

FY 2018 Q1 Satisfaction and Service Report

Service: Fixed Route (Local + ExpressRide)

Previous quarters

End/Outcome	Measure	Target*	2018 Q1	2017 Q1	Year to Year Trend	2017 Q4	2017 Q3	2017 Q2
Ridership	Boardings	Green > last yr's Q	1,724,420	1,704,139	1%	1,658,771	1,532,241	1,727,966
	Boardings per Capita in Service Area	-- --	7.5	7.6	0%	7.4	6.8	7.7
Satisfaction	User Surveys (every 2 years)	-- "High"		--		--	--	--
	Composite Service Performance Score	--		--		--	--	--
Safe	Preventable accidents + pass. injuries per 100,000 miles	Green < 3.5	2.10	1.20	75%	1.04	1.23	1.08
	% bus stops compliant with industry standards (TCRP)	--		--		--	--	--
Reliable	On-time Performance (within 0-5 min at timepoints)	Red 90%	80%	84%	-4%	82%	85%	88%
	% passengers on an on-time bus	--		--	-4%	--	--	--
	Miles between road calls	--	20,749	20,451	1%	20,404	11,851	14,489
Courteous	Complaints per 100,000 boardings	--	2.4	1.5	56%	1.7	1.2	2.3
	% complaints investigated and followed up w/ Customer	--		--		--	--	--
Comfortable	Crowding	--		--		--	--	--
	% of qualifying, possible bus stops with shelters	--	88%			87%		
	Condition and cleanliness of bus: % buses scoring 80+/100	Green >80%	81%	82%	-2%	84%	82%	82%
Eff. Stewardship	Boardings per Revenue Hour	Red >25	24.8	24.2	3%	21.8	24.3	24.2
	Cost per Revenue Hour (note: cumulative over fiscal year)	--	\$ 102.1	\$ 103.5	-1%	\$ 102.4	\$ 99.3	\$ 103.5

*Targets based on existing 1981/2014 Service Standards

Green= target being met

Red = target not being met

Blank = no target established (anticipated in Ends Interpretations)