

# ***REO Performance Metrics***

## **Performance Metrics Monthly Report**

*Rider Experience and Operations Committee*

*5/1/2025*

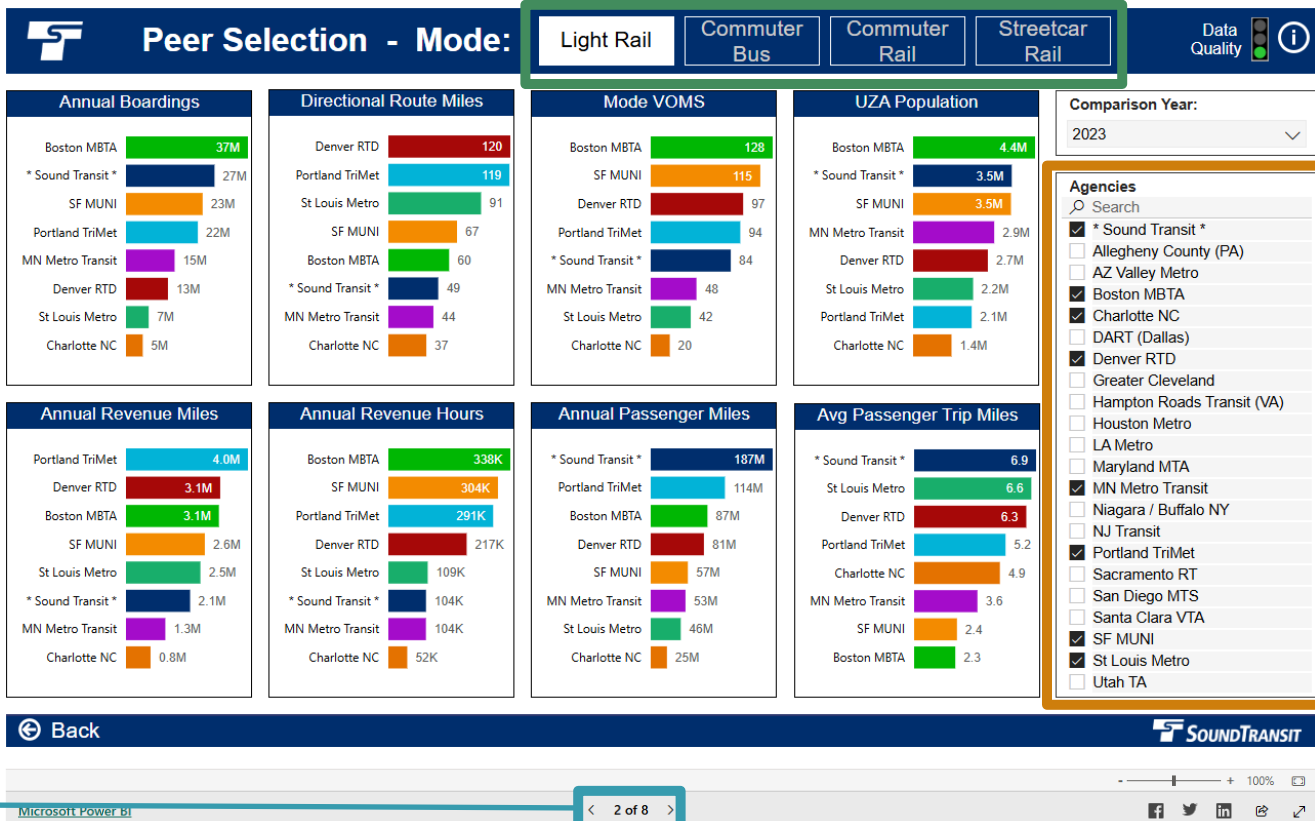


# *Why we are here*

- Review Performance vs Peers with National Transit Database data
- Today we are here to provide information only

# The Tool

Step 1: Select the mode that interests you



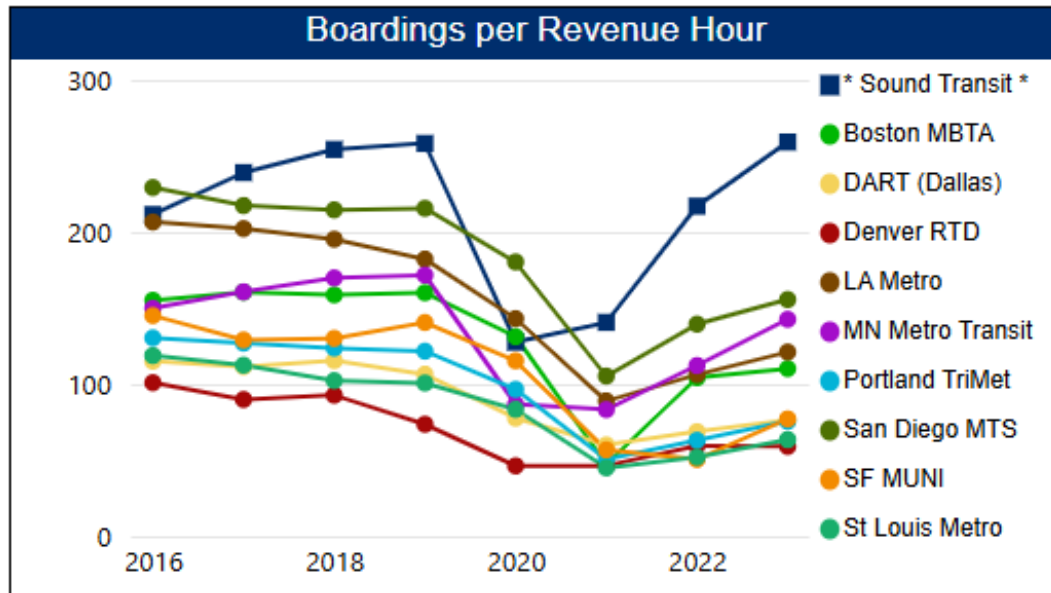
Step 2: Select the peers you want to compare

Step 3: Move through the pages for metrics

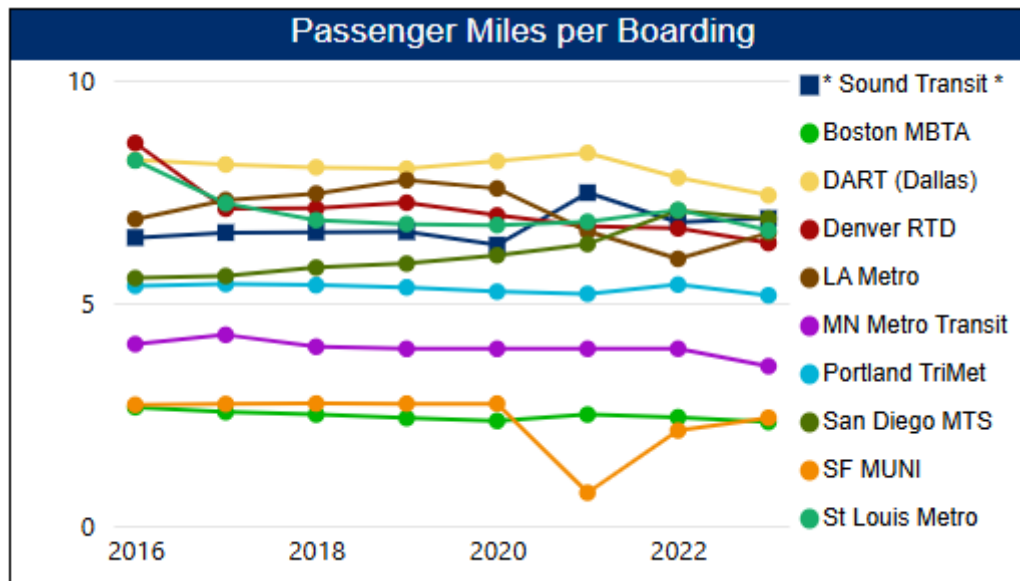
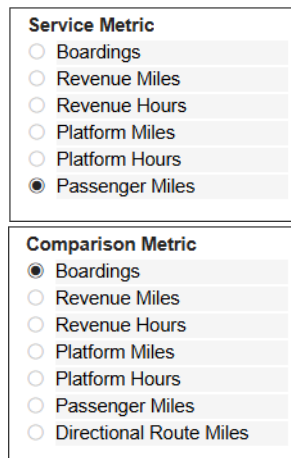
# Link – Service Efficiency

| Service Metric                   |                 |
|----------------------------------|-----------------|
| <input checked="" type="radio"/> | Boardings       |
| <input type="radio"/>            | Revenue Miles   |
| <input type="radio"/>            | Revenue Hours   |
| <input type="radio"/>            | Platform Miles  |
| <input type="radio"/>            | Platform Hours  |
| <input type="radio"/>            | Passenger Miles |

| Comparison Metric                |                         |
|----------------------------------|-------------------------|
| <input type="radio"/>            | Boardings               |
| <input type="radio"/>            | Revenue Miles           |
| <input checked="" type="radio"/> | Revenue Hours           |
| <input type="radio"/>            | Platform Miles          |
| <input type="radio"/>            | Platform Hours          |
| <input type="radio"/>            | Passenger Miles         |
| <input type="radio"/>            | Directional Route Miles |



# Link – Trip Length



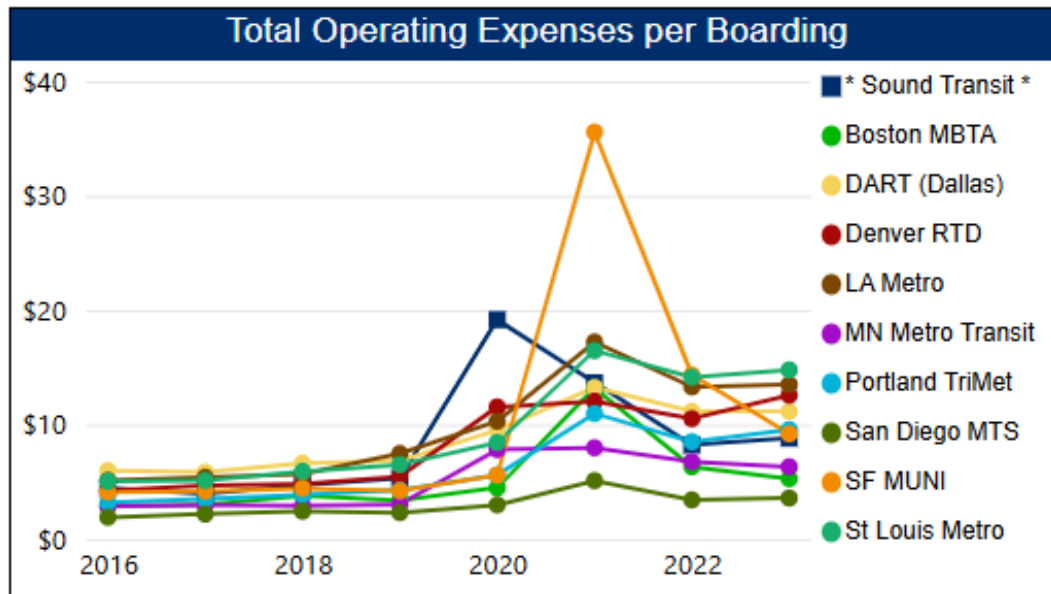
# Link – Cost Effectiveness

## Operating Expense Type

- ☒ Total Operating Expenses
- ☐ Vehicle Ops Expenses
- ☐ Vehicle Maint. Expenses
- ☐ Facilities Maint. Expenses
- ☐ General Admin. Expenses
- ☐ Total Fare Revenues

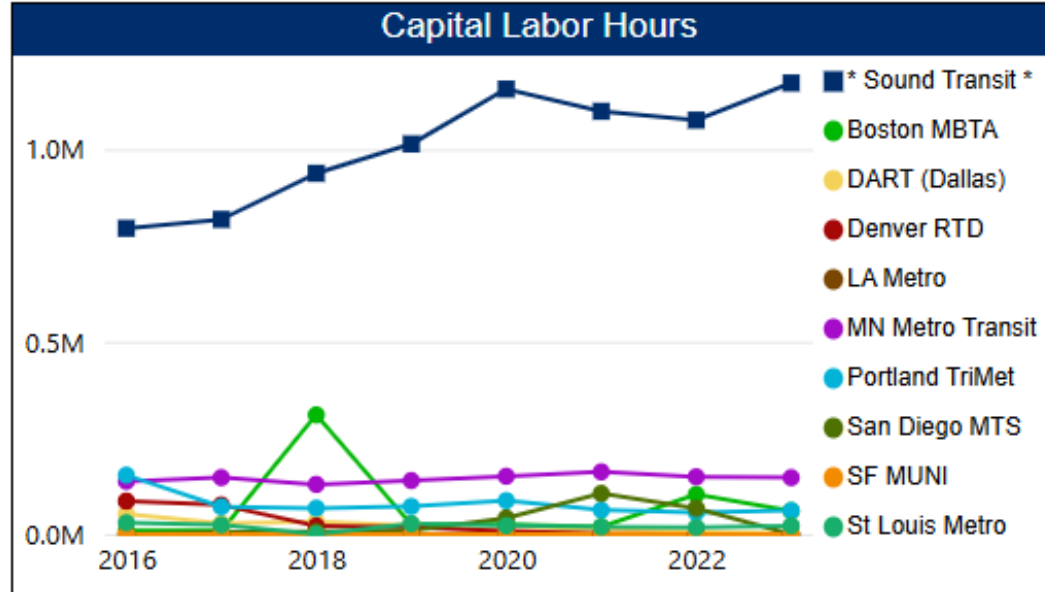
## Comparison Metric

- ☒ Boardings
- ☐ Revenue Miles
- ☐ Revenue Hours
- ☐ Platform Miles
- ☐ Platform Hours
- ☐ Passenger Miles
- ☐ Total Operating Expenses
- ☐ Total Fare Revenues
- ☐ Directional Route Miles



# Link – Capital Labor Commitment

| Employee Metric                  |                           |
|----------------------------------|---------------------------|
| <input type="radio"/>            | Total Ops Employee Hours  |
| <input checked="" type="radio"/> | Capital Labor Hours       |
| <input type="radio"/>            | Vehicle Ops Hours         |
| <input type="radio"/>            | Vehicle Maint. Hours      |
| <input type="radio"/>            | Facilities Maint. Hours   |
| <input type="radio"/>            | General Admin. Hours      |
| <input type="radio"/>            | Total Ops Employees       |
| <input type="radio"/>            | Capital Labor Employees   |
| <input type="radio"/>            | Vehicle Ops Employees     |
| <input type="radio"/>            | Vehicle Maint. Employees  |
| <input type="radio"/>            | Facility Maint. Employees |
| <input type="radio"/>            | General Admin. Employees  |



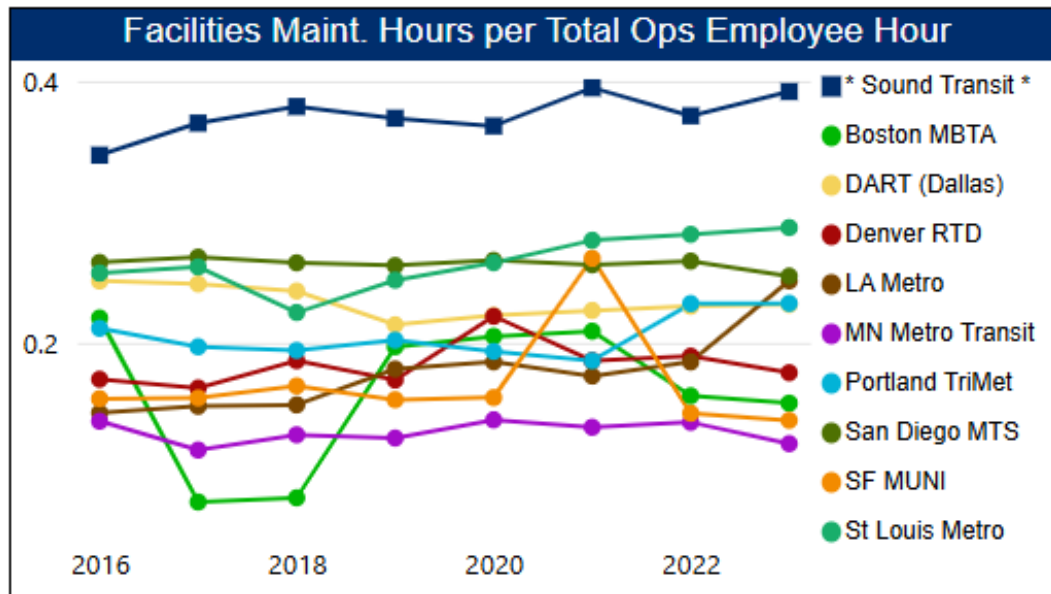
# Link – Investment in Facilities Maintenance

## Employee Metric

- ☐ Total Ops Employee Hours
- ☐ Capital Labor Hours
- ☐ Vehicle Ops Hours
- ☐ Vehicle Maint. Hours
- ☒ Facilities Maint. Hours
- ☐ General Admin. Hours
- ☐ Total Ops Employees
- ☐ Capital Labor Employees
- ☐ Vehicle Ops Employees
- ☐ Vehicle Maint. Employees
- ☐ Facility Maint. Employees
- ☐ General Admin. Employees

## Comparison Metric

- ☐ Revenue Miles
- ☒ Total Ops Employee Hours
- ☐ Total Ops Employees
- ☐ Capital Labor Employees
- ☐ Vehicle Ops Employees
- ☐ Vehicle Maint. Employees
- ☐ Facility Maint. Employees
- ☐ General Admin. Employees

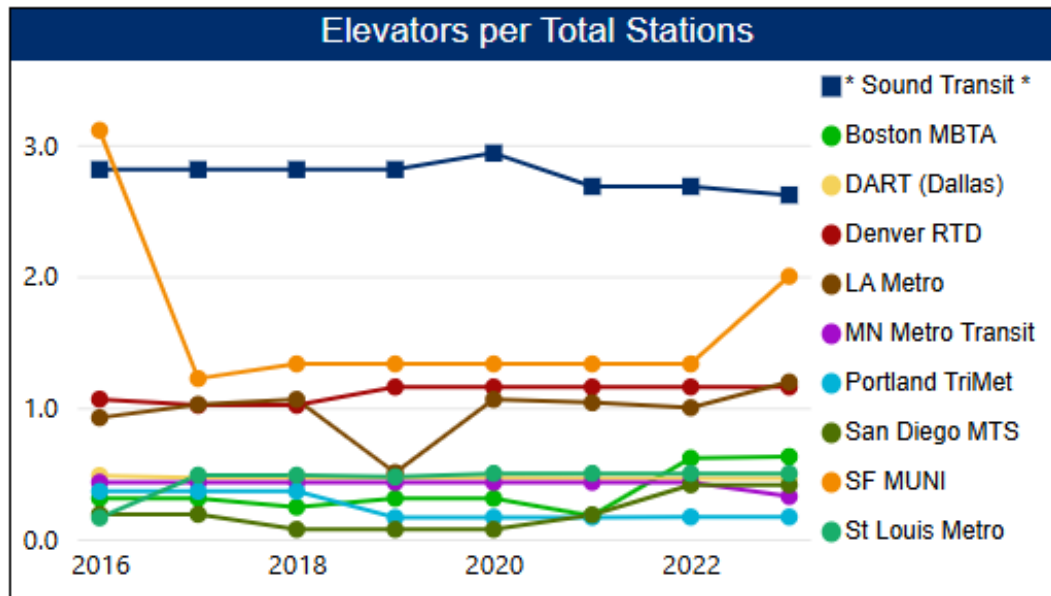




# Link – Vertical Transportation

| Station Metric                   |                            |
|----------------------------------|----------------------------|
| <input type="radio"/>            | Total Stations             |
| <input checked="" type="radio"/> | Elevators                  |
| <input type="radio"/>            | Escalators                 |
| <input type="radio"/>            | Total Vertical Conveyances |

| Comparison Metric                |                         |
|----------------------------------|-------------------------|
| <input checked="" type="radio"/> | Total Stations          |
| <input type="radio"/>            | Directional Route Miles |



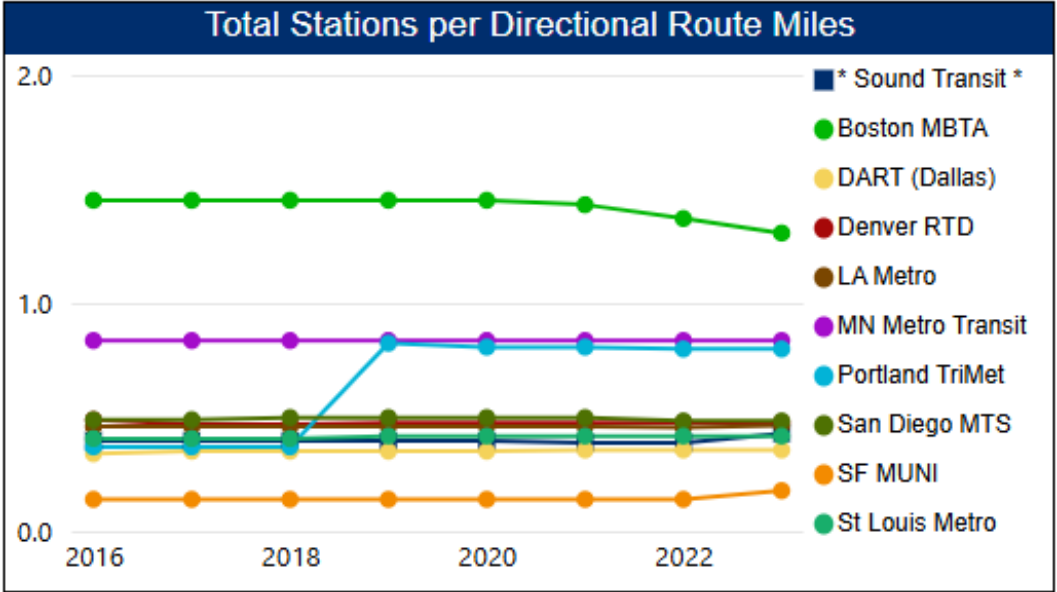
# Link – Distance Between Station

**Station Metric**

- Total Stations
- Elevators
- Escalators
- Total Vertical Conveyances

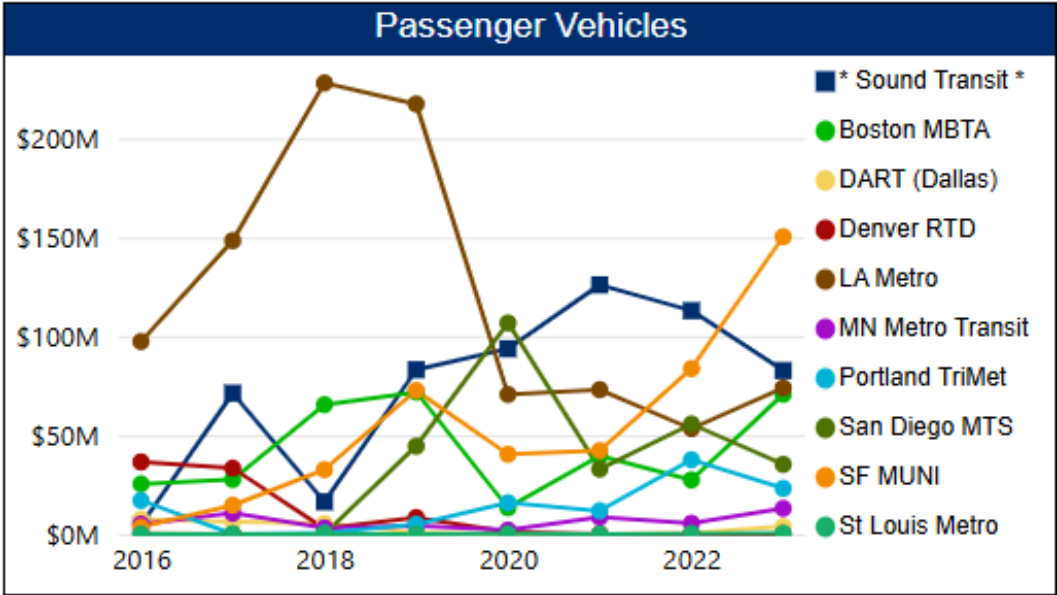
**Comparison Metric**

- Total Stations
- Directional Route Miles



# Link – Investment in Vehicles

- Metric**
- Total Capital Expenses
  - Administrative Buildings
  - Maintenance Buildings
  - Passenger Vehicles
  - Stations
  - Communications Systems
  - Fare Collection Systems
  - Guideway Expenses



*Thank you.*



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