

## Performance Measurement #1

### Department Name

**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

**StarMetro's Dial-a-Ride service experienced a 19.4% increase in ridership (17,441 trips) as compared to the trips provided in FY 16-17.**

### Data

FY17 Actual	FY18 Target	FY18 1 <sup>st</sup> Quarter	FY18 2 <sup>nd</sup> Quarter	FY18 3 <sup>rd</sup> Quarter	FY18 4 <sup>th</sup> Quarter
<b>90,066</b>	<b>99,103</b>	<b>24,487</b>	<b>27,624</b>	<b>28,463</b>	<b>26,933</b>

## 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

For the year StarMetro's Dial-a-Ride program met the 83% on time performance target.

### Data

FY17 Actual	FY18 Target	FY18 1 <sup>st</sup> Quarter	FY18 2 <sup>nd</sup> Quarter	FY18 3 <sup>rd</sup> Quarter	FY18 4 <sup>th</sup> Quarter
85%	83%	85%	83%	83%	81%

### 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 2.3 or better trips per hour.**

**Analysis**

**For the year, StarMetro’s Dial-a-Ride program met the goal of 2.3 trips per hour.**

**Data**

FY16 Actual	FY17 Target	FY17 1 <sup>st</sup> Quarter	FY17 2 <sup>nd</sup> Quarter	FY17 3 <sup>rd</sup> Quarter	FY17 4 <sup>th</sup> Quarter
<b>2.1</b>	<b>2.3</b>	<b>2.1</b>	<b>2.3</b>	<b>2.4</b>	<b>2.5</b>

## Performance Measurement #4

### Department Name

**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 exceeded the annual goal by 1,706 trips.**

### Data

FY17 Actual	FY18 Target	FY18 1 <sup>st</sup> Quarter	FY18 2 <sup>nd</sup> Quarter	FY18 3 <sup>rd</sup> Quarter	FY18 4 <sup>th</sup> Quarter
<b>31,038</b>	<b>33,000</b>	<b>8,085</b>	<b>8,299</b>	<b>8,770</b>	<b>9,552</b>

## 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 80% or better on time performance.**

### Analysis

**For the year, the Leon County CTC program achieved a 78.8% on time performance which is below the goal of 80%. This is to be expected as the number of trips provided increased.**

### Data

FY17 Actual	FY18 Target	FY18 1 <sup>st</sup> Quarter	FY18 2 <sup>nd</sup> Quarter	FY18 3 <sup>rd</sup> Quarter	FY18 4 <sup>th</sup> Quarter
<b>83%</b>	<b>80%</b>	<b>80%</b>	<b>79%</b>	<b>77%</b>	<b>79%</b>

## 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 1.3 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

FY17 Actual	FY18 Target	FY18 1 <sup>st</sup> Quarter	FY18 2 <sup>nd</sup> Quarter	FY18 3 <sup>rd</sup> Quarter	FY18 4 <sup>th</sup> Quarter
1.3	1.3	.94	.92	1.0	1.0

**Performance Measurement #7**

**Department Name**

**StarMetro**

**Title of Performance Measurement**

**Ridership on fixed routes serving Veterans, Kearney Center patrons, and K-12 Leon County School students.**

**Description of Performance Measurement**

**Number of trips provided**

<b>FY 2018</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	
<b>Veterans</b>	18,420	15,976	12,081	15,498	
<b>Kearney Center Patrons</b>	173,799	145,671	136,256	111,939	
<b>K-12 Leon County Schools</b>	102,762	108,261	96,461	67,848	
	294,981	269,908	244,798	195,285	1,004,972

**Analysis**

**These figures will far exceed the target for this Fiscal Year (1,004,978). Currently, StarMetro is providing rides to approximately 45k students each month.**

**Data**

<b>FY17 Actual</b>	<b>FY18 Target</b>	<b>FY18 1<sup>st</sup> Quarter</b>	<b>FY18 2<sup>nd</sup> Quarter</b>	<b>FY18 3<sup>rd</sup> Quarter</b>	<b>FY18 4<sup>th</sup> Quarter</b>
<b>930,192</b>	<b>2% increase</b>	<b>294,981</b>	<b>269,908</b>	<b>244,804</b>	<b>195,285</b>

## Performance Measurement #8

**Department Name**

**StarMetro**

**Title of Performance Measurement**

**Ridership count for all free services: Trolley and community stewardship services.**

**Description of Performance Measurement**

**Ridership on trolley and community stewardship services.**

<b>Quarter 1</b>		<b>Quarter 2</b>	
Veteran's Day	5,436	Red Hills	2,122
Trolley	1,322	Trolley	1,378
	<b>6,758</b>		<b>3,500</b>
<b>Quarter 3</b>		<b>Quarter 4</b>	
Transit Day	12,979	Celebrate America	1,315
Tallahassee Bus Boycott	3,795	Trolley	1,486
Trolley	1,960		
	<b>18,734</b>		<b>2,801</b>

**Analysis**

**Includes all ride free days: Celebrate America, Red Hills, Veteran's Day, Transit Day, and Tallahassee Bus Boycott Day. Any service StarMetro provided outside normal service hours.**

FY17 Actual	FY18 Target	FY18 1 <sup>st</sup> Quarter	FY18 2 <sup>nd</sup> Quarter	FY18 3 <sup>rd</sup> Quarter	FY18 4 <sup>th</sup> Quarter
<b>24,189</b>	<b>2 % increase</b>	<b>6,758</b>	<b>3,500</b>	<b>18,734</b>	<b>2,801</b>