



July 25, 2014

To: Executive Board

Subject: **Performance Indicators Report – Fiscal Year 2014**

Recommendation

Receive and file the Fiscal Year 2014 Performance Indicators Report.

Summary

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for fiscal year 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 FY 2014, Foothill Transit met six 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; 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 FY 2014 was 14.5 million boardings – a three percent increase over FY 2013.
- **Fare Revenue** – Total fare revenue for FY 2014 was \$18.9 million, a two percent increase over last year. The average fare was \$1.30 per boarding.
- **Operating Expenses** – Total operating expenses for FY 2014 were \$65.3 million, resulting in an average cost per service hour of \$92.62. Year to date, operating expenses are three percent higher than last year.
- **Accidents** – There were 66 preventable accidents recorded in FY 2014 for an average of 0.47 preventable accidents per 100,000 miles. This is a 34 percent improvement over the accident rate recorded in FY 2013.
- **Customer Complaints** – Foothill Transit received 15.00 complaints per 100,000 boardings in FY 2014.
- **Schedule Adherence** – In FY 2014, 78.6 percent of all trips recorded arrived on time. This is a six percent improvement from FY 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.

Attachments A1 and A2 summarize system goals and performance indicators for FY 2014 as well as June 2014 and the fourth quarter of FY 2014. Attachment L provides additional operations-related performance measures.

Total Boardings and Total Revenues

In FY 2014, Foothill Transit buses carried 14.5 million boardings. Fiscal year to date, boardings have increased three percent over the previous year. Compared to FY 2013, ridership increased 17 percent on Line 699 and 15 percent on the Silver Streak. Lines 195, 284, 285, and 289, also experienced double-digit ridership increases in FY 2014. This demonstrates the continued success of recent service enhancements and customer promotions.

The total recorded fare revenue in FY 2014 was \$18.9 million. This is a two percent increase over last year's performance. The increase is primarily due to Measure R fare subsidies for the Class Pass program that began to be recorded in January 2014.

Total operating expenditures in FY 2014 were \$65.4 million, a three percent increase over FY 2013. This figure is an estimate for year-end purposes and will be adjusted after all close-out procedures for the fiscal year have been completed. In FY 2014, Foothill Transit operated eight percent more service hours and undertook several major projects, including the Comprehensive Operational Analysis.

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 FY 2014 there were a total of 66 preventable accidents, for an average of 0.47 preventable accidents per 100,000 miles. This is a 34 percent improvement over last year. Almost two-thirds of all preventable accidents occurred on lines operated by the Arcadia facility (64%), while slightly over one-third occurred on lines operated by the Pomona facility (36%).

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 FY 2014, the agency achieved an average of 78.6 percent on-time performance on all lines. This remains below the performance target, but represents a six percent improvement over last fiscal year. In June 2014, Foothill Transit lines operated over 85% on time. This is the highest on-time performance since the adoption of the SMARTBus system and is due to schedule adjustments implemented on June 1.

Foothill Transit continues to use the SMARTBus system to monitor on-time performance. Quality Assurance staff have been closely monitoring the SMARTBus system and working with the operations contractors to ensure that bus service runs on schedule. Staff continues to analyze schedule adjustments to optimize schedule adherence and have identified further schedule improvements.

Attachment D charts schedule adherence over the last 12 months.

Average Miles Between Service Interruptions

This indicator reflects customer delays from mechanical service interruptions and measures the overall performance of First Transit's maintenance departments. In FY 2014, Foothill Transit averaged 17,868 miles between service interruptions. This exceeds the performance standard of 15,000 miles between service interruptions, and is a 14 percent improvement over FY 2013. Furthermore, in June 2014, the Foothill



Transit fleet averaged twice the number of miles between service interruptions in June 2013 (24,587 miles vs. 12,038 miles).

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

Complaints per 100,000 Boardings

In FY 2014, Foothill Transit received 15.00 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 in June 2013 (19.88).

Of the 2,174 complaints received in FY 2014, 53 percent were related to schedule adherence and 29 percent were related to courtesy, including customer pass-ups. Foothill Transit's management team and contractors continue to target both of these areas by improving service quality and employee training. As mentioned previously, schedule changes implemented in November 2013 and June 2014 significantly increased schedule adherence. Further progress is anticipated as the contractors provide new training to operators and customer service representatives.

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 32 seconds in FY 2014 is well below the performance target of 45 seconds. In June 2014, the average hold time was actually 19 seconds, a 69 percent improvement over hold time in June 2013 (57 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. A new phone system was installed 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 20.6 boardings per vehicle service hour in FY 2014. This is above the fiscal year performance target of 19.1 but is slightly less than average boardings per service hour in FY 2013 (21.5 boardings per hour). The operation of eight percent more service hours this year (as compared to FY 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 FY 2014, the agency averaged 48,552 boardings per weekday. While this is one percent short of the target due to a significant drop in weekday ridership during the winter holiday period, it is a three percent improvement over FY 2013.

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. These numbers include accruals based on previous expenditures and will be adjusted after year-end accounting procedures are fully completed.

Farebox Recovery Ratio

The farebox recovery ratio is calculated by dividing total fare revenues by total operating expenses. The FY 2014 farebox recovery ratio is estimated to be 28.91 percent. This is a one percent decrease compared to last year, but exceeds the performance target of 25.83 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 in FY 2014 was \$92.62, which meets the fiscal year target of \$98.59. This is four percent lower than last year's average cost per service hour (\$96.46).

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

Sincerely,

Sarah Tseng
Service Quality Coordinator

Doran J. Barnes
Executive Director

Attachment A1:
Foothill Transit Key Performance Indicators
June 2014

Goal	Performance indicator	June 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	1,174,711	-	1,111,743	6%	14,522,170	-	14,079,592	3%	
	Vehicle service hours	61,850	-	53,105	16%	705,570	-	655,743	8%	
	Total fare revenue	\$1,617,766	-	\$1,614,773	0%	\$18,895,669	-	\$18,442,459	2%	
	Total operating expense	\$6,134,757	-	\$5,895,614	(4%)	\$65,352,986	-	\$63,252,733	(3%)	
Safety	Preventable accidents per 100,000 miles	0.48	Yes	0.54	12%	0.47	Yes	0.72	34%	≤ 0.60
Customer service	Schedule adherence	85.2%	No	76.6%	11%	78.6%	No	74.4%	6%	≥ 90%
	Miles between service interruptions	24,587	Yes	12,038	104%	17,868	Yes	15,684	14%	≥ 15,000
	Complaints per 100,000 boardings	13.36	No	19.88	33%	15.00	No	12.00	(25%)	≤ 10.25
	Average hold time (seconds)	17	Yes	57	69%	32	Yes	43	27%	≤ 45
Effectiveness	Boardings per vehicle service hour	19.0	No	20.9	(9%)	20.6	Yes	21.5	(4%)	≥ 19.1
	Average weekday boardings	47,006	No	45,334	4%	48,552	No	46,994	3%	≥ 49,250
Efficiency	Farebox recovery ratio	26.37%	Yes	27.39%	(4%)	28.91%	Yes	29.16%	(1%)	≥ 25.83%
	Average cost per vehicle service hour	\$99.19	No	\$111.02	11%	\$92.62	Yes	\$96.46	4%	≤ \$98.59

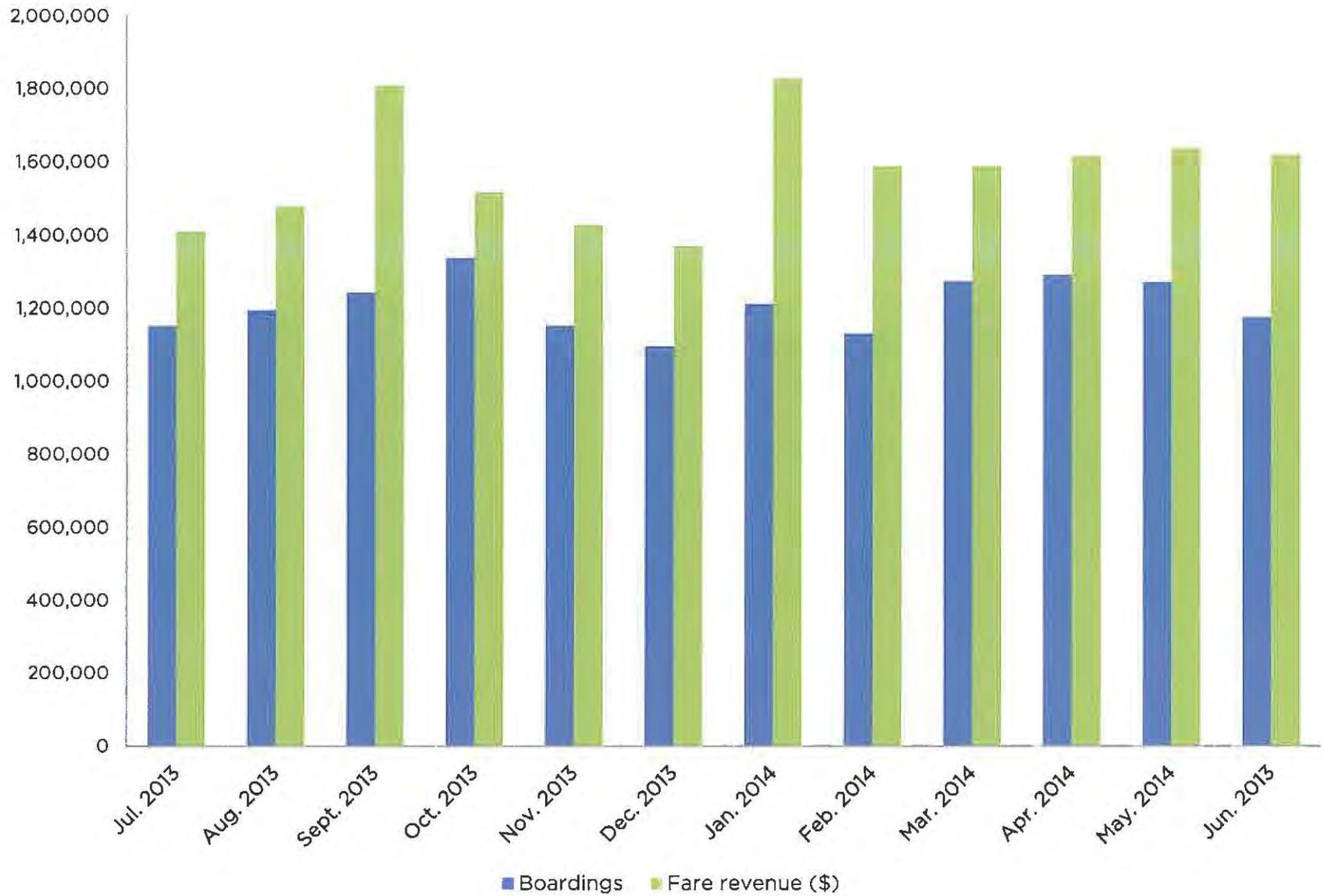
Red = did not meet target

Attachment A2:
Foothill Transit Key Performance Indicators
Fourth Quarter FY 2014

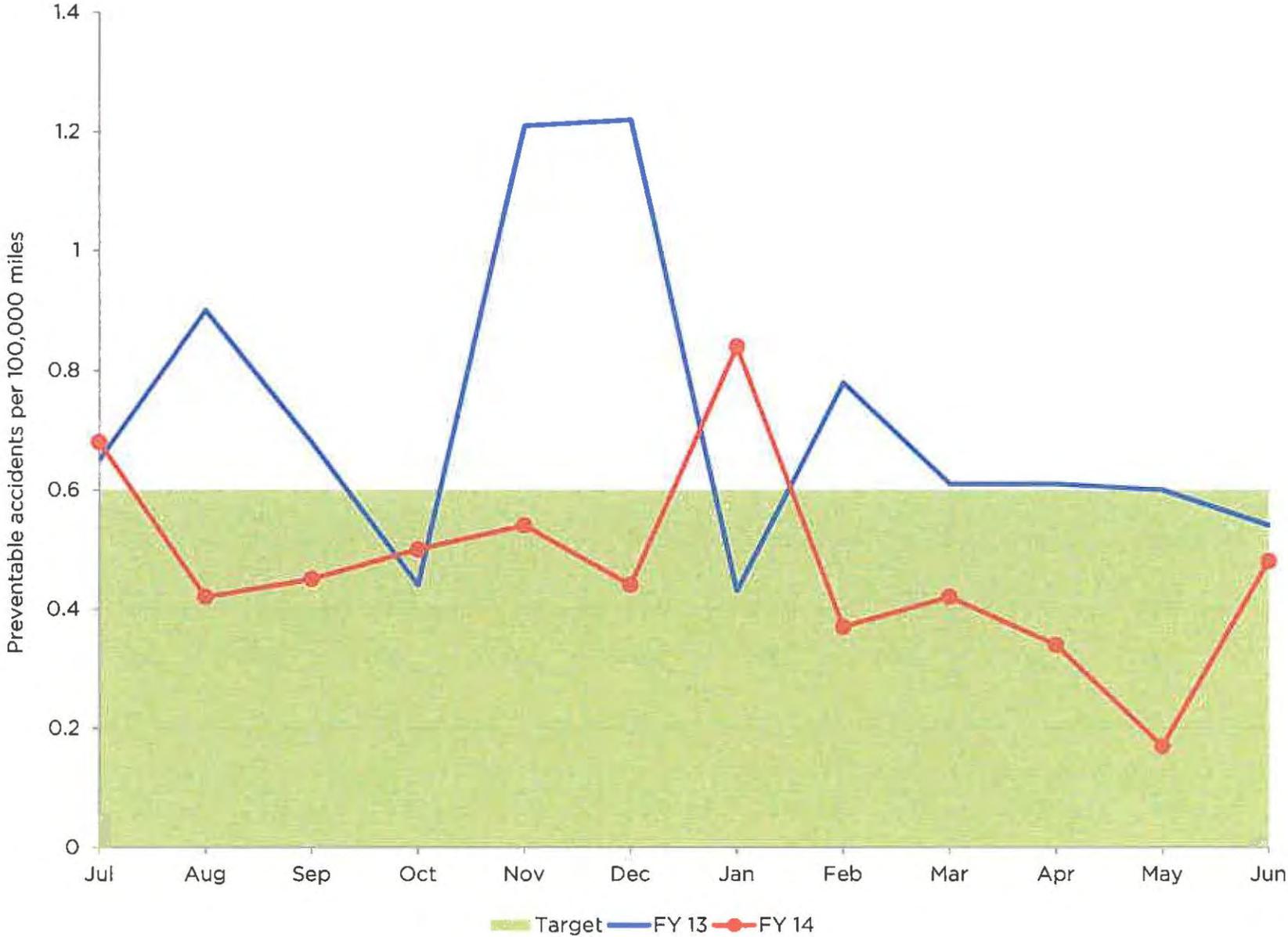
Goal	Performance indicator	Attachment	Q4 FY 2014	Met target?	Q4 FY 2013	% improvement over same quarter last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	3,736,476	-	3,595,128	4%	14,522,170	-	14,079,592	3%	
	Vehicle service hours		180,928	-	164,408	10%	705,570	-	655,743	8%	
	Total fare revenue	B	\$4,867,205	-	\$4,697,147	4%	\$18,895,669	-	\$18,442,459	2%	
	Total operating expense		\$17,336,399	-	\$16,552,685	(5%)	\$65,352,986	-	\$63,252,733	(3%)	
Safety	Preventable accidents per 100,000 miles	C	0.33	Yes	0.58	43%	0.47	Yes	0.72	34%	≤ 0.60
Customer service	Schedule adherence	D	83.0%	No	77.3%	7%	78.6%	No	74.4%	6%	≥ 90%
	Miles between service interruptions	E	22,254	Yes	12,300	81%	17,868	Yes	15,684	14%	≥ 15,000
	Complaints per 100,000 boardings	F	13.33	No	12.57	(6%)	15.00	No	12.00	(25%)	≤ 10.25
	Average hold time (seconds)	G	16	Yes	47	66%	32	Yes	43	27%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	20.7	Yes	21.9	(6%)	20.6	Yes	21.5	(4%)	≥ 19.1
	Average weekday boardings	I	49,701	Yes	47,724	4%	48,552	No	46,994	3%	≥ 49,250
Efficiency	Farebox recovery ratio	J	28.08%	Yes	28.38%	(1%)	28.91%	Yes	29.16%	(1%)	≥ 25.83%
	Average cost per vehicle service hour	K	\$85.82	Yes	\$100.68	5%	\$92.62	Yes	\$96.46	4%	≤ \$98.59

Red = did not meet target

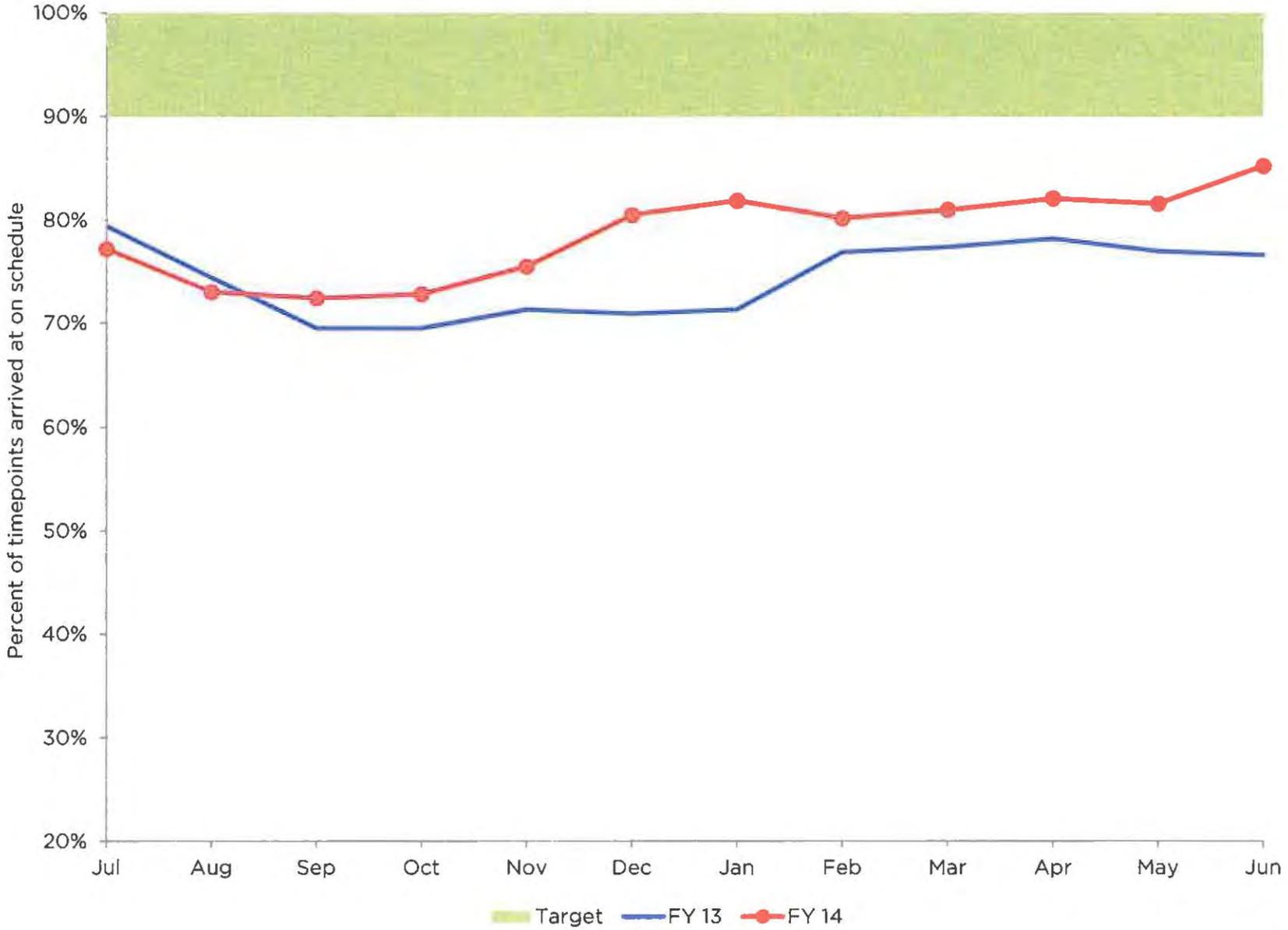
Attachment B: Total Boardings vs. Fare Revenue Foothill Transit FY 2013-14



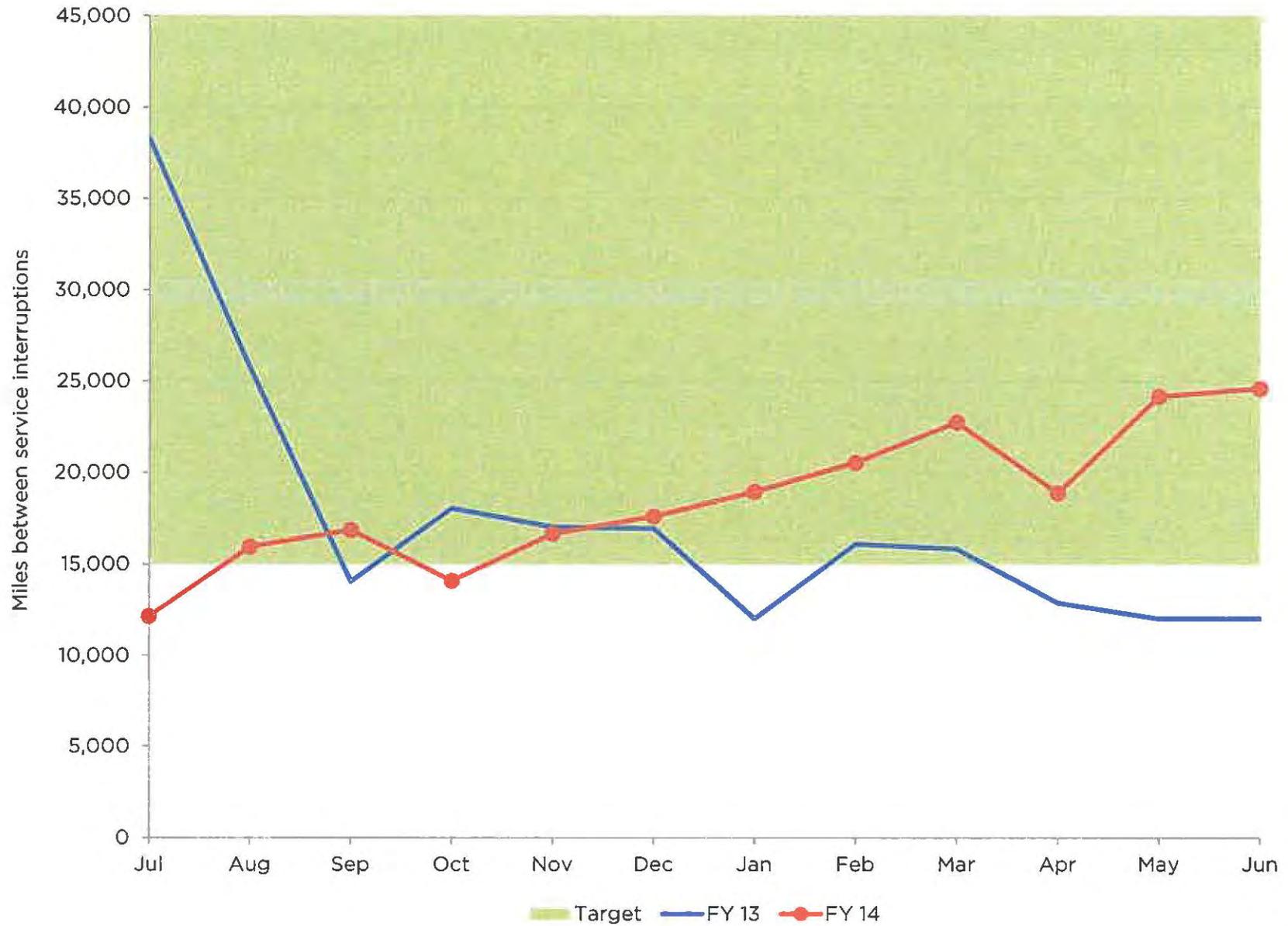
Attachment C: Preventable Accidents per 100,000 Miles
Foothill Transit FY 2013-14



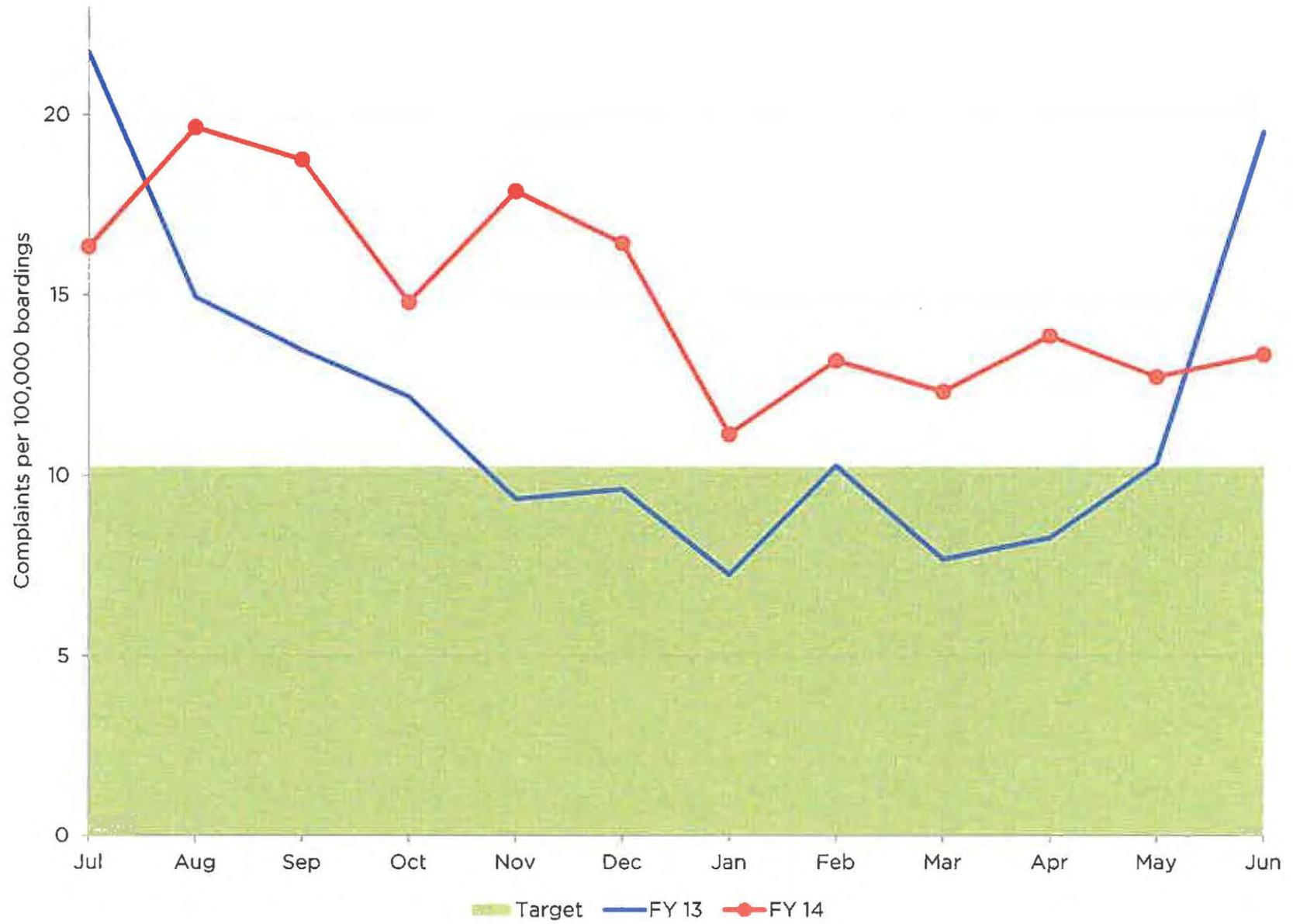
Attachment D: Schedule Adherence
Foothill Transit FY 2013-14



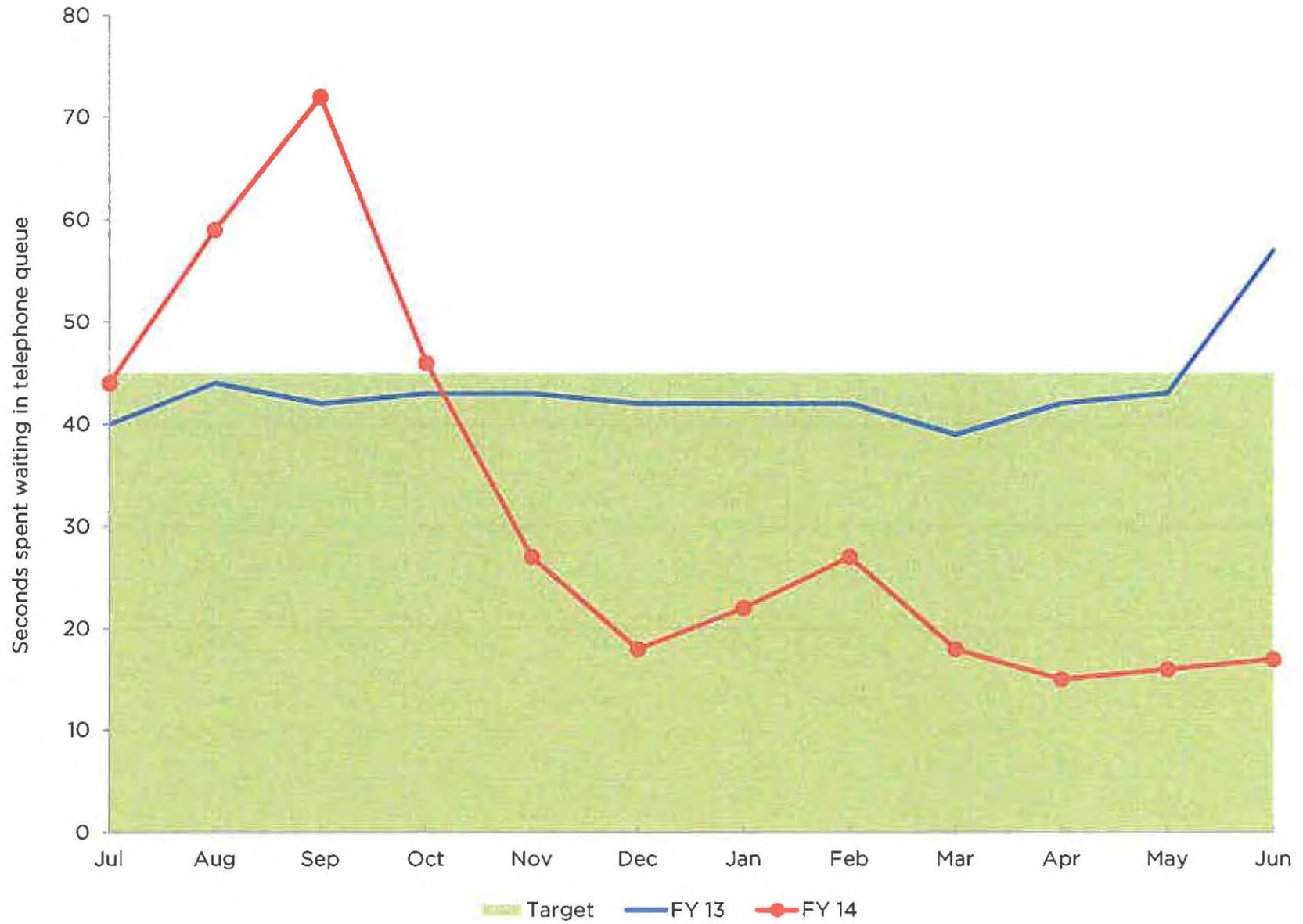
Attachment E: Average Miles Between Service Interruptions Foothill Transit FY 2013-14



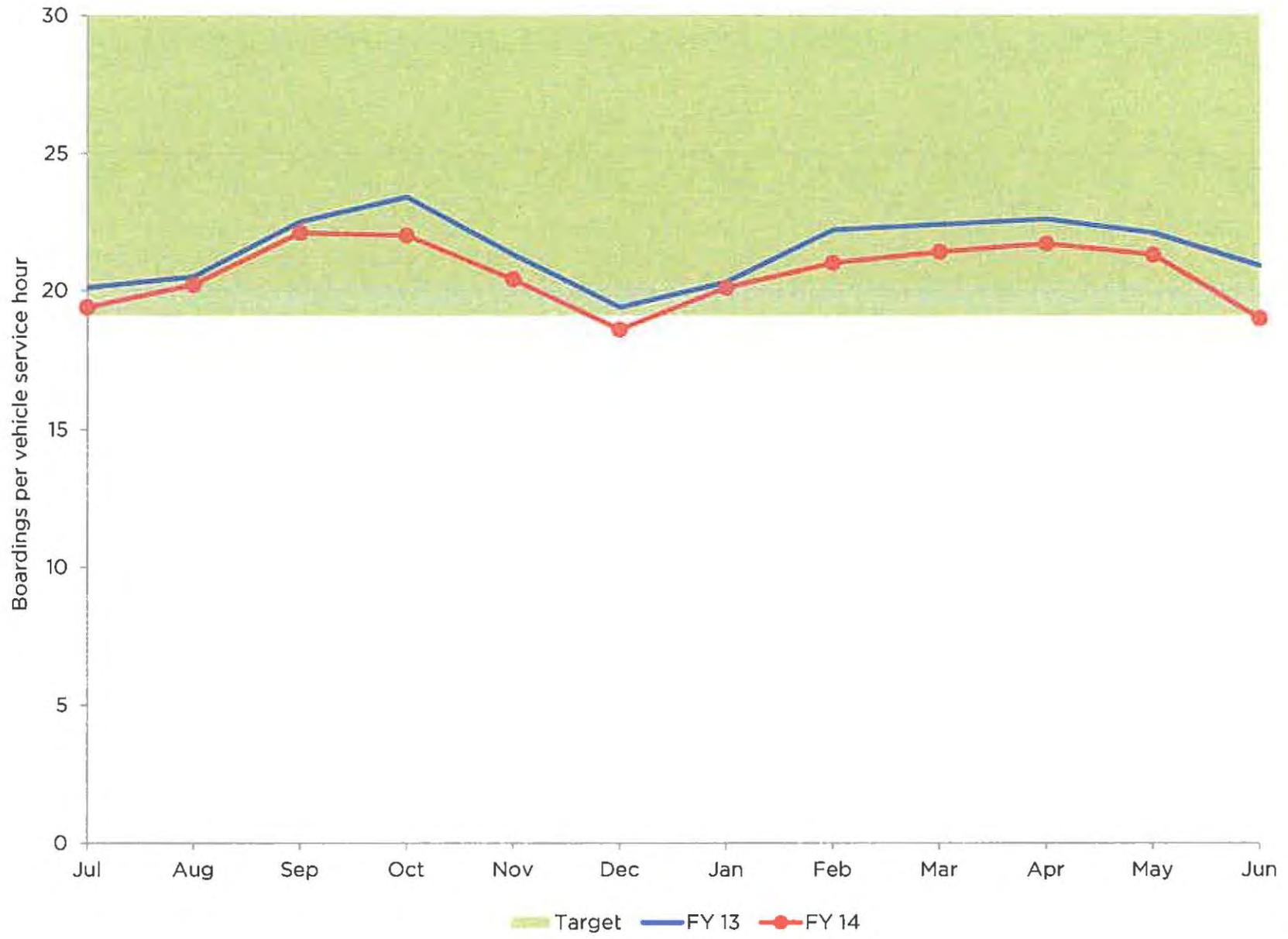
Attachment F: Complaints per 100,000 Boardings
Foothill Transit FY 2013-14



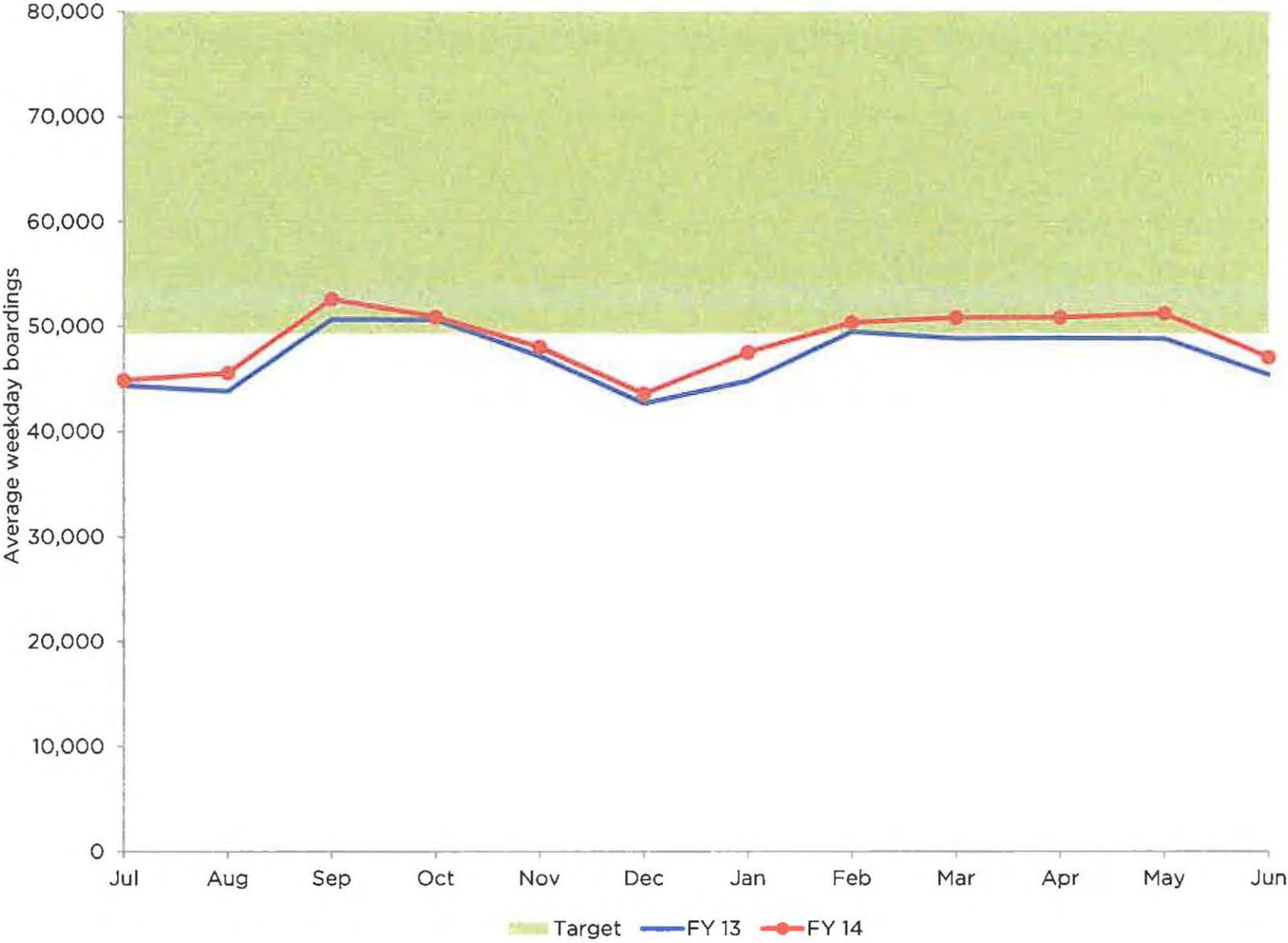
Attachment G: Average Hold Time Foothill Transit FY 2013-14



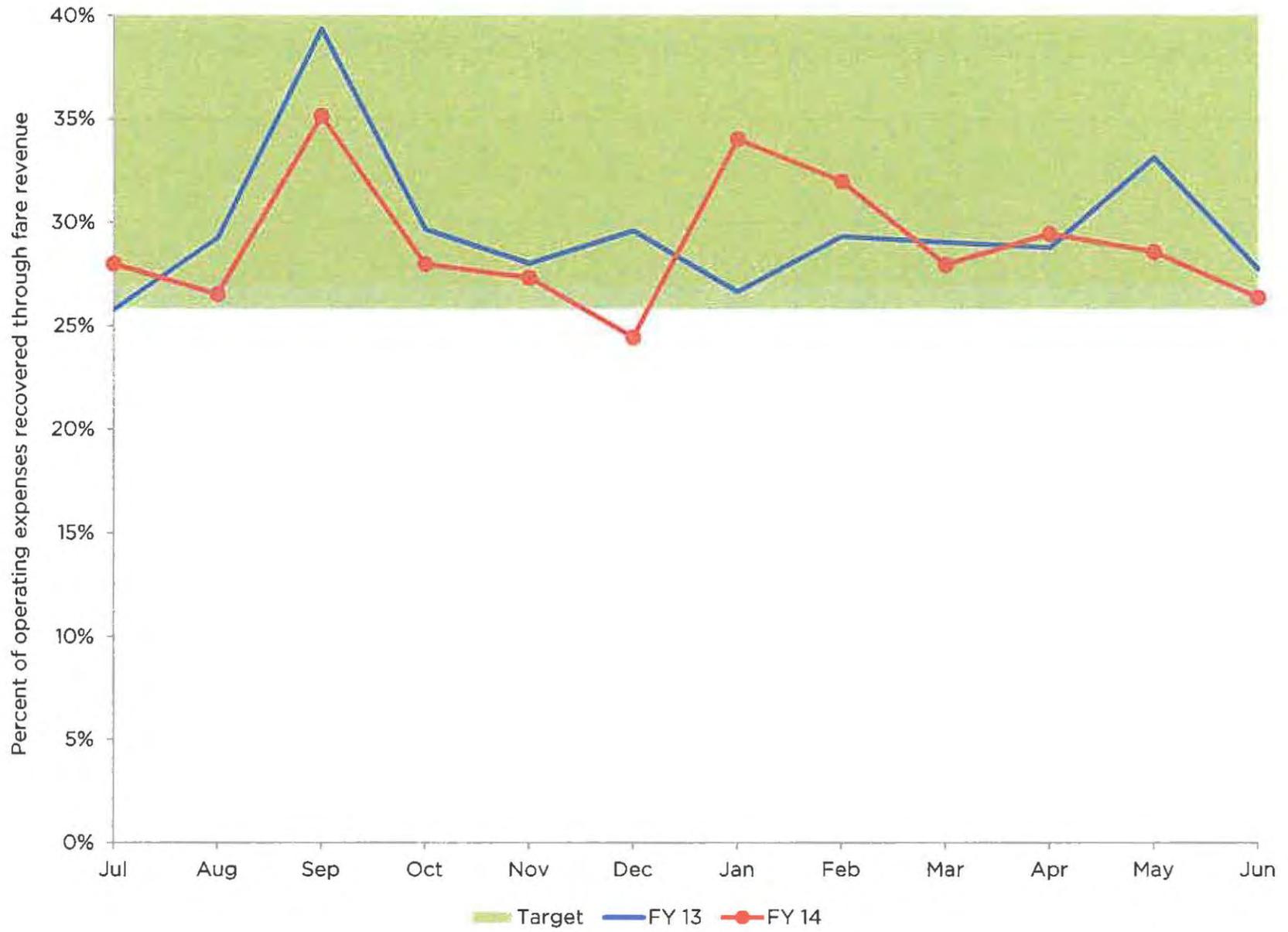
Attachment H: Boardings per Vehicle Service Hour Foothill Transit FY 2013-14



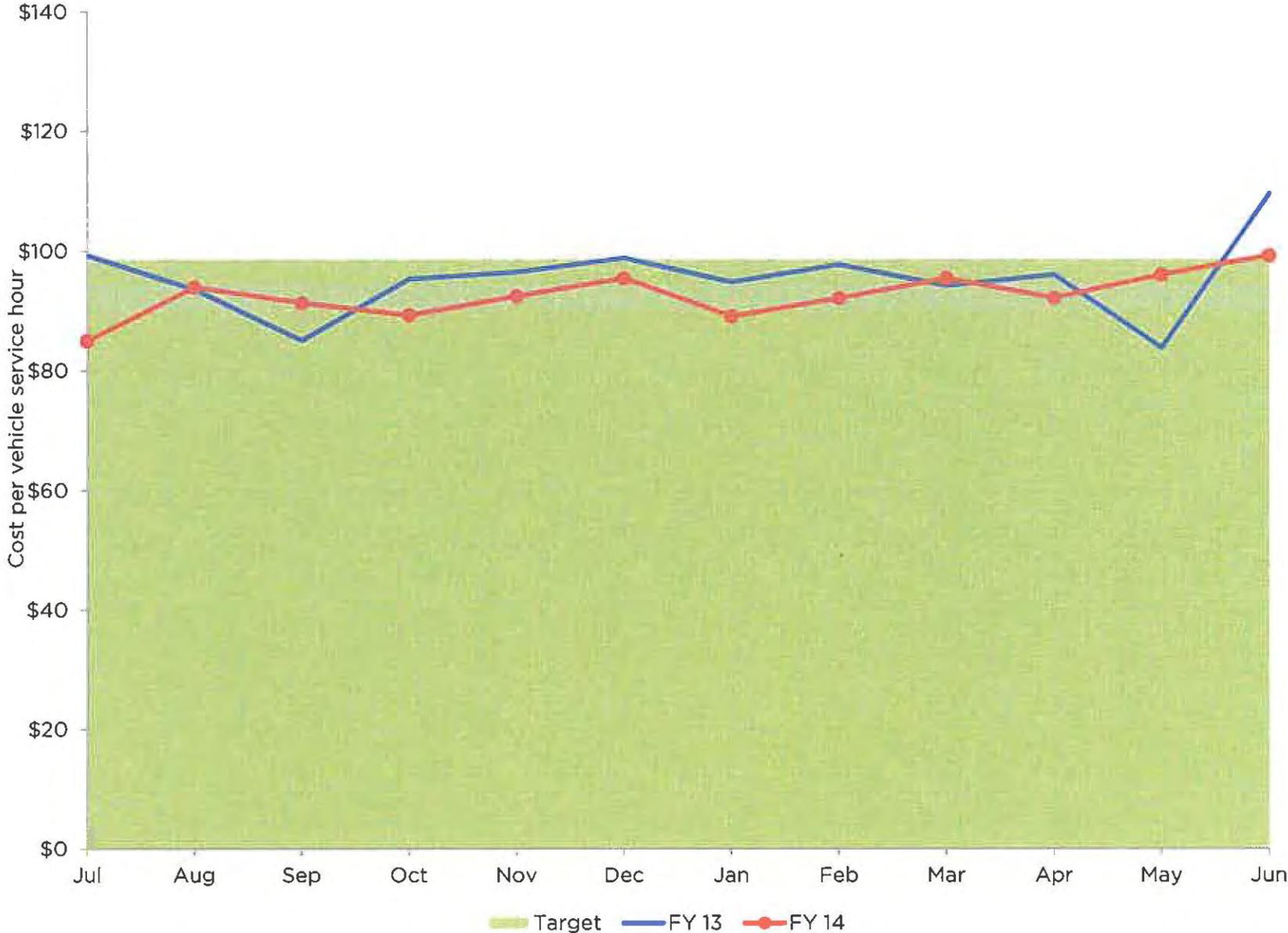
Attachment I: Average Weekday Boardings Foothill Transit FY 2013-14



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
June 2014

Goal	Performance indicator	June 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	\$1.38	Yes	\$1.45	(5%)	\$1.30	No	\$1.31	(1%)	≥ \$1.33
	Average cost per boarding	\$5.22	No	\$5.30	2%	\$4.50	Yes	\$4.49	(0%)	≤ \$5.16
	Average subsidy per boarding	\$3.85	No	\$3.85	0%	\$3.20	Yes	\$3.18	(1%)	≤ \$3.83
	Total vehicle miles	1,253,950	-	1,107,503	13%	14,026,500	-	13,237,476	6%	
	Vehicle service miles	914,189	-	841,945	9%	10,669,167	-	10,187,351	5%	
	Total vehicle hours	84,281	-	73,657	14%	942,802	-	869,208	8%	
	In-service speed (mph)	14.8	-	15.9	(7%)	15.1	-	15.5	(3%)	
	Boardings per vehicle service mile	1.28	-	1.32	(3%)	1.36	-	1.38	(2%)	

Red = did not meet target