

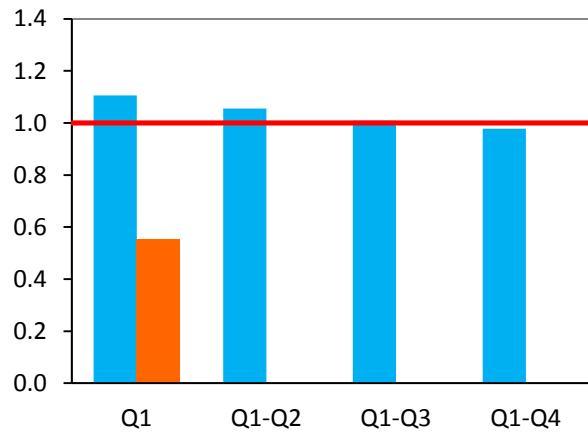
Transit Division Performance Measurements Report for the First Quarter of Fiscal Year 2014-15

Safety, Courtesy and Reliability



Safety: Recordable Vehicle Accidents per 100,000 Miles

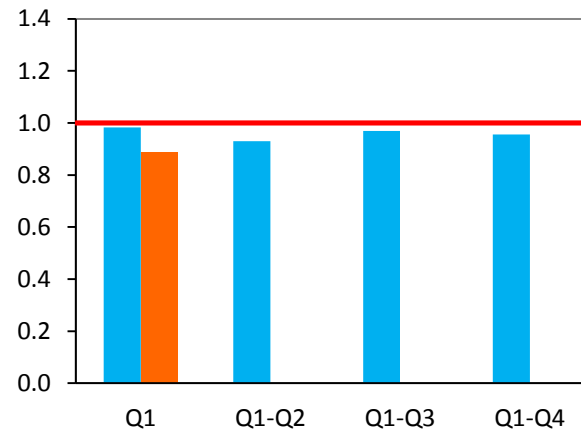
Directly-Operated Fixed-Route



Standard of
1 per 100,000:
Exceeded

Result:
0.52

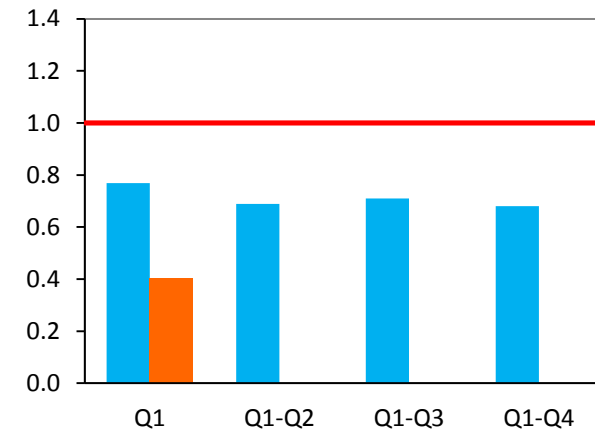
Contracted Fixed-Route



Standard of
1 per 100,000:
Exceeded

Result:
0.89

ACCESS Service



Standard of
1 per 100,000:
Exceeded

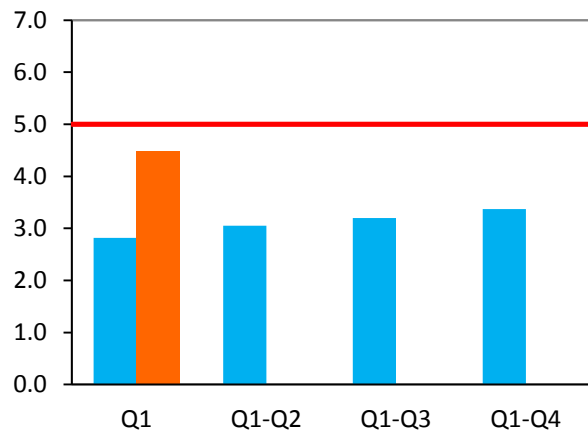
Result:
0.4

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

*FY = Fiscal Year

Courtesy: Valid Complaints per Thousands of Boardings

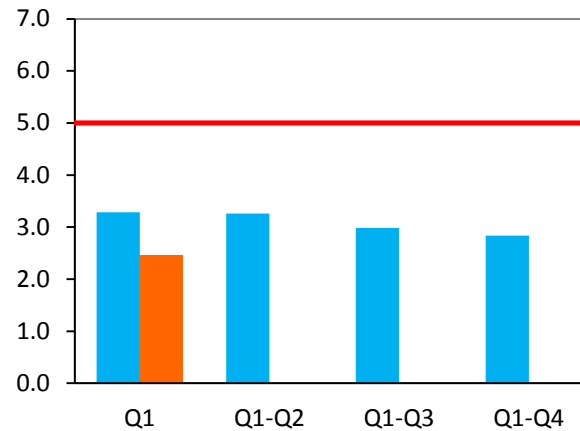
Directly-Operated Fixed-Route



Standard of
5 per 100,000:
Exceeded

Result:
4.48

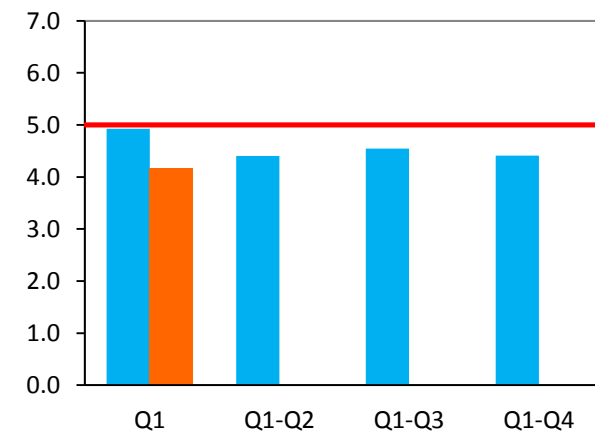
Contracted Fixed-Route



Standard of
5 per 20,000:
Exceeded

Result:
2.45

ACCESS Service



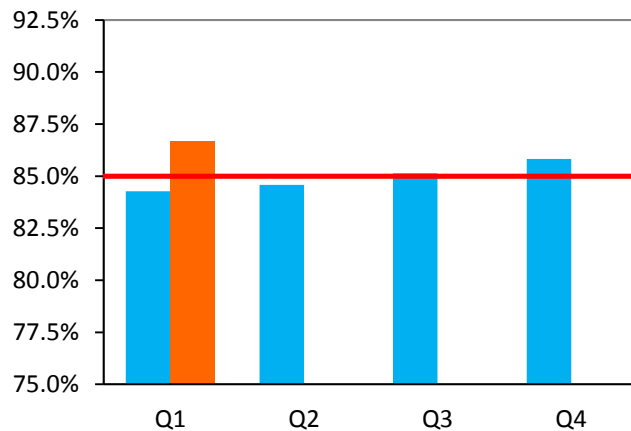
Standard of
5 per 3,000:
Exceeded

Result:
4.17

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

Reliability: On-Time Performance

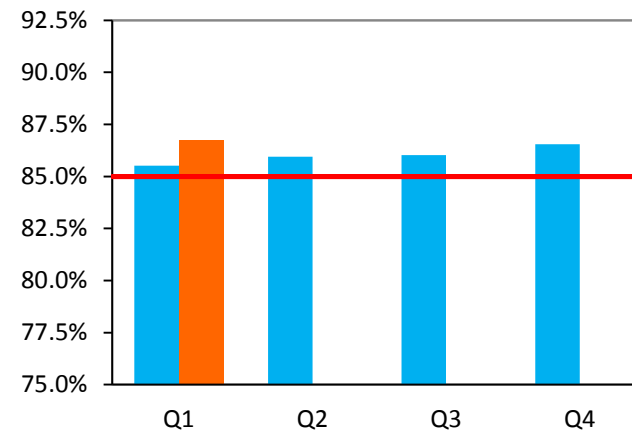
Local Fixed-Route



Standard of
85%:
Exceeded

Result:
86.7%

Community Fixed-Route



Standard of
85%:
Exceeded

Result:
86.7%

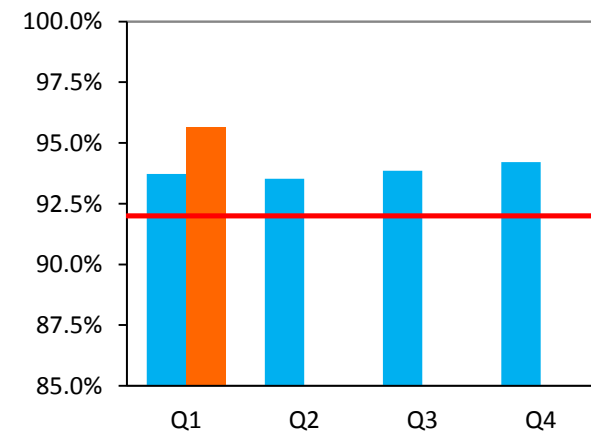
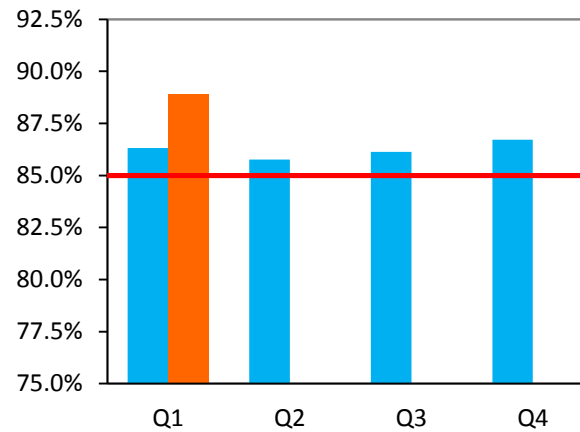
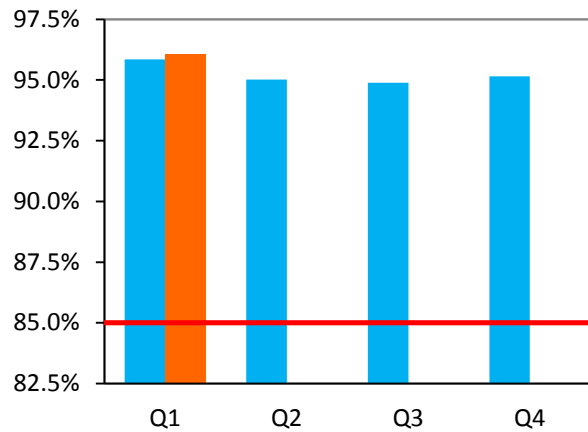
- FY 2013-14
- FY 2014-15
- Standard

Reliability: On-Time Performance

StationLink Fixed-Route

Express Bus Fixed-Route

ACCESS Service



Standard of 85%:
Result: 96.1%
Exceeded

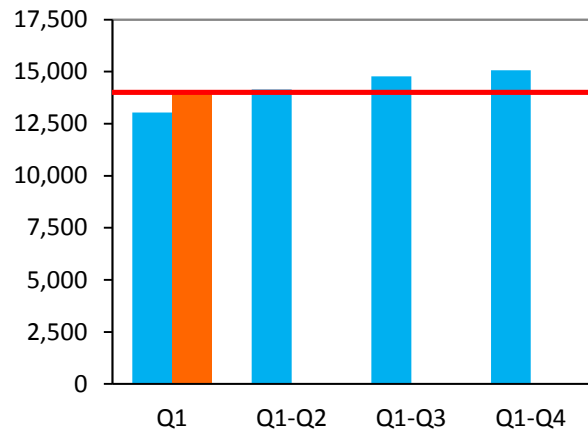
Standard of 85%:
Result: 88.9%
Exceeded

Standard of 92%:
Result: 96.4%
Exceeded

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

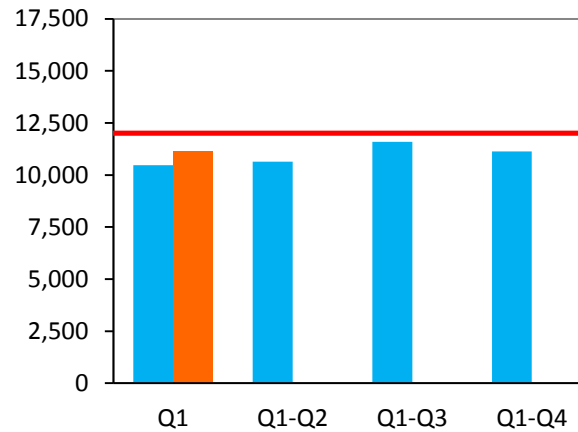
Reliability: Miles Between Road Calls

Directly-Operated Fixed-Route



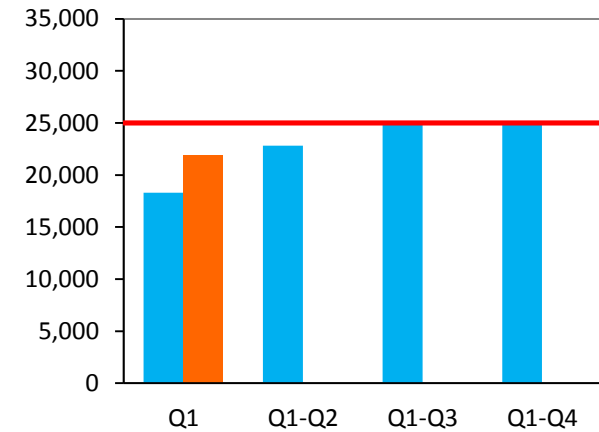
Standard of 14,000:
Result: 14,010
Exceeded

Contracted Fixed-Route



Standard of 12,000:
Result: 11,129
Not Met

ACCESS Service

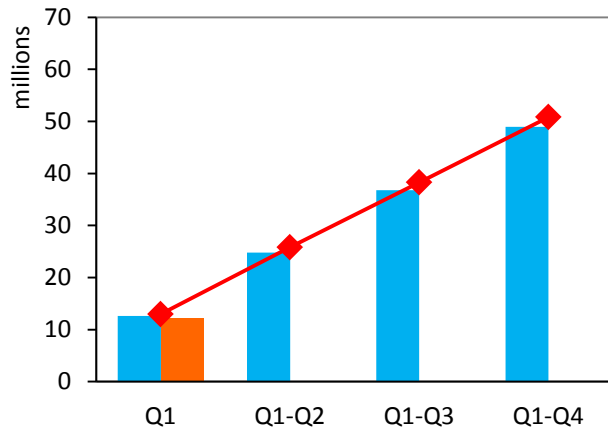


Standard of 25,000:
Result: 21,901
Not Met

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

Ridership and Productivity: Total Fixed-Route

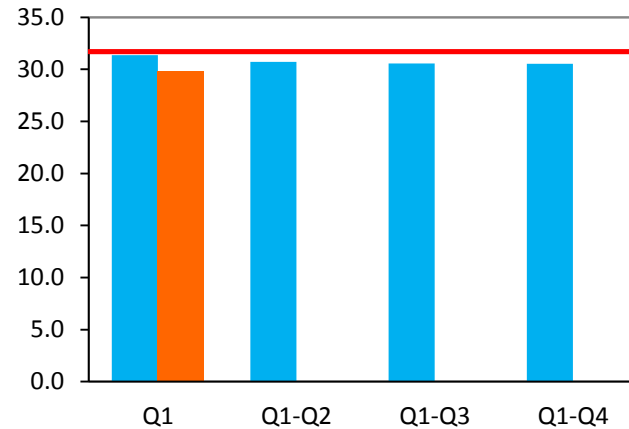
Year-To-Date Cumulative Ridership



Projection of
12.9 million:
Not Met

Result:
12.2 million

Productivity



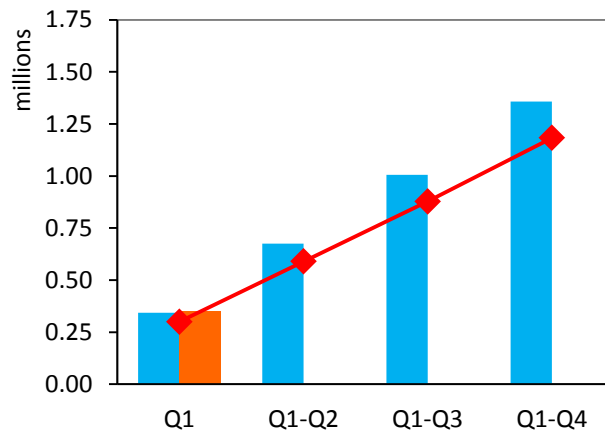
Projection of
31.7 B/RVH:
Not Met

Result:
29.8 B/RVH

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

Ridership and Productivity: ACCESS Service

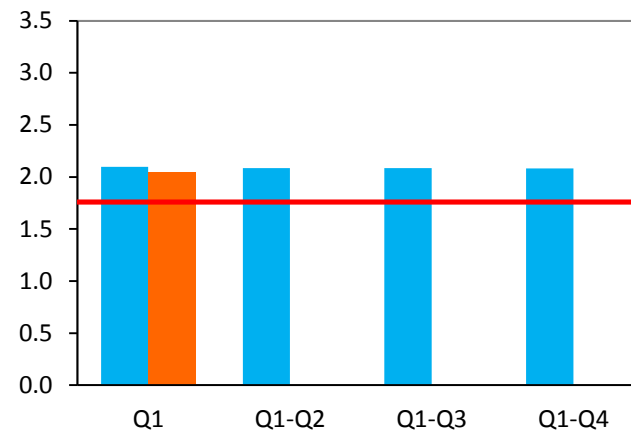
Year-To-Date Cumulative Ridership



**Projection of
299,111:
Exceeded**

**Result:
348,894**

Productivity



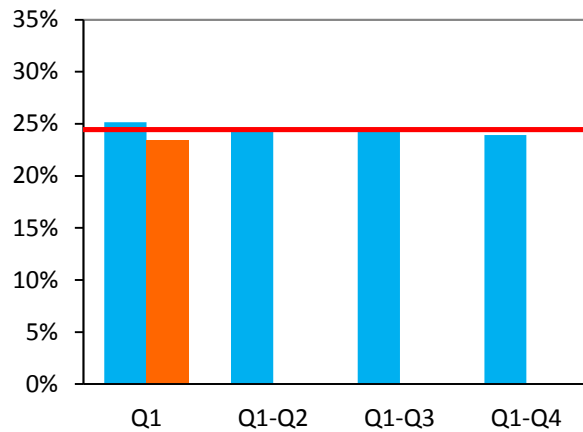
**Projection of
1.76 B/RVH:
Exceeded**

**Result:
2.05 B/RVH**

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

Farebox Recovery Ratio

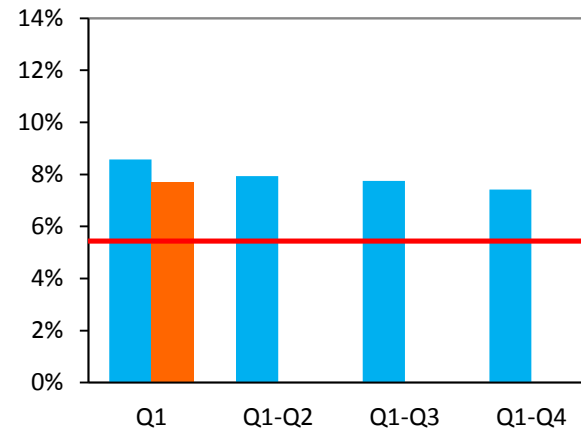
Total Fixed-Route



**Projection of
24.4%:
Not Met**

**Result:
23.4%**

ACCESS Service



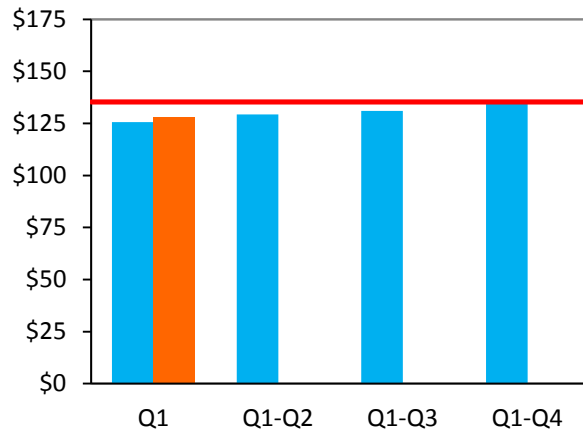
**Projection of
5.4%:
Exceeded**

**Result:
7.7%**

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

Cost per Revenue Vehicle Hour

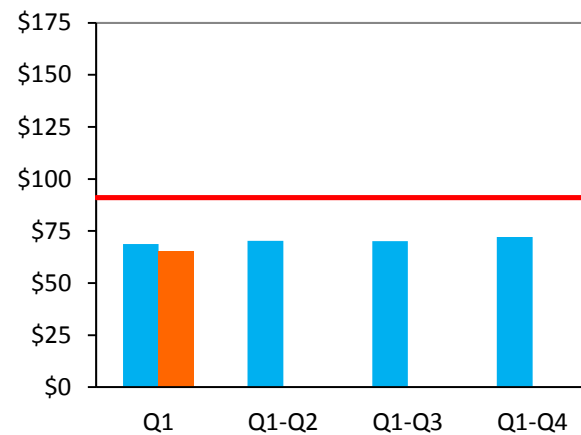
Total Fixed-Route



**Budget of
\$135.35:
Under**

**Result:
\$128.07**

ACCESS Service



**Budget of
\$91.02:
Under**

**Result:
\$65.38**

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