VTA Performance Metrics
FY 2020

Fixed Route Performance Measures	Baseline (5-10 yr. avg. [up to FY10]) *(FY18)	Q1 - 2019			Q2 - 2019			Q3 - 2020		
		July	August	September	October	November	December	January	February	March
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
UPT/vehicle revenue mile	1.11	1.86	1.81	1.28	1.15	0.65	0.64	0.52	0.58	0.42
UPT/vehicle revenue hour	18.90	25.20	26.28	20.41	18.05	10.32	10.33	9.22	9.55	7.12
Multi-day & annual passes sold	204,495	27,218	26,581	10,012	2,384	1,441	266	520	160	41
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%
Verified complaints	100	14	19	15	10	6	5	1	1	5
Asset Management Performance Measures										
Chargeable road calls*	62	3	1	5	2	2	3	2	2	2
Preventable accidents*	54	3	5	5	1	0	2	1	0	1
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%

Demand Response Performance Measures	Baseline (5-10 yr. avg. [up to FY10]) *(FY18)	Q1			Q2			Q3		
		July	August	September	October	November	December	January	February	March
Ridership Performance Measures										
Total unlinked passenger trips (UPT)	13,160	980	1,079	1,008	1,137	777	987	1,069	836	508
UPT/vehicle revenue mile	2.29	0.06	0.10	0.12	0.14	0.10	0.12	0.14	0.14	0.13
UPT/vehicle revenue hour	5.66	1.67	1.82	1.74	1.81	1.42	1.70	1.89	1.68	1.63
"No show" trips	100	34	20	12	20	25	22	15	7	10
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%
Verified complaints	30	0	1	0	0	0	0	1	0	0
Asset Management Performance Measures										
Chargeable road calls*	1	0	0	0	0	0	0	0	0	0
Preventable accidents*	4	0	1	0	0	0	0	0	0	0
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%