VTA Performance Metrics FY 2022

Fixed Route Performance Measures	Q1 - 2021			Q2 - 2021			Q3 - 2022			Q4 - 2022			
	July	August	September	October	November	December	January	February	March	April	May	June	
													Total/AVG
Ridership Performance Measures													
Total unlinked passenger trips (UPT)	150,322	148,576	91,910	51,772	28,848	25,086	25,086	20,265	26,891	37,138	63,062	110,061	779,017
Unlinked Passenger Trip/vehicle revenue mile	1.02	1.10	0.85	0.84	0.51	0.41	0.32	0.39	0.46	0.53	0.94	1.03	0.70
Unlinked Passenger Trip/vehicle revenue hour	15.73	16.55	13.43	13.85	8.63	7.23	5.32	6.24	7.46	10.01	14.12	16.24	11.23
Customer Service & Satisfaction Performance Measures													
On-time performance/schedule adherence	99.00%	99.00%	98.50%	85.00%	81.00%	81.00%	81.00%	81.00%	83.00%	82.40%	84.60%	79.30%	86.23%
Verified complaints	8	11	9	3	3	1	1	4	0	1	2	2	45
Asset Management Performance Measures													
Chargeable road calls*	4	3	1	3	0	0	0	3	2	3	2	5	26
Preventable accidents*	5	3	2	1	0	1	3	1	0	2	2	2	22
Preventative maintenance completed on schedule*	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.00%	94.00%	99.00%

Demand Response Performance Measures	Q1			Q2			Q3			Q4			
	July	August	September	October	November	December	January	February	March	April	May	June	
													Total/AVG
Ridership Performance Measures													
Total unlinked passenger trips (UPT)	555	526	662	580	702	660	533	621	828	754	827	728	7,976
UPT/vehicle revenue mile	0.08	0.08	0.10	0.09	0.13	0.13	0.12	0.14	0.14	0.14	0.14	0.13	0.12
UPT/vehicle revenue hour	1.42	1.14	1.60	1.48	1.78	1.80	1.45	1.84	1.87	2.03	1.98	1.64	1.67
"No show" trips	10	7	9	15	4	6	14	12	5	11	12	16	121
Customer Service & Satisfaction Performance Measures													
On-time performance/schedule adherence	90.90%	90.80%	91.70%	92.40%	92.10%	92.10%	89.50%	90.10%	89.70%	93.70%	92.30%	91.90%	91.43%
Verified complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Asset Management Performance Measures													
Chargeable road calls*	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventable accidents*	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventative maintenance comp. on schedule*	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%