

OFFICE OF THE COMMISSION AUDITOR



SUMMARIZED PERFORMANCE MEASURES REPORT
Transportation and Public Works

Transportation and Public Works

May 11, 2017

Transportation and Public Works Committee

PERFORMANCE MEASURES-UNMET NEEDS

Department	Services Provided to the Community (Initiatives/Measures)	Achievement of Performance Measures									
		FY 15-16 (Quarter 1)		FY 15-16 (Quarter 2)		FY 15-16 (Quarter 3)		FY 15-16 (Quarter 4)		FY 16-17 (Quarter 1)	
		Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
Transportation and Public Works	Customer On time performance schedule adherence - weekday-bus (Overall System)	59.7%	78%	65.4%	78%	71.8%	78%	73.1%	78%	68.8%	78%
	Customer Total Monthly Boardings (Bus)	17,184,495	19,625,688	16,609,777	19,305,176	15,216,369	18,540,287	15,297,715	18,399,750	15,299,997	14,424,999
	Customer Total Monthly Boardings (STS)	407,486	415,557	407,399	400,391	418,541	418,690	409,919	418,232	402,680	399,999
	Customer Total Number of Revenue Miles Monthly (Bus)	7,059,481	7,196,319	7,505,288	7,239,657	7,057,441	7,225,211	7,145,088	7,196,319	7,203,741	7,196,319
	Customer Total Monthly Revenue Miles (Mover)	306,062	323,205	312,523	288,000	316,440	288,000	294,211	288,000	315,892	288,000
	Customer Security post inspections	1,886	2,850	1,815	2,850	3,490	2,850	2,792	2,850	1,958	2,850
	Customer Total Number of Traffic Control & Street Name Signs Installed, Repaired and or Replaced	6,654	8,100	6,651	8,100	6,660	8,100	6,671	8,100	5,928	8,100
	Internal Proactive Arterial & Local Road Storm Drains Maintenance	2,995	5,400	3,196	5,400	3,512	5,400	5,844	5,400	4,493	5,400
	Internal Locations with Damaged Vehicle Detection Loops Replaced by In-House Crews within 30 Days	39	90	52	90	121	90	117	90	160	90

Note: Shaded actuals reflect an unmet quarter