



January 28, 2011

To: Executive Board

Subject: **Coach Operator Audit Results**

Recommendation

Receive and file the results of the December 2010 Coach Operator Audits.

Analysis

Coach operator performance audits were conducted during December 2010 to monitor the performance of Foothill Transit's operations contractors. Coach Operator performance checks are conducted by Mobility Advancement Group (MAG), a professional corporation that performs transit service audits. These performance checks evaluate fare collection, customer relations, and safety.

In conducting the audits, spotters from MAG utilize Foothill Transit service as anonymous riders. When the spotter first boards, they either deposit an incorrect cash fare or attempt to use an invalid transfer or pass. If the driver challenges the incorrect or invalid fare, the MAG spotter then deposits the correct fare. If the incorrect fare is not challenged, this is reported as a fare violation.

Once the spotter is onboard the bus, they review the coach operator's performance in terms of both safety and customer relations. It is possible that on any given trip there may be a number of violations reported.

The charts below summarize the results of the Dec 2009 through Dec 2010 audits for each location.

Attachment A shows the trend of the Coach Operator Audits conducted at Foothill Transit's Pomona Facility.

Attachment B shows the trend of the Coach Operator Audits conducted at Foothill Transit's Arcadia Facility.

Summary for First Transit - Pomona

	Dec 2009	Average Violations Per Trip	May 2010	Average Violations Per Trip	Dec 2010	Average Violations Per Trip
Reports	80	N/A	70	N/A	72	N/A
Fare Violations	53	0.66	37	0.66	35	0.49
Customer Relations Violations	42	0.53	24	0.53	42	0.58
Safety Violations	16	0.20	8	0.20	24	0.33
Total Violations	111	1.39	69	1.39	101	1.40
Perfect Checks	21	0.26	27	0.26	16	0.22

Summary for MV Transportation - Arcadia

	Dec 2009	Average Violations Per Trip	May 2010	Average Violations Per Trip	Dec 2010	Average Violations Per Trip
Reports	124	N/A	121	N/A	105	N/A
Fare Violations	69	0.56	43	0.36	35	0.33
Customer Relations Violations	30	0.24	36	0.30	26	0.25
Safety Violations	10	0.08	7	0.06	5	0.05
Total Violations	109	0.88	86	0.71	66	0.63
Perfect Checks	48	0.39	63	0.52	59	0.56

Operators with no noted violations are awarded a certificate and “Perfect Check” pin, which can be worn as part of their uniform. In the December 2009 audit 69 perfect checks were awarded. The May 2010 audit identified an impressive total of 90 operator checks that were perfect and received that recognition and in the December 2010 ride checks, 75 checks saw operators perform flawlessly during the ride, also an excellent accomplishment.

Attachment C provides a listing of coach operators who received perfect checks during the December 2010 coach operator audit. The number next to an operator’s name indicates that the operator received multiple perfect checks during this audit.

The Coach Operator Audit results provide Foothill Transit with a tool to monitor and evaluate the performance of operators in the delivery of service. As part of the efforts to maintain quality, Foothill Transit’s management team regularly reviews these results with the General Managers and Operations Managers of both operating facilities requesting insight as well as action plans to correct the areas that need attention.



The December 2010 audit numbers shows very positive trends at one location and some lapses at the other. The overall scores still demonstrate positive operator performance at both locations.

The management team continues to work with both operations contractors to maintain Foothill Transit's high service standards for safety, courtesy, and on-time performance. In addition, coach operator performance audits are planned to be performed quarterly so that progress in maintaining and improving performance can be documented and measured.

Budget Impact

Funding for the coach operator audits is included in Foothill Transit's FY 2011 Business Plan.

Sincerely,

George Karbowski
Director of Operations and Maintenance

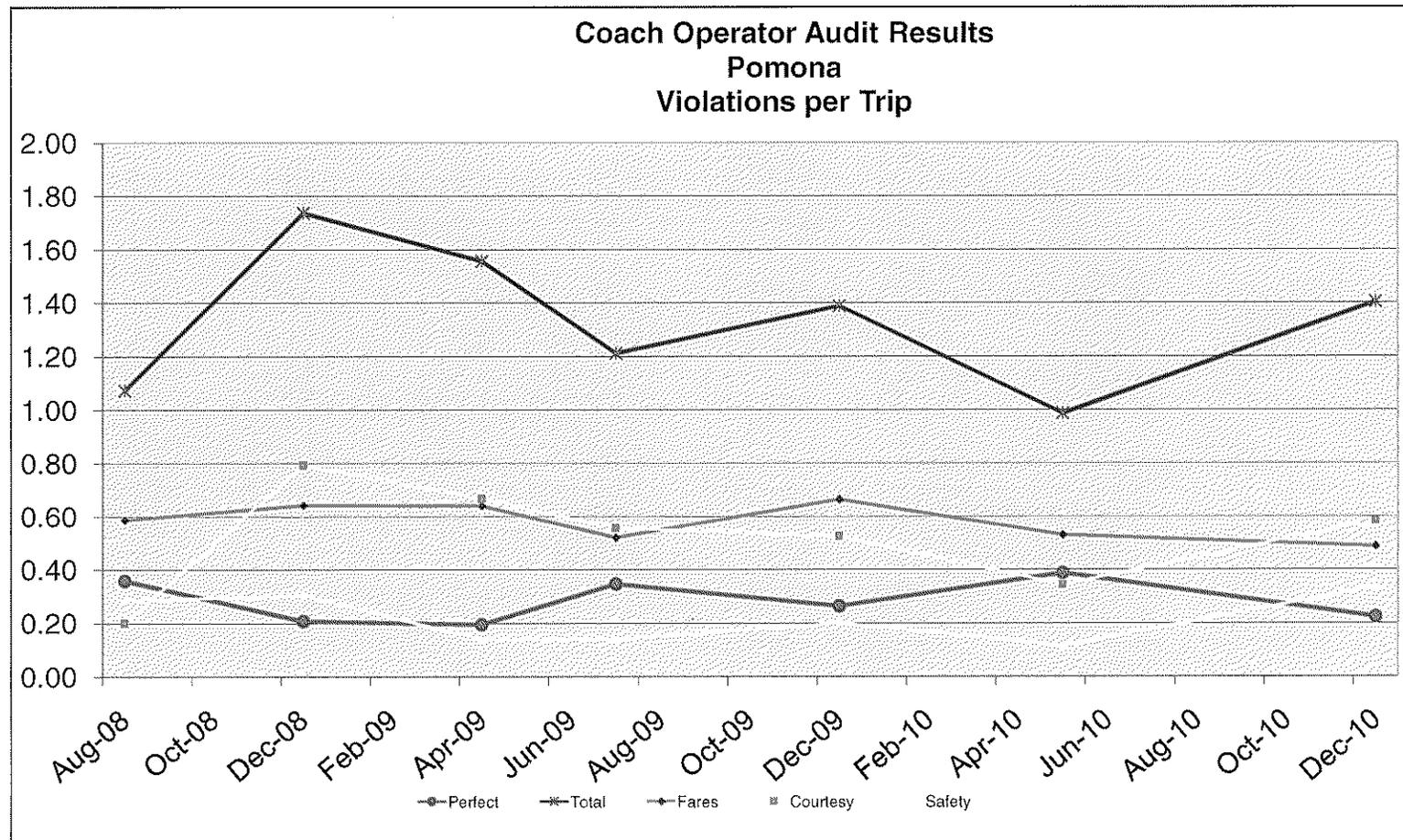
Doran J. Barnes
Executive Director

Attachments

Foothill Transit Pomona ITSI/MAG Results

Attachment A

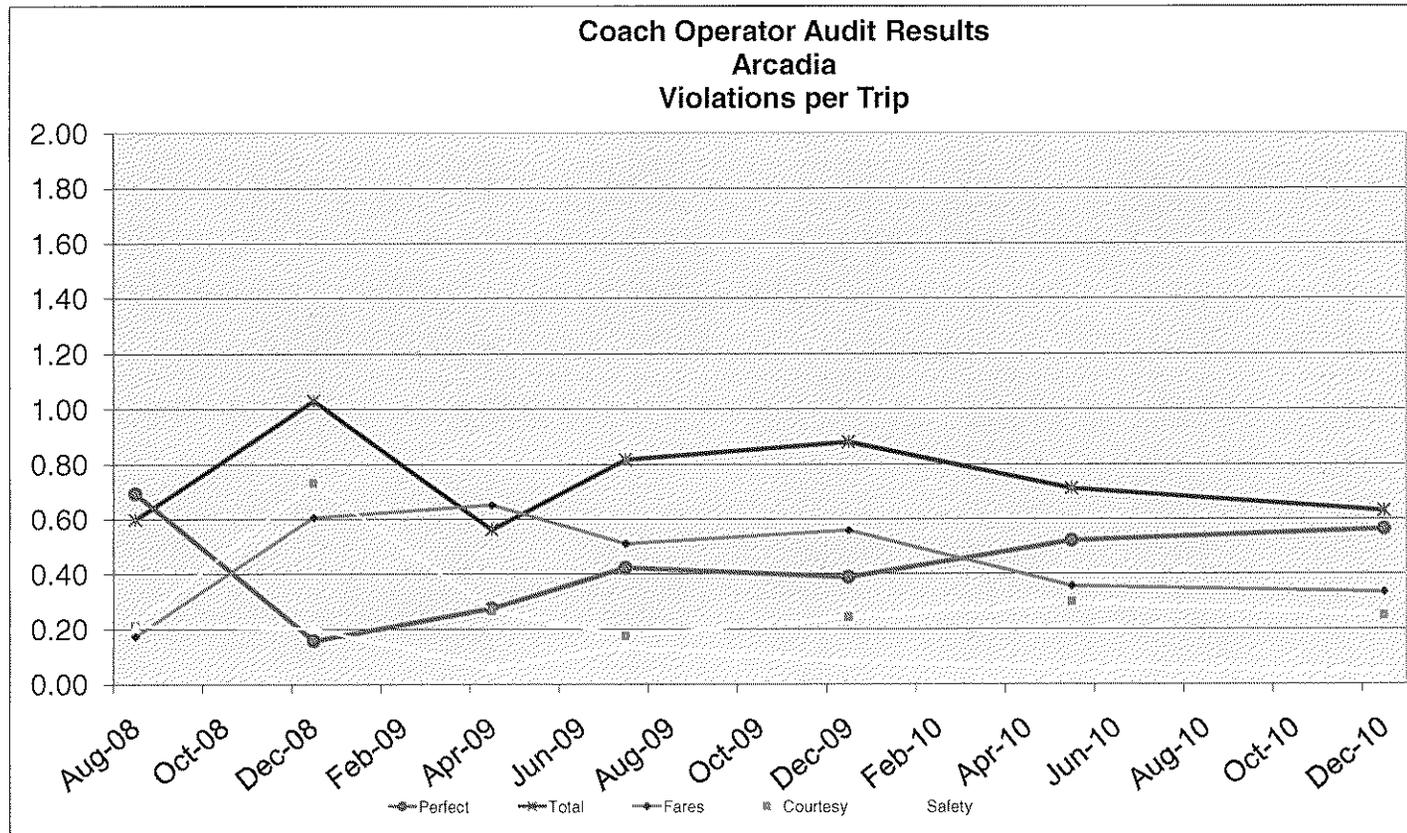
		Pomona													
		Aug-08		Dec-08		Apr-09		Jul-09		Dec-09		May-10		Dec-10	
		Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip
Trips Audited		70		53		72		81		80		70		72	
Violations	Fare	41	0.59	34	0.64	46	0.64	42	0.52	53	0.66	37	0.53	35	0.49
	Courtesy	14	0.20	42	0.79	48	0.67	45	0.56	42	0.53	24	0.34	42	0.58
	Safety	20	0.29	16	0.30	10	0.14	11	0.14	16	0.20	8	0.11	24	0.33
	Total	75	1.07	92	1.74	112	1.56	98	1.21	111	1.39	69	0.99	101	1.40
Perfect Checks		25	0.36	11	0.21	14	0.19	28	0.35	21	0.26	27	0.39	16	0.22



Foothill Transit Arcadia ITS/MAG Results

Attachment B

		Arcadia													
		Aug-08		Dec-08		Apr-09		Jul-09		Dec-09		May-10		Dec-10	
		Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip
Trips Audited		104		134		109		114		124		121		105	
Violations	Fare	18	0.17	81	0.60	71	0.65	58	0.51	69	0.56	43	0.36	35	0.33
	Courtesy	22	0.21	98	0.73	29	0.27	20	0.18	30	0.24	36	0.30	26	0.25
	Safety	22	0.21	27	0.20	6	0.06	15	0.13	10	0.08	7	0.06	5	0.05
	Total	62	0.60	138	1.03	61	0.56	93	0.82	109	0.88	86	0.71	66	0.63
Perfect Checks		72	0.69	21	0.16	30	0.28	48	0.42	48	0.39	63	0.52	59	0.56



November 2010 Operator Audits Perfect Checks

Attachment C

Anthony Cerecedes	Gilbert Saenz	Martin Camarata – 2	Rudy Sanchez
Antonio Sanchez	Guadalupe (Joe) Mata	Max Ortega	Santiago Gomez - 2
Areli Rivera	Guy Kao	Michelle Gonzalez	Sara Espinal
Baljinder Randhawa	Gwenavere Beeston	Oscar Apraricio	Sylvia Trujillo - 3
Brian Robinson	Hector Ayala	Osmin Pereira	Tony Rubio
Bryn Li	Hiroko Pollard	Pak Lee	Victor Otero
Chinchu Lee	Isabel Martinez	Paul Lopez	Victor Otero
Dennis Amoranto - 2	Isidro Valverde	Phat Tang	Xavier Gonzales
Diana Yarrish	Johngelene Wiggins	Qi Tan	Yolanda Urbina
Diane Robinson	Jon Wilson	Raul Martinez - 2	
Dwaine Easley	Jonandru Rodriguez	Refugio Dimas	
Edward Cuellar	Jorge Rivera	Rigoberto Nunez	
Ernest Navarro	Joseph Jones	Rigoberto Plascencia	
Evelia Lizarraga	Jun Torio	Robert Adamson	
Felicia Carter	Larry Horrice	Rogelio Ojeda	
Fernando Villanueva	Lupe Carranza	Romelia Alva	
Filemon Marquez	Lupita Stewart	Romi Cassiadoro	
Francisco Montero - 2	Marco Gonzales	Ronald Coleman - 2	
Gaylor Cage	Marlon Lacey	Ruben Macias – 2	