

To: Board of Directors

Date: 10/11/2012

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

SUBJECT: Annual Performance Statistics

Summary:

The FY2011-12 year-end performance statistics show how cost, fares, ridership, and other performance criteria compare to prior years.

Fixed Route: The operating cost for fixed route increased by 2.4% over the prior year and the level of service as measured in terms of revenue hours remained flat. This resulted in an increase in the cost per revenue hour of 1.12% which meets our performance standard of keeping within the rate of inflation.

Fares increased by 4.8% while ridership shows a drop of 4%. The lower ridership number is a result of a change in the automatic passenger counter's (APC's) adjustment factor from the .9396 factor used in FY10-11 to a .8726 factor used in FY11-12. If ridership were exactly the same in both years, we would see a drop of 6% due to the change in the adjustment factor. An explanation of why it was necessary to change the factor follows below. If we had used the same factor for both years we would see a 2% increase in ridership this year consistent with the 2% ridership we saw last year.

Performance indicators that are based on passengers such as the cost per passenger and passengers per hour show a slight decline as a result of the drop in passengers reported. As there will not be a change in the adjustment factor this year (FY2012-13) we can expect an increase in ridership and the related standards in FY2012-13.

Paratransit: The operating cost for the paratransit service remained flat while service levels as measured in terms of revenue hours were down by 4.7%. The decrease in service level is consistent with the 3.1% drop in demand. Unlike fixed route service, the paratransit service responds directly to passenger demand which is expected to increase with the ageing of the population.

Explanation of APC Adjustment Factor Change:

Since 2009 passenger counts have been done automatically using automatic passenger counters (APC's) and the Ridecheck software. Ridecheck is the program that takes APC data and makes it useful for reporting and planning. At the beginning of FY2011-12 the adjustment factor used by the Ridecheck software was changed from .939 to .8726 and that is why this year's passenger counts are lower than last year.

The adjustment factor is intended to calibrate ridership collected by the automatic passenger counters (APC's) to reflect activities that trigger a passenger count when there should be none. One example is when drivers get on and off the bus and another is when passengers bring strollers or grocery carts.

Prior to using Ridecheck exclusively for passenger reporting CCCTA used driver input and manually entered data from trip cards. In addition, staff rode the buses and captured passenger information necessary to compute passenger miles for the FTA. The switch from manual to automated reporting had to be approved by the FTA and this required a statistician to certify that the Ridecheck method for calculating passengers was accurate and routinely calibrated. To meet the standards established for calibration, staff now rides the bus on randomly selected trips to determine how manual passenger counts compare to automatic passenger counts. This is the basis for changing the adjustment factor.

FY2011-12 was the first time we changed the adjustment factor from the original setting of .939 to .8726 and as a result comparing this year to last is like comparing apples to oranges.

The original factor of .939 was set using a small sample of manual counts. When we went live with RSM and got rid of driver trip cards it was midway through the fiscal year 2009-10. Once we went live we began using the statistician's requirement for randomly sampling trips for use in calibration. At the beginning of FY2010-11 it appeared that we should reduce the factor from .939 but because we had only been using the APC's for a short time it seemed premature to change the factor.

At the beginning of FY2011-12 the sampling method again showed that our adjustment factor of .939 was too high and after much double checking and auditing of the data and review with the Ridecheck owners determined that indeed we should lower our factor to .8726. A few months ago, the beginning of FY2012-13 we again looked at the calibration factor and found that the .8726 factor was accurate from the prior year's sampling. We do not anticipate needing to change the factor again.

Basic Statistics

Fixed Route Service	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 11-12	Change from Prior Year
Operating Cost	\$ 27,961,775	\$ 26,883,861	\$ 24,249,544	\$ 24,138,503	\$ 24,726,704	2.4%
Farebox Revenue	\$ 4,716,930	\$ 4,562,158	\$ 4,175,831	\$ 4,170,752	\$ 4,371,317	4.8%
Net Subsidy	\$ 23,244,845	\$ 22,321,703	\$ 20,073,713	\$ 19,967,751	\$ 20,355,387	1.9%
Total Passengers	4,410,438	4,071,296	3,235,722	3,304,456	3,170,879	(4.0%)
Revenue Hours	280,923	267,282	215,615	208,901	208,719	(0.1%)
Non Revenue Hours	41,648	40,002	30,432	29,462	29,385	(0.3%)
Total Hours	322,571	307,284	246,047	238,364	238,104	(0.1%)
Total Revenue Miles	3,323,982	3,109,876	2,304,500	2,302,257	2,325,896	1.0%
Non Revenue Miles	1,062,922	999,122	813,827	760,319	749,769	(1.4%)
Total Miles	4,386,904	4,108,998	3,118,328	3,062,575	3,075,665	0.4%
Paratransit	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 11-12	Change from Prior Year
Operating Cost	\$ 4,925,000	\$ 4,930,982	\$ 5,149,277	\$ 5,177,014	\$ 5,170,146	(0.1%)
Farebox Revenue	\$ 497,538	\$ 536,966	\$ 579,981	\$ 560,826	\$ 620,590	10.7%
Net Subsidy	\$ 4,427,462	\$ 4,394,016	\$ 4,569,296	\$ 4,616,188	\$ 4,549,556	(1.4%)
Total Passengers	166,887	177,518	172,317	166,022	160,901	(3.1%)
Revenue Hours	83,450	86,614	84,151	80,999	77,221	(4.7%)
Non Revenue Hours	19,453	18,822	19,959	18,381	17,674	(3.8%)
Total Hours	102,903	105,436	104,110	99,380	94,895	(4.5%)
Total Revenue Miles	1,361,878	1,394,696	1,359,674	1,295,954	1,238,026	(4.5%)
Non Revenue Miles	286,854	304,190	286,764	271,811	264,278	(2.8%)
Total Miles	1,648,732	1,698,886	1,646,438	1,567,765	1,502,304	(4.2%)

Performance Standards - Fixed Route

GOAL	Objective	Measurement	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 11-12	Standard	Met?
EFFICIENCY									
	Cost Control	Cost/Revenue Hour	\$99.54	\$100.58	\$112.47	\$115.55	\$118.47	Increase < inflation	Yes (1.12%)
		Cost/Passenger	\$6.34	\$6.60	\$7.49	\$7.30	\$7.80	< \$7.00	No
		Farebox Recovery Ratio	16.9%	17.0%	17.2%	17.3%	17.7%	18.0%	No
		Net Subsidy/Passenger	\$5.27	\$5.48	\$6.20	\$6.04	\$6.42	< \$6.00	No
		Accidents/100,000 Miles	0.72	0.80	0.86	0.85	0.93	1	Yes
	Market Resource Management	Maintenance Employee/ 100,000 Miles	0.62	0.65	0.84	0.79	0.74	0.82	Yes
		Operator OT/ Total Operator Hours	8.76%	8.62%	6.26%	5.77%	7.11%	8.0%	Yes
		Pay to Platform (Total) Hours	1.55	1.53	1.59	1.57	1.68	1.60	No
EFFECTIVENESS									
	Market Penetration	Passengers per RVHr	15.7	15.3	15.0	15.8	15.2	17.0	No
		Passengers per RVMi	1.33	1.31	1.40	1.44	1.36	1.31	Yes
	Service Quality	Percent Missed Trips	0.12%	0.14%	0.09%	0.12%	0.09%	0.25%	Yes
		Miles between Roadcalls	25,654	26,504	25,754	28,539	33,619	18,000	Yes
		Percent of Trips On-time	91%	92%	93%	93%	91%	95.0%	No
		Complaints/100,000 miles		10.8	11.2	11.4	11.3	30	Yes
		On-Board Passenger Surveys	Yes				Yes	Every 3 years	Yes
		Customer Service Phone Response	92.0%	91.0%	93.4%	91.5%	93.1%	92.0%	Yes
EQUITY									
	Improve Transit Access	Lift Availability	99.5%		100.0%	99.9%	100.0%	100.0%	Yes

CCCTA RIDERSHIP AND MISSED TRIPS
Fiscal Years 2011 and 2012

Ridership	FY 2011	FY 2012	% Change FY11to FY12
Weekday Passengers	3,043,868	2,907,237	(4.5%)
Saturday Passengers	148,797	154,111	3.6%
Sunday Passengers	105,425	109,346	3.7%
Sub Total Passengers	3,298,091	3,170,694	(3.9%)
Other Passengers ⁽¹⁾	6,431	185	
Grand Total Passengers	3,304,522	3,170,879	(4.0%)
Number of Weekdays ⁽²⁾	255	255 ⁽³⁾	
Number of Saturdays	52	53	
Number of Sundays	52	52	
Total Scheduled Trips	280,578	281,028	0.2%
Total Missed Trips	323	265	(18.0%)
Average Passengers per Day			
Weekday	11,937	11,401	(4.5%)
Saturday	2,861	2,908	1.6%
Sunday	2,027	2,103	3.7%

(1) Other Passengers include Bus Bridges & Special Events

(2) FY11 Operating Cost & Farebox Revnue have been updated to "post Audit" figures

(3) FY12 Operating Cost & Farebox Revnue are pre-audit figures that will be updated when audit is complete

CCCTA PASSENGERS BY FARETYPE
Fiscal Years 2011 and 2012

Fare Type	FY 2011	% of Total	FY 2012	% of Total
Adult	1,691,966	51.2%	1,638,172	51.7%
Youth/Student ⁽¹⁾	394,355	11.9%	369,584	11.7%
Senior & Disabled	347,166	10.5%	339,560	10.7%
BART-to-CCCTA Transfers	313,154	9.5%	295,628	9.3%
BUS-to-BUS Transfers	557,881	16.9%	527,935	16.6%
Totals	3,304,522	100.0%	3,170,879	100.0%

(1) Includes 'St Mary's' & 'JFKU' Passengers