

**To:** Operations & Scheduling Committee

**Date:** 05/24/2022

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

**SUBJECT: Revised On-Time Performance Measurement and Reporting**

### Background:

County Connection adopted on-time performance standards based on types of service as a part of the 2016 Short Range Transit Plan. The standards outlined are as follows:

- Regular service (Weekday) – 87%
- Select service (Schools) – 80%
- Express service – 75%
- Weekend service – 80%

The on-time performance window that was outlined in the Short Range Transit Plan FY 2011-12 through FY 2020-21 was based on the departure time from timepoints, and buses up to five minutes late would be considered on-time.

However, instances where the bus departed a timepoint earlier than scheduled were also designated as on-time. While buses running late results in longer wait times and missed connections, buses departing earlier than scheduled also leads to similar inconveniences. To better track the on-time performance of the routes and increase service reliability for passengers, staff is planning to implement the following changes to measuring on-time performance for the new fiscal year:

1. Buses departing timepoints earlier than one minute before scheduled time will not be considered on-time,
2. Bus is considered on-time if it arrives at the last timepoint earlier than scheduled,
3. Departure times are used to calculate on-time performance on all stops except for mid-route layover stop and final stop, where arrival times are used for calculations.

While this new methodology of measurement results in a decrease in on-time performance percentages, it provides vital information regarding the impact of traffic on our system and for developing service changes to improve schedule adherence and service reliability for passengers. Staff plans to use this new methodology for on-time performance reporting starting in July 2022.

Below is a summary of the comparison for April 2022 data:

Route Type	Standard	% On-Time (Current)	New Methodology		
			% Early	% Late	% On-Time
Express	75%	93%	2%	9%	89%
Select	87%	89%	15%	13%	72%
Regular	80%	92%	2%	9%	89%
Weekend	80%	87%	2%	15%	83%

**Financial Implications:**

None, for information only.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None