

To: Board of Directors

Date: 12/08/2017

From: Ruby Horta, Director of Planning & Marketing

Reviewed by:

SUBJECT: Performance Report – Fixed Routes and Paratransit (LINK)

Fixed Route:

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends. Over the last several years, transit ridership on most modes has increased; however, bus ridership has experienced a significant decrease. According to the National Transit Database (NTD), bus transit ridership has experienced a decrease of 8% over the past five years. Compared to five years ago, County Connection has actually experienced an increase in ridership. However, ridership decreased in the last two years. Fixed route total passengers decreased by 5% from FY 2016 to FY 2017.

With service to six BART stations, BART's ridership has a direct impact on County Connection's ridership. BART has averaged 6% reduced ridership in the last two years. This trend is particularly evident on the weekends, when BART has experienced the sharpest declines. County Connection's weekend ridership has decreased by approximately 8%.

With declining ridership numbers, farebox revenue is also expected to trend downwards. Fewer accidents were recorded per 100,000 miles and on-time performance remained at 86%.

Paratransit:

First Transit has performed reasonably well over the life of the current contract providing ADA paratransit and shuttle services to County Connection customers. They have consistently maintained an excellent safety record while providing a high level of customer service. Cost per passenger has actually dropped from \$35.19 to \$34.57 per passenger which is reflective of improved productivity from 2.03 passengers per revenue hour to 2.24 passengers per revenue hour. Counter to staff expectations LINK ridership has dropped for the second year in a row from 153,715 in FY16 to 150,959 in FY17 representing a 1.8% reduction. Although fixed route ridership has dropped and paratransit services often follow fixed route growth trends, staff has been concerned the LINK service would begin to experience a significant growth in ridership as Central County tends to be a retirement destination and many of area social paratransit programs are becoming fully utilized.

First transit consistently meets most of the standards required but has struggled with a couple. Most importantly, First Transit has had difficulty in meeting the standard for on-time performance as noted in the Triennial TDA Performance Audit. Staff has been working with

First Transit to improve this metric and has hired a nationally recognized paratransit consultant to help with this work. Another area that has been a challenge for First Transit is employee turnover which is one of the drivers negatively impacting on-time performance. With the current economy it is becoming increasingly difficult to retain and recruit operators. Staff recognizes this is becoming a significant challenge for all transportation providers in the bay area. Despite these issues the number of complaints continues to be exceptionally low demonstrating an overall level of customer service.

Attachments:

Fixed Route Statistics

Fixed Route Performance Standards

Paratransit (LINK) Statistics

Paratransit (LINK) Performance Standards

Recommendation:

For information only.

Financial Implications:

None.

| Fixed Route Service - Statistics | | Please Note: Figures for current FY are PRE-AUDIT numbers | | | | | | |
|-----------------------------------|----------------------|--|----------------------|----------------------|----------------------|------------------------|--|--|
| | FY 12-13 | FY 13-14 | FY 14-15 | FY 15-16 | FY 16-17 | Change from Prior Year | | |
| Operating Cost | \$ 25,781,605 | \$ 27,598,218 | \$ 27,465,795 | \$ 28,397,587 | \$ 29,178,837 | 2.8% | | |
| Farebox Revenue | \$ 4,641,248 | \$ 4,484,134 | \$ 4,592,437 | \$ 4,572,060 | \$ 4,241,528 | (7.2%) | | |
| Net Subsidy | \$ 21,140,356 | \$ 23,114,084 | \$ 22,873,358 | \$ 23,825,527 | \$ 24,937,310 | 4.7% | | |
| Total Passengers* | 3,296,763 | 3,328,558 | 3,597,054 | 3,689,110 | 3,491,202 | (5.4%) | | |
| Revenue Hours | 213,624 | 222,553 | 221,320 | 227,916 | 220,931 | (3.1%) | | |
| Non Revenue Hours | 29,352 | 30,035 | 31,996 | 32,035 | 31,404 | (2.0%) | | |
| Total Hours | 242,976 | 252,589 | 253,316 | 259,951 | 252,334 | (2.9%) | | |
| Total Revenue Miles | 2,384,645 | 2,421,102 | 2,433,010 | 2,491,968 | 2,474,298 | (0.7%) | | |
| Non Revenue Miles | 741,649 | 761,204 | 786,961 | 802,618 | 789,831 | (1.6%) | | |
| Total Miles | 3,126,294 | 3,182,307 | 3,219,971 | 3,294,586 | 3,264,128 | (0.9%) | | |
| Road Calls for Mechanical Failure | 150 | 184 | 154 | 148 | 149 | 0.7% | | |
| Pay Hours | 381,923 | 391,616 | 382,486 | 406,595 | 385,277 | (5.2%) | | |

| Paratransit Statistics | Please Note: Figures for current FY are PRE-AUDIT numbers | | | | | | Change from Prior Year |
|------------------------|--|---------------------|---------------------|---------------------|---------------------|---------|---------------------------|
| | FY 12-13 | FY 13-14 | FY 14-15 | FY 15-16 | FY 16-17 | | |
| Operating Cost | \$ 5,125,995 | \$ 5,230,925 | \$ 5,117,037 | \$ 5,408,838 | \$ 5,219,372 | (3.5%) | |
| Farebox Revenue | \$ 614,160 | \$ 545,015 | \$ 520,959 | \$ 475,006 | \$ 512,153 | 7.8% | |
| Net Subsidy | \$ 4,511,835 | \$ 4,685,910 | \$ 4,596,078 | \$ 4,933,832 | \$ 4,707,219 | (4.6%) | |
| Total Passengers* | 154,945 | 159,294 | 156,832 | 153,715 | 150,959 | (1.8%) | |
| Revenue Hours | 74,400 | 74,394 | 73,716 | 76,308 | 69,795 | (8.5%) | |
| Non Revenue Hours | 18,000 | 18,403 | 17,908 | 19,689 | 18,855 | (4.2%) | |
| Total Hours | 92,400 | 92,797 | 91,624 | 95,997 | 88,650 | (7.7%) | |
| Total Revenue Miles | 1,208,228 | 1,219,582 | 1,204,823 | 1,089,545 | 1,051,176 | (3.5%) | |
| Non Revenue Miles | 252,100 | 260,310 | 247,562 | 238,117 | 244,800 | 2.8% | |
| Total Miles | 1,460,328 | 1,479,892 | 1,452,385 | 1,327,662 | 1,295,976 | (2.4%) | |
| Road Calls | 26 | 44 | 32 | 25 | 22 | (12.0%) | |
| Complaints | 1 | 18 | 25 | 9 | 10 | 11.1% | |
| Accidents | 4 | 7 | 12 | 6 | 6 | 0.0% | |

| Performance Standards - Paratransit | | | | | | | | | |
|-------------------------------------|------------------------|--------------------------|----------|----------|----------|----------|----------|----------------------|---------------|
| GOAL | Objective | Measurement | FY 12-13 | FY 13-14 | FY 14-15 | FY 15-16 | FY 16-17 | Standard | Met? |
| EFFICIENCY | | | | | | | | | |
| | Cost Control | Cost/Revenue Hour | \$ 68.90 | \$ 70.31 | \$ 69.42 | \$ 70.88 | \$ 74.78 | Increase < Inflation | 5.5% Growth |
| | | Cost/Passenger | \$ 33.08 | \$ 32.84 | \$ 32.63 | \$ 35.19 | \$ 34.57 | Increase < Inflation | (1.7%) Growth |
| | | Farebox Recovery Ratio | 12.0% | 10.4% | 10.2% | 8.8% | 9.8% | 10.7% | No |
| | Safety | Accidents/100,000 Miles | 0.27 | 0.47 | 0.83 | 0.45 | 0.46 | 0.3/100K miles | Yes |
| EFFECTIVENESS | | | | | | | | | |
| | Market Penetration | Passengers per RVHr | 2.1 | 2.1 | 2.1 | 2.0 | 2.2 | 1.9 Pass/RHr | Yes |
| | | | | | | | | | |
| | Service Quality | Denials | 0 | 0 | 0 | 0 | 0 | None | Yes |
| | | Miles between Roadcalls | 1.8 | 3.0 | 2.2 | 1.9 | 1.7 | 3.0 / 100K miles | Yes |
| | | Percent of Trips On-time | 95% | 87% | 84% | 81% | 74% | 98% on time | No |
| | | Complaints/100,000 miles | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 2.0 / 100K miles | Yes |
| | | Employee Turnover | 11.0% | 13.0% | 39.0% | 23.0% | 11.0% | 5.0% | No |
| EQUITY | | | | | | | | | |
| | Improve Transit Access | Lift Availability | 100% | 100% | 100% | 100% | 100% | 100.0% | Yes |