

**MASS TRANSIT  
ADMINISTRATION**

**Fiscal Year 2006 - 3rd Quarter**

**Goal Statement**

To provide Administrative leadership and support services to the Mass Transit Division so that its programs meet the transportation needs of Broward County.

<b>Performance Measures</b>	<b>FY 2005 Year-to-Date</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2006 Projected</b>
Federal Transportation Association required random drug tests conducted	N/A	306	490
Federal Transportation Association required random alcohol tests conducted	N/A	86	135
Percent of receiving documents processed within 7 days	N/A	87.0	90.0
Percent of Community Bus invoices processed within 3 business days of receipt	N/A	73.6	90

**MASS TRANSIT  
MAINTENANCE**

**Fiscal Year 2006 - 3rd Quarter**

**Goal Statement**

To provide efficient maintenance of the bus fleet and facilities to ensure reliable service for the riding public.

<b>Performance Measures</b>	<b>FY 2005 Year-to-Date</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2006 Projected</b>
Preventative maintenance inspections	1,725	1,633	2,300
Average cost per repair work order (dollars)	N/A	\$359.13	\$390.00
Miles between road calls	6,038	6,168	6,300
Revenue service interruptions due to mechanical failure	1,844	1,897	2,300

**MASS TRANSIT  
MARKETING AND COMMUNICATIONS**

**Fiscal Year 2006 - 3rd Quarter**

**Goal Statement**

To effectively promote transit services and to provide customer assistance and information to the public in order to increase ridership.

<b>Performance Measures</b>	<b>FY 2005 Year-to-Date</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2006 Projected</b>	
Passenger timetables distributed	3,566,700	2,107,000	4,500,000	1
Customer service calls answered	391,600	507,406	460,000	2
Percent lost calls	15.5	5.2	12.0	3
Percent change in passenger trips	2.4	-0.3	4.0	

**Notes**

- 1 This measure is lower than this time last year due to an effort to redistribute overstock rather than a general re-order when filling timetable requests.
- 2 This measure is higher than last year due to the filling of 5 vacant positions to answer phone calls.
- 3 This measure has improved over last year due to the filling of 5 vacant positions to answer phone calls.

**MASS TRANSIT  
SERVICE DEVELOPMENT**

**Fiscal Year 2006 - 3rd Quarter**

**Goal Statement**

Serve as a major interface between transit and the community, and provide transit planning support and implement innovative technologies and techniques that enhance service delivery for our customers.

<b>Performance Measures</b>	<b>FY 2005 Year-to-Date</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2006 Projected</b>
Directly operated passenger trips (millions)	28.3	28.2	39.5
Total active fleet	275	284	275
Directly operated cost per trip (dollars)	1.93	2.02	2.06
Percent of farebox revenue to cost (farebox recovery)	25.0	24.4	26.0
Percent change in passenger trips for Community Bus	N/A	-4.8	10.0

**MASS TRANSIT  
TRANSPORTATION OPERATIONS**

**Fiscal Year 2006 - 3rd Quarter**

**Goal Statement**

To provide effective and reliable transportation for the riding public to ensure mobility and access.

<b>Performance Measures</b>	<b>FY 2005 Year-to-Date</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2006 Projected</b>
Revenue service hours (thousands)	741.4	733.9	1,000.0
Revenue service miles (millions)	10.1	10.0	13.6
Passengers per revenue hour	38.2	38.4	39.5
Passengers per revenue mile	2.81	2.82	2.90
Complaints per 100,000 riders	5.0	7.2	4.9
Percent of complainants re-contacted	93.2	94.4	85.0
Wheelchair boardings	36,661	32,650	54,000
Driver courtesy rating (%)	61.1	60.9	70.0
On time performance	0.0	79.6	90.0

**MASS TRANSIT  
PARATRANSIT TRANSPORTATION**

**Fiscal Year 2006 - 3rd Quarter**

**Goal Statement**

To monitor contracted programs geared to transport elderly, poor, and disabled individuals in accordance with Florida Statutes 427 and the Americans with Disabilities Act (ADA).

<b>Performance Measures</b>	<b>FY 2005 Year-to-Date</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2006 Projected</b>
Paratransit passenger trips (thousands)	862.5	593.3	1,155
Total persons registered	19,212	18,539	20,000
Cost per trip (dollars)	17.88	21.78	17.63
Riders trained to use fixed route	94	90	120
Riders evaluated for re-certification	4,522	4,319	6,300
On-time performance (percent)	90.0	90.0	90.0
Driver assistance rating (percent)	97.8	97.5	92.0
"Community Lifeline" trips (thousands)	0.0	176.6	300