

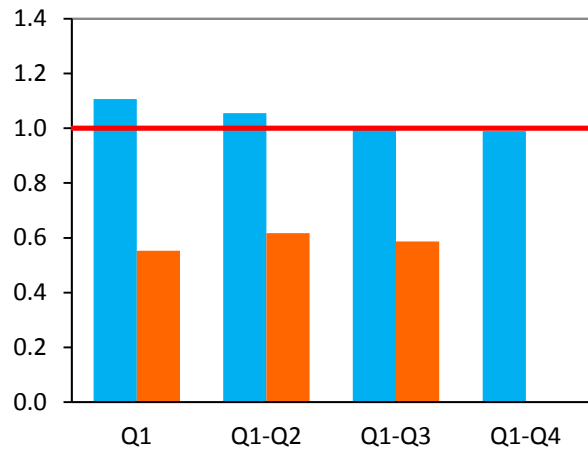
Transit Division Performance Measurements Report for the Third Quarter of Fiscal Year 2014-15

Safety, Courtesy and Reliability



Safety: Recordable Vehicle Accidents per 100,000 Miles

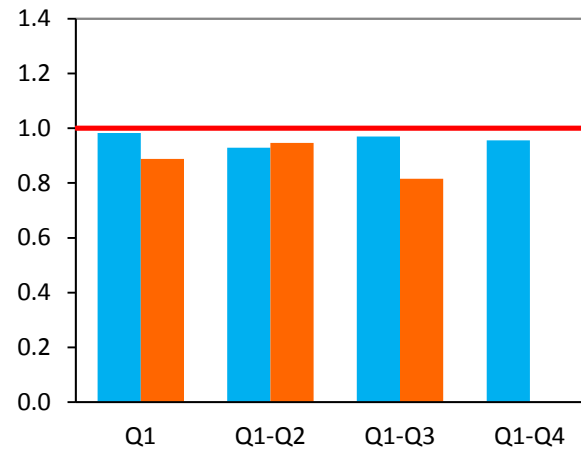
Directly-Operated Fixed-Route



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

**Result:
0.59**

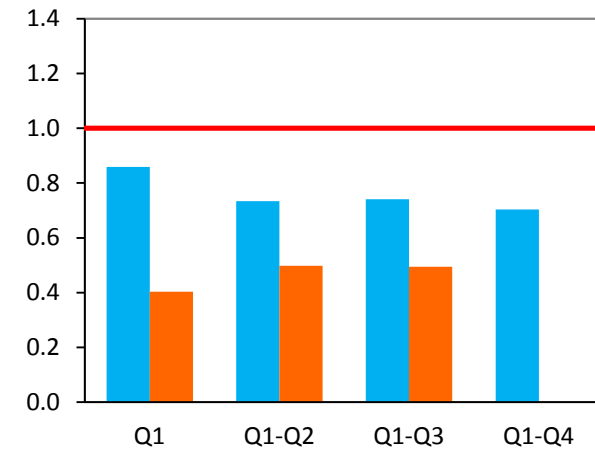
Contracted Fixed-Route



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

**Result:
0.92**

ACCESS Service



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

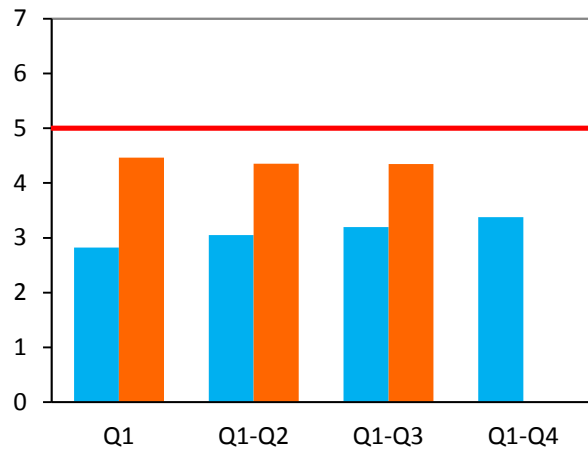
**Result:
0.49**

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

*FY = Fiscal Year

Courtesy: Valid Complaints per Thousands of Boardings

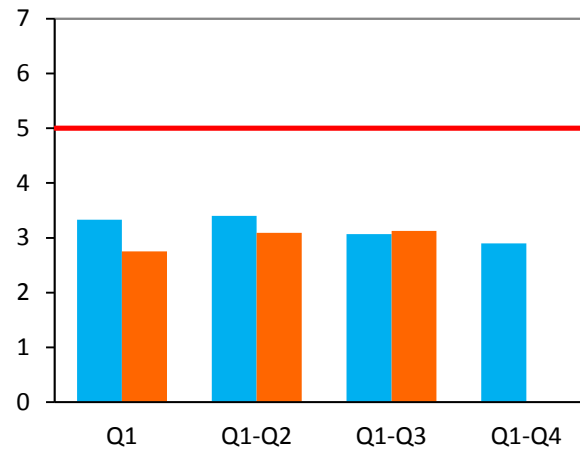
Directly-Operated Fixed-Route



Standard of
5 per 100,000:
Exceeded

Result:
4.35

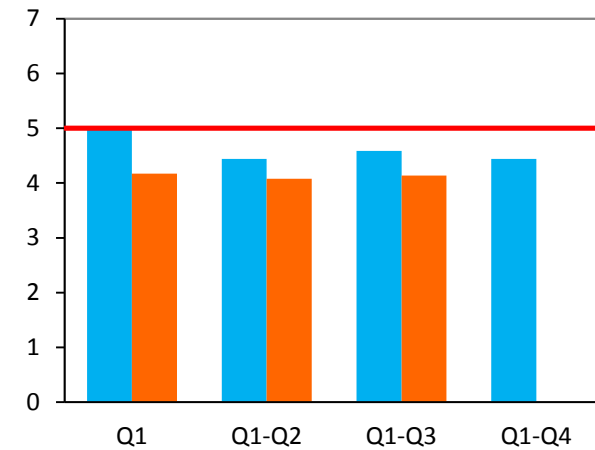
Contracted Fixed-Route



Standard of
5 per 20,000:
Exceeded

Result:
3.12

ACCESS Service

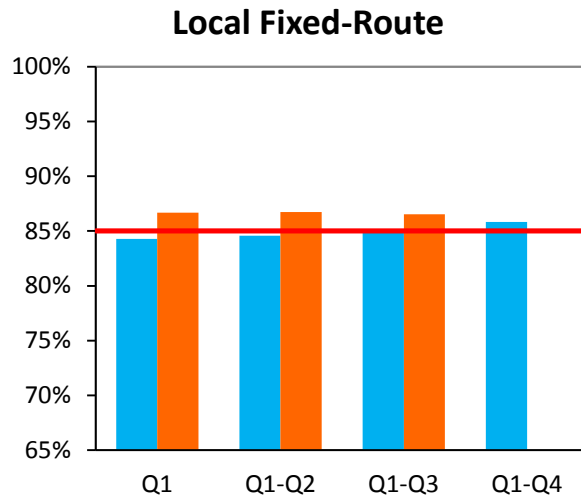


Standard of
5 per 3,000:
Exceeded

Result:
4.13

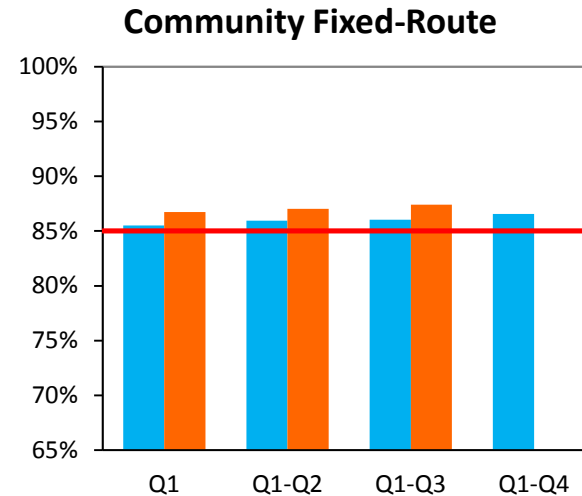
- █ FY 2013-14
- █ FY 2014-15
- █ Standard

Reliability: On-Time Performance



Standard of
85%:
Exceeded

Result:
86.5%



Standard of
85%:
Exceeded

Result:
87.4%

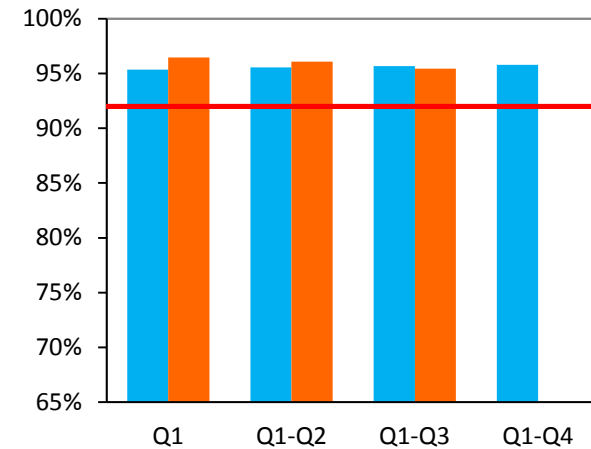
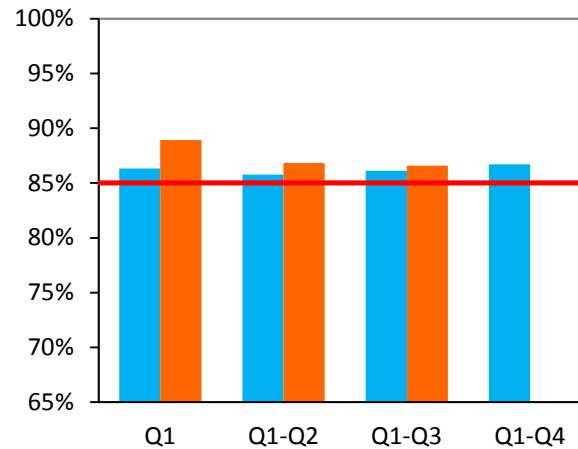
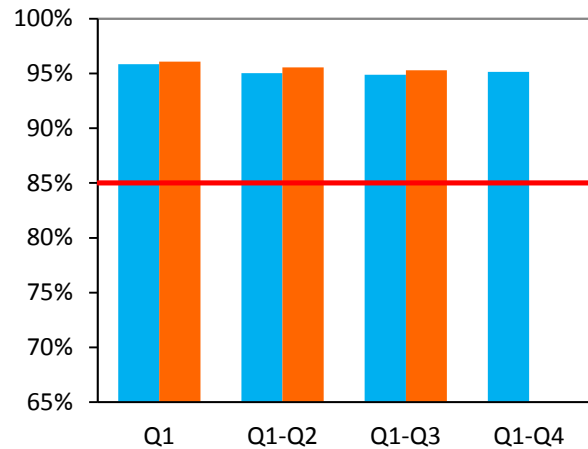
- FY 2013-14
- FY 2014-15
- Standard

Reliability: On-Time Performance

StationLink Fixed-Route

Express Bus Fixed-Route

ACCESS Service



Standard of 85%:
Result: 95.3%
Exceeded

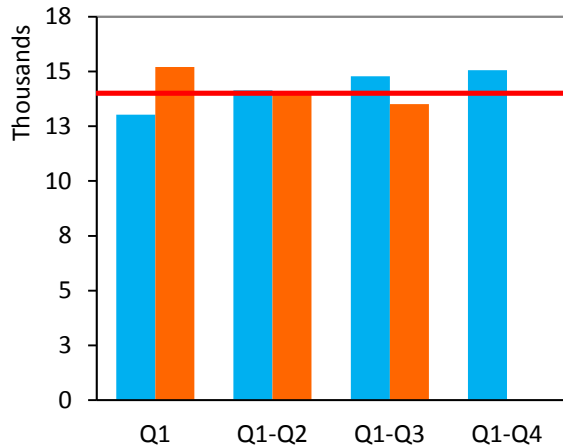
Standard of 85%:
Result: 86.6%
Exceeded

Standard of 92%:
Result: 95.4%
Exceeded

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

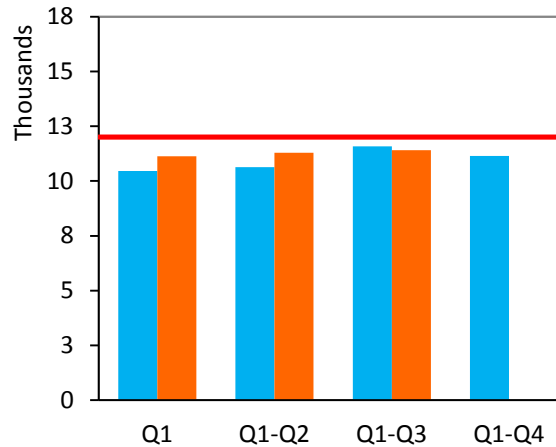
Reliability: Miles Between Road Calls

Directly-Operated Fixed-Route



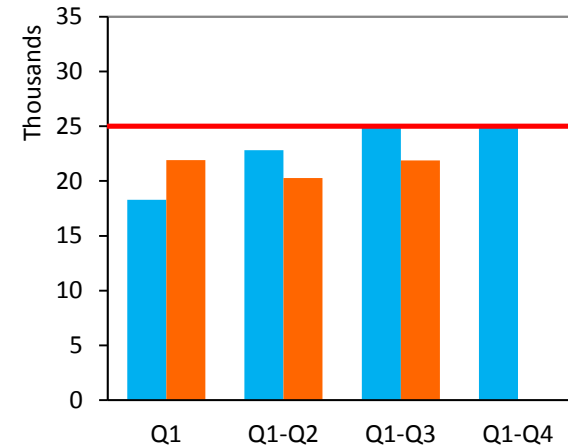
Standard of 14,000:
Result: 13,503
Not Met

Contracted Fixed-Route



Standard of 12,000:
Result: 11,404
Not Met

ACCESS Service

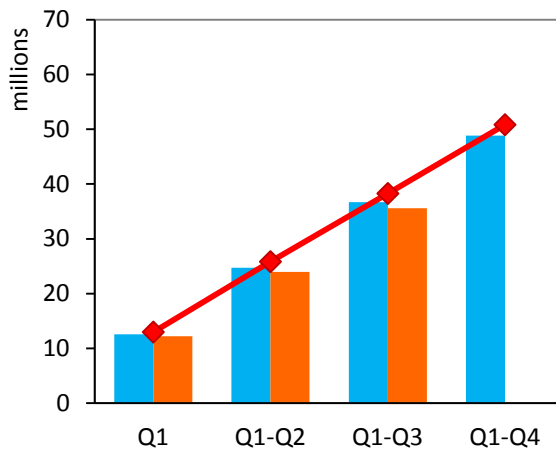


Standard of 25,000:
Result: 21,864
Not Met

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

Ridership and Productivity: Total Fixed-Route

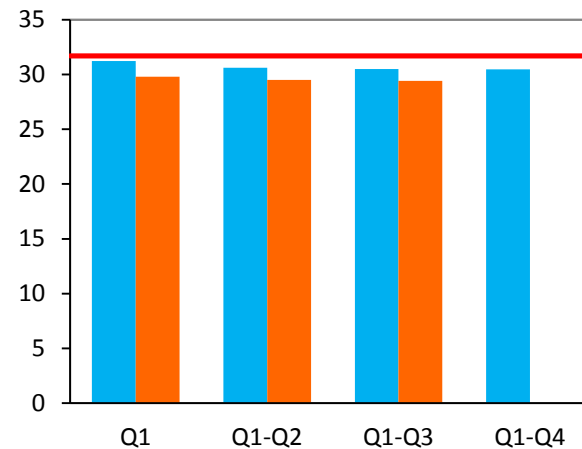
Year-To-Date Cumulative Ridership



**Projection of
38.2 million:
Not Met**

**Result:
35.5 million**

Productivity



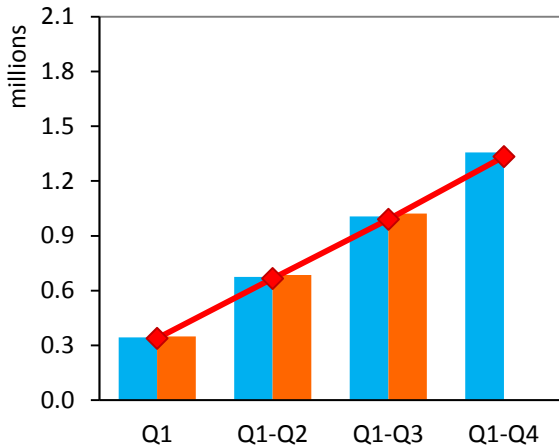
**Projection of
31.7 B/RVH:
Not Met**

**Result:
29.4 B/RVH**

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

Ridership and Productivity: ACCESS Service

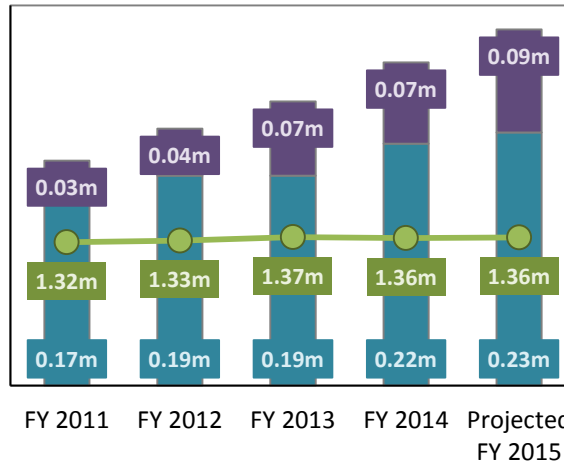
Year-To-Date Cumulative Ridership



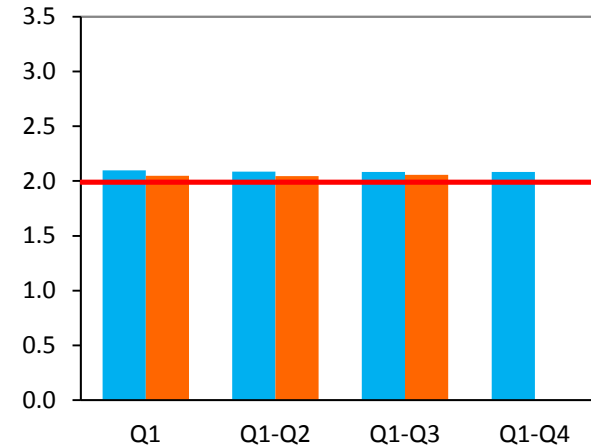
Projection of
990,486:
Exceeded

Result:
1,021,726

Total Paratransit Ridership



Productivity



Projection of
1.76 B/RVH:
Exceeded

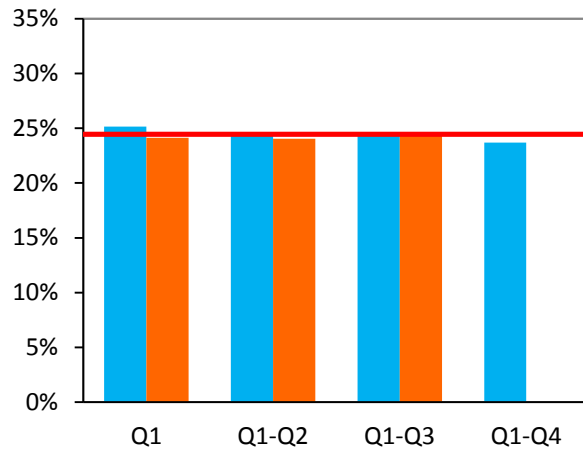
Result:
2.08 B/RVH

- FY 2013-14
- FY 2014-15
- ◆— Projection

- Cooperative Agreements
- Same Day Taxi
- ACCESS

Farebox Recovery Ratio

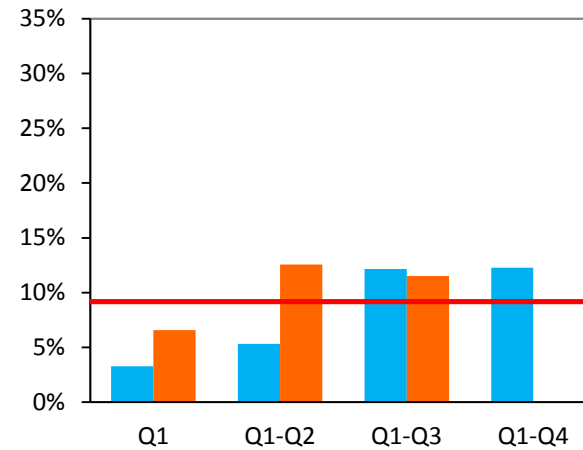
Total Fixed-Route



**Projection of
24.4%:
Exceeded**

**Result:
24.5%**

ACCESS Service



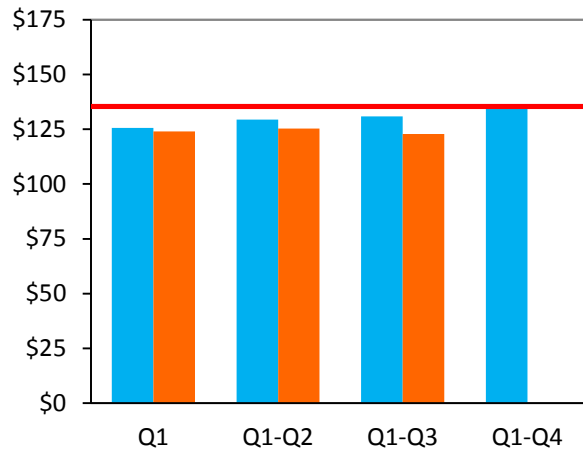
**Projection of
9.2%:
Exceeded**

**Result:
11.5%**

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

Cost per Revenue Vehicle Hour

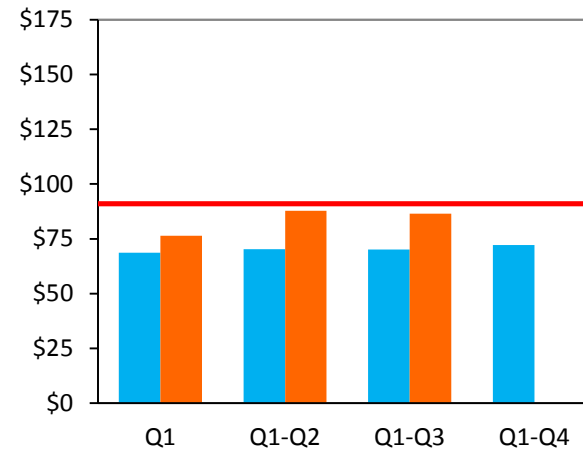
Total Fixed-Route



Budget of
\$135.35:
Under

Result:
\$122.88

ACCESS Service



Budget of
\$91.02:
Under

Result:
\$86.45

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