



# From Local Performance Measures to Statewide Planning Metrics

Evaluating Progress





- Reviewing PGA requirements: local performance measures
- TTI analysis of previous statewide performance metrics
- Future trajectory and draft concepts



VIII. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS This section shall list and describe

- "specific, locally-determined metrics for **each identified gap** in transportation service (**or for each priority** identified in the plan)."
- "Each metric shall **objectively measure** the extent to which each priority was met or gap filled."



Meaningful performance measures:

- Describe clearly the result you want to measure
- Describe the evidence of that result
- Identify the potential measures to quantify that evidence



Objective measurements rely on factual data

- How much? Hours of service, miles, trips, riders, events, website hits...
- How much of that is a reasonable annual goal? Five year goal?

**Bird by bird, buddy. Just  
take it bird by bird.**

**-Anne Lamott, Bird by  
Bird: Some Instructions  
on Writing and Life**

[www.quoteslyfe.com](http://www.quoteslyfe.com)



Continuation funds cover:

- Activities to support plan implementation
  - Regular quarterly meetings with stakeholders
  - Subcommittee meetings
  - Public education
  - Workshops
  - Public input: surveys, etc.
- Gathering and reporting performance metrics to PTN: \$ 5,000 annually



- TTI collected annual performance metrics for the previous plan cycle that started in 2017
- This was the first plan cycle for which PTN collected performance information
- The original performance metrics were developed by PTN and a workgroup of lead agencies

PTN asked TTI to evaluate the effectiveness of these performance metrics

- The next section comes from TTI's report on performance metrics

# Current Metrics 2017-2020

## Collaboration

---

- Active, formal partnerships.
- Organizations and individuals that received information about coordination activities.
- Organizations and individuals that actively participated in coordination activities.

## Resolution

---

- Strategies that moved from the planning to the implementation phase.
- Goals that are fully achieved during the planning period.

## Identification

---

- Newly identified unmet transportation needs, gaps, and inefficiencies.
- Newly identified unmet transportation needs with specific corresponding steps for resolution.



# Metrics Currently Measure:

## (Collaboration) Extent and type of collaboration

- Broad definition allows for inconsistencies between number of individuals/agencies that participate in the planning process.

## (Resolution) Goals/strategies that were implemented and achieved

- Not apples to apples between regions.
- Achieved category is subjective.

## (Identification) New gaps/need and strategies to address

- May or may not be indicative of successful regions.
- Highly coordinated regions may not have many new needs or gaps to identify.
- Poorly coordinated regions may not be addressing or identifying new gaps/needs and similarly have few new needs or gaps.

# What can be improved?

## Outcome-based metrics

- Metrics measuring outcomes of strategies and goals. Did the goals achieve what they were supposed to achieve? Did the goal succeed in filling a gap or need?
  - What projects/strategies were planned and implemented to address specific needs, gaps or redundancies?
  - What were the stated (quantifiable) goals of each strategy/project?
  - What metrics were used to quantify the results? (e.g., additional trips/service hours)
- What were the intended and unintended results of each effort?

What obstacles impeded implementation of goals?

# Evaluation Project Approach

## Recommend focus on what is important to collect

- Gross numbers of outreach are not particularly useful.
- Coordination progress - need to tie specific needs to specific strategies to specific projects to specific outcomes.

## What should be the goal of collecting metrics?

- To identify the gaps and needs addressed (or opportunities realized).
- To identify the efficiencies attained through coordination of services and/or support services—and what resulted; for example:
  - The amount of resulting new service (e.g., additional trips, new service hours) supplied
  - Improvements in service quality.
  - Cost efficiency/effectiveness

## Results to be used for evaluating 5310 requests from existing recipients

# Peer State Review

A graphic for Florida featuring a dark green rounded rectangle behind a light gray rounded rectangle, which contains the word "Florida" in blue text.

Florida

A graphic for Ohio featuring a dark green rounded rectangle behind a light gray rounded rectangle, which contains the word "Ohio" in blue text.

Ohio

A graphic for Wisconsin featuring a dark green rounded rectangle behind a light gray rounded rectangle, which contains the word "Wisconsin" in blue text.

Wisconsin

# Florida

## Capital Award

- Gaps in Service Filled
  - Number of seniors and individuals with disabilities served
- Ridership
  - Number of one-way trips provided to seniors and individuals with disabilities

## Operating Award

- Service
  - Total fleet VMT
  - Service coverage
  - Number of service days per year
  - Average hours of service per year
  - Posted normal operating hours
- Ridership
  - Number of one-way trips provided to seniors and individuals with disabilities

# Focus Group Discussion

- TTI facilitated two focus groups with lead agencies
- Discussion topics included:
  - Current annual metrics
  - Peer review results
  - TTI's internal review results
  - Feedback and suggestions for improvement

# Focus Group Conclusions

- Feedback from stakeholders were categorized into four topics:
  - Lack of cooperation and participation from major stakeholders in some regions
  - Cumbersome metrics data submission process, busy work without major relevance to actual coordination outcomes
  - Definition of metrics unclear, left to subjectivity
  - Better metrics are needed to capture outcomes

# TTI Recommendations

Online portal to  
submit metrics

Updated definitions  
for metrics

Quantitative  
metrics

Increased  
coordination with  
Section 5310  
application process



# Updated Metrics: Regional Coordination Goals

Improve  
coordination

Promote  
accessibility  
and livability

Ensure diversity  
in products and  
services

Foster  
education and  
awareness

Develop  
financial  
sustainability

Ensure safety  
and security

Customer  
satisfaction

# Concepts for Updated Metrics:

Metrics submission will include prior year and current year data points

Goals	Objectives	Example Metrics	Who Measures
Improve Coordination	Establish partnerships to coordinate transportation projects, planning, service, and expertise.	Increased number of agreements	Lead Agency
	Coordinate service delivery to eliminate overlaps	Increased number of: <ul style="list-style-type: none"><li>• agreements</li><li>• shared facilities/assets</li><li>• transit providers participating</li><li>• joint procurements</li></ul>	Transit Providers, Lead Agency
	Close existing transportation gaps	Increased number of <ul style="list-style-type: none"><li>• revenue vehicle hours</li><li>• passenger trips</li><li>• service days/hours</li></ul>	Transit Providers, Lead Agency

Adapted from *Performance Measures for Public Transit Mobility Management, 2011*

# Concepts for Updated Metrics:

Metrics submission will include prior year and current year data points

Goals	Objectives	Example Metrics	Who Measures
Promote Accessibility and Livability	Increase availability of accessible transportation service	Changes in percentage of trip denials	Transit Provider, Lead Agency
Ensure Diversity in Products and Services	Ensure meaningful access to transportation disadvantaged populations: older adults, individuals with disabilities, veterans, children, and individuals with lower incomes.	Additional trips at discounted fares	Lead Agency, local governments
Foster Education and Awareness	Provide public information on transportation service options	Increased call volume/web page hits	Transit Providers, Lead Agency
		Increased frequency of educational/public outreach efforts	Transit Providers, local governments

Adapted from *Performance Measures for Public Transit Mobility Management, 2011*

# Concepts for Updated Metrics:

Metrics submission will include prior year and current year data points

Goals	Objectives	Example Metrics	Who Measures
Develop Financial Sustainability	Improve service efficiency and effectiveness	Passengers/rev. mile; passengers/rev. hour; Cost/rev. hour	Transit Providers
Ensure Safety and Security	Ensure safe and secure transportation services	Preventable accidents per 100,000 miles of service	Transit Providers
Customer Satisfaction	Focus on quality of customer service	Increased customer survey ratings, complaint frequency ratio (complaints per 10,000 trips)	Transit providers

Adapted from *Performance Measures for Public Transit Mobility Management, 2011*



- Revised performance metrics for 2022-2026 are still being developed
- Lead agencies will be included in focus groups that inform new metrics development
- Expected to be complete by the beginning of the summer
- Likely to pursue online reporting option instead of survey



PTN goals for the new performance metrics will be to:

- Make them easier to report and analyze
- Capture implementation progress in a way that that helps the lead agency figure out the best way to move forward
- Allow comparisons between agencies
  - Identify best practices
  - Determine future continuation funding amounts



- Anticipate that new metrics will include information on transit service
  - PTN recognizes that transit performance is outside the control of the lead agency
  - Agencies will not be rated on performance outside their sphere

If non-lead agency performance doesn't meet goals

- Opportunity for the stakeholder group to examine the situation
- Identify what prevented that from happening
- Consider new approaches and update the plan