

Performance Standards - Fixed Route

GOAL	Objective	Measurement	FY 10-11	FY 11-12	FY 12-13	FY 13-14	FY 14-15	Standard	Met?
EFFICIENCY									
	Cost Control	Cost/Revenue Hour	\$115.55	\$118.47	\$118.47	\$124.01	\$124.10	Increase < inflation	0.07% Growth
		Cost/Passenger	\$7.30	\$7.80	\$7.80	\$8.29	\$7.64	< \$7.00 / Pass	No
		Farebox Recovery Ratio	17.3%	17.7%	17.7%	16.2%	16.7%	18.0%	No
		Net Subsidy/Passenger	\$6.04	\$6.42	\$6.42	\$6.94	\$6.36	< \$6.00 / Pass	No
		Accidents/100,000 Miles	0.86	0.85	0.93	0.74	0.81	1/100K miles	Yes
	Market Resource	Maintenance Employee / 1000,000 Miles	0.84	0.79	0.74	0.80	0.77	0.82 / 100K	Yes
		Operator OT/ Total Operator Hours	6.26%	5.77%	7.11%	6.91%	9.54%	8.00%	No
		Pay to Platform (Total) Hours	1.57	1.68	1.68	1.55	1.51	1.60	Yes
EFFECTIVENESS									
	Market Penetration	Passengers per RV Hr	15.8	15.2	15.2	15.0	16.3	17.0	No
		Passengers per RV Mi	1.44	1.36	1.36	1.37	1.48	1.31	Yes
	Service Quality	Percent Missed Trips	0.09%	0.12%	0.09%	0.09%	0.12%	0.25%	Yes
		Miles between Roadcalls	25,754	28,539	33,619	25,521	39,913	18,000	Yes
		Percent of Trips On-time	93%	93%	91%	88%	86%	95.0%	No
		Complaints/100,000 miles	11.4	11.3	11.3	11.0	10.9	30 /100K miles	Yes
		On-Board Passenger Surveys			Yes		Yes	Every 3 years	Yes
		Customer Service Phone Response	93.4%	91.5%	93.1%	93.7%	95.7%	92.0%	Yes
EQUITY									
	Improve Transit Access	Lift Availability	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	Yes

Performance Standards - Paratransit

GOAL	Objective	Measurement	FY 10-11	FY 11-12	FY 12-13	FY 13-14	FY 14-15	Standard	Met?
EFFICIENCY									
	Cost Control	Cost/Revenue Hour	\$ 63.91	\$ 66.95	\$ 66.95	\$ 70.31	\$ 69.42	Increase < inflation	(1.3%) Growth
		Cost/Passenger	\$ 31.18	\$ 32.13	\$ 32.13	\$ 32.84	\$ 32.63	Increase < inflation	(0.6%) Growth
		Farebox Recovery Ratio	10.8%	12.0%	12.0%	10.4%	10.2%	10.7%	No
	Safety	Accidents/100,000 Miles	0.13	0.27	0.27	0.47	0.82	0.3 / 100K miles	No
EFFECTIVENESS									
	Market Penetration	Passengers per RVHr	2.0	2.1	2.1	2.1	2.1	1.9 Pass/RHr	Yes
	Service Quality	Denials	0	0	0	0	0	None	Yes
		Miles between Roadcalls	2.1	1.7	1.7	3.0	2.2	3.0 / 100K miles	Yes
		Percent of Trips On-time	95%	95%	95%	87%	84%	98% on time	No
		Complaints/100,000 miles	0.4	0.5	0.5	0.5	0.5	2.0 / 100K miles	Yes
		Employee Turnover	13.0%	2.1%	11.0%	13.0%	40.0%	5.0%	No
EQUITY									
	Improve Transit Access	Lift Availability	100%	100%	100%	100%	100%	100.0%	Yes