

**MASS TRANSIT  
ADMINISTRATION**

**Fiscal Year 2007 - 2nd 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 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Federal Transportation Association required random drug tests conducted	187	283	490
Federal Transportation Association required random alcohol tests conducted	55	57	135
Percent of receiving documents processed within 7 days	82.5	75.4	90.0
Percent of Community Bus invoices processed within 3 business days of receipt	63.0	97.5	90.0
Cost per receiver processed	N/A	11.61	8.02

**MASS TRANSIT  
MAINTENANCE**

**Fiscal Year 2007 - 2nd 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 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Preventative maintenance inspections	1,086	1,082	2,742
Average cost per repair work order (dollars)	361	360	390
Miles between road calls	7,046	6,221	6,300
Revenue service interruptions due to mechanical failure	1,043	1,214	2,300

**MASS TRANSIT  
MARKETING AND COMMUNICATIONS**

**Fiscal Year 2007 - 2nd Quarter**

**Goal Statement**

To effectively inform and educate the public on Broward County Transit services and programs to increase ridership and promote the benefits of public transportation.

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>	
Community Outreach presentations	N/A	32	40	
Customer service calls answered	267,000	469,383	540,000	
Percent lost calls	6.8	3.2	12.0	
Average monthly website visits	N/A	69,168	33,290	1
Cost per customer service call answered	N/A	0.78	0.87	

**Notes**

- 1 Average monthly website visits is higher than expected due to a website upgrade and enhancement as well as the implementation of a regional trip planner after the projection was made. These factors have significantly increased the number of website visits by the traveling public.

**MASS TRANSIT  
SERVICE DEVELOPMENT**

**Fiscal Year 2007 - 2nd Quarter**

**Goal Statement**

To 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 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Revenue service hours (thousands)	484.5	496.8	1060.6
Revenue service miles (millions)	6.58	6.80	14.41
Total active fleet	284	290	331
Directly operated cost per trip (dollars)	2.05	2.09	2.22
Percent of farebox revenue to cost (farebox recovery)	23.8	25.0	26.0
Percent change in passenger trips for Community Bus	-7.2	10.7	10.0
Percent change in passenger trips for Fixed Route Bus	-1.3	5.8	6.5
Number of new ADA accessible bus stops	N/A	100	200

**MASS TRANSIT  
PARATRANSIT TRANSPORTATION**

**Fiscal Year 2007 - 2nd 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 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>	
Total persons registered	18,555	18,330	20,000	
Riders trained to use fixed route	75	11	120	1
Riders evaluated for re-certification	2,939	2,649	6,300	
Cost per trip (dollars)	20.50	24.39	25.56	
On-time performance (percent)	90.0	90.0	90.0	
Driver assistance rating (percent)	96.8	91.3	92.0	
Paratransit passenger trips (thousands)	393.2	412.6	1,155.0	
"Community Lifeline" trips (thousands)	118.0	118.3	300.0	

**Notes**

- 1 This measure is lower than last year because the travel trainer position was vacant during the first quarter and has recently been filled.

**MASS TRANSIT  
TRANSPORTATION OPERATIONS**

**Fiscal Year 2007 - 2nd Quarter**

**Goal Statement**

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

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Total active fleet	284	290	331
Passengers per revenue hour	38.8	39.9	39.1
Passengers per revenue mile	2.9	2.9	2.9
Complaints per 100,000 riders	7.1	11.4	4.9
Percent of complainants re-contacted	93.2	87.0	90.0
Wheelchair boardings	21,596	20,288	54,000
Driver courtesy rating (%)	61.0	63.5	70.0
Directly operated passenger trips (millions)	18.8	19.8	41.5
On-time performance	80.2	79.5	90.0