ON TIME PERFORMANCE - FIXED ROUTE

Target

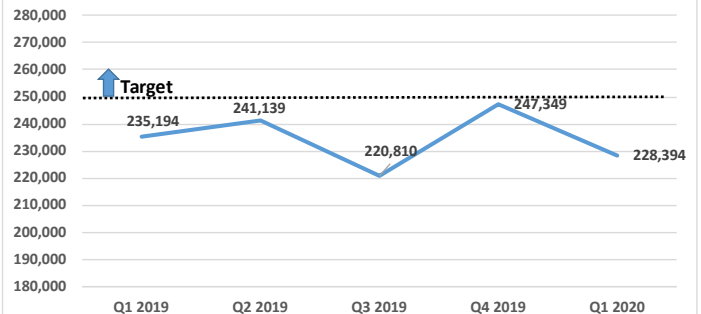86% (Q1 2019), 90% (Q2 2019), 90% (Q3 2019), 92% (Q4 2019), 95% (Q1 2020)

95%

Dashboard rating scale:
- 🟢 Target is ≥90% per qtr
- 🟡 Below target

Data Source: DoubleMap ITS System Report

TOTAL PASSENGER TRIPS - FIXED ROUTE

Target

235,194 (Q1 2019), 241,139 (Q2 2019), 220,810 (Q3 2019), 247,349 (Q4 2019), 228,394 (Q1 2020)
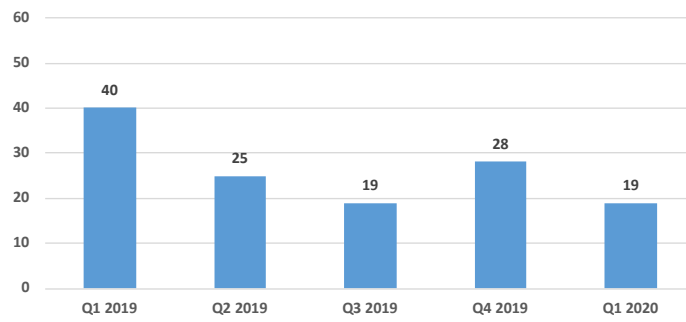
228,394

Dashboard rating scale:
- 🟢 Target is >250K per qtr
- 🟡 Below target

Data Source: GFI Fareboxes and Contractor Ridership Report
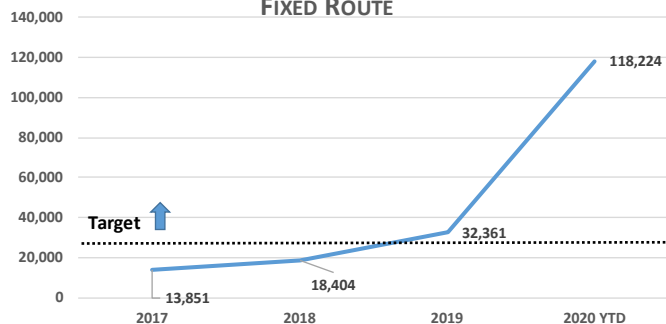
COMPLAINTS - FIXED ROUTE

40 (Q1 2019), 25 (Q2 2019), 19 (Q3 2019), 28 (Q4 2019), 19 (Q1 2020)

Complaints/ Rides= **.01%**

Dashboard rating scale:
- 🟢 Target is ≤.09% per qtr
- 🟡 Above target

Data Source: Transit Input Reports
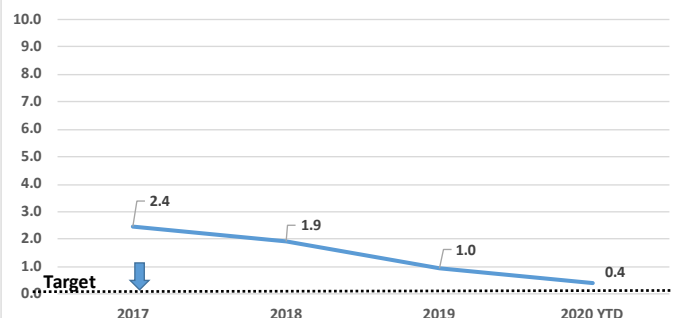
MILES BETWEEN ROAD CALLS - FIXED ROUTE

Target

13,851 (2017), 18,404 (2018), 32,361 (2019), 118,224 (2020 YTD)

118,224

Dashboard rating scale:
- 🟢 Target is ≥25,000 (YTD)
- 🟡 Below target

Data Source: Transit Fleet Software - Road Call History Report

VEHICLE ACCIDENTS PER 100,000 MILES

Target

2.4 (2017), 1.9 (2018), 1.0 (2019), 0.4 (2020 YTD)

0.4

Dashboard rating scale:
- 🟢 Target is zero (YTD)
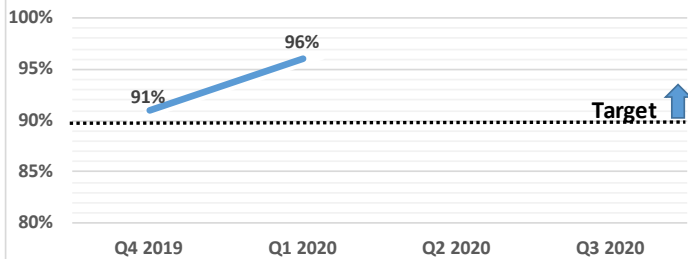- 🟡 Above target

Data Source: Transit Mutual Insurance

Continued on reverse side

Key Performance Indicators: Contracted Services

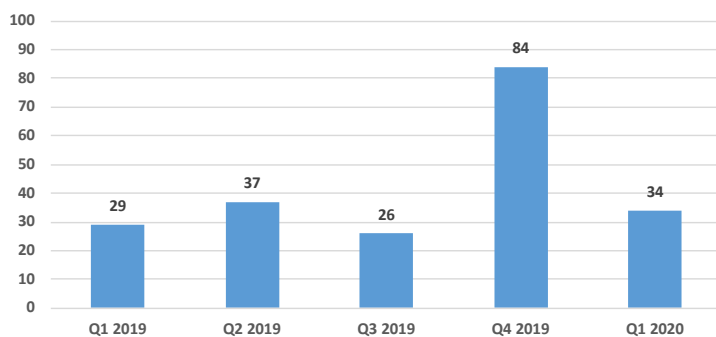## Notes:

ON TIME PERFORMANCE - PARATRANSIT

100% 95% 91% 96% **Target**

Q4 2019 Q1 2020 Q2 2020 Q3 2020

96%

Dashboard rating scale:
- 🟢 Target is ≥90% per qtr
- 🟡 Below target

Data Source: Ecolane System Report

COMPLAINTS - PARATRANSIT

29 37 26 84 34

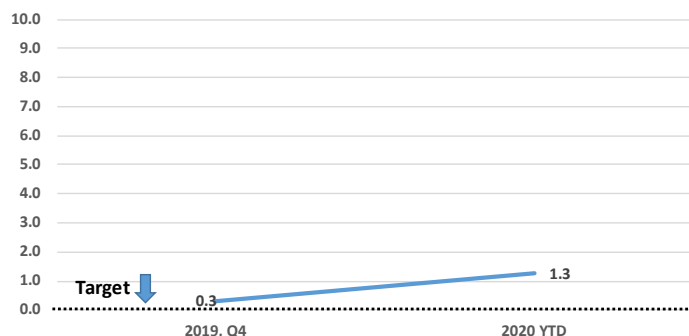Q1 2019 Q2 2019 Q3 2019 Q4 2019 Q1 2020

Complaints/ Rides= **.11%**

Dashboard rating scale:
- 🟢 Target is ≤.10% per qtr
- 🟡 Above target

Data Source: Transit Input Reports

VEHICLE ACCIDENTS PER 100,000 MILES - CONTRACTORS

Target 0.3 1.3

2019, Q4 2020 YTD

1.3

Dashboard rating scale:
- 🟢 Target is zero (YTD)
- 🟡 Above target

Data Source: Contractor Reports

On Time Performance: A bus is considered 'on time' if it arrives at each designated time point between one minute early and up to five minutes late. Each route has multiple designated time points along the route which are distributed to make sure that buses arrive at these stops generally by the published schedule. On time performance is calculated by dividing the number of on time stops by all stops at time points.

A paratransit vehicle is considered on time if it arrives for pick-up within the stated 30 minute pick-up window. The pick-up window is 15 minutes before or 15 minutes after the scheduled pick-up time.

A 90% On Time Performance standard is applied to both bus and ADA paratransit services.

Total Passenger Trips - Fixed Route: A trip is counted each time a passenger boards a bus. Quarterly data provides a measure of the mobility/access provided to customers over time. Valley Transit's target is to provide over 1 million rides per year based on current service levels.

Complaints: These charts display the total number of complaints received each quarter by service type (paratransit and fixed-route bus). The performance measure evaluates complaints as a percentage of rides. This measure indicates the level of concern customers have with the system. All complaints are investigated and resolved to improve customer service.

Two different rating scales are used to measure fixed route and paratransit complaints as a percentage of rides. The target for paratransit service is to achieve less than '1 complaint for every 1,000 rides' (.10%). This is the standard used by the State of Wisconsin for Medicaid transportation. This standard is also used as a basis for developing the fixed route service target. Since trips via bus potentially include transfers, the fixed-route bus service target is to achieve less than 1 complaint for every 1,150 rides (.09%).

Road Calls - Fixed Route: This data includes only road calls that caused interuptions to service.

Valley Transit
CONNECTING THE FOX CITIES