ADDENDUM 2
Meeting of the Connect Transit Board of Trustees
SEPTEMBER 27, 2016

Consent Agenda:

D. Monthly Statistical Report for month of August, 2016
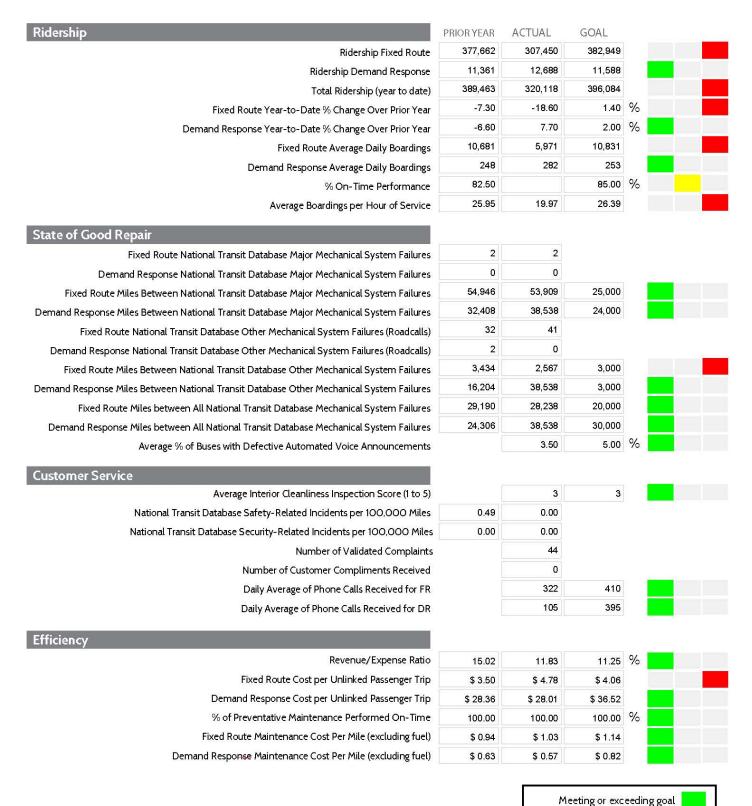
Monthly Report

	Prior Year	

Ridership

Ridership Fixed Route			
Ridership Demand Response			
Total Monthly % Change Over Prior Year			%
Fixed Route Average Daily Boardings			
Demand Response Average Daily Boardings			
% On-Time Performance			%
Average Boardings per Hour of Service			

State of Good Repair

Fixed Route National Transit Database Major Mechanical System Failures		
Demand Response National Transit Database Major Mechanical System Failures		
Fixed Route Miles Between National Transit Database Major Mechanical System Failures		
Demand Response Miles Between National Transit Database Major Mechanical System Failures		
Fixed Route National Transit Database Other Mechanical System Failures (Roadcalls)		
Demand Response National Transit Database Other Mechanical System Failures (Roadcalls)		
Fixed Route Miles Between National Transit Database Other Mechanical System Failures		
Demand Response Miles Between National Transit Database Other Mechanical System Failures		
Fixed Route Miles between All National Transit Database Mechanical System Failures		
Demand Response Miles between All National Transit Database Mechanical System Failures		
Average % of Buses with Defective Automated Voice Announcements		%

Customer Service

Average Interior Cleanliness Inspection Score (1 to 5)		
National Transit Database Safety-Related Incidents per 100,000 Miles		
National Transit Database Security-Related Incidents per 100,000 Miles		
Number of Validated Complaints		
Number of Customer Compliments Received		
Daily Average of Phone Calls Received for FR		
Daily Average of Phone Calls Received for DR		

Efficiency

Revenue/Expense Ratio			%
Fixed Route Cost per Unlinked Passenger Trip			
Demand Response Cost per Unlinked Passenger Trip			
% of Preventative Maintenance Performed On-Time			%
Fixed Route Maintenance Cost Per Mile (excluding fuel)			
Demand Response Maintenance Cost Per Mile (excluding fuel)			

August Fiscal Year 2016
Year-to-Date Report

Ridership

	PRIOR YEAR	ACTUAL	GOAL		Status
Ridership Fixed Route	377,662	307,450	382,949		🟥
Ridership Demand Response	11,361	12,688	11,588		🟩
Total Ridership (year to date)	389,463	320,118	396,084		🟥
Fixed Route Year-to-Date % Change Over Prior Year	-7.30	-18.60	1.40	%	🟥
Demand Response Year-to-Date % Change Over Prior Year	-6.60	7.70	2.00	%	🟩
Fixed Route Average Daily Boardings	10,681	5,971	10,831		🟥
Demand Response Average Daily Boardings	248	282	253		🟩
% On-Time Performance	82.50		85.00	%	🟨
Average Boardings per Hour of Service	25.95	19.97	26.39		🟥

State of Good Repair

	PRIOR YEAR	ACTUAL	GOAL		Status
Fixed Route National Transit Database Major Mechanical System Failures	2	2			
Demand Response National Transit Database Major Mechanical System Failures	0	0			
Fixed Route Miles Between National Transit Database Major Mechanical System Failures	54,946	53,909	25,000		🟩
Demand Response Miles Between National Transit Database Major Mechanical System Failures	32,408	38,538	24,000		🟩
Fixed Route National Transit Database Other Mechanical System Failures (Roadcalls)	32	41			
Demand Response National Transit Database Other Mechanical System Failures (Roadcalls)	2	0			
Fixed Route Miles Between National Transit Database Other Mechanical System Failures	3,434	2,567	3,000		🟥
Demand Response Miles Between National Transit Database Other Mechanical System Failures	16,204	38,538	3,000		🟩
Fixed Route Miles between All National Transit Database Mechanical System Failures	29,190	28,238	20,000		🟩
Demand Response Miles between All National Transit Database Mechanical System Failures	24,306	38,538	30,000		🟩
Average % of Buses with Defective Automated Voice Announcements		3.50	5.00	%	🟩

Customer Service

	PRIOR YEAR	ACTUAL	GOAL		Status
Average Interior Cleanliness Inspection Score (1 to 5)		3	3		🟩
National Transit Database Safety-Related Incidents per 100,000 Miles	0.49	0.00			
National Transit Database Security-Related Incidents per 100,000 Miles	0.00	0.00			
Number of Validated Complaints		44			
Number of Customer Compliments Received		0			
Daily Average of Phone Calls Received for FR		322	410		🟩
Daily Average of Phone Calls Received for DR		105	395		🟩

Efficiency

	PRIOR YEAR	ACTUAL	GOAL		Status
Revenue/Expense Ratio	15.02	11.83	11.25	%	🟩
Fixed Route Cost per Unlinked Passenger Trip	$ 3.50	$ 4.78	$ 4.06		🟥
Demand Response Cost per Unlinked Passenger Trip	$ 28.36	$ 28.01	$ 36.52		🟩
% of Preventative Maintenance Performed On-Time	100.00	100.00	100.00	%	🟩
Fixed Route Maintenance Cost Per Mile (excluding fuel)	$ 0.94	$ 1.03	$ 1.14		🟩
Demand Response Maintenance Cost Per Mile (excluding fuel)	$ 0.63	$ 0.57	$ 0.82		🟩

Legend:
- 🟩 Meeting or exceeding goal
- 🟨 Within 10% of goal
- 🟥 Missing goal by more than 10%