

Valley Transit Dashboard:

A measurement of Key Performance Indicators

On Time Performance



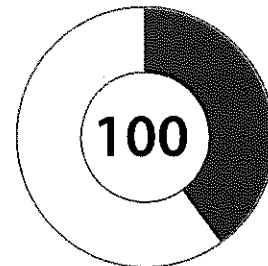
Target: ____ %

Example measurable



Target: ____

Example measurable



Target: ____

List of Key Performance Indicators to be included:

- On Time Performance - %
- Fixed Route Total Passenger Trips - #
- Fixed Route Trips per Revenue Hour - #
- Fixed Route Operating Cost per Trip - \$
- Complaints - Fixed Route - #
- Miles between Road Calls - #
- Vehicle Accidents per 100,000 miles - #
- Paratransit Total Passenger Trips - #
- Complaints - Paratransit Services - #
- Actual Expense to Budget YTD - %

For more information:
www.myvalleytransit.com/dashboard

KEY PERFORMANCE INDICATOR:

On Time Performance

A bus is considered on time if it arrives at the designated time point one minute early or up to five minutes late. Each route has between 5 and 15 measured time points along the route which are distributed to make sure that buses arrive at stops generally within that time frame.

On time performance is important to our customers because they need to know that we will regularly pick them up and get them to their destination on time.

80%

Measurement
period:
June 2015

Historical data - line graph here

Valley Transit has already started to work on identifying issues related to this performance indicator. Many of Valley Transit's routes were designed 20 years ago, when the volume of traffic and level of Transit use were very different.

Next Steps:

- Comprehensive review of systems that track on time performance to assure accuracy in reporting.
- Focus on specific routes that consistently have the lowest on time performance. Analysis of the route to determine factors causing the problem.
- Change the route to get them back on time.
- Initial process should be completed by the end of 2016.