ATTACHMENT W

PERFORMANCE MEASURES/INDICATORS

Attachment W - Performance Measures/Indicators

Performance measures are frequently used to quantify and review the efficiency and effectiveness of a transit project's activities. Performance indicators can provide insight on current operations, as well as on the operator's performance over a specific period. Through the review of performance indicators, a reviewer also can gain a better understanding of the performance and interrelationship of the major functions and benefits of a transit project. The following are the basic measures MDOT has developed to assess transit performance.

MEASURES

A. Efficiency Measures- Measures which tell how well a rural transit system utilizes labor and capital resources.
B. Effectiveness Measures - Measures which tell how well a rural transit system is meeting its goals and objectives.
C. Performance - is a general term used for evaluating the activities of a system; it includes measures such as productivity, efficiency, effectiveness, impact and quality.

Productivity
Efficiency

1. Operating cost per Passenger Trip (one-way)- monthly operating expense divided by the number of one-way passenger trips
2. Operating Cost per Vehicle Mile- monthly operating expense divided by the total distance traveled by all system vehicles.

Productivity
Efficiency
Quality
Impact

3. Operating Cost per Vehicle Hour- monthly operating expense divided by the sum (for all system vehicles) of the number of hours each vehicle is operated.
4. Operating Ratio- monthly operating expense divided by fares and contract revenue combined.
5. Fuel Economy Range - the range between the minimum number of miles per gallon and the maximum number of miles per gallon.

Productivity
Vehicle Utilization
Effectiveness
Impact

6. Fuel Economy Average - The average number of miles per gallon realized by the system.
7. Passenger per Vehicle Mile - The number of passenger trips divided by the number of vehicle miles provided by all system vehicles.
8. Passenger per Vehicle Hour - The number of passenger trips divided by the sum of the hours each vehicle is operated.
9. Passenger Characteristics- The number of individuals in each group type utilizing the system: General Public, Elderly and Disabled.
10. Trip Characteristics/Trip types - The number of passengers in each trip type, transported to specific destinations: E.. Medical, Social Services, Mental Health, Education/ Training, Shopping, Employment, Nutrition/Home delivered meals, and others.

Efficiency
Effectiveness
Impact

11. Revenue - The total revenue generated by the system: Fare box, Contract, etc
12. Recovery Cost - total monthly fares and contract revenue divided by total operating cost for the month. Indicate the percentage of costs which are recovered.