



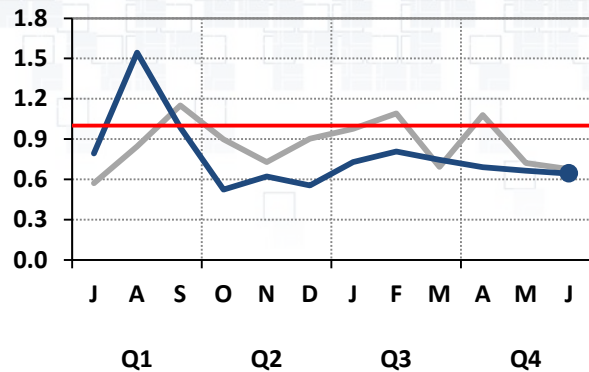
Transit Division  
Performance Measurements Report  
for the Fourth Quarter of Fiscal Year 2012-13

# Safety, Courtesy, and Reliability



# Safety: Preventable Vehicle Accidents per 100,000 Miles

## Directly Operated Fixed-Route

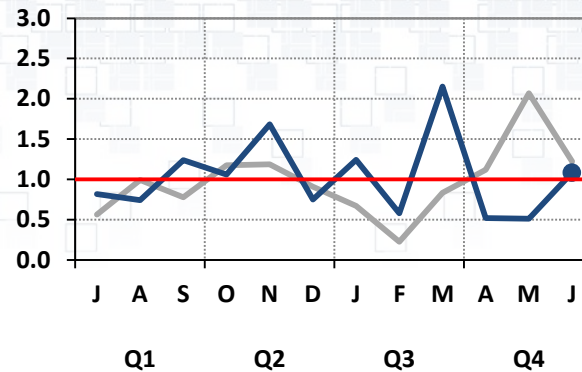


Change from  
\*FY 2011-12 to  
FY 2012-13:  
↓ 9.3%

YE Result:  
0.78

Standard of  
1.0 per  
100,000:  
Exceeded

## Contracted Fixed-Route

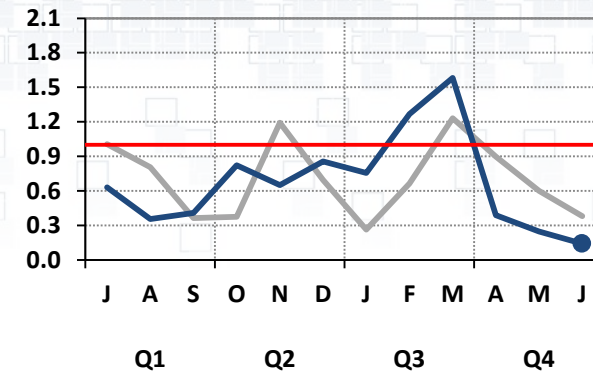


Change from  
FY 2011-12 to  
FY 2012-13:  
↑ 3%

YE Result:  
1.03

Standard of  
1.0 per  
100,000:  
Not Met

## ACCESS Service



Change from  
FY 2011-12 to  
FY 2012-13:  
↓ 5.6%

YE Result:  
0.67

Standard of  
1.0 per  
100,000:  
Exceeded

● FY 2012-13

● FY 2011-12

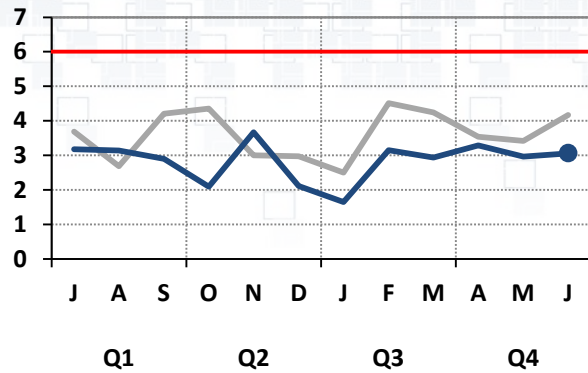
— Standard

\*FY = Fiscal Year

\*YE = Year End

# Courtesy: Valid Customer Complaints per Thousands of Boardings

## Directly Operated Fixed-Route



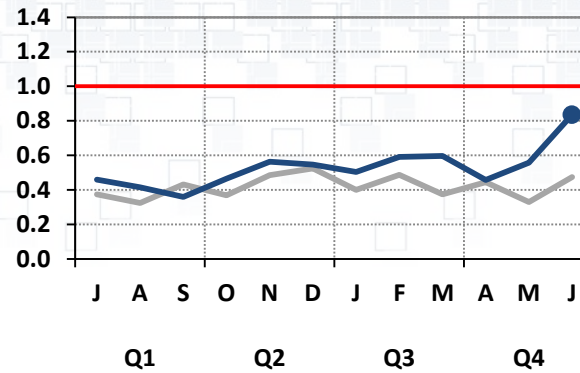
Change from  
FY 2011-12 to  
FY 2012-13:

↓ 21.5%

YE Result:  
2.84

Standard of  
6.0 per  
100,000:  
Exceeded

## Contracted Fixed-Route



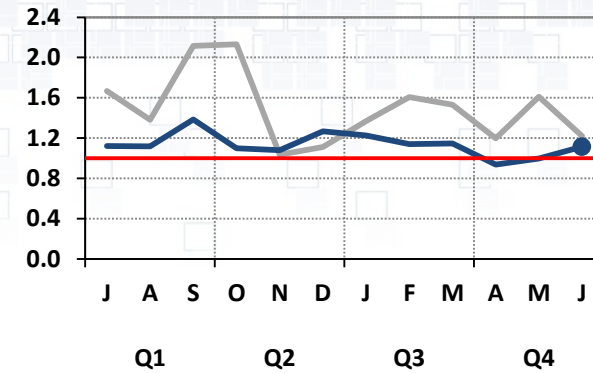
Change from  
FY 2011-12 to  
FY 2012-13:

↑ 26.9%

YE Result:  
0.53

Standard of  
1.0 per  
4,000:  
Exceeded

## ACCESS Service



Change from  
FY 2011-12 to  
FY 2012-13:

↓ 24.7%

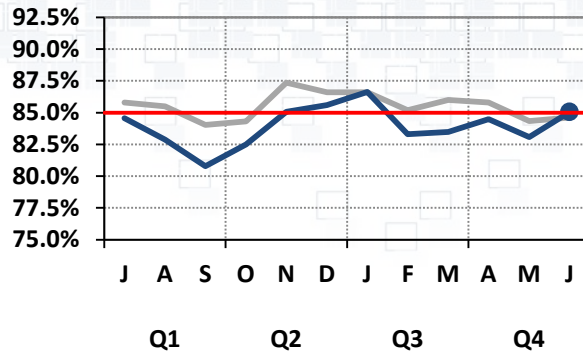
YE Result:  
1.13

Standard of  
1.0 per  
1,000:  
Not Met

● FY 2012-13  
● FY 2011-12  
● Standard

# Reliability: On-time Performance

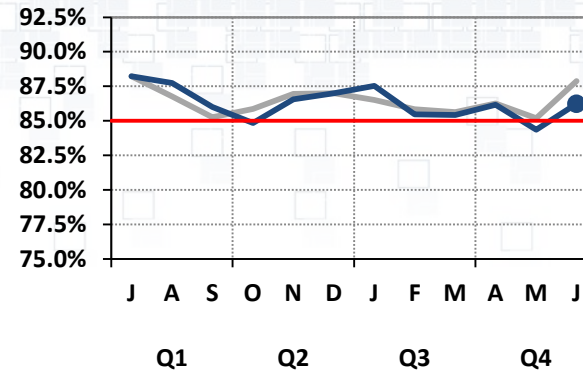
## Local Fixed-Route Service



Change from  
FY 2011-12 to  
FY 2012-13:  
↓ 1.8%

YE Result:  
83.7%  
Standard of  
85.0%:  
**Not Met**

## Community Fixed-Route Service



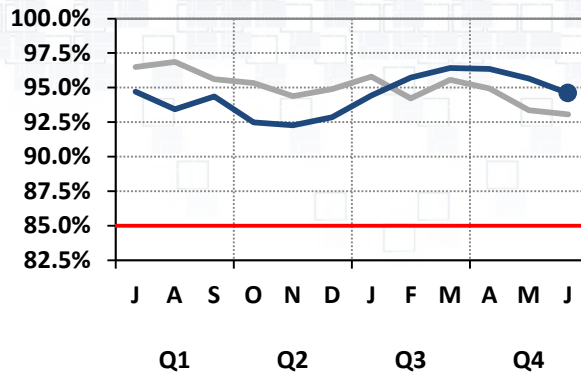
Change from  
FY 2011-12 to  
FY 2012-13:  
↓ 0.1%

YE Result:  
86.3%  
Standard of  
85.0%:  
**Exceeded**

- FY 2012-13
- FY 2011-12
- Standard

# Reliability: On-time Performance

## StationLink Fixed-Route Service

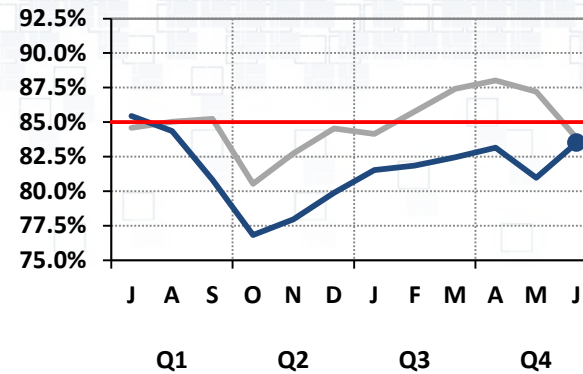


Change from  
FY 2011-12 to  
FY 2012-13:  
↓ 0.7%

YE Result:  
94.4%

Standard of  
85.0%:  
**Exceeded**

## Express Fixed-Route Service



Change from  
FY 2011-12 to  
FY 2012-13:  
↓ 3.8%

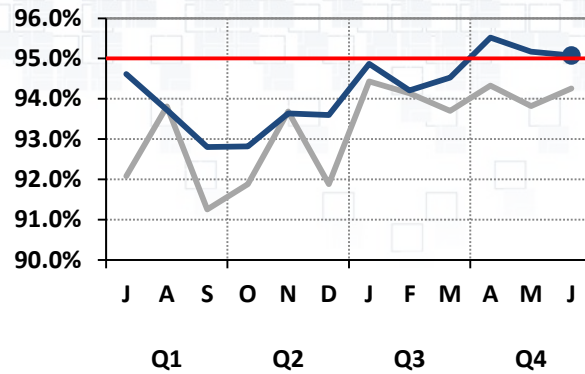
YE Result:  
81.6%

Standard of  
85.0%:  
**Not Met**

- FY 2012-13
- FY 2011-12
- Standard

# Reliability: On-time Performance

## ACCESS Service



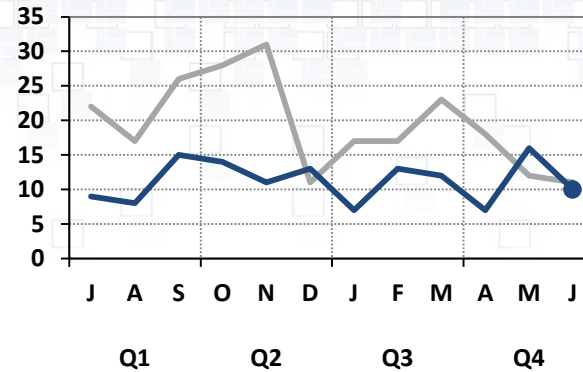
Change from  
FY 2011-12 to  
FY 2012-13:

↑ 1%

YE Result:  
94.2%

Standard of  
95.0%:  
**Not Met**

## ACCESS Service Delivery Failures



Change from  
FY 2011-12 to  
FY 2012-13:

↓ 42.1%

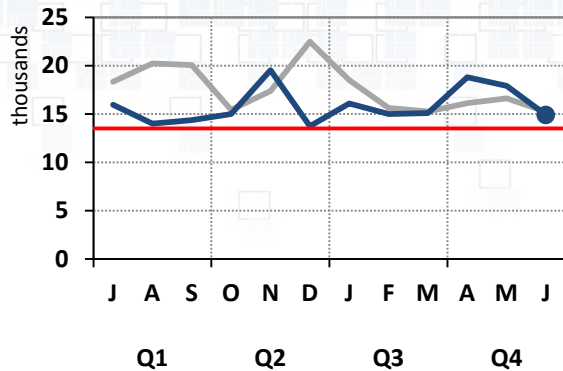
YE Result:  
135

Goal of 0  
Failures:  
**Improved**

- FY 2012-13
- FY 2011-12
- Standard

# Reliability: Miles Between Road Calls

## Directly Operated Fixed-Route



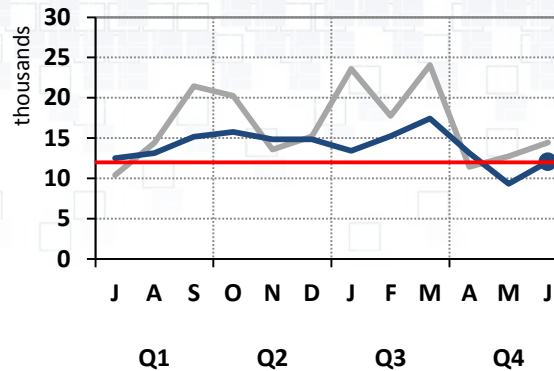
Change from  
FY 2011-12 to  
FY 2012-13:

↓ 9.8%

YE Result:  
15,662

Standard of  
14,000:  
**Exceeded**

## Contracted Fixed-Route



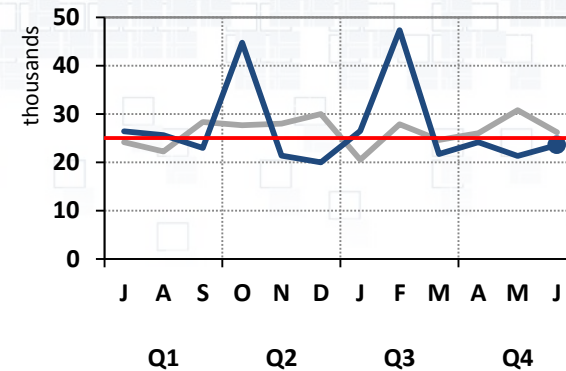
Change from  
FY 2011-12 to  
FY 2012-13:

↓ 13%

YE Result:  
13,530

Standard of  
12,000:  
**Exceeded**

## ACCESS Service



Change from  
FY 2011-12 to  
FY 2012-13:

↓ 2.5%

YE Result:  
25,322

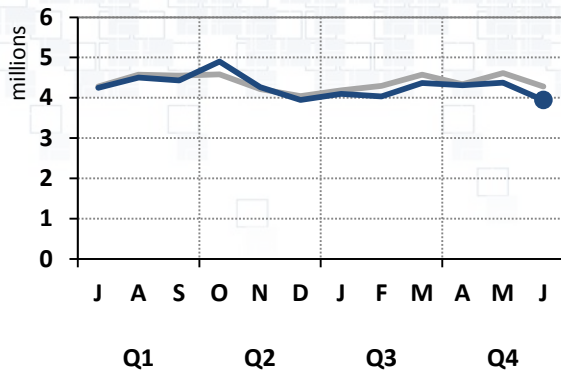
Standard of  
25,000:  
**Exceeded**

● FY 2012-13  
● FY 2011-12  
● Standard



# Ridership

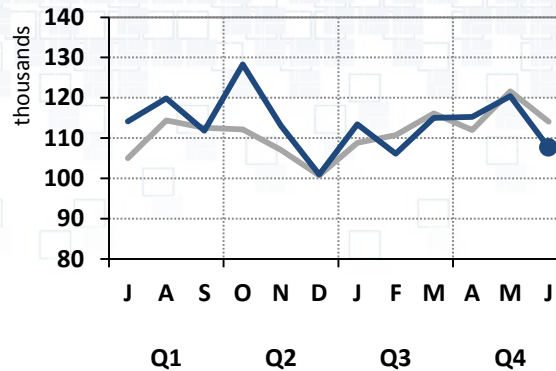
## All Fixed-Route



Change from  
FY 2011-12 to  
FY 2012-13:  
↓ 2.1%

YE Result:  
51.4 mil  
  
Projection of  
51.8 mil:  
**Not Met**

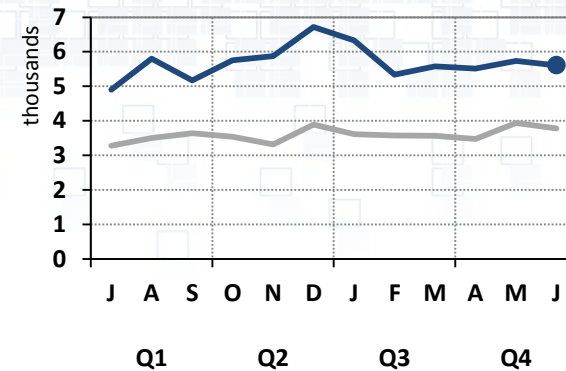
## ACCESS Service



Change from  
FY 2011-12 to  
FY 2012-13:  
↑ 2.3%

YE Result:  
1.3 mil  
  
Projection of  
1.2 mil:  
**Exceeded**

## Same Day Taxi Service



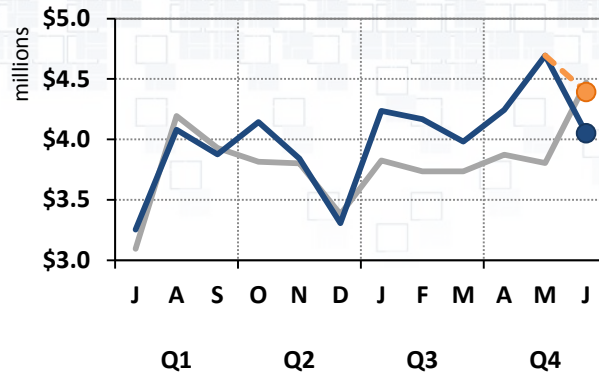
Change from  
FY 2011-12 to  
FY 2012-13:  
↑ 58.5%

YE Result:  
68,316  
  
Projection of  
56,063:  
**Exceeded**

● FY 2012-13  
— FY 2011-12

# Passenger Fare Revenues

## All Fixed-Route



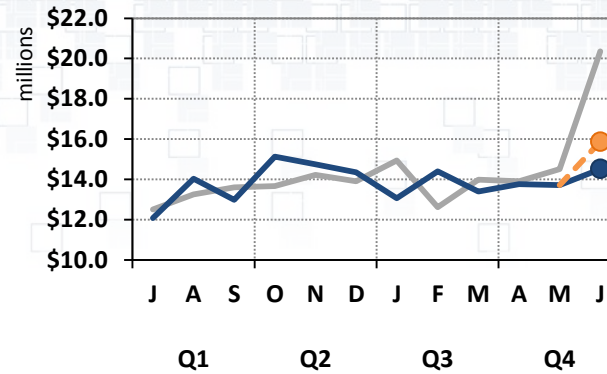
Change from  
FY 2011-12 to  
FY 2012-13:

↑ 4.9%

YE Result:  
\$47.8 mil

Projection of  
\$51.1mil:  
**Not Met**

## Paratransit



Change from  
FY 2011-12 to  
FY 2012-13:

↓ 6.6%

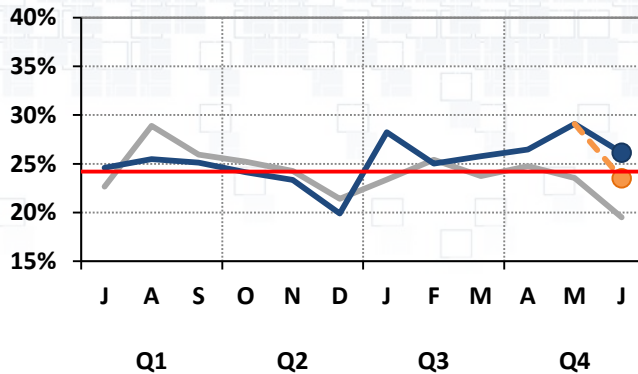
YE Result:  
\$4.6 mil

Projection of  
\$4.8 mil:  
**Not Met**

- FY 2012-13
- FY 2011-12
- FY 2012-13 YE Estimate

# Farebox Recovery Ratio

## All Fixed-Route



Change from  
FY 2011-12 to  
FY 2012-13:

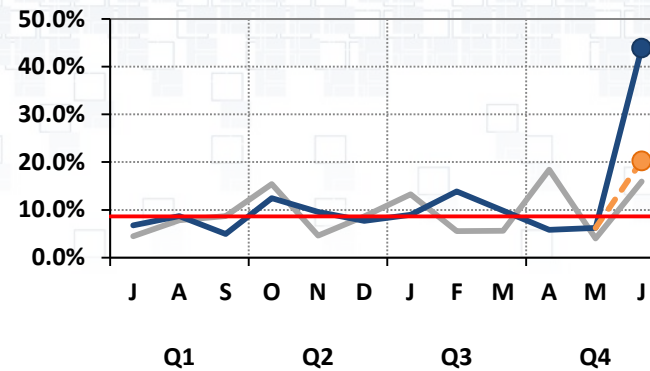
↑ 5.4%

YE Result:  
25.2%

Target of  
24.2%:

Exceeded

## Paratransit



Change from  
FY 2011-12 to  
FY 2012-13:

↓ 4.1%

YE Result:  
9.3%

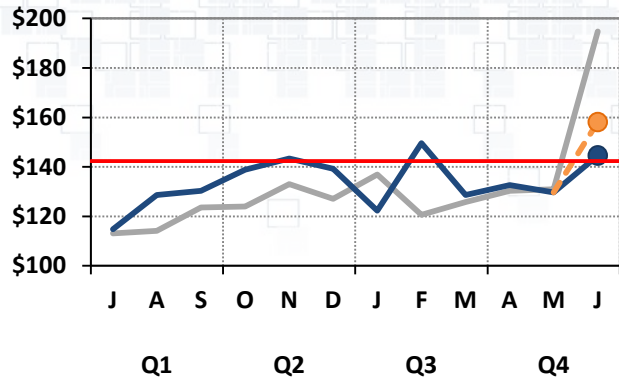
Target of  
8.7%:

Exceeded

- FY 2012-13
- FY 2011-12
- - - FY 2012-13 YE Estimate
- Target

# Cost Per Revenue Vehicle Hour

## Directly Operated Fixed-Route



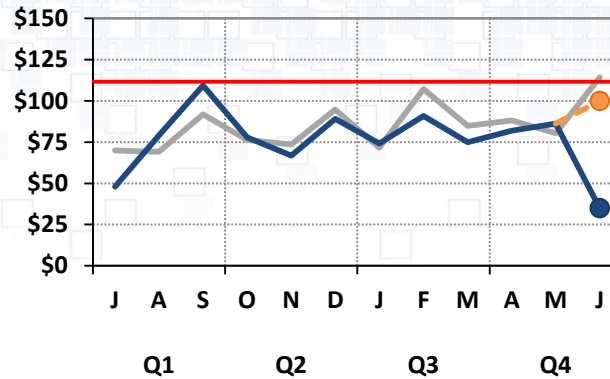
Change from  
FY 2011-12 to  
FY 2012-13:

↑ 1.9%

YE Result:  
\$133.36

Target of  
\$142.39:  
**Under**

## Contracted Fixed-Route



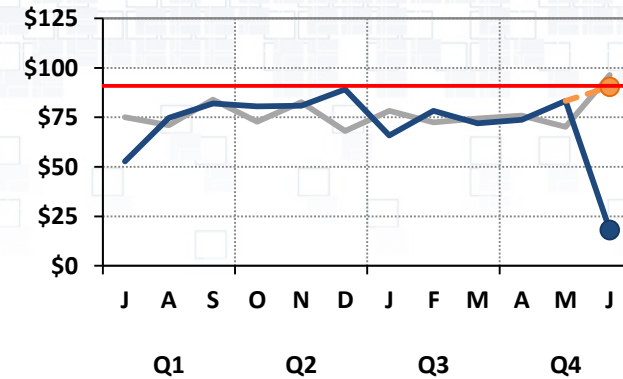
Change from  
FY 2011-12 to  
FY 2012-13:

↓ 11.7%

YE Result:  
\$75.67

Target of  
\$111.74:  
**Under**

## ACCESS (Primary Service)



Change from  
FY 2011-12 to  
FY 2012-13:

↓ 7.4%

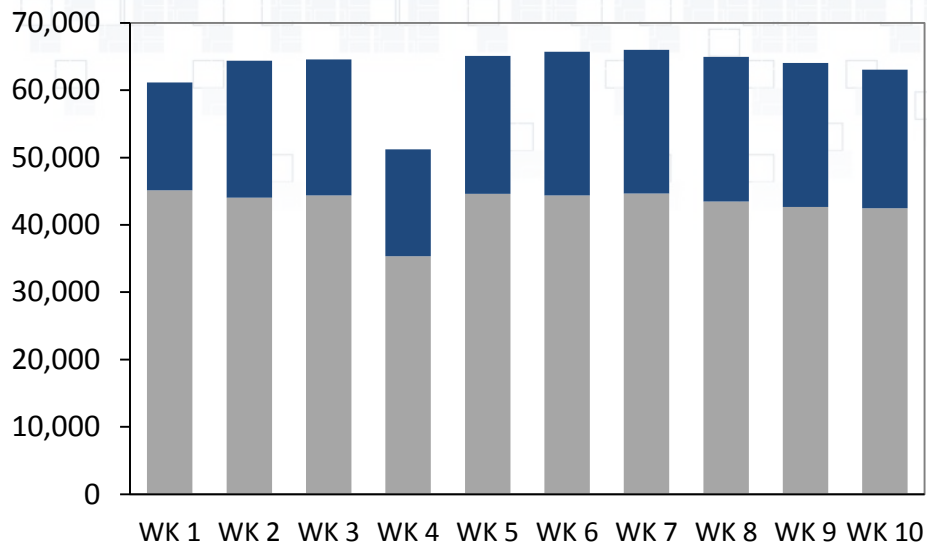
YE Result:  
\$71.05

Target of  
\$90.98:  
**Under**

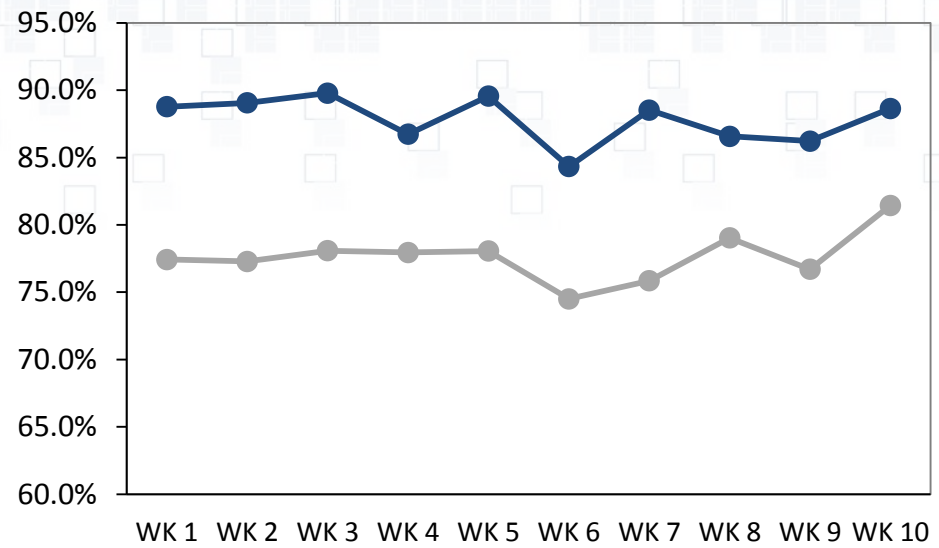
- FY 2012-13
- FY 2011-12
- FY 2012-13 YE Estimate
- Target

# BRAVO! Service

## Ridership by Week



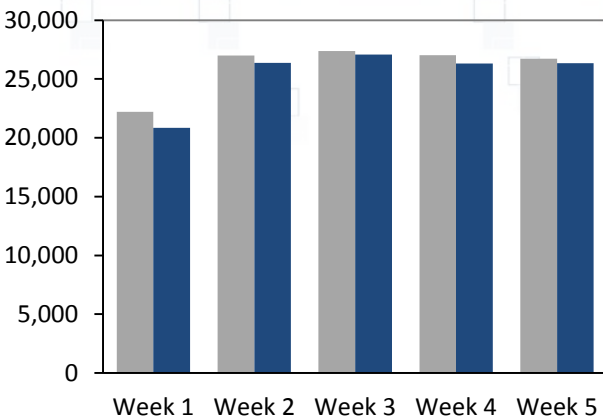
## On-Time Performance by Week



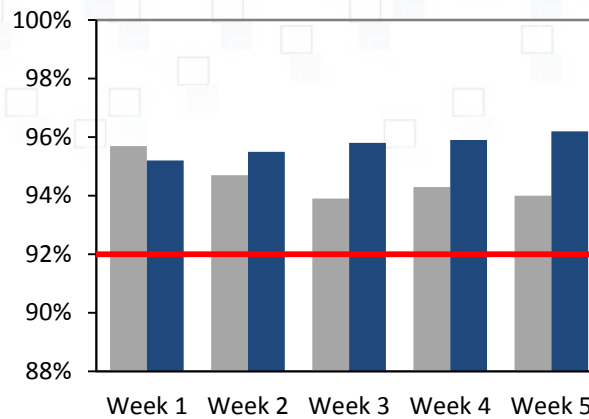
Route 543  
Route 43

# ACCESS Transition

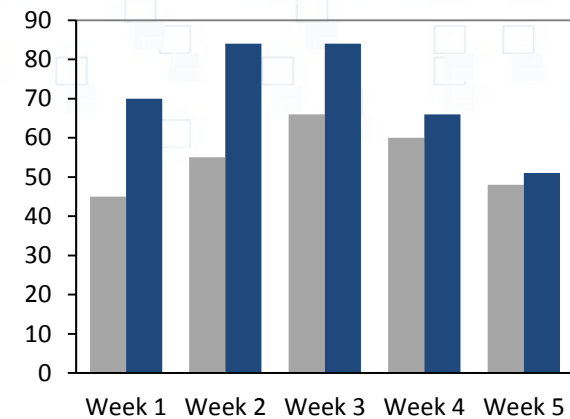
### Ridership by Week



### On-Time Performance by Week



### Total Comments by Week



- FY 2012-13
- FY 2011-12
- Standard

# Service Transition to Date

