

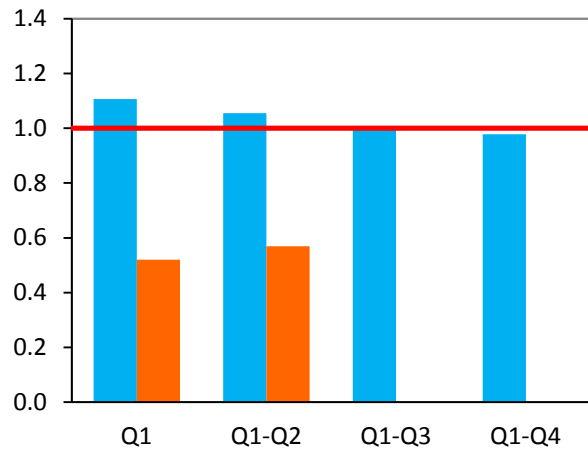
# Transit Division Performance Measurements Report for the Second Quarter of Fiscal Year 2014-15

# Safety, Courtesy and Reliability



# Safety: Recordable Vehicle Accidents per 100,000 Miles

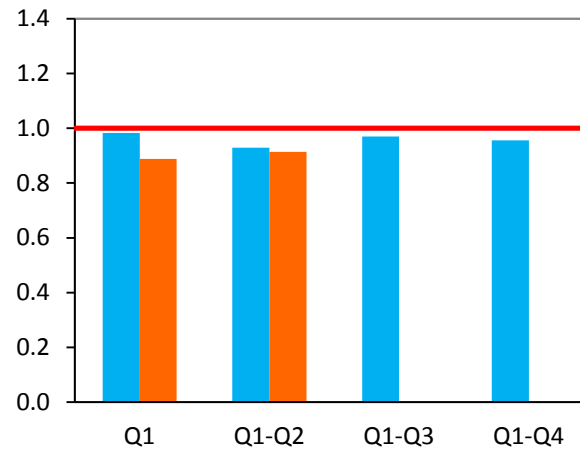
**Directly-Operated Fixed-Route**



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

**Result:  
0.57**

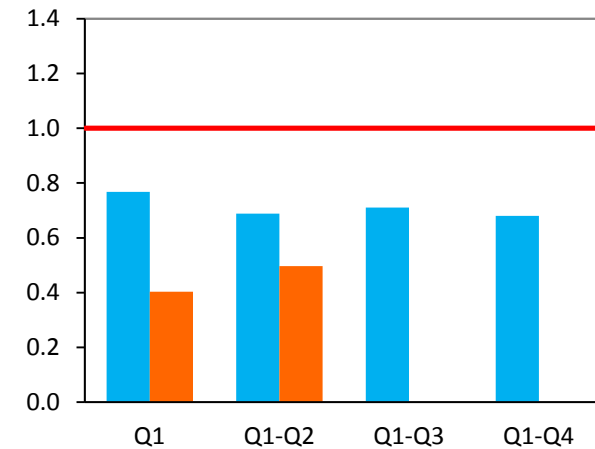
**Contracted Fixed-Route**



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

**Result:  
0.95**

**ACCESS Service**



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

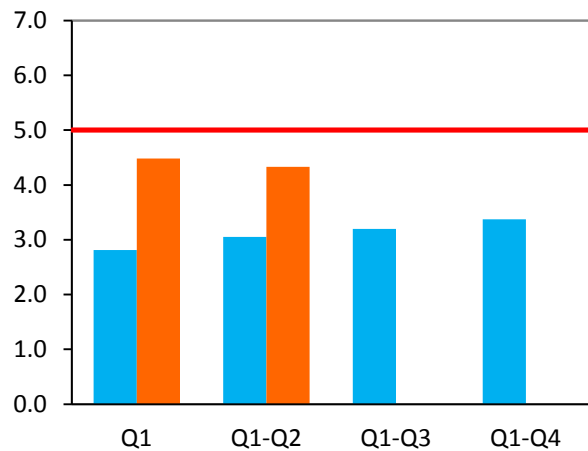
**Result:  
0.5**

- FY 2013-14
- FY 2014-15
- Standard

\*FY = Fiscal Year

# Courtesy: Valid Complaints per Thousands of Boardings

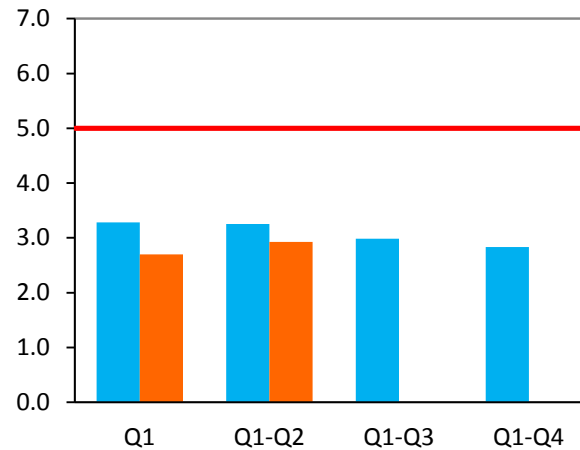
**Directly-Operated Fixed-Route**



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

**Result:  
4.33**

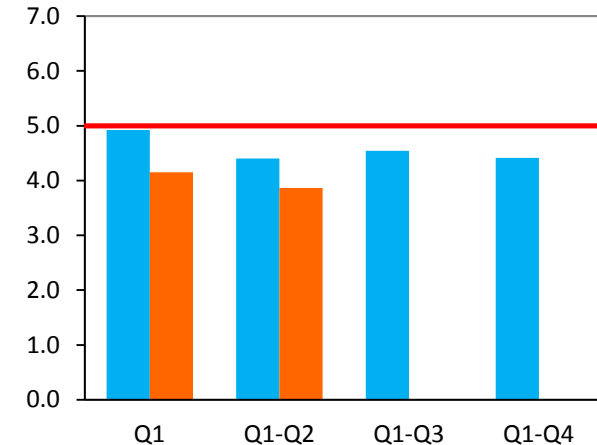
**Contracted Fixed-Route**



**Standard of  
5 per 20,000:  
Exceeded**

**Result:  
2.93**

**ACCESS Service**



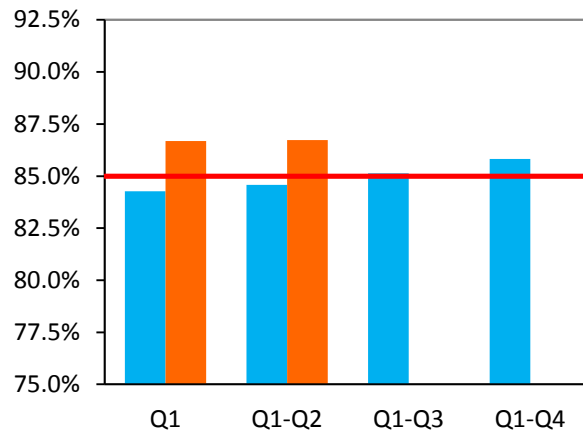
**Standard of  
5 per 3,000:  
Exceeded**

**Result:  
3.87**

- FY 2013-14
- FY 2014-15
- Standard

# Reliability: On-Time Performance

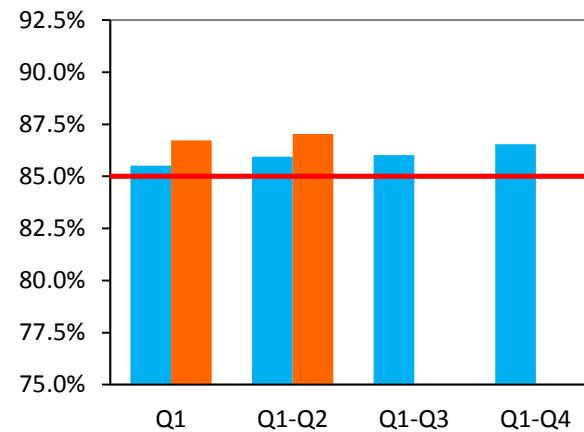
## Local Fixed-Route



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

**Result:**  
**86.7%**

## Community Fixed-Route



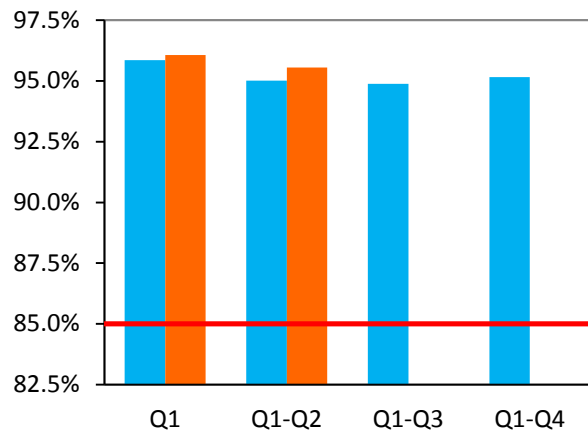
**Standard of**  
**85%:**  
**Exceeded**

**Result:**  
**87%**

- FY 2013-14
- FY 2014-15
- Standard

# Reliability: On-Time Performance

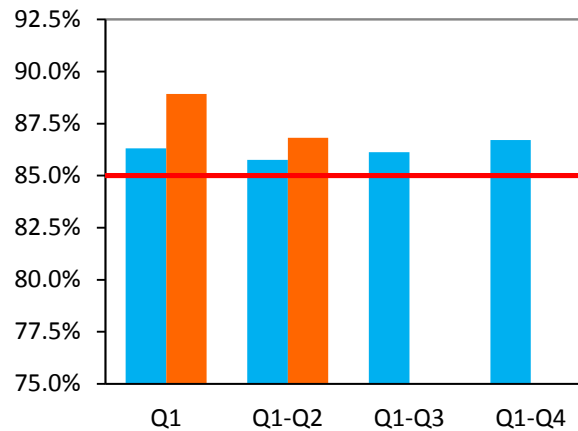
## StationLink Fixed-Route



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

**Result:**  
95.6%

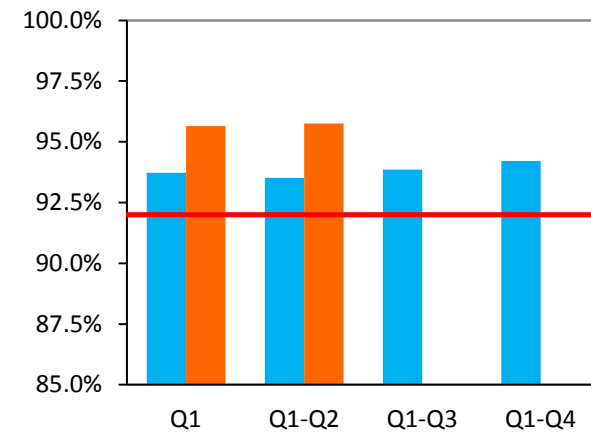
## Express Bus Fixed-Route



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

**Result:**  
86.8%

## ACCESS Service



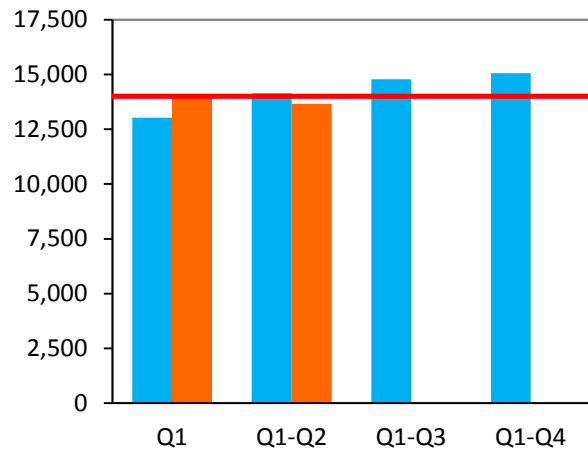
**Standard of**  
92%:  
**Exceeded**

**Result:**  
95.8%

- FY 2013-14
- FY 2014-15
- Standard

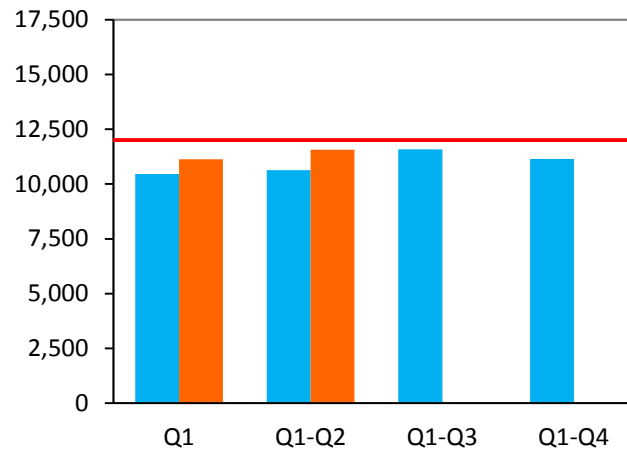
# Reliability: Miles Between Road Calls

**Directly-Operated Fixed-Route**



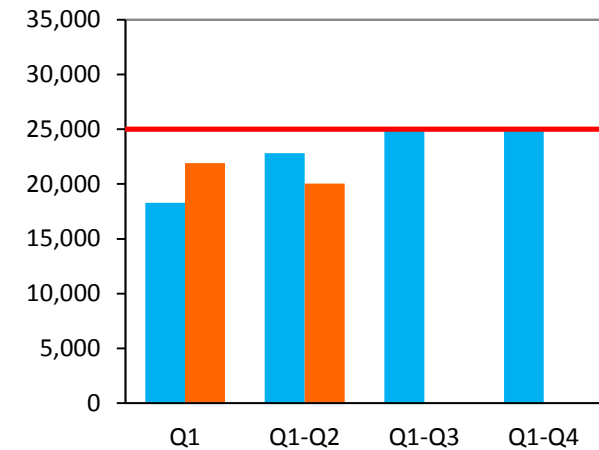
**Standard of 14,000:**  
**Result: 13,658**  
**Not Met**

**Contracted Fixed-Route**



**Standard of 12,000:**  
**Result: 11,360**  
**Not Met**

**ACCESS Service**

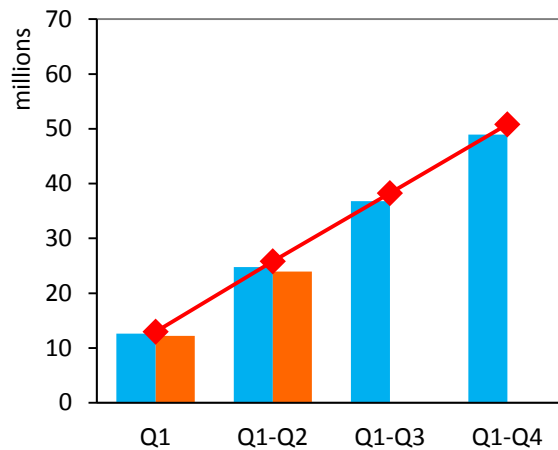


**Standard of 25,000:**  
**Result: 20,263**  
**Not Met**

- █ FY 2013-14
- █ FY 2014-15
- █ Standard

# Ridership and Productivity: Total Fixed-Route

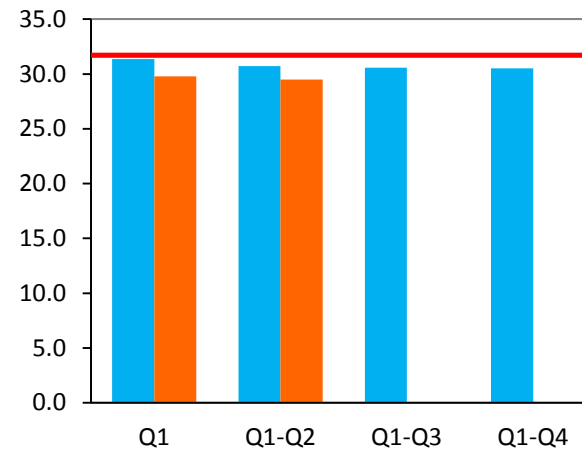
**Year-To-Date Cumulative Ridership**



**Projection of  
25.8 million:  
Not Met**

**Result:  
24 million**

**Productivity**



**Projection of  
31.7 B/RVH:  
Not Met**

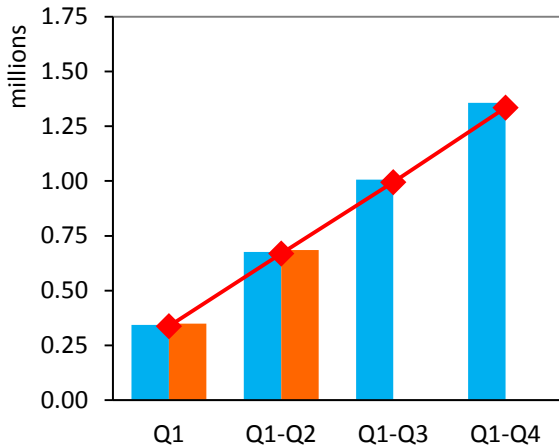
**Result:  
29.5 B/RVH**

- FY 2013-14
- FY 2014-15
- Projection



# Ridership and Productivity: ACCESS Service

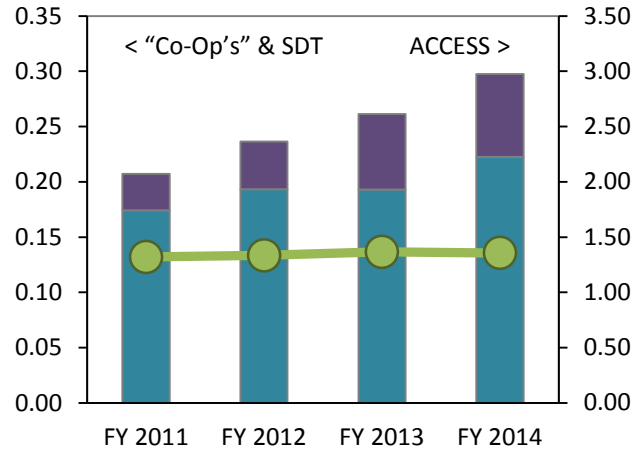
Year-To-Date Cumulative Ridership



Projection of  
668,436:  
Exceeded

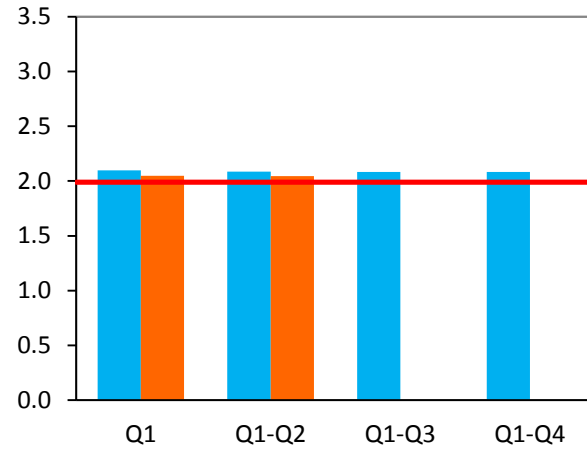
Result:  
684,863

Total Paratransit Ridership,  
for the last 4 fiscal years (in millions)



- Cooperative Agreements
- Same Day Taxi
- ACCESS

Productivity

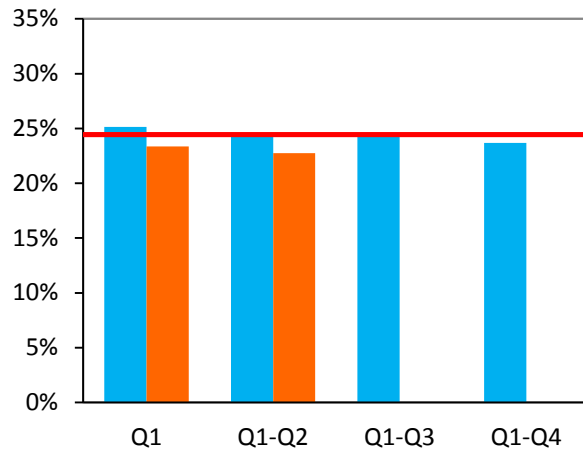


Projection of  
1.76 B/RVH:  
Exceeded

Result:  
2.04 B/RVH

# Farebox Recovery Ratio

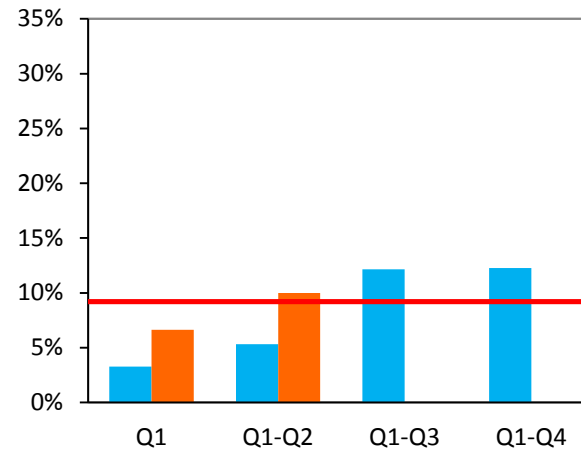
## Total Fixed-Route



Projection of  
**24.4%:**  
**Not Met**

Result:  
**22.8%**

## ACCESS Service



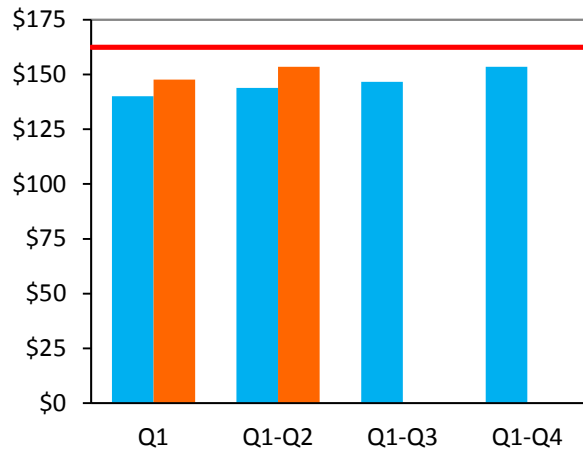
Projection of  
**9.2%:**  
**Exceeded**

Result:  
**10%**

- FY 2013-14
- FY 2014-15
- Projection

# Cost per Revenue Vehicle Hour

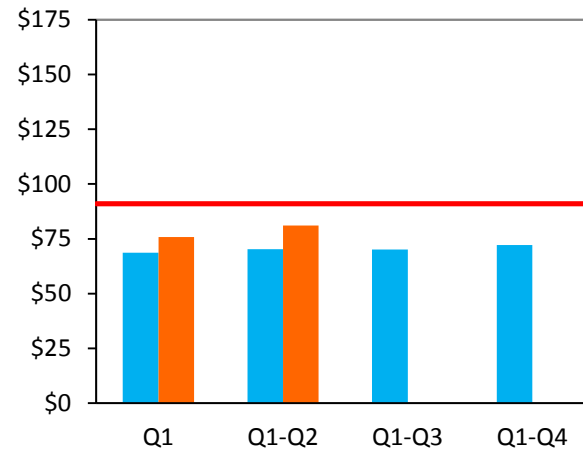
**Total Fixed-Route**



**Budget of**  
**\$135.35:**  
**Under**

**Result:**  
**\$132.30**

**ACCESS Service**



**Budget of**  
**\$91.02:**  
**Under**

**Result:**  
**\$81.08**

- FY 2013-14
- FY 2014-15
- Projection