

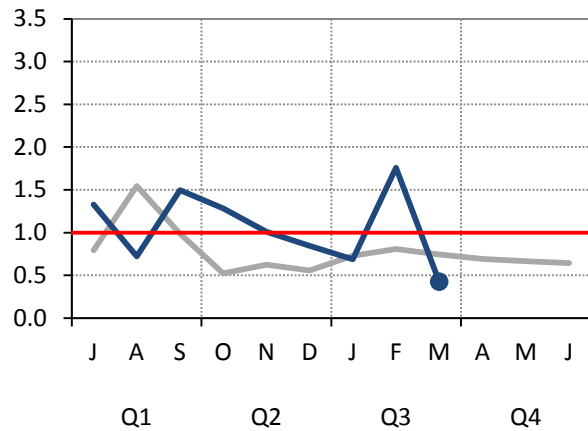
# Transit Division Performance Measurements Report for the Third Quarter of Fiscal Year 2013-14

# Safety, Courtesy, and Reliability



# Safety: Recordable Vehicle Accidents per 100,000 Miles

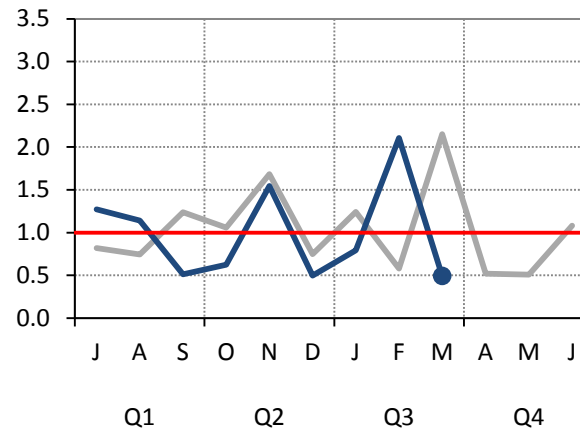
## Directly Operated Fixed-Route



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

YTD Result:  
**1.05**

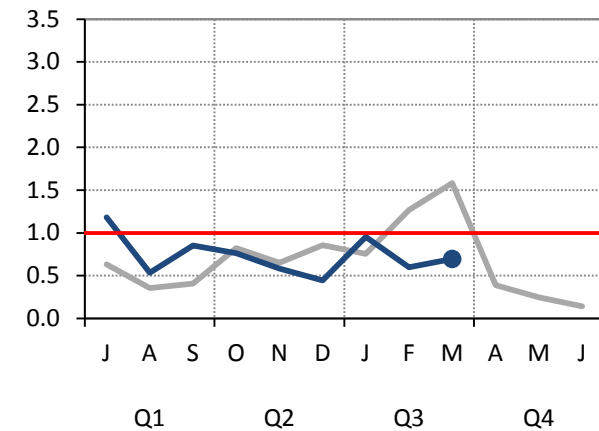
## Contracted Fixed-Route



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

YTD Result:  
**0.99**

## ACCESS Service



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

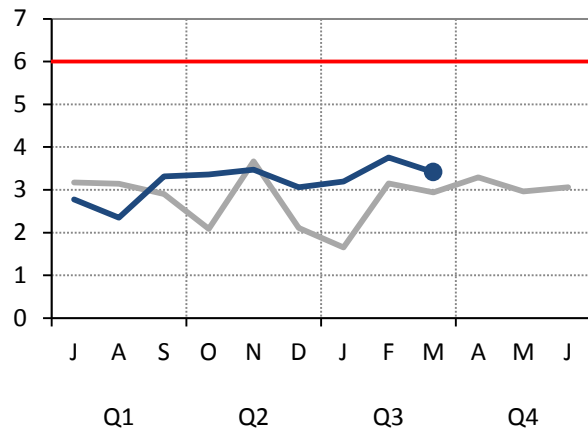
YTD Result:  
**0.74**

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

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

# Courtesy: Valid Complaints per Thousands of Boardings

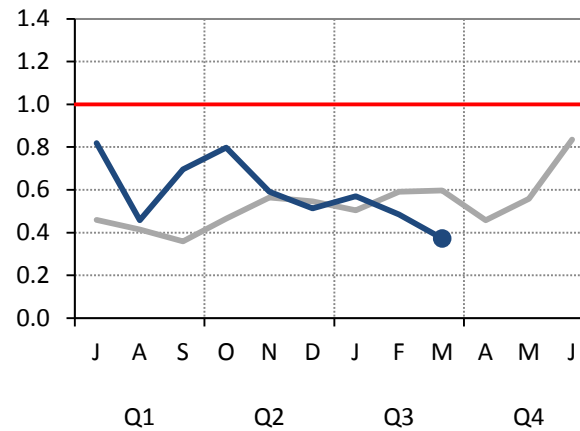
## Directly Operated Fixed-Route



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

YTD Result:  
**3.18**

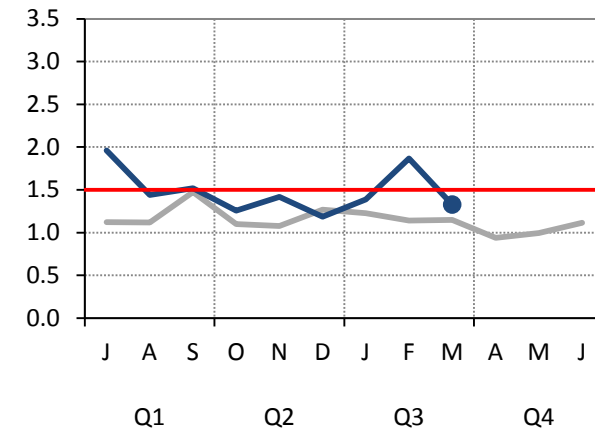
## Contracted Fixed-Route



Standard of  
1 per 4,000:  
**Exceeded**

YTD Result:  
**0.59**

## ACCESS Service



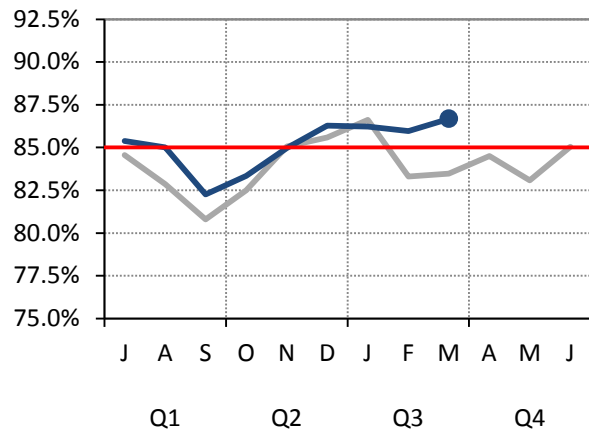
Standard of  
1.5 per 1,000:  
**Exceeded**

YTD Result:  
**1.48**

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

# Reliability: On-Time Performance

### Local Fixed-Route

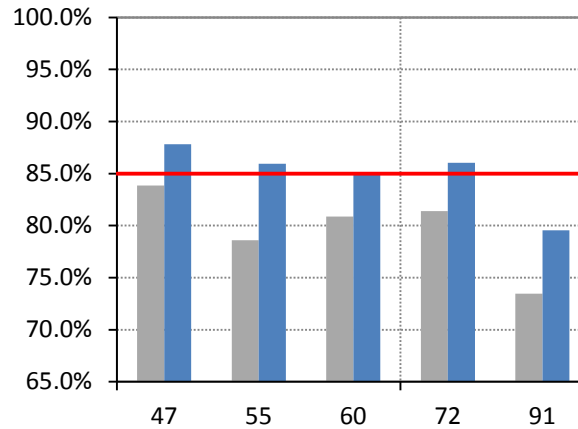


**Standard of 85%:**  
**Exceeded**

**YTD Result: 85.1%**

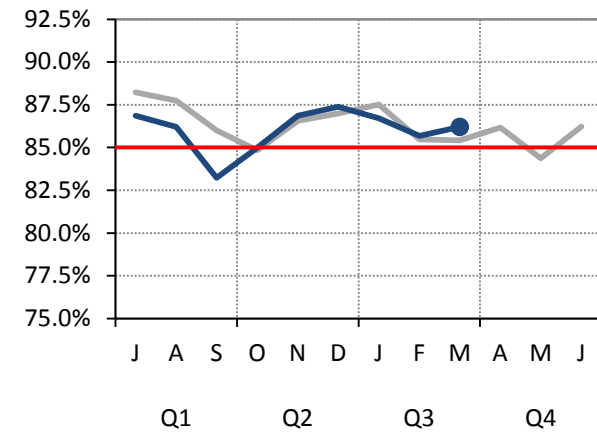
● FY 2013-14  
— FY 2012-13  
— Standard

### Routes Affected by the Addition of Revenue Vehicle Hours



■ FY 2013-14  
■ FY 2012-13  
— Standard

### Community Fixed-Route



**Standard of 85%:**  
**Exceeded**

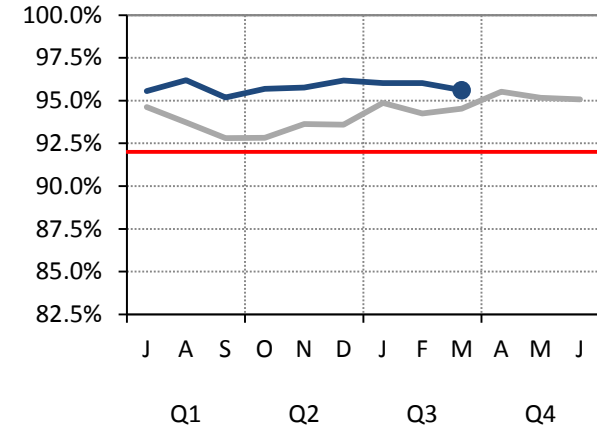
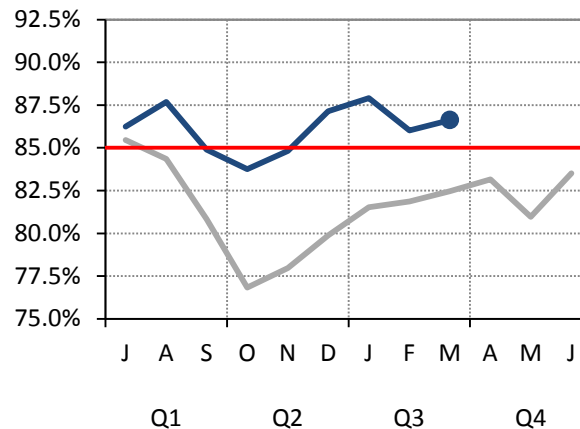
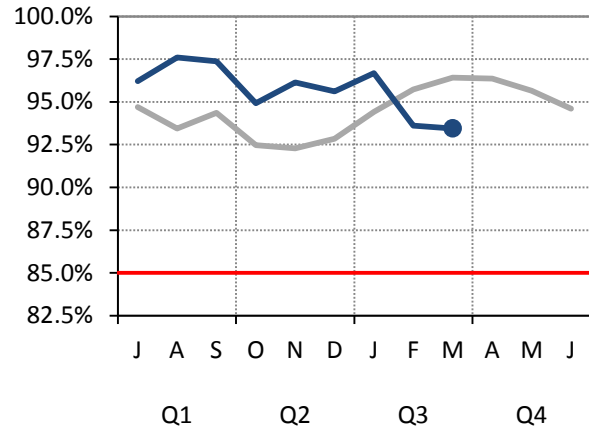
**YTD Result: 86%**

# Reliability: On-Time Performance

### StationLink Fixed-Route

### Express Bus Fixed-Route

### ACCESS Service



**Standard of  
85%:  
Exceeded**

**YTD Result:  
95.7%**

**Standard of  
85%:  
Exceeded**

**YTD Result:  
86.1%**

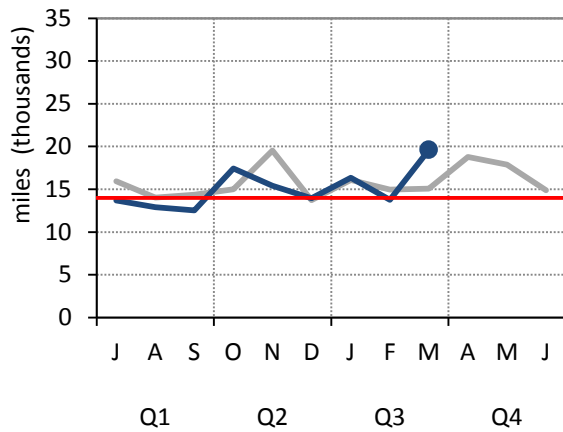
**Standard of  
92%:  
Exceeded**

**YTD Result:  
95.8%**

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

# Reliability: Miles Between Road Calls

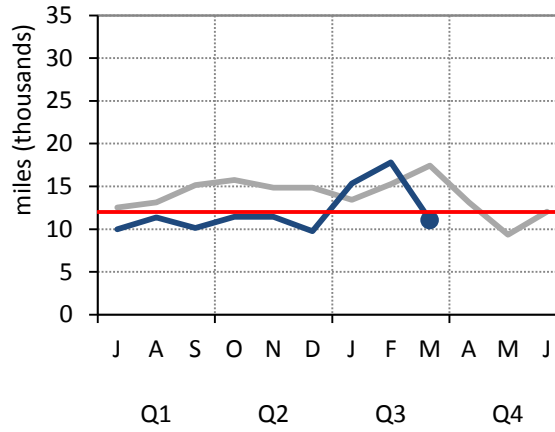
## Directly Operated Fixed-Route



Standard of  
14,000:  
**Exceeded**

YTD Result:  
14,774

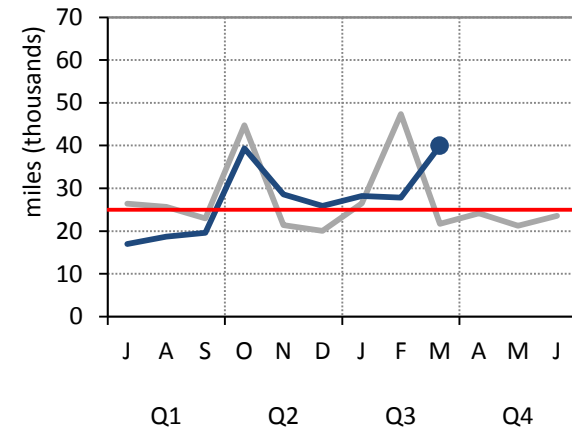
## Contracted Fixed-Route



Standard of  
12,000:  
**Not Met**

YTD Result:  
11,584

## ACCESS Service



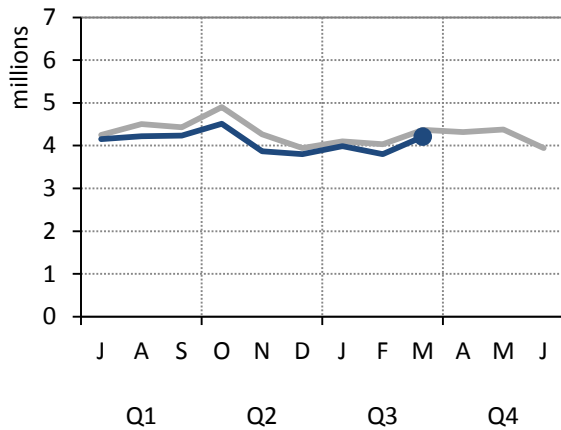
Standard of  
25,000:  
**Exceeded**

YTD Result:  
25,018

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

# Ridership

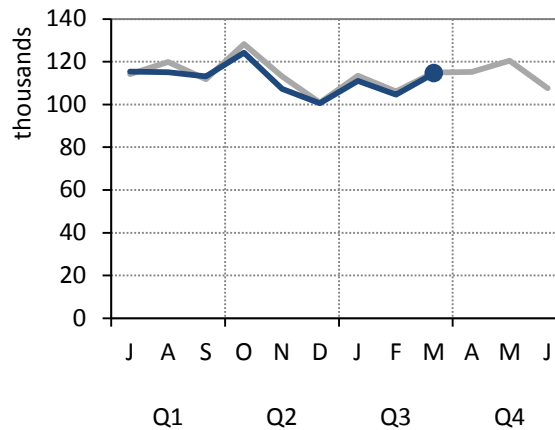
### All Fixed-Route



Projection of  
37.5M:  
**Not Met**

YTD Result:  
36.7M

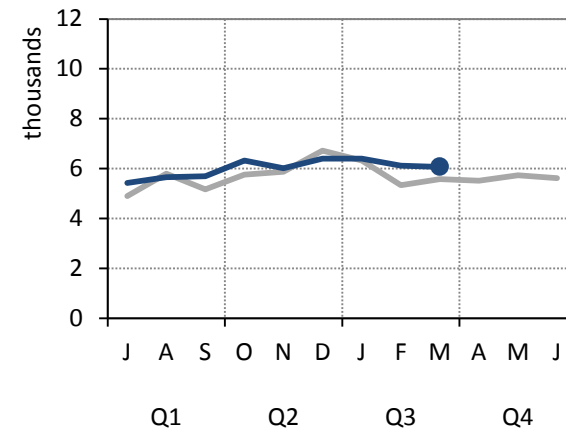
### ACCESS Service



Projection of  
1,035,281:  
**Not Met**

YTD Result:  
1,005,796

### Same Day Taxi



Projection of  
44,765:  
**Exceeded**

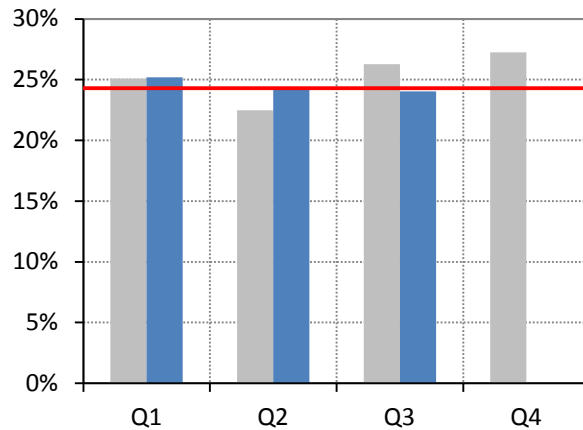
YTD Result:  
54,076

● FY 2013-14  
— FY 2012-13



# Farebox Recovery Ratio

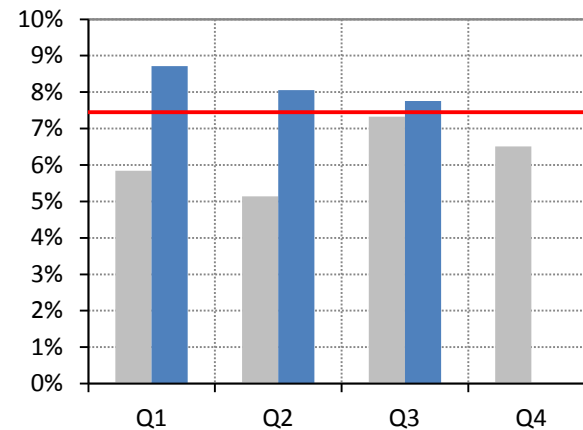
**All Fixed-Route**



**Budget of  
24.3%:  
Exceeded**

**YTD Result:  
24.5%**

**ACCESS Service**



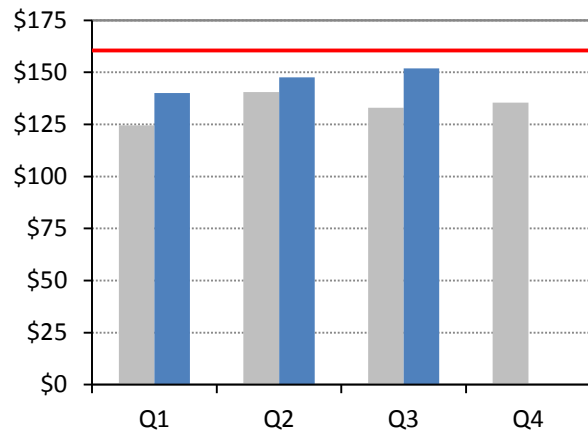
**Budget of  
7.4%:  
Exceeded**

**YTD Result:  
8.2%**

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

# Cost per Revenue Vehicle Hour

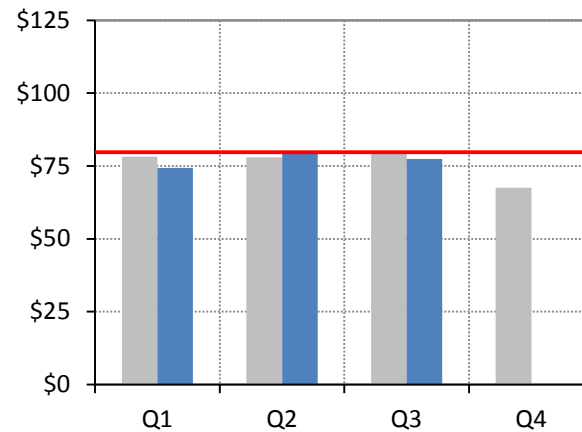
## Directly Operated Fixed-Route



**Budget of**  
**\$160.53:**  
**Under**

**YTD Result:**  
**\$146.35**

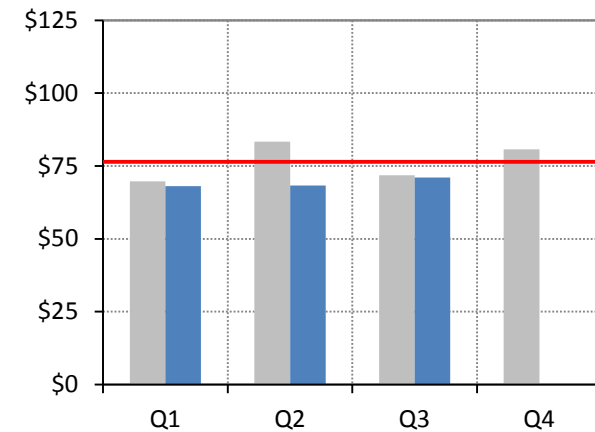
## Contracted Fixed-Route



**Budget of**  
**\$79.71:**  
**Under**

**YTD Result:**  
**\$77.15**

## ACCESS (Primary) Service



**Budget of**  
**\$76.44:**  
**Under**

**YTD Result:**  
**\$69.11**

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