



Transit Division Performance Measurements Report

For the Third Quarter of Fiscal Year 2011-12

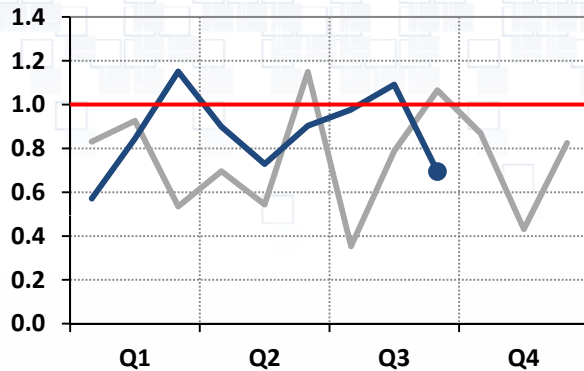


Safety, Courtesy, and Reliability



Safety: Preventable Vehicle Accidents per 100,000 Miles

Directly-Operated Fixed-Route

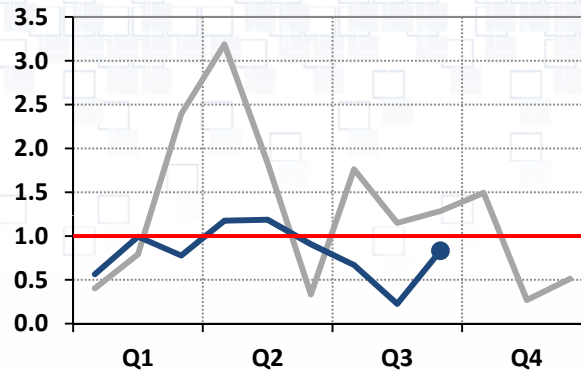


*YTD Change from
*FY 2010-11 to
FY 2011-12:
↑ 13.0%

YTD Result:
0.87

Goal of
≤ 1.00 per
100,000:
Met

Contracted Fixed-Route

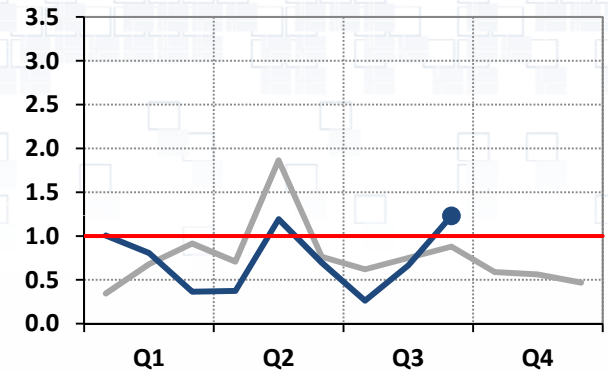


YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 44.1%

YTD Result:
0.81

Goal of
≤ 1.00 per
100,000:
Met

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YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 12.0%

YTD Result:
0.73

Goal of
≤ 1.00 per
100,000:
Met

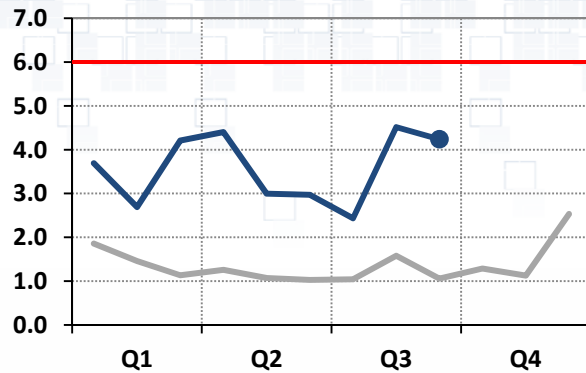
- FY 2011-12
- FY 2010-11
- Standard

*YTD = Year-To-Date

*FY = Fiscal Year

Courtesy: Valid Customer Complaints per Thousands of Boardings

Directly-Operated Fixed-Route

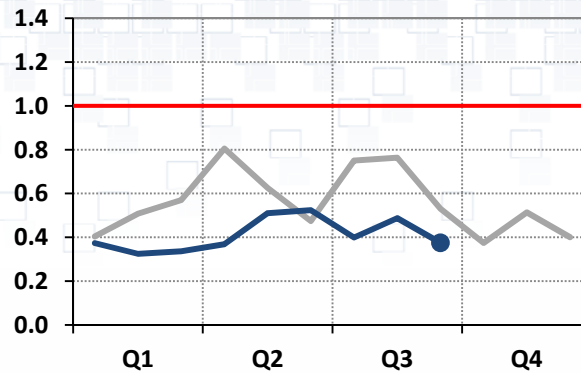


YTD Change from
FY 2010-11 to
FY 2011-12:
↑ 180.5%

YTD Result:
3.59

Goal of
≤ 6.00 per
100,000:
Met

Contracted Fixed-Route

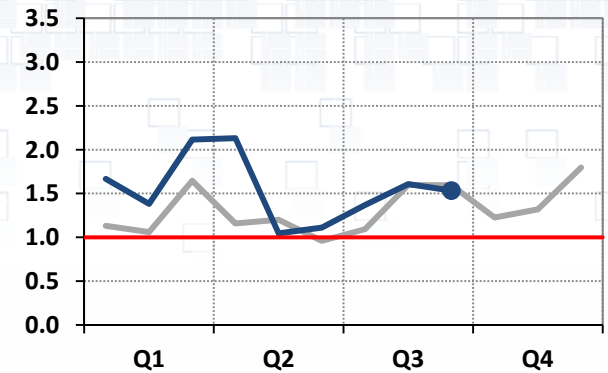


YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 32.4%

YTD Result:
0.41

Goal of
≤ 1.00 per
4,000:
Met

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YTD Change from
FY 2010-11 to
FY 2011-12:
↑ 22.3%

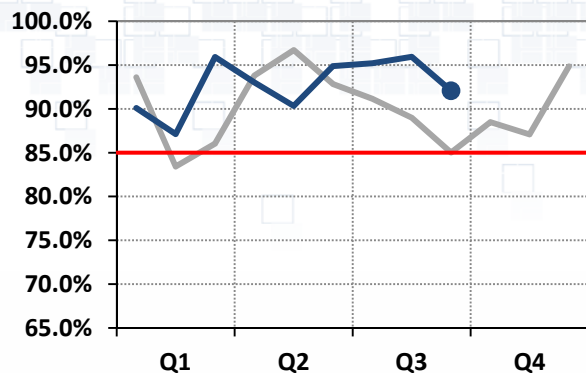
YTD Result:
1.56

Goal of
≤ 1.00 per
1,000:
Not Met

● FY 2011-12
— FY 2010-11
— Standard

Reliability: On-time Performance

Directly-Operated Fixed-Route

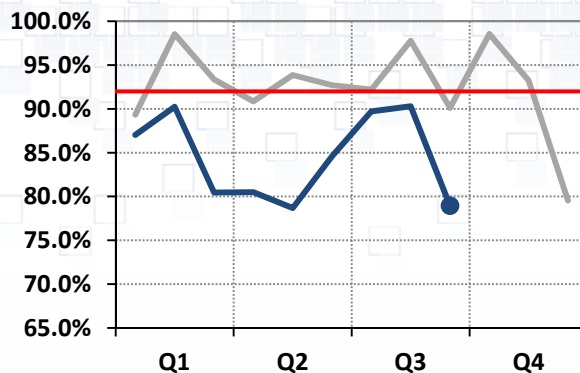


YTD Change from
FY 2010-11 to
FY 2011-12:
↑ 2.7%

YTD Result:
92.6%

Goal of
Equal to or
More than
85.0%:
Met

Contracted Fixed-Route

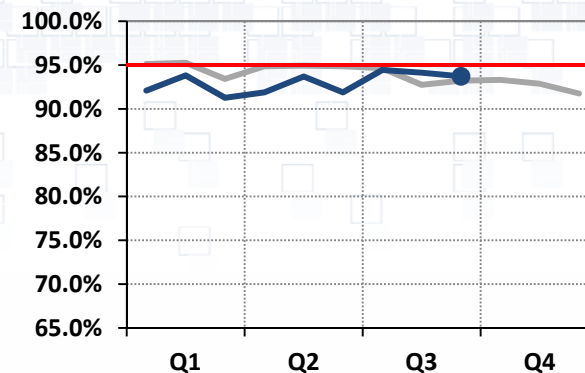


YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 9.5%

YTD Result:
84.3%

Goal of
Equal to or
More than
92.0%:
Not Met

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YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 1.4%

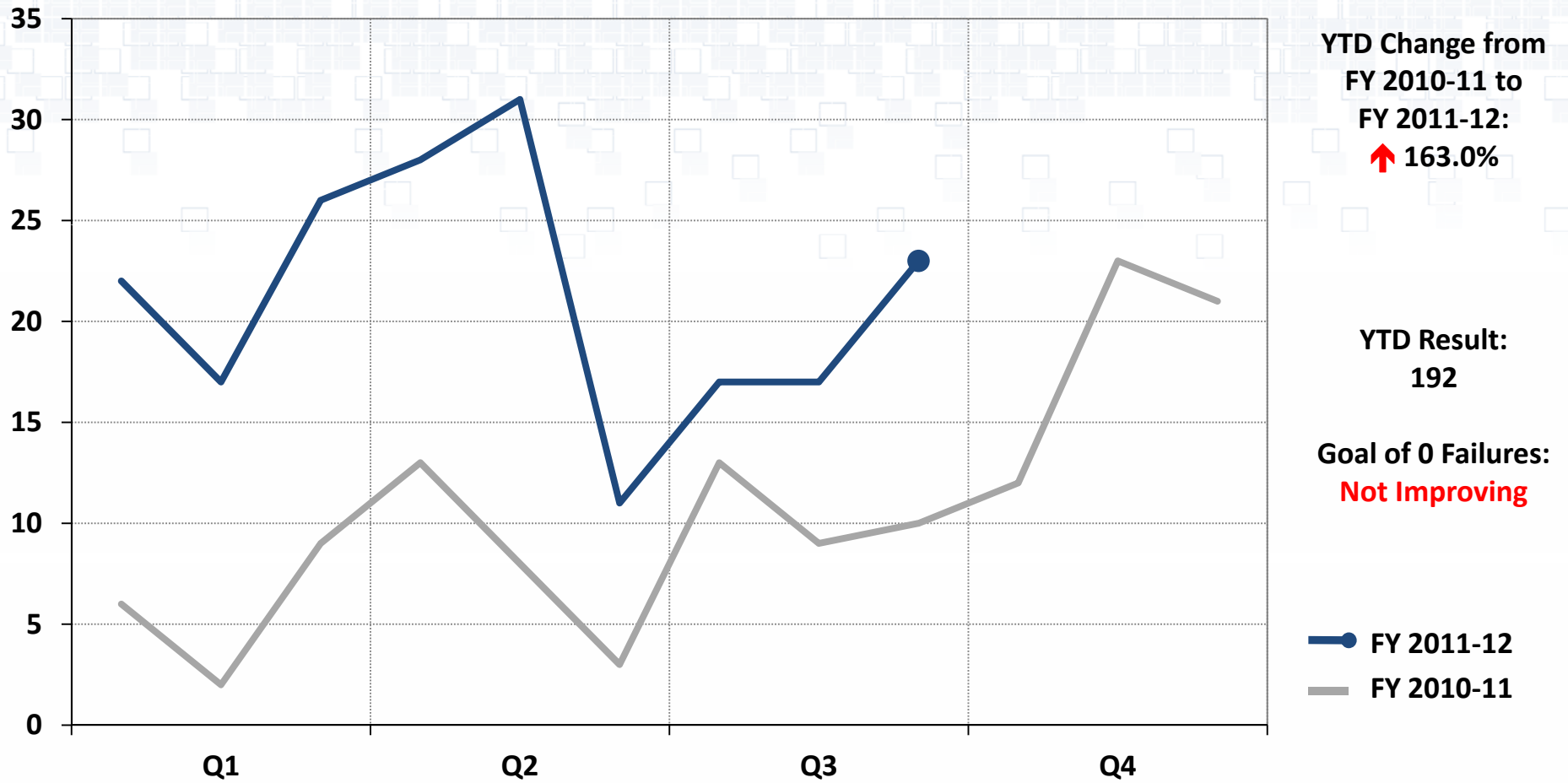
YTD Result:
93.0%

Goal of
Equal to or
More than
95.0%:
Not Met

● FY 2011-12
— FY 2010-11
— Standard

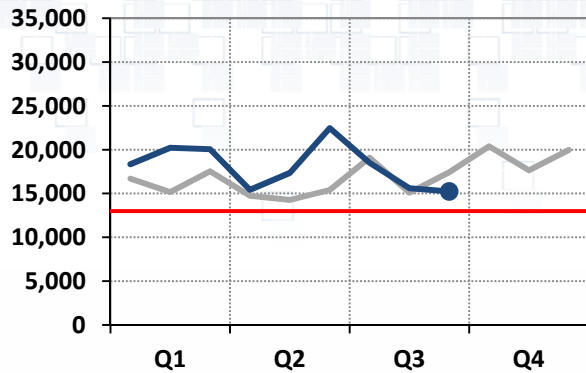
Reliability: Service Delivery Failures

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Reliability: Miles Between Road Calls

Directly-Operated Fixed-Route

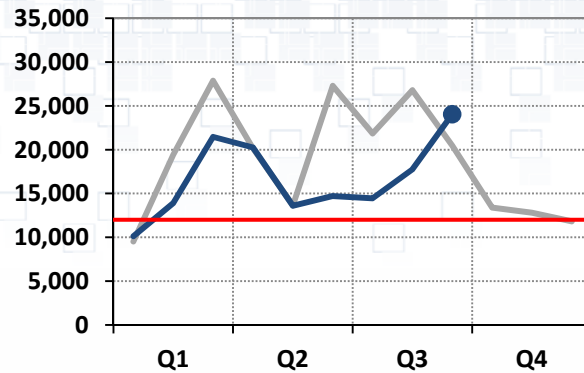


YTD Change from
FY 2010-11 to
FY 2011-12:
↑ 11.5%

YTD Result:
17,863

Goal of
≥ 13,500:
Met

Contracted Fixed-Route

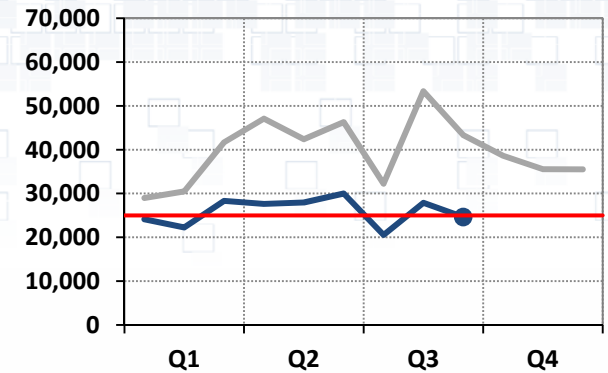


YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 16.7%

YTD Result:
15,850

Goal of
≥ 12,000:
Met

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YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 34.5%

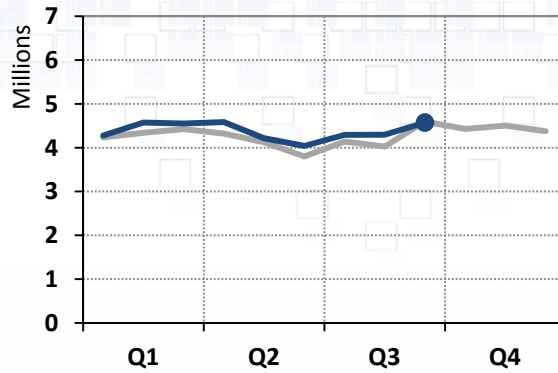
YTD Result:
25,489

Goal of
≥ 25,000:
Met

● FY 2011-12
— FY 2010-11
— Standard

Ridership

All Fixed-Route

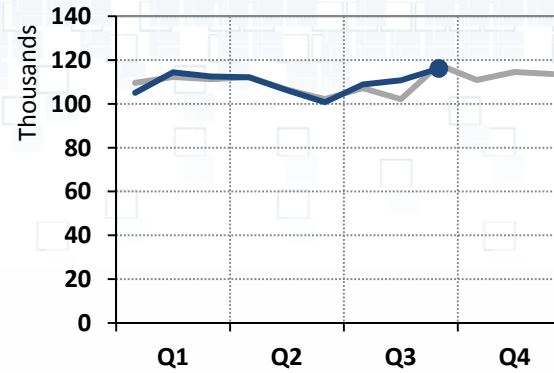


YTD Change from
FY 2010-11 to
FY 2011-12:
↑ 3.7%

YTD Result:
39.4 mil

Goal of
≥ 37.8 mil:
Met

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YTD Change from
FY 2010-11 to
FY 2011-12:
↑ 0.6%

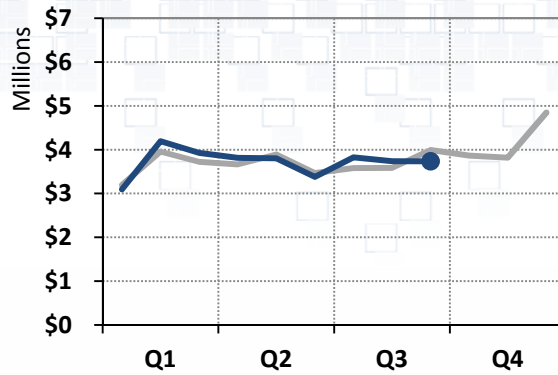
YTD Result:
986,767

Goal of
≥ 851,720:
Met

- FY 2011-12
- FY 2010-11
- Standard

Passenger Fare Revenues

All Fixed-Route

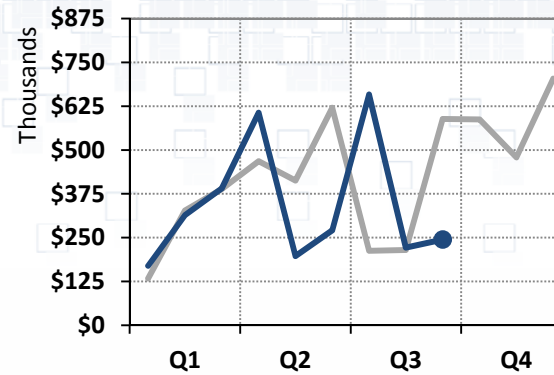


YTD Change from
FY 2010-11 to
FY 2011-12:
↑ 1.4%

YTD Result:
\$33.5 mil

Goal of
≥ \$34.6 mil:
Not Met

All Paratransit



YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 8.7%

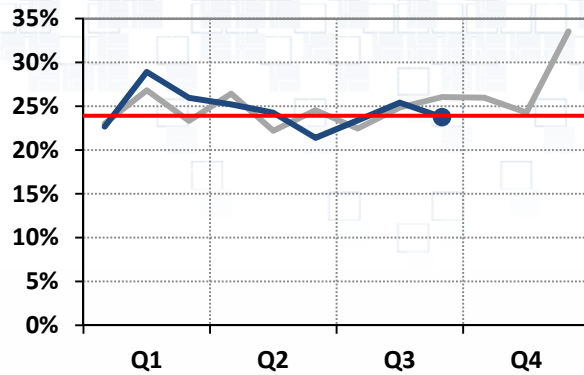
YTD Result:
\$3.0 mil

Goal of
≥ \$3.6 mil:
Not Met

- FY 2011-12
- FY 2010-11
- Standard

Farebox Recovery Ratio

All Fixed-Route

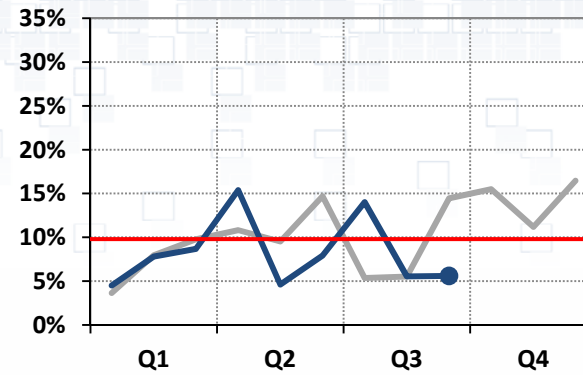


YTD Change from
FY 2010-11 to
FY 2011-12:
↑ 0.8%

YTD Result:
24.5%

Goal of
≥ 23.4%:
Met

All Paratransit



YTD Change from
FY 2010-11 to
FY 2011-12:
↓ 9.8%

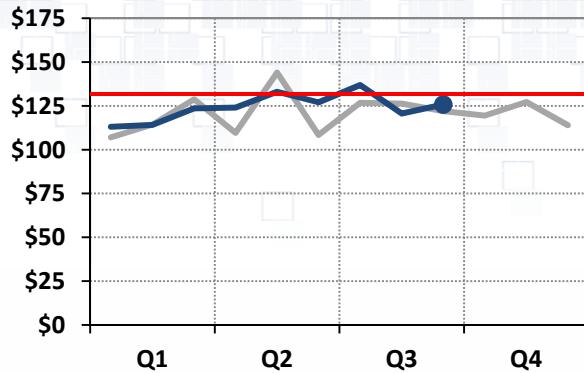
YTD Result:
8.3%

Goal of
≥ 9.8%:
Not Met

- FY 2011-12
- FY 2010-11
- Standard

Cost per Revenue Vehicle Hour

Directly-Operated Fixed-Route



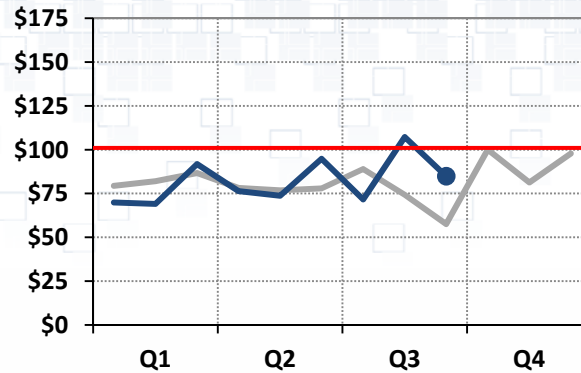
YTD Change from
FY 2010-11 to
FY 2011-12:

↑ 3.0%

YTD Result:
\$124.13

Goal of
≤ \$131.75:
Met

Contracted Fixed-Route



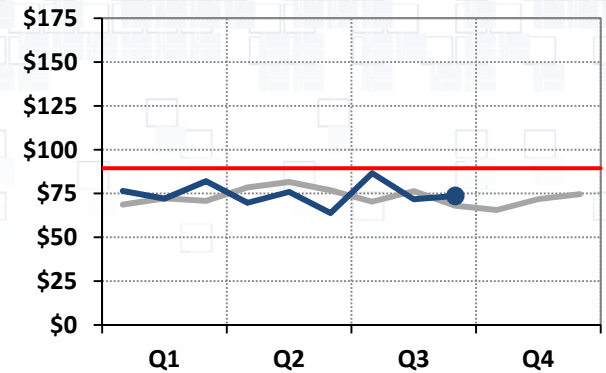
YTD Change from
FY 2010-11 to
FY 2011-12:

↑ 7.7%

YTD Result:
\$82.37

Goal of
≤ \$101.01:
Met

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YTD Change from
FY 2010-11 to
FY 2011-12:

↑ 1.4%

YTD Result:
\$74.69

Goal of
≤ \$89.39:
Met

- FY 2011-12
- FY 2010-11
- Standard