

REGIONAL REPORT CARD - SNAPSHOT

Performance Measure		2011 Value	1-Year Trend	5-Year Trend
Service Coverage	Transit Capacity (Trips) per Area Resident	324	↓	↑
	Vehicle Revenue Miles per Service Area Square Mile	59,148	↓	↓
	Passenger Trips (Ridership)	641,388,043	↑	↑
	Passenger Trips per Area Resident	78	↑	↑
	Passenger Miles	4,041,655,602	↑	↑
Service Efficiency and Effectiveness	Operating Cost per Unit of Transit Capacity – <i>Inflation-Adjusted, 2007 dollars</i>	\$0.118	↑	↓
	Operating Cost per Passenger Trip – <i>Inflation Adjusted, 2007 dollars</i>	\$3.14	↓	↓
	Operating Cost per Passenger Mile – <i>Inflation Adjusted, 2007 dollars</i>	\$0.50	↓	↓
Service Delivery	On-Time Performance	87%	↓	↑
	Major Incidents per 100,000 Passenger Trips (2008-2011)	0.086	↑	↑
	Customer Loyalty Rating	90%	N/A	
	Customer Value of Service Rating	77%		
	Customer Satisfaction Rating	83%		
Service Maintenance and Capital Investment	Capital Program: Maintenance/Enhancement/Expansion Projects	\$1.03 billion	↓	↑
	10-Year Capital Funding Needs	\$30.9 billion	↑	N/A
	Miles Between Major Mechanical Failures	25,188	↓	↑
	Percent of Vehicles Beyond Useful Life	28%	↑	↔
Service Level Solvency	Fare Revenue per Passenger Trip – <i>Inflation Adjusted, 2007 dollars</i>	\$1.19	↓	↑
	Non-Fare Revenue per Passenger Trip – <i>Inflation Adjusted, 2007 dollars</i>	\$1.95	↔	↓
	Capital Program Funding – <i>Inflation Adjusted, 2002 dollars</i>	\$969.8 million	↓	↑

Direction of arrows indicates 2011 value in comparison to 2010 (1-year) and to 2007 (5-Year) figures. The color of the arrow indicates whether the change is favorable (green), unfavorable (red), or is equal (yellow) to comparison figure.