



June 27, 2014

To: Executive Board

Subject: **May Performance Indicators Report**

Recommendation

Receive and file the May 2014 Performance Indicators Report.

Summary

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

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

System performance is summarized below. Further detail on each performance measure follows in the analysis section of this item.

- **Boardings** – Overall boardings recorded by the farebox for May 2014 was 1.3 million boardings – a three percent increase over May 2013.
- **Fare Revenue** – Total fare revenue for May 2014 was \$1.6 million, a five percent increase over last year. The average fare was \$1.29 per boarding.
- **Operating Expenses** – Total operating expenses for May 2014 were \$5.7 million, resulting in an average cost per service hour of \$96.01. Year to date, operating expenses are three percent higher than last year.
- **Accidents** – There were two preventable accidents recorded in May 2014 for an average of 0.17 preventable accidents per 100,000 miles. This is a 47 percent improvement over the accident rate recorded in May 2013.
- **Customer Complaints** – Foothill Transit received 12.74 complaints per 100,000 boardings in May.
- **Schedule Adherence** – In May 2014, 81.6 percent of all trips recorded arrived on time. This is a six percent improvement from April 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 A2 summarizes system goals and performance indicators. Attachment L2 provides additional operations-related performance measures.

Total Boardings and Total Revenues

In May 2014, Foothill Transit buses carried 1.3 million boardings. Year-to-date boardings are three percent higher than the previous year for a total of 13.3 million boardings. Compared to May 2013, Line 486 ridership increased nine percent in May 2014, while Silver Streak ridership increased six percent. Lines 284, 289, 195, and 197 all experienced ridership increases of over 20 percent. This demonstrates the continued success of recent service improvements and the Class Pass and Silver2Silver initiatives.

The total recorded fare revenue in May 2014 was \$1.6 million. Year-to-date, the agency has collected \$17.3 million in fare revenue, a three percent increase over last year's performance. The increase is due to Measure R fare subsidies for the Class Pass program that began to be recorded in January 2014.

Total operating expenditures in May 2014 were \$5.7 million for the month and \$59.2 million year-to-date. Year-to-date operating expenses are three percent higher than last fiscal year.

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 May 2014 there were a total of two preventable accidents, for an average of 0.17 preventable accidents per 100,000 miles. This is a 72 percent improvement over last year. Year-to-date preventable accidents are at 0.47 per 100,000 miles on the Foothill Transit system – an improvement of 36 percent in the accident rate.

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 May 2014, the agency achieved an average of 81.6 percent on-time performance on all lines. This remains below the performance target, but represents a six percent improvement over last May.

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, the agency implemented new bus schedules that better match current traffic patterns, which contributed to the improvement in schedule adherence. Staff have analyzed schedule adjustments to optimize schedule adherence and have identified further schedule improvements. These schedule changes were implemented on June 1, 2014.

Attachment D charts schedule adherence over the last 12 months.

Average Miles Between Service Interruptions

In May 2014, Foothill Transit averaged 24,147 miles between service interruptions. This is two times the 12,017 mile average in May 2013. This indicator reflects customer delays from mechanical service interruptions and measures the overall performance of First Transit's maintenance departments. Year-to-date, Foothill Transit has averaged



17,401 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 May 2014, Foothill Transit received 12.74 complaints per 100,000 boardings. While this is higher than the performance target of 10.25 complaints per 100,000 boardings, it is a significant improvement over the number of complaints received earlier this fiscal year.

Of the 162 complaints received in May 2014, 47 percent were related to schedule adherence and 24 percent were related to courtesy. Foothill Transit's management team and service contractors continue to target both of these areas, particularly on the Silver Streak. In May, the Silver Streak received the most complaints of any line at 22, but also the most compliments at four. As mentioned above, the schedule change implemented in November 2013 significantly increased schedule adherence, and further progress is anticipated as a result of the June 2014 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 16 seconds in May 2014 is well below the performance target of 45 seconds. In May, 94.6 percent of all calls to the Transit Stores were answered.

In response to increasing call hold times in the first quarter of this fiscal year, Veolia increased customer service staffing and employee training to ensure that calls are answered in a timely manner. The IT department also installed a new phone system in February 2014 to improve call reliability. Foothill Transit's management team continues 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 21.3 boardings per vehicle service hour in May 2014. This is above the fiscal year performance target of 19.1 but is slightly less than the May 2013 figure of 22.1 boardings per hour. The operation of six percent more service hours this month as compared to May 2013 affects this indicator.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

The FY 2014 performance target for average weekday boardings is 49,250 boardings. In May 2014, the agency averaged 51,215 boardings per weekday. This meets the performance target and is a five percent improvement over May 2013.

Year-to-date, Foothill Transit buses are averaging 48,691 weekday boardings. While this is a three percent increase over last year, it is one percent short of the performance target, due to the significant drop in weekday ridership during the winter holiday period.

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

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 revenues by total operating expenses. The May 2014 farebox recovery ratio was 28.58 percent. This is a two percent decrease compared to the same month last year. Fiscal year to date, farebox recovery is at 29.18 percent, nearly even compared to last year's figure of 29.34 percent.

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

Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour this quarter was \$96.01, which meets the fiscal year target of \$98.59. This is one percent higher than last year's average cost per service hour of \$95.50. Year-to-date however, the \$91.99 cost per vehicle service hour figure for FY 2014 is three percent lower than the \$94.08 figure in FY 2013.



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

Sincerely,

A handwritten signature in black ink, appearing to read 'Sarah Tseng'.

Sarah Tseng
Quality Assurance Analyst

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

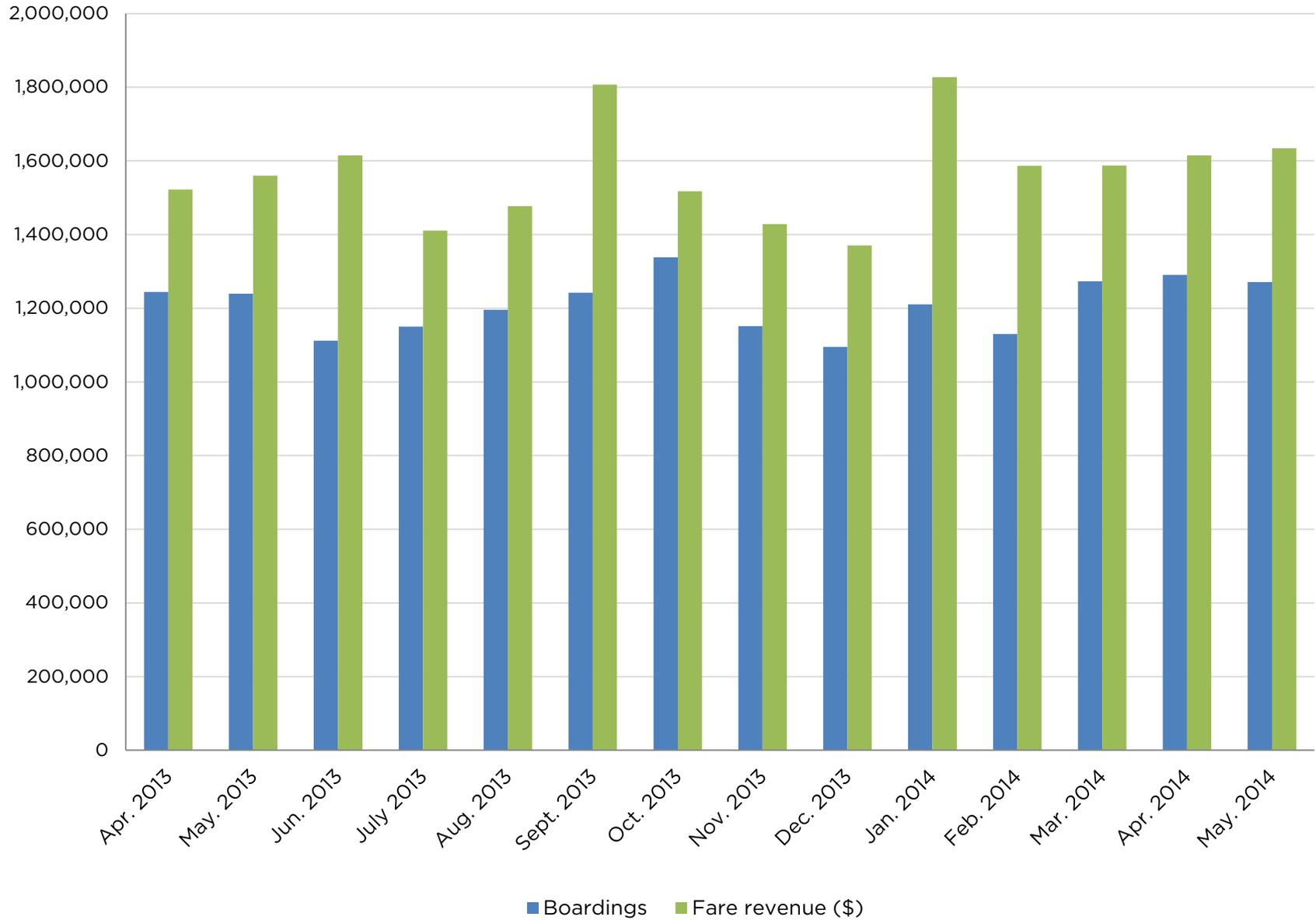
Doran J. Barnes
Executive Director

Attachment A2:
Foothill Transit Key Performance Indicators
May 2014

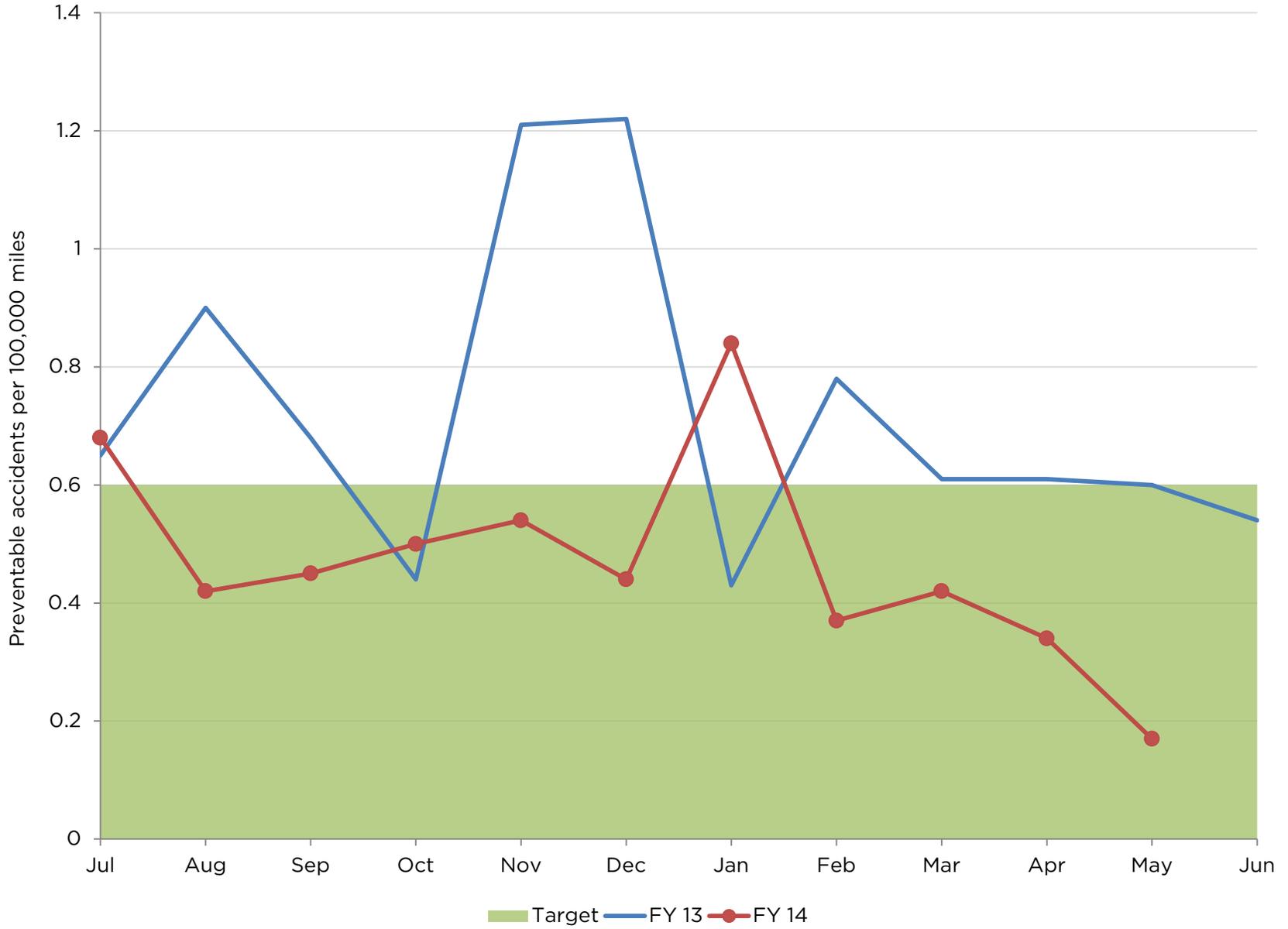
Goal	Performance indicator	Attachment	May 2014	Met target?	Same month last year	% improvement over same month last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,271,246	-	1,239,532	3%	13,347,459	-	12,967,849	3%	
	Vehicle service hours		59,554	-	56,204	6%	643,720	-	602,639	7%	
	Total fare revenue	B	\$1,634,226	-	\$1,559,965	5%	\$17,277,901	-	\$16,827,686	3%	
	Total operating expense		\$5,717,791	-	\$5,367,431	(7%)	\$59,218,228	-	\$57,357,119	(3%)	
Safety	Preventable accidents per 100,000 miles	C	0.17	Yes	0.60	72%	0.47	Yes	0.73	36%	≤ 0.60
Customer service	Schedule adherence	D	81.6%	No	77.0%	6%	78.0%	No	74.2%	5%	≥ 90%
	Miles between service interruptions	E	24,147	Yes	12,017	101%	17,401	Yes	16,130	8%	≥ 15,000
	Complaints per 100,000 boardings	F	12.74	No	10.33	(23%)	15.15	No	11.33	(34%)	≤ 10.25
	Average hold time (seconds)	G	16	Yes	43	62%	33	Yes	42	21%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	21.3	Yes	22.1	(3%)	20.7	Yes	21.5	(4%)	≥ 19.1
	Average weekday boardings	I	51,215	Yes	48,772	5%	48,691	No	47,136	3%	≥ 49,250
Efficiency	Farebox recovery ratio	J	28.58%	Yes	29.06%	(2%)	29.18%	Yes	29.34%	(1%)	≥ 25.83%
	Average cost per vehicle service hour	K	\$96.01	Yes	\$95.50	(1%)	\$91.99	Yes	\$95.18	3%	≤ \$98.59

Red = did not meet target

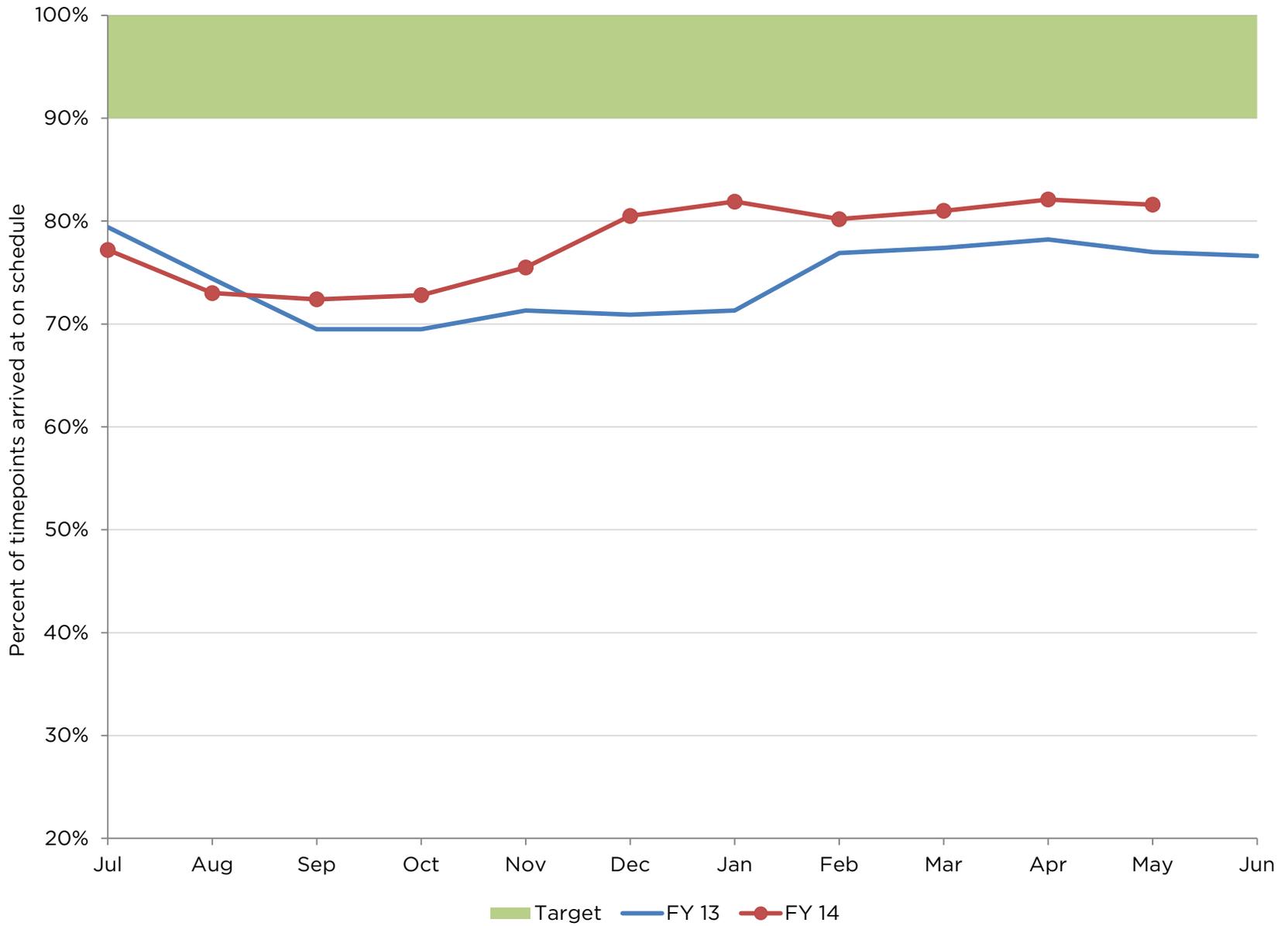
Attachment B: Total Boardings vs. Fare Revenue Foothill Transit FY 2013-14



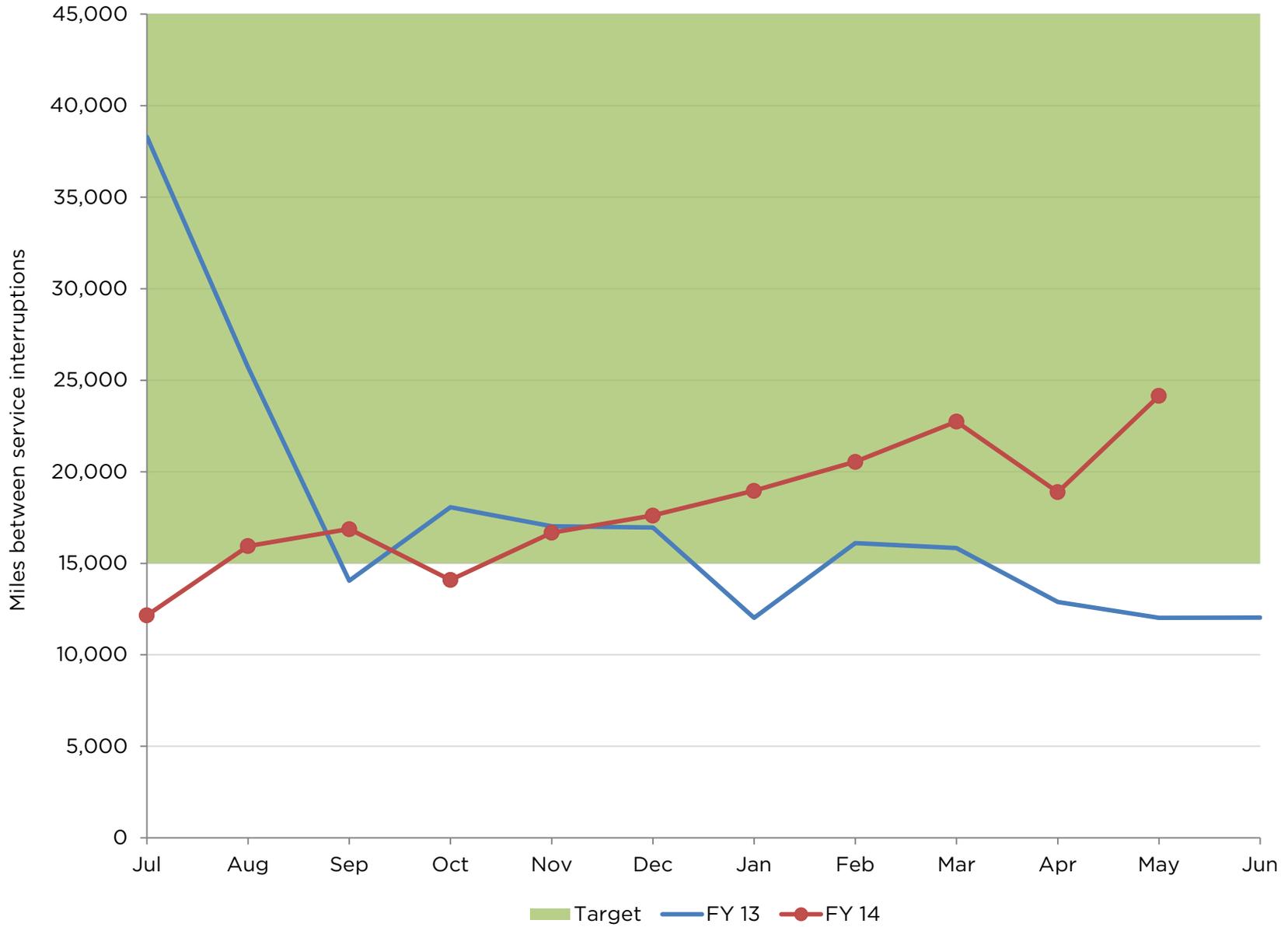
Attachment C: Preventable Accidents per 100,000 Miles
Foothill Transit FY 2013-14



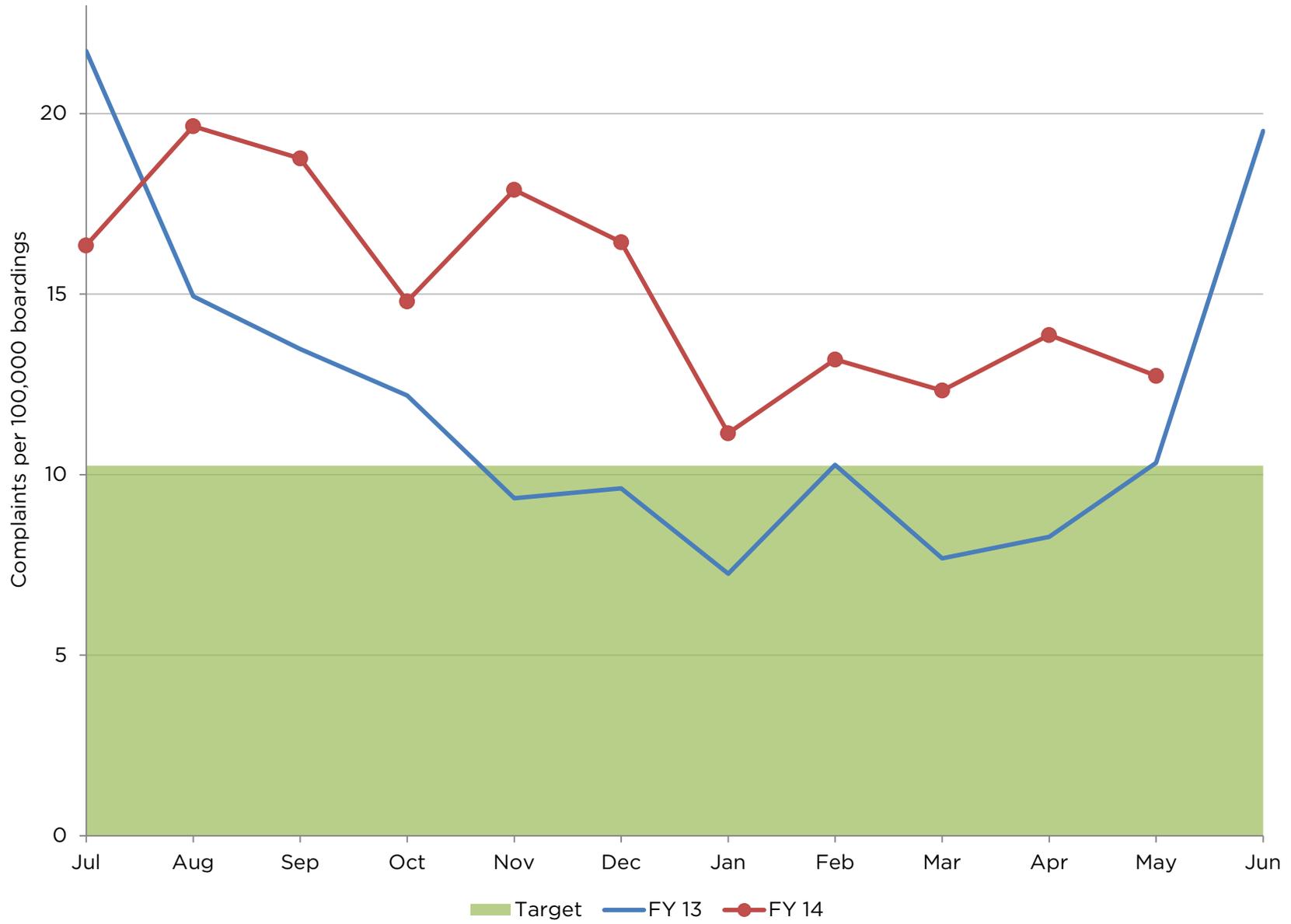
Attachment D: Schedule Adherence Foothill Transit FY 2013-14



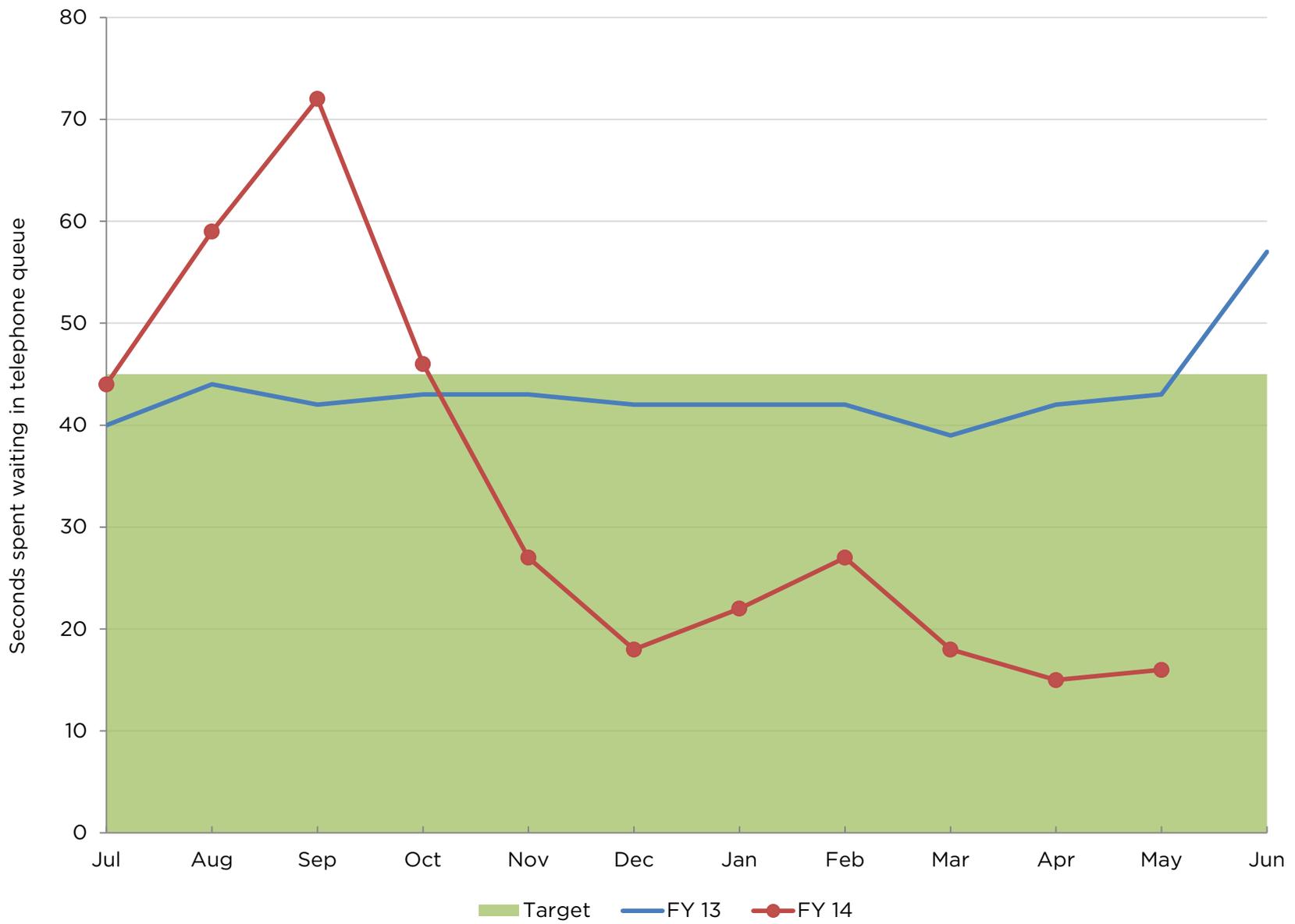
Attachment E: Average Miles Between Service Interruptions Foothill Transit FY 2013-14



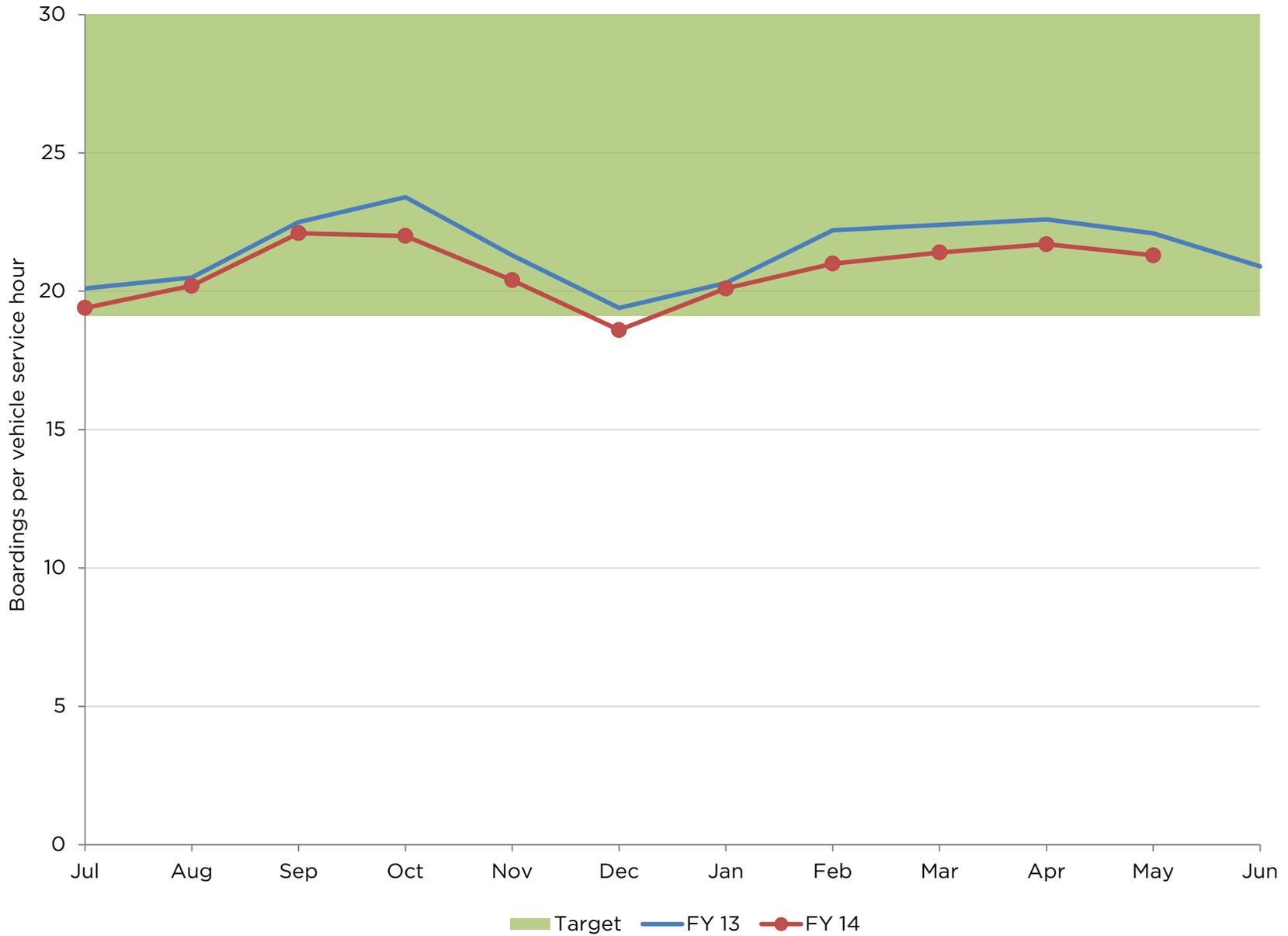
Attachment F: Complaints per 100,000 Boardings Foothill Transit FY 2013-14



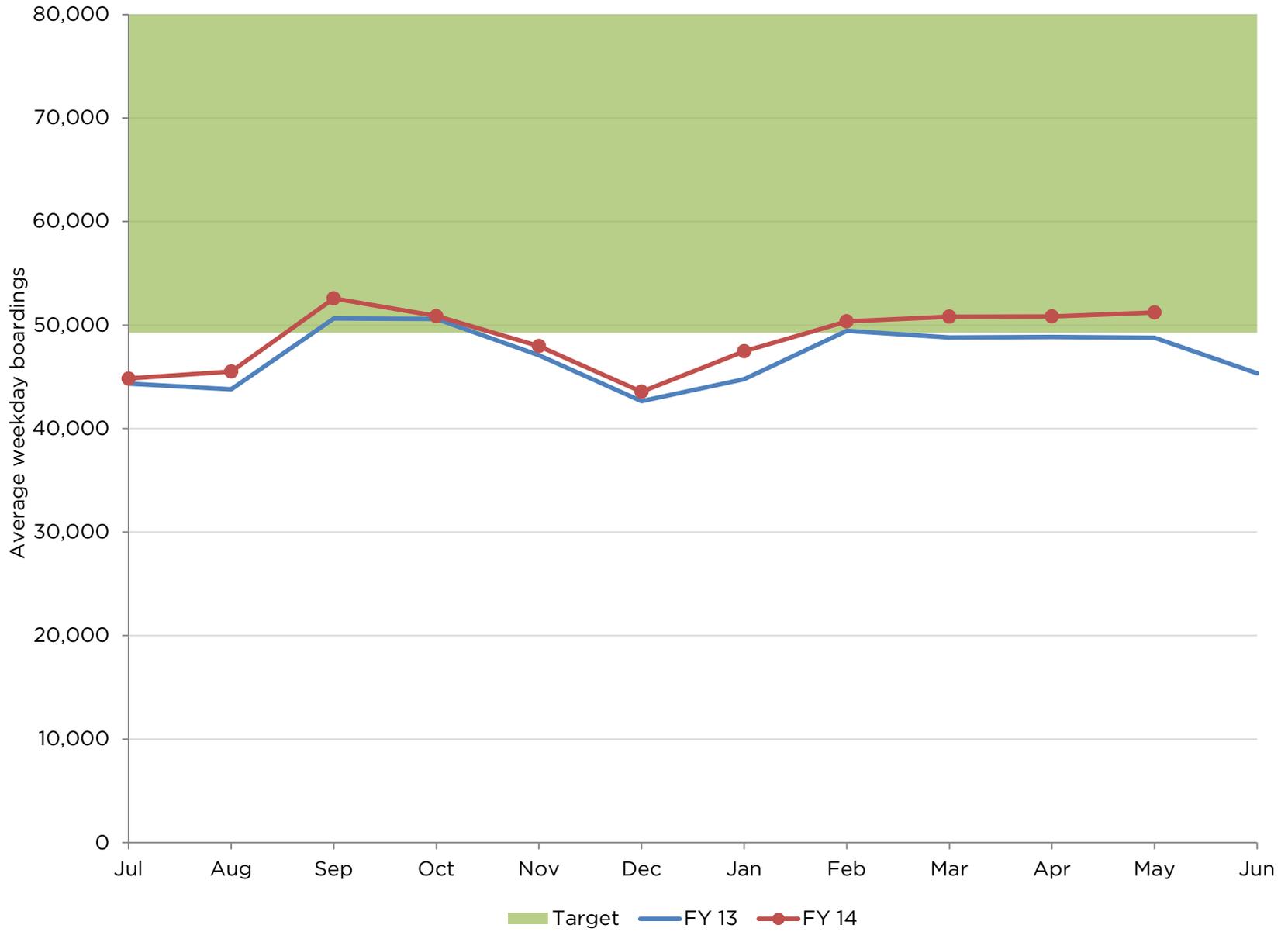
Attachment G: Average Hold Time Foothill Transit FY 2013-14



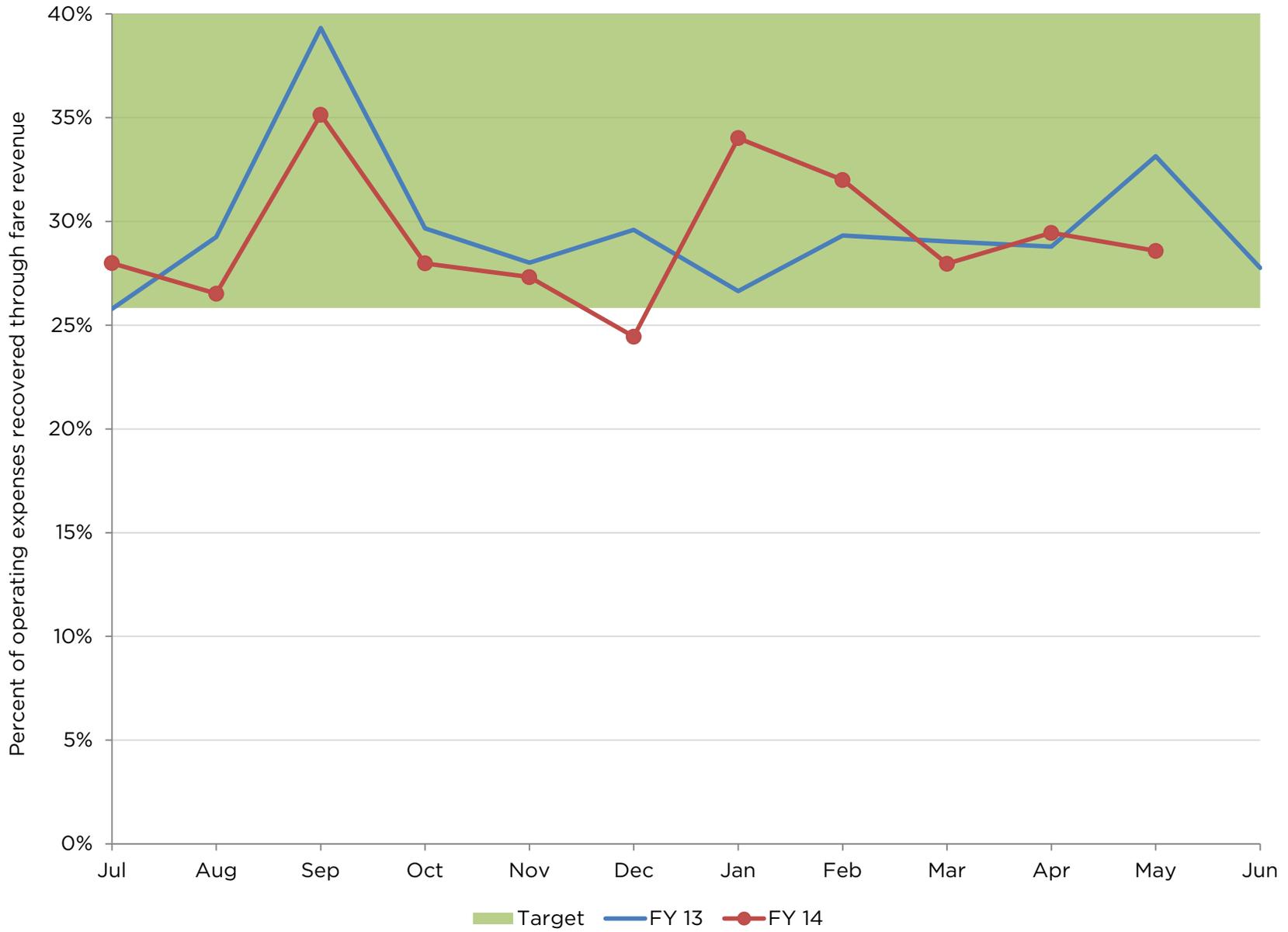
Attachment H: Boardings per Vehicle Service Hour Foothill Transit FY 2013-14



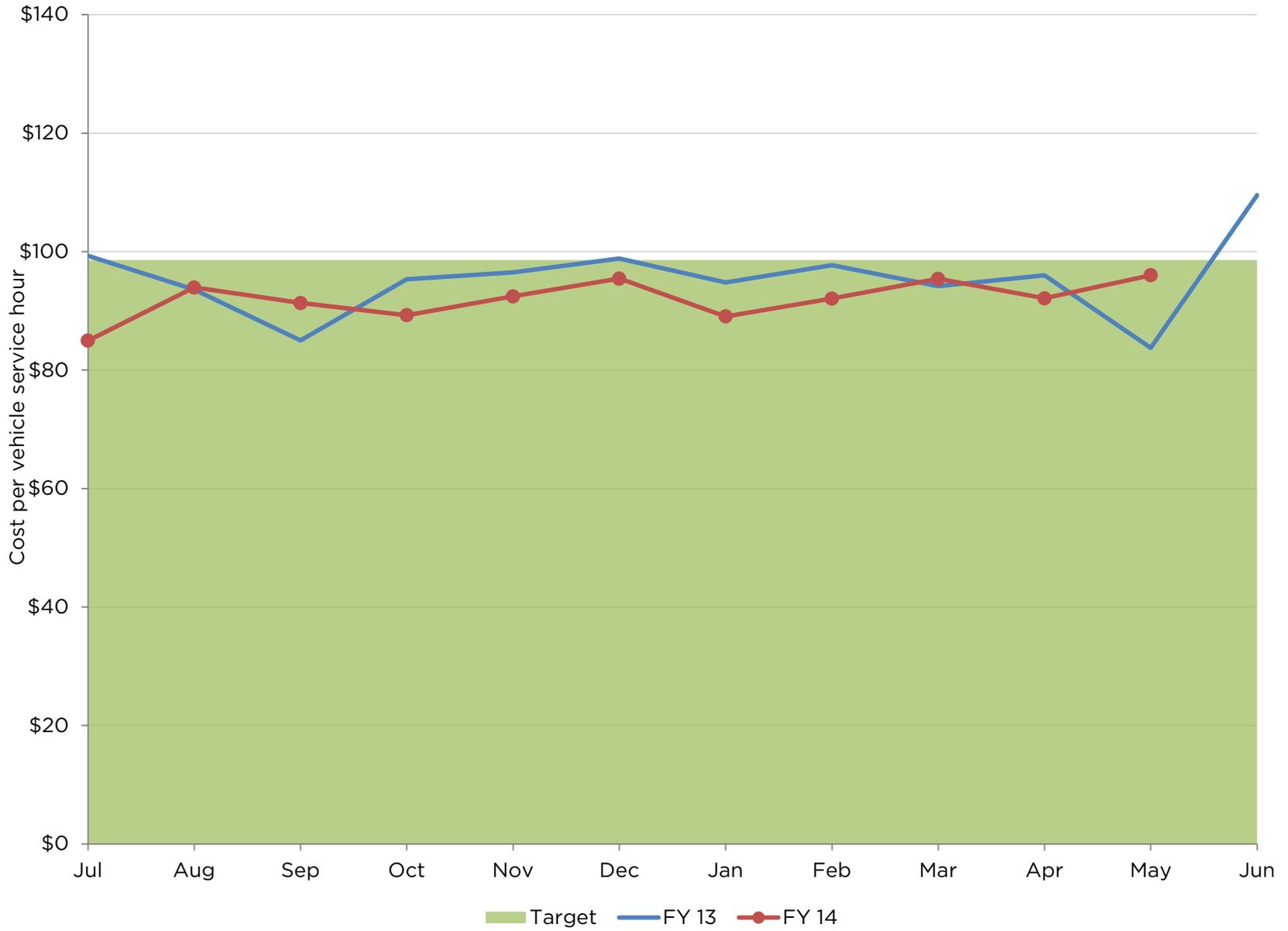
Attachment I: Average Weekday Boardings Foothill Transit FY 2013-14



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



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



Attachment L2:
Foothill Transit Operations Report
May 2014

Goal	Performance indicator	May 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
Operations	Average fare per boarding	\$1.29	No	\$1.26	2%	\$1.29	No	\$1.30	(0%)	≥ \$1.33
	Average cost per boarding	\$4.50	Yes	\$4.33	(4%)	\$4.44	Yes	\$4.42	(0%)	≤ \$5.16
	Average subsidy per boarding	\$3.21	Yes	\$3.07	(5%)	\$3.14	Yes	\$3.13	(1%)	≤ \$3.83
	Total vehicle miles	1,183,224	-	1,165,637	2%	12,772,551	-	12,129,972	5%	
	Vehicle service miles	910,356	-	888,099	3%	9,754,978	-	9,345,406	4%	
	Total vehicle hours	80,175	-	76,346	5%	858,521	-	795,552	8%	
	In-service speed (mph)	15.3	-	15.8	(3%)	15.2	-	15.5	(2%)	
Boardings per vehicle service mile	1.40	-	1.40	0%	1.37	-	1.39	(1%)		

Red = did not meet target