

October 28, 2011

To: Executive Board

Subject: **Coach Operator Audit Results**

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### **Recommendation**

Receive and file the results of the Coach Operator Audits conducted in June/July 2011.

### **Analysis**

Coach operator performance audits were conducted during the period June/July 2011 to monitor the performance of Foothill Transit's operations contractors. Coach Operator performance checks are conducted by Mobility Advancement Group (MAG), a professional corporation that performs transit service audits. These performance checks evaluate fare collection, customer relations, and safety.

In conducting the audits, spotters from MAG utilize Foothill Transit service as anonymous riders. When the spotter first boards, they either deposit an incorrect cash fare or attempt to use an invalid transfer or pass. If the driver challenges the incorrect or invalid fare, the MAG spotter then deposits the correct fare. If the incorrect fare is not challenged, the occurrence is reported as a fare violation.

Once the spotter is onboard the bus, they review the coach operator's performance in terms of both safety and customer relations. It is possible that on any given trip there may be a number of violations reported.

The charts below summarize the results of the May 2010 through June/July 2011 audits for each location.

**Attachment A** shows the trend of the Coach Operator Audits conducted at Foothill Transit's Pomona Facility.

**Attachment B** shows the trend of the Coach Operator Audits conducted at Foothill Transit's Arcadia Facility.

### Summary for First Transit - Pomona

	May 2010	Average Violations Per Trip	Dec 2010	Average Violations Per Trip	Jun/Jul 2011	Average Violations Per Trip
<b>Reports</b>	70	N/A	72	N/A	76	N/A
<b>Fare Violations</b>	37	0.66	35	0.49	45	0.59
<b>Customer Relations Violations</b>	24	0.53	42	0.58	42	0.55
<b>Safety Violations</b>	8	0.20	24	0.33	8	0.11
<b>Total Violations</b>	69	1.39	101	1.40	95	1.25
<b>Perfect Checks</b>	27	0.26	16	0.22	17	0.22

### Summary for MV Transportation - Arcadia

	May 2010	Average Violations Per Trip	Dec 2010	Average Violations Per Trip	Jun/Jul 2011	Average Violations Per Trip
<b>Reports</b>	121	N/A	105	N/A	80	N/A
<b>Fare Violations</b>	43	0.36	35	0.33	42	0.53
<b>Customer Relations Violations</b>	36	0.30	26	0.25	17	0.21
<b>Safety Violations</b>	7	0.06	5	0.05	10	0.13
<b>Total Violations</b>	86	0.71	66	0.63	69	0.86
<b>Perfect Checks</b>	63	0.52	59	0.56	29	0.36

Operators with no noted violations are awarded a certificate and “Perfect Check” pin, which can be worn as part of their uniform. The May 2010 audit identified an impressive total of 90 operator checks that were perfect and received that recognition and in the December 2010 ride checks, 75 checks saw operators perform flawlessly during the ride, also an excellent accomplishment. During the June/July audits perfect checks dropped dramatically to a total of 46.

**Attachment C** provides a listing of coach operators who received perfect checks during the June/July 2011 coach operator audit. The number next to an operator’s name indicates that the operator received multiple perfect checks during this audit.

The Coach Operator Audit results provide Foothill Transit with a tool to monitor and evaluate the performance of operators in the delivery of service. As part of the efforts to maintain quality, Foothill Transit’s management team regularly reviews these results

with the General Managers and Operations Managers of both operating facilities requesting insight as well as action plans to correct the areas that need attention.

The June/July 2011 audit numbers showed fairly consistent trends. Fare collection violations comprise exactly 50 percent of the total violations numbers, calling stops comprised 16 percent of the total, name plates not displayed another nine percent but perhaps of equal concern was that 10 operators were observed not wearing their seat belts. These items are all being directly addressed with the both contractors' staff.

The management team continues to work with both operations contractors to maintain Foothill Transit's high service standards for safety, courtesy, and on-time performance. In addition, coach operator performance audits are planned to be performed quarterly so that progress in maintaining and improving performance can be documented and measured.

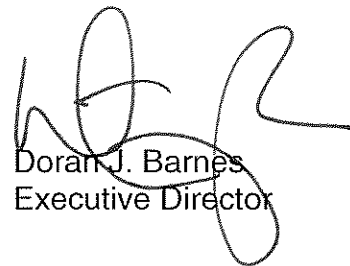
**Budget Impact**

Funding for the coach operator audits is included in Foothill Transit's FY 2012 Business Plan.

Sincerely,



George Karbowski  
Director of Operations and Maintenance



Doran J. Barnes  
Executive Director

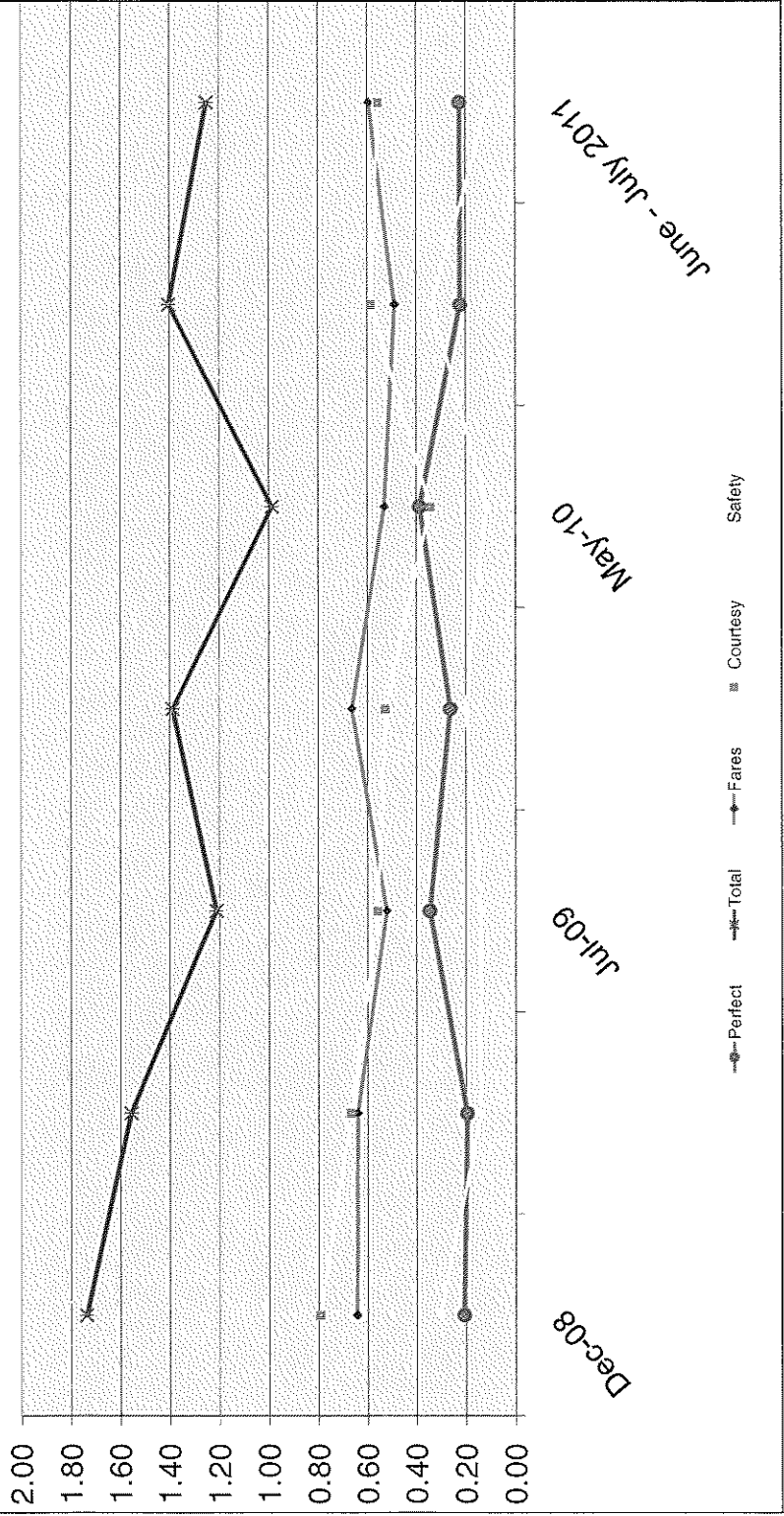
Attachments

Foothill Transit  
Pomona ITS/MAG Results

Attachment A

Trips Audited	Pomona													
	Dec-08		Apr-09		Jul-09		Dec-09		May-10		Dec-10		June - July 2011	
	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip
Fare	53	0.64	72	0.64	81	0.52	53	0.66	70	0.53	72	0.49	76	0.59
Courtesy	34	0.79	48	0.67	42	0.56	42	0.53	37	0.34	35	0.58	45	0.55
Safety	16	0.30	10	0.14	11	0.14	16	0.20	8	0.11	24	0.33	8	0.11
Total	92	1.74	112	1.56	98	1.21	111	1.39	69	0.99	101	1.40	95	1.25
Perfect Checks	11	0.21	14	0.19	28	0.35	21	0.26	27	0.39	16	0.22	17	0.22

Coach Operator Audit Results  
Pomona  
Violations per Trip

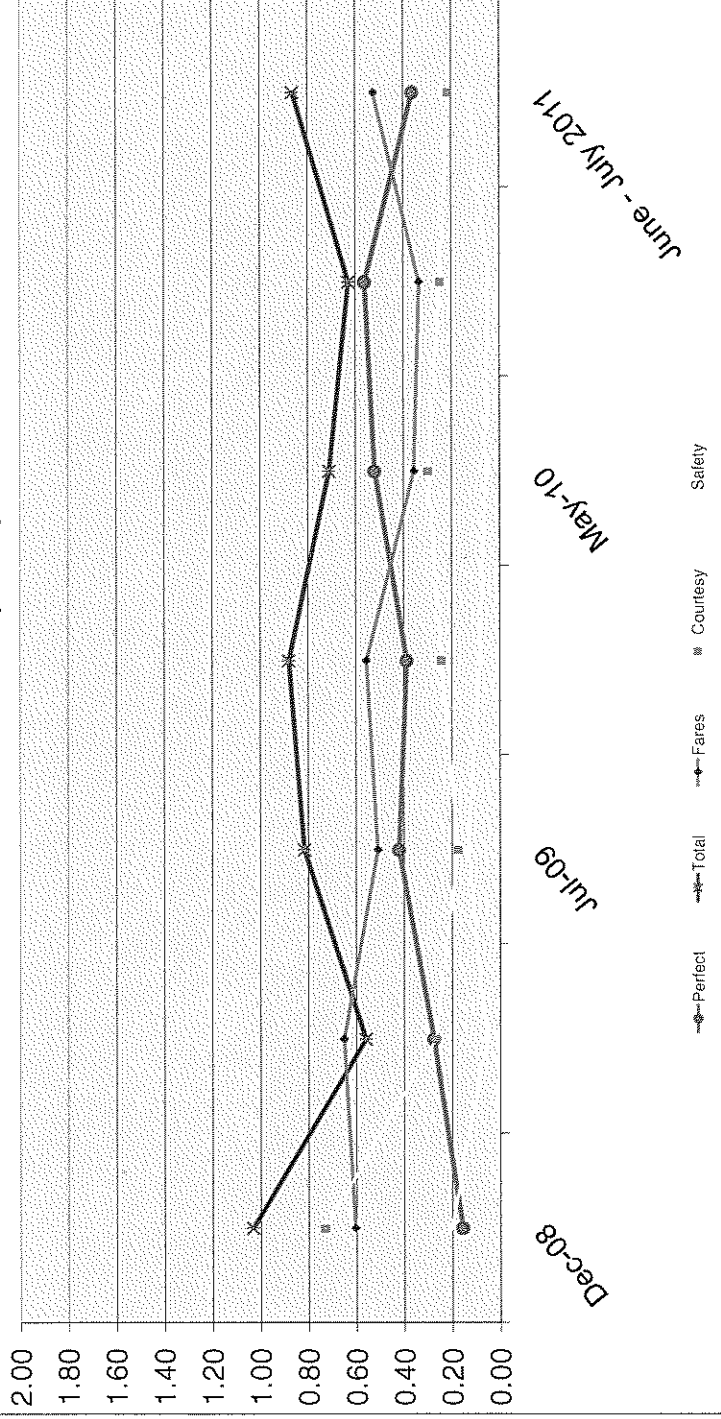


Foothill Transit  
Arcadia ITS/MAG Results

Attachment B

	Arcadia													
	Dec-08		Apr-09		Jul-09		Dec-09		May-10		Dec-10		June - July 2011	
Trips Audited	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip	Number	Violations per Trip
Fare	81	0.60	71	0.65	58	0.51	69	0.56	43	0.36	35	0.33	42	0.53
Courtesy	98	0.73	29	0.27	20	0.18	30	0.24	36	0.30	26	0.25	17	0.21
Safety	27	0.20	6	0.06	15	0.13	10	0.08	7	0.06	5	0.05	10	0.13
Total	138	1.03	61	0.56	93	0.82	109	0.88	86	0.71	66	0.68	69	0.86
Perfect Checks	21	0.16	30	0.28	48	0.42	48	0.39	63	0.52	59	0.56	29	0.36

Coach Operator Audit Results  
Arcadia  
Violations per Trip



June – July 2011 Operator Audits  
Perfect Checks

Attachment C

Chinchu Lee	Glenn Freeman	Martha Castellanos	Vonshelia Sullivan
Crystal Saxton	Guadalupe Castellanos	Marvin Gomez	William Ruiz
Dennis Amoranto	Humberto Castillo	Molly Seng	
Diana Yarrish	Isidro Valverde	Norbert Rodriguez - 2	
Diane Robinson (2)	Johngelene Wiggins	Oswaldo Gutierrez	
Ernesto Gamez	Jonandro Rodriguez	Pamela Simpson	
Felipa Linares	Jorge Liscano	Pilar Landeta	
Felipe Guerrero	Joseph Riestra	Ramiro Barragan	
Francis Arrastia	Juan Dehoyos	Richard Calhoun	
George Esparza	Juan Flores	Richard Kain	
George Ortiz	Juan Villalobos	Robert Rubico	
Geovanny Urbina	Leticia Chavez (2)	Rufino Mancilla	
Gerald Rejino	Linda Youmans	Sandra Perez	
Gilbert Paniagua	Mario Rosales	Syliva Trujillo	