VTA Performance Metrics
FY 2020

Fixed Route Performance Measures	Baseline (5-10 yr. avg. [up to FY10]) *(FY18)	Q1 - 2019			Q2 - 2019			Q3 - 2020			Q4 - 2020			Total
		July	August	September	October	November	December	January	February	March	April	May	June	
Ridership Performance Measures														
Total unlinked passenger trips (UPT)	1,347,337	246,316	269,351	135,159	63,903	34,038	23,053	21,433	20,366	16,042	6,971	14,647	40,504	891,783
UPT/vehicle revenue mile	1.11	1.86	1.81	1.28	1.15	0.65	0.64	0.52	0.58	0.42	0.19	0.28	0.62	0.83
UPT/vehicle revenue hour	18.90	25.20	26.28	20.41	18.05	10.32	10.33	9.22	9.55	7.12	3.08	4.18	9.72	12.79
Multi-day & annual passes sold	204,495	27,218	26,581	10,012	2,384	1,441	266	520	160	41	0	19	8	68,650
Customer Service & Satisfaction Performance Measures														
On-time performance/schedule adherence	94.00%	80.00%	94.50%	97.50%	97.50%	98.25%	99.50%	99.50%	98.50%	96.50%	96.50%	97.50%	95.50%	95.94%
Verified complaints	100	14	19	15	10	6	5	1	1	5	1	4	3	84
Asset Management Performance Measures														
Chargeable road calls*	62	3	1	5	2	2	3	2	2	2	2	1	1	26
Preventable accidents*	54	3	5	5	1	0	2	1	0	1	0	0	1	19
Preventative maintenance comp. on schedule*	97.00%	97.00%	96.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.00%	97.00%	100.00%	100.00%	98.92%

Demand Response Performance Measures	Baseline (5-10 yr. avg. [up to FY10]) *(FY18)	Q1			Q2			Q3			Q4			Total
		July	August	September	October	November	December	January	February	March	April	May	June	
Ridership Performance Measures														
Total unlinked passenger trips (UPT)	13,160	980	1,079	1,008	1,137	777	987	1,069	836	508	57	75	97	8,610
UPT/vehicle revenue mile	2.29	0.06	0.10	0.12	0.14	0.10	0.12	0.14	0.14	0.13	0.06	0.12	0.02	0.10
UPT/vehicle revenue hour	5.66	1.67	1.82	1.74	1.81	1.42	1.70	1.89	1.68	1.63	0.92	1.23	0.79	1.53
"No show" trips	100	34	20	12	20	25	22	15	7	10	2	2	0	169
Customer Service & Satisfaction Performance Measures														
On-time performance/schedule adherence	90.10%	82.00%	96.00%	98.00%	91.20%	90.30%	90.70%	90.90%	93.60%	93.50%	99.50%	87.80%	92.40%	92.16%
Verified complaints	30	0	1	0	0	0	0	1	0	0	0	0	0	2
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	1	0	0	0	0	0	0	0	0	0	0	1
Preventative maintenance comp. on schedule*	95.00%	98.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.75%