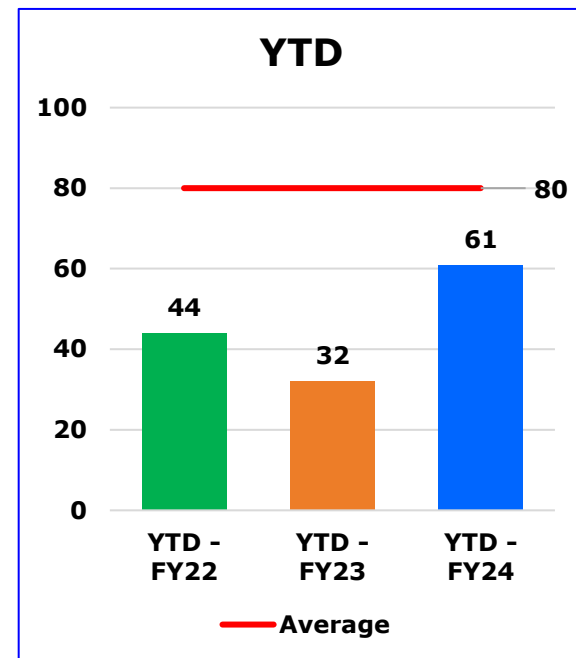
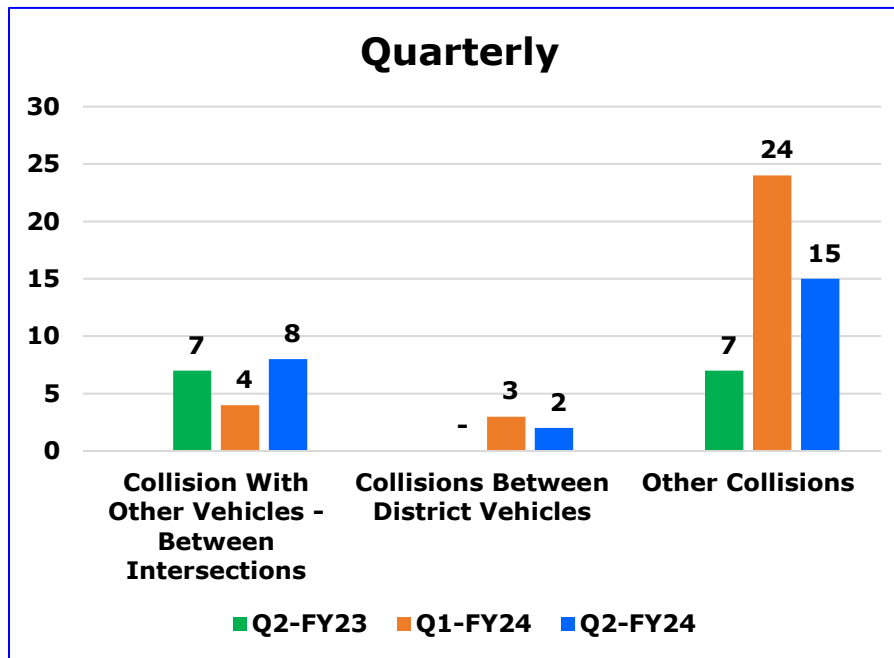


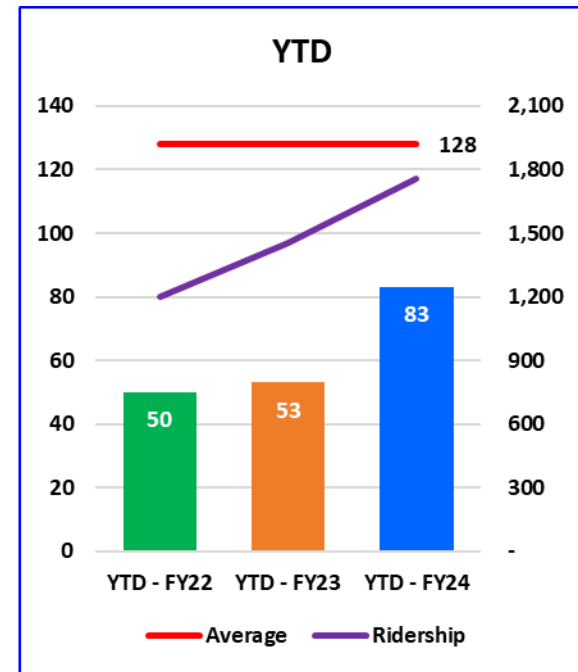
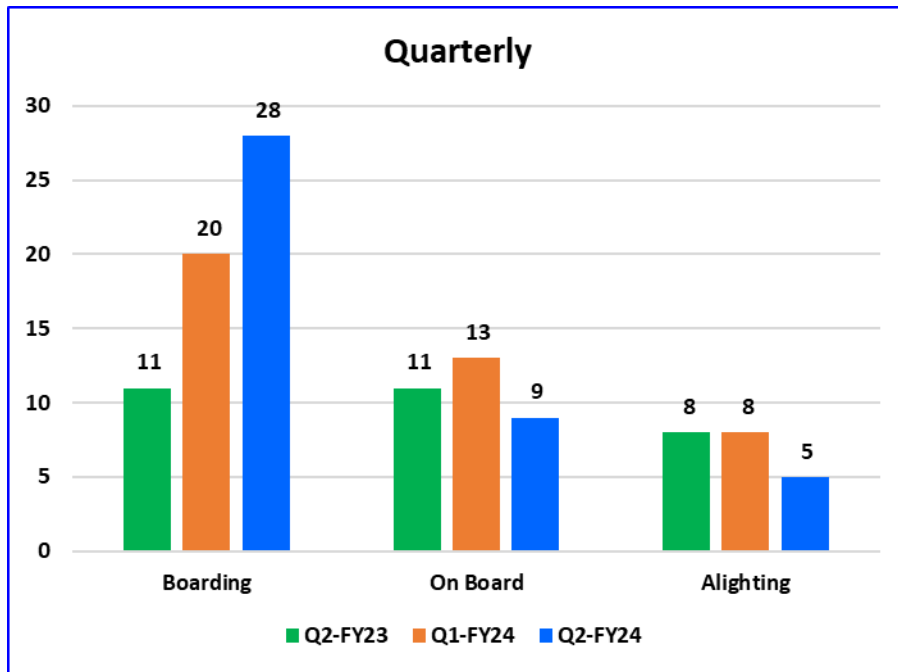
Risk Management & Safety KPI's

Traffic Accidents



- Total Traffic Accidents in Q2 FY24 decreased by 6 (19%) over Q1 FY24 and increased by 11 (79%) from a year ago, Q2 FY23
- Collisions with Other Vehicles (between intersections) for Q2 FY24 increased by 4 (100%) over Q1 FY24 and increased by 1 (14%) from a year ago, Q2 FY23
- Collisions Between District Vehicles for Q2 FY24 decreased by 1 (33%) over Q1 FY24 and increased by 2 (100%) from a year ago, Q2 FY23
- Other Collisions for Q2 FY24 decreased by 9 (38%) over Q1 FY24 and increased by 8 (114%) from a year ago, Q2 FY23
- Metro average of 80 is based on pre-pandemic 3-year average (FY19, FY22, FY23); Quarterly categories are only reported if any reporting/presented quarter has 3 or more incidents.
- The YTD total is **all** incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)

Passenger Incidents



- Safety, Fleet Maintenance, and Information Technology departments are collaborating to identify further methods to reduce the number of incidents.
- Most boarding incidents occur when the passengers are using cell phones, not paying attention, or sleeping.
- YTD Ridership numbers are 1,200,211, 1,454,679, and 1,755,931 respectively for FY22, FY23, and FY24
- Metro Average of 128 is based on pre-pandemic 3-year average (FY19, FY22, FY23)

KPI Metric Descriptions & Importance, con't

Metric	Description & Importance
Risk Management & Safety	<p>Traffic Accidents are broken down into different categories: Collisions between intersections, at the intersection, with fixed objects, with other district vehicles</p> <p>Passenger Incidents happen with METRO passengers either while boarding a bus, on board a bus, or alighting (descending) a bus.</p> <p>Data presented is by Quarter, for the current quarter, previous quarter, and the current quarter for the last fiscal year.</p> <p>Quarterly categories are only reported if any reporting/presented quarter has 3 or more incidents.</p> <p>The YTD total is <u>all</u> incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)</p>
Reliability	<p>Any mechanical failure that impedes the vehicle from starting or completing a scheduled revenue trip because actual movement is limited, or there are safety concerns, are used to calculate the Mean Miles Between Chargeable Road Call.</p> <p>The metric is calculated using the number of miles for the month divided by the number of chargeable road calls for each service type (Fixed Route, Commuter, and ParaCruz).</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>