



June 24, 2011

To: Executive Board

Subject: **Performance Indicators Report – May 2011**

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### **Recommendation**

Receive and file the May 2011 Performance Indicators Report.

### **Summary**

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for May 2011 was 1,237,173. This is in line with May 2010 ridership figures.
- **Fare Revenue** – Total fare revenue for May 2011 was \$1,416,701, resulting in an average fare of \$1.15 per boarding.
- **Operating Expenses** – Total operating expenses for May 2011 were \$5,282,745 resulting in an average cost per service hour of \$95.52. Total operating expenditures represent a slight increase of 2.5 percent over May 2010 figures.
- **Accidents** – There were nine preventable accidents in May 2011, producing an average of 0.84 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 10.1 complaints per 100,000 boardings for May.
- **Schedule Adherence** – This month 85.7 percent of all trips surveyed were on-time. This is an improvement of two percent when compared to May 2010.

### **Analysis**

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;

- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

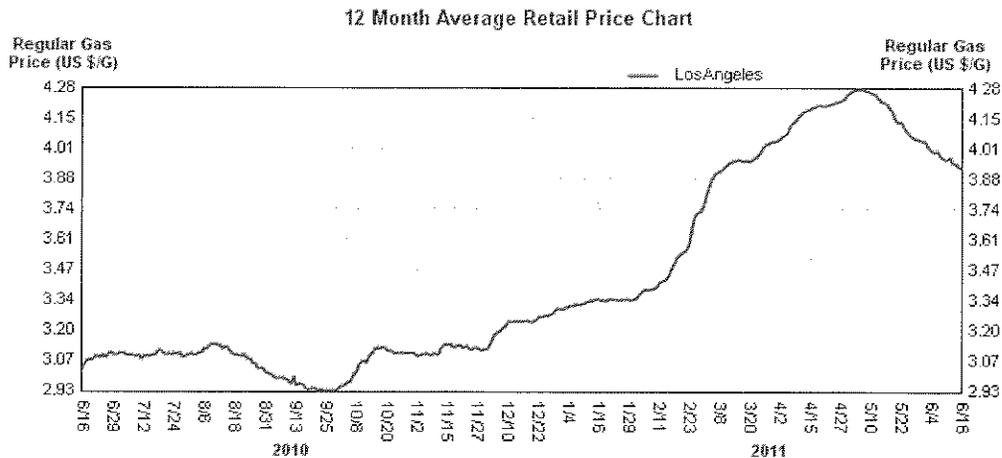
Overall System Performance

Foothill Transit’s overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred during the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in May 2011 were 1,237,173, matching May 2010 figures. Year-to-date boardings are 12,800,478 and represent a decrease of 3.4 percent when compared to the previous fiscal year. Over the past month the cost of fuel has decreased by 40 cents per gallon. Year-to-date ridership is currently three percent below the previous fiscal year but has improved toward the end of FY 2011.



Average Fuel Cost within the Los Angeles County – June 2010 – June 2011

The total recorded fare revenue in May 2011 was \$1,416,701 million. This resulted in an average fare per boarding of \$1.15. This is a 20 percent decrease from May 2010 figures. The May 2010 revenue figure reflects an adjustment from METRO for the EZ Transit Pass reimbursement which resulted in a higher than normal revenue figure that month.

Total expenditures for the month were \$5.2 million. This is a slight increase of two percent from May 2010 figures. Year-to-date operating expenses reflect a decrease of seven percent from FY 2010 figures.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

**Goal #1 – Operate a Safe Transit System** – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

#### Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In May 2011 there were a total of nine preventable accidents, producing an average of 0.84 preventable accidents per 100,000 miles for the month. Year-to-date preventable accidents are averaging 0.42 per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

**Goal #2 – Provide Outstanding Customer Service** - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

#### Complaints per 100,000 Boardings

In May an average of 10.1 complaints per 100,000 boardings were recorded. This is an increase of 66 percent over May 2010. Of the 125 complaints received during the month, 75 were related to schedule adherence. There were also 28 complaints related to operator courtesy, 11 related to safety, and 11 also related to fares. The agency also received 11 compliments for the month. We continue to see spikes in schedule adherence complaints, primarily the result of ongoing road improvement projects, closures and detours. We anticipate continued delays on Foothill Transit's heavily used lines until the completion of the many road construction projects within our service area.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

#### Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In May 2011 the agency achieved an average of 86 percent on-time performance on all lines. This is below the performance target of 90 percent; but is an improvement of two percent over May 2010 figures. Current year-to-date figures reflect a five percent decrease from the previous fiscal year.

### Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 26 seconds during May 2011 is below the performance target of 50 seconds and represents an improvement of almost four percents over April 2010 figures. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

### Average Miles between Service Interruptions

In May, Foothill Transit averaged 33,580 miles between service interruptions. This continues to be above the fiscal year target of 15,000 miles, and represents an improvement of 67 percent over May 2010. Roadcalls are tracked daily and categorized through the agency's Business Intelligence program. Roadcalls that result in customer delays due to coach exchanges in the middle of the route are classified as Service Interruptions. Year-to-date average miles between service interruptions are 32,351, which is also an improvement of almost 59 percent when compared to the previous fiscal year. This indicator not only measures the overall performance of Foothill Transit's maintenance, but also reflects customer delays as a result of mechanical service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

**Goal #3 – Operate an Effective Transit System-** Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

### Boardings per Vehicle Service Hour

The agency averaged 22.4 boardings per vehicle service hour in May 2011. This represents an increase of almost 11 percent over May 2010. The 55,307 service hours operated during the month are 9.33 percent below the same period in the previous fiscal year. The higher boardings per hour figure continue to indicate that the targeted service reductions did not have a significant negative impact on overall ridership.

Attachment H shows the trend of this performance indicator.

### Average Weekday Boardings

In May 2011, the agency averaged 49,843 boardings per weekday. This figure is in line with May 2010 average weekday boardings. Year to date average weekday boardings

are 46 707. This is also on par with the previous fiscal year and currently 10 percent above the fiscal year target of 42,500.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

**Goal #4 – Operate an Efficient Transit System-** Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization’s average cost per vehicle service hour in May 2011 was \$95.52. This is an increase of 13 percent over May 2010 figure. The year-to-date cost per hour of \$89.04 reflects an increase of three percent over the previous fiscal year, and is below the performance target of \$92.91.

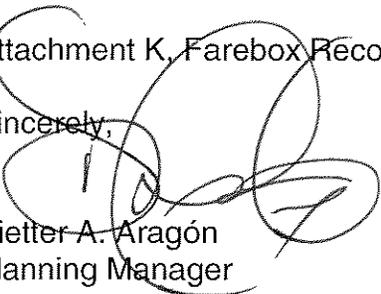
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The May 2011 farebox recovery ratio was 26.82 percent. This is a 22 percent decrease when compared to May 2011 figures. For the fiscal year, farebox recovery ratio is currently tracking at 29 percent and represents an improvement of 14 percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Dieter A. Aragón  
 Planning Manager

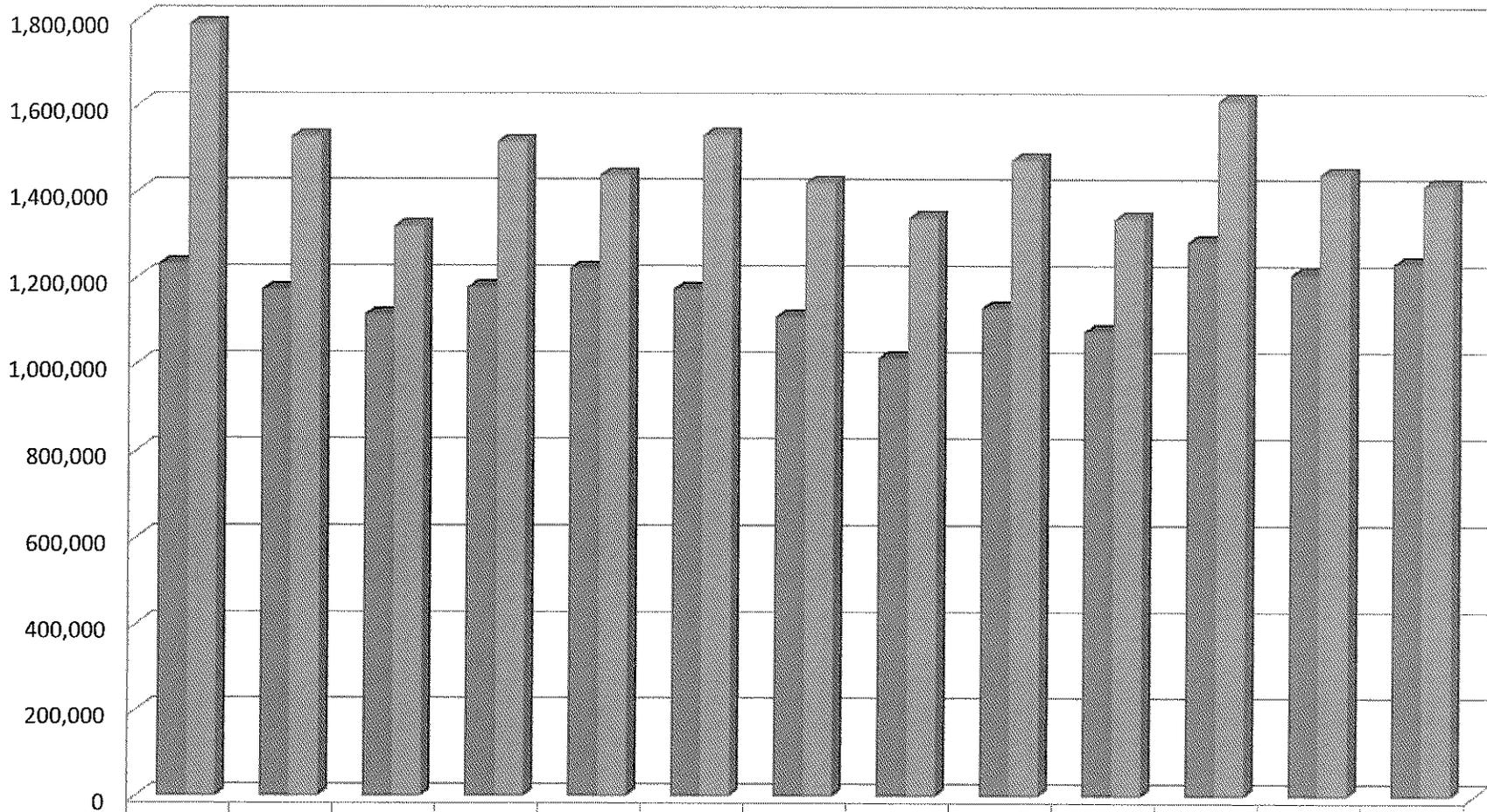


Doran J. Barnes  
 Executive Director

Attachment A: Key Indicators Report  
May-11

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 11 Year to Date	YTD Meets/Exceeds	FY 10 Year to Date	% Improvement
<b>Overall System Performance</b>											
	Total Boardings	B	1,237,173	N/A	1,234,445	0.22%	N/A	12,800,478	N/A	13,261,404	-3.48%
	Vehicle Service Hours		55,307	N/A	61,406	-9.93%	N/A	613,709	N/A	683,263	-10.18%
	Total Fare Revenue	B	\$1,416,701	N/A	\$1,789,545	-20.83%	N/A	\$15,868,665	N/A	\$14,952,867	6.12%
	Total Operating Expense		\$5,282,745	N/A	\$5,152,045	-2.54%	N/A	\$54,647,501	N/A	\$58,929,677	7.27%
<b>Safe Transit System</b>											
	Preventable Accidents per 100,000 Miles	C	0.84		0.68	-22.53%	0.80	0.42	X	0.46	8.83%
<b>Provide Outstanding Customer Service</b>											
	Complaints per 100,000 Boardings	D	10.10		6.08	-66.30%	7.5	8.75		5.99	-46.14%
	Schedule Adherence	E	85.7%		83.9%	2.18%	90%	82.5%		86.8%	-4.96%
	Average Hold Time	F	0:26	X	0:22	-18.18%	0:50	0:26	X	0:27	2.75%
	Average Miles Between Service Interruptions	G	33,580	X	22,507	67.03%	15,000	32,351	X	19,007	58.75%
<b>Operate an Effective Transit System</b>											
	Boardings per Vehicle Service Hour	H	22.4	X	20.1	11.44%	18.7	20.9	X	19.4	7.73%
	Average Weekday Boardings	I	49,843	X	49,909	-0.13%	42,500	46,707	X	47,328	-1.31%
<b>Operate an Efficient Transit System</b>											
	Average Cost per Vehicle Service Hour	J	\$95.52		\$83.90	-13.84%	\$92.91	\$89.04	X	\$86.25	-3.24%
	Farebox Recovery Ratio	K	26.82%	X	34.73%	-22.79%	24.15%	29.04%	X	25.37%	14.44%

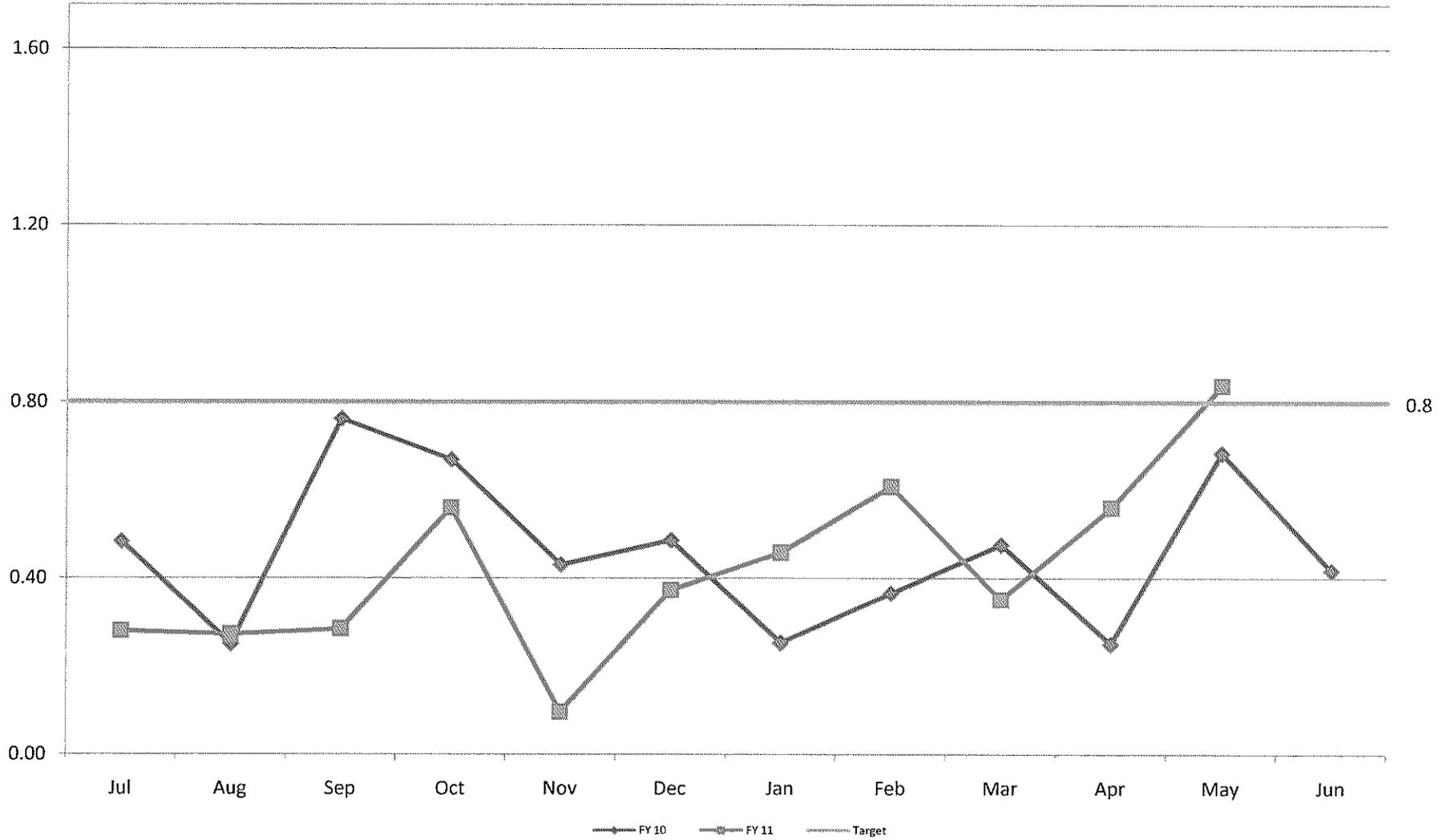
## Attachment B: Total Boardings vs. Total Revenues



	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	March	Apr-11	May-11
Boardings	1,234,445	1,175,308	1,116,687	1,180,580	1,224,828	1,176,081	1,112,847	1,016,878	1,133,412	1,079,807	1,286,836	1,211,253	1,237,173
Revenues	\$1,789,54	\$1,528,37	\$1,321,41	\$1,517,36	\$1,439,89	\$1,532,70	\$1,422,71	\$1,341,08	\$1,475,42	\$1,339,21	\$1,612,85	\$1,443,60	\$1,416,70

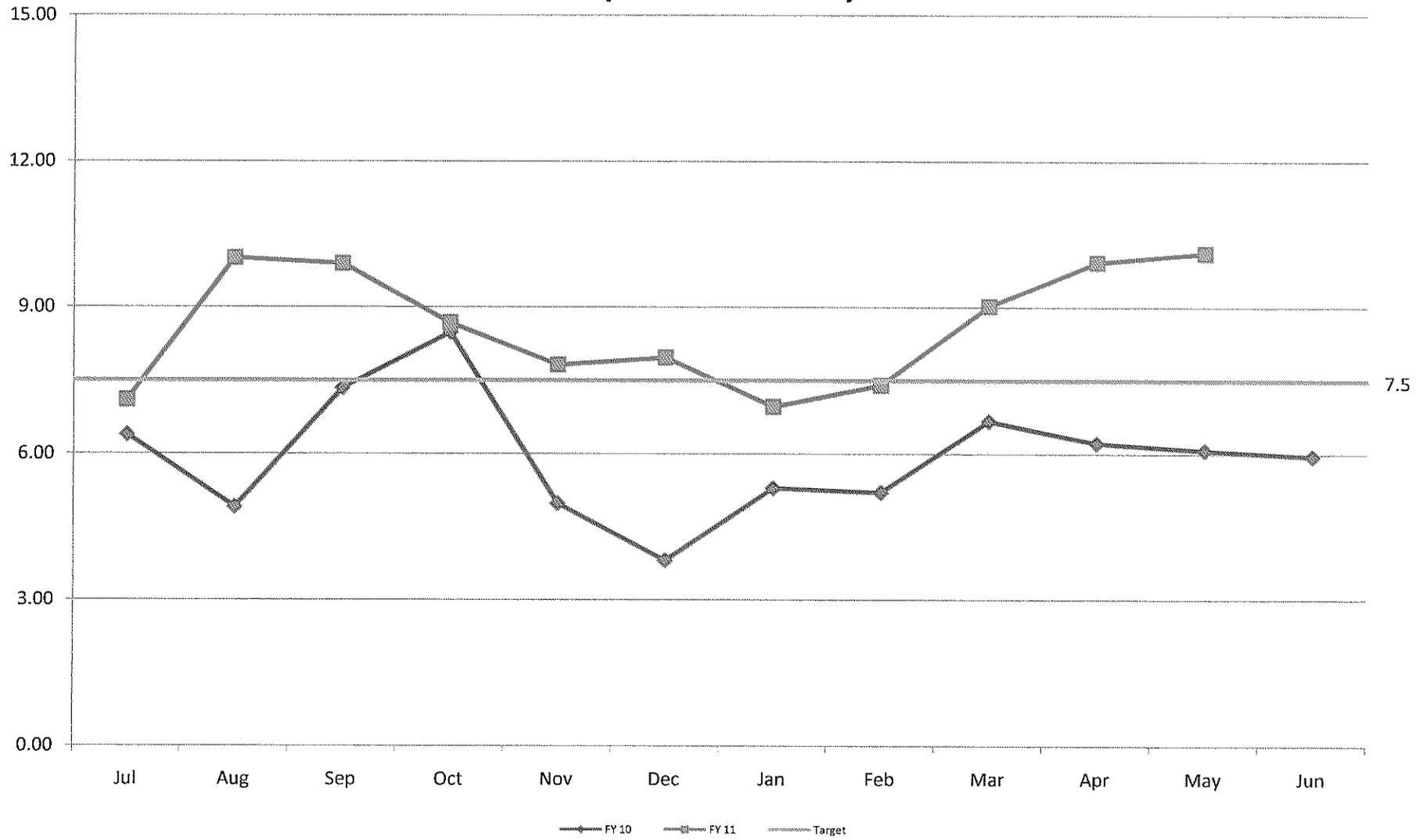
Attachment B

### Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



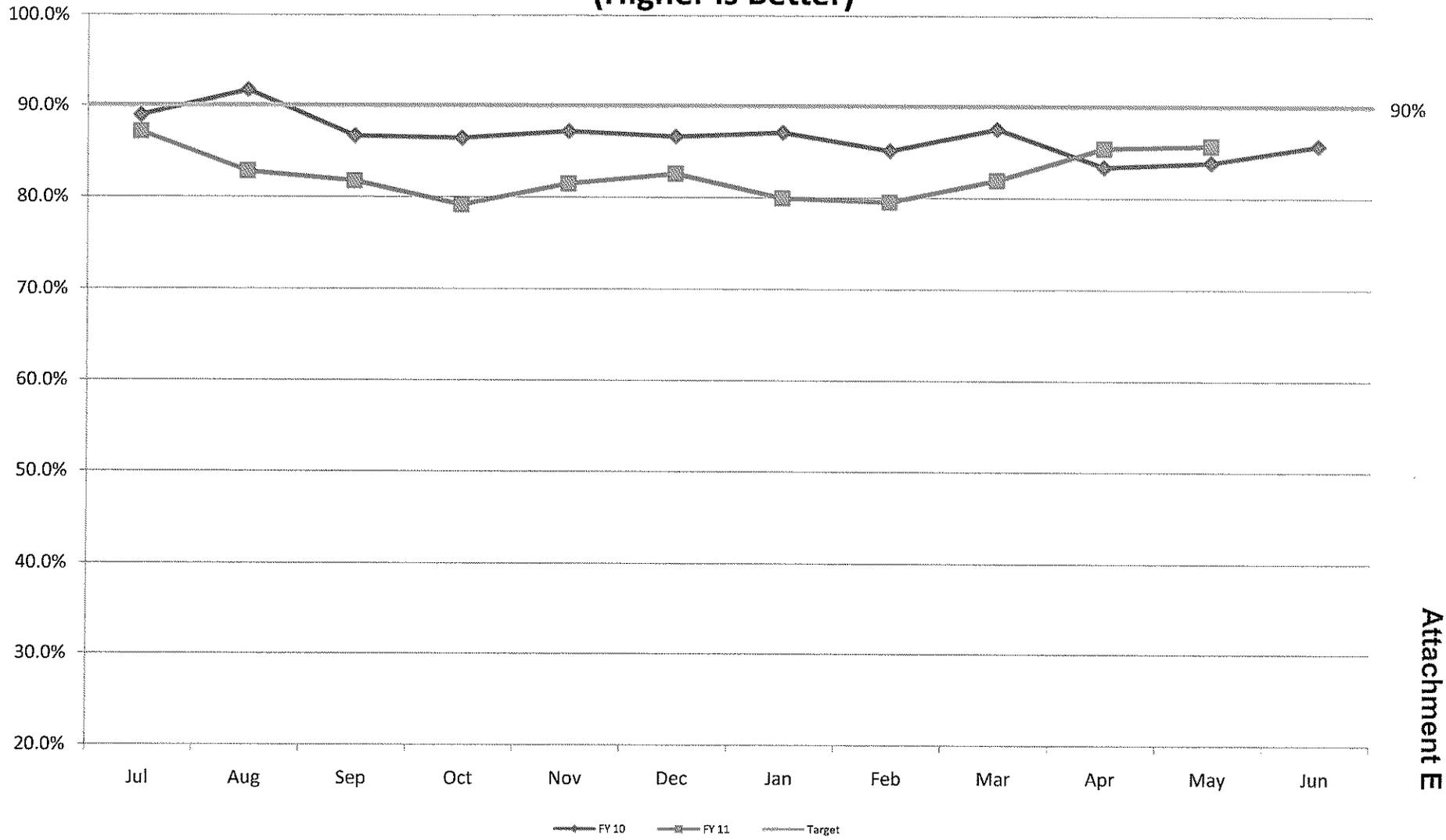
Attachment C

### Attachment D: Complaints per 100,000 Boardings (Lower is Better)

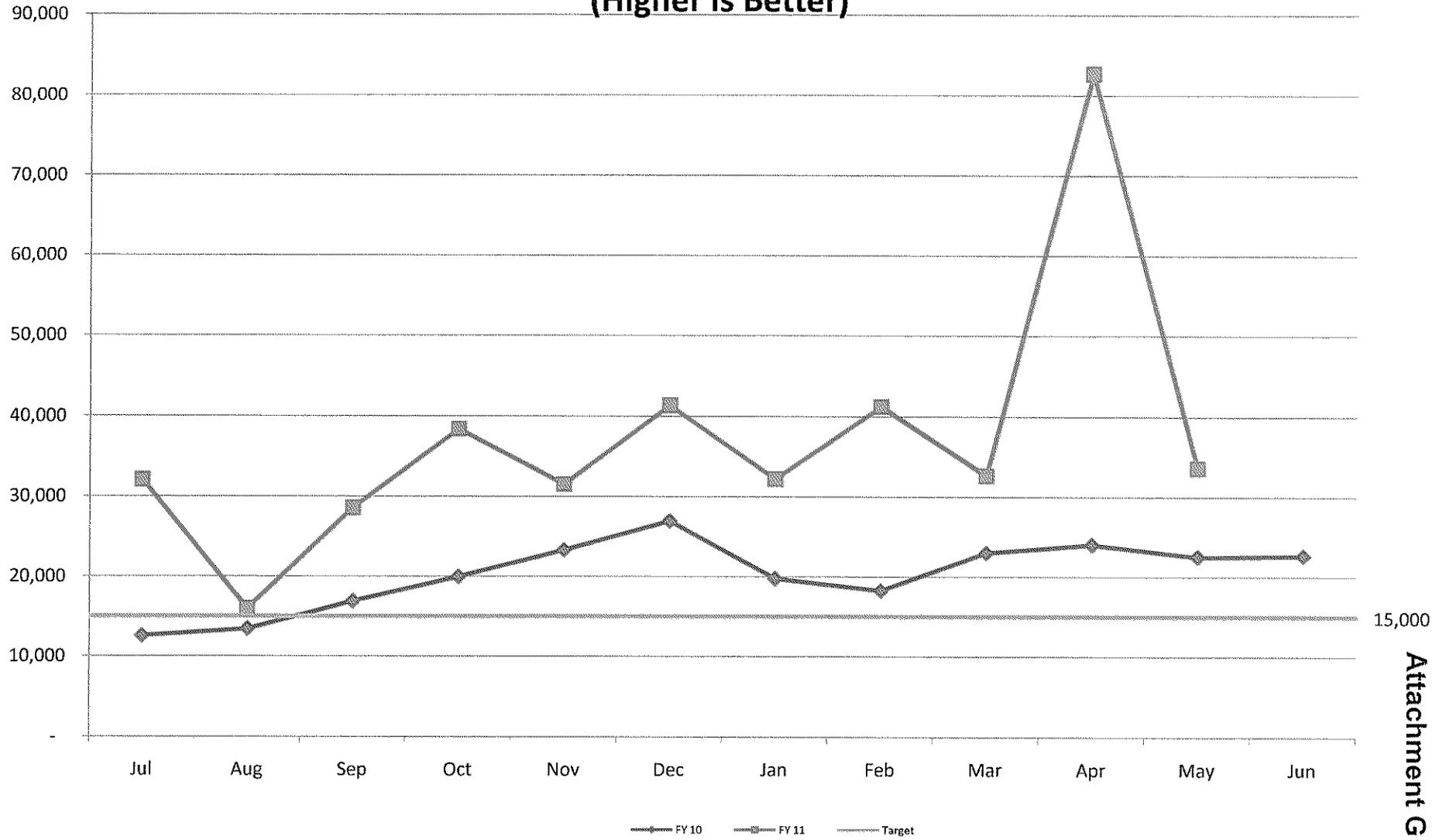


Attachment D

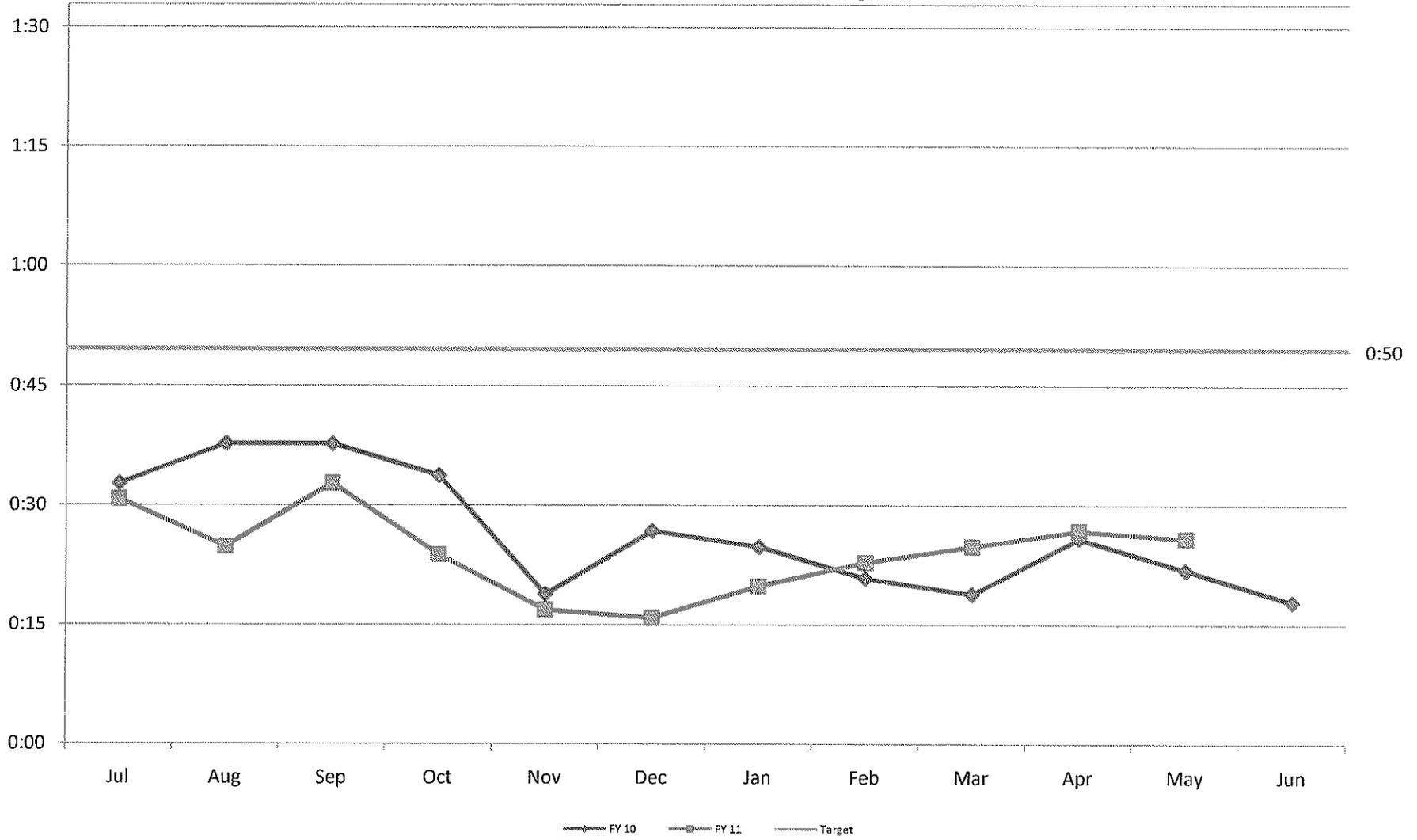
## Attachment E: Schedule Adherence (Higher is Better)



## Attachment G: Average Miles Between Service Interruptions (Higher is Better)

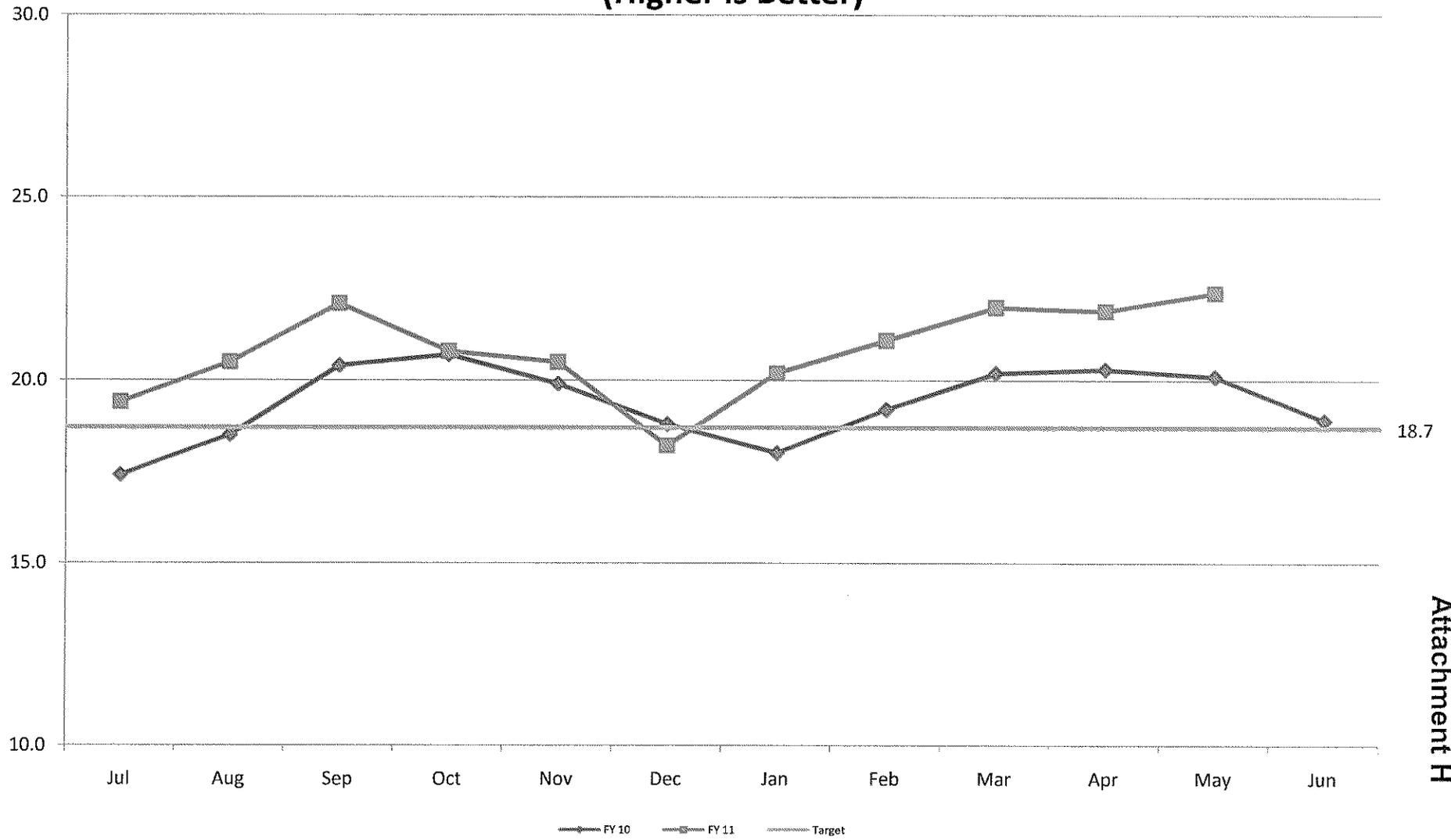


## Attachment F: Average Hold Time (Lower is Better)

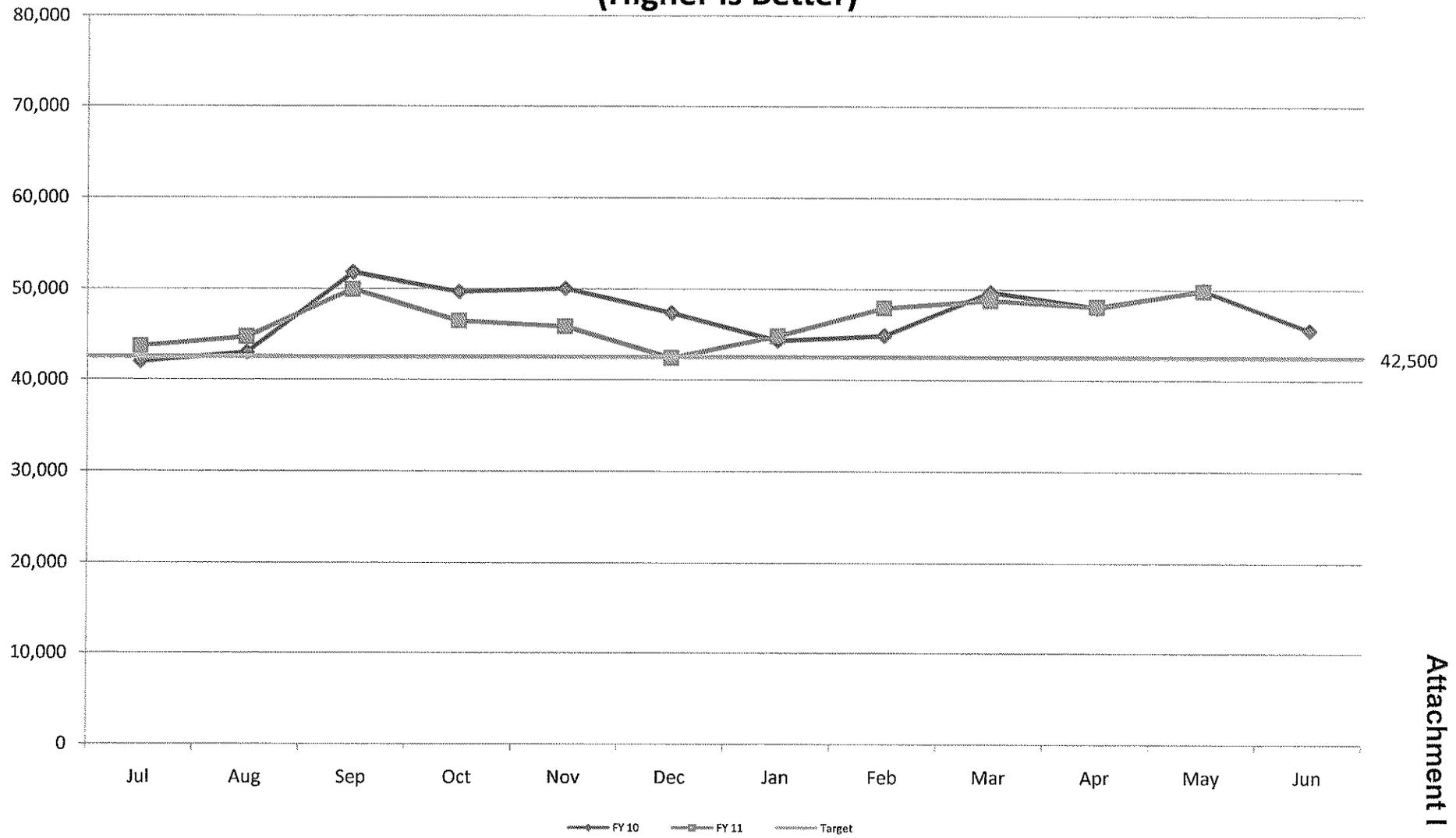


Attachment F

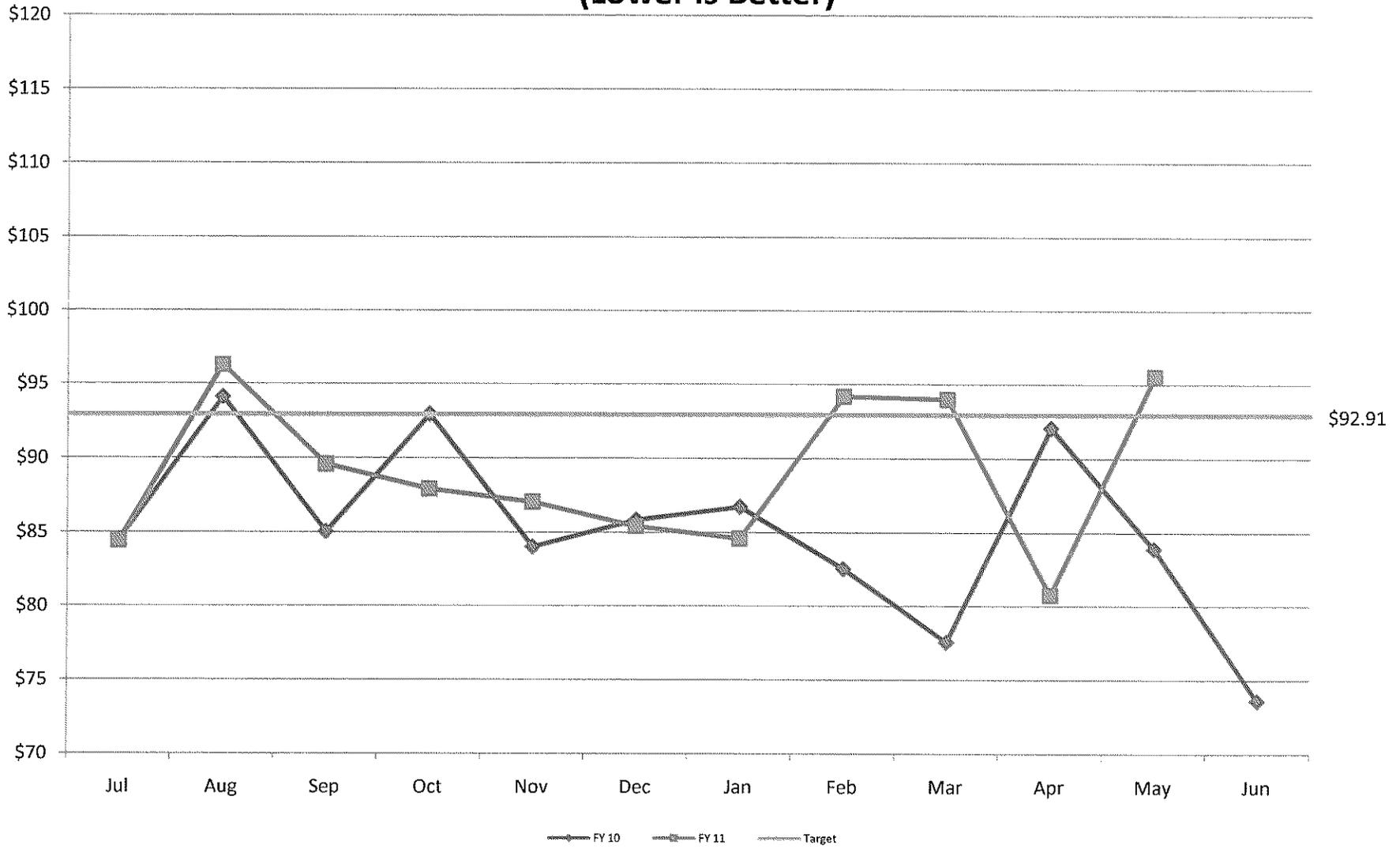
## Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



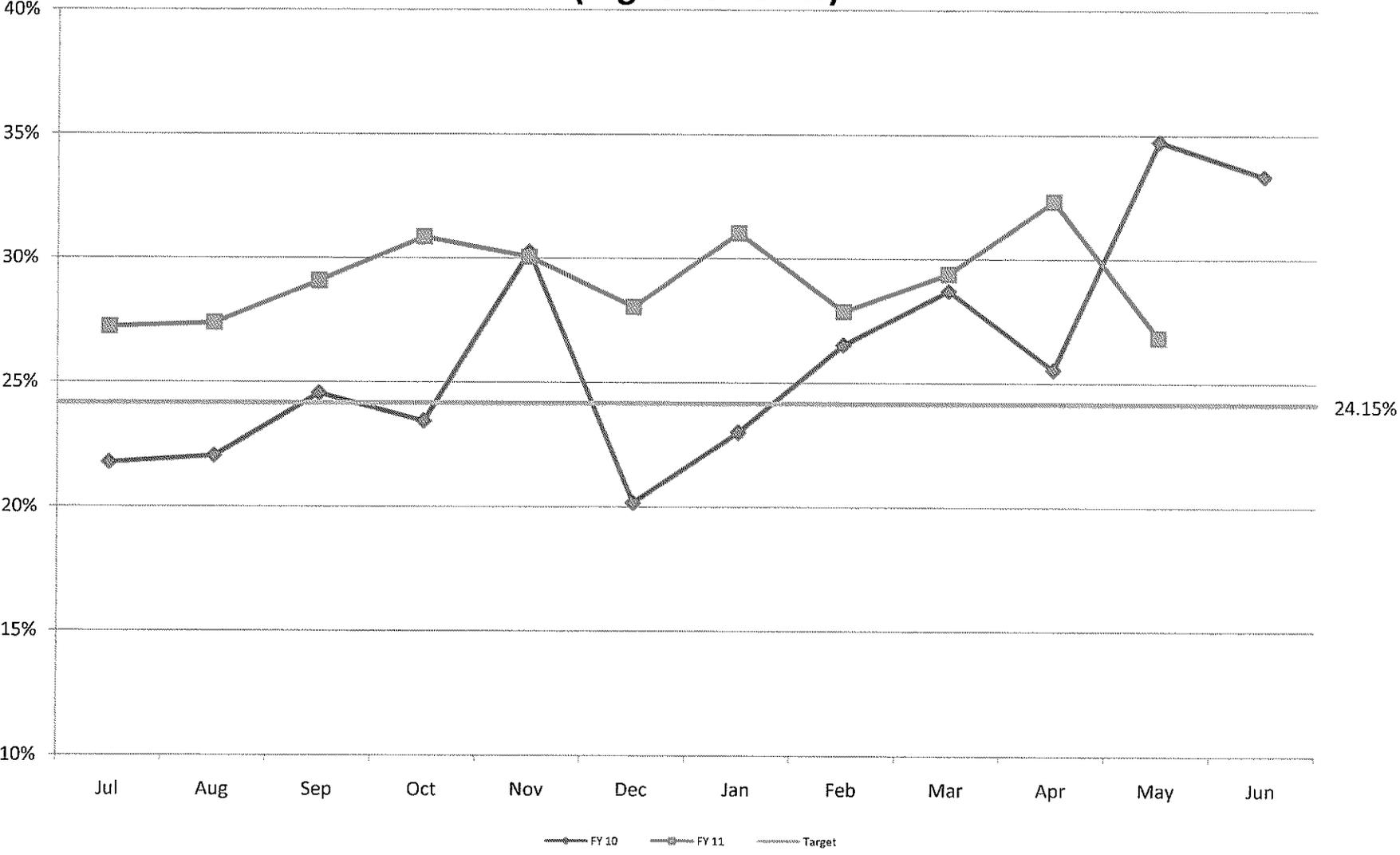
## Attachment I: Average Weekday Boardings (Higher is Better)



# Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



# Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System  
May-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 11 Year to Date	YTD Meets/Exceeds	FY 10 Year to Date	% Improvement
Average Fare per Boarding	\$1.15	\$1.45	-21.01%	\$1.09	\$1.24	X	\$1.01	23.25%
Average Cost per Boarding	\$4.27	\$4.17	-2.31%	\$4.56	\$4.27	X	\$4.44	3.93%
Average Subsidy per Boarding	\$3.12	\$2.72	-14.72%	\$3.47	\$3.03	X	\$3.44	11.88%
Total Vehicle Miles	1,074,550	1,170,376	-8.19%	N/A	11,808,171	N/A	13,133,932	-10.09%
Vehicle Service Miles	819,110	928,288	-11.76%	N/A	9,095,465	N/A	10,323,105	-11.89%
Total Vehicle Hours	64,997	71,811	-9.49%	N/A	721,718	N/A	805,419	-10.39%
In-Service Speed	14.8	15.1	-2.03%	N/A	14.8	N/A	15.1	-1.91%
Boardings per Vehicle Service Mile	1.51	1.33	13.58%	N/A	1.41	N/A	1.28	9.55%