



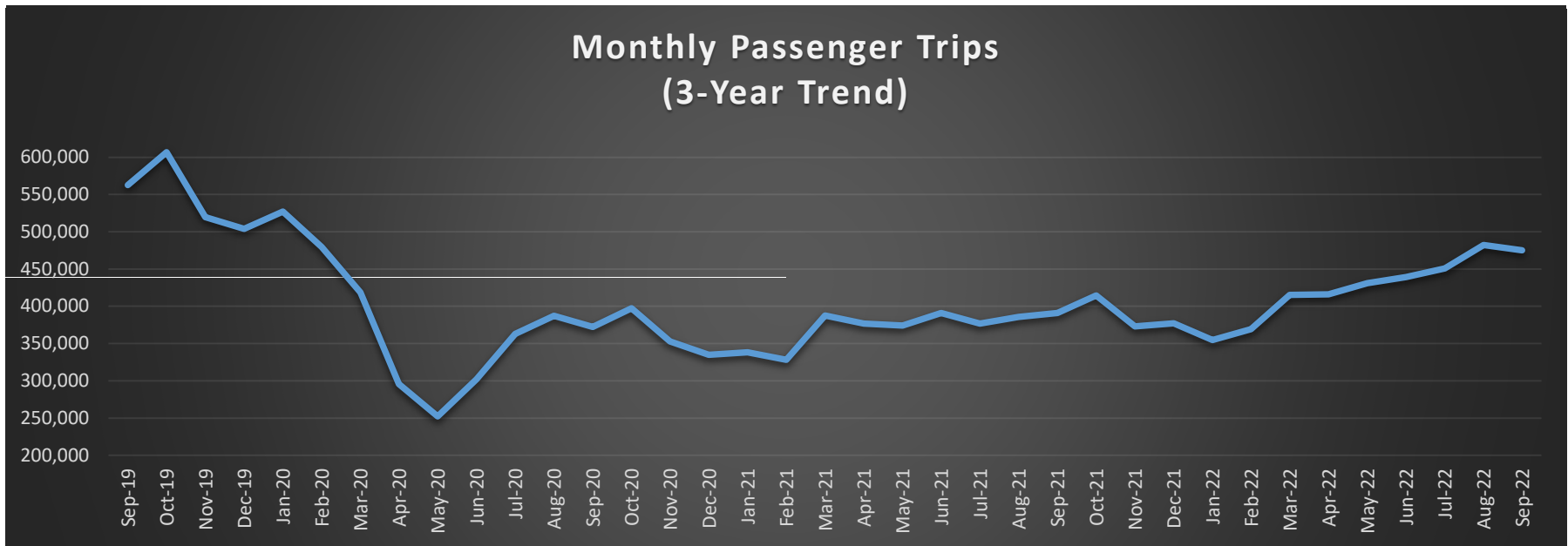
# GoDurham Performance Summary

September 2022

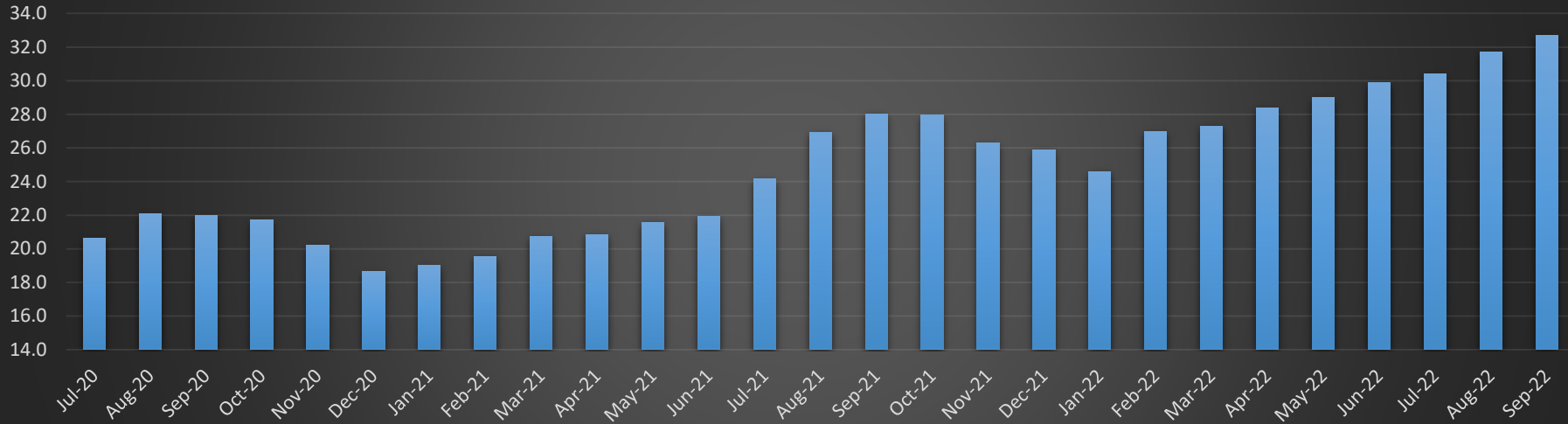


Ridership

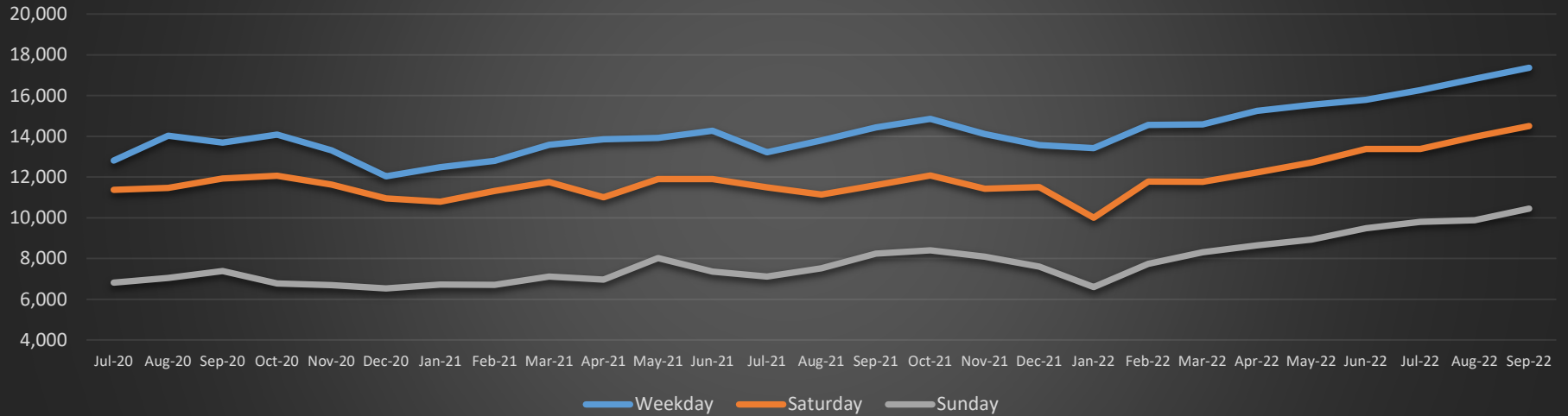
Ridership Comparison	SEP 2022	SEP 2021	FY 23 TO DATE	FY 22 TO DATE
Passenger Trips	475,062	390,834	1,408,344	1,153,653
Passengers per Revenue Hour	32.7	28.0	31.6	26.4
Average Weekday Ridership	17,367	14,437	16,826	13,823
Average Saturday Ridership	14,514	11,607	13,911	11,413
Average Sunday Ridership	10,460	8,245	10,042	7,630



## Passengers per Revenue Hour



## Average Daily Boardings

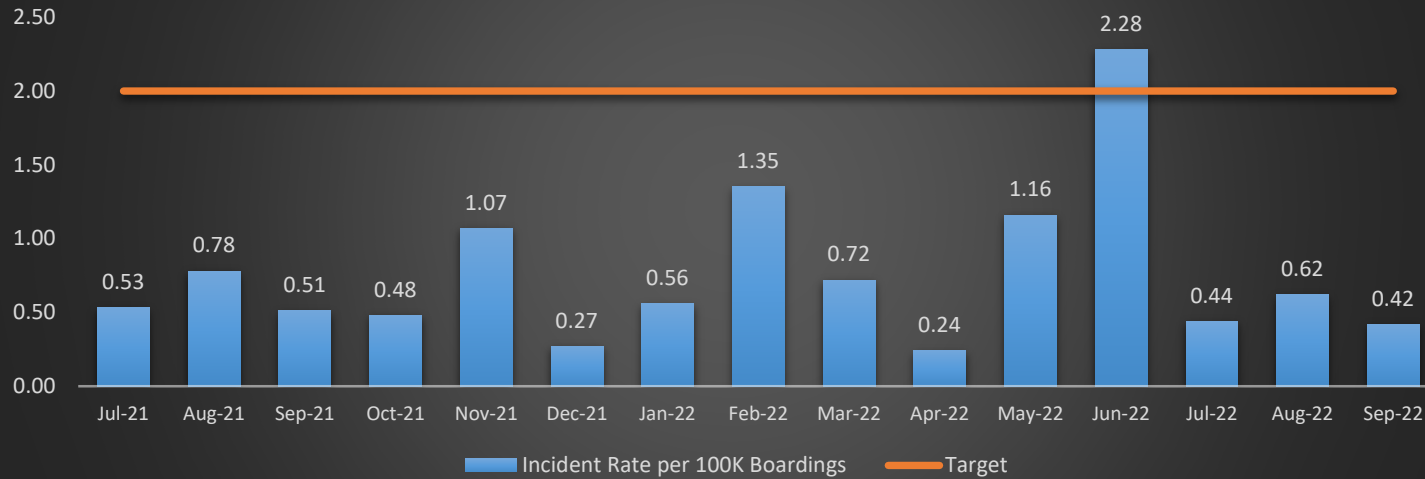




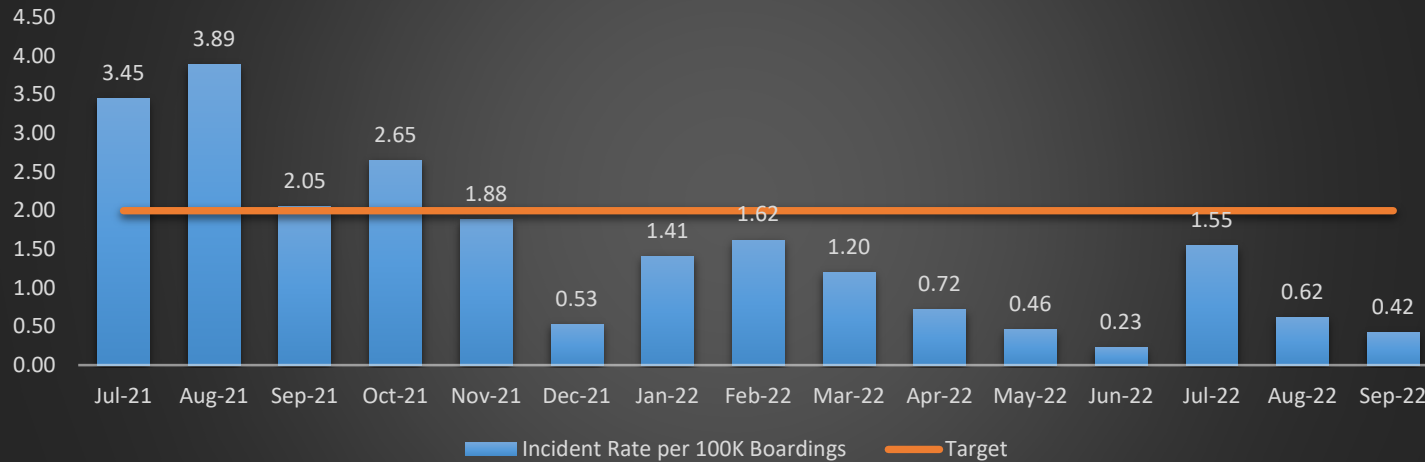
Safety

Ensure the Safety and Security of Employees and Passengers	SEP 2022	TARGET
Durham Station Incident Rate per 100K Passengers	0.42	2.00
Onboard Incident Rate per 100K Passengers	0.42	2.00
Operator Assault Rate per 100K Passengers	0.00	0.00
Passenger Injury Rate per 100K Passengers	0.00	0.00
Preventable Vehicle Crashes per 100K Miles	1.91	1.00

## Durham Station Incident Rate

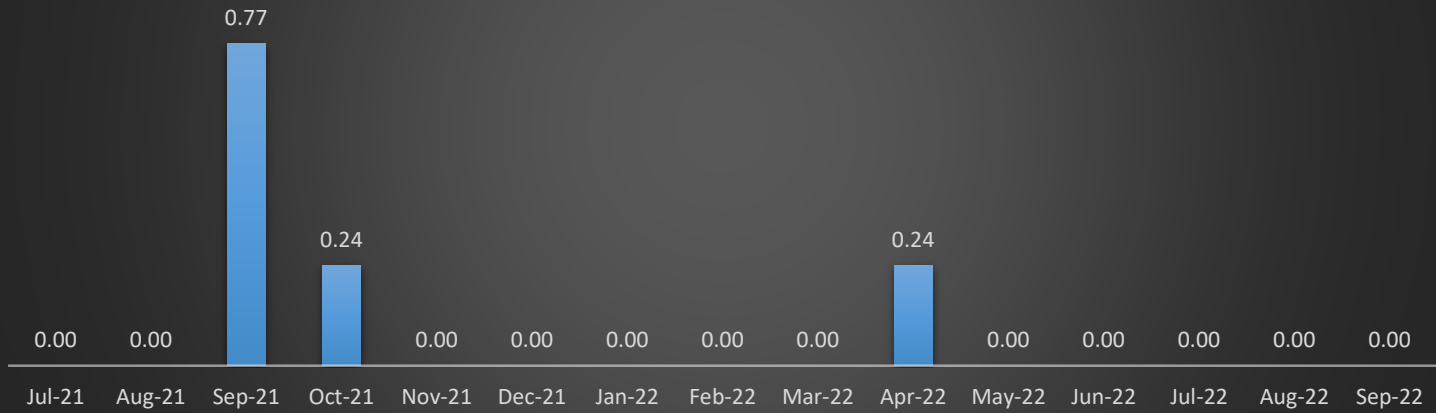


## Onboard Incident Rate

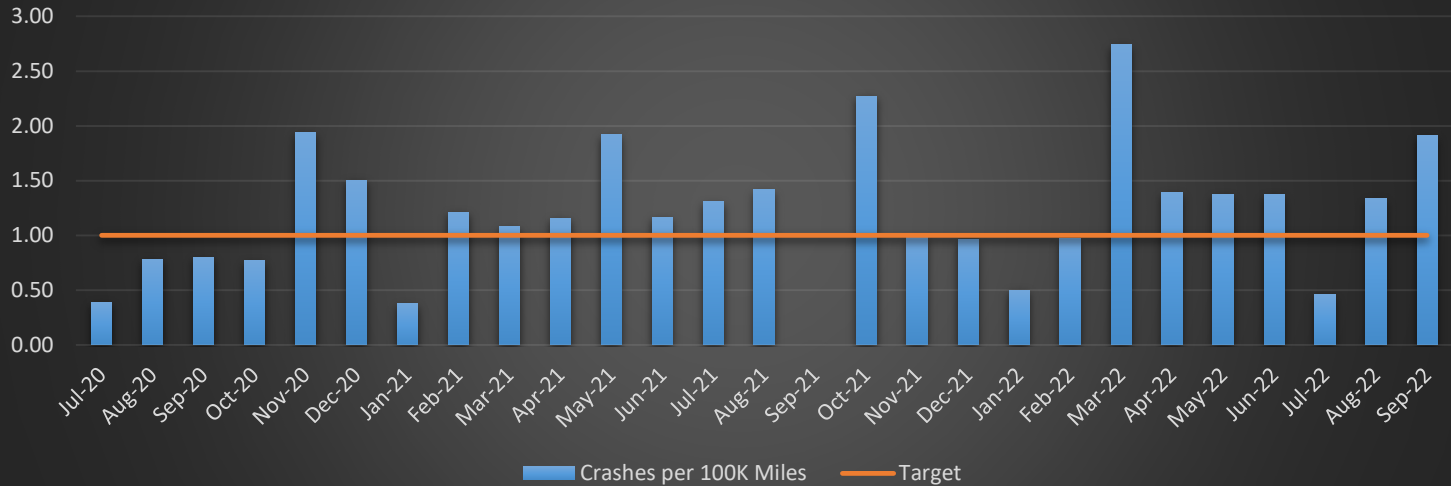


# Operator Assault Rate

■ Rate per 100K Boardings



# Preventable Vehicle Crashes per 100K Miles





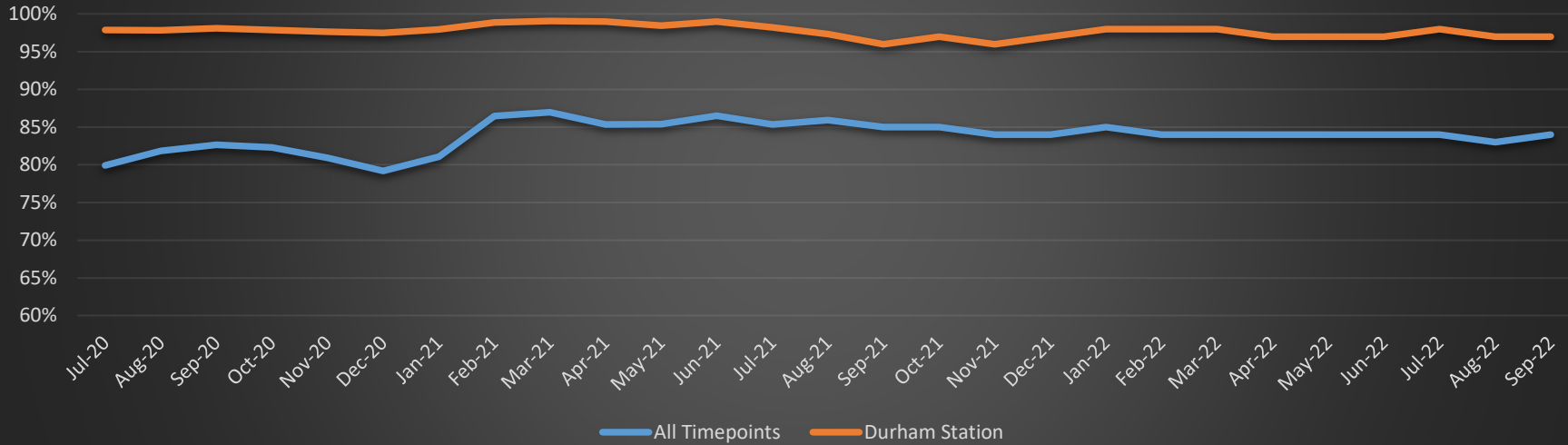


Reliability

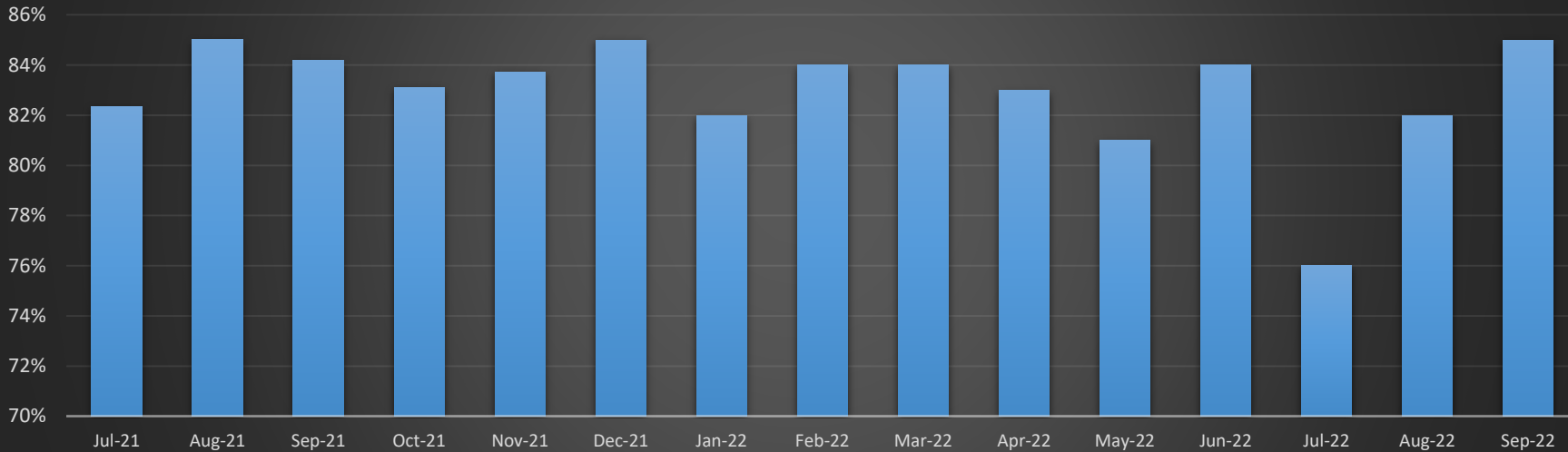
<b>Deliver Reliable Service</b>	<b>SEP 2022</b>	<b>TARGET</b>
On-Time Performance	84%	90%
On-Time Performance at Durham Station	97%	99%
First Timepoint On-Time Performance	85%	-
Scheduled Revenue Hours Delivered	100%	-
Budgeted Revenue Hours Delivered	83%	-

<b>Maintain a Reliable Fleet</b>	<b>SEP 2022</b>	<b>TARGET</b>
Miles Between Major Mechanical Vehicle Failures	14,957	20,000
Preventative Maintenance Completed On Time	100%	100%

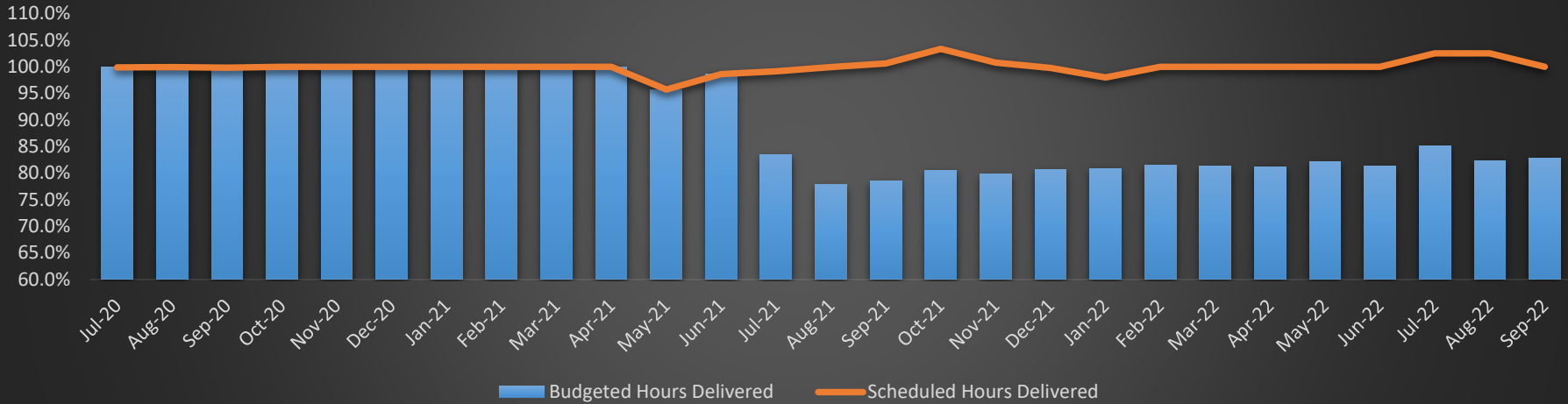
## On-Time Performance



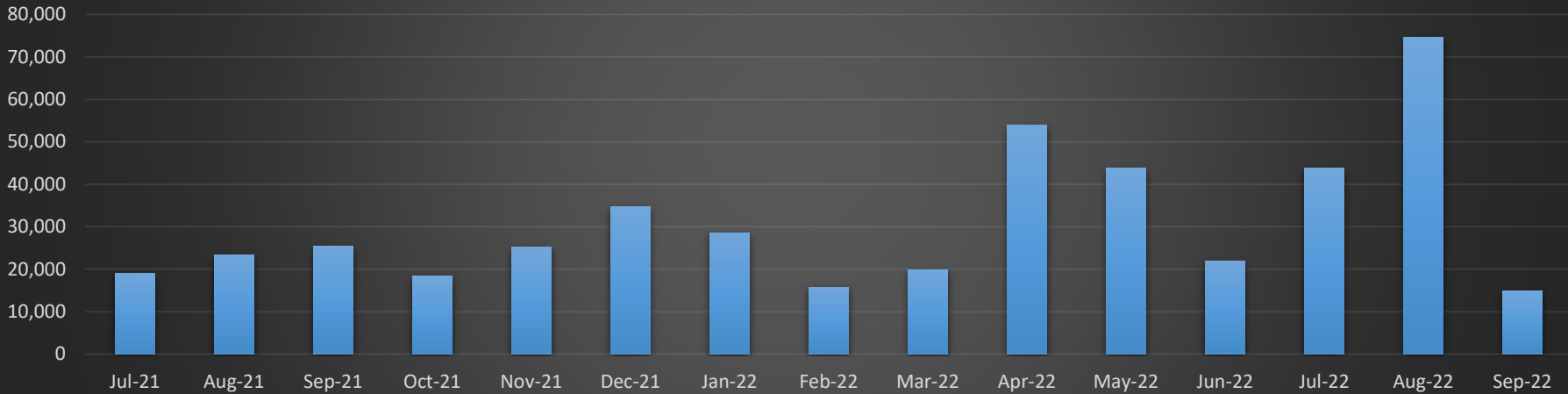
## First Timepoint On-Time Performance



## Revenue Hours Delivered



## Miles Between Major Mechanical Vehicle Malfunctions

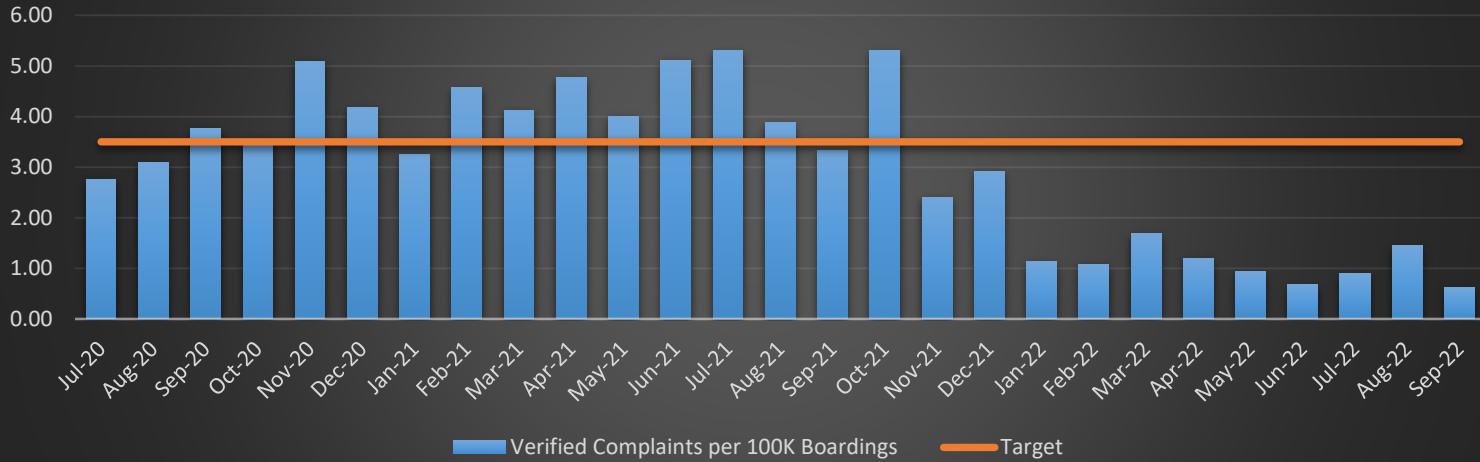




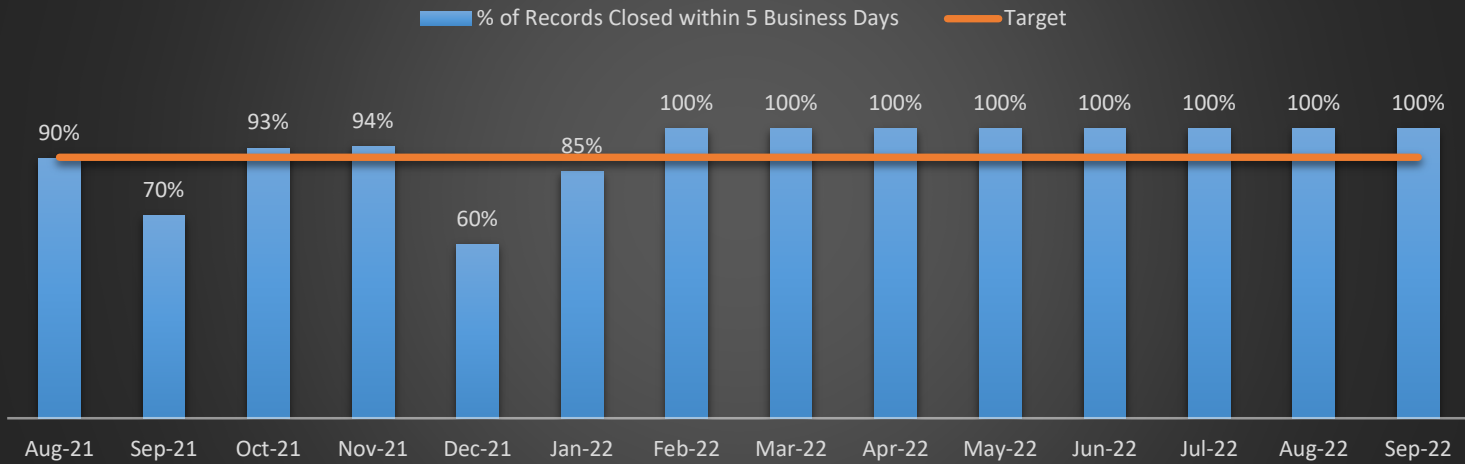
Customer  
Service &  
Satisfaction

Continually Reduce Unsatisfactory Passenger Experiences	SEP 2022	TARGET
Verified Complaint Rate per 100K Passengers	0.63	3.50
ADA-Related Complaints	0	0
Ensure Timely Positive Interactions with Customers	SEP 2022	TARGET
Complaint Response Timeliness Rate	100%	90%

## Customer Complaint Rate



## Customer Response Rate





Efficiency &  
Effectiveness



**Provide Service Efficiently****SEP  
2022****FY 23  
TO DATE**

Passengers per Revenue Hour

32.7

31.6

**Provide Service Effectively****SEP  
2022****FY 23  
TO DATE**

Operating Cost per Revenue Hour

\$131.36

\$180.95

Operating Cost per Trip

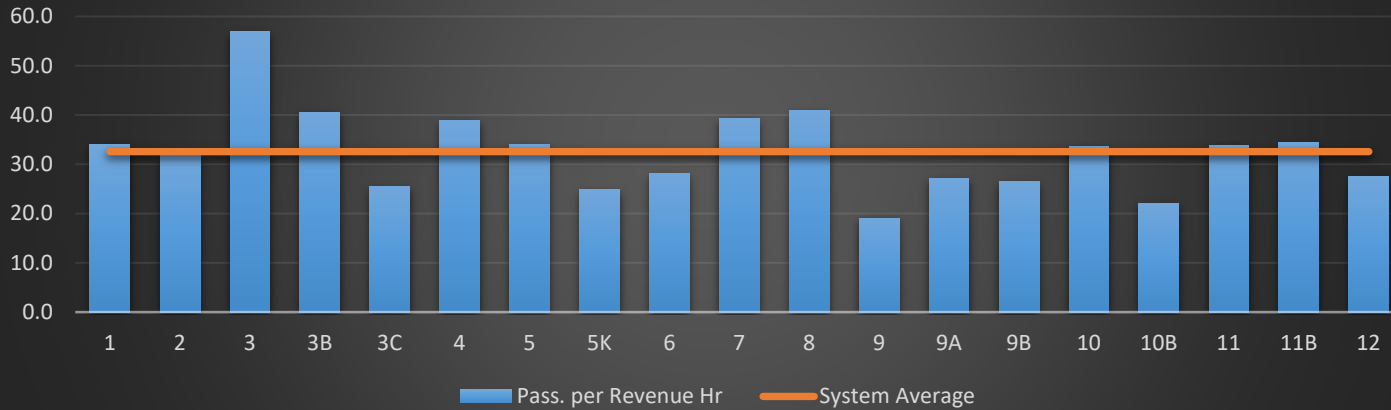
\$4.16

\$5.73

<b>Maximize Ridership</b>	<b>SEP 2022</b>	<b>FY 23 TO DATE</b>
Average Weekday Ridership	17,367	16,826
Average Saturday Ridership	14,514	13,911
Average Sunday Ridership	10,460	10,042

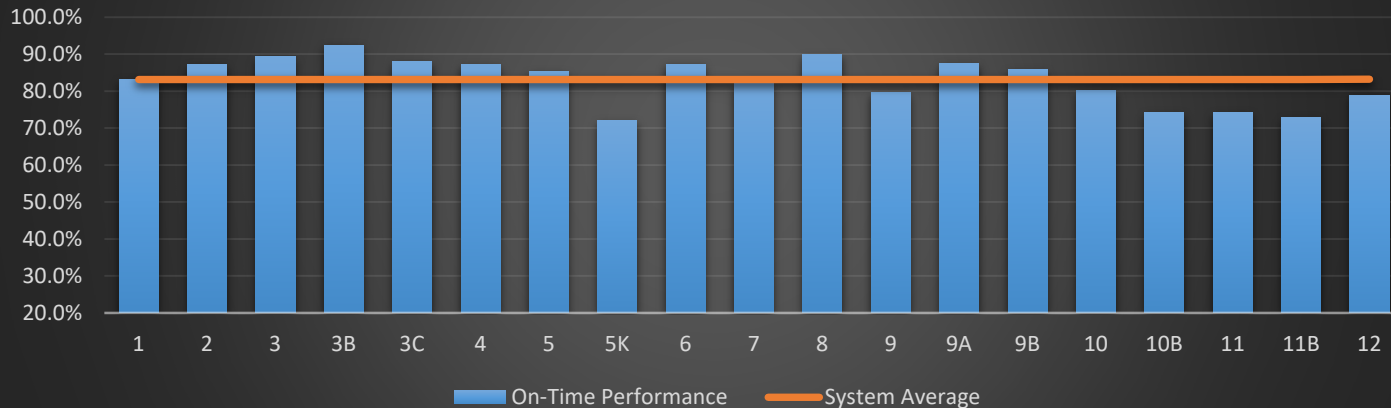
<b>Fiscal Accountability</b>	<b>SEP 2022</b>	<b>TARGET</b>
Annual Operating Budget Spend Rate	24.6%	25.0%

## Weekday Route-Level Passengers per Hour September 2022



*See last page for more route-level details.*

## Weekday Route-Level On-Time Performance September 2022





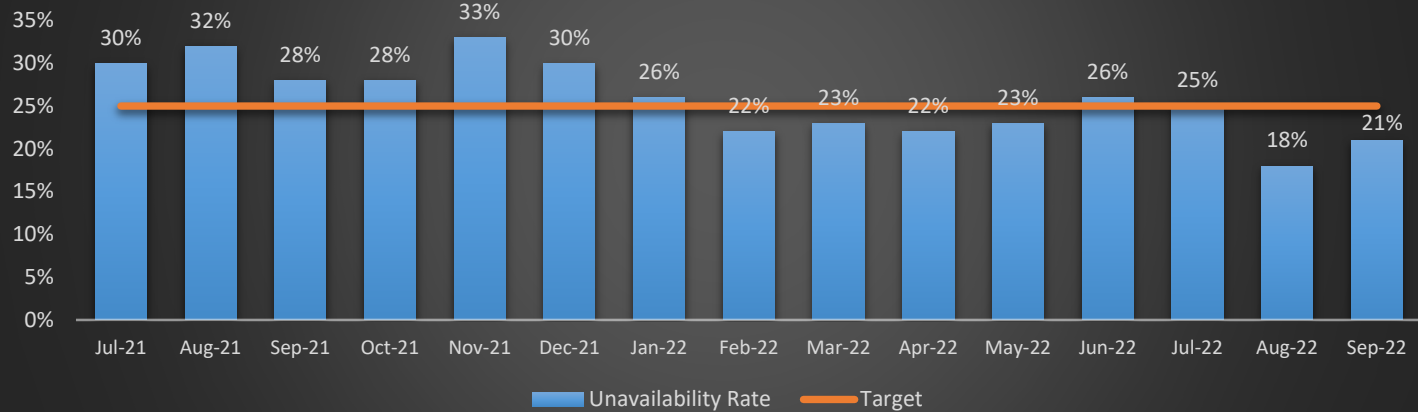
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Operator  
Availability

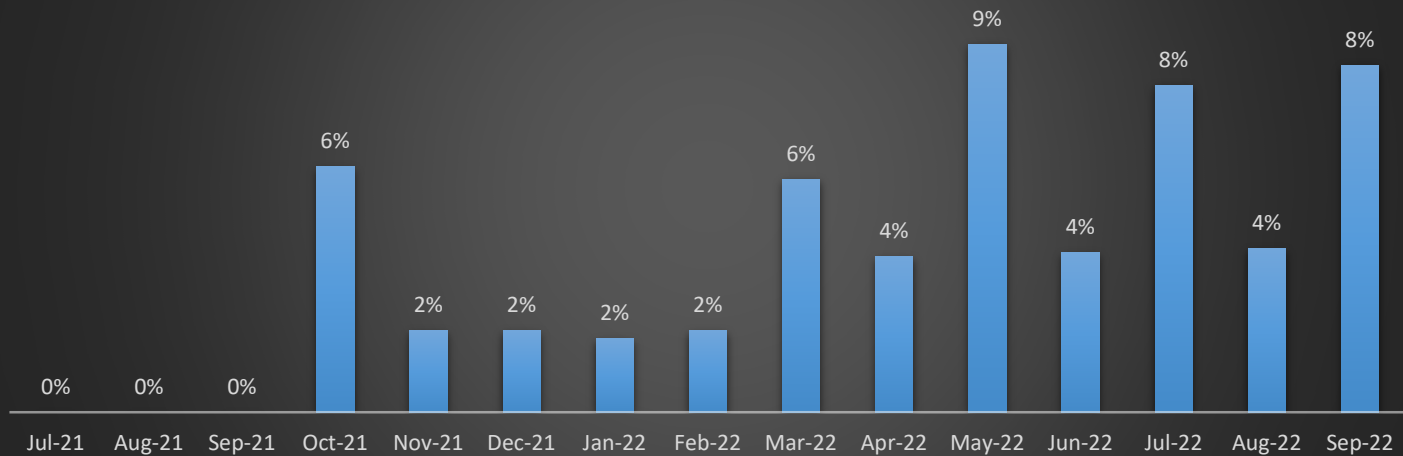
Effectively Manage and Mitigate Absences	SEP 2022	TARGET
Operator Unavailability Rate	21%	-

Maintain Adequate Operator Staffing Levels	SEP 2022	TARGET
Operator Turnover %	8%	25%
Operator Attrition Rate	9.0	Less than New Operator In-Service Rate
New Operator In-Service Rate	4.0	Greater than Operator Attrition Rate

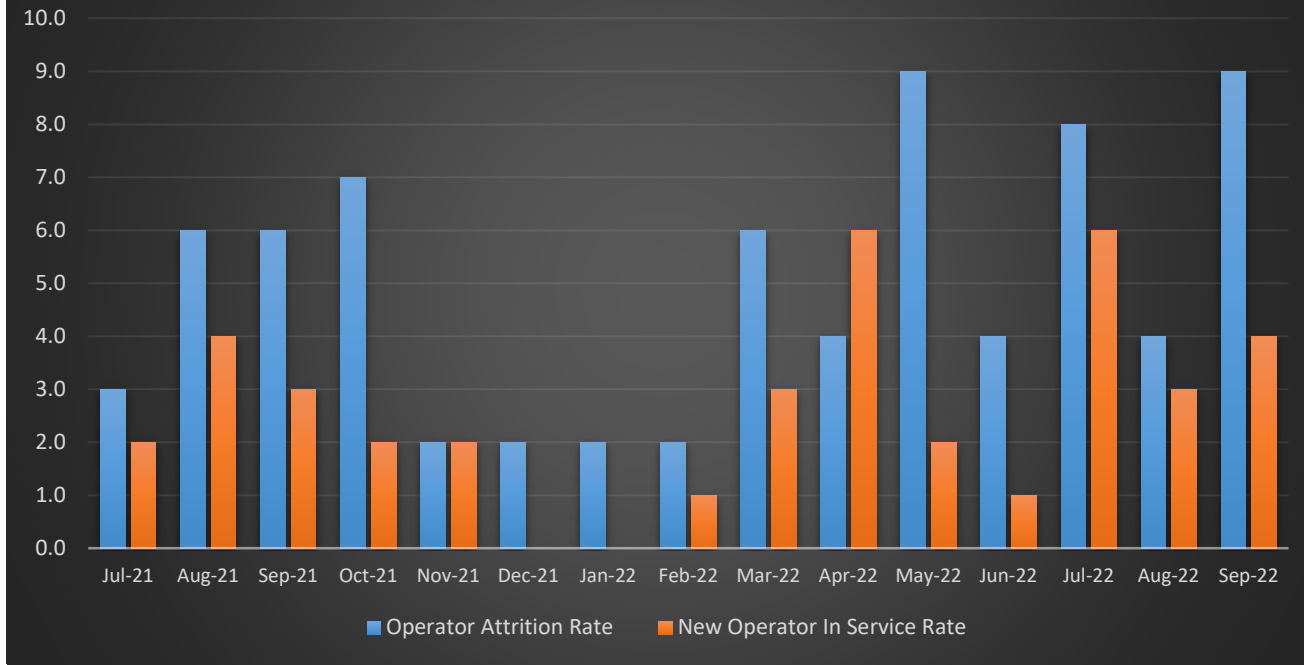
## Operator Unavailability Rate (Absence Hrs / Platform Hrs)



## Operator Turnover Percentage



## Operator Attrition vs. New Operator





September  
2022 Route  
Performance



September 2022

Route	Weekday				Saturday				Sunday			
	Avg. Daily Boardings	Boardings per Hour	On-Time Perf.		Avg. Daily Boardings	Boardings per Hour	On-Time Perf.		Avg. Daily Boardings	Boardings per Hour	On-Time Perf.	
			Total	at DS			Total	at DS			Total	at DS
1 Northgate – Horton Rd/Guess Rd	1,080	34.0	83%	95%	983	31.0	84%	96%	809	27.9	89%	100%
2 E. Main St – Angier Ave – Brier Creek	1,712	31.7	87%	99%	1,503	27.8	91%	100%	1,122	26.7	82%	100%
3 Holloway St – The Village	2,952	45.8	90%	99%	2,582	40.0	91%	99%	1,717	58.2	91%	100%
3 to Glenview Station	1,850	56.9	89%	99%	1,686	51.9	94%	99%	1,037	69.1	92%	100%
3B to Southern High School	772	40.6	92%	99%	627	33.0	92%	99%	680	47.0	90%	100%
3C to Alston Ave	331	25.4	88%	100%	270	20.8	84%	98%	<i>no Sunday service</i>			
4 N. Roxboro Rd – Duke Regional	1,243	38.9	87%	97%	1,076	33.6	90%	99%	837	28.9	89%	100%
5 Fayetteville St – NCCU	2,350	31.5	81%	96%	1,790	32.9	88%	98%	1,271	30.0	80%	100%
5 to Southpoint	1,846	34.0	85%	97%	1,790	32.9	88%	98%	1,271	30.0	80%	100%
5K to MLK Pkwy	504	24.8	72%	96%	<i>no Saturday service</i>				<i>no Sunday service</i>			
6 Chapel Hill St – Duke/VA – Crest St	527	28.1	87%	97%	361	19.3	87%	99%	372	25.2	89%	100%
7 S. Roxboro St – MLK Pkwy	739	39.2	82%	100%	588	31.2	85%	100%	441	29.7	86%	100%
8 Lawson St – NCCU – Durham Tech	775	40.9	90%	100%	484	25.6	88%	100%	386	25.8	88%	100%
9 Dearborn Dr – North Durham	1,598	25.5	85%	99%	1,394	22.2	86%	99%	704	24.5	90%	98%
9A to Riverside High School	719	27.1	87%	99%	619	23.4	87%	100%	<i>no Sunday service</i>			
9B to Northern High School	672	26.5	86%	99%	561	22.1	86%	97%	<i>no Sunday service</i>			
9 to Riverview (evening/Sunday)	207	19.1	80%	100%	214	19.6	85%	100%	704	24.5	90%	98%
10 Chapel Hill Rd – South Square	2,103	31.6	79%	93%	1,697	31.0	82%	99%	1,227	28.4	87%	100%
10 to New Hope Commons	1,843	33.6	80%	98%	1,697	31.0	82%	99%	1,227	28.4	87%	100%
10B to Shannon Rd	260	22.0	74%	79%	<i>no Saturday service</i>				<i>no Sunday service</i>			
11 W. Main St – Duke/VA	1,272	34.1	73%	87%	1,199	32.4	87%	99%	900	31.0	86%	98%
11 to Hillsborough Rd	643	33.9	74%	87%	658	34.6	89%	100%	498	33.2	87%	97%
11B to Constitution Dr	629	34.4	73%	88%	541	30.1	84%	97%	402	28.7	85%	98%
12 E. Main St – NCCU – Highway 55	1,015	27.5	79%	99%	857	23.2	86%	100%	673	22.7	81%	100%
12 to Southpoint	1,015	27.5	79%	99%	857	23.2	86%	100%	673	22.7	81%	100%
12B to Regional Transit Center	<i>did not operate this month</i>				<i>did not operate this month</i>				<i>no Sunday service</i>			
20 Woodcroft – South Sq. – Duke/VA	<i>did not operate this month</i>				<i>no Saturday service</i>				<i>no Sunday service</i>			

Boardings per Hour	
	40 or more
	15 to 40
	Less than 15

Total On-Time Perf.	
	85% or higher
	75% to 84%
	Less than 75%

On-Time Perf. at DS	
	95% or higher
	85% to 94%
	Less than 85%