



TRACK

Transportation for Regionally Accessible Communities in Kansas 2012 Scorecard

Safety

⇒ Preventive Maintenance	8.0
⇒ Inspection Deficiencies per Vehicle	7.0
⇒ Preventable Accident Rate	7.0
⇒ Operators Eligible	3.0
Total	30.0

Customer Satisfaction

⇒ Customer Satisfaction	7.0
⇒ On-time Performance	7.0
⇒ Distance Between Failures	7.0
⇒ % of Population Served	9.0
Total	30.0

Fiscal Efficiency

⇒ Cost Recovery	10.0
⇒ Cost per Mile	8.0
⇒ Customers per Mile	5.0
⇒ Contracted Service Revenue per Mile	2.0
Total	30.0

Customer and Operations Information

⇒ Trip Purpose	3.0
⇒ Customer Demographics	4.0
⇒ Reported Fuel Cost	3.0
Total	10.0

Overall Total 100.0

Regional Accessibility

If you offer regional service, please provide the following information.

⇒ Cost per Mile for Regional Routes
⇒ Regional Miles/Total Miles

TRACK Scorecard Metric Definitions

Safety

- **Preventive Maintenance:** The percentage of preventive maintenance OEM items completed within the manufacturer-recommended mileage interval. (this does not include pre-trip inspections)
Calculation: $(\# \text{ of Preventive Maintenance items Performed Within Manufacturer-Recommended Mileage Interval}) / (\text{Total \# of Preventive Maintenance items performed})$
- **Inspection Deficiencies per Vehicle:** The average number of deficiencies cited by KDOT inspectors for each inspected vehicle.
Calculation: $(\text{Total \# of Deficiencies Cited in All Inspected Vehicles}) / (\text{Total \# of Annual State Vehicle Inspections})$
- **Preventable Accident Rate:** The number of accidents rated as preventable.
Calculation: $\# \text{ of Accidents Rated as Preventable}$
- **Operators Eligible:** The percentage of bus operators in compliance with KDOT physical examination requirements.
Calculation: $(\# \text{ of Bus Operators Who Passed Their Most Recent Physical and Whose Physical Deadline is Not Past Due}) / (\text{Total \# of Bus Operators})$

Customer Satisfaction

- **Customer Satisfaction:** The percentage of customers responding to a customer satisfaction survey expressing a satisfaction level of 8 or higher on a scale of 1 to 10.
Calculation: $(\# \text{ of Survey Respondents Expressing Satisfaction Level of 8, 9, or 10}) / (\text{Total \# of Survey Respondents})$
- **Demand Response On-time Performance:** The percentage of scheduled time point encounters in which the actual pick-up time is within fifteen minutes (early or late) of the scheduled pick-up time. For those providers with fixed route and demand response service, KDOT will work with you to weight the two calculations.
Calculation: $(\# \text{ of Time Point Encounters within fifteen Minutes of Scheduled Time}) / (\text{Total \# of Time Point Encounters})$
- **Fixed Route On-time Performance:** The percentage of scheduled time point encounters in which the actual arrival/departure time is within five minutes (early or late) of the scheduled arrival/departure time.
Calculation: $(\# \text{ of Time Point Encounters within Five Minutes of Scheduled Time}) / (\text{Total \# of Time Point Encounters})$
- **Distance Between Failures:** The average # of system miles between each bus failure. A bus failure is an unexpected/unplanned event that renders a bus unavailable for service.
Calculation: $(\text{Total Miles Driven}) / (\text{Total \# of Bus Failures})$
- **Percent of Population Served:** Percent of total population within service area that has access to service
Calculation: _____

Fiscal Efficiency

- **Cost Recovery:** The percentage of total operating expenses recovered by customer-generated and service contract generated revenue.
Calculation: $(\text{Total Customer Generated Revenue} + \text{Total service contract Revenue}) / (\text{Total Operating Expenses})$
- **Cost per Mile:** The average cost of operating each mile of service.
Calculation: $(\text{Total Operating Expenses}) / (\text{Total Miles Driven})$
- **Customers Per Mile:** The average number of customer trips per mile driven.
Calculation: $(\text{Total Customer Trips}) / (\text{Total Miles Driven})$
- **Contracted Service Revenue Per Mile:** The average amount of subsidy revenue generated by each mile of service.
Calculation: $(\text{Total Subsidy Revenue}) / (\text{Total Miles Driven})$

Customer and Operations Information (Points assigned upon submission)

- **Trip Purpose:** The total number of customer trips categorized as: Work related, Education related, Medical Related, or Other
- **Customer Demographics:** The total number of customer trips categorized as: Senior, Disabled, or Other
- **Reported Fuel Cost:** The average fuel cost at time of report (used for statistical normalization over time)