

FY 2018 Q4 Satisfaction and Service Report

Service: Fixed Route (Local + ExpressRide)

Current Quarter

End/Outcome	Measure	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	Q to Q Trend	Target
Ridership	Boardings	1,658,771	1,724,420	1,732,094	1,539,552	1,647,843	● -0.7%	■ > last yr Q
Satisfaction	User Surveys (every 2 years)	--	--	5.92	--		● 1.2% *	■ > 5
Safe	Preventable accidents + pass. Injuries/ 100,000 miles	1.04	2.10 **	2.27 **	2.01 **	1.91	● 84.1%	■ < 3.5
	% bus stops compliant with industry standards (TCRP)	--						■ --
Reliable	On-time Performance (within 0-5 min at timepoints)	83%	81%	84.5%	85.3%	82.8%	● -1%	■ 90%
	% passengers on an on-time bus	--	--	77%	75%	72%		■ --
	Miles between road calls	20,404	20,749	26,913	22,512	20,063	● -2%	■ --
Courteous	Complaints per 100,000 boardings	1.7	2.4	3.1	2.3	2.0	● 19%	■ --
Comfortable	Crowding	--	--	--	--			■ --
	% of qualifying, possible bus stops with shelters	87%	88%	88%	88%	90%	● 3%	■ --
	Condition, cleanliness of bus: % buses scoring 80+/100	82%	81%	80%	77%	78%	● -5%	■ >80%
Eff. Stewardship	Boardings per Revenue Hour	23.4	24.8	24.6	22.2	23.6	● 1%	■ >25
	Cost per Revenue Hour (note: cumulative over yr)	\$ 103.73	\$ 102.08	\$ 104.07	\$ 110.34	\$ 107.07	● 3%	■ --

** injuries added to calculation

Service: Paratransit

Current Quarter

End/Outcome	Measure	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	Q to Q Trend	Target
Access	ADA Service Denials/ ADA Boardings		0.12%	0.11%	0.15%	0.07%	■ --	■ "no pattern"
Ridership	ADA Trips	27,111	29,089	30,020	29,815	29,609	● 9%	
	Senior Trips	4,027	3,950	3,834	3,362	2,604	● -35%	
	Total ADA and Senior Trips	31,138	33,039	33,854	33,177	32,213	● 3%	
	ADA Boardings/Capita	0.12	0.13	0.13	0.13	0.13	● 8%	
Reliable	On-time Performance (% within 30 min Service Window)		97%	96%	98%	97%		■ 97%
Courteous	% of Complaints/Boardings			0.10%	0.05%	0.03%		■ < 0.50% trips
Convenient	Avg on hold time Advance Reservations							
	Avg on hold time Same-Day Reservations							
Stewardship	Boardings per Revenue Hour	1.38	1.52	1.42	1.46	1.45	● 5%	
	Cost/Boarding	\$ 34.28	\$ 33.30	\$ 32.85	\$ 34.89	\$ 35.84	● 5%	

Service: Vanpool

Current Quarter

End/Outcome	Measure	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	Q to Q Trend	Target
Ridership	# of vanpools (at end of Q)	new data in place Jan 2018		103	109	107	--	110 by yr end
	# of rider trips taken			60,517	60,754	58,316	--	
Alt to Auto	Avg Monthly Fuel Cost to User			\$ 30.94	\$ 33.95	\$ 34.33	--	
	Avg monthly passenger miles/traveller			1,156	1,115	1,099	--	
Stewardship	Subsidy per passenger trip (Federal)			\$ 2.67	\$ 3.01	\$ 3.17	--	
	Passenger miles/gallon			93.8	93.0	92.0	--	