FY 2018 Q2 Satisfaction and Service Report

Service: Fixed Route (Local + ExpressRide)   **Previous quarters**   **Current Quarter**

End/Outcome	Measure	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	Q to Q Trend		Target
Ridership	Boardings	1,727,966	1,532,241	1,658,771	1,724,420	**1,732,094**	⬤ 0.2%	🟩	> last yr's Q
Satisfaction	User Surveys (every 2 years)	--	--	--		**5.92**	⬤ 1.2% *	🟩	> 5
Safe	Preventable accidents + pass. injuries per 100,000 miles	1.08	1.23	1.04	2.10 **	**2.27 **	--	🟩	< 3.5
	% bus stops compliant with industry standards (TCRP)	--	--	--				--	
Reliable	On-time Performance (within 0-5 min at timepoints)	89%	86%	83%	81%	**84.5%**	⬤ -5%	🟥	90%
	% passengers on an on-time bus	--	--	--	--	**77%**		--	
	Miles between road calls	14,489	11,851	20,404	20,749	**26,913**	⬤ 86%	--	
Courteous	Complaints per 100,000 boardings	2.3	1.2	1.7	2.4	**3.1**	⬤ 35%	--	
Comfortable	Crowding	--	--	--				--	
	% of qualifying, possible bus stops with shelters			87%	88%	**88%**	--	--	
	Condition and cleanliness of bus: % buses scoring 80+/100	82%	84%	82%	81%	80%	⬤ -3%	🟨	>80%
Eff. Stewardship	Boardings per Revenue Hour	24.3	21.8	23.4	24.8	**24.6**	⬤ 1%	🟥	>25
	Cost per Revenue Hour (note: cumulative over fiscal year)	$ 99.3	$ 102.4	$ 103.7	$ 102.1	$ **104.1**	⬤ 5%	--	

* 2015 value= 5.85

0.1%   ** injuries added to calcuation

Service: Paratransit   **Previous quarters**   **Current Quarter**

End/Outcome	Measure	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	Q to Q Trend		Target
Access	**ADA Service Denials/ ADA Boardings**				0.12%	0.11%		🟩	"no pattern"
Ridership	ADA Trips	26,974	27,962	27,111	29,089	**30,020**	⬤ 11%		
	Senior Trips	4,366	4,368	4,027	3,950	**3,834**	⬤ -12%		
	Total Trips	31,340	32,330	31,138	33,039	**33,854**	⬤ 8%		
	ADA Boardings/Capita	0.12	0.12	0.12	0.13	**0.13**	⬤ 10%		
Reliable	On-time Performance (% within 30 min Service Window)				97%	**96%**		🟨	97%
Courteous	% of Complaints/Boardings					**0.10%**		🟩	< 0.50% trips
Convenient	Avg on hold time Advance Reservations								
	Avg on hold time Same-Day Reservations								
Stewardship	Boardings per Revenue Hour	1.47	1.38	1.38	1.52	**1.42**	⬤ -3%		
	Cost/Boarding	$ 32.86	$ 32.43	$ 34.28	$ 33.30	$ **32.9**	⬤ 0.0%		