

Table 2: Example performance-based planning and programming process used to improve mobility and accessibility

Step	Example	Key Questions
1. Set Goals	Improve mobility and accessibility	What do our stakeholders care about?
2. Determine Objectives	Improve transit access for mobility-impaired riders	<p>How can the transit agency most meaningfully contribute to this goal? What modes are relevant, and what geographic scale is appropriate?</p> <p>Who needs to be at the table to ensure that we understand what resources are necessary to achieve this objective?</p> <p>How much capital is required in order to make the improvements?</p> <p>How will the projects be financed?</p> <p>What projects cannot be financed if these projects are prioritized?</p> <p>When should the transit agency aim to complete the necessary capital improvement projects?</p>
3. Establish Measures	<p>Percent of stations/stops ADA accessible</p> <p>Percent of vehicles ADA accessible</p> <p>Percent of riders who are mobility-impaired by mode</p> <p>Mobility impaired rider overall satisfaction score</p>	<p>What mobility data do we currently track?</p> <p>How many stations/stops and vehicles are currently ADA accessible?</p> <p>Which stations currently require improvements?</p> <p>How many vehicles must be purchased or retrofitted in order to be made accessible?</p> <p>What targets should be set?</p>
4. Implement and Evaluate	<p>100% of stations/stops ADA accessible after five years</p> <p>5% increase in vehicles that are ADA accessible</p> <p>Mobility-impaired ridership increases 25%</p>	<p>Is the transit agency observing an increase in mobility-impaired riders?</p> <p>What other obstacles prevent mobility-impaired riders from using transit?</p> <p>As we revisit this goal, what other performance measures should be considered to improve transit access for mobility-impaired riders?</p>
5. Report	<p>CEO ribbon-cutting ceremony for the last station to be made ADA-accessible</p> <p>Notification on transit agency's social media sites</p> <p>Inclusion in annual performance reporting documents</p>	How can success be used to both communicate the value of transit and build support for sustainability efforts?



TRB Webinar
August 6, 2019
1:00–2:30p EST

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TCRP Research Report 205 Social and Economic Sustainability Performance Measures for Public Transportation

This handout includes: (1) a list of the top social and economic sustainability performance measures identified in TCRP Research Report 205 (Table 1), and (2) an example of how to use a performance-based planning and programming process to improve social and economic sustainability (Table 2).

What are sustainability performance measures?

Performance measures (sometimes referred to as performance metrics or metrics) are used to track progress against agency goals and objectives over time. Sustainability performance measures are developed to measure progress against sustainability goals and objectives. Sustainability includes social, environmental, and economic issues in what is often referred to as the 'triple bottom line.'

Social measures reflect a transit agency's commitment to community development, equity, and safety; economic measures reflect a transit agency's contribution to economic development and operational efficiency; and environmental measures indicate a transit agency's progress toward protecting the environment (e.g., by reducing pollution from single-occupancy vehicles).

Reporting a transit agency's progress with regard to sustainability outcomes is a useful technique for building consensus within an organization around both sustainability and performance management and may help to create a sense of ownership by others in the organization.

What kind of measure is best?

- Is the objective specific enough to be measured?
- Does your agency have the data necessary?
- Do responsible parties have the resources necessary to track this measure?
- Is this measure targeted at a particular outcome?
- Is it realistic for the transit agency to be held accountable to this target?
- What is the appropriate level of scale (e.g., financial, geographic) for this measure?
- Is this measure understandable?
- Will this measure enable us to compare our progress relative to peer agencies?
- Is the measurement time interval appropriate?
- Is this performance measure useful in establishing targets for agency operations?

Table 1: Top social and economic sustainability performance measures

No.	Performance Measure
Community Building and Engagement	
1	Number of customer complaints responded to by type of complaint
2	Percentage of transit stops with transit schedule and route information provided
3	Overall satisfaction of the transit system by user group (e.g., non-drivers, people with disabilities, environmental justice populations, gender, age, choice riders)
4	Number/percent of employees receiving customer service or engagement training (e.g., equity and social justice, hospitality, conflict resolution) by type of training
5	Number/percent of projects that follow a public participation/engagement plan
6	Number of planning studies led or collaborated on per year
7	Number of Community-Based-Organization (CBO) events sponsored by/attended by transit staff
Economic Impact	
8	Number/percent of employees who take public transit to work
9	Number and percent of jobs located within 1/2 mile of a transit stop
10	Number and dollar value of D/M/WBE contracts awarded as a percentage of all contracts awarded
11	Percent workforce living near transit stops by income level
12	Number of new housing units within 1/2 mile of a rail or TOD station
13	Number of new jobs within 1/2 mile of a rail or TOD station
Employees and Workforce	
14	Employee retention rate by gender and age group
15	Ratio of the basic salary and remuneration of women to men for each employee category by significant locations of operation
16	Percentage of employees per employee category in each of the following categories: gender; age group (under 30, 30 - 50, over 50); minority and/or vulnerable group; disability; veteran
17	Number/percent of vacant posts filled internally by promotion or transfer (%)
18	Employee engagement/satisfaction score
19	Number/percent of employees trained by type of training, level and gender (e.g., leadership, management, anti-bias, anti-harassment training)
20	Total number and rate of new employee hires during the reporting period by age group, gender, ethnicity, disability and veteran status
Financial	
21	Total and percent revenue by type (e.g., capital, operating, etc.) and by source (e.g., fare, local, state, federal, etc.)
22	Operating cost per revenue hour and passenger mile by mode
23	Total expenses by type and mode (e.g., service, maintenance, admin, workforce)
24	Farebox recovery ratio
25	Percentage of capital projects within +/- 10% of the original budget
26	Percentage of revenue and non-revenue vehicles (by type) that exceed the useful life benchmark
27	Percentage of capital project costs supported by local funding, public-private partnerships, or other cost recovery mechanisms
28	Number of projects and programs that have undergone formal sustainability or resilience assessments during planning and/or design

No.	Performance Measure
29	Number/percent of RFPs that include sustainability criteria
30	Percentage of the procurement budget that is spent on suppliers local to operations (such as % of products and services purchased locally)
Mobility and Accessibility	
31	Percent of vehicles ADA accessible
32	Percent of stations/stops ADA accessible
33	Percent of transit stops with bicycle parking by type
34	Percent of buses equipped with bicycle racks
35	Percent of bus stops with shelters
36	Sidewalk connections, bike facility connections, pedestrian safety improvements included in project planning and design (measured in dollars or miles funded)
37	Percent of population within service area that lives within 1/4 mile of a transit stop
38	Percent of users satisfied with the safety and comfort of existing bicycle and/or pedestrian facilities by user type (e.g., men, women, youth, seniors)
39	Number of employers and schools that have discounted transit fare programs
40	Percent passenger station access modeshare (active, shared mobility, drive and park)
41	Vulnerable population within 1/4-mile of transit stop by type (low-income, limited English proficiency [LEP], aged, disabled)
42	Percent of riders who are low income, minority, limited English proficiency, ADA, or senior by mode
43	Count of bikes on board all mode, and parked at facilities recorded annually
44	Percentage of housing units within X miles of rail station or TOD areas that are affordable (e.g., units for which monthly rent or mortgage is equal to no more than 30 percent of area median income)
45	Portion of household income devoted to public transit by lower income households
46	Ratio of vulnerable populations and non-vulnerable populations within service areas that live within 1/4 mile of a high-frequency transit stop
47	Number of participants in a low-income fare program as a percentage of low-income riders
48	Average time per trip spent commuting for work or school during peak periods via transit vs private vehicles (minutes)
Safety and Emergency Preparedness	
49	Total number of reportable fatalities (passenger, worker, patron, public) by mode
50	Total incidences of crime on transit agency property by type of crime
51	The number and rate of recordable and reportable work-related injuries/illnesses by mode
52	Percent of stations and vehicles with video surveillance
53	Average score of perceived safety on transit based on scale 1 - 10, by transit mode
54	Percent of full-time equivalent employees that meet internally developed safety, security, and emergency preparedness training and certification guidelines
55	The number of close calls identified by operation type (e.g., bus operations, rail operations, maintenance shops, etc.)
56	Transit collisions per year compared to car collisions per year
57	Number of operations staff trained in interacting with the homeless