five minutes late. This graph shows the monthly percentage of stops on time.

Formula = (on time stops/total stops)

Monthly Benchmark/Target: >90%

**based on industry data*

Total Miles between Major System Failures



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.

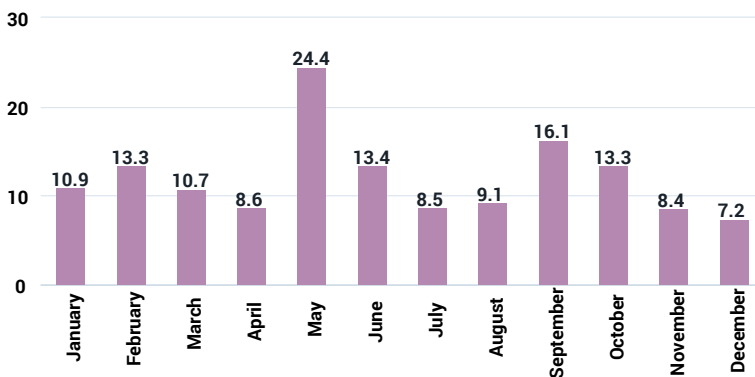
Formula = (total miles/# of failures)

Monthly Benchmark/Target: >7,500 miles

**based on industry data*

Quality

Complaints per 100K Rides



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

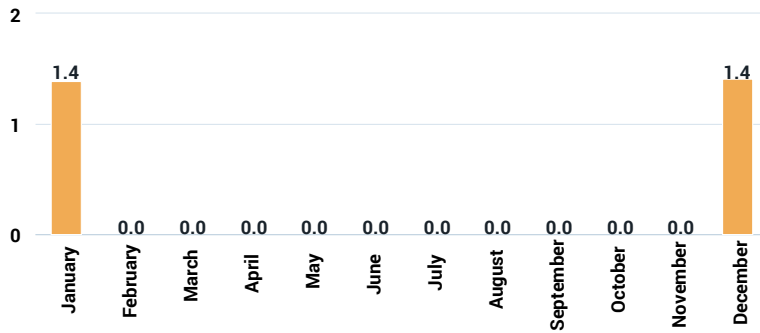
Monthly Benchmark/Target: <11.1

**based on prior year average*

¹ July-August OTP data was not available during a hardware and software transition to a new automatic vehicle location system vendor in summer 2023. Under the new system, the OTP decreased due to improved data and inclusion of coverage routes. Road construction, weather, traffic and other operational conditions are additional factors that impact system-wide OTP.

Safety

Reportable Events per 100K Miles



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.

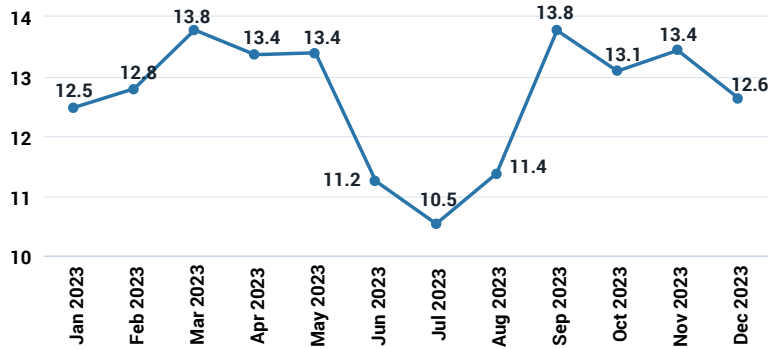
Formula = $(\text{events}/\text{total miles}) \times 100,000$

Monthly Benchmark/Target: <1

**based on safety goals*

Productivity

Passengers per Revenue Hour



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.

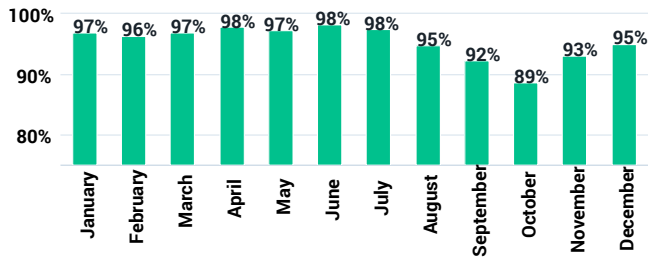
Formula = $(\text{rides}/\text{revenue hours})$

Monthly Benchmark/Target: >11.9

**based on prior year average*

Reliability

On Time Performance



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.

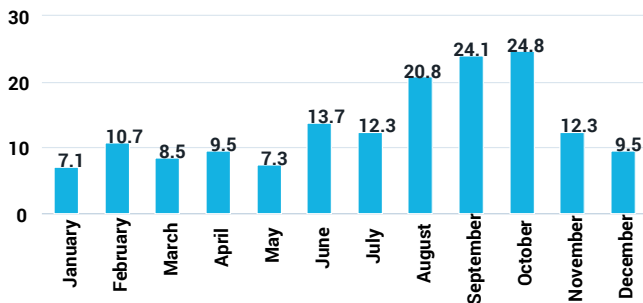
Formula = (on time trips/total trips)

Monthly Benchmark/Target: >90%

*based on industry data

Quality

Complaints Per 10K Rides



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.

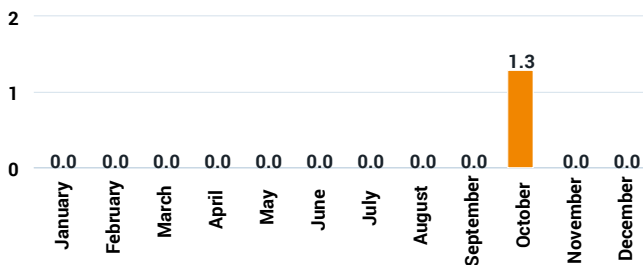
Formula = (complaints/rides)X10,000

Monthly Benchmark/Target: <27.8

*based on prior year average

Safety

Reportable Events per 100K Miles



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.

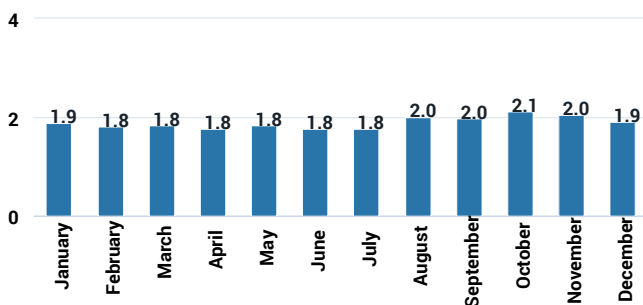
Formula = (events/total miles)X10,000

Monthly Benchmark/Target: <1

*based on safety goals

Productivity

Passengers per Revenue Hour



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