GoDurham Performance Measures
Definitions

Last Updated: October1, 2022

Goal	Objective	Measure	Definition	Target
Safety	Ensure the Safety and Security of Employees and Passengers	Durham Station Incident Rate	(# of safety/security incidents that occur at Durham Station / Total unlinked passenger trips) x 100,000	≤ 2.50
Safety	Ensure the Safety and Security of Employees and Passengers	Onboard Incident Rate	(# of safety/security) incidents that occur on the bus / Total unlinked passenger trips) x 100,000	≤ 2.50
Safety	Ensure the Safety and Security of Employees and Passengers	Operator Assault Rate	(# of physical/verbal threats to bus operators / Total unlinked passenger trips) x 100,000	0.00
Safety	Ensure the Safety and Security of Employees and Passengers	Passenger Injury Rate	(# of passenger injuries that occur onboard revenue vehicles / Total unlinked passenger trips) x 100,000	≤ 3.00
Safety	Continually Reduce Preventable Vehicle Crashes	Preventable Vehicle Crashes per 100K Miles	(# of preventable vehicle crashes / Total fleet miles) x 100,000	≤ 1.00
Reliability	Deliver Reliable Service	First Timepoint On-Time Performance	# of block departures from 1st timepoint that were no more than 1 min early and no more than 4 min, 59 sec late / total number of blocks first time point departures	≥ 95%
Reliability	Deliver Reliable Service	On-Time Performance at Durham Station	# of on-time arrivals at Durham Station / Total # of arrivals at Durham Station On time is considered no more than 4 min, 59 sec late. Early arrivals are not penalized.	≥ 95%
Reliability	Deliver Reliable Service	On-Time Performance	# of on-time timepoints / total number of timepoints observed. • SOL: departs no more than 1 min early or 4 min 59 sec late. • EOL: arrives no more than 4min 59sec late. • En Route: arrives no more than 4min 59sec late and	≥ 85%

			departs no more than 1min early.	
Reliability	Deliver Reliable Service	Scheduled Revenue Hours Delivered	# of actual bus revenue hours operated / # of scheduled revenue hours. Additional, non-scheduled service is included in the actual unless it is not open to the public or not on regular routes.	≥ 99%
Reliability	Maintain a Reliable Fleet	Miles Between Major Mechanical Vehicle Failures	# of Major Mechanical Vehicle Failures / Total Fleet Miles	≥ 20,000
Reliability	Maintain a Reliable Fleet	Preventative Maintenance Completed On Time	# of bus revenue vehicle preventative maintenance work orders completed within the PM on-time window (+/- 10% of the recommended PM interval) / The total # of preventative maintenance work orders for bus revenue vehicles.	≥ 99%
Customer Service & Satisfaction	Continually Reduce Unsatisfactory Passenger Experiences	Verified Complaint Rate per 100K Passengers	(# of Verified complaints / Total unlinked passenger trips) x 100,000	≤ 3.50
Customer Service & Satisfaction	Continually Reduce Unsatisfactory Passenger Experiences	ADA-Related Complaints	# of ADA-related complaints from customers (e.g., malfunctioning wheelchair ramp, lack of securement, etc.)	0
Customer Service & Satisfaction	Ensure Timely Positive Interactions with Customers	Complaint Response Timeliness Rate	# of customer complaints that are "closed" within 5 business days / Total # of customer complaints received	≥ 90%
Efficiency & Effectiveness	Provide Service Effectively	Passengers per Revenue Hours	Total unlinked passenger trips / Total actual revenue hours	TBD
Efficiency & Effectiveness	Provide Service Efficiently	Operating Cost per Revenue Hour	Total operating cost / Total actual revenue hours	Based on Budget
Efficiency & Effectiveness	Provide Service Efficiently	Operating Cost per Trip	Total operating cost / Total unlinked passenger trips	Based on Budget
Efficiency & Effectiveness	Maximize Ridership	Average Daily Ridership (Weekday, Saturday, and Sunday)	Total unlinked passenger trips by day type / total # of days by day type	Trend Analysis Only

Fiscal Accountability	Adhere to the Budget	Annual Operating Budget Spend Rate	Total operating expenses to date / Total operating budget to date	Based on Budget
Operator Availability	Effectively Manage and Mitigate Absences	Operator Unavailability Rate	# of hours of operator unavailability / Scheduled bus platform hours	TBD (Currently ≤ 20%)
Operator Availability	Maintain Adequate Operator Staffing Levels	Operator Turnover % (Monthly, 6-Month, and 12-Month)	# of in-service bus operators separated from employment (voluntarily or involuntarily) / Average # of in-service bus operators in the analysis period	TBD (Currently ≤ 25%)
Operator Availability	Maintain Adequate Operator Staffing Levels	Operator Attrition Rate (Monthly, 6-Month, and 12-Month)	# of bus operators separated from employment (voluntarily or involuntarily) / Time in the analysis period	Less than New Operator In Service Rate
Operator Availability	Maintain Adequate Operator Staffing Levels	New Operator In-Service Rate (Monthly, 6-Month, and 12-Month)	# of bus operators that begin revenue service (complete training and start independent work) / Time in the analysis period	Greater than Operator Attrition Rate