

Measuring Outcomes, Improving Performance

Workshop Agenda

- Why measure performance?
- What should be measured and how frequently?
 - Who should collect the data?
 - How is the data collected?
 - What are reasonable targets?
- How do you communicate performance?
- Demonstration: Performance Dashboard

Required Metrics and Suggested Targets

Metric	Target – Flex Route	Target – Demand Response	Frequency of Tracking/Reporting
Cost per service hour	\$50	\$60	Track monthly; report annually
Cost per passenger trip	\$6	\$15	Track monthly; report annually
Passengers per hour	8 (community), 5 (rural)	3	Track monthly; report annually
On-Time performance	90% within published pick-up window	90% within published pick-up window	Track monthly; report annually
Percentage of communities with baseline span of service	75%	75%	Track and report annually
Trip denials	Tracked by type	Tracked by type	Track monthly; report annually

Source: MnDOT Five-Year Transit System Plans

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Local Priorities

Metric	Frequency
Service area coverage	Annual
Service hours per capita	Annual
Frequency of service	Annual
Subsidy per passenger	Annual
Farebox recovery	Monthly
Miles between road calls	Annual
Preventable accidents per 100,000 service miles	Annual
Percent scheduled trips operated by mode	Monthly
Valid complaints per 100,000 passengers	Annual
Fatalities/injuries	Annual
Safety events	Monthly
Average phone hold time	Monthly
Percent passenger cancellations (same day vs. 1+ day)	Monthly
Percent no-shows	Monthly
Average reservation negotiation window	Annual
Average advance reservation time	Annual
Continuous access at stops	Annual
Bicycle parking at transit stops	Annual
Number of Shelters	Annual
Percent vehicles by type that exceed useful life benchmark	Annual
Facility condition	Annual

MnDOT Performance Dashboard User Guide

1. Open the MnDOT Performance Dashboard, and if prompted, enable content and macros.
2. Choose the transit provider from the dropdown list under Step 1.

MnDOT Performance Dashboard Setup

1 Choose transit provider:

- Arrowhead
- Becker County
- Brown County
- Central Community Transit
- Chisago-Isanti Express
- Crow Wing Transit
- Fosston Transit
- Granite Falls

2 Choose Metrics

3 Enter Data

- Monthly Data
- Annual Data

4 Choose report type and period

REPORT TYPE:

- Monthly Report
- Annual Report

BEGINNING PERIOD:

2020 January

ENDING PERIOD:

2020 April

Dataset Complete

Clear Range

5 Generate Dashboard

3. Click on the "Metrics" button to select specific metrics to include in the dashboard under Step 2.

MnDOT Performance Dashboard Setup

1 Choose transit provider:

Arrowhead

2 Choose Metrics

3 Enter Data

- Monthly Data
- Annual Data

4 Choose report type and period

REPORT TYPE:

- Monthly Report
- Annual Report

BEGINNING PERIOD:

ENDING PERIOD:

Dataset Complete

Clear Range

5 Generate Dashboard

- Select metrics to include in the dashboard by clicking the checkboxes located to the left of the metrics.

Metrics

Select All
Unselect All
Return to Setup

General Performance Indicators

- Baseline Span of Service
- Trip Denials
- On-Time Performance

Overview

- Service Area

Operating Cost

- Operating Cost
- Operating Cost per trip
- Operating Cost per hour
- Operating Cost per mile

Passenger Revenue

- Click the “Return to Setup” button after selecting metrics.
- Enter monthly and/or annual data by clicking on the corresponding buttons under Step 3.

mi DEPARTMENT OF TRANSPORTATION
MnDOT Performance Dashboard Setup

1

Choose transit provider:

Arrowhead

2

Choose Metrics

Metrics

3

Enter Data

Monthly Data

Annual Data

4

Choose report type and period

REPORT TYPE:

Monthly Report
 Annual Report

BEGINNING PERIOD:

ENDING PERIOD:

Dataset Complete

Clear Range

5

Generate Dashboard

Generate Dashboard

- Choose the year, and/or month, and service mode using the dropdown menus. Then proceed to enter data in each of the metric columns.



Important. Only enter “0” if the value for that metric is zero. If the metric is not applicable, then leave the cell blank.

Monthly Data Input Return to Setup									
Step 1. Enter monthly data by using the year and month dropdown lists		Step 2. Choose service type using dropdown menu. Optional: type in service name Data for all services of the same mode (e.g. fixed route) may be entered on the same line instead of entering individual services separately (e.g. Route A)			Step 3. Enter performance data by individual route OR by mode on the green lines provided				
Year	Month	Service Mode	Service Name (Optional)	Baseline Span of Service	Trip Denials	On-Time Performance	Service Area	Frequency	
2020	Jan	Fixed Route	Test	83%	#N/A	76%	77%		
2020	Feb	Fixed Route	Test	73%	#N/A	73%	62%		
2020	Mar	Fixed Route	Test	64%	#N/A	77%	63%		
2020	Apr	Fixed Route	Test	52%	#N/A	85%	70%		

Fictitious data shown for instructional purposes only in the above graphic.

- Click the “Return to Setup” button after inputting monthly or annual data.
- Choose “Monthly Report” or “Annual Report” under Step 4.

mi DEPARTMENT OF TRANSPORTATION MnDOT Performance Dashboard Setup

1

Choose transit provider:

Arrowhead

2

Choose Metrics

Metrics

3

Enter Data

Monthly Data

Annual Data

4

Choose report type and period

REPORT TYPE:

Monthly Report

Annual Report

BEGINNING PERIOD:

Month Year

ENDING PERIOD:

Month Year

Dataset Complete

Clear Range

5

Generate Dashboard

Generate Dashboard

10. Choose the beginning and ending periods under Step 4.



Important. If the dataset is not complete for the date range selected, a warning will appear above the “Clear Range” button.

11. Click the “Generate Dashboard” button under Step 5.

12. If you would like to make edits to the dashboard setup, click the “Return to Setup” button to the right of dashboard.

Performance Dashboard for Arrowhead Return to Setup

Monthly Report: January 2020 to June 2020 ● Previous period

General Performance Indicators

Baseline Span of Service				Baseline Span of Service	
	Fixed Route	Deviated Fixed Route	Demand Response	FR	DFR
Jan '20	95%	74%	73%	<div style="width: 100%;"></div>	<div style="width: 100%;"></div>

Fictitious data shown for instructional purposes only in the above graphic.