Performance Measurement #1

StarMetro

Title of Performance Measurement

Dial-A-Ride ridership

Description of Performance Measurement

Number of trips provided within the Dial-A-Ride service area

Analysis

Currently StarMetro's Dial-a-Ride service is on target to meet their goal of 95,000 rides this year by averaging 24,897 in Quarters 1 and 2.   FY17 actual is 99,740 (Numbers for all quarters were updated to include the two FLEX routes which are operated by DAR).

Data

FY16 Actual	FY17 Target	FY17 1st Quarter	FY17 2nd Quarter	FY17 3rd Quarter	FY17 4th Quarter
93,742	95,000	24,523	25,270	25,688	24,259

Performance Measurement #2

Department Name

StarMetro

Title of Performance Measurement

On-time performance benchmark for Dial-a-Ride

Description of Performance Measurement

StarMetro Dial-a-Ride measures on time performance as 5 minutes before requested pick up time to 30 minutes after requested pickup time. Early pickups are 6 minutes or more before the requested pickup time and late trips are 31 minutes or more after the requested pickup time. The goal of StarMetro Dial-A-Ride is to have an 85% or better on time performance. Industry Standard is 82%.

Analysis

Currently StarMetro's Dial-a-Ride program is meeting the 85% on time performance target.

Data

FY16 Actual	FY17 Target	FY17 1st Quarter	FY17 2nd Quarter	FY17 3rd Quarter	FY17 4th Quarter
84.7%	**85%**	**84.3%**	**83.9%**	**87.8%**	**86%**

Performance Measurement #3

Department Name

StarMetro

Title of Performance Measurement

Trips per hour benchmark for Dial-a-Ride

Description of Performance Measurement

StarMetro Dial-a-Ride measures trips per hour as an indicator of efficiency. The goal of StarMetro Dial-A-Ride is to have a 2.5 or better trips per hour.

Analysis

Currently StarMetro's Dial-a-Ride program is short of their 2.5 trips per hour target but with new dispatch and scheduling strategies, we anticipate meeting our target in the next quarter.

Data

FY16 Actual	FY17 Target	FY17 1st Quarter	FY17 2nd Quarter	FY17 3rd Quarter	FY17 4th Quarter
2.46	2.5	2.18	2.15	2.13	2.1

Performance Measurement #4

StarMetro

Title of Performance Measurement

Ridership for CTC

Description of Performance Measurement

Number of trips provided within Leon County excluding Dial-A-Ride trips.

Analysis

StarMetro is on target to meet their goal for FY17 of 46,256 by averaging 12,314 in Quarters 1 and 2. At this rate, they may exceed their goal by 3,000 rides. Total trips 51,635; exceeded goal by 5,379 trips.

Data

FY16 Actual	FY17 Target	FY17 1st Quarter	FY17 2nd Quarter	FY17 3rd Quarter	FY17 4th Quarter
42,270	46,256	13,102	12,828	13,349	12,356

Performance Measurement #5

Department Name

StarMetro

Title of Performance Measurement

On-time performance benchmark for CTC

Description of Performance Measurement

StarMetro CTC measures on time performance as 5 minutes before requested pick up time to 30 minutes after requested pickup time. Early pickup are 6 minutes or more before the requested pickup time and late trips are 31 minutes or more after the requested pickup time. The goal of StarMetro CTC is to have an 85% or better on time performance.

Analysis

While StarMetro's CTC on-time performance benchmarks are not meeting the targets, they have improved their average time from FY16.

Data

FY16 Actual	FY17 Target	FY17 1st Quarter	FY17 2nd Quarter	FY17 3rd Quarter	FY17 4th Quarter
78.9%	85%	80.5%	82%	85.8%	84.4%

Performance Measurement #6

Department Name

StarMetro

Title of Performance Measurement

Trips per hour benchmark for CTC

Description of Performance Measurement

StarMetro CTC measures trips per hour as an indicator of efficiency. The goal of StarMetro CTC is to have a 1.5 or better trips per hour.

Analysis

Currently StarMetro's CTC program is short of their 1.5 trips per hour target. StarMetro is working with the contracted vendors to improve efficiencies.

Data

FY16 Actual	FY17 Target	FY17 1st Quarter	FY17 2nd Quarter	FY17 3rd Quarter	FY17 4th Quarter
1.3	1.5	1.28	1.22	1.18	1.18

Performance Measurement #7

Department Name

StarMetro

Title of Performance Measurement

Fixed counts on routes for Veterans, Kearney Center patrons, and K-12 Leon County School students.

Description of Performance Measurement

Number of trips for Veterans, Kearney Center patrons, and K-12 Leon County School students. Please note K-12 Leon County School student ridership started 8/15/2016.

Analysis

These figures will far exceed the target for this Fiscal Year. Currently, StarMetro is providing rides to approximately 26k students each month within the City and 8.8k students in the County.

Data

FY16 Actual	FY17 Target	FY17 1st Quarter	FY17 2nd Quarter	FY17 3rd Quarter	FY17 4th Quarter
494,289	2 % increase	223,239	236,640	222,468	247,845

Performance Measurement #8

Department Name

StarMetro

Title of Performance Measurement

Ridership count for all free services: T-Trolley, T @ Night and community stewardship services.

Description of Performance Measurement

Ridership on T-Trolley, T @ Night and community stewardship services.
1st Quarter data is for T-Trolley, T @ Night and community stewardship services.

2nd Quarter data is for T @ Night (January-February 18, 2017) T-Trolley (routes started on February 20, 2017) and community stewardship services.

3rd Quarter data is for T-Trolley, T @ Night and community stewardship services.

4th Quarter data is for T @ Night and community stewardship services.

Analysis

It is hard to anticipate the outcome for FY17 because the major peak in the 2nd Quarter was due to an increase of people in town for Legislative Session. Since Session ended, ridership has reduced from approximately 4.8k t to 695 riders.

FY16 Actual	FY17 Target	FY17 1st Quarter	FY17 2nd Quarter	FY17 3rd Quarter	FY17 4th Quarter
5,526	2 % increase	1,163	12,321	8,214	2,491