



# Transit Division Performance Measurements Report

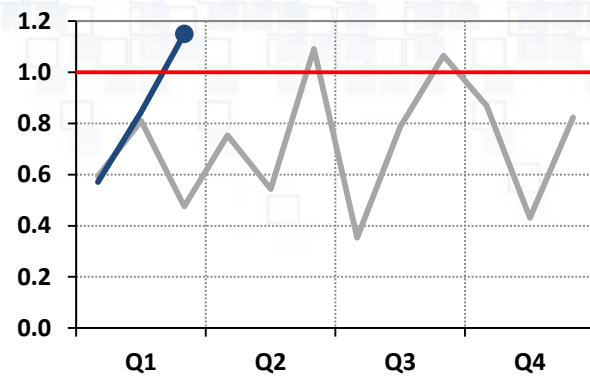
For the First Quarter of Fiscal Year 2011-12

# Safety, Courtesy and Reliability



# Safety: Preventable Vehicle Accidents per 100,000 Miles

## Directly-Operated Fixed Route

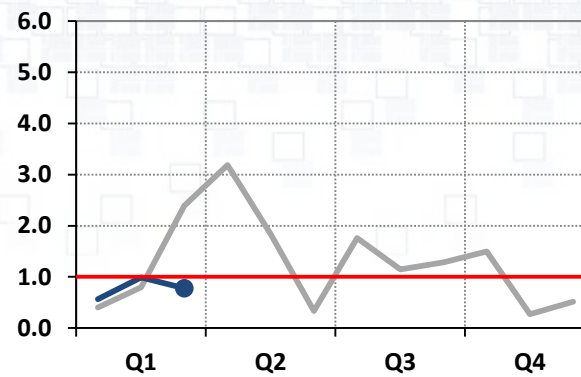


YTD Change from  
FY 2010-11 to  
FY 2011-12:

↑ 36.1%

Overall:  
Goal  
Met

## Contracted Fixed Route

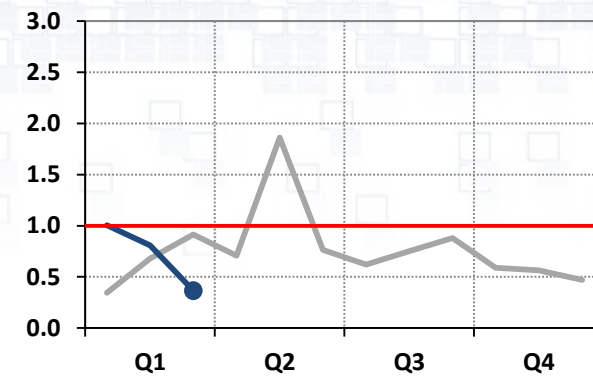


YTD Change from  
FY 2010-11 to  
FY 2011-12:

↓ 34.3%

Overall:  
Goal  
Met

## ACCESS Service



YTD Change from  
FY 2010-11 to  
FY 2011-12:

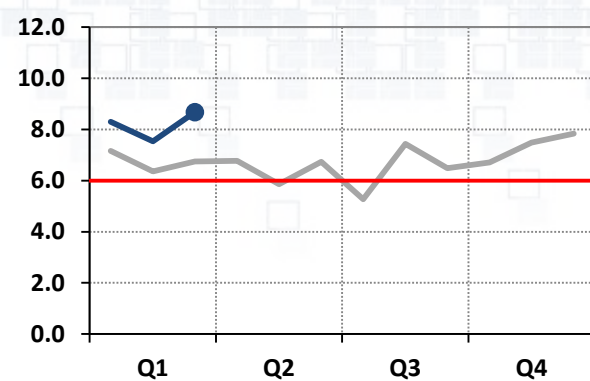
↑ 12.0%

Overall:  
Goal  
Met

● FY 2011-12  
— FY 2010-11  
— Standard

# Courtesy: Customer Complaints per Thousands of Passengers

## Directly-Operated Fixed Route

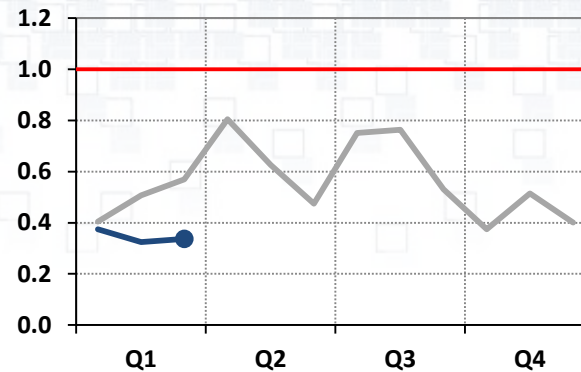


YTD Change from  
FY 2010-11 to  
FY 2011-12:

↑ 20.9%

Overall:  
Goal  
**Not Met**

## Contracted Fixed Route

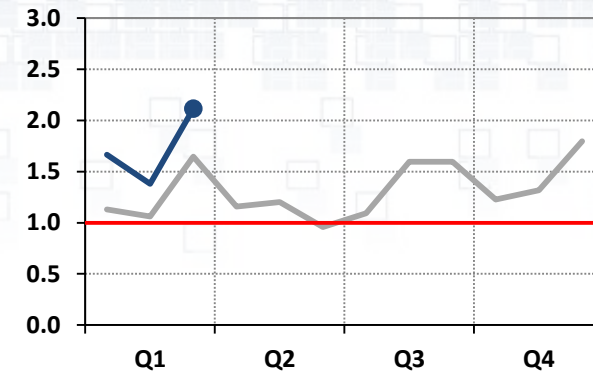


YTD Change from  
FY 2010-11 to  
FY 2011-12:

↓ 30.7%

Overall:  
Goal  
**Met**

## ACCESS Service



YTD Change from  
FY 2010-11 to  
FY 2011-12:

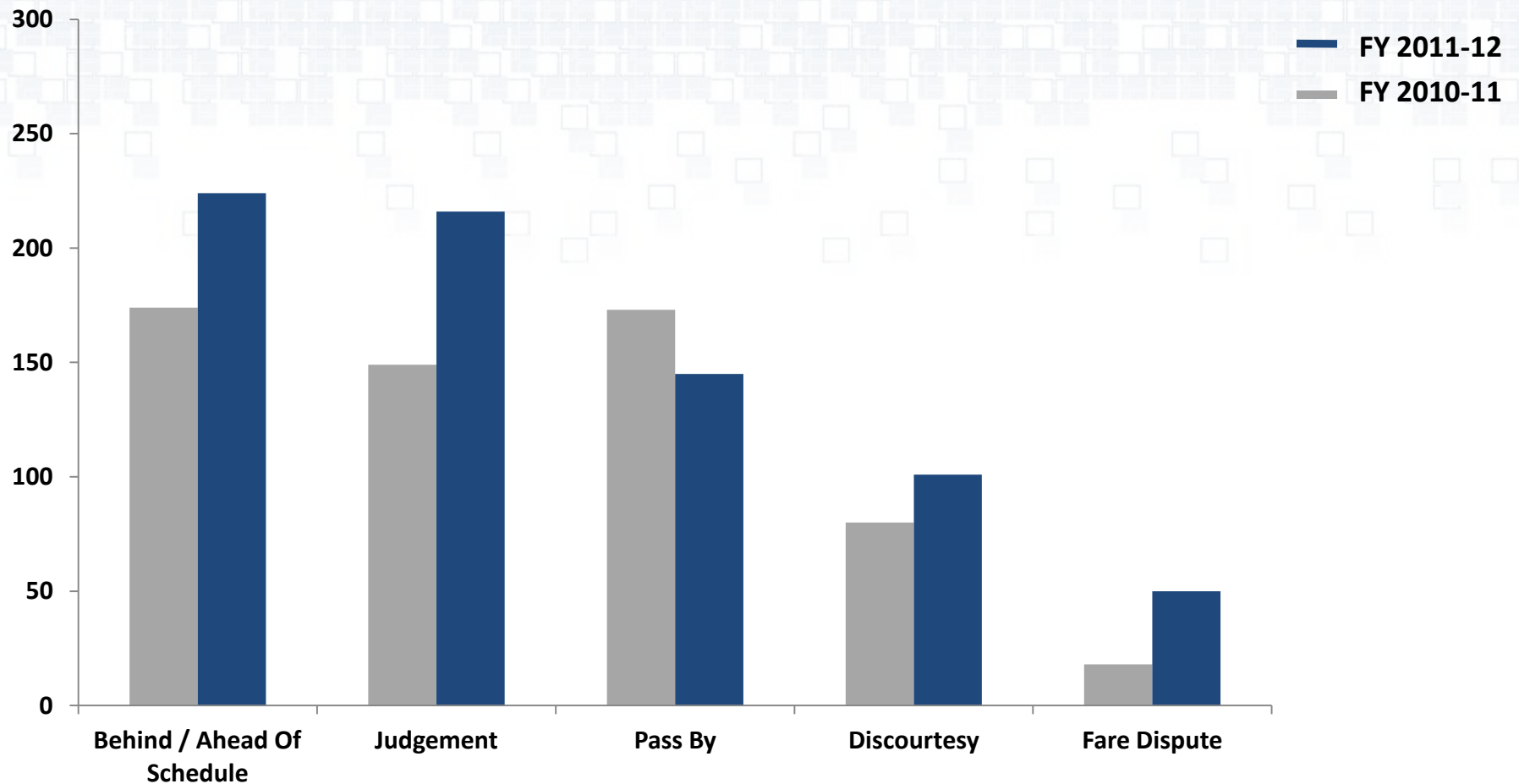
↑ 34.5%

Overall:  
Goal  
**Not Met**

—●— FY 2011-12  
— FY 2010-11  
— Standard

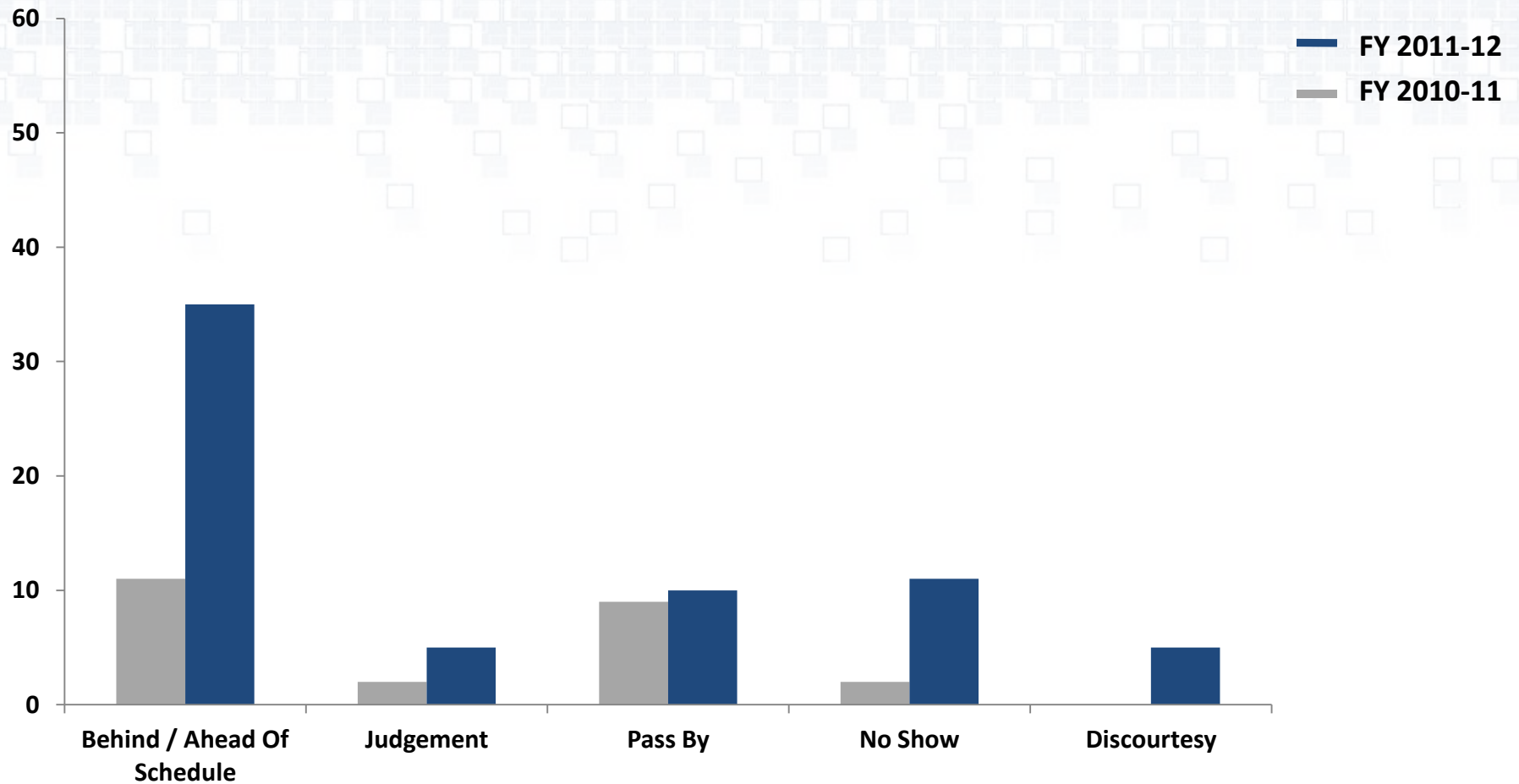
# Courtesy: Customer Complaints

## Top Five Complaints for DOFR



# Courtesy: Customer Complaints

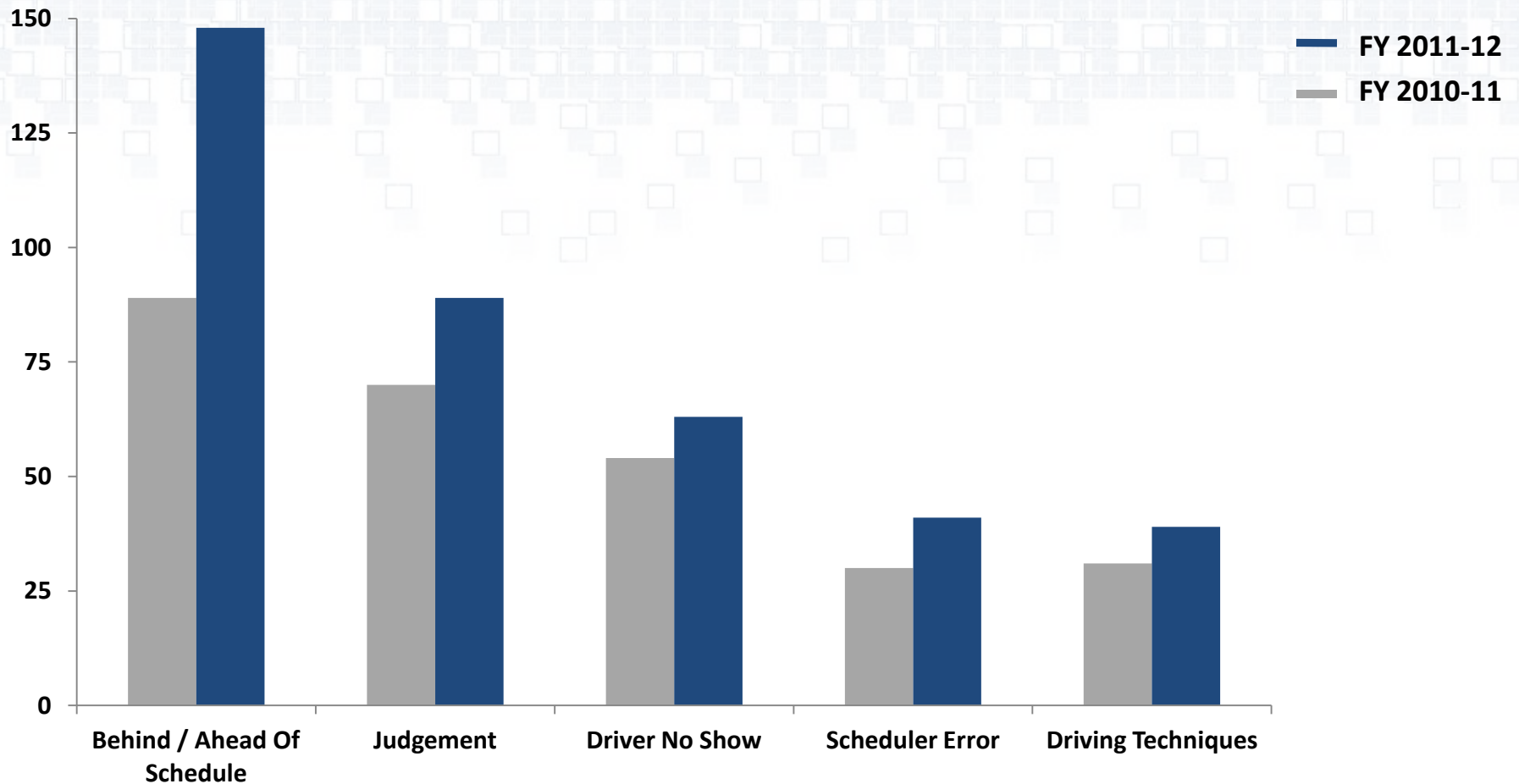
## Top Five Complaints for CFR





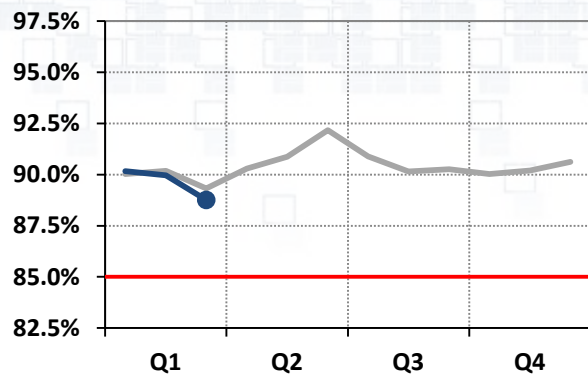
# Courtesy: Customer Complaints

## Top Five Complaints for ACCESS



# Reliability: On-time Performance

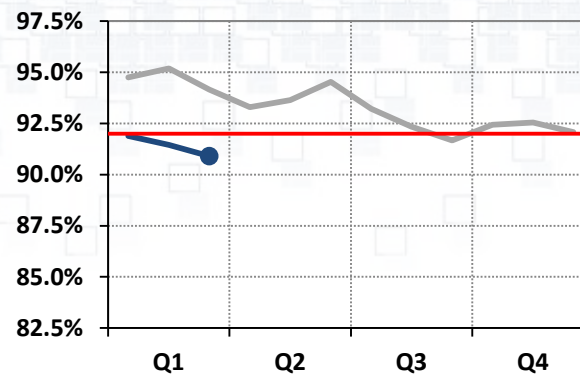
## Directly-Operated Fixed Route



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↓ 0.2%

Overall:  
Goal  
**Met**

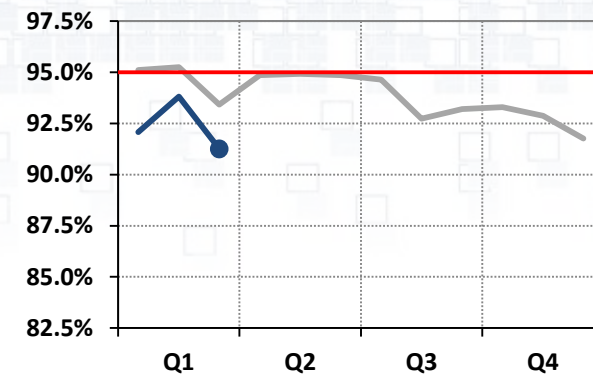
## Contracted Fixed Route



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↓ 3.5%

Overall:  
Goal  
**Not Met**

## ACCESS Service



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↓ 2.3%

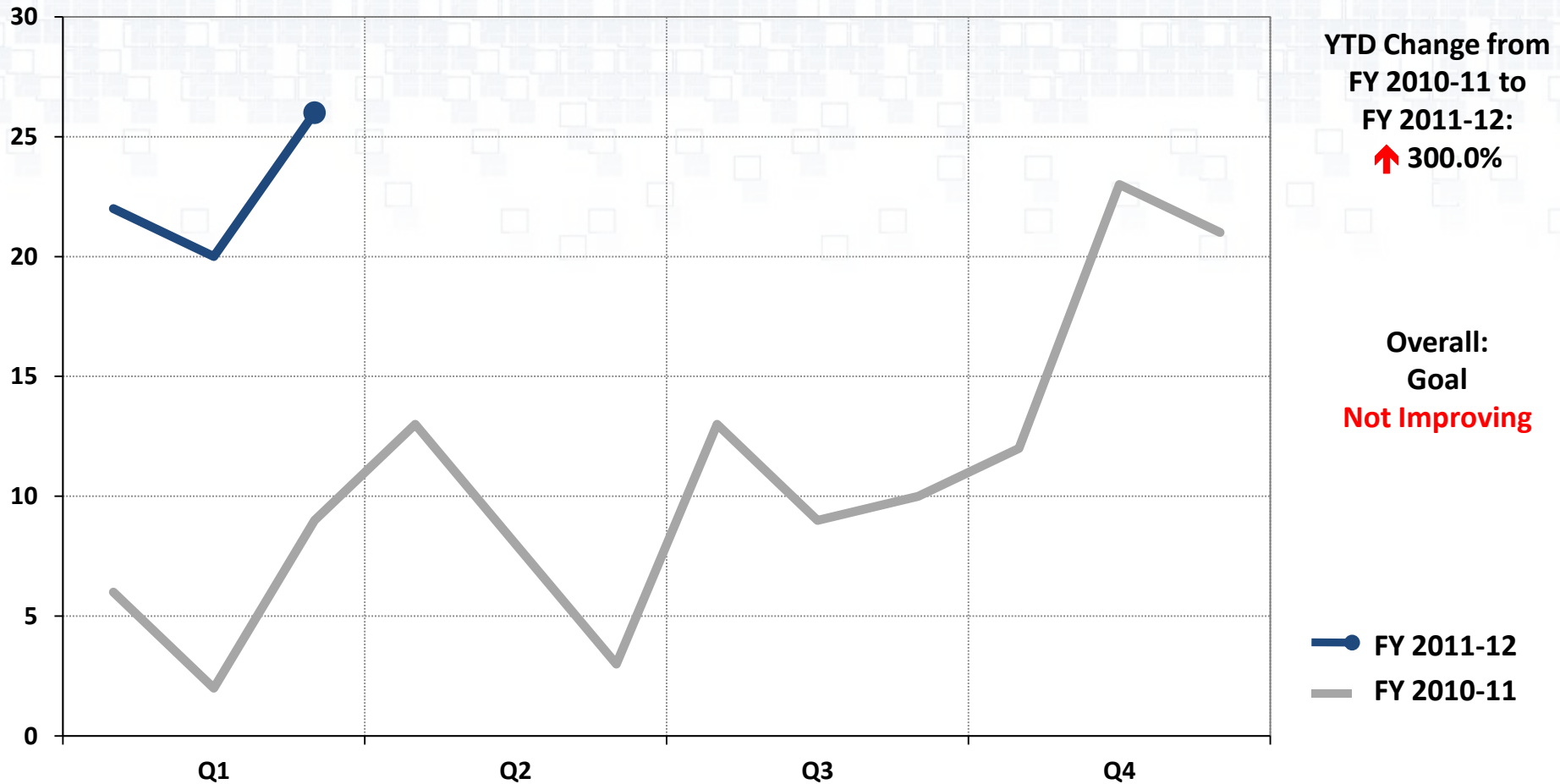
Overall:  
Goal  
**Not Met**

● FY 2011-12  
— FY 2010-11  
— Standard



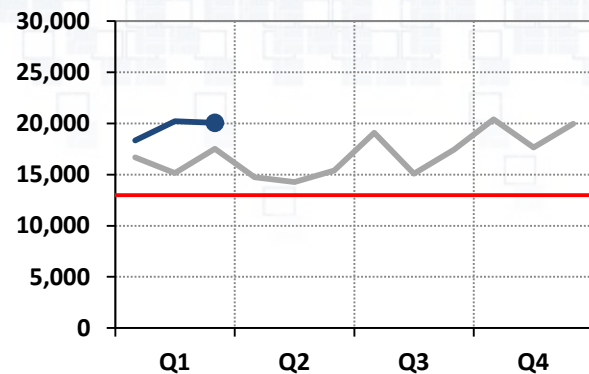
# Reliability: Service Delivery Failures

## ACCESS Service



# Reliability: Miles between Road Calls

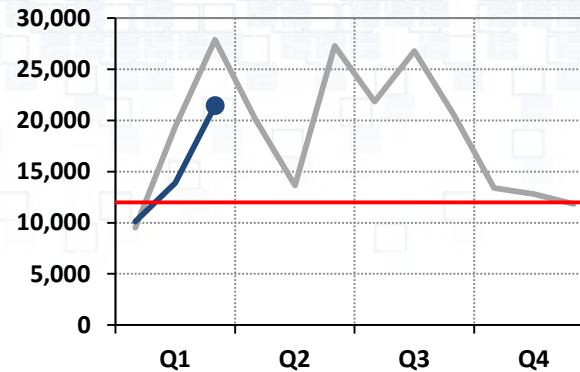
## Directly-Operated Fixed Route



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↑ 19.0%

Overall:  
Goal  
**Met**

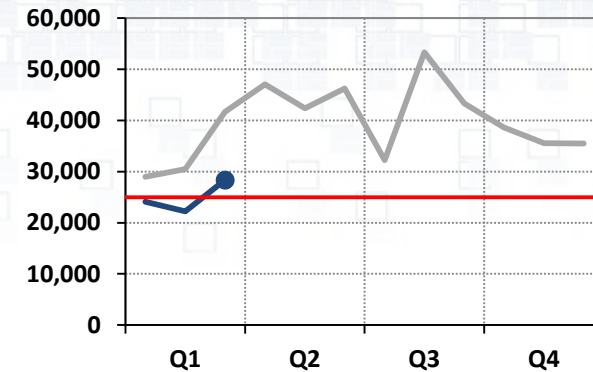
## Contracted Fixed Route



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↓ 10.8%

Overall:  
Goal  
**Met**

## ACCESS Service



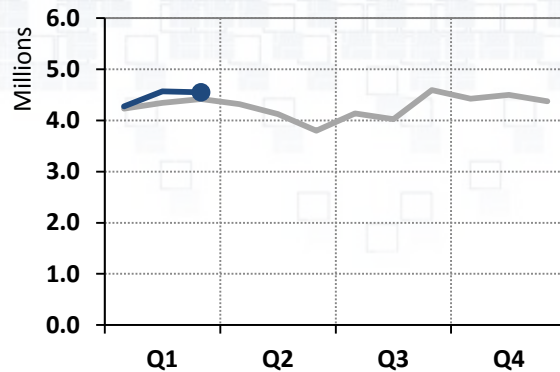
YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↓ 25.1%

Overall:  
Goal  
**Not Met**

● FY 2011-12  
— FY 2010-11  
— Standard

# Ridership

## All Fixed Route

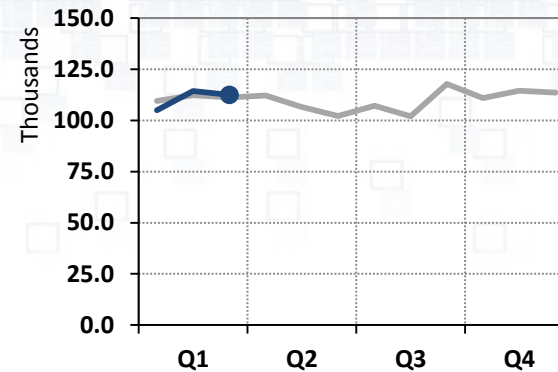


YTD Change from  
FY 2010-11 to  
FY 2011-12:

↑ 3.1%

Overall:  
Goal  
**Met**

## ACCESS Service



YTD Change from  
FY 2010-11 to  
FY 2011-12:

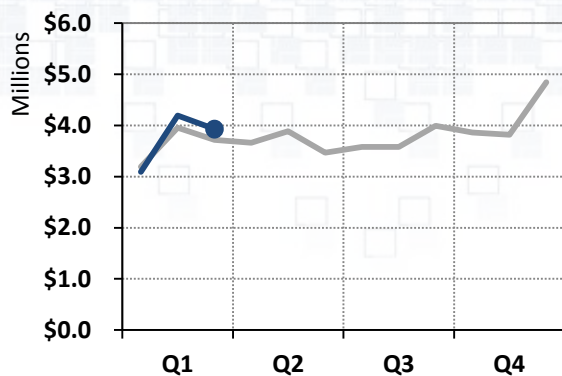
↓ 0.4%

Overall:  
Goal  
**Met**

- FY 2011-12
- FY 2010-11
- Standard

# Passenger Fare Revenues

## All Fixed Route

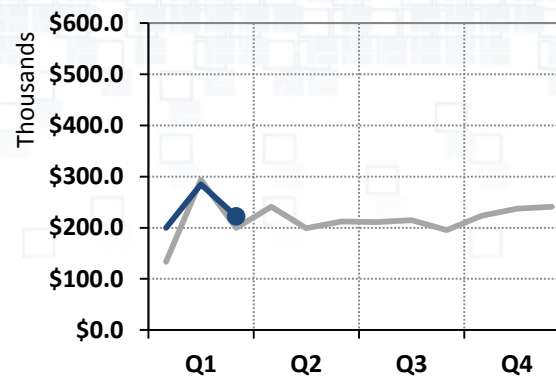


YTD Change from  
FY 2010-11 to  
FY 2011-12:

↑ 3.2%

Overall:  
Goal  
**Not Met**

## ACCESS Service



YTD Change from  
FY 2010-11 to  
FY 2011-12:

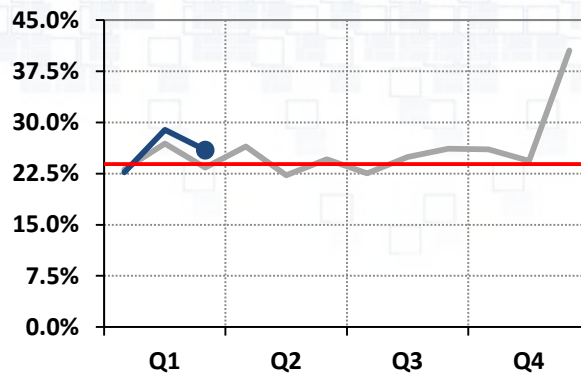
↑ 12.8%

Overall:  
Goal  
**Not Met**

- FY 2011-12
- FY 2010-11
- Standard

# Farebox Recovery Ratio

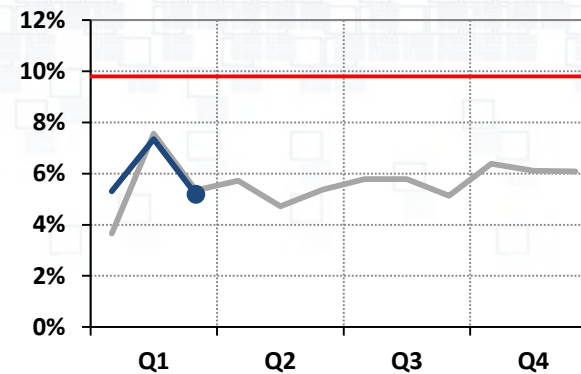
## All Fixed Route



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↑ 5.9%

Overall:  
Goal  
**Met**

## ACCESS Service



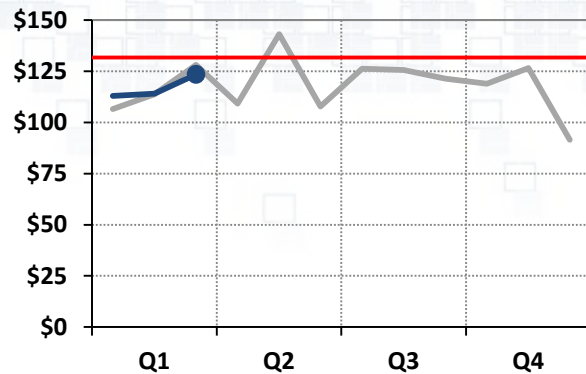
YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↑ 6.6%

Overall:  
Goal  
**Not Met**

● FY 2011-12  
— FY 2010-11  
— Standard

# Cost per Revenue Vehicle Hour

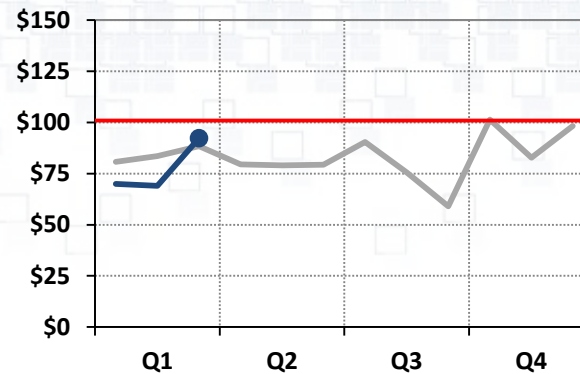
## Directly-Operated Fixed Route



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↓ 0.7%

Overall:  
Goal  
**Met**

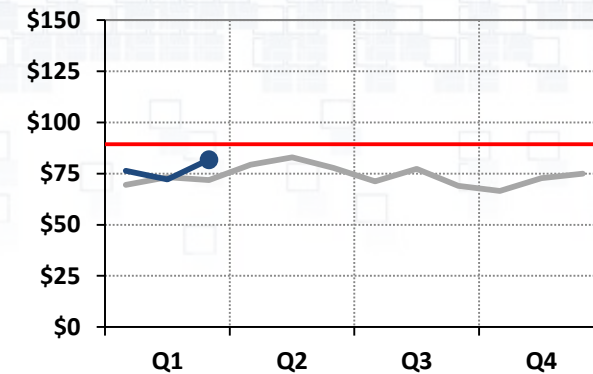
## Contracted Fixed Route



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↓ 8.6%

Overall:  
Goal  
**Met**

## ACCESS Service



YTD Change from  
FY 2010-11 to  
FY 2011-12:  
↑ 7.3%

Overall:  
Goal  
**Met**

—●— FY 2011-12  
— FY 2010-11  
— Standard