

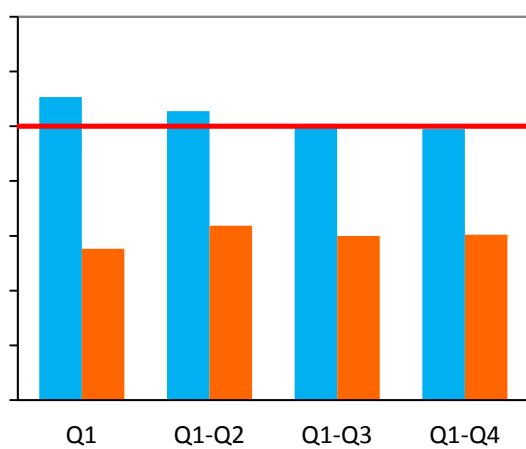
Transit Division Performance Measurements Report for the Fourth Quarter of Fiscal Year 2014-15

Safety, Courtesy, and Reliability



Safety: Recordable Vehicle Accidents per 100,000 Miles

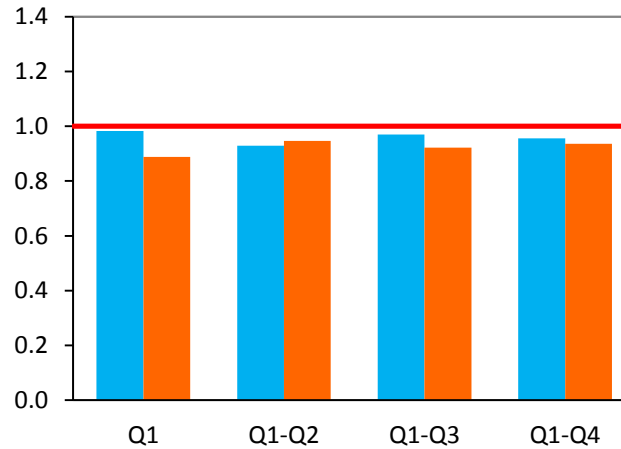
Directly-Operated Fixed-Route



Standard of
1 per 100,000:
Exceeded

Result:
0.6

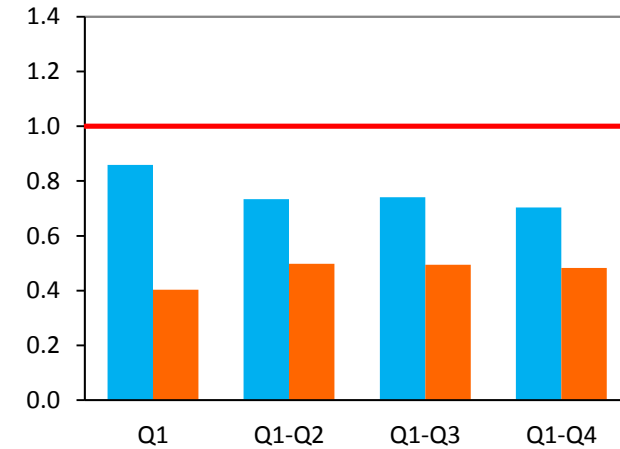
Contracted Fixed-Route



Standard of
1 per 100,000:
Exceeded

Result:
0.94

ACCESS Service



Standard of
1 per 100,000:
Exceeded

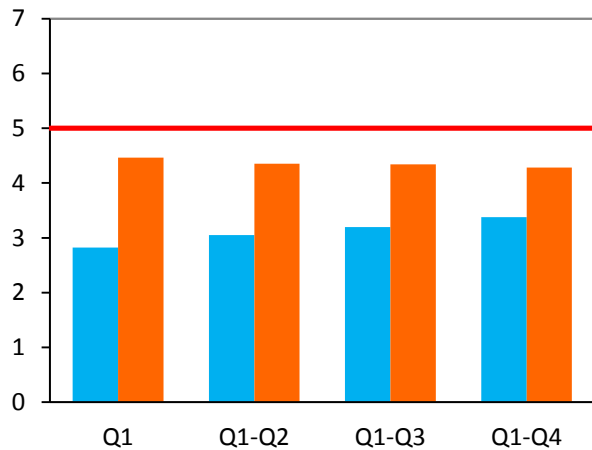
Result:
0.48

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

*FY = Fiscal Year

Courtesy: Valid Complaints per Thousands of Boardings

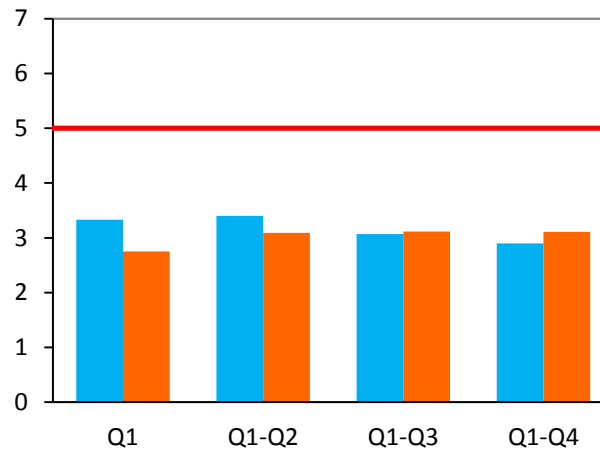
Directly-Operated Fixed-Route



Standard of
5 per 100,000:
Exceeded

Result:
4.28

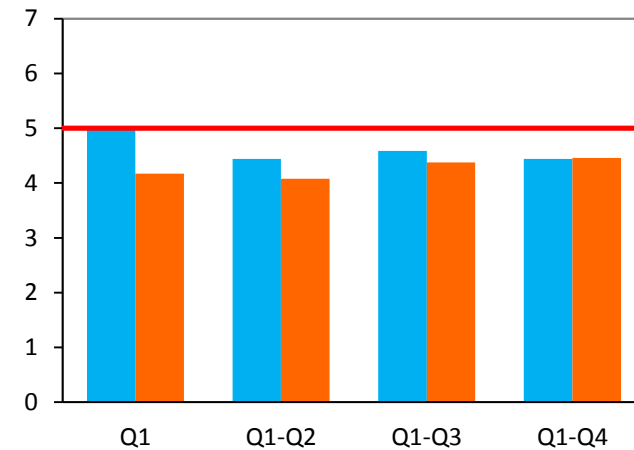
Contracted Fixed-Route



Standard of
5 per 20,000:
Exceeded

Result:
3.11

ACCESS Service



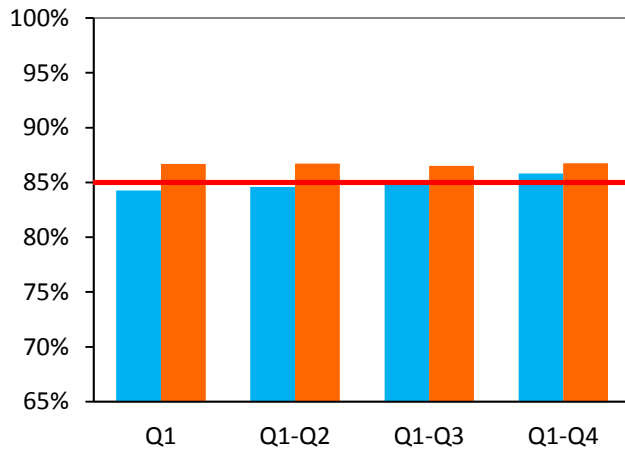
Standard of
5 per 3,000:
Exceeded

Result:
4.44

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

Reliability: On-Time Performance

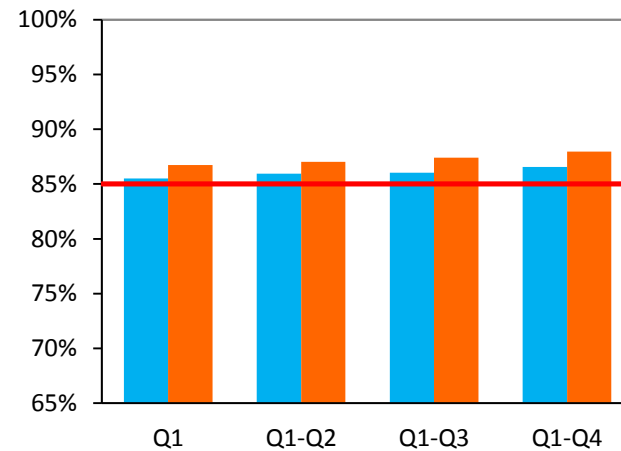
Local Fixed-Route



Standard of
85%:
Exceeded

Result:
86.7%

Community Fixed-Route



Standard of
85%:
Exceeded

Result:
88%

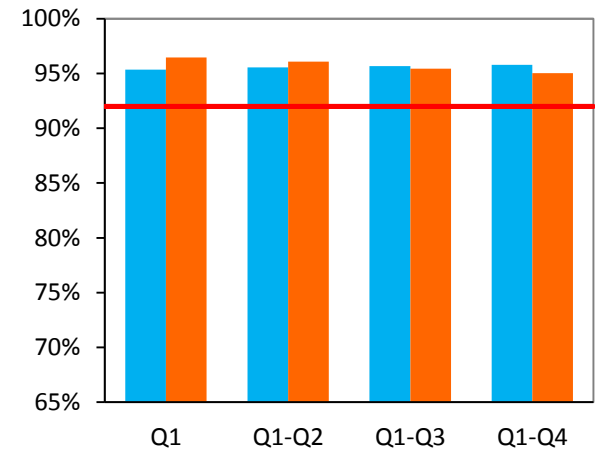
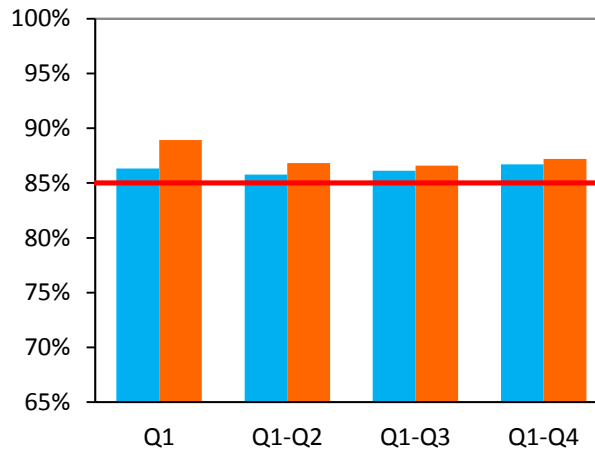
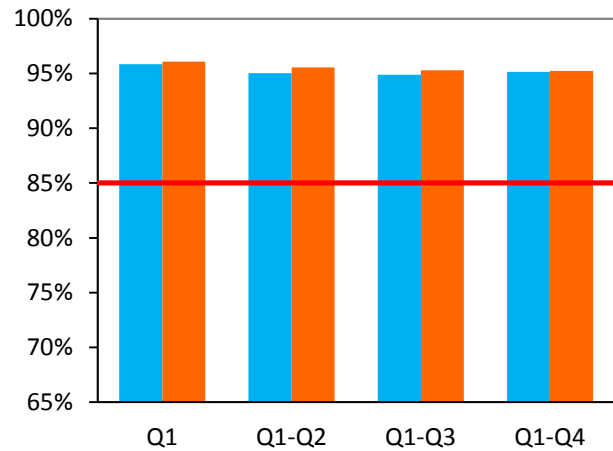
- FY 2013-14
- FY 2014-15
- Standard

Reliability: On-Time Performance

StationLink Fixed-Route

Express Bus Fixed-Route

ACCESS Service



Standard of 85%:
Result: 95.2%
Exceeded

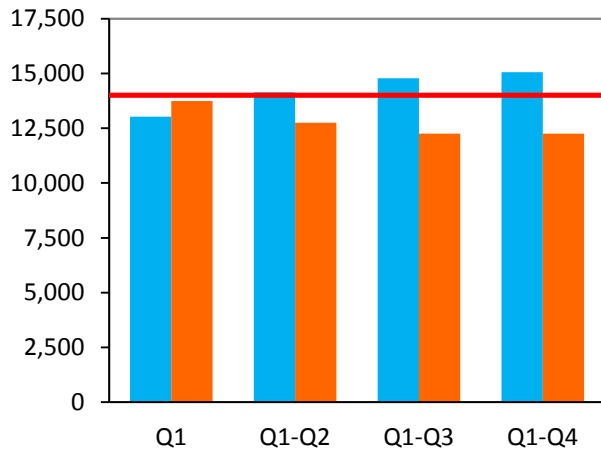
Standard of 85%:
Result: 87.2%
Exceeded

Standard of 92%:
Result: 95%
Exceeded

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

Reliability: Miles Between Road Calls

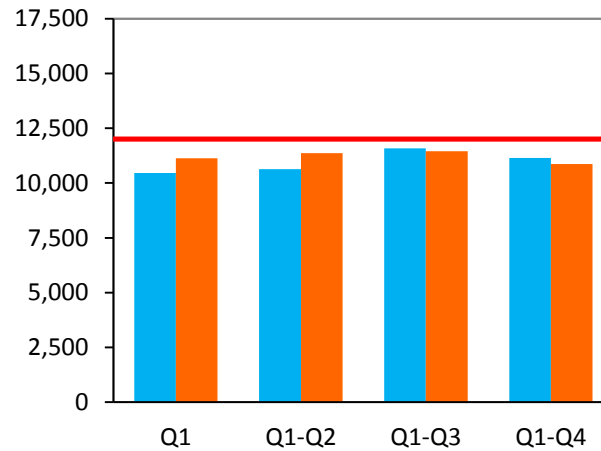
Directly-Operated Fixed-Route



Standard of
14,000:
Not Met

Result:
12,254

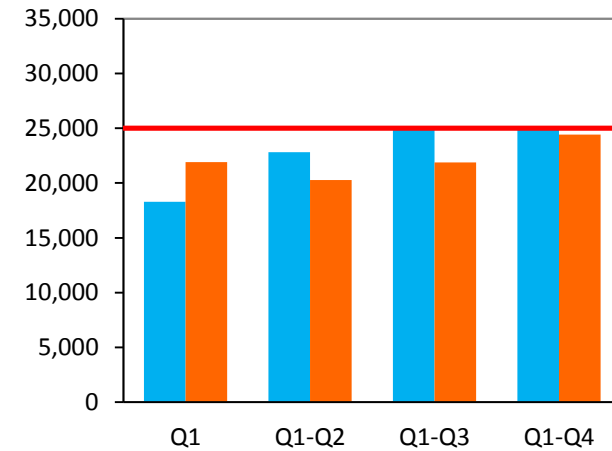
Contracted Fixed-Route



Standard of
12,000:
Not Met

Result:
10,868

ACCESS Service



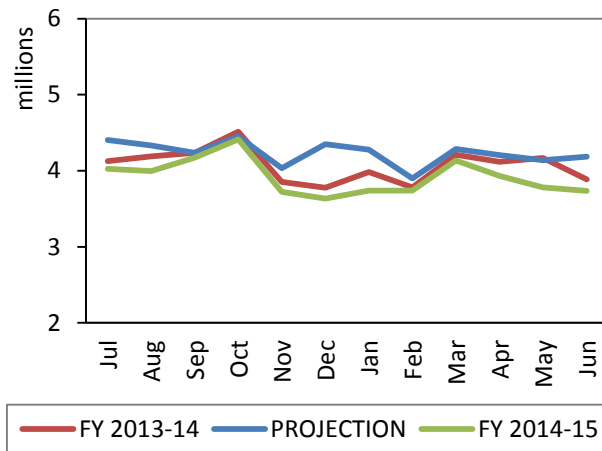
Standard of
25,000:
Not Met

Result:
24,425

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

Ridership and Productivity: Total Fixed-Route

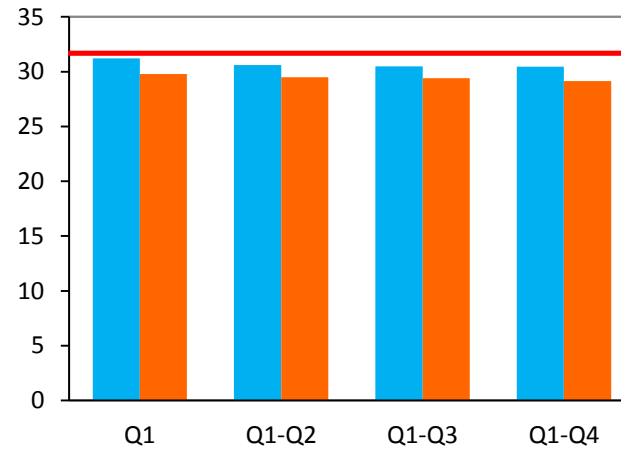
Year-To-Date Cumulative Ridership



**Projection of
50.8 million:
Not Met**

**Result:
47 million**

Productivity



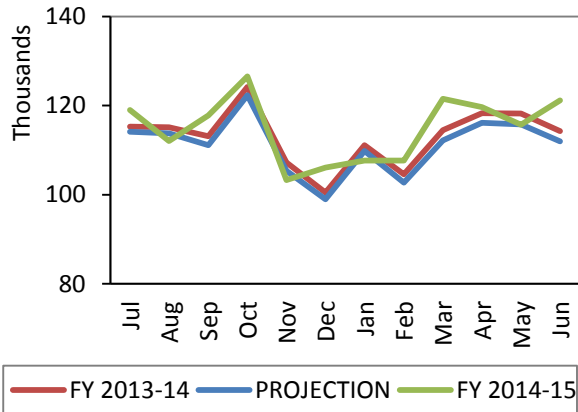
**Projection of
31.7 B/RVH:
Not Met**

**Result:
29.2 B/RVH**

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

Ridership and Productivity: ACCESS Service

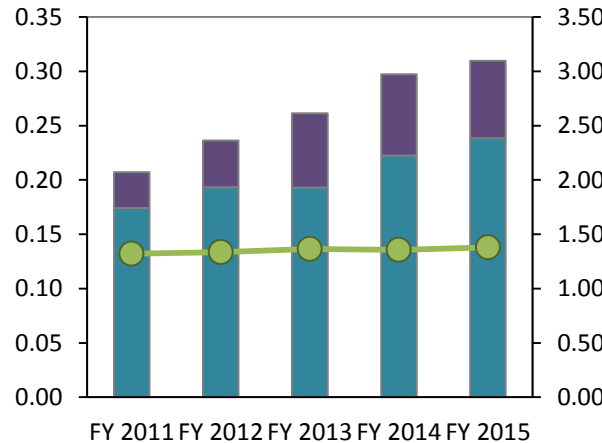
Year-To-Date Cumulative Ridership



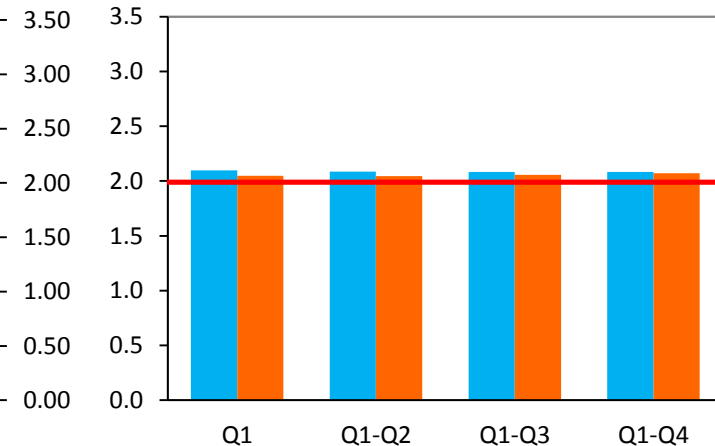
**Projection of
1.33 million:
Exceeded**

**Result:
1.38 million**

Total Paratransit Ridership



Productivity



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

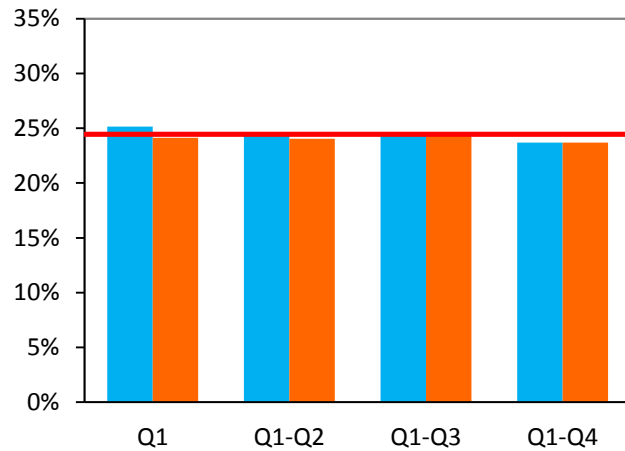
**Result:
2.07 B/RVH**

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

- Cooperative Agreements
- Same Day Taxi
- ACCESS

Farebox Recovery Ratio

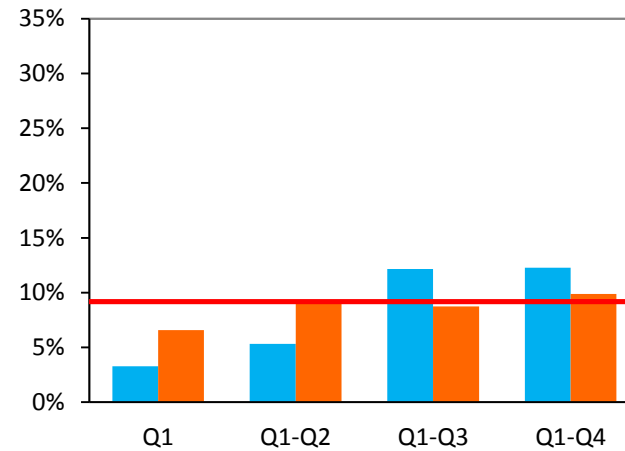
Total Fixed-Route



Projection of
24.4%:
Not Met

Result:
23.7%

ACCESS Service



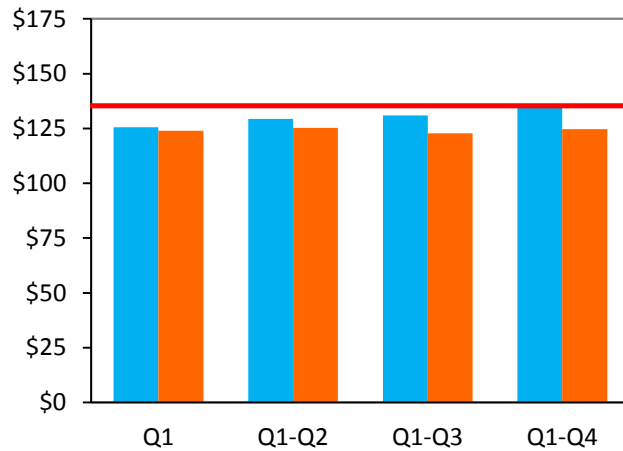
Projection of
9.2%:
Exceeded

Result:
9.9%

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

Cost per Revenue Vehicle Hour

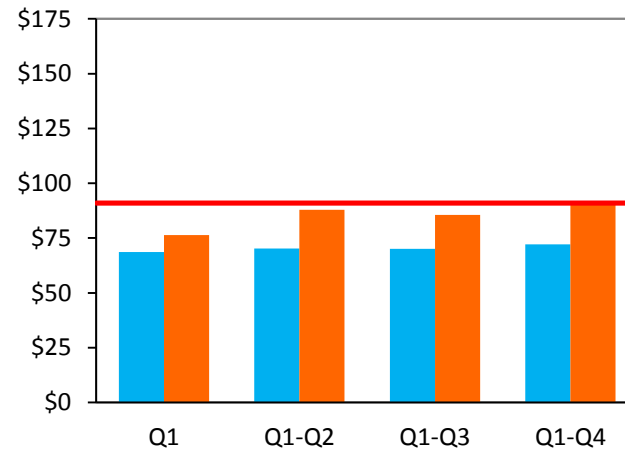
Total Fixed-Route



Budget of
\$135.35:
Under

Result:
\$124.75

ACCESS Service



Budget of
\$91.02:
Under

Result:
\$90.54

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