

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%

[illegible]