

DRAFT FIXED-ROUTE PERRFORMANCE METRICS May 13, 2010

- 1. Ridership: Total and by Type-of-Service
 - a. Monthly
 - b. Year-to-date
 - c. Compare to same time period previous fiscal year
 - d. Compare to previous month
- 2. Cost per vehicle hour
- 3. Cost per vehicle trip
- 4. Cost per vehicle mile
- 5. Passengers per revenue mile
- 6. Passengers per revenue hour
- 7. On-time Performance
- 8. Farebox recovery ratio
- 9. Subsidy per passenger
- 10. Number of road calls per 100,000 miles
- 11. Number of accidents (need to define) per 100,000 miles
- 12. Cost per revenue hour
- 13. Cost per revenue mile
- 14. Cost per passenger
- 15. Complaints
 - a. Late arrival
 - b. Bus
 - c. Safety
 - d. Cleanliness
 - e. Customer Service Representative
 - e. Driver