



DRAFT
SUN VAN PERFORMANCE METRICS
May 10, 2010

1. Ridership (passengers, personal care attendant, companion)
 - 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 mile
6. Passengers per hour
7. Cancellations as a percentage of total trips
8. No-shows as a percentage of total trips
9. Subsidy per passenger
10. On-time arrival percentage (arriving within the 30-minute pick-up window)
11. Late cancellations as a percentage of total trips
12. Missed trips as a percentage of total trips
13. Subscription trips as a percentage of total trips
14. Placements as a percentage of total trips
15. Percentage of passengers who are able to schedule a ride within:
 - a. 5-minutes of requested time
 - b. 15-minutes of requested time
 - c. 30-minutes of requested time
 - d. 45-minutes of requested time
 - e. 60-minutes of requested time
16. Complaints
 - a. Late arrival
 - b. Sun Van didn't arrive

- c. Safety
- d. Cleanliness
- e. Customer Service Representative
- e. Driver