



September 26, 2014

To: Executive Board

Subject: **August 2014 Performance Indicators Report**

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### **Recommendation**

Receive and file the August 2014 Performance Indicators Report.

### **Summary**

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

In August 2014, Foothill Transit met five of nine key performance indicators. The indicators met for the month are: preventable accidents; miles between service interruptions; average hold time; 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 August 2014 was 1.2 million boardings – a one percent increase over August 2013.
- **Fare Revenue** – Total fare revenue for August 2014 was \$1.5 million, a seven percent increase over last year. The average fare was \$1.32.
- **Operating Expenses** – Total operating expenses for August 2014 were \$6.1 million, resulting in an average cost per service hour of \$97.19. Year to date, total operating expenses are 11 percent higher than last year.
- **Accidents** – There were five preventable accidents recorded in August 2014 for an average of 0.39 preventable accidents per 100,000 miles. This is a seven percent improvement over the accident rate recorded in August 2013.
- **Customer Complaints** – Foothill Transit received 15.69 complaints per 100,000 boardings in August, a 20 percent decrease from last year.
- **Schedule Adherence** – In August 2014, 81.8 percent of all trips recorded arrived on time. This is a 12 percent improvement from August 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 2015.

## **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 August 2014, Foothill Transit buses carried 1.2 million boardings. Year to date, boardings have increased three percent over the last fiscal year. Ridership on Lines 195 and 289 both increased over 35 percent compared to August 2013, demonstrating the continued customer demand for service increases that were implemented in November 2013 and June 2014.

The total recorded fare revenue in August 2014 was \$1.6 million. This is a seven percent increase over last year's performance. The increase is primarily due to the Class Pass program and a small improvement in pass sales.

Attachment B, Total Boardings vs. Fare Revenue, 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 by monitoring 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 August 2014 there were a total of five preventable accidents for an average of 0.39 preventable accidents per 100,000 miles. This is a seven percent improvement over last August and a 30 percent improvement year to date.

Attachment C, Preventable Accidents per 100,000 Miles, 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 85 percent schedule adherence for this fiscal year. In August 2014, the agency achieved an average of 81.8 percent on-time performance on all lines. This is short of the performance target but represents a 12 percent improvement over last August and a 10 percent improvement year to date.

Foothill Transit continues to use the SMART*Bus* system to measure 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 June 2014, new bus schedules were implemented that better match current traffic patterns and these have contributed to the improvement in schedule adherence. Staff continue to analyze bus running times and have identified further schedule improvements that will be implemented with the next service change.

Attachment D, Schedule Adherence, charts schedule adherence over the last 12 months.

### Average Miles Between Service Interruptions

In August 2014, Foothill Transit averaged 30,340 miles between mechanical service interruptions. This meets the performance target (15,000 miles) and is almost twice the average number of miles between mechanical service interruptions in August 2013 (15,940 miles). This indicator reflects customer delays from mechanical service interruptions and measures the overall performance of First Transit's maintenance departments.

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



### Complaints per 100,000 Boardings

In August 2014, Foothill Transit received 15.69 complaints per 100,000 boardings. While this is higher than the performance target of 15.00 complaints per 100,000 boardings, it is a 20 percent improvement over the number of complaints received last August. Year to date, complaints have decreased 13 percent compared to last year.

Of the 190 complaints received in August 2014, 48 percent were related to schedule adherence and 32 percent were related to courtesy. The Silver Streak received the most complaints (21), but also the largest volume of comments in general (83). Foothill Transit's management team and service contractors continue to analyze these problems in order to address them. Compared to last August, schedule adherence complaints decreased by 29 percent and complaints about mechanical issues declined by 454 percent. The schedule change implemented in June 2014 significantly increased schedule adherence and further progress is anticipated after the fall service change.

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

### Average Time to Answer

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 31 seconds in August 2014 is well below the performance target of 45 seconds. In August, 90 percent of all calls to the Transit Stores were answered. Foothill Transit's management team continues to work closely with the Transdev team to improve customer service.

Attachment G, Average Time to Answer, 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 19.2 boardings per vehicle service hour in August 2014. This is two percent short of the performance target (19.5). This is also a five percent decrease from August 2013 (20.2). The operation of six percent more service hours this month (as compared to August 2013) and seven percent more hours year to date affects this indicator.

Attachment H, Boardings per Vehicle Service Hour, shows the trend of this performance indicator.



Average Weekday Boardings

The FY 2015 performance target for average weekday boardings is 48,900 boardings. In August 2014, the agency averaged 47,268 boardings per weekday. This is three percent short of the performance target but is a four percent increase over last August. Ridership is anticipated to increase after the beginning of the academic year for several area schools in late August.

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 August 2014 farebox recovery ratio was 26.15 percent. This is a three percent decrease compared to the same month last year, but exceeds the performance target of 24.65 percent. Year to date, farebox recovery is one percentage point lower than last year (26.37 percent vs. 27.39 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 \$97.19, which meets the fiscal year target of \$101.48. This is three percent higher than last year's average cost per service hour (\$84.97). Year to date, costs per vehicle service hour are four percent higher than last year (\$92.70 vs. \$89.46), primarily as a result of annual escalators in both operations and maintenance contracts.

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

Sincerely,

Sarah Tseng  
Service Quality Coordinator

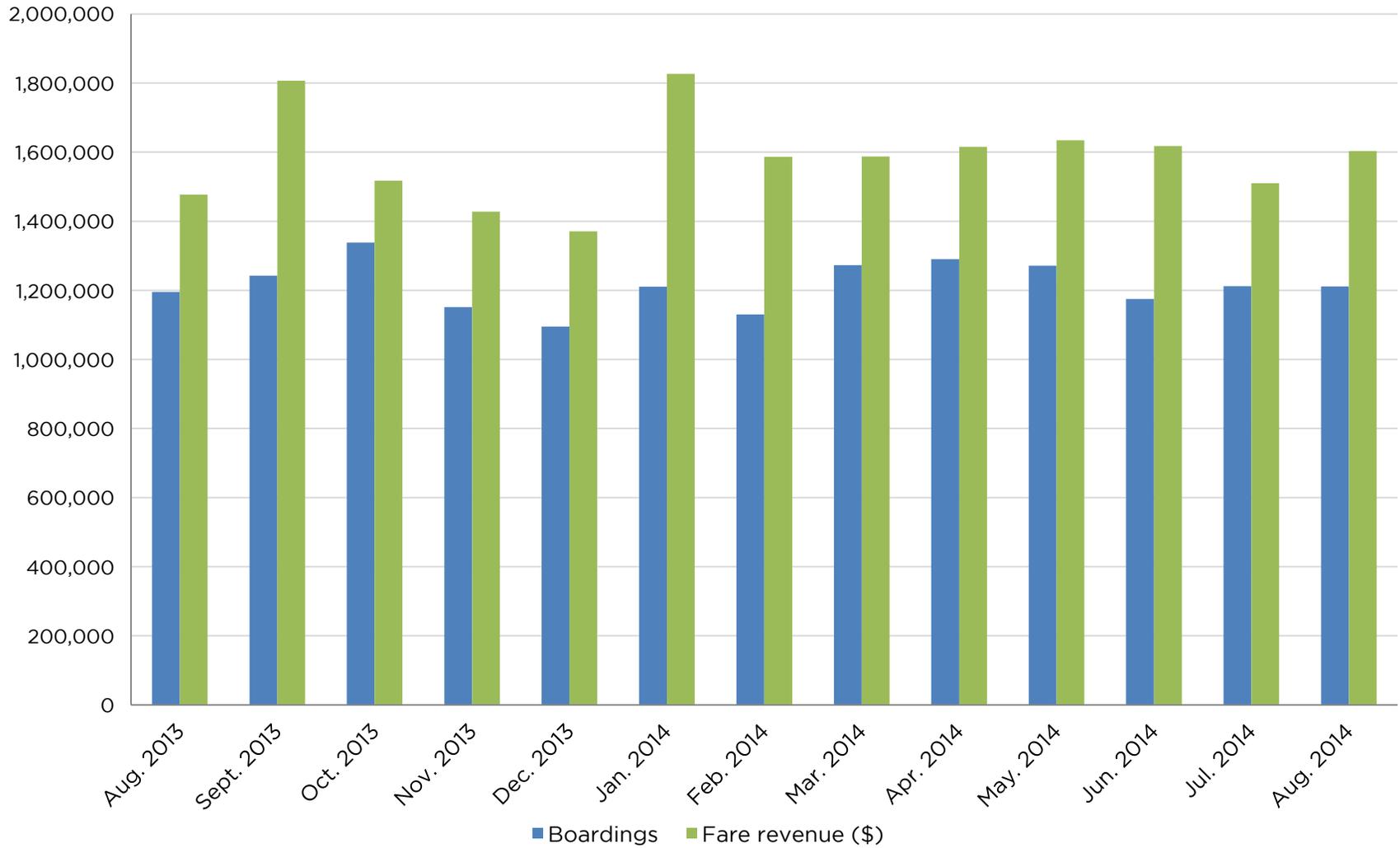
Doran J. Barnes  
Executive Director

## Attachment A: Foothill Transit Key Performance Indicators August 2014

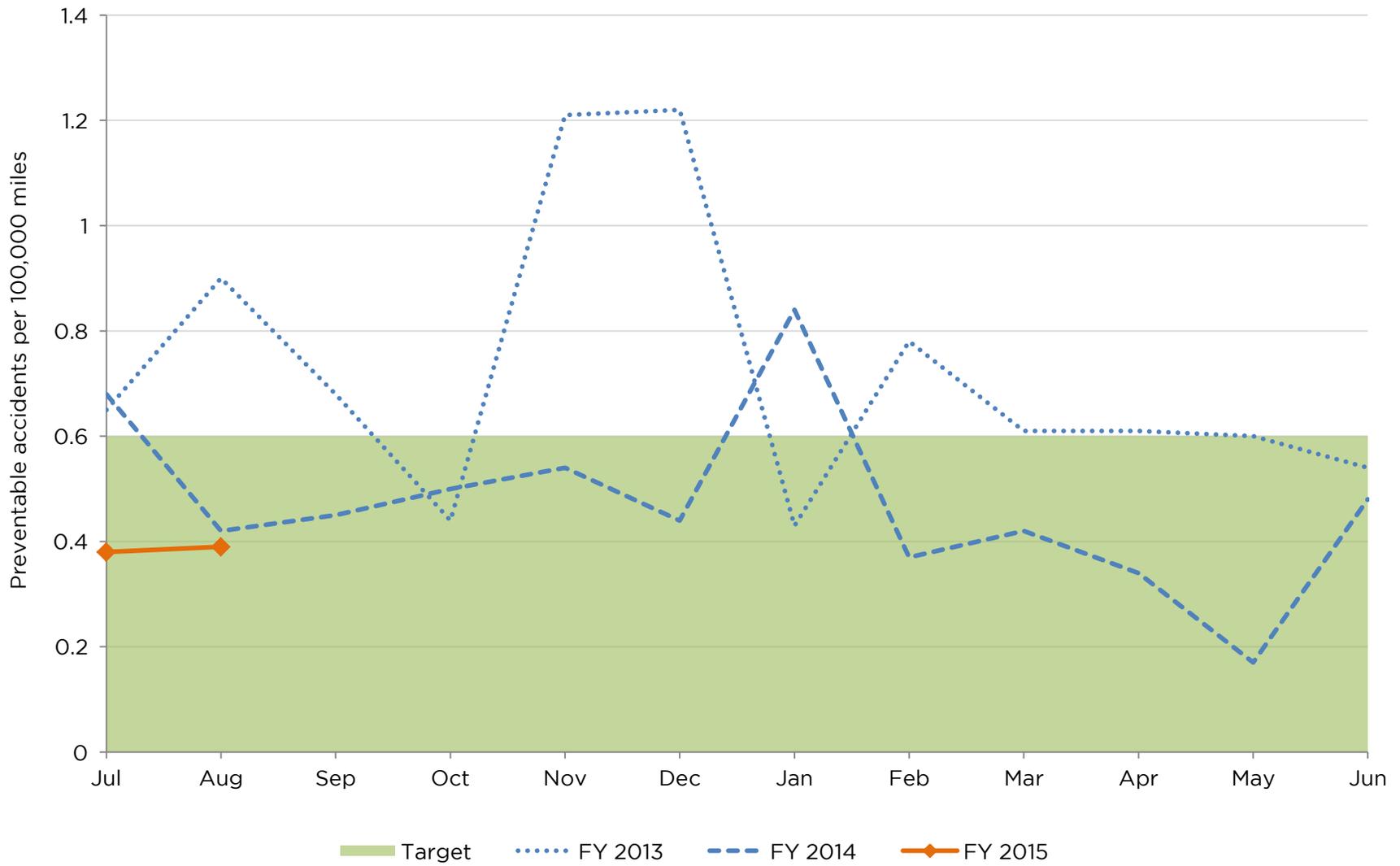
Goal	Performance indicator	Attachment	August 2014	Met target?	Same month last year	% improvement over same month last year	FY 2015 YTD	Met target?	FY 2014 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,211,077	-	1,195,666	1%	2,422,836	-	2,345,830	3%	
	Vehicle service hours		63,069	-	59,308	6%	127,342	-	118,616	7%	
	Total fare revenue	B	\$1,603,035	-	\$1,495,591	7%	\$3,113,034	-	\$2,906,178	7%	
	Total operating expense		\$6,129,893	-	\$5,572,586	(10%)	\$11,804,169	-	\$10,611,691	(11%)	
Safety	Preventable accidents per 100,000 miles	C	0.39	Yes	0.42	7%	0.39	Yes	0.55	30%	≤ 0.60
Customer service	Schedule adherence	D	81.8%	No	73.0%	12%	82.9%	No	75.1%	10%	≥ 85%
	Miles between service interruptions	E	30,340	Yes	15,940	90%	27,734	Yes	13,796	101%	≥ 15,000
	Complaints per 100,000 boardings	F	15.69	No	19.65	20%	15.60	No	18.03	13%	≤ 15.00
	Average hold time (seconds)	G	31	Yes	59	47%	26	Yes	52	50%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	19.2	No	20.2	(5%)	19.0	No	19.8	(4%)	≥ 19.5
	Average weekday boardings	I	47,268	No	45,518	4%	47,390	No	45,177	5%	≥ 48,900
Efficiency	Farebox recovery ratio	J	26.15%	Yes	26.84%	(3%)	26.37%	Yes	27.39%	(4%)	≥ 24.65%
	Average cost per vehicle service hour	K	\$97.19	Yes	\$93.96	(3%)	\$92.70	Yes	\$89.46	(4%)	≤ \$101.48

Red = did not meet target

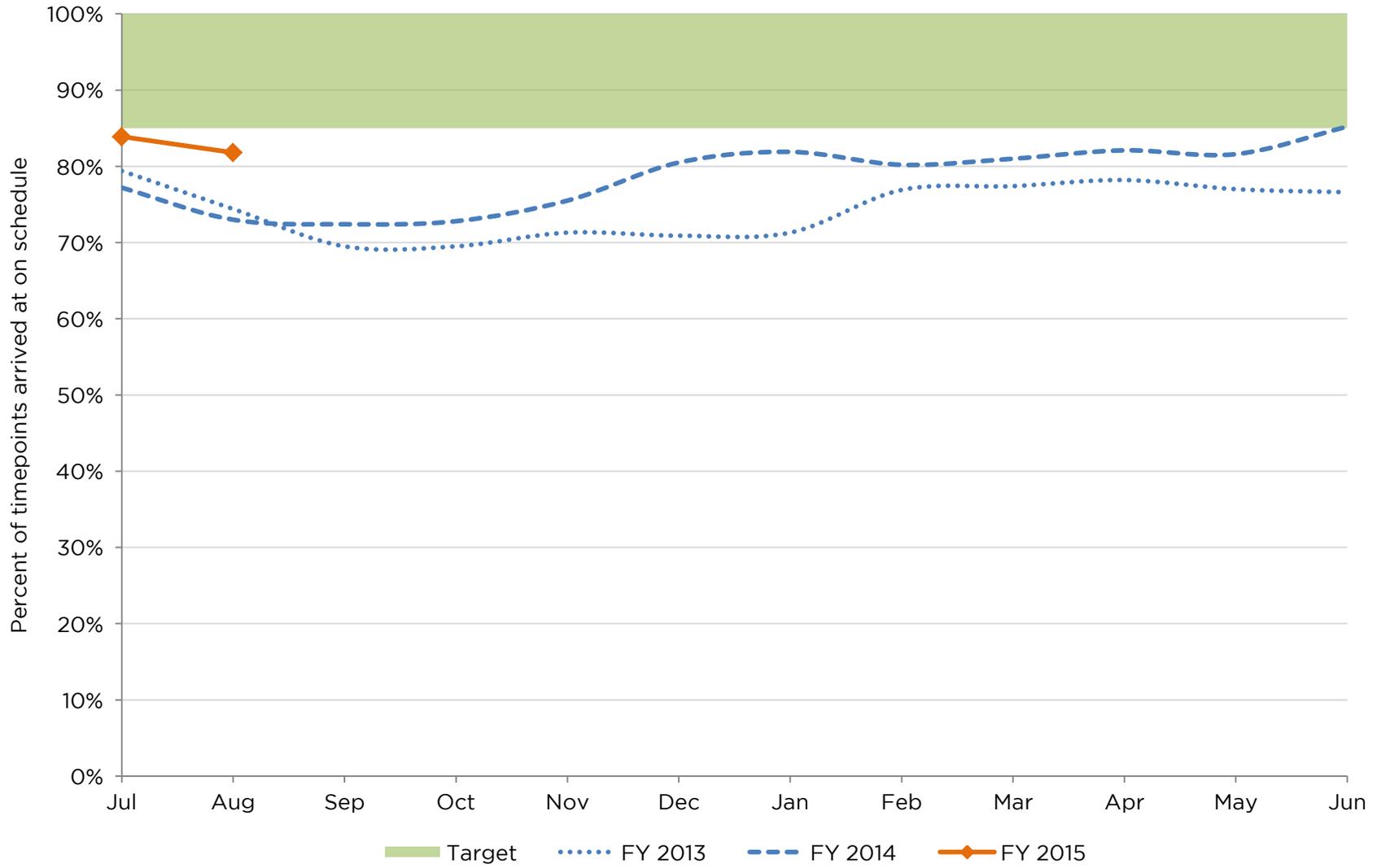
Attachment B: Total Boardings vs. Fare Revenue  
August 2013 through August 2014  
Foothill Transit



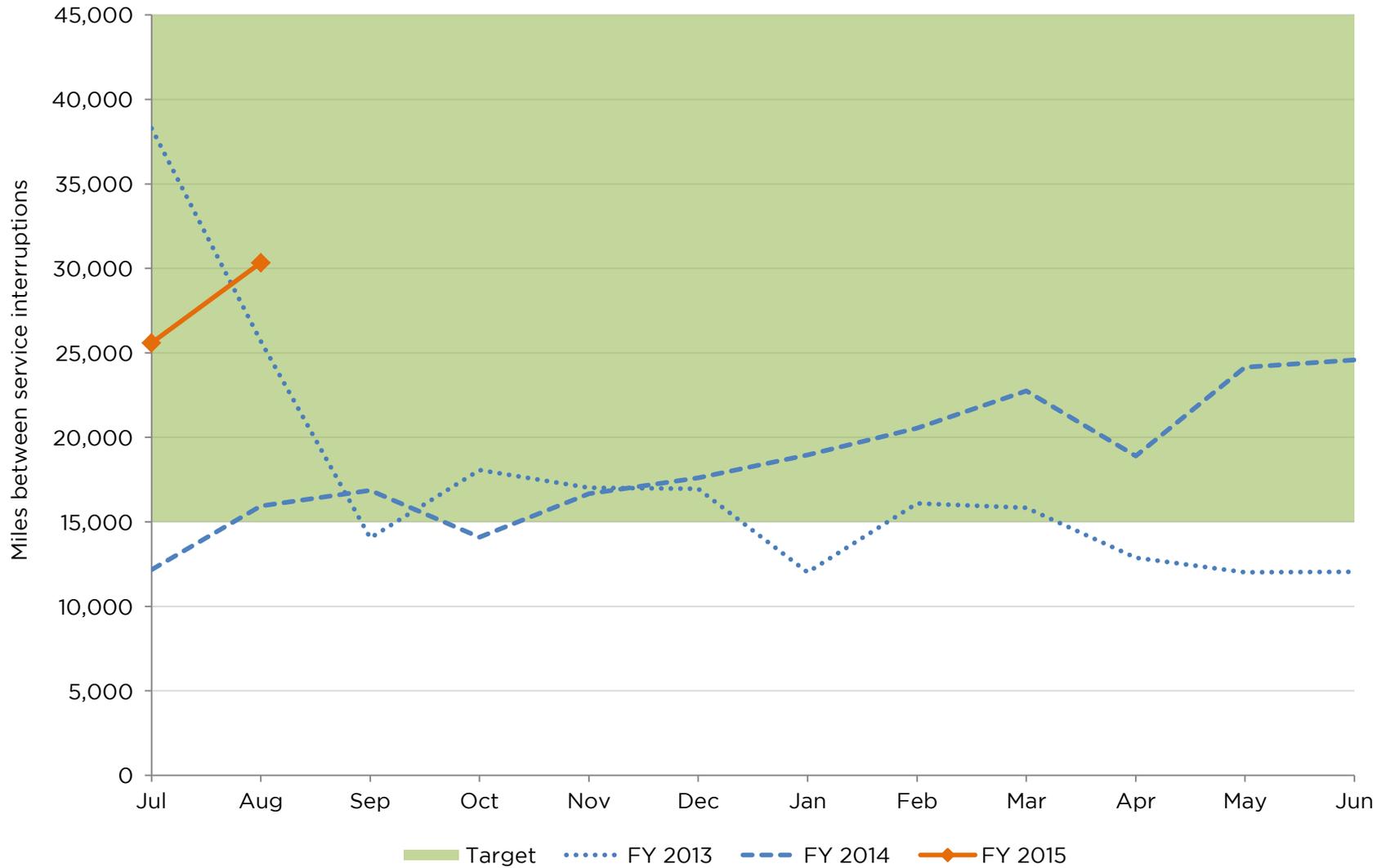
Attachment C: Preventable Accidents per 100,000 Miles  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



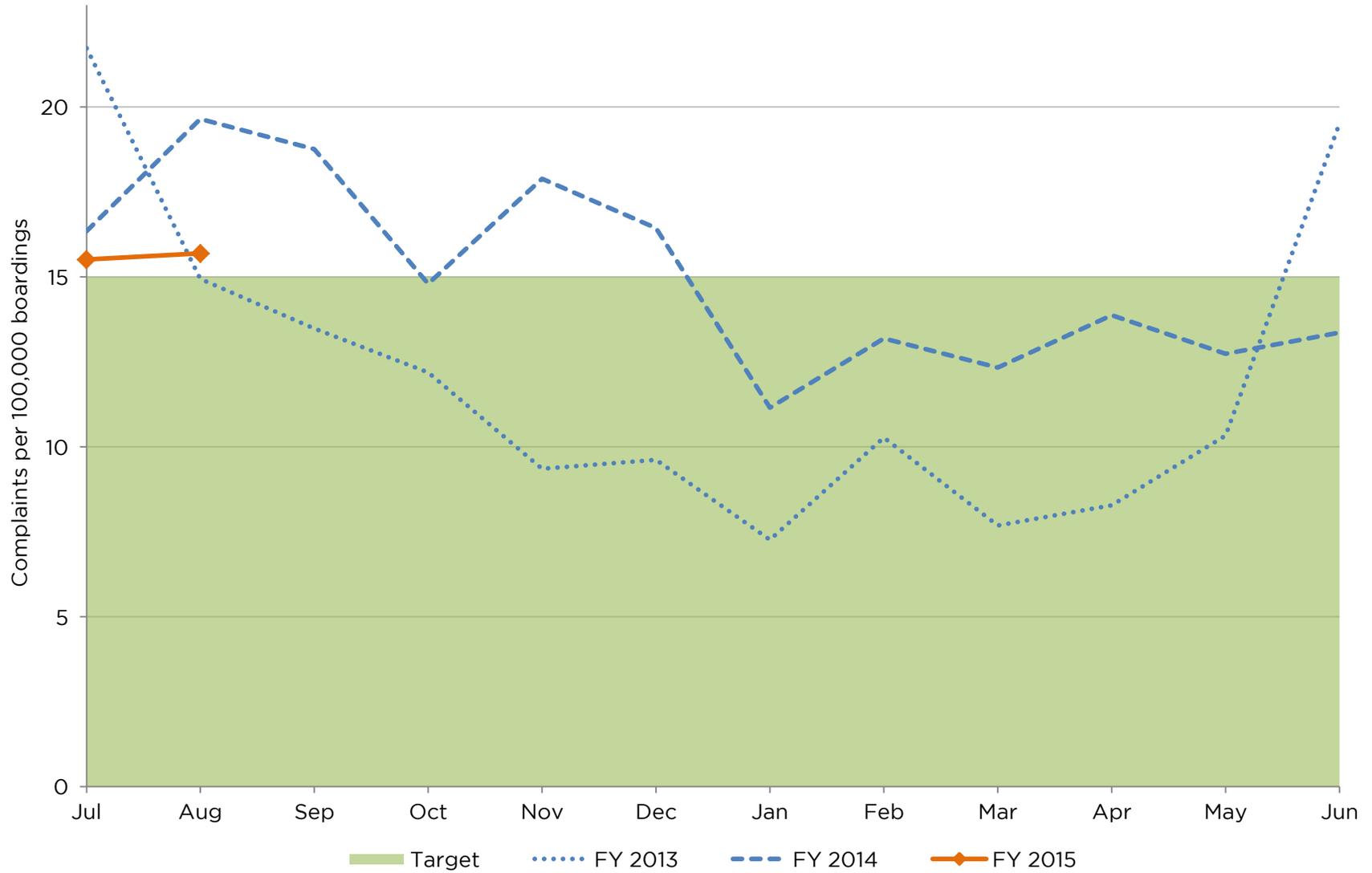
Attachment D: Schedule Adherence  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



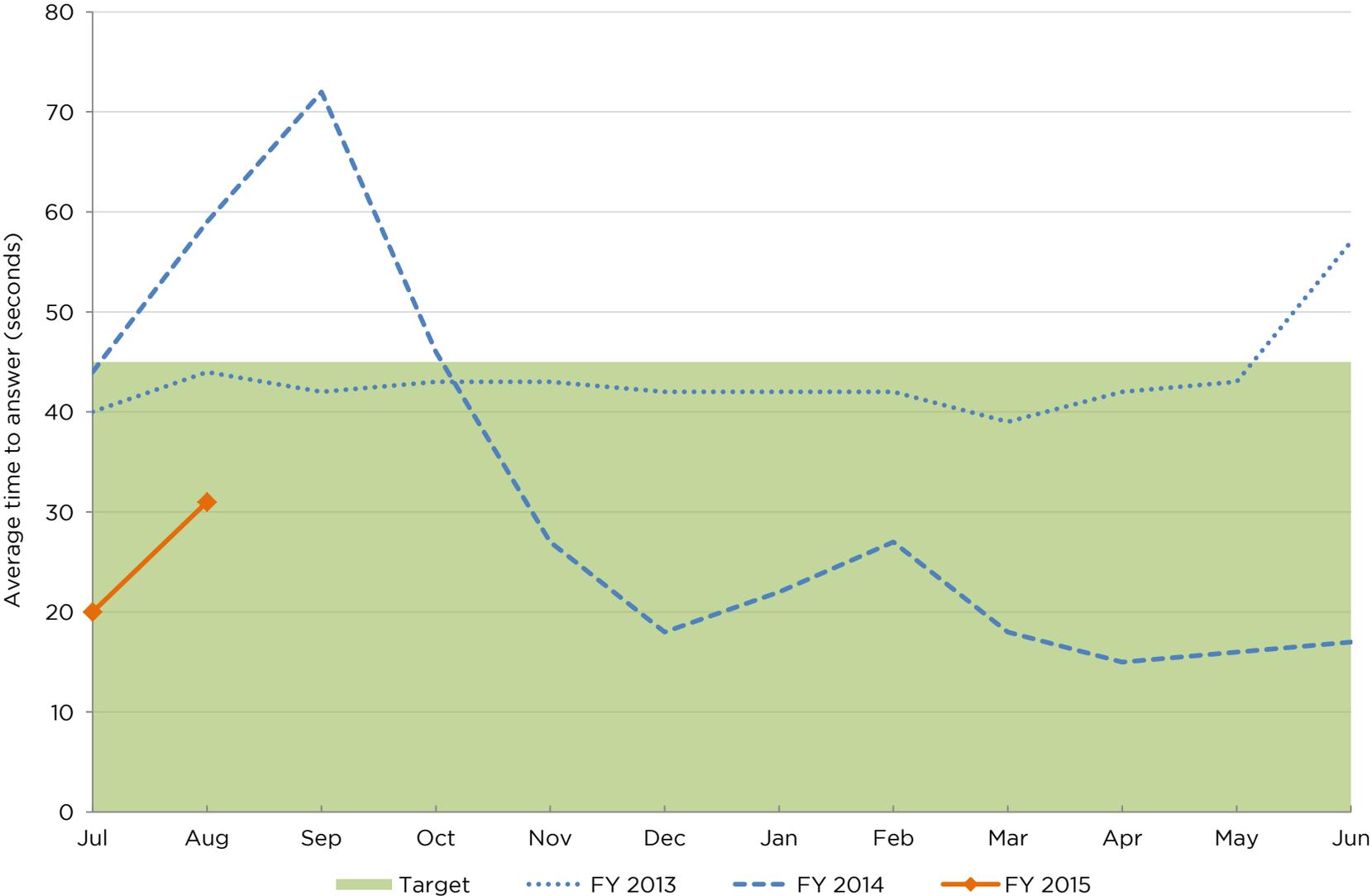
Attachment E: Average Miles Between Service Interruptions  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



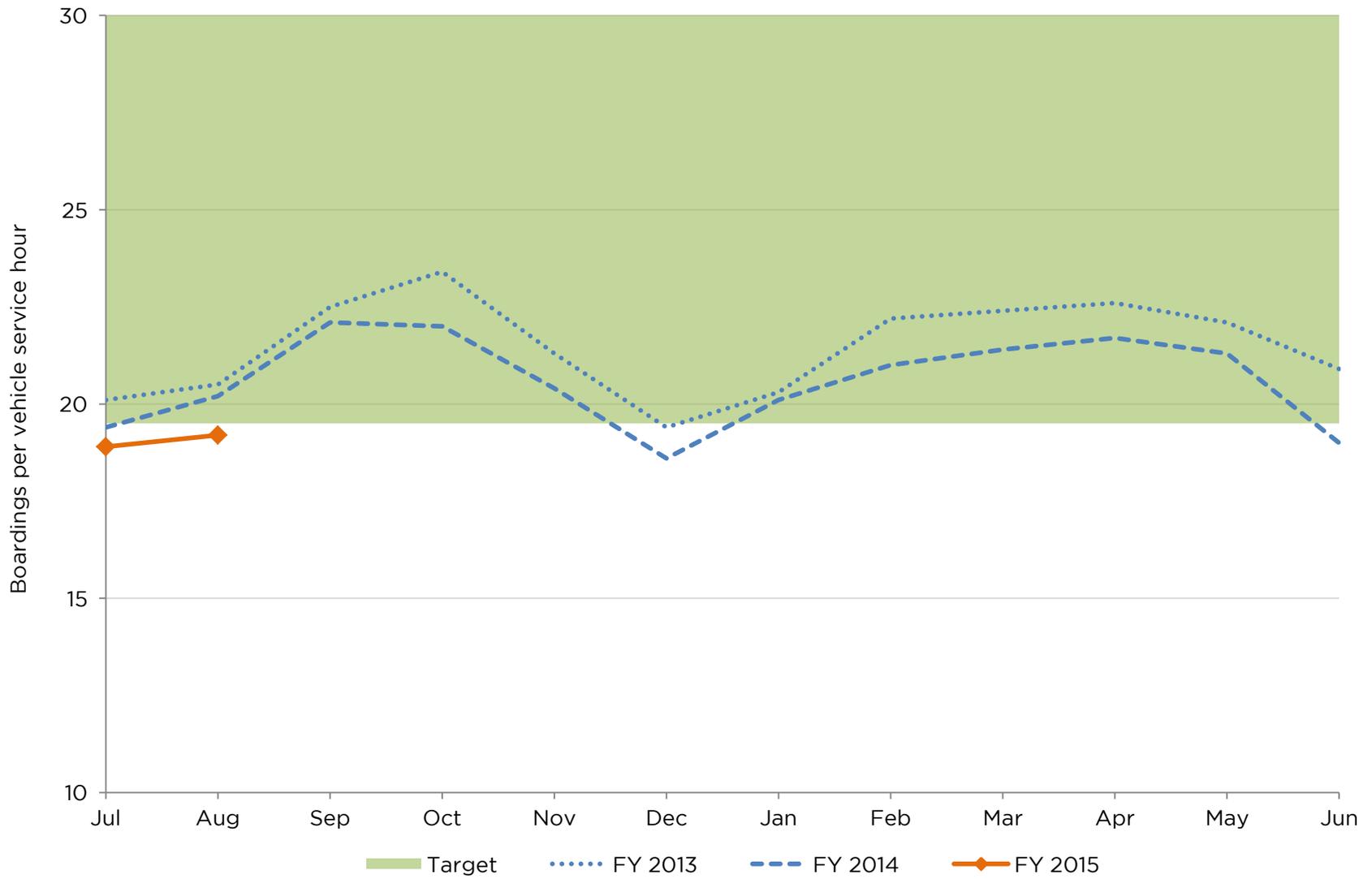
Attachment F: Complaints per 100,000 Boardings  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



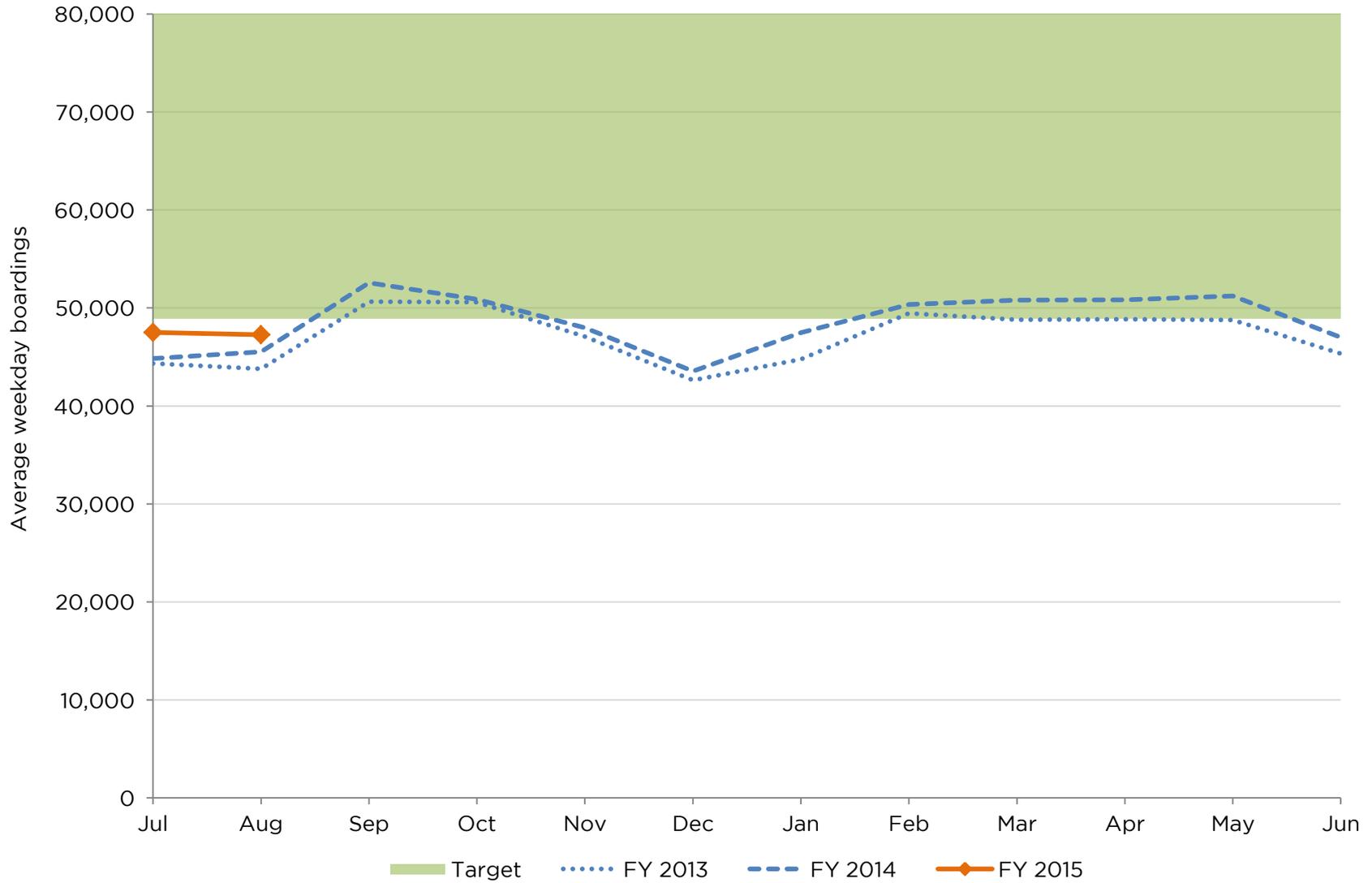
Attachment G: Average Time to Answer  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



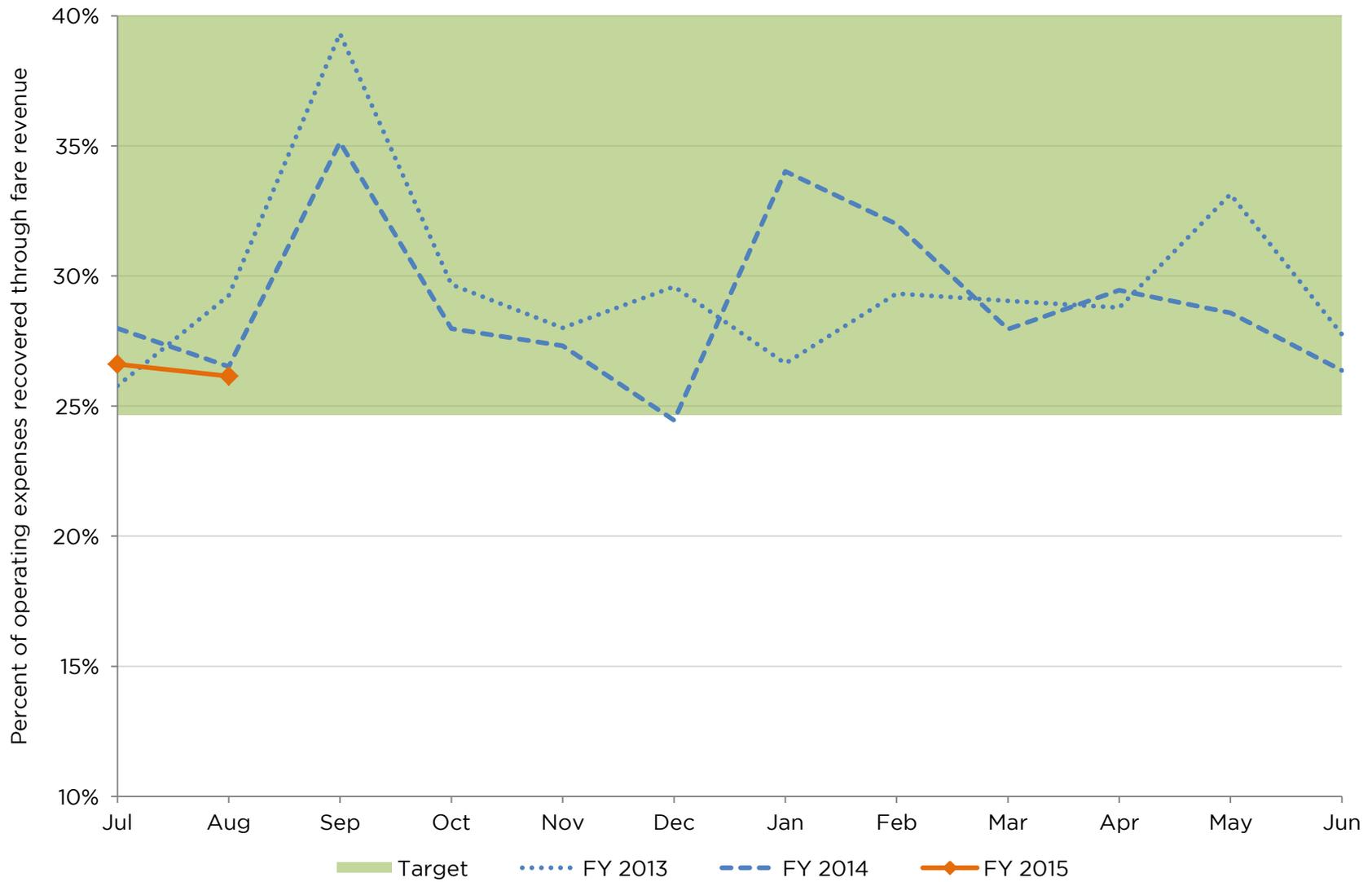
Attachment H: Boardings per Vehicle Service Hour  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



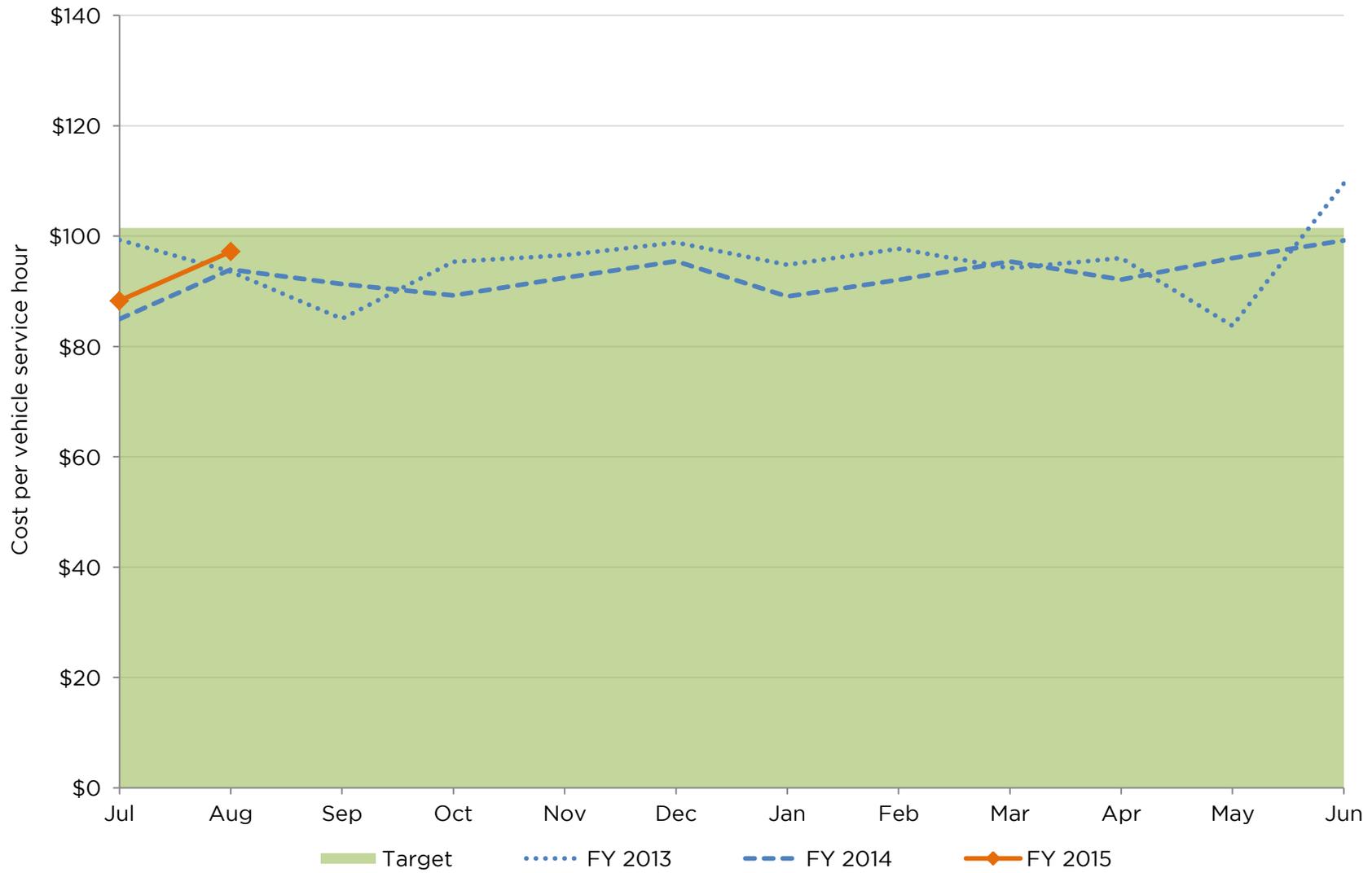
Attachment I: Average Weekday Boardings  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



Attachment J: Farebox Recovery Ratio  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



Attachment K: Average Cost per Vehicle Hour  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



Attachment L:  
Foothill Transit Operations Report  
August 2014

Goal	Performance indicator	August 2014	Same month last year	% improvement over same month last year	FY 2015 YTD	FY 2014 YTD	% YTD improvement
Operations	Average fare per boarding	<b>\$1.32</b>	\$1.25	6%	<b>\$1.28</b>	<b>\$1.24</b>	4%
	Average cost per boarding	<b>\$5.06</b>	\$4.66	(9%)	\$4.87	\$4.52	(8%)
	Average subsidy per boarding	<b>\$3.74</b>	\$3.41	(10%)	\$3.59	\$3.28	(9%)
	Total vehicle miles	<b>1,274,288</b>	1,179,576	8%	2,579,233	2,359,145	9%
	Vehicle service miles	<b>931,668</b>	892,179	4%	1,881,899	1,784,358	5%
	Total vehicle hours	<b>85,886</b>	78,126	10%	173,492	156,251	11%
	In-service speed (mph)	<b>14.8</b>	15.0	(2%)	14.8	15.0	(2%)
	Boardings per vehicle service mile	<b>1.30</b>	1.34	(3%)	1.29	1.31	(2%)

Red = did not meet target