

Suggested Performance Measures for Public Transit Agency - Transportation Network Company Partnerships

This document is meant to serve as a supplement to the FDOT "Transportation Network Companies and Public Transit Agency Partnerships" document. The purpose of "Performance Measures for Public Transit Agency - Transportation Network Company Partnerships" is to provide a multitude of performance measures for public transit agencies (PTAs). PTAs can use these performance measures to assess the benefits and costs of a partnership with a transportation network company (TNC). Performance measures can also be used to comply with Federal Transit Administration requirements and provide data that the agency can use to increase the efficiency of their operations and reduce costs of low-volume services. These performance measures would apply to all applicable TNC drivers in the local jurisdiction.

1. Licensing and Operations

1.1 Number of License Applications

Total number of completed applications that have been received by the oversight agency, submitted by TNCs.

1.2 Number of License Applications that were Approved or Rejected

Total number of valid applications that have been either **approved or disapproved** by the oversight agency.

1.3 Number of Licenses Revoked and Reasoning for Revocation

Total number of licenses that were revoked by the oversight agency and their reasoning for each revocation.

1.4 Total Expenses

Total expenses accrued by a TNC during the reporting window (includes capital and operating costs).

2. Trip Information

2.1 Date and Time of Passenger Pickup and Dropoff

Date and time of passenger pickup and dropoff for each ride that is reported by the TNC.

2.2 Passenger Wait Time

Total time (in minutes) that passengers had to wait for their TNC ride to arrive.

2.3 Number of Trips

Total number of trips provided by a TNC within the duration of the oversight agency's reporting window.

2. Trip Information

2.4 Length of Trips

Total miles traveled for all trips when transporting a customer and **average trip length**.

Formula for Average Trip Length:

$$A / B = C$$

A = Sum of total miles traveled for all trips
B = Total Number of trips
C = Average Length of the Trip

2.5 Duration of Trips

Total minutes traveled for all trips when transporting a customer and **average trip duration**.

Formula for Average Trip Duration:

$$A / B = C$$

A = Sum of Total Minutes Traveled for all Trips
B = Total Number of Trips
C = Average Length of the Trip in Minutes

2.6 Vehicle Revenue Miles

Total miles traveled by all operators while customers were in vehicles (calculated as the sum of all trips' miles while transporting passengers).

2.7 Vehicle Revenue Hours

Total hours traveled by all operators with customers in vehicles (calculated as the sum of all trips' hours while transporting passengers).

2.8 Passenger Miles

Total miles traveled with customers in vehicle per passenger (calculated as the length of a trip in miles multiplied by number of passengers).

Formula for Passenger Miles:

Calculate the total passenger miles for a ride:

$$A \times B = C$$

A = Total miles for a trip
B = Total number of passengers for the trip
C = number of passenger miles per trip

Add together 'C' (the number of passenger miles per trip) for all trips.

2.9 Peak / Off-Peak Hours

Hours where **demand for rides are, on average, highest and lowest** per **each day of the week**.

Formula for Peak / Off-Peak Hours:

Average out the number of trips initiated in an hour for each hour of each day of the week:

Example: Average number of rides initiated from 7:00 - 7:59 AM on Tuesdays.

$$A/B = C$$

A = Sum of all trips initiated every Tuesday during this time slot per year.
B = 52 (the number of weeks in a year)
C = Average number of trips initiated during this time slot

Create a chart that shows the average number of initiated rides per time slot for every day of the week. Use the data to assess which time slots have the most or least initiated rides for each day of the week.

2.10 Average Passenger Occupancy

The **average passenger occupancy of all rides** that occurred during the TNC's reporting window.

Formula for Average Passenger Occupancy:

$$A/B = C$$

A = Sum of all passengers for all rides
B = Total number of rides
C = Average Passenger Occupancy

2. Trip Information

2.11 Average Vehicle Revenue Speed

The **average speed of vehicles while providing rides** to customers.

Formula for Average Revenue Speed:

$$A/B = C$$

A = Sum of average speed for all rides

B = Total number of rides

C = Average Revenue Speed

2.12 Anonymized Trip Origin and Destination Data

Origin and destination data is grouped by an appropriate geography for the oversight agency, such as zip codes, census block groups, or customized boundaries. Each geography will display the total number of trips that originated within it and the destination geographies for each of those trips.

3. Safety and Discrimination

3.1 Number and Severity of Crashes involving Rideshare Vehicles with Passengers

Total number of crashes and their severity. Crash information should be provided by state, county, and local law enforcement.

3.2 Number of Discrimination Cases Reported

Total number of discrimination cases reported to the oversight agency.

3.3 Summary of Crimes that Occurred During All Rides

The TNC should provide police reports, or appropriate summaries, of all crimes that occurred during all rides. The reporting agency should differentiate between crimes committed by riders and crimes committed by drivers. These crimes are then separated into categories of property and violent crime.

4. Accessibility and Paratransit

4.1 Dispatching Base License Number

Each ride that is being used for accessibility and/or paratransit service **should include the license numbers for both the vehicle and driver** that is providing the trip.

4.2 Date and Time of Request Receipt

Ride reporting for accessibility and/or paratransit service should include **both the date and time of a ride request's submission.**

4. Accessibility and Paratransit

4.3 Manner of Request Receipt

Ride reporting should include **the method of a ride request's submission** per trip, such as phone call, mobile application, etc.

4.4 Trip Completion

Ride reporting should provide **documentation on whether a ride was successfully completed** or not. If it was **not completed**, a descriptive **reasoning must be provided**.

4.5 Driver Complaints

Any **complaints submitted by riders about drivers** that provide accessibility and/or paratransit service **should be provided to the oversight agency**.

4.6 Logged Hours per Driver

Total vehicle operation hours logged per individual driver during the reporting window.

4.7 Driver Training Course Completion

TNCs that provide accessibility and/or paratransit service should **provide documentation that drivers providing these services have received appropriate training**. Training requirements would be determined by the oversight agency.

5. Fares

5.1 Fare Revenues

A **sum of the fares collected** from all trips by the TNC during the reporting window. This number should not include any expenses by the company.

5.2 Statistical Distribution of Fares

The **statistical distribution** of fares should include the **median and average fare price, as well as the standard deviation** of fares.

5.3 Cost per Trip

The **total customer cost for a trip** with a TNC.

5.4 Subsidies

Total subsidies provided by the public transit agency to the TNC.

5.5 Average Subsidy

The average subsidy provided to the TNC by the PTA.

Formula for Average Subsidy:

$$A/B = C$$

A = Total sum of subsidies provided by the PTA to the TNC
B = Total number of subsidized rides
C = Average Subsidy Amount

5.6 Average Fare

The average fare cost to a customer of a TNC.

Formula for Average Fare:

$$A/B = C$$

A = Total sum of fares collected by the TNC
B = Total number of subsidized rides
C = Average fare amount