

# Success Factors Scorecard

January 2025

CUSTOMER FOCUSED OPERATIONS	Score Frequency (Monthly, Annually)	Dec 2024	Quarter (Oct, Nov, Dec)	FY24
On-Time Performance (%)	M			
Bus On-Time Performance		65.7	65.1	70.8
Ferry On-Time Performance		99.9	99.5	99.2
Light Rail On-Time Performance		98.2	98.3	98.9
Paratransit On-Time Performance		93.6	94.0	88.8
Missed Trips (% , Bus time points)	M	0.78	0.75	0.8
Adherence to Fleet Preventive Maintenance Schedule (%)	M	93	93	92
Ridership by Mode	M			
Bus Ridership		608,791	1,969,804	7,124,139
Ferry Ridership		8,139	39,535	209,064
Light Rail Ridership		51,718	198,019	865,556
Paratransit Ridership		34,128	108,828	384,296
Customer Complaints per 100,000 Passenger Boardings	M	71	68	43
Customer Satisfaction Score (Bus)	A			3.73
Marketing Impressions (million)	M	14.8	26	117

REGIONAL IMPACT	Score Frequency (Monthly, Annually)	Dec 2024	Quarter (Oct, Nov, Dec)	FY24
Population Within ¼ Mile of Bus Stops	A			610,299
Low-Income Community Population Within ¼ Mile of Bus Stops	A			144,771
Jobs Within ¼ Mile of Bus Stops	A			329,009
Number of Corporate Partnerships	A			130
Number of Access Opportunities to Educational Institutions	A			26

ORGANIZATIONAL PERFORMANCE	Score Frequency (Monthly, Annually)	Dec 2024	Quarter (Oct, Nov, Dec)	FY24
Preventable Accidents per 100,000 Vehicle Revenue Miles	M	2.81	2.42	2.45
Actual O&M Costs vs. Budgeted, (under) or over (%)	A			(5)
Passenger and Parking Facilities Condition Rating (% rated 3 or above)	A			100
Mean Distance Between Service Interruptions (Miles, Bus)	M	4,689	4,445	5,113
Administrative and Maintenance Facilities Condition Rating (% rated 3 or above)	A			91
Agency Generated Revenue (\$ million)	M	.736	2.33	10.10
Cost per Vehicle Revenue Hour (\$ , Bus)	A			117.61

WORKFORCE SUCCESS	Score Frequency (Monthly, Annually)	Dec 2024	Quarter (Oct, Nov, Dec)	FY24
Retention Rate (%)	M	98.9	92.8	83.7
Percentage of Promotions	A			57
Overall Workforce Diversity (%)	A			
Gender (Male/Female)				56/44
Race (Minority/White)				78/22
Completed Administrative Training	A			3,574
Completed Safety Training	A			3,340

# Success Factors Descriptions

<b>Bus On-Time Performance (%)</b>	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
<b>Ferry On-Time Performance (%)</b>	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
<b>Light Rail On-Time Performance (%)</b>	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
<b>Paratransit On-Time Performance (%)</b>	Vehicle arrives within scheduled 30-minute pick up window; average percentage for all scheduled service.
<b>Missed Trips (% , Bus time points)</b>	As a percentage term, the number of trips not completed as a fraction of the total scheduled time points for all bus trips.
<b>Adherence to Fleet Preventive Maintenance Schedule (%)</b>	The percent of total preventive maintenance inspections completed within the scheduled timeframe.
<b>Ridership by Mode</b>	Total number of times passengers board vehicles during revenue service. Also known as Unlinked Passenger Trips.
<b>Customer Complaints per 100,000 Passenger Boardings</b>	Total number of complaints per 100,000 Passenger Boardings (Unlinked Passenger Trips). Service Complaints are divided by Passenger Boardings (all modes), multiplied by 100,000.
<b>Customer Satisfaction Score (Bus)</b>	Average score for all items from annual customer survey, on scale of 1 to 5.
<b>Marketing Impressions (million)</b>	Total reach (contacts with people) of traditional and non-traditional marketing through paid and in-kind promotions.
<b>Population Within ¼ Mile of Bus Stops</b>	Total number of people who live within a 5-minute walk of a bus stop, based on the American Community Survey.
<b>Low-Income Community Population Within ¼ Mile of Bus Stops</b>	Low-income population within a 5-minute walk of a bus stop, based on the American Community Survey.
<b>Jobs Within ¼ Mile of Bus Stops</b>	Total number of jobs within a 5-minute walk of a bus stop, based on the Longitudinal Employer-Household Dynamics Survey, adjusted by underlying block groups to include Naval Station Norfolk and Newport News Shipbuilding.
<b>Number of Corporate Partnerships</b>	Total contracted partners in special programs, including GoPass365, advertising, and Elizabeth River Crossings.
<b>Number of Access Opportunities to Educational Institutions</b>	Total number of higher education and technical trade schools within a 5-minute walk of a bus stop, based on Homeland Infrastructure Foundation-Level Data.
<b>Preventable Accidents per 100,000 Vehicle Revenue Miles</b>	Total number of Preventable Accidents divided by the actual total vehicle mileage of revenue bus service, multiplied by 100,000.
<b>Actual O&amp;M Costs vs. Budgeted, (under) or over (%)</b>	As a percentage term, this number expresses the difference between annual budget and total actual costs for Operating and Maintenance for the fiscal year. A negative number would be in parentheses and indicate being under budget.
<b>Passenger and Parking Facilities Condition Rating (% rated 3 or above)</b>	The percentage of 34 facilities with condition ratings of 3 or better based on FTA's criteria and 5-point scale.
<b>Mean Distance Between Service Interruption (Miles, Bus)</b>	The average distance in miles between a vehicle change, for a service call on buses in revenue service.
<b>Administrative and Maintenance Facilities Condition Rating (% rated 3 or above)</b>	The percentage of 10 facilities with condition ratings of 3 or better based on FTA's criteria and 5-point scale.
<b>Agency Generated Revenue (\$ million)</b>	Income gained from passenger fares, advertising sales, contracts, and other revenue, which reflect not relying on public subsidy.
<b>Cost per Vehicle Revenue Hour (\$ , Bus)</b>	System-wide average total cost for an hour of bus service.
<b>Retention Rate (%)</b>	Percent of total administrative employees remaining in position over time.
<b>Percentage of Promotions</b>	Percentage of total administrative job openings filled by promotions.
<b>Overall Workforce Diversity (%)</b>	Percentage of total workforce; Gender and Race.
<b>Completed Administrative Trainings</b>	Total number of trainings completed other than safety training.
<b>Completed Safety Trainings</b>	Total number of safety trainings completed.