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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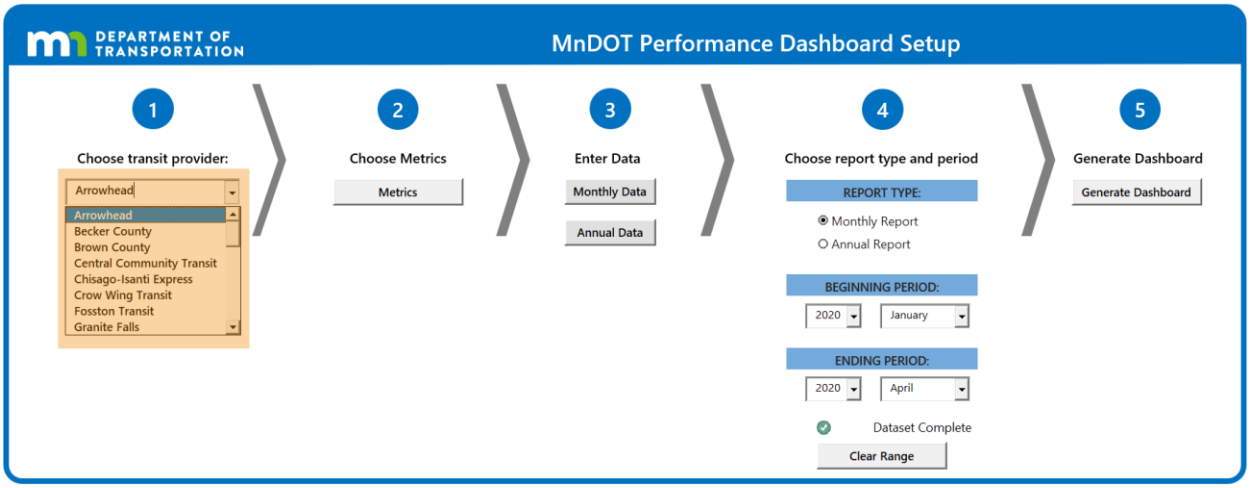
Local Priorities

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

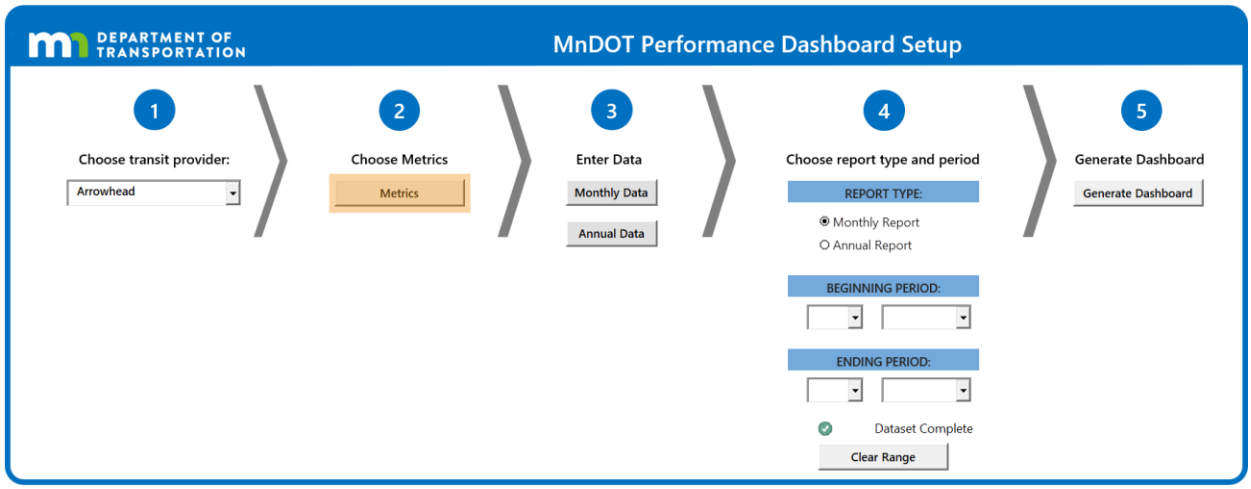
MnDOT Performance Dashboard User Guide

1. Open the MnDOT Performance Dashboard, and if prompted, enable content and macros.

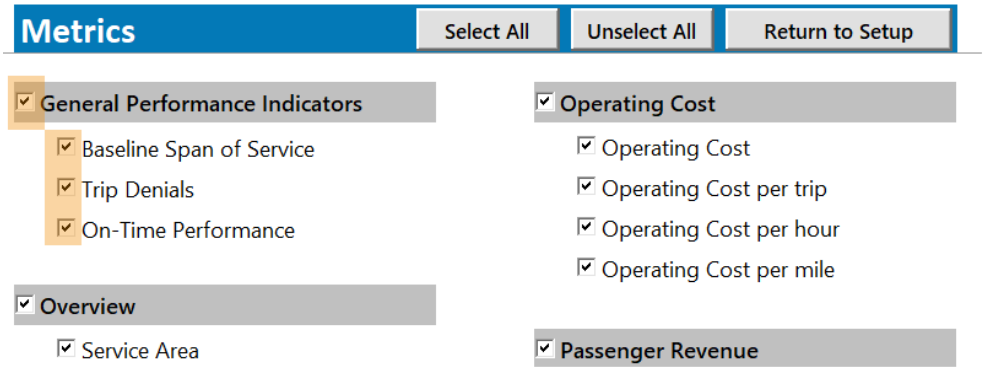
2. Choose the transit provider from the dropdown list under Step 1.



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

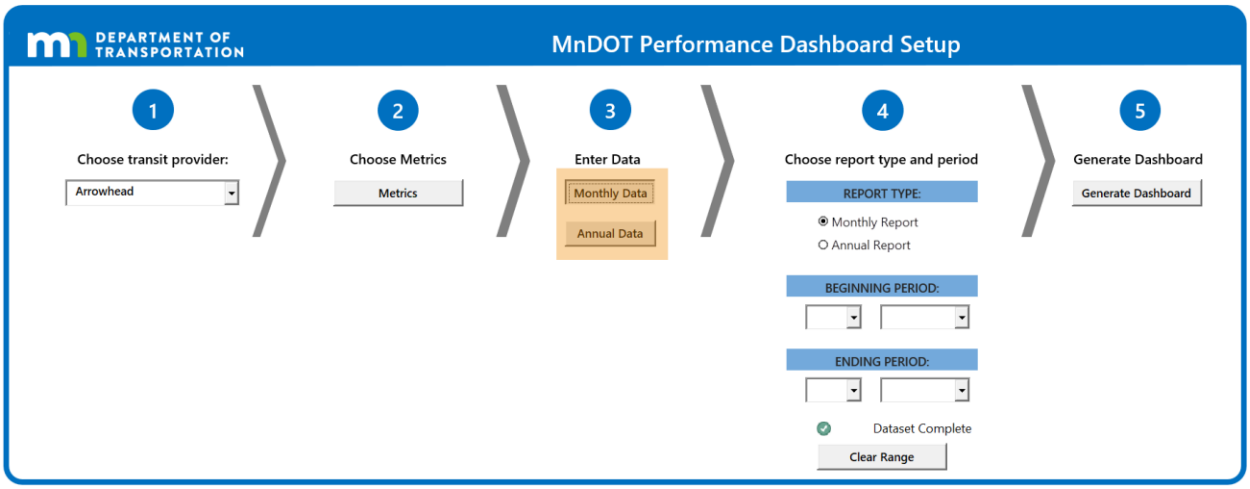


4. Select metrics to include in the dashboard by clicking the checkboxes located to the left of the metrics.



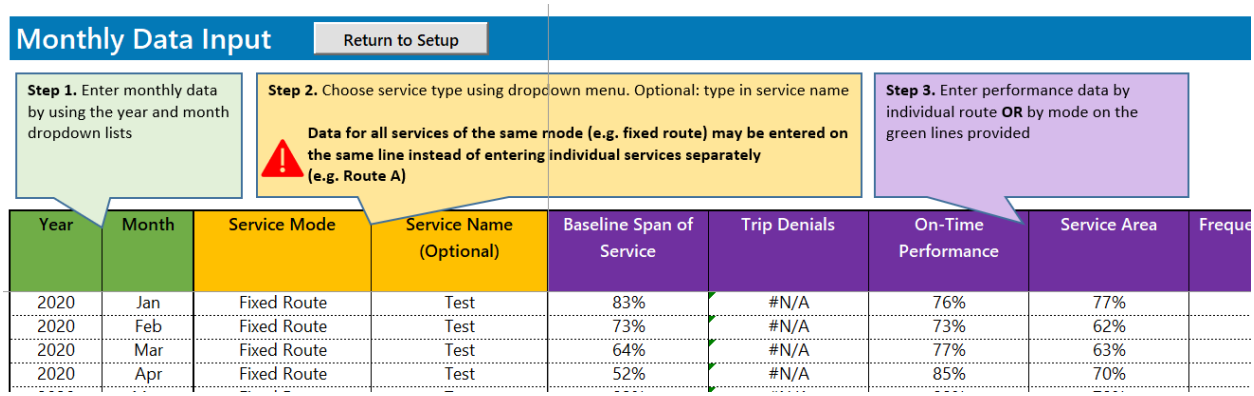
5. Click the “Return to Setup” button after selecting metrics.

6. Enter monthly and/or annual data by clicking on the corresponding buttons under Step 3.



7. 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.

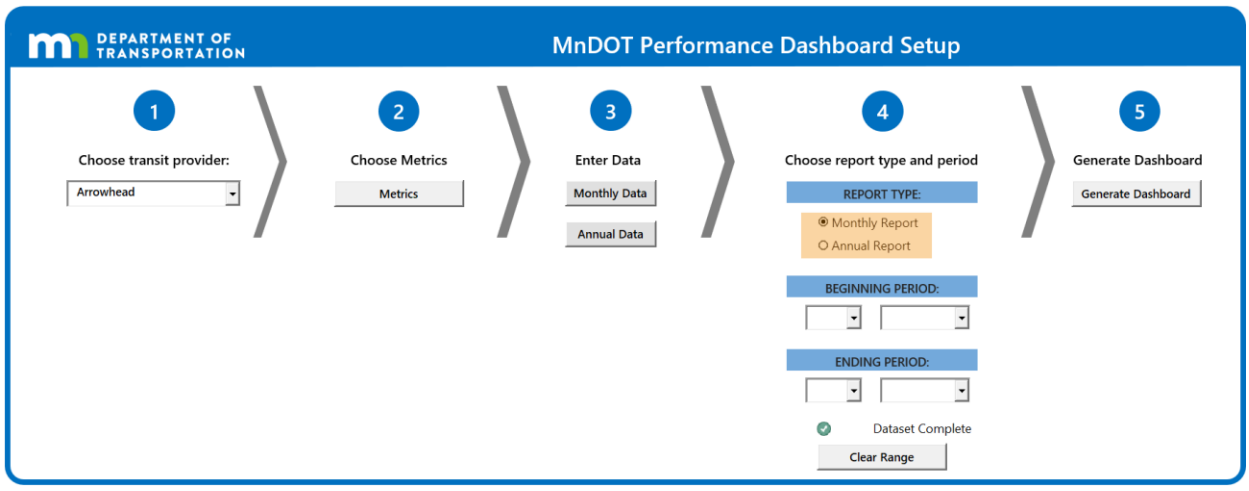


Year	Month	Service Mode	Service Name (Optional)	Baseline Span of Service	Trip Denials	On-Time Performance	Service Area	Freque
2020	Jan	Fixed Route	Test	83%	#N/A	76%	77%	
2020	Feb	Fixed Route	Test	73%	#N/A	73%	62%	
2020	Mar	Fixed Route	Test	64%	#N/A	77%	63%	
2020	Apr	Fixed Route	Test	52%	#N/A	85%	70%	

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

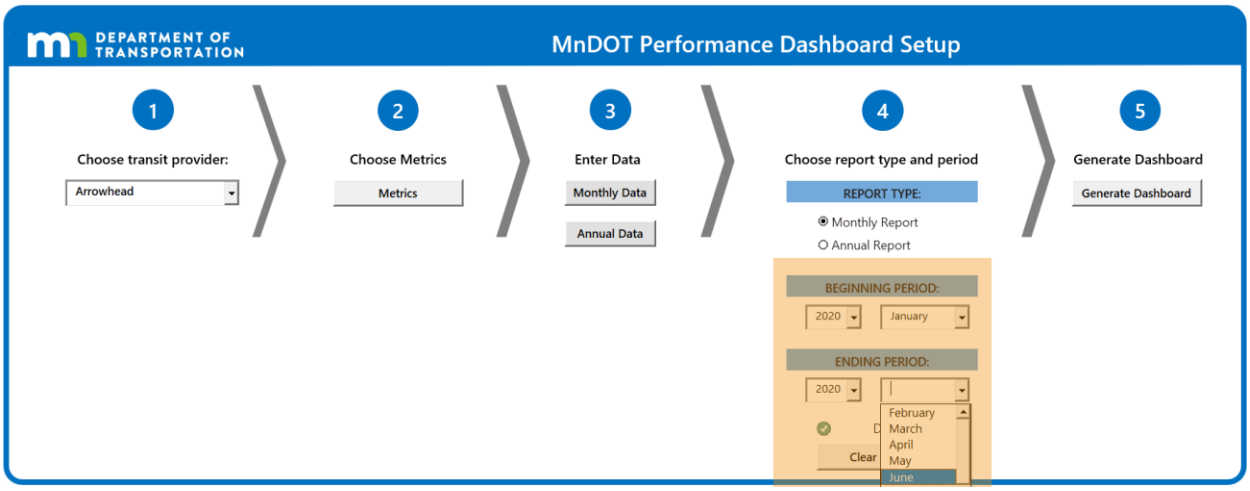
8. Click the "Return to Setup" button after inputting monthly or annual data.

9. Choose "Monthly Report" or "Annual Report" under Step 4.

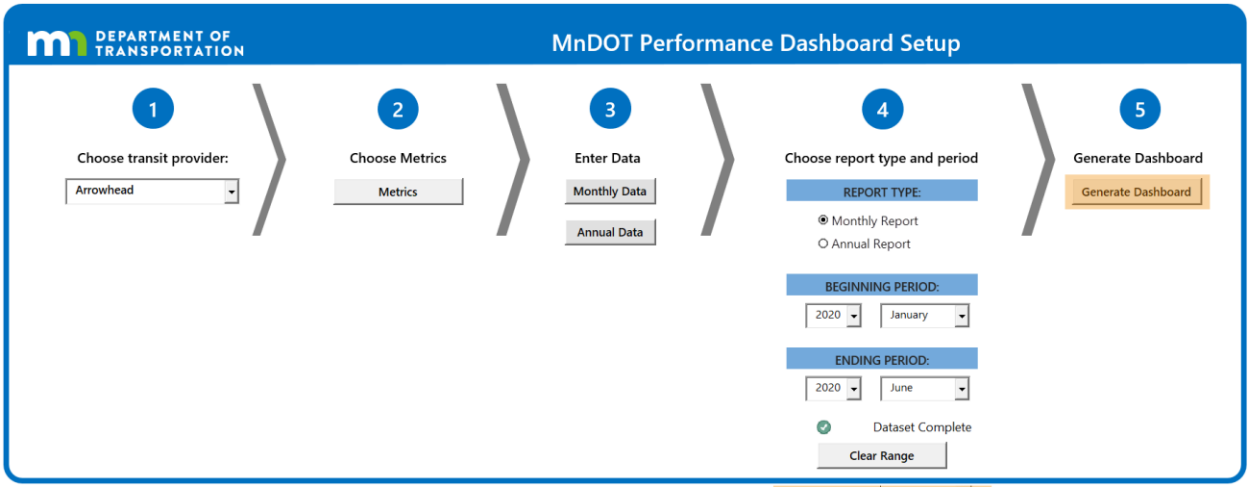


10. Choose the beginning and ending periods under Step 4.

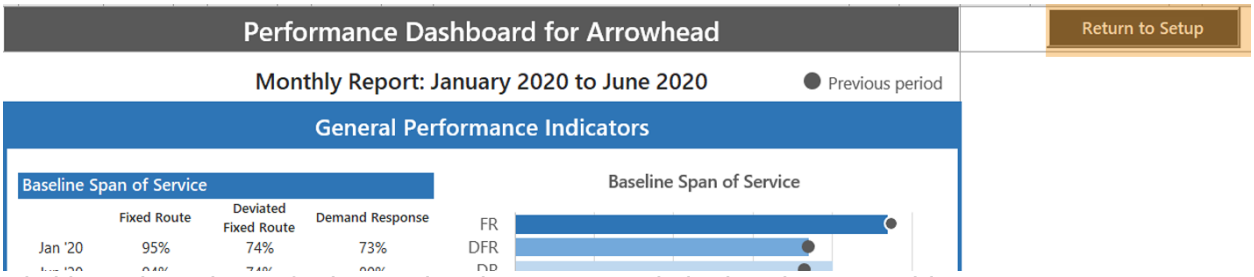
Important. If the dataset is not complete for the date range selected, a warning will appear above the “Clear Range” button.



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.



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