VTA Performance Metrics FY 2021

Fixed Route Performance Measures	Baseline (5-10 yr. avg. [up to FY10]) *(FY18)	Q1 - 2020			Q2 - 2020			Q3 - 2021			Q4 - 2021			
		July	August	September	October	November	December	January	February	March	April	May	June	
														Total/AVG
Ridership Performance Measures														
Total unlinked passenger trips (UPT)	1,347,337	95,681	97,464	62,837	33,792	20,400	16,102	15,302	14,034	20,062	27,735	50,664	103,619	557,692
UPT/vehicle revenue mile	1.11	1.06	0.94	0.76	0.58	0.39	0.39	0.36	0.38	0.46	0.58	0.66	0.89	0.62
UPT/vehicle revenue hour	18.90	14.69	14.62	12.02	9.65	6.30	6.47	5.72	6.20	7.43	8.85	10.38	15.72	9.84
Multi-day & annual passes sold	204,495	8,382	10,865	7,865	1,648	343	98	263	143	376	1195	4305	13938	49,421
Customer Service & Satisfaction Performance Measure	es													
On-time performance/schedule adherence	94.00%	96.75%	97.50%	97.50%	98.50%	98.50%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	98.00%	98.40%
Verified complaints	100	7	17	2	6	2	2	3	2	3	5	5	12	66
Asset Management Performance Measures														
Chargeable road calls*	62	3	2	2	1	5	3	1	0	1	6	3	5	16
Preventable accidents*	54	8	3	3	0	1	1	0	1	0	2	3	4	16
Preventative maintenance comp. on schedule*	97.00%	94.00%	100.00%	94.00%	97.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.75%

Demand Response Performance	Baseline	Q1			Q2			Q3			Q4			
Measures	(5-10 yr. avg. [up to FY10]) *(FY18)	July	August	September	October	November	December	January	February	March	April	May	June	
														Total/AVG
Ridership Performance Measures														
Total unlinked passenger trips (UPT)	13,160	221	298	251	263	250	356	391	327	496	479	506	568	4,406
UPT/vehicle revenue mile	2.29	0.07	0.07	0.07	0.08	0.08	0.11	0.12	0.12	0.10	0.13	0.09	0.10	0.10
UPT/vehicle revenue hour	5.66	1.15	1.09	0.93	1.06	1.09	1.30	1.46	1.43	1.50	1.30	1.47	1.46	1.27
"No show" trips	100	1	3	0	3	4	2	4	0	15	10	5	5	52
Customer Service & Satisfaction Performance Measur	es													
On-time performance/schedule adherence	90.10%	91.60%	92.70%	91.70%	90.50%	87.50%	90.50%	95.00%	95.90%	92.80%	92.60%	91.60%	90.40%	91.90%
Verified complaints	30	0	0	0	0	0	0	0	0	0	0	0	0	0
Asset Management Performance Measures														
Chargeable road calls*	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventable accidents*	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventative maintenance comp. on schedule*	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%