

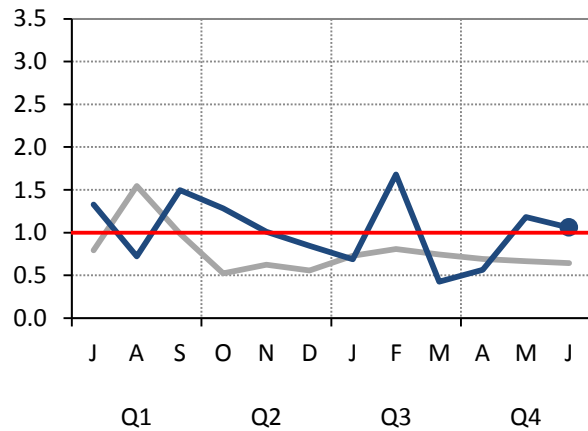
Transit Division Performance Measurements Report for the Fourth Quarter of Fiscal Year 2013-14

Safety, Courtesy and Reliability



Safety: Recordable Vehicle Accidents per 100,000 Miles

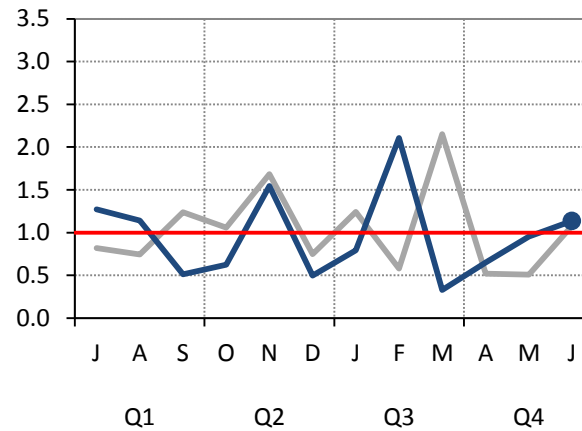
Directly-Operated Fixed-Route



Standard of
1 per 100,000:
Not Met

Result:
1.02

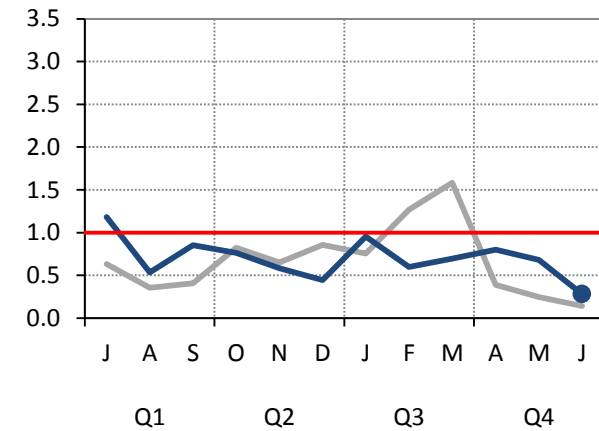
Contracted Fixed-Route



Standard of
1 per 100,000:
Exceeded

Result:
0.96

ACCESS Service



Standard of
1 per 100,000:
Exceeded

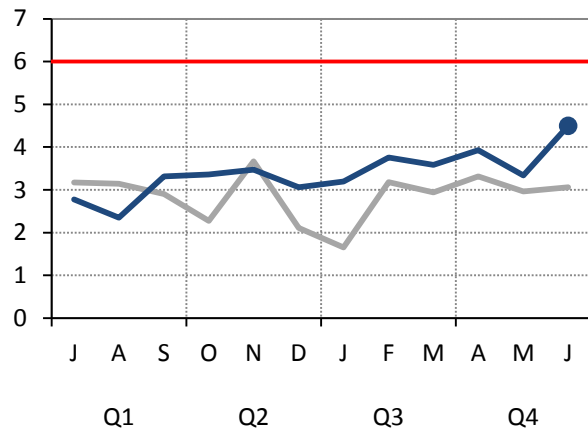
Result:
0.7

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

*FY = Fiscal Year

Courtesy: Valid Complaints per Thousands of Boardings

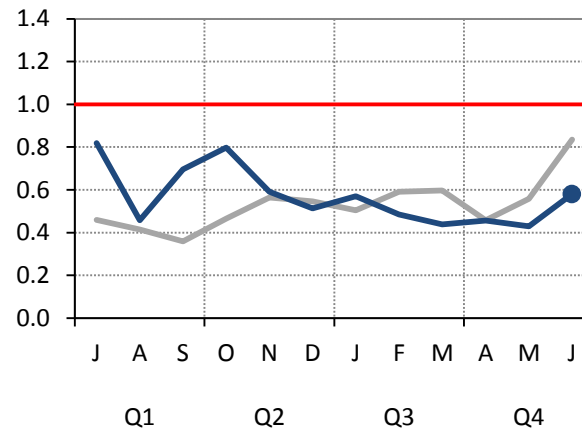
Directly-Operated Fixed-Route



Standard of
6 per 100,000:
Exceeded

Result:
3.37

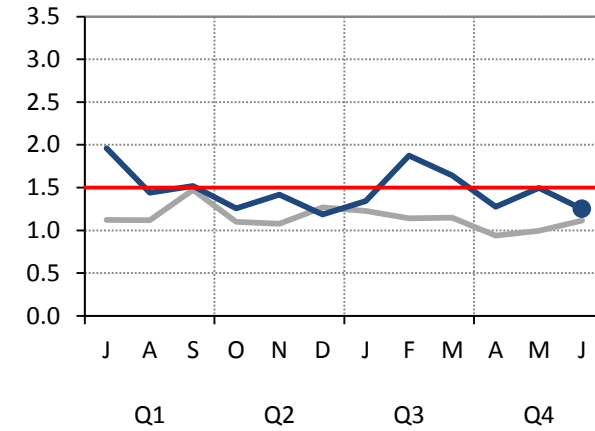
Contracted Fixed-Route



Standard of
1 per 4,000:
Exceeded

Result:
0.57

ACCESS Service



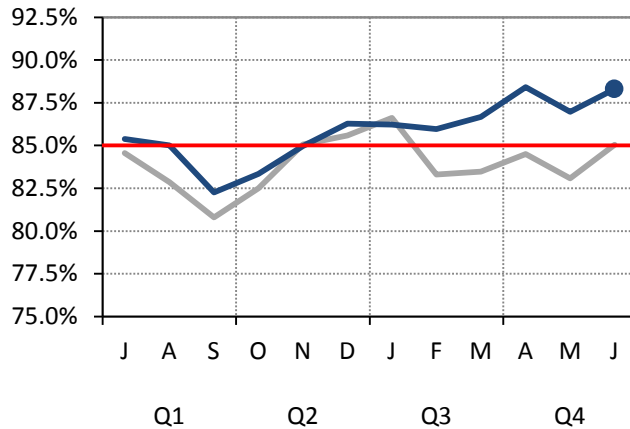
Standard of
1.5 per 1,000:
Exceeded

Result:
1.47

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

Reliability: On-Time Performance

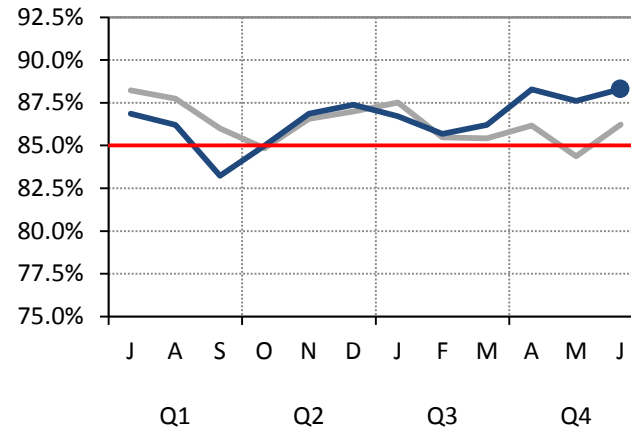
Local Fixed-Route



Standard of
85%:
Exceeded

Result:
85.8%

Community Fixed-Route



Standard of
85%:
Exceeded

Result:
86.5%

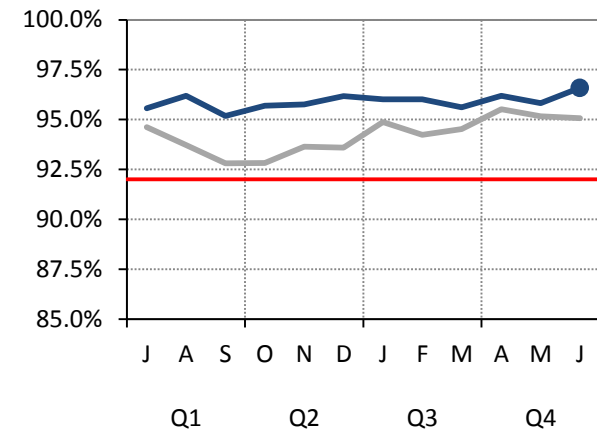
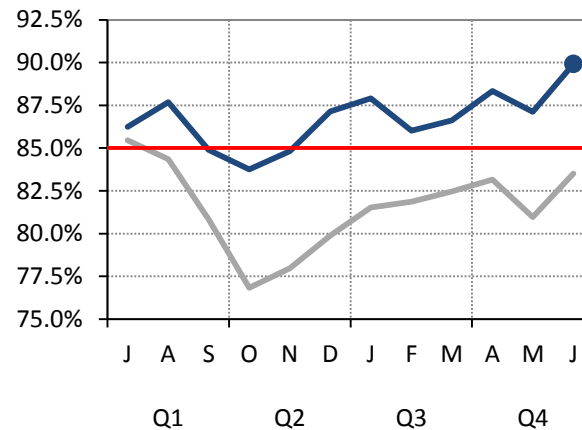
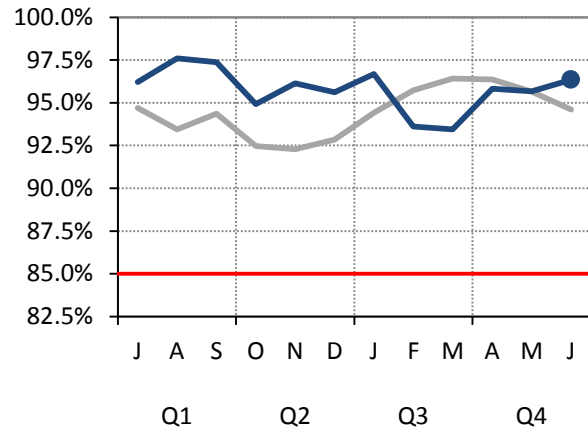
- FY 2013-14
- FY 2012-13
- Standard

Reliability: On-Time Performance

StationLink Fixed-Route

Express Bus Fixed-Route

ACCESS Service



Standard of
85%:
Exceeded

Result:
95.8%

Standard of
85%:
Exceeded

Result:
86.7%

Standard of
92%:
Exceeded

Result:
95.9%

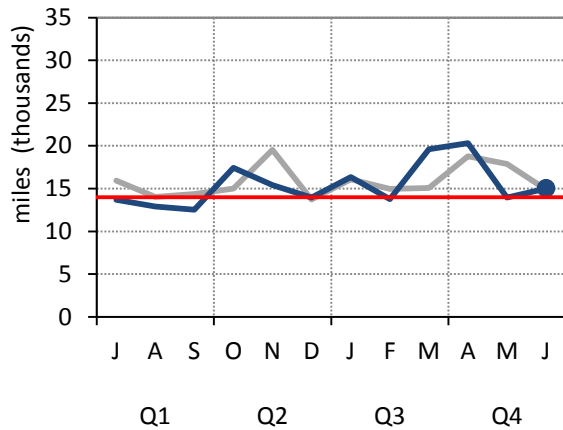
FY 2013-14

FY 2012-13

Standard

Reliability: Miles Between Road Calls

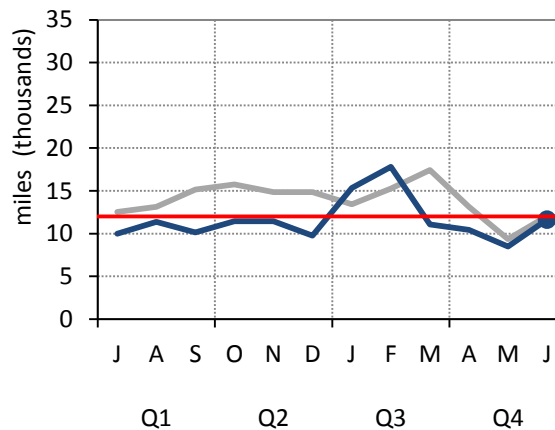
Directly-Operated Fixed-Route



Standard of
14,000:
Exceeded

Result:
15,060

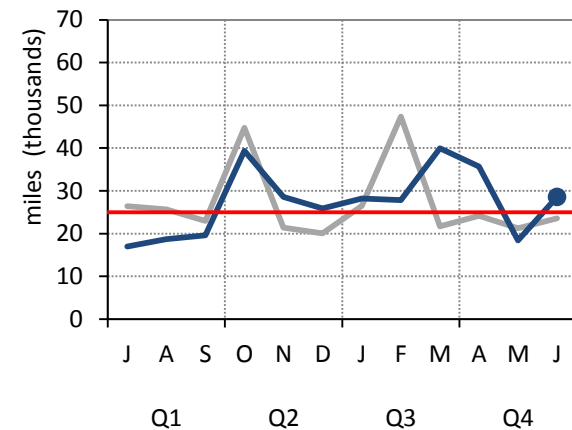
Contracted Fixed-Route



Standard of
12,000:
Not Met

Result:
11,137

ACCESS Service



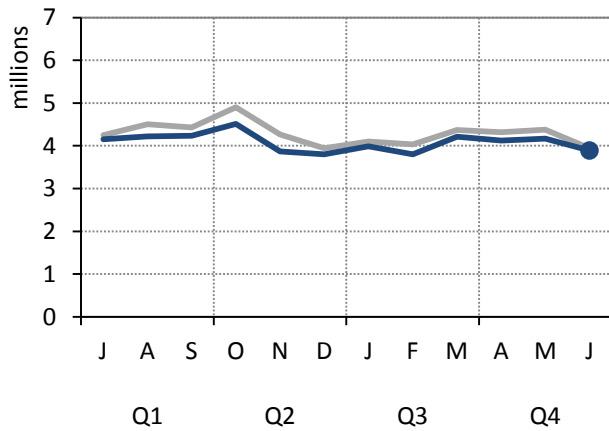
Standard of
25,000:
Exceeded

Result:
25,150

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

Ridership

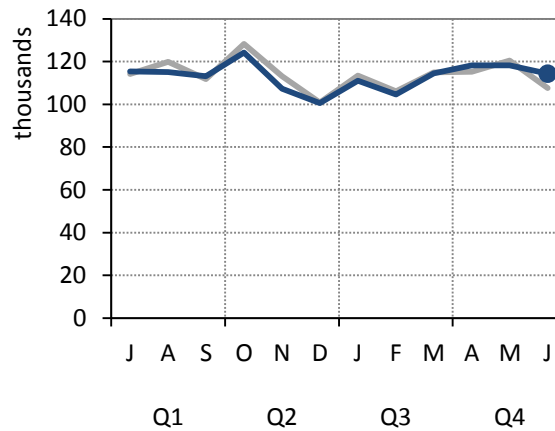
All Fixed-Route



Projection of
50.2M:
Not Met

Result:
49M

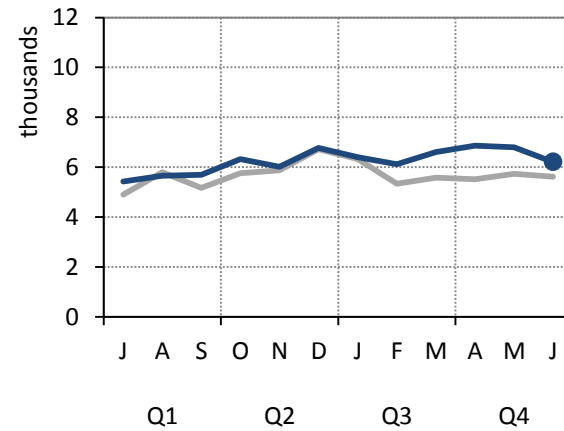
ACCESS Service



Projection of
1.2M:
Exceeded

Result:
1.4M

Same Day Taxi



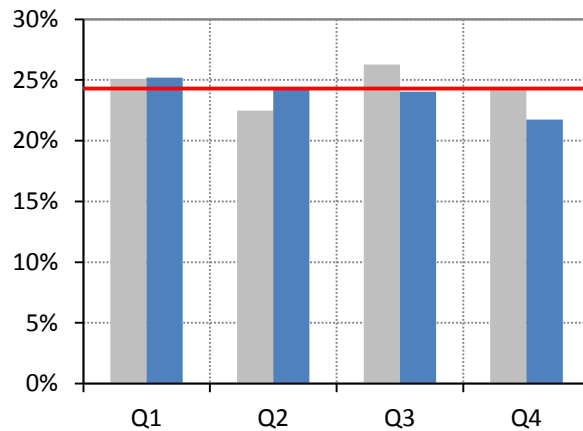
Projection of
59,581:
Exceeded

Result:
74,860

—● FY 2013-14
— FY 2012-13

Farebox Recovery Ratio

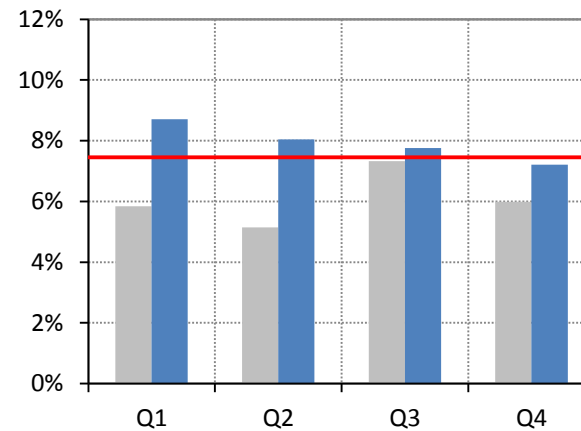
All Fixed-Route



Budget of
24.3%:
Not Met

Result:
23.8%

ACCESS Service



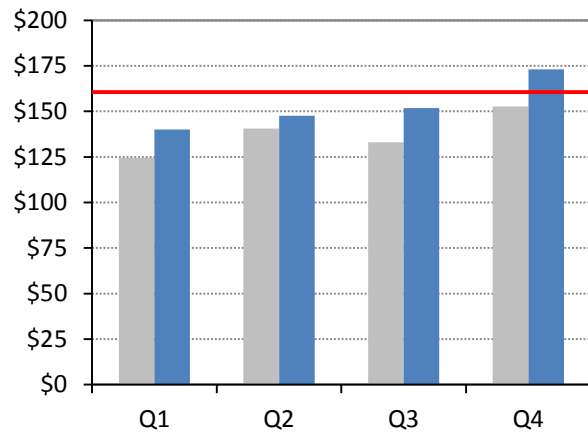
Budget of
7.4%:
Exceeded

Result:
7.9%

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

Cost per Revenue Vehicle Hour

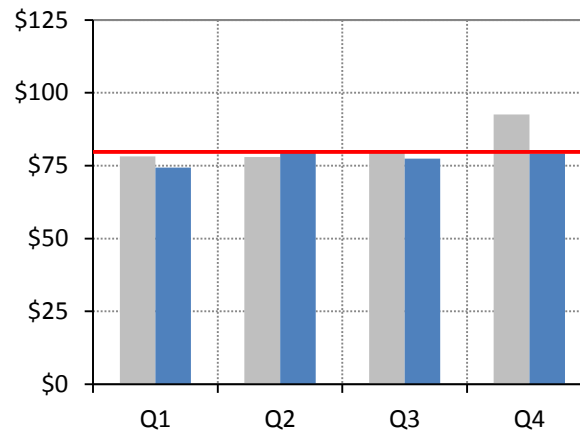
Directly-Operated Fixed-Route



Budget of
\$160.53:
Under

Result:
\$152.84

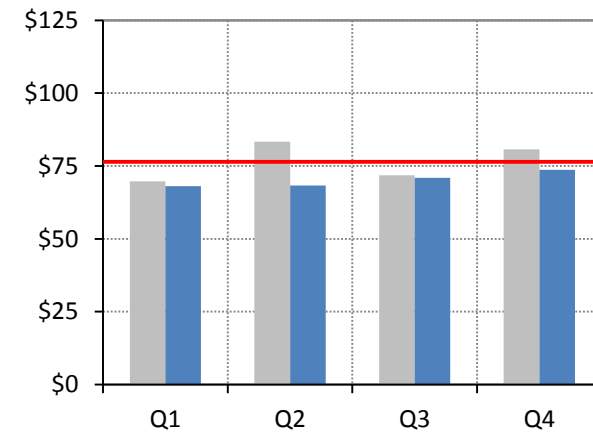
Contracted Fixed-Route



Budget of
\$79.71:
Under

Result:
\$77.72

ACCESS (Primary) Service



Budget of
\$76.44:
Under

Result:
\$70.26

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