

Pflugerville Pickup Pilot Performance Measures

Service Start Date: March 23, 2021

Metrics

The chart below outlines the goals for six (6) months and their connection to the goals of Pflugerville’s TDP. These metrics can be evaluated, and the values can be adjusted before the service begins. Capital Metro can also add additional metrics that may be of importance to Pflugerville. The main requirement is that the metric must be measurable and must be within control of the Pickup operations team.

Per the TDP, Capital Metro is providing a demand responsive transportation option that meets the four main goals of the TDP. The Parties will measure the success of the pilot based on achieving each of the following four goals and related metrics.

TDP Goals

GOAL 1: Provide a safe, reliable, efficient, and accessible transportation option for residents of and visitors to the City of Pflugerville.

GOAL 2: Address the mobility needs of the residents of Pflugerville.

GOAL 3: Develop a local transit system that operates effectively and continues to develop regional transit options connecting the local community to the region.

GOAL 4: Pflugerville will have a regional transportation presence to ensure connectivity between emerging destinations and centers both within and external to Pflugerville, and to maintain a voice in regional transportation and planning cycles.

Service Zone Maps

[Pflugerville Pickup Pilot Service Zone Map](#)

[Pflugerville Pickup Pilot Service Zone Interactive Map](#)

Total Number of Customer Trips (several months of service are required to build ridership)			17	214	223	302	398	417
Use PFREE Promo Code			0	5	0	0	3	1
Total Service Hours			111.8	347.4	336	331.6	304.9	321.9
Service Days			7	22	21	22	22	22
Supports TDP GOAL	Performance Measures	Goal at 6 Months of service.	March '21	April '21	May '21	June '21	July '21	August '21
GOAL 1	Accident Rate (per 1,000 miles).	<1.0	0.0	0.0	0.0	0.0	0.0	0.0
GOAL 1	Arrival time within x minutes of request (system-wide maximum is 15 minutes of request).	< 12 minute average	13:05	13:49	11:32	11:45	15:28	15:50
GOAL 1	Total on-board maximum zone trip time from pickup to drop off is x Minutes (System wide maximum is 20 minutes).	< 9 minute average	13:28	11:57	12:48	12:42	12:20	12:49
GOAL 1	Utilization (Passengers per Hour) Average and best day	2.0 Avg. / 4.8 High	0.3 / 0.5	0.67 / 1.2	0.76 / 1.3	0.93 / 1.7	1.3 / 2.2	1.3 / 2.4
GOALS 1 & 2	Number of total WAV (wheelchair accessible vehicle) trips to match or exceed proportion of population in zone.	7%	21.1%	4.20%	19.40%	18.10%	20.11%	13.75%
GOAL 2	Customer Rating (out of 5 stars).	4.7	5.0	5.0	5.0	4.96	5.0	5.0
GOALS 2, 3, & 4	Average and Peak ridership per day.	Avg. 36/ Peak 50	2.4 / 5	9.7 / 17	10.6 / 19	13.6 / 24	18.1 / 29	18.9 / 34
GOAL 3	Cost effectiveness cost per passenger trip average and best day.	\$36.32 / \$26.15 Low (City Portion @60% \$21.79 & \$15.69)	\$237.81 / \$81.03	\$61.91 / \$27.79	\$68.52 / \$26.13	\$48.81 / \$23.56	\$36.89 / \$18.66	\$33.51 / \$16.51
GOALS 3 & 4	Number of customers pickup up or dropped off within 100 feet of a bus stop (Tech Ridge)	20% of passengers accessing Tech Ridge	53%	18.40%	15.20%	21.9%	18.20%	20.40%