

Item 6

Consideration to Modify Key
Performance Indicators and
Standards



Key Performance Indicators and Standards

- > Used to measure service quality and safety
- > Approved by Board in 2017
- > 13 KPIs are industry leading
- > KPI = what we are measuring; Standard = goal
- > KPIs and standards are incorporated into service contracts; financial penalties used to encourage better performance
- > Several changes recommended for consideration

Current KPIs, Standards and Performance

Key Performance Indicator	Standard	FY22 through December	January 2022 (Preliminary)
On Time Performance	≥ 91%	89.9%	95.6%
Excessively Late Trips	≤ 0.10%	0.11%	0.02%
Excessively Long Trips	≤ 5%	3.3%	NA
Missed Trips	≤ 0.75%	0.48%	0.21%
Denials	≤ 0	2	2
Access to Work On Time Performance	≥ 94%	96.4%	99.4%
Average Hold Time (Reservations)	≤ 120	59	47
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.7%	2.0%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.1%	2.2%
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.2
Preventable Incidents	≤ 0.25	0.23	NA
Preventable Collisions	≤ 0.50	0.73	NA
Miles Between Road Calls	≥ 25,000	62,962	NA

Proposed Change - Denials

- > Standard will remain zero
- > Definition of a denial will be stricter, following federal standard
- > Per federal ADA guidance, trip denials result when a rider's trip request is not accepted
- > New LD to address call taker negotiating errors; would be less severe than LD for denial

	FY19	FY20	FY21	TOTAL
Denials per Access standards	10	15	4	29
Denials per federal standards	2	0	1	3
Completed Trips	3,491,521	2,940,073	1,728,683	8,160,277

Proposed Change – Preventable Collision Rate

- > Standard proposed to change from 0.50 per 100,000 miles to 0.75 per 100,000 miles
- > Definition of a preventable collision will remain unchanged
- > Current standard not reasonable under operating conditions
- > Proposed standard would still be more aggressive than industry-standard

	FY16	FY17	FY18	FY19	FY20	FY21
Preventable Collision Rate	0.55	0.64	0.68	0.64	0.67	0.50

Recommendations

- > Modify definition of a Trip Denial to be consistent with the federal standard
- > Create a new liquidated damage to address call taker errors made during trip reservation process
- > Modify the standard for Preventable Collision Rate

Next Steps

- > Input received by CAC in January 2022 and CAC Operations Subcommittee in February 2022
- > Return to Board PM Committee for approval in March 2022
- > Recommendation to Board in April 2022
- > Incorporate into operating contracts