

FY 2018 Q3 Satisfaction and Service Report

Service: Fixed Route (Local + ExpressRide)		Previous quarters				Current Quarter		
End/Outcome	Measure	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	Q to Q Trend	Target
Ridership	Boardings	1,532,241	1,658,771	1,724,420	1,732,094	1,539,439	● 0.5%	> last yr Q
Satisfaction	User Surveys (every 2 years)	--	--	--	5.92	--	● 1.2% *	> 5
Safe	Preventable accidents + pass. Injuries/ 100,000 miles	1.23	1.04	2.10 **	2.27 **	2.01 **	● 62.7%	< 3.5
	% bus stops compliant with industry standards (TCRP)	--	--					--
Reliable	On-time Performance (within 0-5 min at timepoints)	86%	83%	81%	84.5%	85.3%	● -1%	90%
	% passengers on an on-time bus	--	--	--	77%	75%		--
	Miles between road calls	11,851	20,404	20,749	26,913	22,512	● 90%	--
Courteous	Complaints per 100,000 boardings	1.2	1.7	2.4	3.1	2.3	● 94%	--
Comfortable	Crowding	--	--	--	--	--		--
	% of qualifying, possible bus stops with shelters	--	87%	88%	88%	88%	--	--
	Condition, cleanliness of bus: % buses scoring 80+/100	84%	82%	81%	80%	77%	● -8%	>80%
Eff. Stewardship	Boardings per Revenue Hour	21.8	23.4	24.8	24.6	22.2	● 2%	>25
	Cost per Revenue Hour (note: cumulative over yr)	\$ 102.4	\$ 103.7	\$ 102.1	\$ 104.1	\$ 110.3	● 8%	--

* biannual survey. 2015 value= 5.85

** injuries added to calculation

Service: Paratransit		Previous quarters				Current Quarter		
End/Outcome	Measure	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	Q to Q Trend	Target
Access	ADA Service Denials/ ADA Boardings			0.12%	0.11%	0.15%	--	"no pattern"
Ridership	ADA Trips	27,962	27,111	29,089	30,020	29,815	● 10%	
	Senior Trips	4,368	4,027	3,950	3,834	3,362	● -17%	
	Total ADA and Senior Trips	32,330	31,138	33,039	33,854	33,177	● 7%	
	ADA Boardings/Capita	0.12	0.12	0.13	0.13	0.13	● 9%	
Reliable	On-time Performance (% within 30 min Service Window)			97%	96%	98%		97%
Courteous	% of Complaints/Boardings				0.10%	0.05%		< 0.50% trips
Convenient	Avg on hold time Advance Reservations							
	Avg on hold time Same-Day Reservations							
Stewardship	Boardings per Revenue Hour	1.38	1.38	1.52	1.42	1.46	● 6%	
	Cost/Boarding	\$ 32.43	\$ 34.28	\$ 33.30	\$ 32.9	\$ 34.9	● 2%	

Service: Vanpool

Previous quarters

Current Quarter

End/Outcome	Measure	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	Q to Q Trend	Target
Ridership	# of vanpools (at end of Q)	new data in place Jan 2018			103	109	--	110 by yr end
	# of rider trips taken				60,517	60,754	--	
Alt to Auto	Avg Monthly Fuel Cost to User				\$ 30.94	\$ 33.95	--	
	Avg monthly passenger miles/traveller				1,156	1,115	--	
Stewardship	Subsidy per passenger trip (Federal)				\$ 2.67	\$ 3.01	--	
	Passenger miles/gallon				93.8	93.0	--	