Overview

Goals:
• Review performance measurement definitions
• Review performance measures in 2018 Coordinated Plan
• Review and provide feedback on potential approach to identify performance measures and targets for prioritized strategies

Performance Measures & Targets
• Potential approach
• Examples

Discussion
Definitions

• **Performance Measures:** Metrics used to track progress towards goals, objectives, and targets.

  • **Near-Term Measure (also known as Outputs):** Represents the immediate results of activities (often short-term)

  • **Long-Term Measure (also known as Outcomes):** Represents the long-term impacts, or benefits, of activities.

• **Targets:** A numeric or percentage level to be achieved for each performance metric.
FTA Section 5310 Project Performance Measures

Note: All of these performance measures are geared towards transportation for older adults and people with disabilities, as a result of 5310 projects

Traditional 5310 Projects

• Gaps in Service Filled: Provision of transportation options that would otherwise not be available, measured in number of people afforded mobility

• Ridership: Actual or estimated number of one-way rides
Other Section 5310 Projects

• **Service Improvements:** Increases or enhancements related to geographic coverage, service quality, and/or service times, impacting availability of transportation services

• **Physical Improvements:** Additions or changes to physical infrastructure (transportation facilities, sidewalks, etc.), technology, and vehicles affecting availability of transportation services

• **Ridership:** Actual or estimated number of one-way rides
Coordinated Plan Performance Measures
Some overall performance measures for coordinated transportation in the region, aligned by the three plan goals.

Example Quality Measures
• Transportation service customer comments
• Customer wait time (at beginning of trip, for transfers)
• Accident reports
Example Efficiency Measures
• Average cost per trip
• Average cost per mile
• Average number of passengers per hour/day

Example Mobility Measures
• Actual or estimated number of rides for older adults and people with disabilities
• Number of people using public transportation, by mode
Proposed Approach

1. Identify key mobility needs and causes
2. Review existing strategies
3. Develop new strategies
4. Organize strategies by:
   - Implementers
   - Timeframe
5. Prioritize strategies
6. Develop performance measures and targets for each strategy
Mobility Challenge:
Long travel times, partly due to long transfer wait times.

Prioritized Strategy:
Coordinate on arrival and departure times to offer seamless service between modes

Example Performance Measures:
- Near-Term Measure: Number of routes/services with coordinated schedules.
- Long-Term Measure: Average transfer wait times.
Example

**Mobility challenge: Long travel times**

<table>
<thead>
<tr>
<th>Root Causes</th>
<th>Desired Outcomes/Opportunities</th>
<th>Existing Strategies</th>
<th>New/Revised Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncoordinated schedules lead to excessive time spent waiting to transfer between services.</td>
<td>Number of routes/services with coordinated schedules.</td>
<td>Average transfer wait time in the region.</td>
<td>Promote increased coordination between transportation providers and human service agencies to provide more seamless service.</td>
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</tbody>
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**GOALS:**
- **Put People First (Quality):** People with special transportation needs feel safe and comfortable while traveling
- **Move People Efficiently (Efficiency):** Seamless specialized transportation services are provided through regional coordination to reduce possible duplication in services
- **Move More People (Mobility):** Specialized transportation helps more people get to the places they desire to go
Regional Targets:
Set regional numeric and/or percentage goals for each performance measure

Example Regional Targets:
50% reduction in average transfer wait time by 2030

Individual Targets for Consolidated Grant Applications: Like last time, set individual targets for short-term and/or long-term measures
Next Steps

Summer/Fall 2021:

• Work with mobility coalitions to identify and develop performance measures and targets
• Continue to work with community organizations on this effort
• Draft plan elements shared with SNTC

December 2021: Draft plan available for public comment