

Transit Division Performance Measurements Report for the First Quarter of Fiscal Year 2013-14

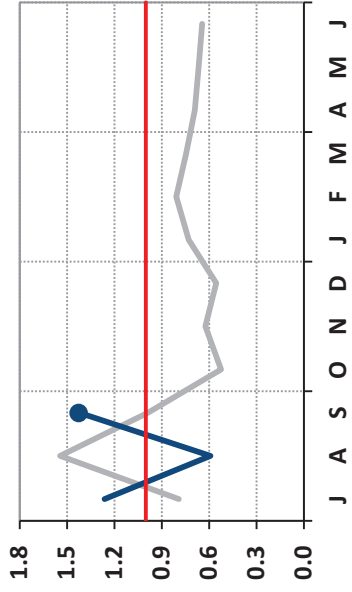


Safety, Courtesy and Reliability



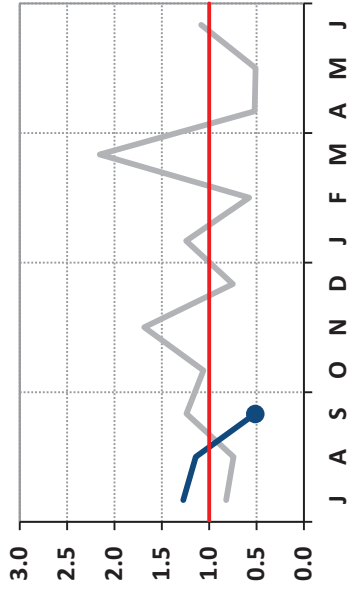
Safety: Recordable Vehicle Accidents per 100,000 Miles

Directly Operated Fixed-Route



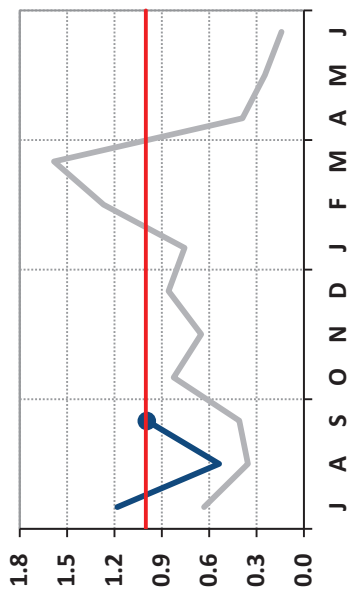
Standard of 1 per 100,000: **Not Met**

Contracted Fixed-Route



Standard of 1 per 100,000: **Exceeded**

ACCESS Service



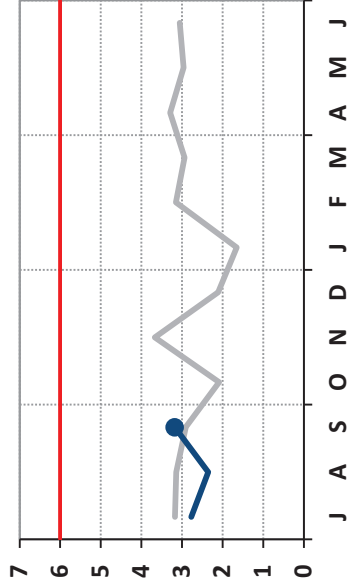
Standard of 1 per 100,000: **Exceeded**

- FY 2013-14
- FY 2012-13
- Standard

*FY = Fiscal Year *YTD = Year-To-Date

Courtesy: Valid Complaints per Thousands of Boardings

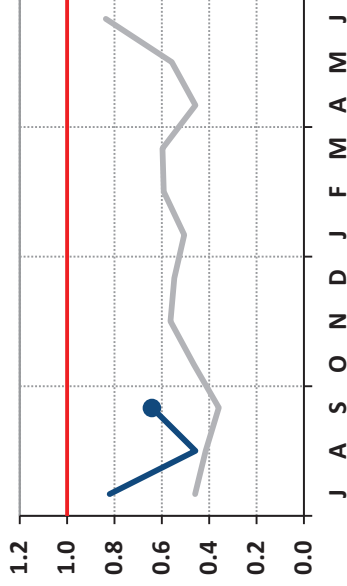
Directly Operated Fixed-Route



Standard of 6 per 100,000:
Exceeded

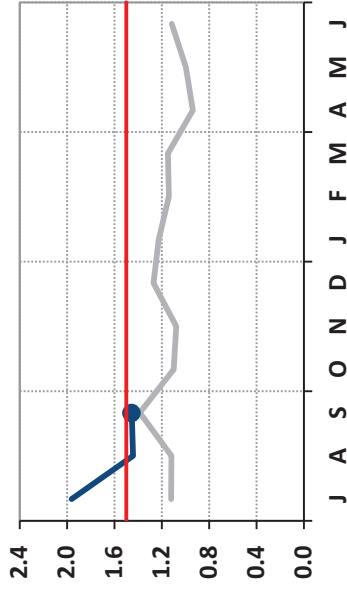
- FY 2013-14
- FY 2012-13
- Standard

Contracted Fixed-Route



Standard of 1 per 4,000:
Exceeded

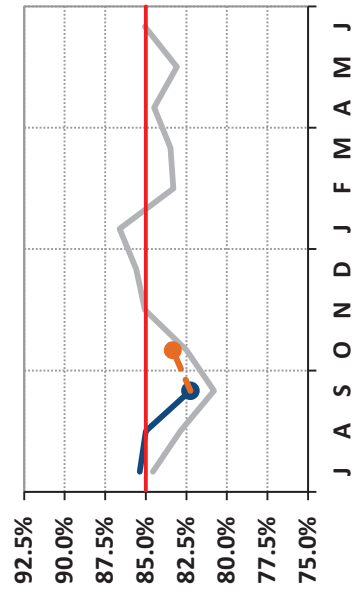
ACCESS Service



Standard of 1.5 per 1,000:
Not Met

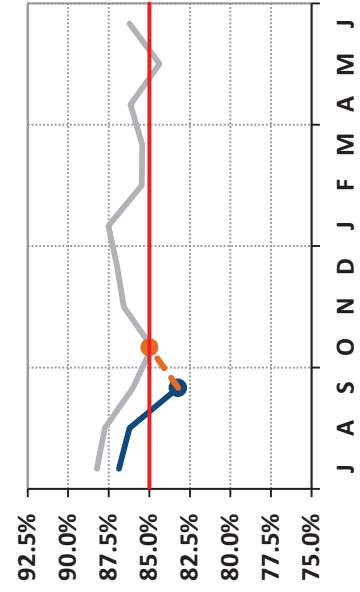
Reliability: On-Time Performance

Local Fixed-Route



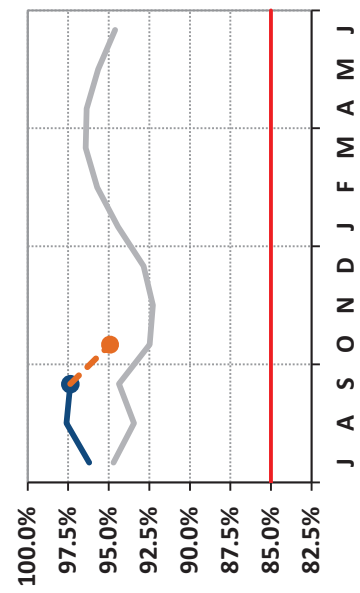
Standard of 85%: **Not Met**
 YTD Result: 84.2%

Community Fixed-Route



Standard of 85%: **Exceeded**
 YTD Result: 85.5%

StationLink Fixed-Route

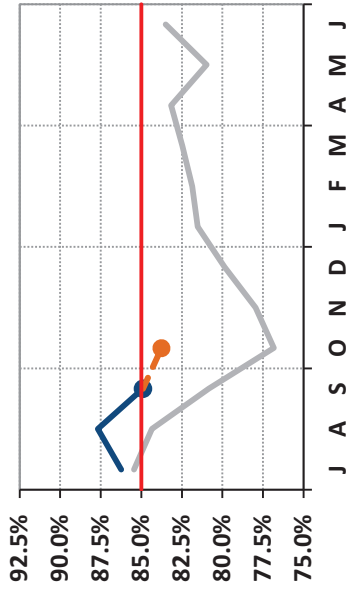


Standard of 85%: **Exceeded**
 YTD Result: 97%

- FY 2013-14
- FY 2012-13
- October 2013
- Standard

Reliability: On-Time Performance

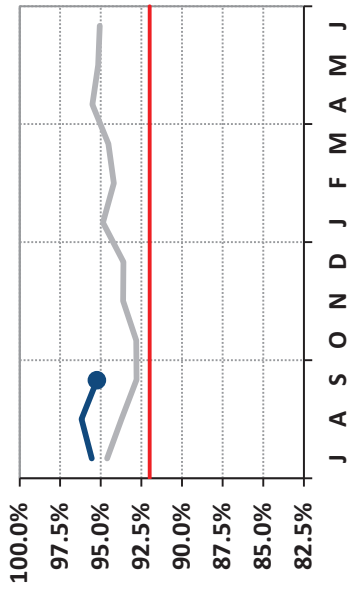
Express Fixed-Route



Q1 Q2 Q3 Q4

Standard of 85%: **Exceeded**
YTD Result: 86.3%

ACCESS Service



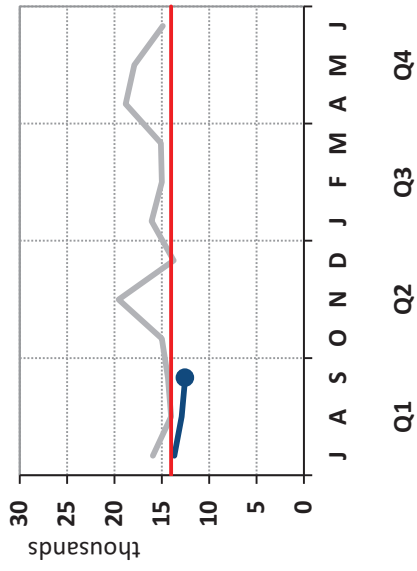
Q1 Q2 Q3 Q4

Standard of 92%: **Exceeded**
YTD Result: 95.7%

- FY 2013-14
- FY 2012-13
- October 2013
- Standard

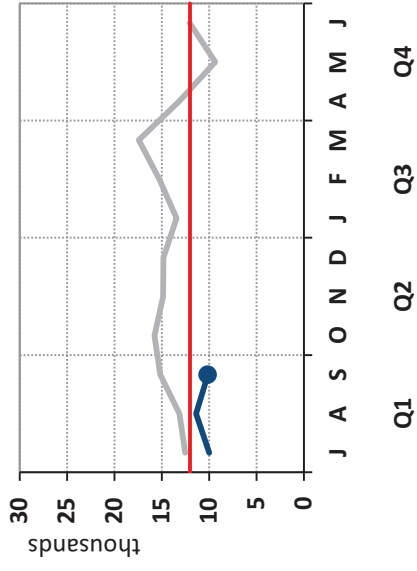
Reliability: Miles Between Road Calls

Directly Operated Fixed-Route



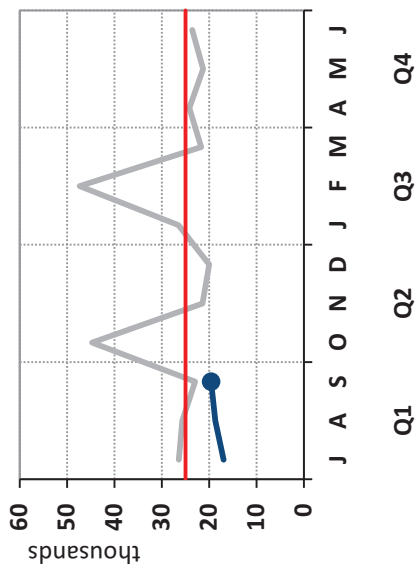
Standard of 14,000: **Not Met**
 YTD Result: 13,030

Contracted Fixed-Route



Standard of 12,000: **Not Met**
 YTD Result: 10,463

ACCESS Service

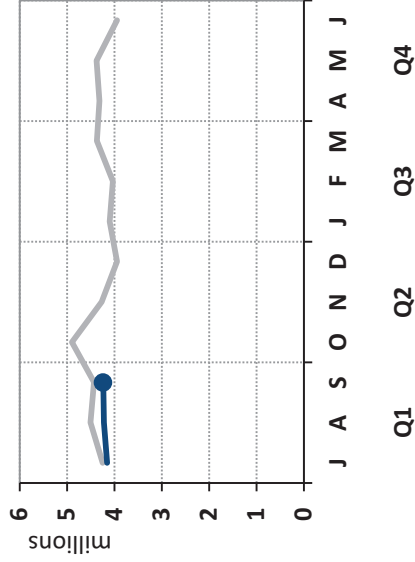


Standard of 25,000: **Not Met**
 YTD Result: 18,291

- FY 2013-14
- FY 2012-13
- Standard

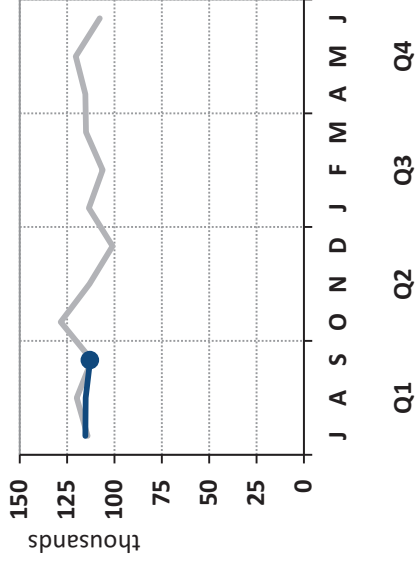
Ridership

All Fixed-Route



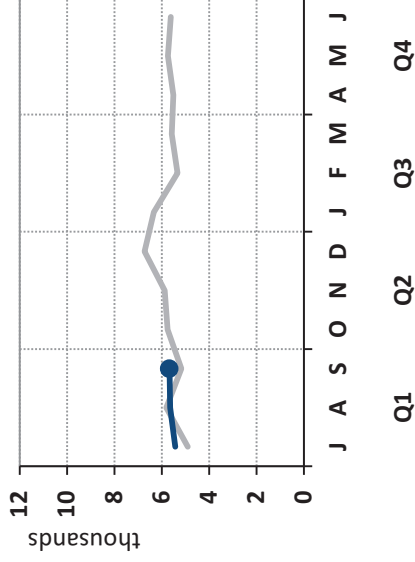
Projection of YTD Result: 12.1M: 12.6M
Exceeded

ACCESS Service



Projection of YTD Result: 350,356: 343,189
Not Met

Same Day Taxi

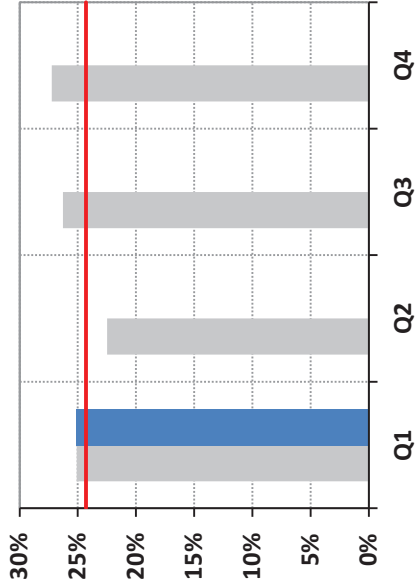


Projection of YTD Result: 15,149: 16,744
Exceeded

FY 2013-14
 FY 2012-13

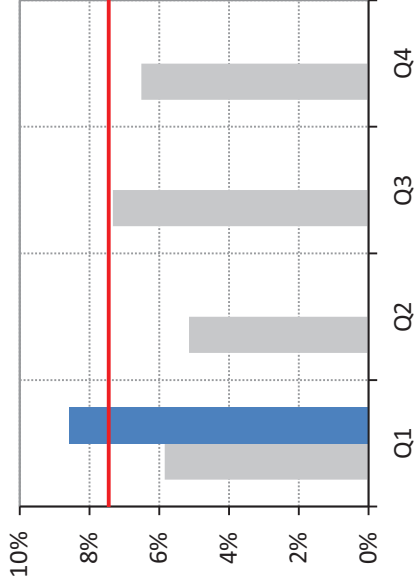
Farebox Recovery Ratio

All Fixed-Route



Budget of 24.3%:
YTD Result: 25.1%
Exceeded

ACCESS Service

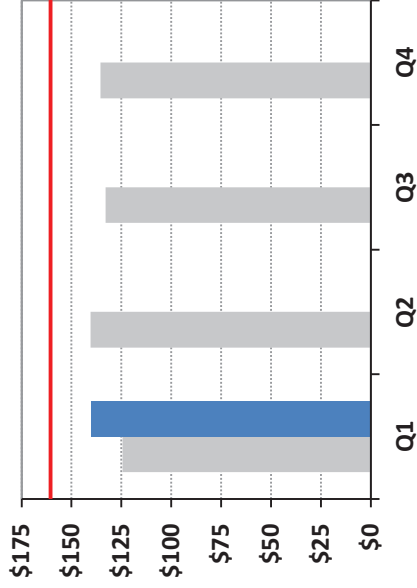


Budget of 7.4%:
YTD Result: 8.6%
Exceeded

- FY 2013-14
- FY 2012-13
- Budget

Cost per Revenue Vehicle Hour

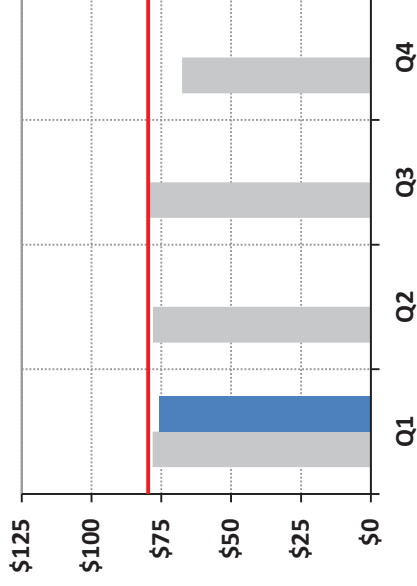
Directly Operated Fixed-Route



Budget of **\$160.53:**
Under

YTD Result: **\$139.93**

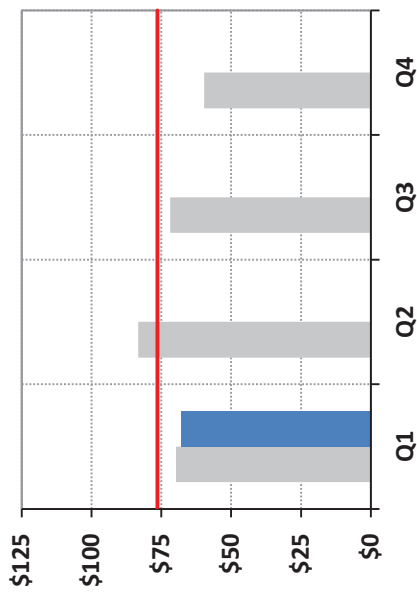
Contracted Fixed-Route



Budget of **\$79.71:**
Under

YTD Result: **\$75.81**

ACCESS (Primary) Service



Budget of **\$76.44:**
Under

YTD Result: **\$67.90**

- █ FY 2013-14
- █ FY 2012-13
- █ Budget