



Final Flexible Fleets Pilot Grant Program Performance Metrics

The following performance metrics will be used to measure a project's success in achieving the Flexible Fleets Pilot Grant Program's goals and objectives. The metrics are organized into categories, and the applicable mode(s) are also provided. Applicants may also include their own performance metric(s) in the grant application, in addition to those listed below, but they must be quantifiable and support the evaluation of the proposed project's goals and objectives.

Applicants can refer to the Federal Transit Administration's [Mobility Performance Metrics for Integrated Mobility and Beyond](#) and Transportation for America's [Shared Mobility Playbook Performance Metrics](#) for additional guidance and examples.

Grantees will be required to provide quarterly updates on their efforts to meet each metric included in their grant agreement, and will provide a post-delivery measure (once the Grant Program project agreement ends) for each metric included in their grant agreement as part of the final project report.

Modes of Flexible Fleets and Acronyms

- Microtransit (MT)
- NEV Shuttle (NEV)
- Micromobility, such as bike/scooter share (MM)
- Ridehail/Rideshare (RS)
- Carshare (CS)

Performance Metrics Categories

- Productivity
- Connectivity
- Community Engagement and Accessibility
- Cost Effectiveness

Performance Metrics

#	Category	Metric	Definition	Unit of Measurement	Applicable Mode(s)	Notes (If Applicable)
1	Productivity	Trip Denial Rate	The number of requested trips that are denied by the operator divided by the total trip requests. Trip denials occur due to insufficient capacity to meet demand at the time of booking or when the driver cancels.	Per Month	MT, NEV, RS	Operator cancellations or denials may also be due to vehicle failure, dispatch errors, safety concerns, or rider violations. Tracking this metric enables greater control over service quality and can inform when service adjustments should be made.
2	Productivity	Vehicle Utilization	Divide the actual number of seats used by the number of seats available in each vehicle, then multiply the result by 100. Averages of each vehicle.	Per Month	MT, NEV, RS, CS	Vehicle utilization compiles performance data based on the number of boardings and vehicles in service per hour.
3	Productivity	Device Utilization	The number of total trips divided by the reported number of devices in the fleet. Averages of each device.	Per Month	MM	Device utilization compiles performance data based on the number of rides and devices in service per hour.
4	Productivity	Total Ridership	The number of riders using the service	Per Month	MT, NEV, MM, RS, CS	
5	Productivity	Average Wait Times	The average time spent waiting for a pickup after a ride is requested	Per Month	MT, NEV, RS	Tracking the correlation between the rider's disability status (disabled or non-disabled) and wait time length is also encouraged.
6	Connectivity	Transit Connection Trips	Number of pickups and drop-offs to transit stops and stations	Per Month	MT, NEV, MM, RS, CS	
7	Connectivity	Percentage of Pooled Trips	Number of pooled/shared trips divided by the total trips	Per Month	MT, NEV, RS, CS	

8	Community Engagement and Accessibility	Wheelchair-Accessible Trip Fulfillment	Number of wheelchair trips provided compared to the number of wheelchair-accessible trips requested	Per Month	MT, NEV, RS, CS	Allows program administrators to evaluate the effectiveness of the ADA option for disabled riders.
9	Cost Effectiveness	Average Trip Cost	Monthly program costs, divided by the monthly number of trips	Per Month	MT, NEV, MM, RS, CS	
10	Cost Effectiveness	Farebox Recovery Ratio	Ratio of operating expenses that are met by the fares paid by passengers.	Per Month	MT, NEV, MM, RS, CS	Applicable only if it is a fare service