



March 21, 2014

To: Executive Board

Subject: **January Performance Indicators Report**

Recommendation

Receive and file the January Performance Indicators Report.

Summary

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for January 2014. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

In January 2014, Foothill Transit met five of nine key performance indicators. The indicators met for the month are: miles between service interruptions; average hold time; boardings per vehicle service hour; farebox recovery ratio; and average cost per vehicle service hour.

Below is a summary of system performance. Further detail on the performance measures below can be found in the analysis section of this item.

- **Boardings** – Overall boardings recorded by the farebox for January 2014 was 1.2 million boardings – a six percent increase over January 2013.
- **Fare Revenue** – Total fare revenue for January 2014 was \$1.8 million. The average fare was \$1.51 per boarding.
- **Operating Expenses** – Total operating expenses for January 2014 were \$5.4 million, resulting in an average cost per service hour of \$89.07. Operating expenses are one percent higher compared to January 2013 figures.
- **Accidents** – There were ten preventable accidents recorded in January 2014 for a monthly average of 0.84 preventable accidents per 100,000 miles. This is nearly twice the accident rate recorded in January 2013.
- **Customer Complaints** – Foothill Transit received 11.15 complaints per 100,000 boardings in January.
- **Schedule Adherence** – In January 2014, 81.9 percent of all trips recorded arrived on time. This is a 15 percent improvement from January 2013.



Analysis

In order to accomplish its mission, Foothill Transit focuses on the following goals:

- 1) Operate a safe transit system.
- 2) Provide outstanding customer service.
- 3) Operate an effective transit system.
- 4) Operate an efficient transit system.

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2014.

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 total operating expenses incurred throughout the quarter.

Attachment A summarizes system goals and performance indicators. Attachment L provides additional operations-related performance measures.

Total Boardings and Total Revenues

In January 2014, Foothill Transit buses carried 1.2 million boardings. Fiscal year to date, boardings have increased three percent over the previous year for a total of 8.4 million boardings. Compared to January 2013, the Silver Streak carried an additional 700 passengers per day in January 2014, for a total increase of 21,680 passengers (37 percent). This demonstrates the continued success of the Silver2Silver program. Lines 289, 284, 197, and 480 are also carrying over 20 percent more boardings than last fiscal year.

The total recorded fare revenue in January 2014 was \$1.8 million. In January, fare subsidies from Measure R for the Class Pass program began to be recorded. Fiscal year to date, the agency has collected \$10.8 million in fare revenue, matching last year's performance.

Attachment B shows total boardings and revenue for the past 12 months.

Goal 1: Operate a Safe Transit System

Foothill Transit's primary goal is to operate a safe transit system. The agency measures system safety with the number of preventable accidents incurred for every 100,000 miles of vehicle operation.



Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In January 2014 there were a total of ten preventable accidents, for an average of 0.84 preventable accidents per 100,000 miles. This is the first month out of the last six that the preventable accidents target has not been met. Year to date there have been 0.55 accidents per 100,000 miles on the Foothill Transit system.

Eighty percent of the accidents that occurred in January were reported by the Arcadia facility, and a majority of these accidents were vehicle sideswipes. The contractor has implemented a campaign to address this issue and is monitoring progress to improve this performance.

Attachment C provides a summary of preventable accidents per 100,000 miles.

Goal 2: Provide Outstanding Customer Service

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent schedule adherence for this fiscal year. In January 2014, the agency achieved an average of 81.9 percent on-time performance on all lines. While this remains below the performance target, this represents a 15 percent improvement over last January and is the best on-time performance achieved in the last 18 months.

Foothill Transit continues to use the SMART*Bus* system to monitor on-time performance. Quality Assurance staff have been closely monitoring the SMART*Bus* system and working with the operations contractors to ensure that bus service runs on schedule. In November 2013, new bus schedules that better match current traffic patterns were implemented, which contributed to the improvement in schedule adherence. We are continuing to analyze schedule adjustments to optimize on-time performance and have identified further schedule improvements. These schedule changes will be implemented in the spring of 2014.

Attachment D charts schedule adherence over the last 12 months.



Average Miles Between Service Interruptions

In January 2014, Foothill Transit averaged 18,964 miles between service interruptions. This is a 58 percent improvement over January 2013. This indicator not only measures the overall performance of First Transit's maintenance departments, but also reflects customer delays from mechanical service interruptions. Year to date, Foothill Transit has averaged 15,716 miles between service interruptions, meeting the performance target of 15,000 miles between service interruptions.

Attachment E compares the average miles between service interruptions with our performance standard.

Complaints per 100,000 Boardings

In January 2014, Foothill Transit received 11.15 complaints per 100,000 boardings. This remains above the performance target of 10.25 complaints per 100,000 boardings, but is the lowest complaint rate recorded in the last eight months.

Of the 135 complaints received in January 2014, 44 percent were related to schedule adherence and 35 percent were related to courtesy. Foothill Transit's management team and service contractors continue to target both of these areas. As mentioned above, the schedule change implemented in November 2013 significantly increased schedule adherence. Further progress is anticipated with the upcoming spring service change.

Attachment F provides a summary of complaints per 100,000 boardings.

Average Hold Time

Phone systems at our five Transit Stores and our administrative offices provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average hold time of 22 seconds in January 2014 is well below the performance target of 45 seconds. In response to increasing call hold times in the first quarter of this fiscal year, the Veolia contractor has increased staffing and employee training to ensure that calls are answered in a timely manner. Foothill Transit's management team will continue to work closely with the Veolia team to improve customer service.

Attachment G provides a summary of average hold time.

Goal 3: Operate an Effective Transit System

Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.



Boardings per Vehicle Service Hour

Foothill Transit buses averaged 20.1 boardings per vehicle service hour this month. This is above the fiscal year performance target of 19.1 but is slightly less than the same month last year (20.3 boardings per hour). The operation of six percent more service hours this month (as compared to the same month in FY 2013) affects this indicator.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In January 2014, the agency averaged 47,465 boardings per weekday. This is below the fiscal year target of 49,250 boardings per weekday, but is a six percent increase over weekday boardings in January 2013. Year to date, Foothill Transit buses average 47,516 weekday boardings, a three percent increase over last year.

Attachment I, Average Weekday Boardings, shows the history of this indicator. Please note that previous versions of Attachment I for FY 2014 mistakenly used FY 2012 data in place of FY 2013 data; this error has been corrected in the attached chart.

Goal 4: Operate an Efficient Transit System

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

Farebox Recovery Ratio

The farebox recovery ratio is calculated by dividing total fare revenue by total operating expense. The January 2014 farebox recovery ratio was 34.02 percent. This is a 28 percent increase over last January and a significant improvement over farebox recovery earlier this fiscal year. This improvement is due to the Measure R fare subsidies that Foothill Transit began to receive in January for the Class Pass Pilot program. Fiscal year to date, farebox recovery is at 29.04 percent, a two percent decrease compared to last year (29.51 percent).

Attachment J, Farebox Recovery Ratio, shows the trend for this indicator. Previous versions of Attachment J for FY 2014 reported FY 2012 data in place of FY 2013 data; this mistake has been corrected in the attachment.

Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour this quarter was \$89.07, which meets the fiscal year target of \$98.57. This reflects a six percent improvement compared to the previous year. Year to date, costs per vehicle service hour for FY 2014 are also four percent lower than in FY 2013.



This decrease in cost per service hour is due to increased service on the Silver Streak and other lines. To meet customer demand, Foothill Transit has increased the number of service hours by six percent year-to-date, while maintaining operating costs.

Attachment K, Average Cost per Vehicle Service Hour, charts this indicator.

Sincerely,

A handwritten signature in blue ink, appearing to be 'Sarah Tseng'.

Sarah Tseng
Quality Assurance Analyst

A handwritten signature in blue ink, appearing to be 'Doran J. Barnes'.

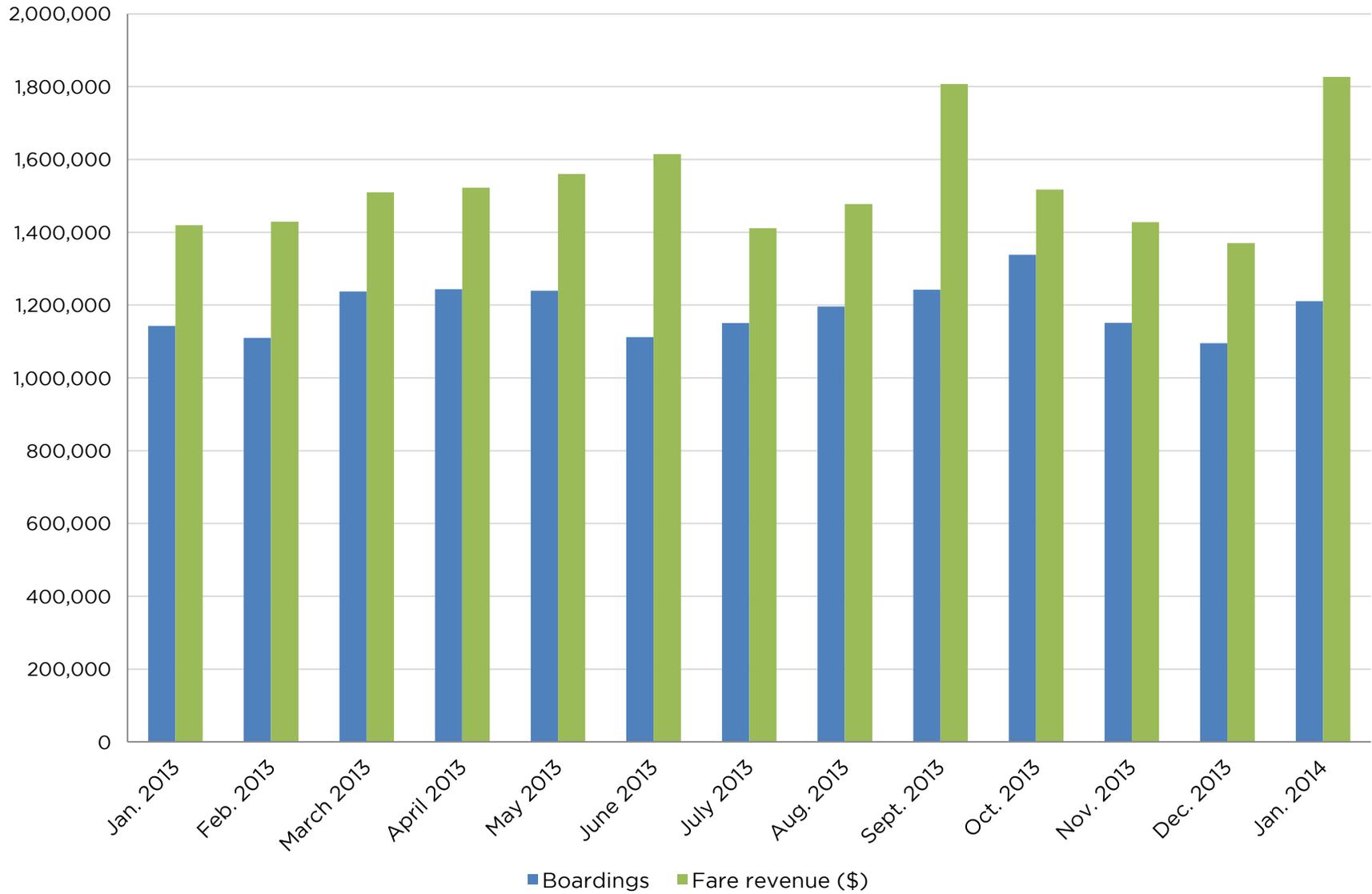
Doran J. Barnes
Executive Director

Attachment A: Foothill Transit Key Performance Indicators January 2014

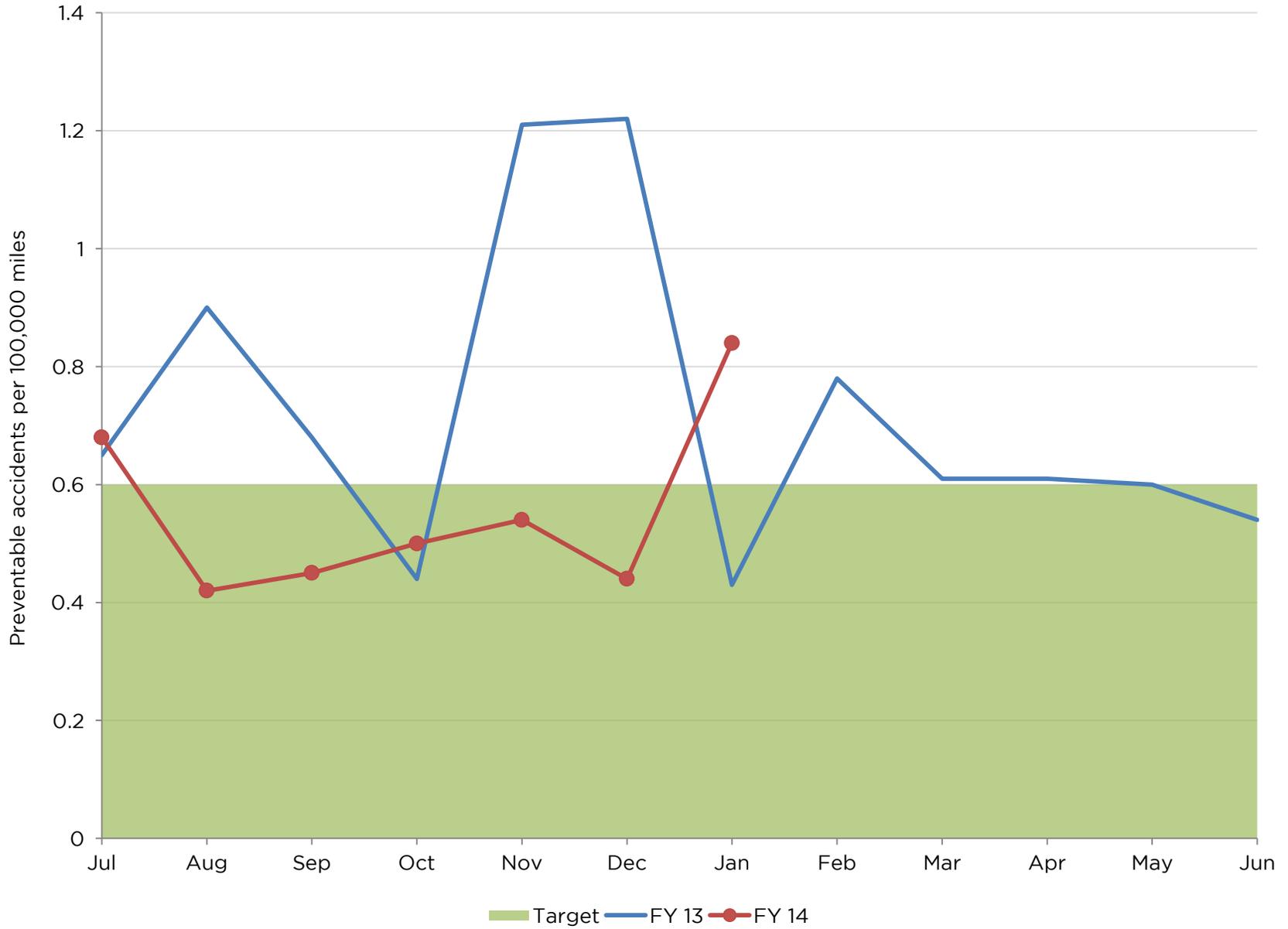
Goal	Performance indicator	Attachment	January 2014	Met target?	Same month last year	% improvement over same month last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,210,732	-	1,143,008	6%	8,383,079	-	8,137,857	3%	
	Vehicle service hours		60,294	-	56,204	7%	411,227	-	386,232	6%	
	Total fare revenue	B	\$1,826,916	-	\$1,419,392	29%	\$10,854,188	-	\$10,806,704	0%	
	Total operating expense		\$5,370,509	-	\$5,327,495	(1%)	\$37,379,600	-	\$36,625,259	(2%)	
Safety	Preventable accidents per 100,000 miles	C	0.84	No	0.43	(95%)	0.55	Yes	0.78	30%	≤ 0.60
Customer service	Schedule adherence	D	81.9%	No	71.3%	15%	76.2%	No	72.3%	5%	≥ 90%
	Miles between service interruptions	E	18,964	Yes	12,017	58%	15,716	Yes	17,785	(12%)	≥ 15,000
	Complaints per 100,000 boardings	F	11.15	No	7.26	(54%)	16.40	No	12.64	(30%)	≤ 10.25
	Average hold time (seconds)	G	22	Yes	42	48%	41	Yes	42	3%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	20.1	Yes	20.3	(1%)	20.4	Yes	21.1	(3%)	≥ 19.1
	Average weekday boardings	I	47,465	No	44,895	6%	47,516	No	46,111	3%	≥ 49,250
Efficiency	Farebox recovery ratio	J	34.02%	Yes	26.64%	28%	29.04%	Yes	29.51%	(2%)	≥ 25.83%
	Average cost per vehicle service hour	K	\$89.07	Yes	\$94.79	6%	\$90.90	Yes	\$94.83	4%	≤ \$98.59

Red = did not meet target

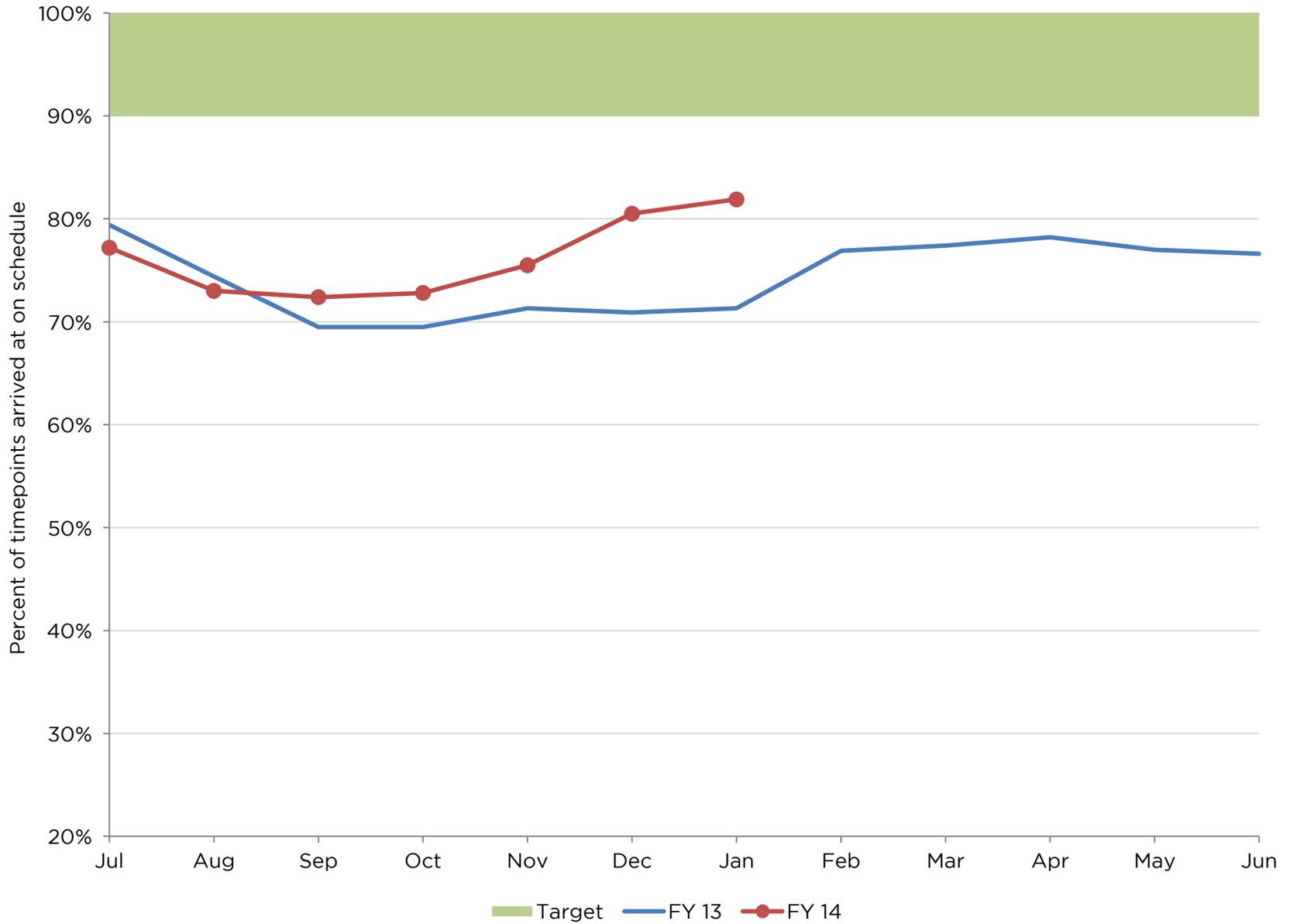
Attachment B: Total Boardings vs. Fare Revenue Foothill Transit FY 2013-14



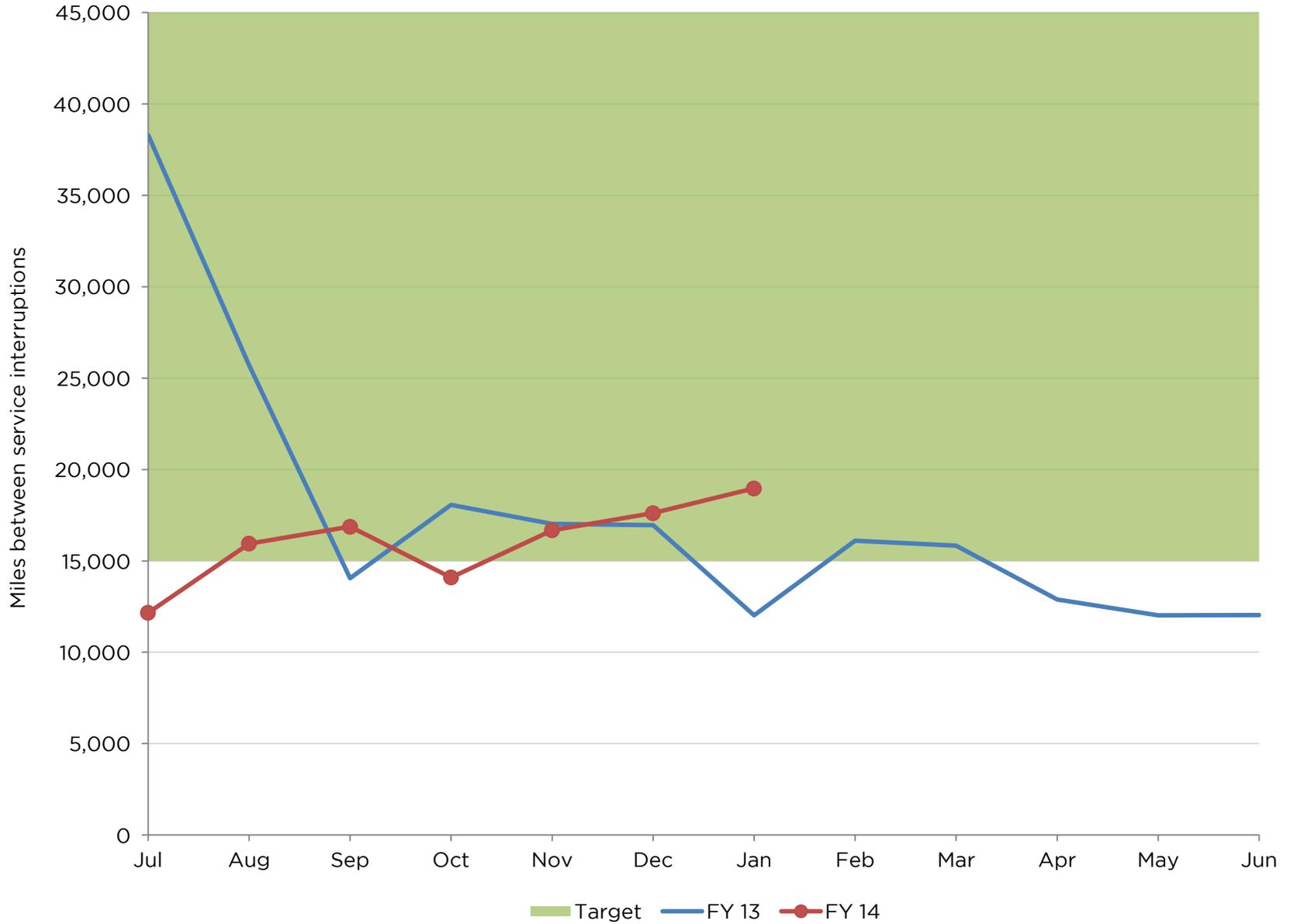
Attachment C: Preventable Accidents per 100,000 Miles
Foothill Transit FY 2013-14



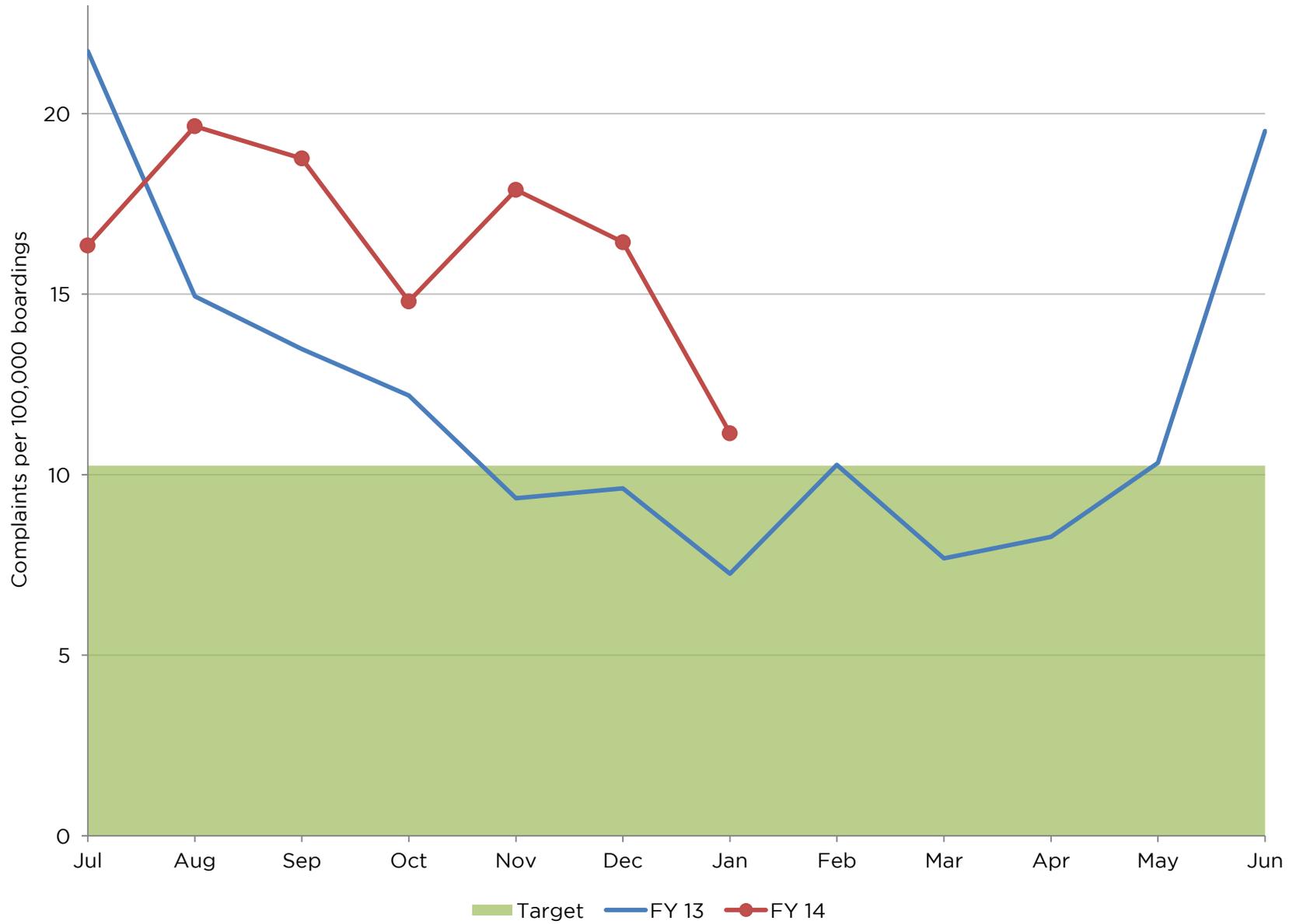
Attachment D: Schedule Adherence Foothill Transit FY 2013-14



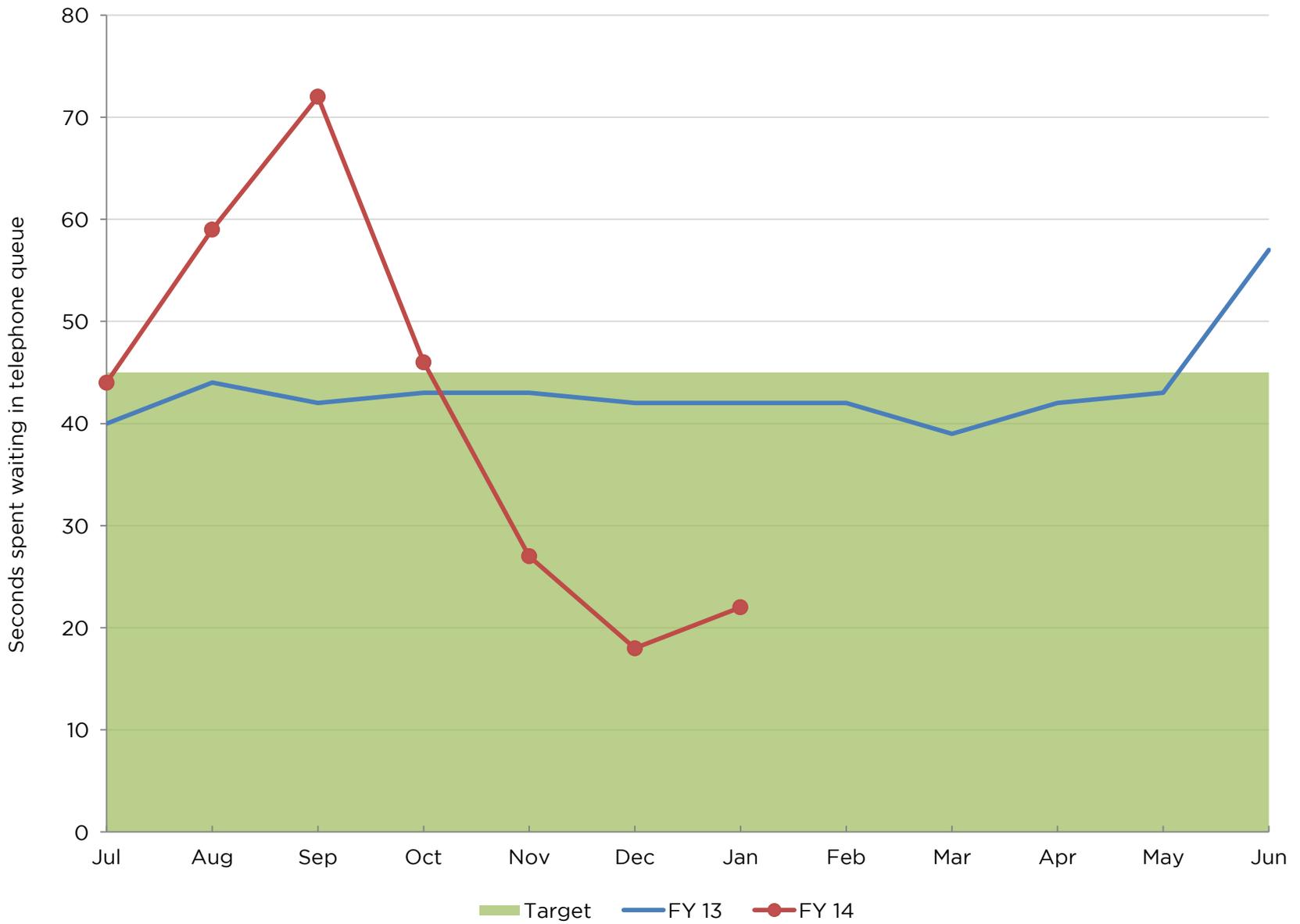
Attachment E: Average Miles Between Service Interruptions Foothill Transit FY 2013-14



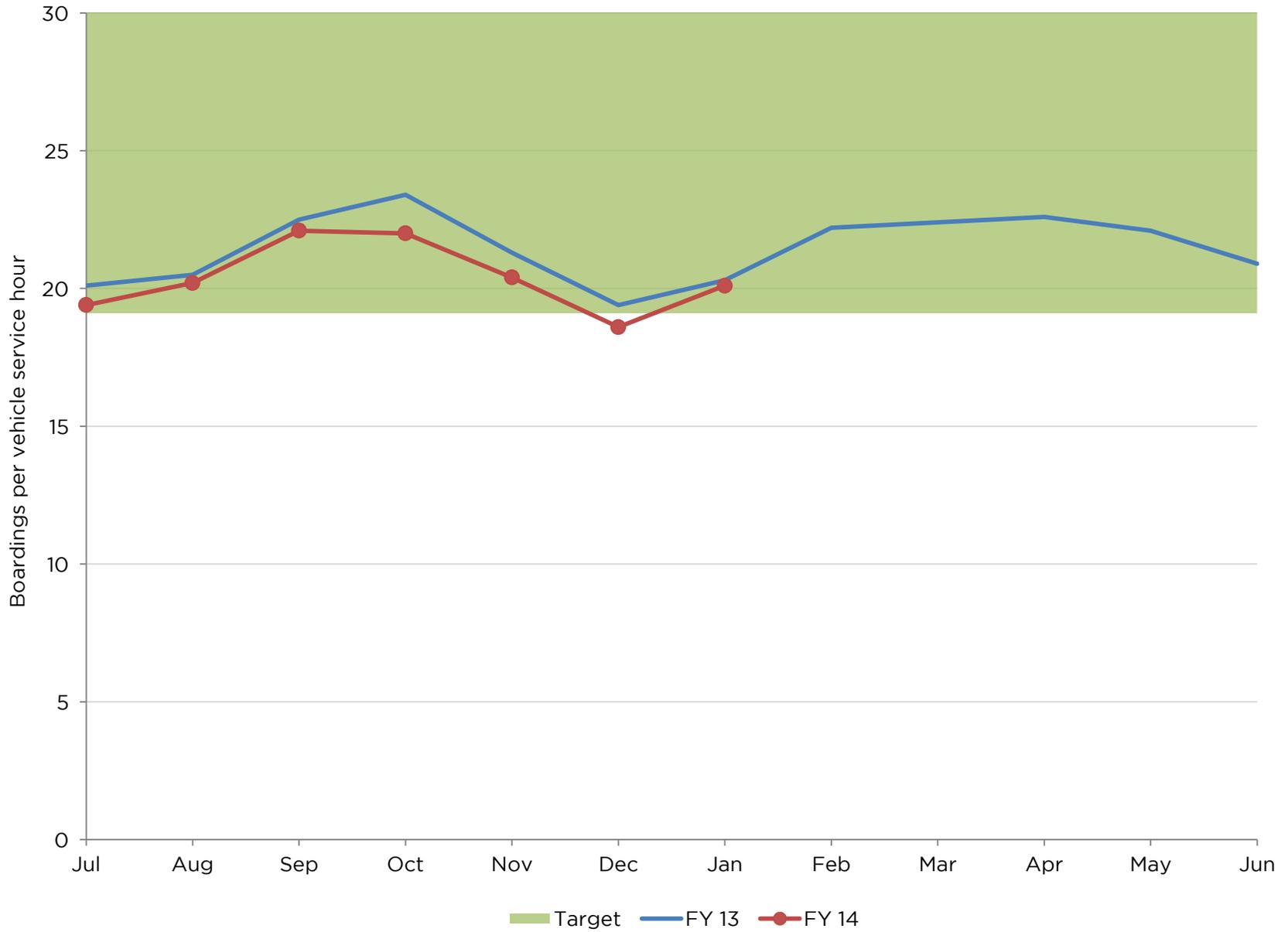
Attachment F: Complaints per 100,000 Boardings Foothill Transit FY 2013-14



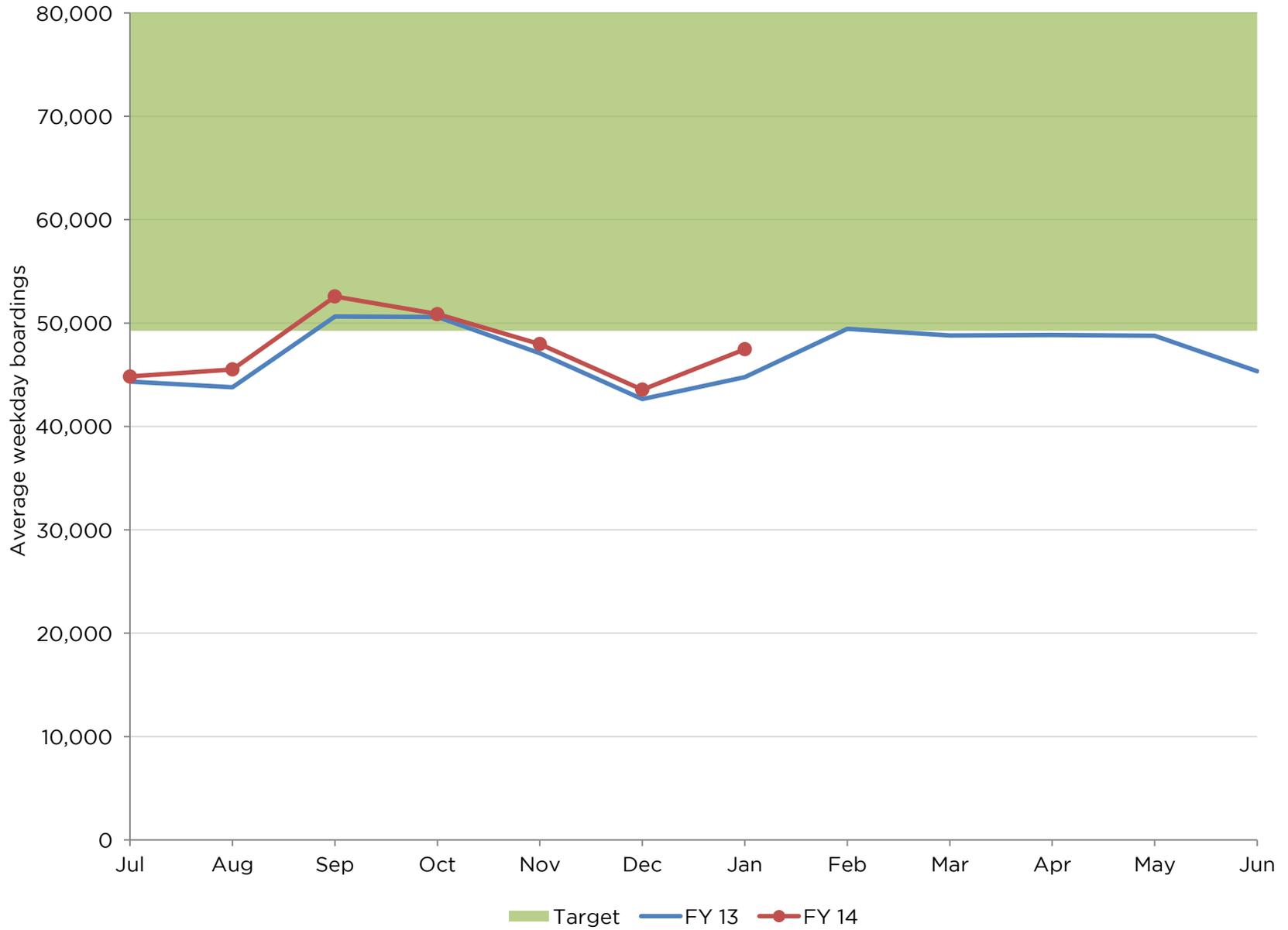
Attachment G: Average Hold Time Foothill Transit FY 2013-14



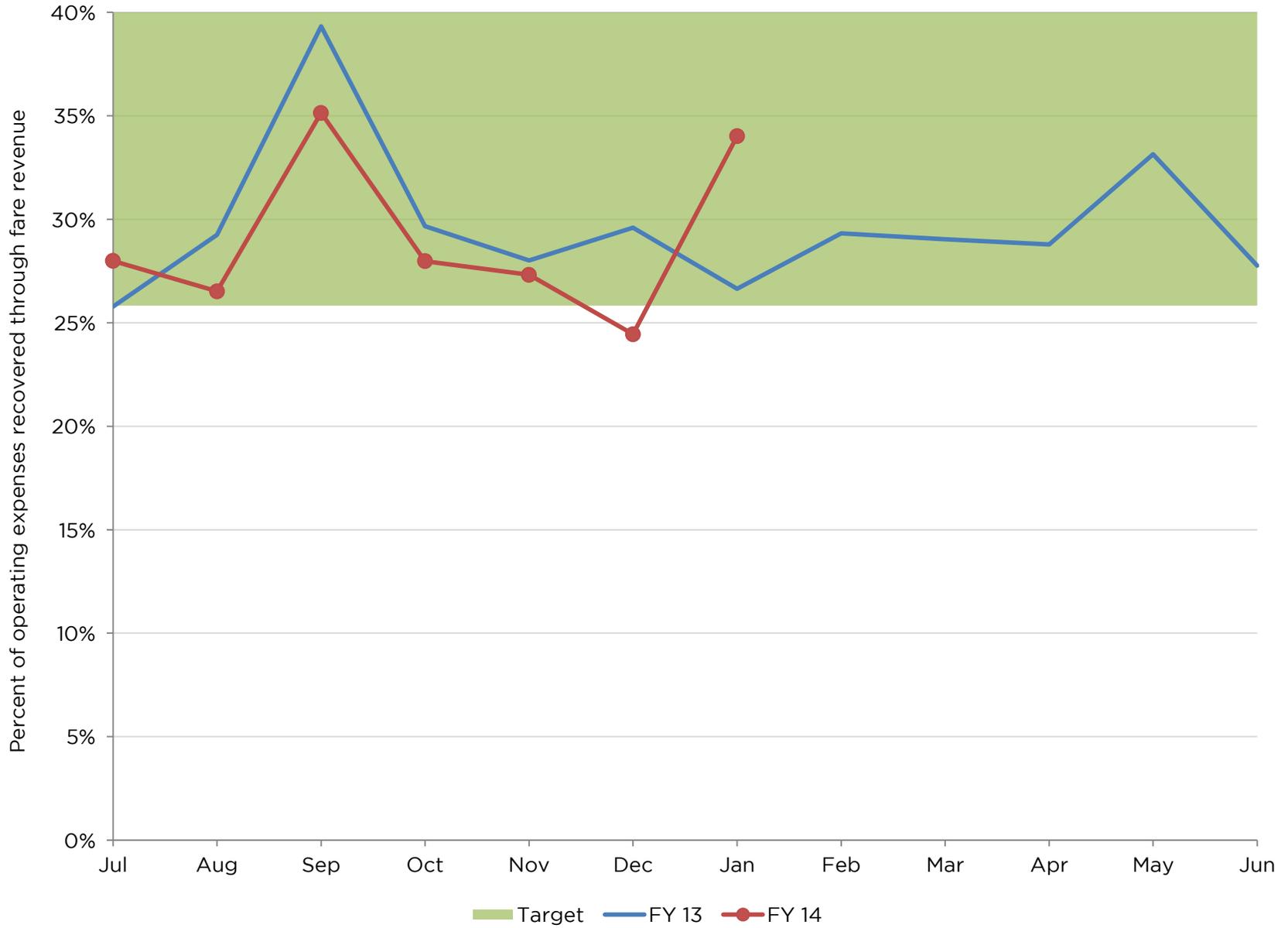
Attachment H: Boardings per Vehicle Service Hour Foothill Transit FY 2013-14



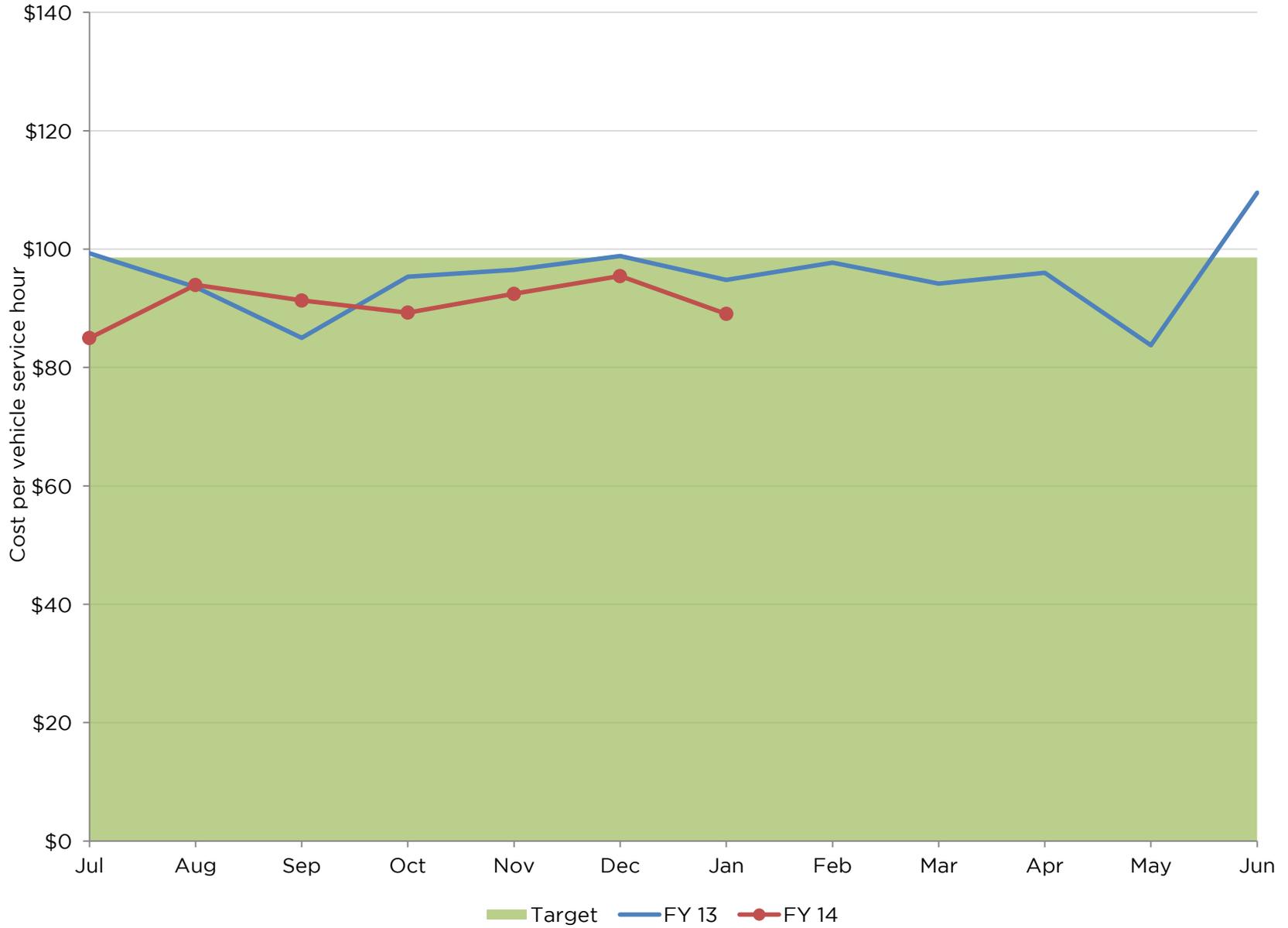
Attachment I: Average Weekday Boardings Foothill Transit FY 2013-14



Attachment J: Farebox Recovery Ratio Foothill Transit FY 2013-14



Attachment K: Average Cost per Vehicle Hour Foothill Transit FY 2013-14



Attachment L:
Foothill Transit Operations Report
January 2014

Performance indicator	January 2014	Met target?	Same month last year	% improvement over same month last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Average fare per boarding	\$1.51	Yes	\$1.24	22%	\$1.29	No	\$1.33	(2%)	≥ \$1.33
Average cost per boarding	\$4.44	Yes	\$4.66	5%	\$4.46	Yes	\$4.50	1%	≤ \$5.16
Average subsidy per boarding	\$2.93	Yes	\$3.42	14%	\$3.16	Yes	\$3.17	0%	≤ \$3.83
Total vehicle miles	1,194,743	-	1,165,637	2%	8,141,006	-	7,647,641	6%	
Vehicle service miles	916,519	-	888,099	3%	6,200,342	-	5,925,707	5%	
Total vehicle hours	81,323	-	76,346	7%	545,392	-	501,616	9%	
In-service speed (mph)	15.2	-	15.8	(4%)	15.1	-	15.3	(2%)	
Boardings per vehicle service mile	1.32	-	1.29	3%	1.35	-	1.37	(2%)	

Red = did not meet target