



April 24, 2015

To: Executive Board

Subject: **Performance Indicators Report - FY 2014-2015 Third Quarter Report**

Recommendation

Receive and file the FY 2014-2015 Third Quarter Performance Indicators Report.

Summary

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for the third quarter of the 2014-2015 fiscal year. Data is collected from a variety of sources including the fareboxes on buses, reports from the contractors, and financial performance data.

In the third quarter of fiscal year 2014-2015, Foothill Transit met seven out of nine key performance indicators. The indicators met for the quarter are: miles between service interruptions; complaints per 100,000 boardings; average hold time; 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 the quarter was 3.6 million boardings - which is consistent with reported ridership in the same quarter last year.
- **Fare Revenue** - Total fare revenue for the quarter was \$4.58 million. The average fare was \$1.27 per boarding.
- **Operating Expenses** - Total quarterly operating expenses were \$17.44 million, resulting in an average cost per service hour of \$92.82. Operating expenditures are nine percent higher compared to the third quarter in the previous year.
- **Accidents** - The system averaged 0.77 preventable accidents per 100,000 miles. This is a 41 percent decline from the same quarter last year.



- **Customer Complaints** - Foothill Transit received 14.85 complaints per 100,000 boardings in the third quarter.
- **Schedule Adherence** - This quarter, 82.6 percent of all trips recorded arrived on time. This is a two percent improvement from last year.

Analysis

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

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

Attachments A1 - L4 show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2014-2015.

Overall System Performance

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

Attachment A1 summarizes system goals and performance indicators for the third quarter of fiscal year 2015, while *Attachment A2, A3, and A4* summarize the same metrics for January, February, and March respectively. *Attachment L1* provides additional operations-related performance measures for the third quarter. *Attachments L2, L3, and L4* provide the same operations-related information for January, February, and March respectively.

Total Boardings and Total Revenues

In the third quarter of fiscal year 2014-2015, Foothill Transit buses had 3.6 million boardings. Fiscal year-to-date, boardings have increased two percent over the previous year for a total of 11 million boardings. However, compared with the same quarter last year, boardings on local lines only increased 1.3 percent and boardings on local express/express lines decreased 5.76 percent.

Total fare revenue recorded this quarter was \$4.58 million, an eight percent decrease from the same quarter last year. Fiscal year-to-date, the agency has collected \$14.0 million in fare revenue, equivalent to last year's year-to-date performance.



Attachment B shows total boardings and revenue for the past 13 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. Year-to-date there has been 0.79 accidents per 100,000 miles on the Foothill Transit system. In the third quarter, there was an average of 0.77 preventable accidents per 100,000 miles. This is a 41 percent decline compared to quarter three of fiscal year 2013-2014, but a 22 percent improvement from quarter two of this year. In March, the number of preventable accidents was half of that for the February resulting in 0.53 preventable accidents 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 this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time for customers calling the customer comment line.

Schedule Adherence

Foothill Transit has adopted a goal of 85 percent on-time performance for this fiscal year. In the third quarter of this fiscal year, the agency achieved an average of 82.6 percent on-time performance on all lines. This remains below the performance target, but represents a two percent improvement over last year.

Foothill Transit continues to use the SMARTBus system to monitor systemwide 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. In January 2015, the agency implemented new bus schedules that better match current traffic patterns, which contributed to the improvement in schedule adherence. Staff



continues to plan schedule adjustments to optimize on-time performance and have identified further schedule changes to improve customer service.

Attachment D charts historical on-time performance for the agency.

Average Miles Between Service Interruptions

In the third quarter, Foothill Transit averaged 32,576 miles between service interruptions. This is a 58 percent improvement over last year. This indicator not only measures the overall performance of both First Transit and Transdev's maintenance departments, but also reflects customer delays from mechanical service interruptions. Year-to-date, Foothill Transit has averaged 28.246 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 the third quarter, Foothill Transit received 14.85 complaints per 100,000 boardings. This achieves the performance target of 15 complaints per 100,000 boardings, but is a 22 percent decline from the same period the previous year.

Forty-seven percent of the complaints received this quarter were related to schedule adherence, and 22 percent were related to courtesy. Foothill Transit's management team and service contractors continue to target both of these areas by closely monitoring bus operations in the field and through the SMARTBus system, as well as by providing additional customer service training to frontline staff.

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

Average Hold Time

Phone systems at our five Transit Stores provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average hold time of 22 seconds this quarter is well below the performance target of 45 seconds. There were 28,477 calls received in March.

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 19.2 boardings per vehicle service hour in the third quarter. This is below the fiscal year performance target of 19.5 boardings per service hour and eight percent less than the same period last year (20.8 boardings per service hour). The operation of eight percent more service hours along with flat ridership this year explains this change in system performance.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

The fiscal year 2014-2015 performance target for average weekday boardings is 48,900 boardings. Year-to-date, Foothill Transit buses are averaging 49,207 weekday boardings. While this is a two percent increase over last year, in the third quarter there were 49,291 average weekday boardings which is almost equivalent to the same period the previous year.

In March 2015, the agency averaged 49,481 boardings per weekday. This meets the performance target but is a three percent decline from the same month last year. There was a 15.8 percent decline in average weekday boardings for express lines.

Attachment I, Average Weekday Boardings, shows the history of this indicator for the entire bus system.

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 third quarter farebox recovery ratio was 26.26 percent. This is a sixteen percent decline from last year. Fiscal year-to-date, farebox recovery is at 26.51 percent, a decrease from last year's figure of 29.22 percent for the same year-to-date period.



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

Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour this quarter was \$92.82, which meets the fiscal year target of \$101.48. This is one percent higher than last year's average cost per service hour of \$92.15. Similarly, the year-to-date cost per vehicle service hour figure of \$93.62 for fiscal year 2014-2015 is two percent higher than the average cost of \$91.52 in fiscal year 2013-2014.

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

Sincerely,

A handwritten signature in blue ink that reads "Stephanie B. Mak".

Stephanie B. Mak
Quality Assurance Analyst

A handwritten signature in blue ink that reads "Doran J. Barnes".

Doran J. Barnes
Executive Director

Attachment A1
 Foothill Transit
 Key Performance Indicators
 Third Quarter Fiscal Year 2015

| Goal | Performance indicator | Attachment | Q3 FY 2015 | Met target? | Q3 FY 2014 | % improvement over same quarter last year | FY 2015 YTD | Met target? | FY 2014 YTD | % YTD improvement | Performance target |
|----------------------------|--|------------|---------------------|-------------|--------------|---|--------------|-------------|---------------|-------------------|--------------------|
| Overall system performance | Total boardings | B | 3,609,530 | - | 3,613,345 | (0%) | 11,026,085 | - | 10,785,692 | 2% | |
| | Vehicle service hours | | 187,840 | - | 173,708 | 8% | 567,929 | - | 524,642 | 8% | |
| | Total fare revenue | B | \$4,578,976 | - | \$5,001,192 | (8%) | \$14,094,119 | - | \$14,028,464 | 0% | |
| | Total operating expense | | \$17,436,107 | - | \$16,007,496 | (9%) | \$53,170,284 | - | \$48,016,587 | (11%) | |
| Safety | Preventable accidents per 100,000 miles | C | 0.77 | No | 0.55 | (41%) | 0.79 | No | 0.52 | (52%) | ≤ 0.60 |
| Customer service | Schedule adherence | D | 82.6% | No | 81.0% | 2% | 81.8% | No | 77.2% | 6% | ≥ 85% |
| | Miles between mechanical service interruptions | E | 32,576 | Yes | 20,660 | 58% | 28,246 | Yes | 16,719 | 69% | ≥ 15,000 |
| | Complaints per 100,000 boardings | F | 14.85 | Yes | 12.20 | (22%) | 17.50 | No | 15.59 | (12%) | ≤ 15.00 |
| | Average time to answer (seconds) | G | 24 | Yes | 22 | (9%) | 25 | Yes | 37 | 34% | ≤ 45 |
| Effectiveness | Boardings per vehicle service hour | H | 19.2 | No | 20.8 | (8%) | 19.4 | No | 20.6 | (6%) | ≥ 19.5 |
| | Average weekday boardings | I | 49,291 | Yes | 49,484 | (0%) | 49,207 | Yes | 48,164 | 2% | ≥ 48,900 |
| Efficiency | Farebox recovery ratio | J | 26.26% | Yes | 31.24% | (16%) | 26.51% | Yes | 29.22% | (9%) | ≥ 24.65% |
| | Average cost per vehicle service hour | K | \$92.82 | Yes | \$92.15 | (1%) | \$93.62 | Yes | \$91.52 | (2%) | ≤ \$101.48 |

Red = did not meet target

Attachment A2
Foothill Transit
Key Performance Indicators
January 2015

| Goal | Performance indicator | Attachment | January 2015 | 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 | 1,189,950 | - | 1,210,732 | (2%) | 8,606,505 | - | 8,383,079 | 3% | |
| | Vehicle service hours | | 64,070 | - | 60,294 | 6% | 444,160 | - | 411,227 | 8% | |
| | Total fare revenue | B | \$1,518,458 | - | \$1,826,916 | (17%) | \$11,033,600 | - | \$10,854,188 | 2% | |
| | Total operating expense | | \$5,482,537 | - | \$5,370,509 | (2%) | \$41,216,714 | - | \$37,379,600 | (10%) | |
| Safety | Preventable accidents per 100,000 miles | C | 0.63 | No | 0.84 | 25% | 0.77 | No | 0.55 | (40%) | ≤ 0.60 |
| Customer service | Schedule adherence | D | 82.8% | No | 81.9% | 1% | 81.6% | No | 76.2% | 7% | ≥ 85% |
| | Miles between mechanical service interruptions | E | 26,629 | Yes | 18,999 | 40% | 26,538 | Yes | 15,725 | 69% | ≥ 15,000 |
| | Complaints per 100,000 boardings | F | 15.21 | No | 11.15 | (36%) | 18.30 | No | 16.40 | (12%) | ≤ 15.00 |
| | Average hold time (seconds) | G | 25 | Yes | 22 | (14%) | 25 | Yes | 41 | 40% | ≤ 45 |
| Effectiveness | Boardings per vehicle service hour | H | 18.6 | No | 20.1 | (8%) | 19.4 | No | 20.4 | (5%) | ≥ 19.5 |
| | Average weekday boardings | I | 47,685 | No | 47,465 | 0% | 48,957 | Yes | 47,516 | 3% | ≥ 48,900 |
| Efficiency | Farebox recovery ratio | J | 27.70% | Yes | 34.02% | (19%) | 26.77% | Yes | 29.04% | (8%) | ≥ 24.65% |
| | Average cost per vehicle service hour | K | \$85.57 | Yes | \$89.07 | 4% | \$92.80 | Yes | \$90.90 | (2%) | ≤ \$101.48 |

Red = did not meet target

Attachment A3
Foothill Transit
Key Performance Indicators
February 2015

| Goal | Performance indicator | Attachment | February 2015 | 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 | 1,137,165 | - | 1,129,718 | 1% | 9,743,670 | - | 9,512,797 | 2% | |
| | Vehicle service hours | | 58,165 | - | 53,860 | 8% | 502,325 | - | 465,087 | 8% | |
| | Total fare revenue | B | \$1,486,636 | - | \$1,586,802 | (6%) | \$12,520,236 | - | \$12,440,990 | 1% | |
| | Total operating expense | | \$5,536,159 | - | \$4,958,921 | (12%) | \$46,752,873 | - | \$42,338,521 | (10%) | |
| Safety | Preventable accidents per 100,000 miles | C | 1.21 | No | 0.37 | (224%) | 0.82 | No | 0.53 | (55%) | ≤ 0.60 |
| Customer service | Schedule adherence | D | 81.9% | No | 80.2% | 2% | 81.7% | No | 76.7% | 7% | ≥ 85% |
| | Miles between mechanical service interruptions | E | 29,674 | Yes | 20,579 | 44% | 26,863 | Yes | 16,168 | 66% | ≥ 15,000 |
| | Complaints per 100,000 boardings | F | 17.15 | No | 13.19 | (30%) | 18.17 | No | 16.02 | (13%) | ≤ 15.00 |
| | Average hold time (seconds) | G | 26 | Yes | 27 | 4% | 25 | Yes | 39 | 37% | ≤ 45 |
| Effectiveness | Boardings per vehicle service hour | H | 19.6 | Yes | 21.0 | (7%) | 19.4 | No | 20.5 | (5%) | ≥ 19.5 |
| | Average weekday boardings | I | 50,848 | Yes | 50,360 | 1% | 49,171 | Yes | 47,836 | 3% | ≥ 48,900 |
| Efficiency | Farebox recovery ratio | J | 26.85% | Yes | 32.00% | (16%) | 26.78% | Yes | 29.38% | (9%) | ≥ 24.65% |
| | Average cost per vehicle service hour | K | \$95.18 | Yes | \$92.07 | (3%) | \$93.07 | Yes | \$91.03 | (2%) | ≤ \$101.48 |

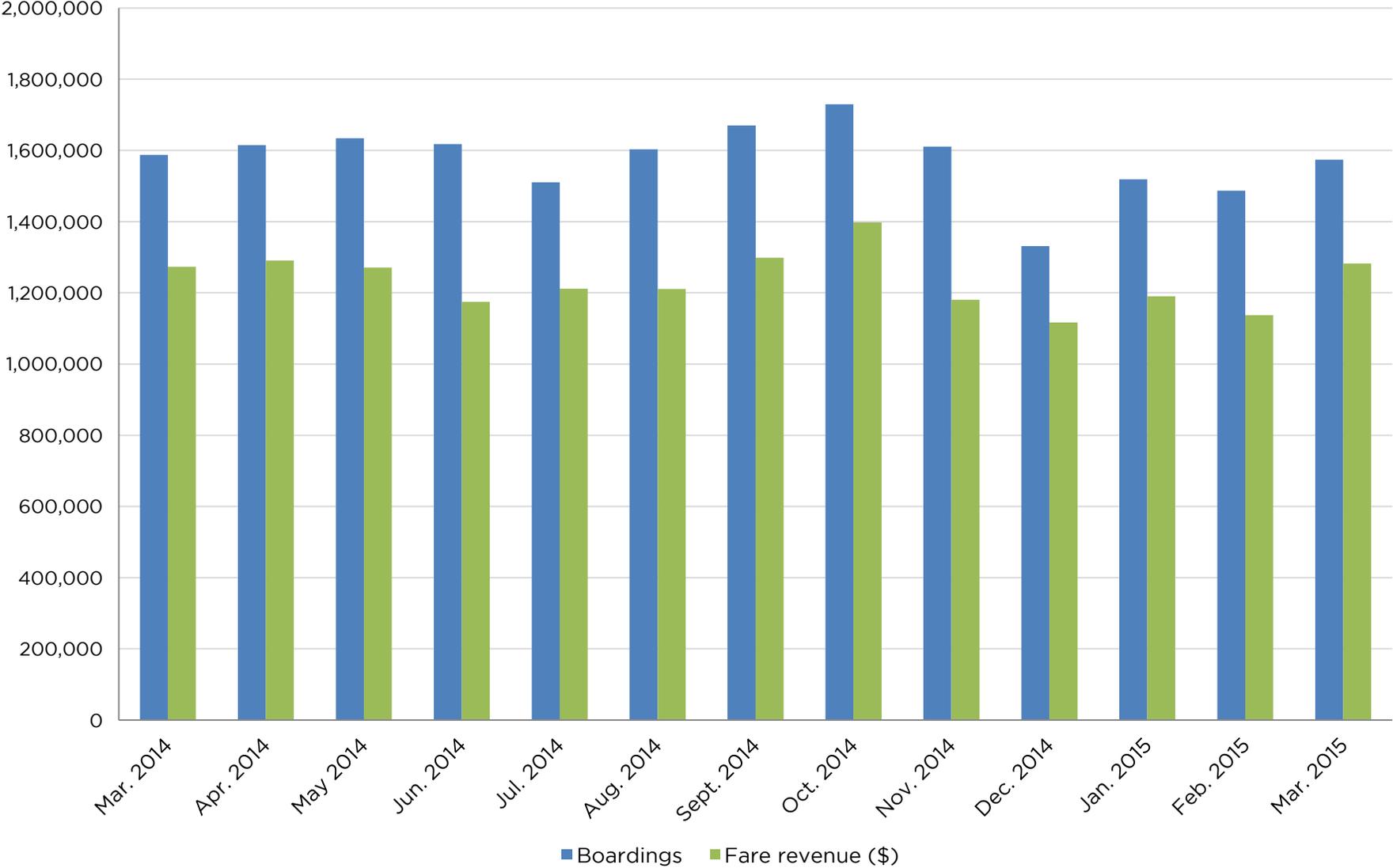
Red = did not meet target

Attachment A4
Foothill Transit
Key Performance Indicators
March 2015

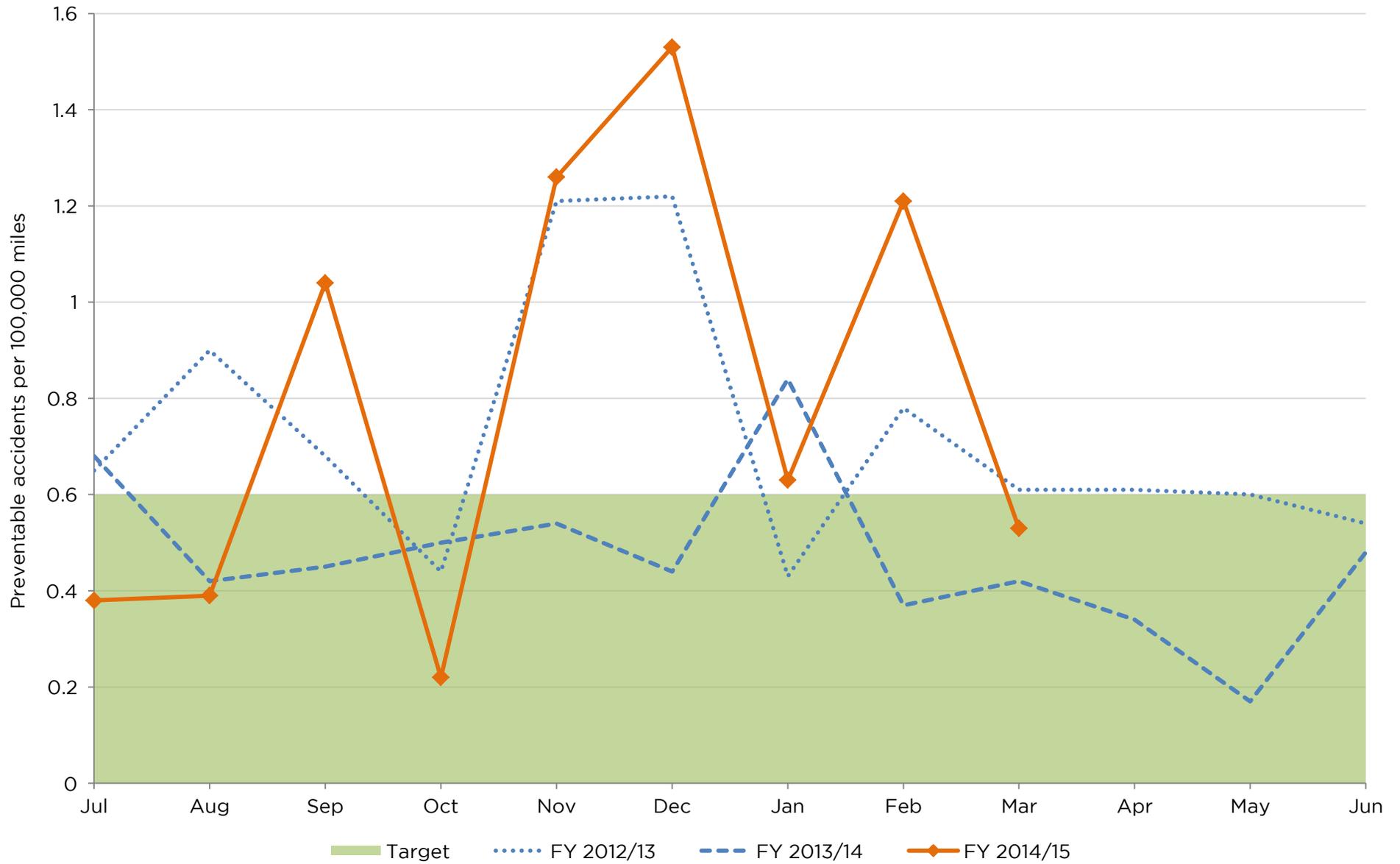
| Goal | Performance indicator | Attachment | March 2015 | Met target? | Same month last year | % improvement over same month last year | FY 2015 YTD | Met target? | FY 2014 YTD | % YTD improvement | Performance target |
|----------------------------|--|------------|-------------|-------------|----------------------|---|--------------|-------------|--------------|-------------------|--------------------|
| Overall system performance | Total boardings | B | 1,282,415 | - | 1,272,895 | 1% | 11,026,085 | - | 10,785,692 | 2% | |
| | Vehicle service hours | | 65,605 | - | 59,554 | 10% | 567,929 | - | 524,642 | 8% | |
| | Total fare revenue | B | \$1,573,882 | - | \$1,587,474 | (1%) | \$14,094,119 | - | \$14,028,464 | 0% | |
| | Total operating expense | | \$6,417,412 | - | \$5,678,066 | (13%) | \$53,170,284 | - | \$48,016,587 | (11%) | |
| Safety | Preventable accidents per 100,000 miles | C | 0.53 | Yes | 0.42 | (26%) | 0.79 | No | 0.52 | (52%) | ≤ 0.60 |
| Customer service | Schedule adherence | D | 83.0% | No | 81.0% | 2% | 81.8% | No | 77.2% | 6% | ≥ 85% |
| | Miles between mechanical service interruptions | E | 46,814 | Yes | 22,754 | 106% | 28,246 | Yes | 16,719 | 69% | ≥ 15,000 |
| | Complaints per 100,000 boardings | F | 12.48 | Yes | 12.33 | (1%) | 17.50 | No | 15.59 | (12%) | ≤ 15.00 |
| | Average hold time (seconds) | G | 22 | Yes | 18 | (25%) | 25 | Yes | 37 | 34% | ≤ 45 |
| Effectiveness | Boardings per vehicle service hour | H | 19.5 | Yes | 21.4 | (9%) | 19.4 | No | 20.6 | (6%) | ≥ 19.5 |
| | Average weekday boardings | I | 49,481 | Yes | 50,806 | (3%) | 49,207 | Yes | 48,164 | 2% | ≥ 48,900 |
| Efficiency | Farebox recovery ratio | J | 24.53% | No | 27.96% | (12%) | 26.51% | Yes | 29.22% | (9%) | ≥ 24.65% |
| | Average cost per vehicle service hour | K | \$97.82 | Yes | \$95.34 | (3%) | \$93.62 | Yes | \$91.52 | (2%) | ≤ \$101.48 |

Red = did not meet target

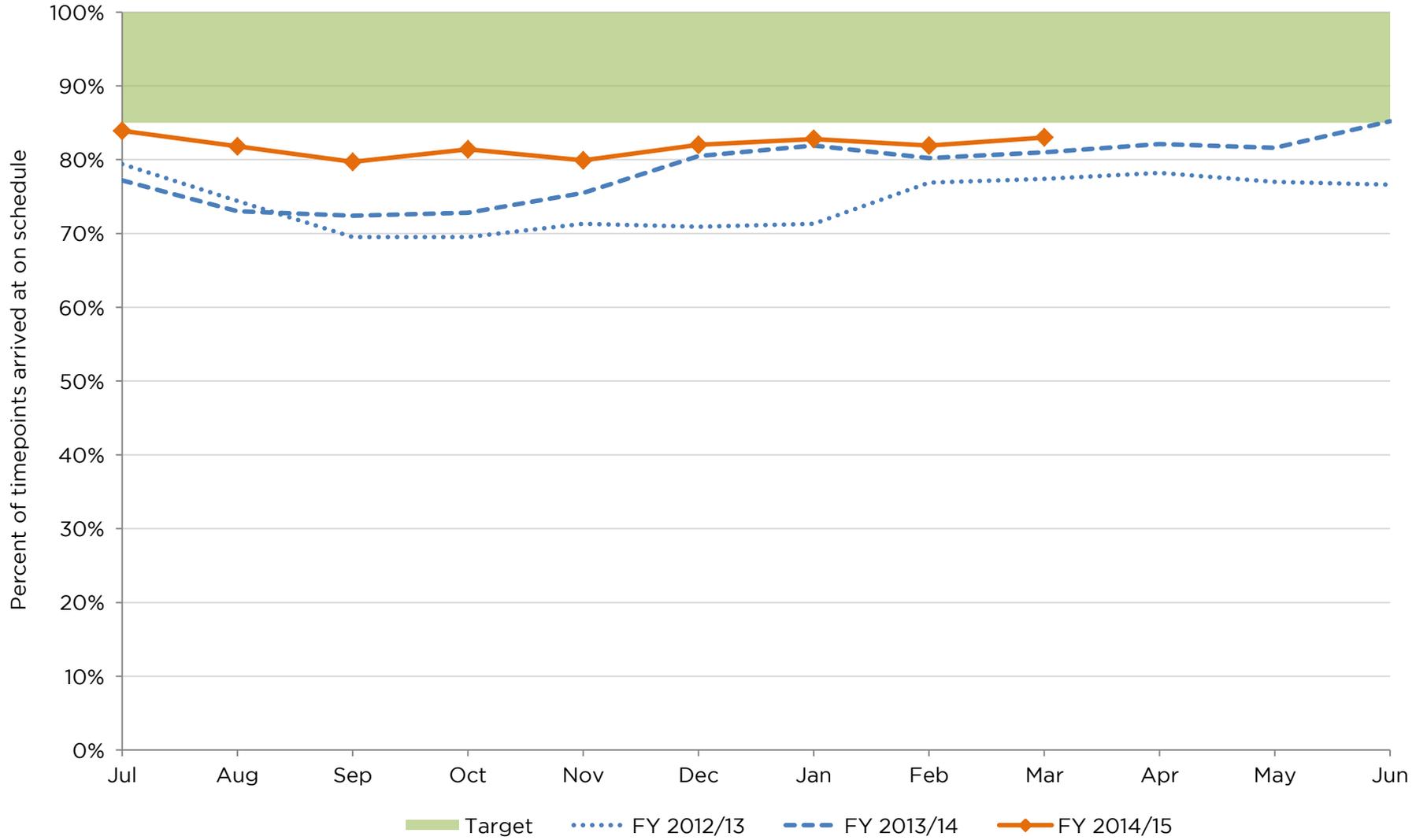
Attachment B: Total Boardings vs. Fare Revenues



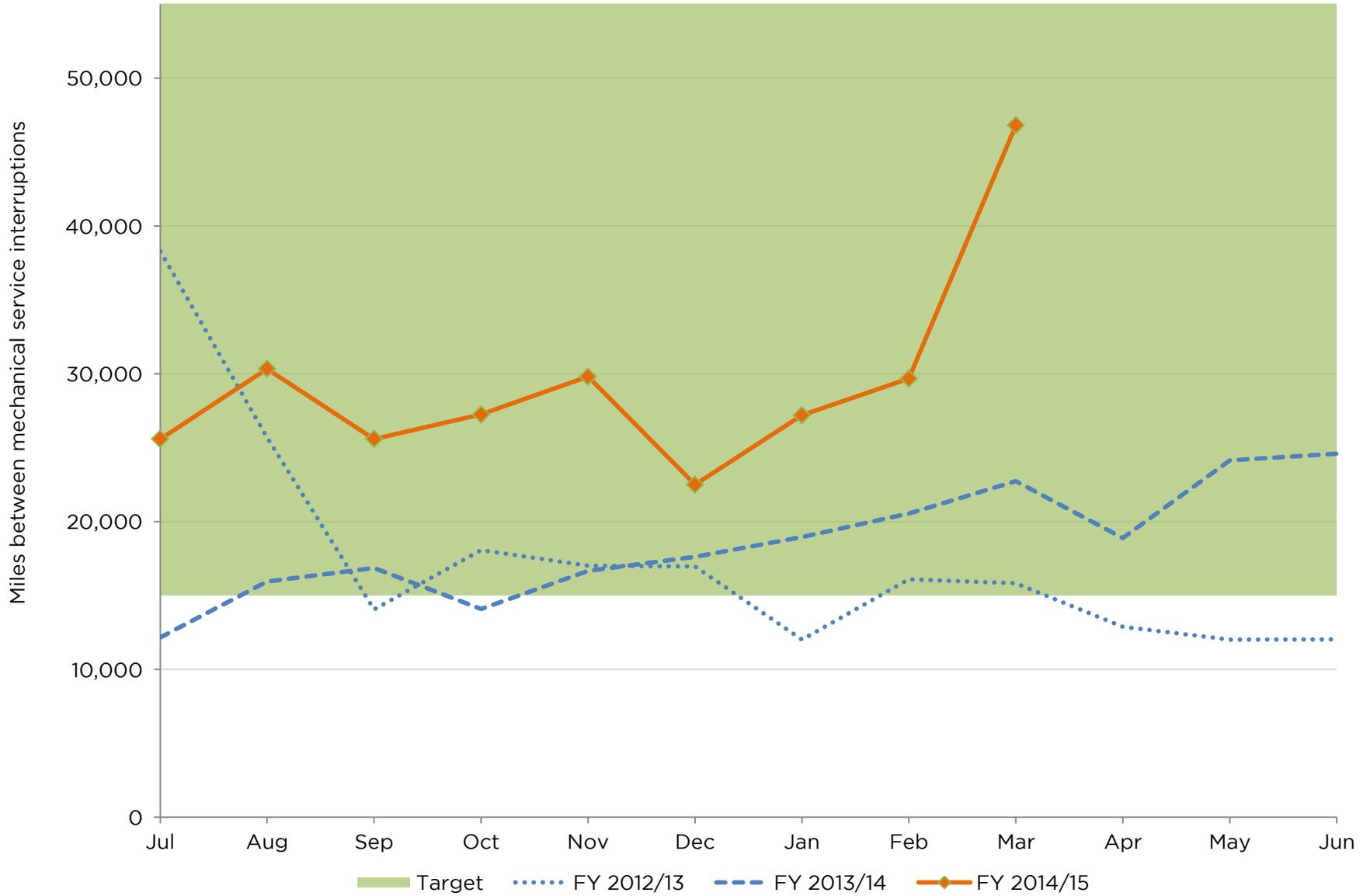
Attachment C: Preventable Accidents per 100,000 Miles



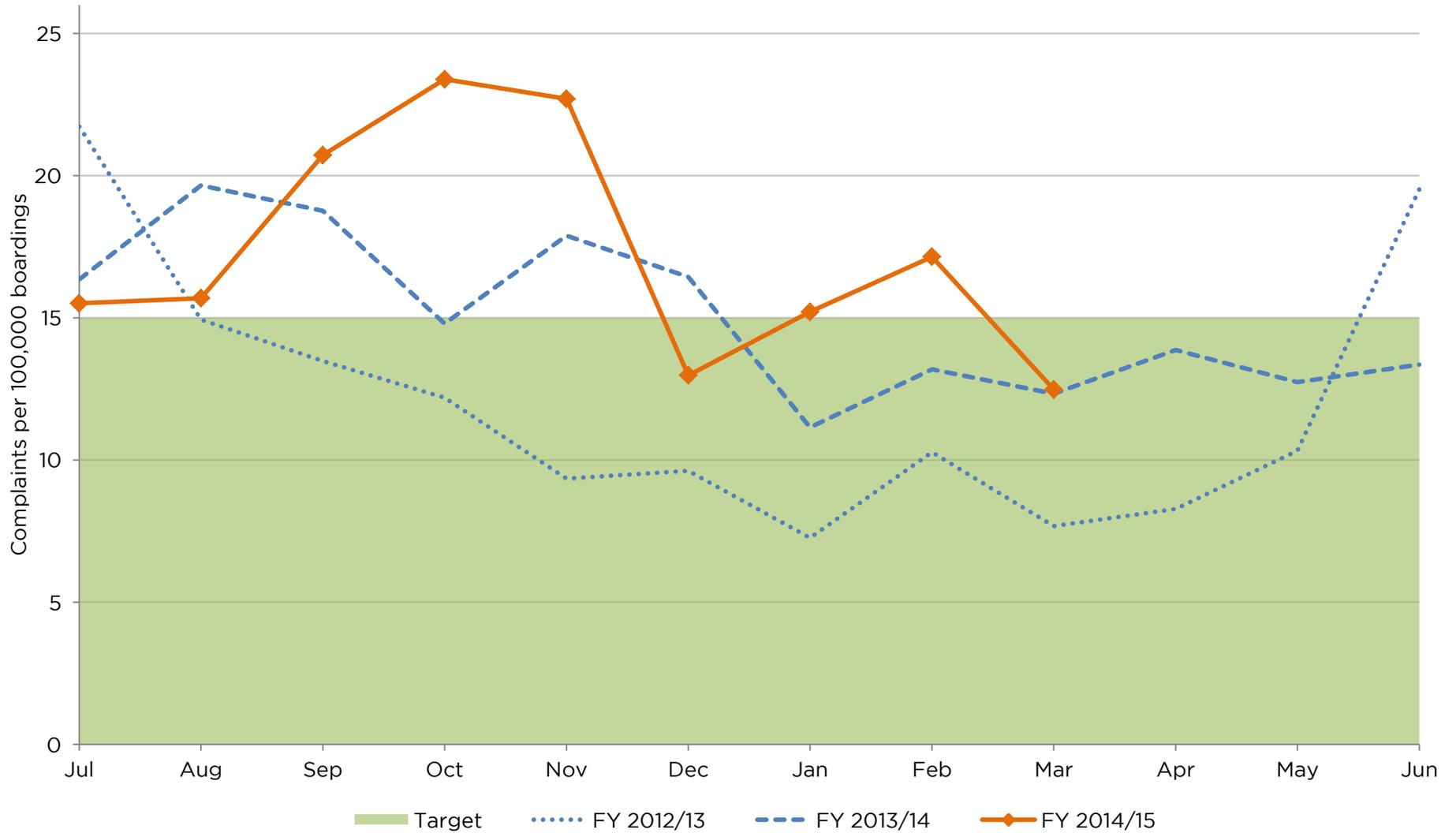
Attachment D: Schedule Adherence



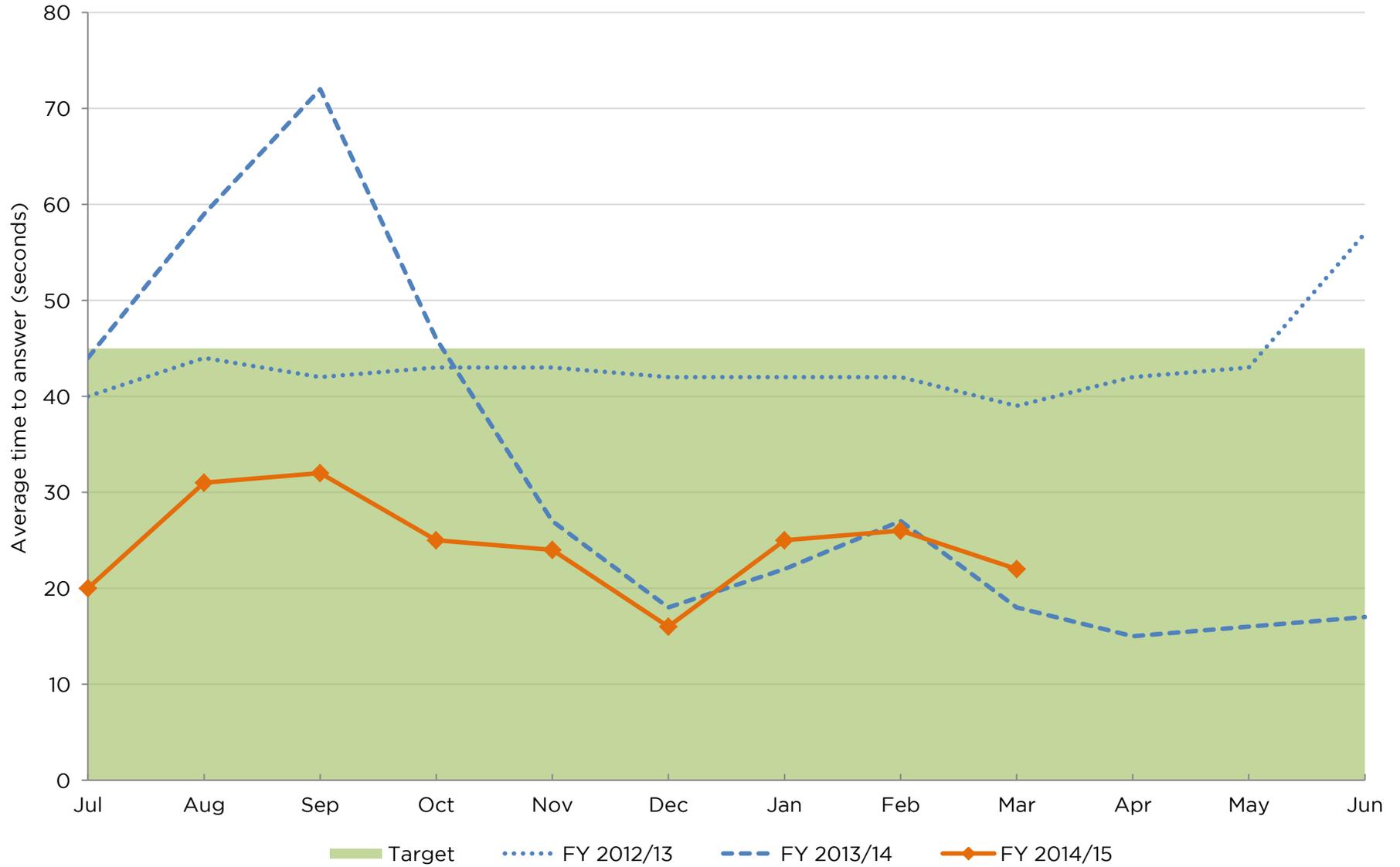
Attachment E: Average Miles Between Service Interruptions



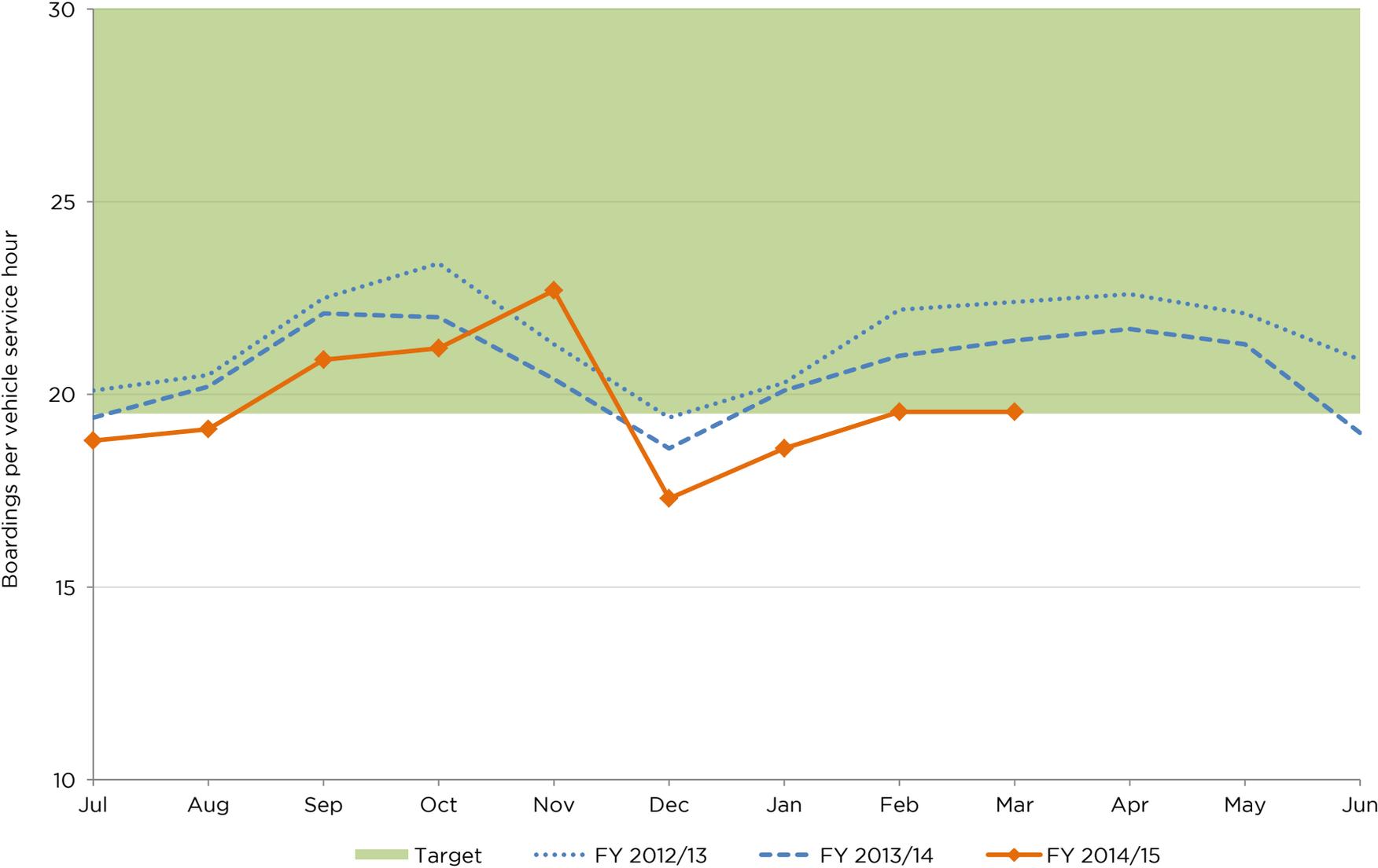
Attachment F: Complaints per 100,000 Boardings



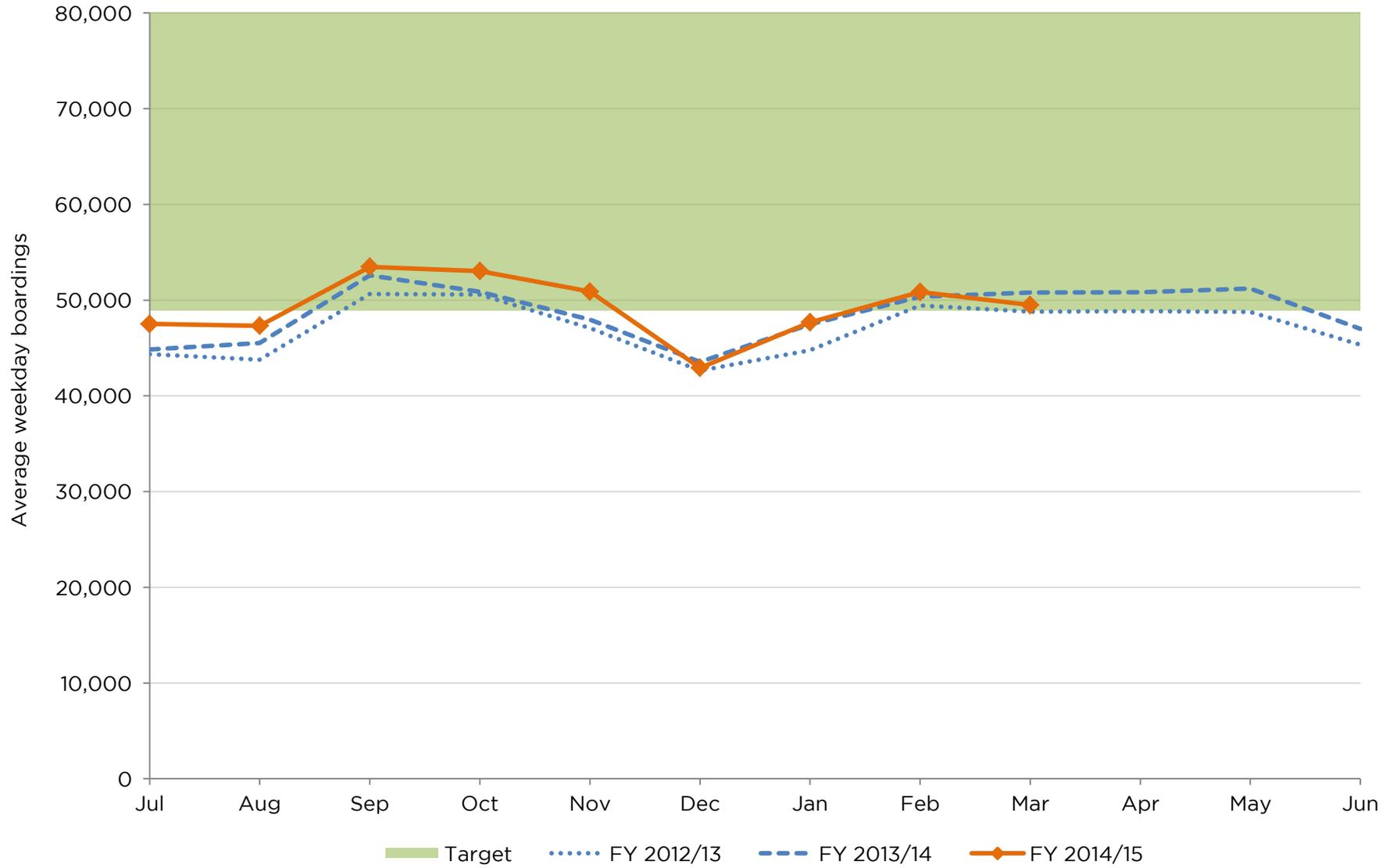
Attachment G: Average Hold Time



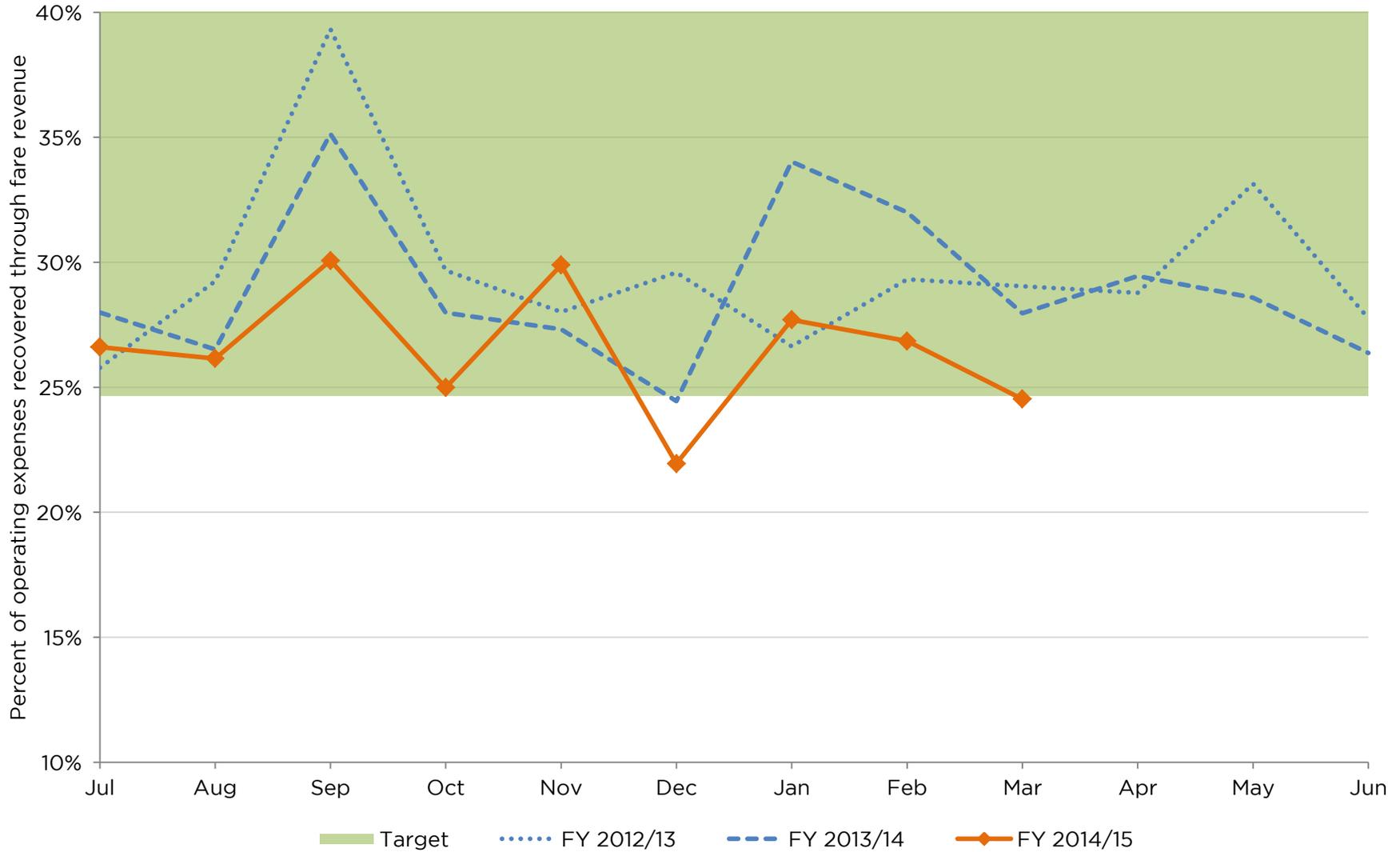
Attachment H: Boardings per Vehicle Service Hour



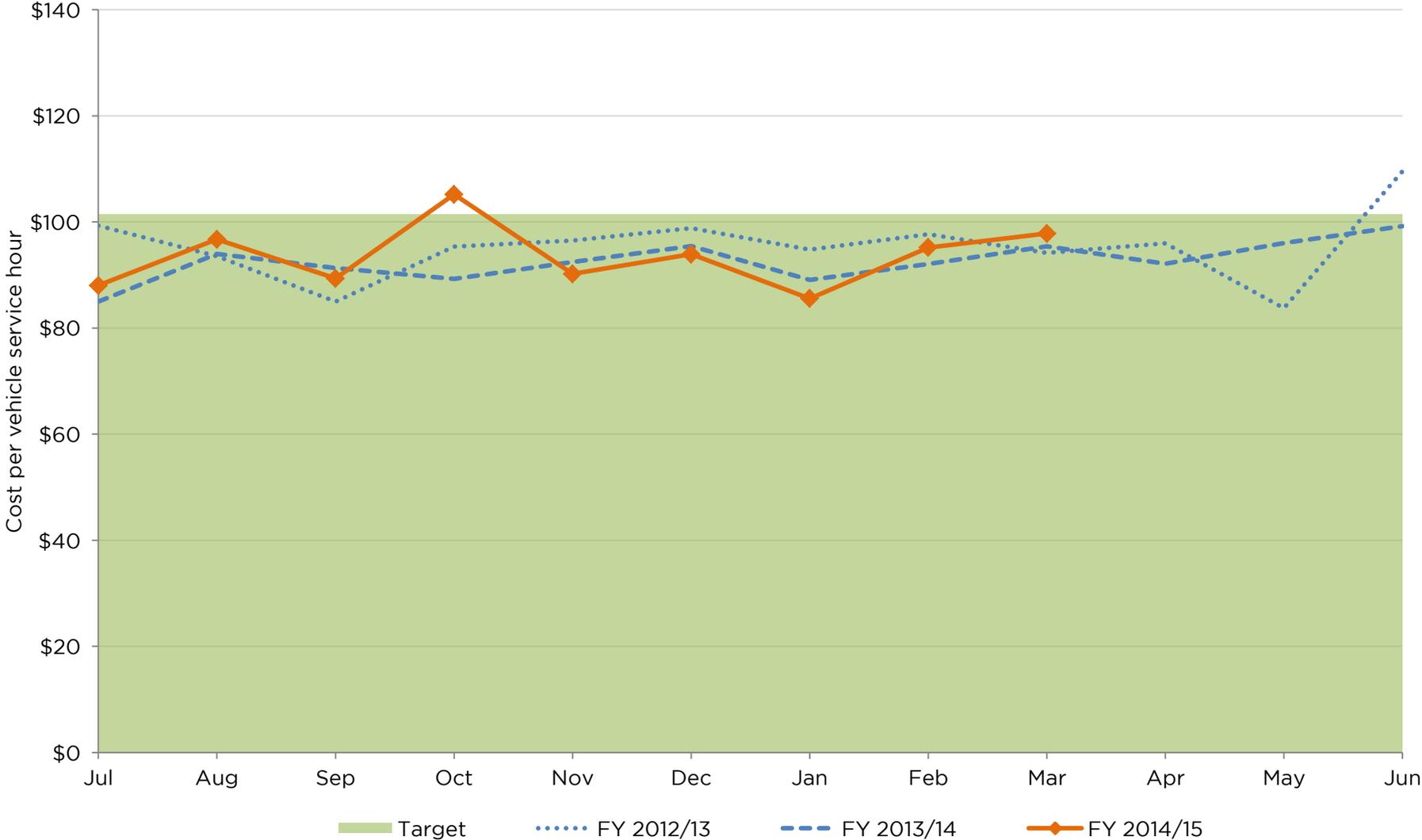
Attachment I: Average Weekday Boardings



Attachment J: Farebox Recovery Ratio



Attachment K: Average Cost per Vehicle Hour



Attachment L1
 Foothill Transit
 Operations Reports
 Third Quarter Fiscal Year 2015

| Goal | Performance indicator | Q3 FY 2015 | Q3 FY 2014 | % improvement over same quarter last year | FY 2015 YTD | FY 2014 YTD | % YTD improvement | Performance target |
|------------|------------------------------------|------------------|------------|---|-------------|-------------|-------------------|--------------------|
| Operations | Average fare per boarding | \$1.27 | \$1.38 | (8%) | \$1.28 | \$1.30 | (2%) | ≥ \$0.00 |
| | Average cost per boarding | \$4.83 | \$4.43 | (9%) | \$4.82 | \$4.45 | (8%) | ≤ \$0.00 |
| | Average subsidy per boarding | \$3.56 | \$3.05 | (17%) | \$3.54 | \$3.15 | (12%) | ≤ \$0.00 |
| | Total vehicle miles | 3,746,271 | 3,450,291 | 9% | 11,411,402 | 10,399,054 | 10% | |
| | Vehicle service miles | 2,745,557 | 2,650,167 | 4% | 8,340,171 | 7,933,989 | 5% | |
| | Total vehicle hours | 249,178 | 234,005 | 6% | 763,708 | 698,074 | 9% | |
| | In-service speed (mph) | 14.6 | 15.3 | (4%) | 14.7 | 15.1 | (3%) | |
| | Boardings per vehicle service mile | 1.31 | 1.36 | (4%) | 1.32 | 1.36 | (3%) | |

Attachment L2
 Foothill Transit
 Operations Report
 January 2015

| Goal | Performance indicator | January 2015 | Same month last year | % improvement over same month last year | FY 2015 YTD | FY 2014 YTD | % YTD improvement |
|------------|------------------------------------|------------------|----------------------|---|-------------|-------------|-------------------|
| Operations | Average fare per boarding | \$1.28 | \$1.51 | (15%) | \$1.28 | \$1.29 | (1%) |
| | Average cost per boarding | \$4.61 | \$4.44 | (4%) | \$4.79 | \$4.46 | (7%) |
| | Average subsidy per boarding | \$3.33 | \$2.93 | (14%) | \$3.51 | \$3.16 | (11%) |
| | Total vehicle miles | 1,278,182 | 1,196,943 | 7% | 8,943,313 | 8,145,706 | 10% |
| | Vehicle service miles | 937,515 | 916,519 | 2% | 6,532,129 | 6,200,342 | 5% |
| | Total vehicle hours | 85,336 | 81,323 | 5% | 599,866 | 545,392 | 10% |
| | In-service speed (mph) | 14.6 | 15.2 | (4%) | 14.7 | 15.1 | (2%) |
| | Boardings per vehicle service mile | 1.27 | 1.32 | (4%) | 1.32 | 1.35 | (3%) |

Attachment L3
 Foothill Transit
 Operations Report
 February 2015

| Goal | Performance indicator | February 2015 | Same month last year | % improvement over same month last year | FY 2015 YTD | FY 2014 YTD | % YTD improvement |
|------------|------------------------------------|------------------|----------------------|---|-------------|-------------|-------------------|
| Operations | Average fare per boarding | \$1.31 | \$1.40 | (7%) | \$1.28 | \$1.31 | (2%) |
| | Average cost per boarding | \$4.87 | \$4.39 | (11%) | \$4.80 | \$4.45 | (8%) |
| | Average subsidy per boarding | \$3.56 | \$2.98 | (19%) | \$3.51 | \$3.14 | (12%) |
| | Total vehicle miles | 1,157,288 | 1,070,124 | 8% | 10,100,601 | 9,215,830 | 10% |
| | Vehicle service miles | 849,419 | 823,291 | 3% | 7,381,548 | 7,023,633 | 5% |
| | Total vehicle hours | 76,960 | 72,507 | 6% | 676,826 | 617,899 | 10% |
| | In-service speed (mph) | 14.6 | 15.3 | (4%) | 14.7 | 15.1 | (3%) |
| | Boardings per vehicle service mile | 1.34 | 1.37 | (2%) | 1.32 | 1.35 | (3%) |

Attachment L4
 Foothill Transit
 Operations Report
 March 2015

| Goal | Performance indicator | March 2015 | Same month last year | % improvement over same month last year | FY 2015 YTD | FY 2014 YTD | % YTD improvement |
|------------|------------------------------------|------------------|----------------------|---|-------------|-------------|-------------------|
| Operations | Average fare per boarding | \$1.23 | \$1.25 | (2%) | \$1.28 | \$1.30 | (2%) |
| | Average cost per boarding | \$5.00 | \$4.46 | (12%) | \$4.82 | \$4.45 | (8%) |
| | Average subsidy per boarding | \$3.78 | \$3.21 | (18%) | \$3.54 | \$3.15 | (12%) |
| | Total vehicle miles | 1,310,801 | 1,183,224 | 11% | 11,411,402 | 10,399,054 | 10% |
| | Vehicle service miles | 958,622 | 910,356 | 5% | 8,340,171 | 7,933,989 | 5% |
| | Total vehicle hours | 86,882 | 80,175 | 8% | 763,708 | 698,074 | 9% |
| | In-service speed (mph) | 14.6 | 15.3 | (4%) | 14.7 | 15.1 | (3%) |
| | Boardings per vehicle service mile | 1.34 | 1.40 | (4%) | 1.32 | 1.36 | (3%) |