

FY 24 Performance Measure	FY 24 Performance Measure Goal
Percentage of on-time performance of transit vehicles (fixed routes only)	Improve the reliability, convenience and customer service of bus transit service
Percentage of Transit Service Delivery	Improve the reliability, convenience and customer service of bus transit service
Number of valid customer complaints per 100,000 boarding trips	Improve the reliability, convenience and customer service of bus transit service
Successful conversion of the current Orange route	Improve the reliability, convenience and customer service of bus transit service
Bus accident rate per 100,000 vehicle revenue miles	Improve operational safety and security
Accurate and comprehensive daily pre-trip inspections including wheelchairs/ramps	Improve operational safety and security
Adhere to preventive maintenance program, including decontamination of buses	Improve operational safety and security
Total number of transit buses with functioning video camera surveillance	Improve operational safety and security
On-time preparation and submission of compliance reports and requests for reimbursement	Compliance with all applicable Federal Transit Administration (FTA) and/or Maryland Transit Administration (MTA) requirements
Accurate preparation, submission of reports and acceptance by FTA	Compliance with all applicable Federal Transit Administration (FTA) and/or Maryland Transit Administration (MTA) requirements
Annual farebox recovery ratio (% of direct operating costs recovered through passenger fare revenue and other non-fare revenues , e.g. advertising)	Maximize use of all funding sources
Direct operating cost per hour (excluding administrative and city overhead charges)	Maximize use of all funding sources

FY 24 Performance Measure

Percent of residential parking district area covered by daily enforcement

Percent parking meters compliance and working order

Management response to all valid customer complaints within 2 days as a percentage of all valid complaints

85% collection rate on issued violations

90% Clearance of issued violations collected

FY 24 Performance Measure Goal

Ensure on-street parking regulations are enforced equitably and consistently

Ensure on-street parking regulations are enforced equitably and consistently

Support economic viability by balancing competing demands for limited parking spaces

Improve collection and clearance rates of issued parking violations

Improve collection and clearance rates of issued parking violations