

WEEKDAYS July 2015

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	1,135	26	307.50	4,131	\$ 755.01	\$ 447.75	\$ 196.00	22	\$ 12,889.17
Paratransit	2,238	27	557.89	8,083	\$ 2,265.03	\$ 1,343.35	\$ 251.00	22	\$ 23,384.52
Fixed Route	1,149	35	371.47	4,333	\$ 686.73	\$ 147.10	\$ -	22	\$ 15,570.54
Gavilan	1,041	19	191.81	4,234	\$ 1,271.64	\$ 315.10	\$ -	22	\$ 8,039.91
Caltrain	1,019	0	178.74	4,596	\$ 1,605.87	\$ 84.30	\$ -	22	\$ 7,492.07
Total	6,582	107	1,607.41	25,377	\$ 6,584.28	\$ 2,337.60	\$ 447.00	110	\$ 64,976.33

SATURDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	35	0	10.90	158	\$ 23.20	\$ 20.90	\$ -	3	\$ 456.88
Greyhound	91	0	19.96	579	\$ 150.53	\$ 3.20	\$ -	3	\$ 836.64
Total	126	0	30.86	737	\$ 173.73	\$ 24.10	\$ -	6	\$ 1,293.53

SUNDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	\$ -	Service Days	Invoiced
Dial-A-Ride	70	0	13.02	136	\$ 64.50	\$ 14.30	\$ -	4	\$ 545.75
Greyhound	133	0	28.60	753	\$ 208.77	\$ -	\$ -	4	\$ 1,198.80
Total	203	0	41.62	889	\$ 273.27	\$ 14.30	\$ -	8	\$ 1,744.54

MONTH

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	1,240	26	331.42	4,425	\$ 842.71	\$ 482.95	\$ 196.00	29	\$ 13,891.80
Paratransit	2,238	27	557.89	8,083	\$ 2,265.03	\$ 1,343.35	\$ 251.00	22	\$ 23,384.52
Fixed Route	1,149	35	371.47	4,333	\$ 686.73	\$ 147.10	\$ -	22	\$ 15,570.54
Gavilan	1,041	19	191.81	4,234	\$ 1,271.64	\$ 315.10	\$ -	22	\$ 8,039.91
Caltrain	1,019	0	178.74	4,596	\$ 1,605.87	\$ 84.30	\$ -	22	\$ 7,492.07
Greyhound	224	0	48.56	1,332	\$ 359.30	\$ 3.20	\$ -	7	\$ 2,035.44
Total	6,911	107	1,679.89	27,003	\$ 7,031.28	\$ 2,376.00	\$ 447.00		\$ 70,414.27

FISCAL YEAR TO DATE

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	1,240	26	331.42	4,425	\$ 842.71	\$ 482.95	\$ 196.00	29	\$ 13,891.80
Paratransit	2,238	27	557.89	8,083	\$ 2,265.03	\$ 1,343.35	\$ 251.00	22	\$ 23,384.52
Fixed Route	1,149	35	371.47	4,333	\$ 686.73	\$ 147.10	\$ -	22	\$ 15,570.54
Gavilan	1,041	19	191.81	4,234	\$ 1,271.64	\$ 315.10	\$ -	22	\$ 8,039.91
Caltrain	1,019	0	178.74	4,596	\$ 1,605.87	\$ 84.30	\$ -	22	\$ 7,492.07
Greyhound	224	0	48.56	1,332	\$ 359.30	\$ 3.20	\$ -	7	\$ 2,035.44
Total	6,911	107	1,679.89	27,003	\$ 7,031.28	\$ 2,376.00	\$ 447.00	0	\$ 70,414.27

ADDITIONAL INFORMATION

	Current Month	Year To Date
Lift Assisted Trips	181	181
Turn Downs	0	0
No Shows	72	72
Cancellations	294	294
Employee Hours	2,380	2,380
Vehicles - Midday	7	
Vehicles - Peak	8	

NOTES

Greyhound Bikes = Gavilan Bikes = 69 Caltrain Bikes = 40
Fixed Route = 0

FIXED ROUTE PASSENGER CT

	Business	Clockwise	Counter	Sunnyslope	Southside	Fixed Subtotal
1-Jul	15	43	0	0	0	58
2-Jul	18	42	0	0	0	60
3-Jul	0	23	0	0	0	23
4-Jul	0	0	0	0	0	
5-Jul	0	0	0	0	0	
6-Jul	14	21	0	0	0	35
7-Jul	18	35	0	0	0	53
8-Jul	47	35	0	0	0	82
9-Jul	13	30	0	0	0	43
10-Jul	16	17	0	0	0	33
11-Jul	0	0	0	0	0	
12-Jul	0	0	0	0	0	
13-Jul	16	49	0	0	0	65
14-Jul	19	62	0	0	0	81
15-Jul	34	14	0	0	0	48
16-Jul	16	35	0	0	0	51
17-Jul	13	21	0	0	0	34
18-Jul						
19-Jul						
20-Jul	13	21	0	0	0	34
21-Jul	13	35	0	0	0	48
22-Jul	38	33	0	0	0	71
23-Jul	23	38	0	0	0	61
24-Jul	17	25	0	0	0	42
25-Jul						
26-Jul						
27-Jul	12	39	0	0	0	51
28-Jul	21	24	0	0	0	45
29-Jul	19	12	0	0	0	31
30-Jul	22	24	0	0	0	46
31-Jul	25	29	0	0	0	54
TOTALS	442	707	0	0	0	1149
DAILY						
AVERAGE	16	26	0	0	0	50

5/15

Staff Report

To: Local Transportation Authority
 From: Sean Reilly Vienna, Transportation Planner Telephone: (831) 637-7665
 Date: August 20, 2015
 Subject: Quarterly Operations Performance Report

Recommendation:

RECEIVE Operations Performance Report for the 4th Quarter of Fiscal Year 2014/2015.

Summary:

The Operations Performance Report analyzes all public transportation services that the Local Transportation Authority administers and operates for San Benito County. The Authority contracts with MV Transportation, Inc. for public transit operations (County Express) and Jovenes de Antaño for specialized transportation.

Financial Considerations:

The Authority provides fuel and vehicle maintenance for County Express operations and vehicle maintenance for specialized transportation operations. The table below shows operations costs and the percentage of the approved budget.

	Expended for 3rd Quarter	Expended Year-to-Date	% of Budget Expended to Date
Fuel	\$39,735.20	\$166,196.57	83%
Other Materials and Supplies	\$31,612.04	\$98,064.40	62%
Maintenance Labor	\$22,599.45	\$70,769.62	86%
Contracted Services	\$277,363.51	\$1,077,750.47	94%
Operators Salaries and Wages	\$26,182.59	\$123,511.88	57%

Background:

The Operations Performance Report typically compares a single quarter in the current and previous fiscal year. The report contains system-wide, individual service, and fiscal year-to-date information for the current and previous fiscal year.

Staff Analysis:

During the 4th Quarter of Fiscal Year 2014/2015, both County Express experienced a decrease in ridership from the 3rd Quarter, but this trend happens every year in the 4th Quarter when school is out. The end of FY 14/15 "Fare Box Recovery Rate" was 11.12%, up from 10.84% in FY 13/14.

More details on operations and performance are included in the Report (Attachment).

Executive Director Review: _____

Counsel Review: N/A

Attachment: County Express and Specialized Transportation Operations Performance Report

COUNTY EXPRESS AND SPECIALIZED TRANSPORTATION OPERATIONS PERFORMANCE REPORT

Fiscal Year 2014/2015

Fourth Quarter Report
April 2015 – June 2015

San Benito County
Local Transportation Authority
330 Tres Pinos Road, Suite C7
Hollister, CA 95023
831.637.7665
www.SanBenitoCountyExpress.org

August 2015

Transit and Specialized Transportation Operations Performance Report

Fiscal Year 2014/2015 – Fourth Quarter

Table of Contents

Executive Summary	1
County Express	1
Specialized Transportation	1
Financial Impact.....	1
Notable Events of Fiscal Year 2014-15	2
Performance Indicators	
County Express	3-6
Specialized Transportation	7-10
Glossary	11

Executive Summary

County Express

During the 4th quarter of Fiscal Year 2014/2015, County Express experienced an 18% decrease in ridership (n = 29,271) from the previous quarter but a slight increase (.67%) from the 4th quarter of FY 2013/2014. Total operational costs decreased by 17% in the 4th quarter of FY 2014/2015 compared to FY 2013/2014, \$372,877 and \$436,359.78 respectively.

Specialized Transportation

Compared to the 4th quarter of FY 2013/2014 to FY 2014/2015, Specialized Transportation experienced decrease in ridership and decrease in operational costs. Ridership fell 12% (3,931 passengers), while operational costs totaled \$61,583.24, a decrease of 25%.

Financial Impact

Table 1 shows a breakdown of the operational expenses and percent expended of the approved budget.

	Expended for 4th Quarter	Expended Year-to-Date	% of Budget Expended to Date
Fuel	\$39,735.20	\$166,196.57	83%
Other Materials and Supplies	\$31,612.04	\$98,064.40	62%
Maintenance Labor	\$22,599.45	\$70,769.62	86%
Contracted Services	\$277,363.51	\$1,077,750.47	94%
Operators Salaries and Wages	\$26,182.59	\$123,511.88	57%

Table 1: Operational Costs

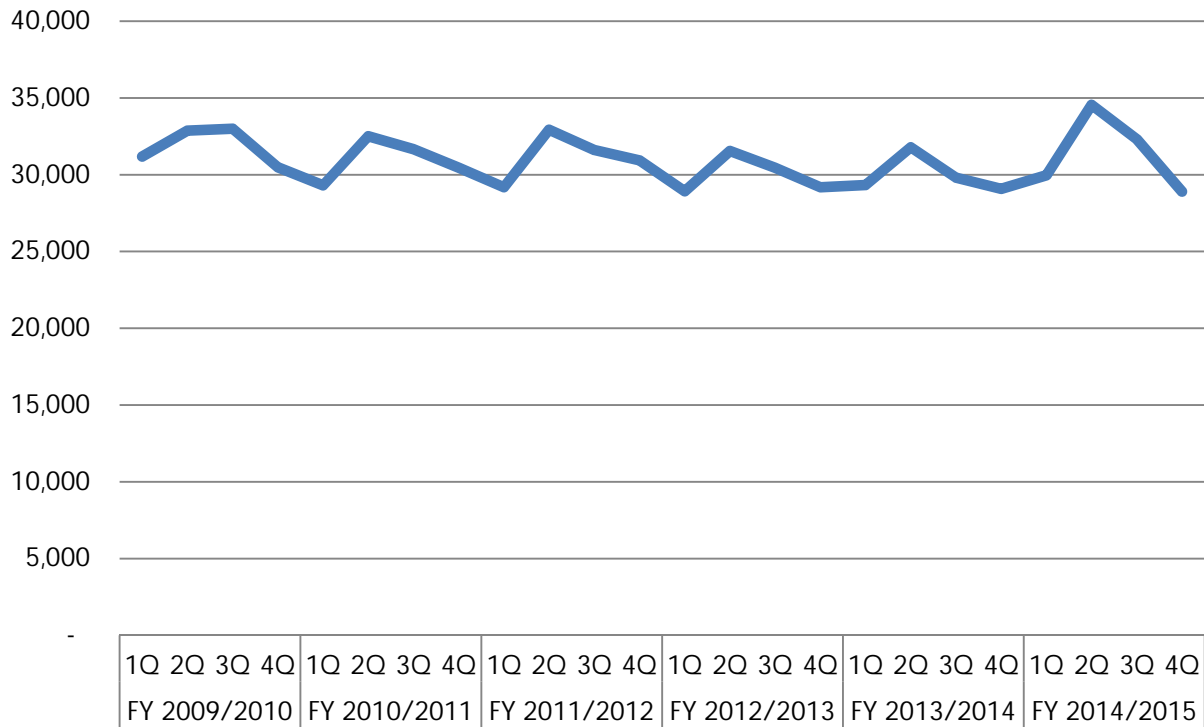
Notable Events of Fiscal Year 2014-15

Date	Event
May 2015	Summer Schedule starts for Fixed Route and Gavilan College services
February 2015	Gas prices increased during the month of February and topped at \$3.45 in March 2015
January 2015	California Average: \$2.56 per regular unleaded gallon according to Gasbuddy.com at the end of January
January 26, 2015	Began operating Spring Intercounty Gavilan Schedule
January 15, 2015	Proposals responding to RFP #2014-04 due
January 5, 2015	Resumed regular Fixed Route Service
December 2014	California Average: \$2.84 per regular unleaded gallon according to Gasbuddy.com at the end of December
December 22 – January 3, 2015	Operated limited winter service schedule for Intercounty Gavilan and Fixed Route
December 19, 2014	Released RFP #2014-04 for Bus Stop Improvement Plan
December 1, 2014	Submitted FTA Section 5310 Grant Application for replacement vehicles and Paratransit operations
November 2014	California Average: \$3.15 per regular unleaded gallon according to Gasbuddy.com at the end of November
October 2014	California Average: \$3.49 per regular unleaded gallon according to Gasbuddy.com at the end of October
October 3 – 5, 2014	Provided free shuttle service to San Benito County Fair
September 2014	California Average: \$3.78 per regular unleaded gallon according to Gasbuddy.com at the end of September
August 2014	California Average: \$3.89 per regular unleaded gallon according to Gasbuddy.com at the end of August
August 24, 2014	Began operating Fall Intercounty Gavilan Schedule
August 18, 2014	Began operating regular Fixed Route Schedule
July 2014	California Average: \$4.05 per regular unleaded gallon according to Gasbuddy.com at the end of July

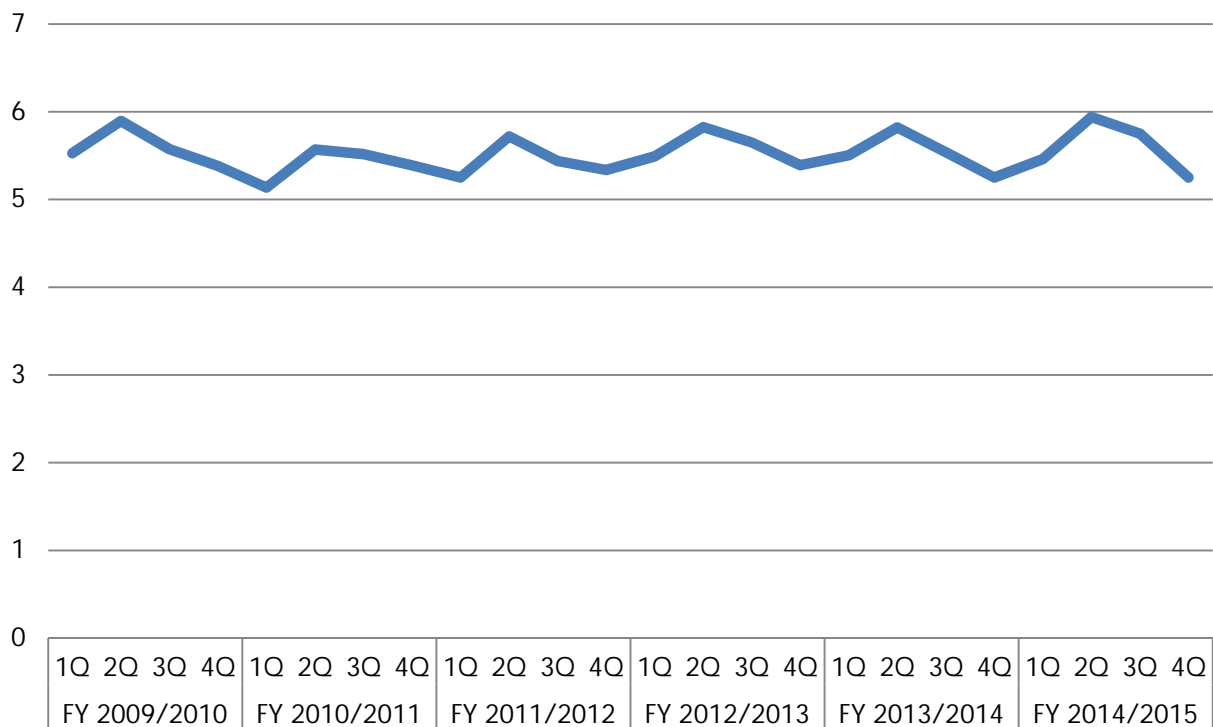
Performance Indicators

County Express		FY 13/14 4th Quarter	FY 14/15 4th Quarter	% Change
Ridership	Fixed Route	7,083	7,023	-0.85%
	Dial-A-Ride	4,053	3,920	-3.28%
	Paratransit	8,410	8,121	-3.44%
	Intercounty	9,529	10,207	7.12%
	System-Wide	29,075	29,271	0.67%
Revenue Service Hours	Fixed Route	1,402.40	1,413.40	0.78%
	Dial-A-Ride	1,031.63	1,024.19	-0.72%
	Paratransit	1,798.72	1,786.89	-0.66%
	Intercounty	1,304.00	1,353.97	3.83%
	System-Wide	5,536.75	5,578.45	0.75%
Passengers Per Revenue Hour	Fixed Route	5.05	4.97	-1.62%
	Dial-A-Ride	3.93	3.83	-2.58%
	Paratransit	4.68	4.54	-2.80%
	Intercounty	7.31	7.54	3.16%
	System-Wide	5.25	5.25	-0.08%
Cost Per Revenue Hour	Fixed Route	\$63.42	\$60.18	-5.11%
	Dial-A-Ride	\$63.51	\$60.31	-5.04%
	Paratransit	\$63.45	\$60.26	-5.03%
	Intercounty	\$63.29	\$60.10	-5.04%
	System-Wide	\$63.02	\$58.48	-7.20%
Cost Per Passenger	Fixed Route	\$12.56	\$12.11	-3.58%
	Dial-A-Ride	\$16.16	\$15.76	-2.48%
	Paratransit	\$13.57	\$13.26	-2.28%
	Intercounty	\$8.67	\$7.97	-8.07%
	System-Wide	\$12.08	\$11.47	-5.05%
Operations Costs	Fuel	\$54,522.44	\$39,735.20	-27.12%
	Other Materials and Supplies	\$16,751.59	\$25,722.50	53.55%
	Maintenance	\$16,551.44	\$16,949.58	2.41%
	Purchased Transportation	\$223,812.05	\$233,826.31	4.47%
	Operators Salaries and Wages	\$39,594.31	\$19,636.95	-50.40%
Farebox Recovery	Fixed Route	10.86%	12.32%	13.44%
	Dial-A-Ride	9.82%	8.47%	-13.75%
	Paratransit	11.77%	10.13%	-13.93%
	Intercounty	18.21%	16.65%	-8.57%
	System-Wide	12.78%	11.59%	-9.31%

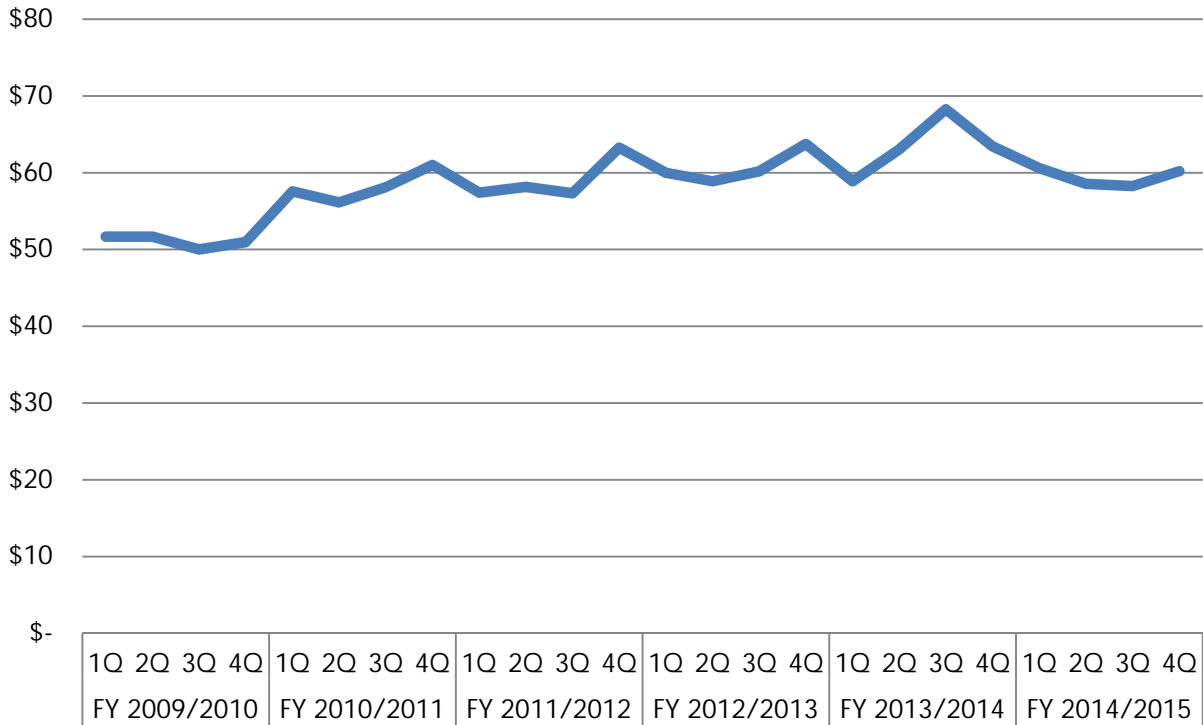
Ridership



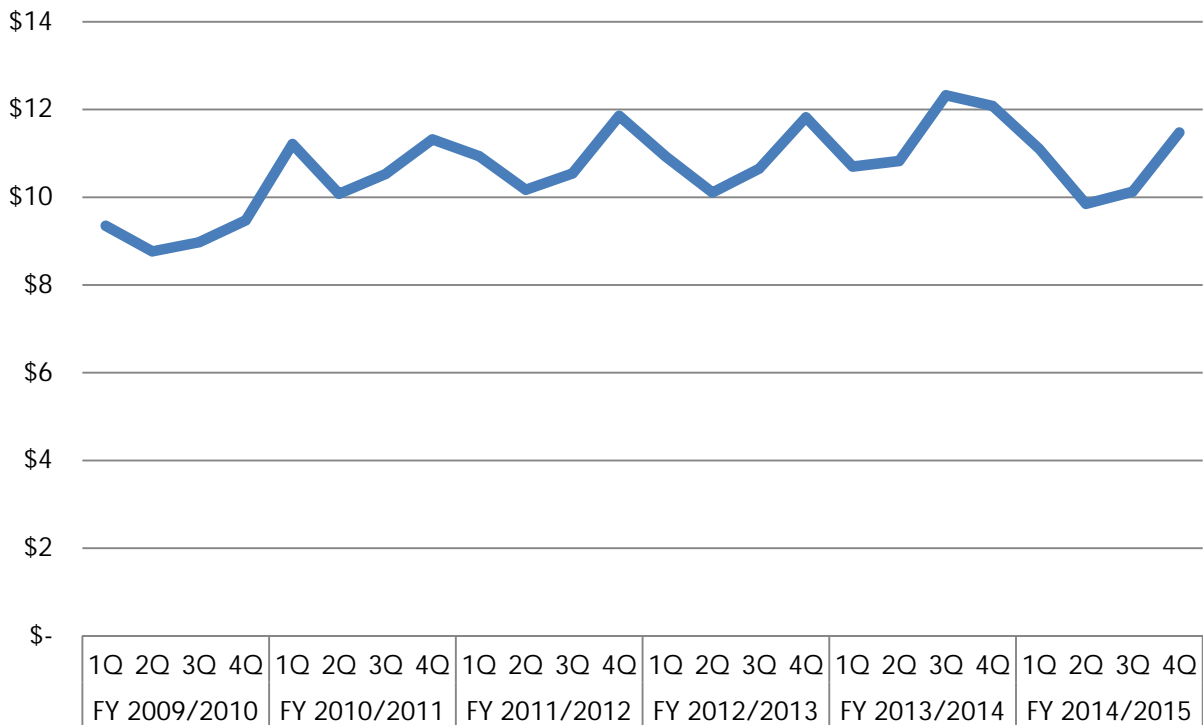
Passengers per Vehicle Revenue Hour



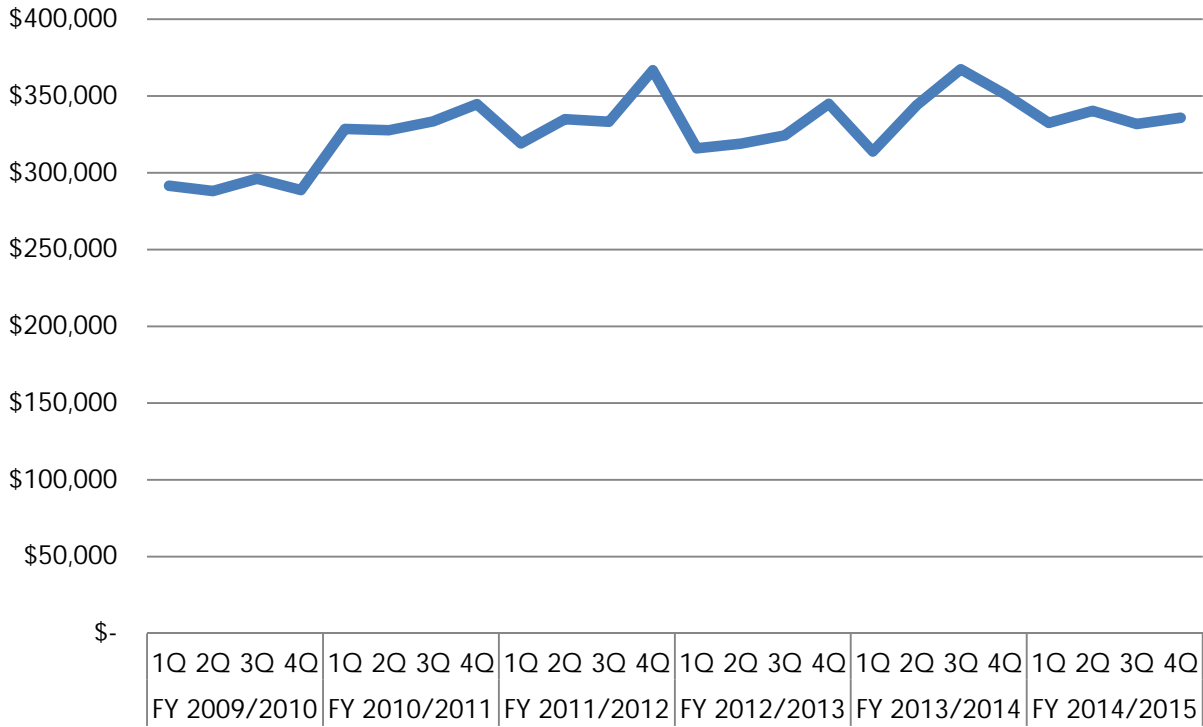
Cost per Vehicle Revenue Hour



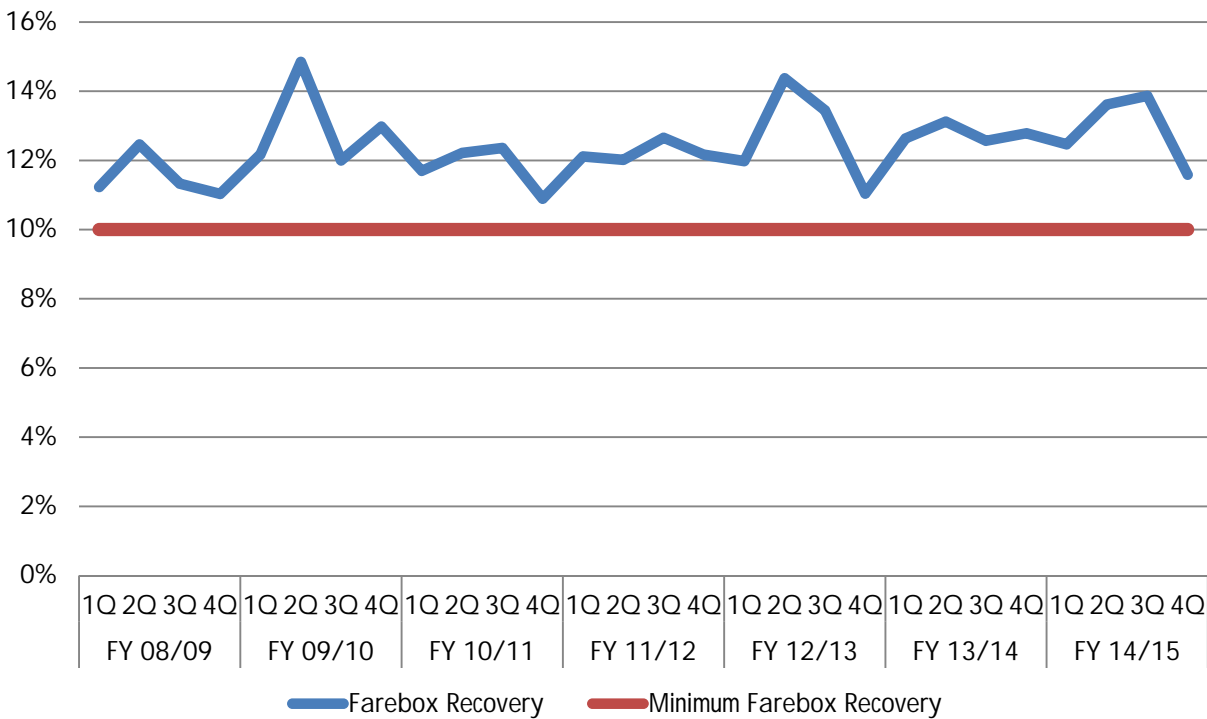
Cost per Passenger



Operational Costs

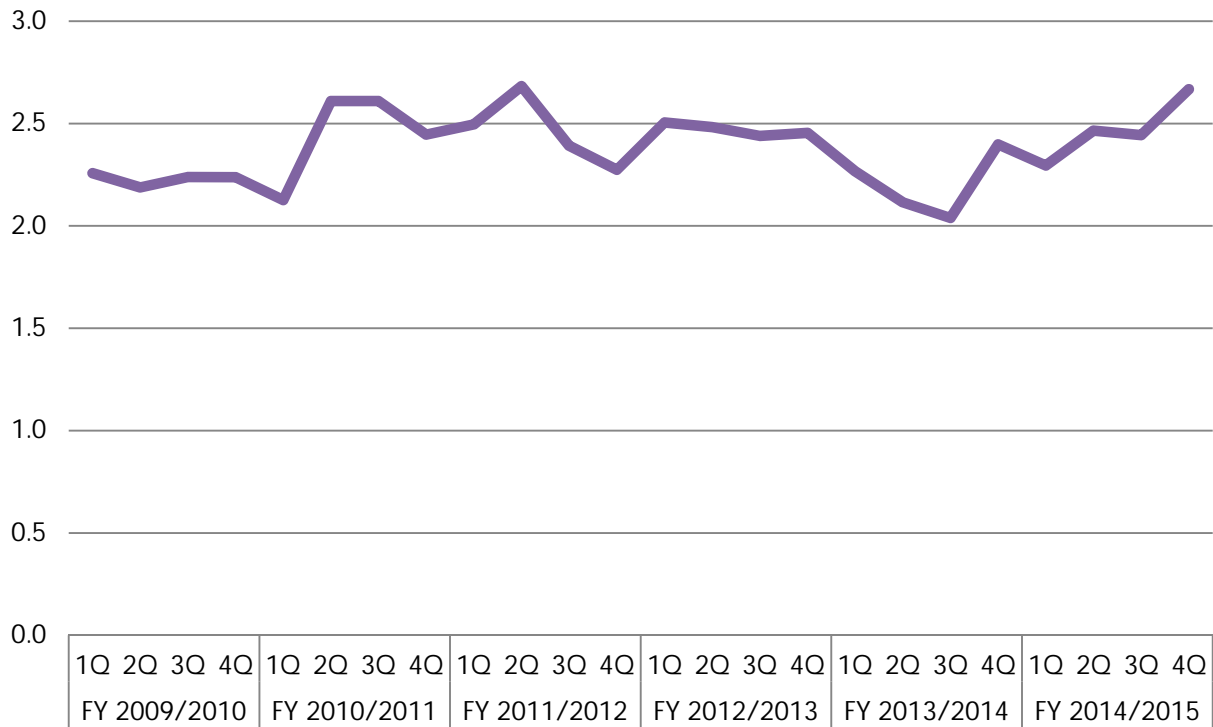


Farebox Recovery

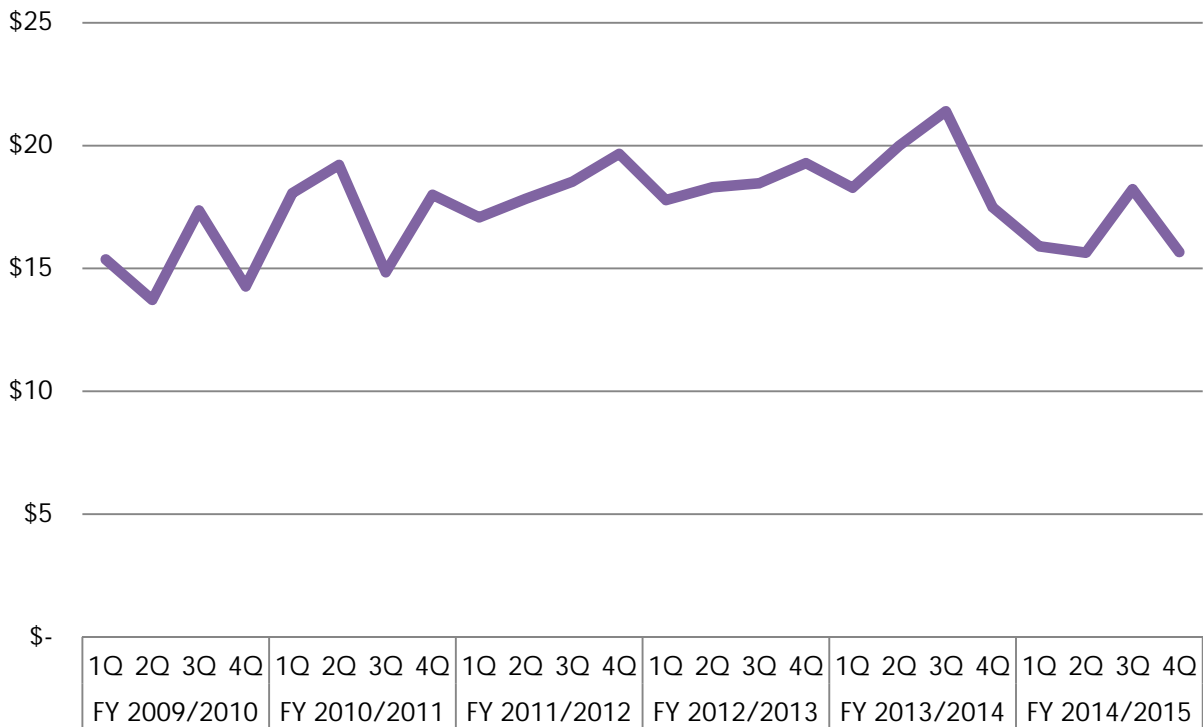


Specialized Transportation		FY 13/14 3rd Quarter	FY 14/15 3rd Quarter	% Change
Ridership	OOCMT	1,878	1,390	25.99%
	Senior Lunch	2,293	2,328	1.53%
	MSAP	241	213	-11.62%
	System-Wide	4,412	3,931	-10.90%
Revenue Service Hours	OOCMT	1,130.75	886.67	-21.59%
	Senior Lunch	365.90	361.67	-1.16%
	MSAP	343.25	225.00	-34.45%
	System-Wide	1,839.90	1,473.34	-19.92%
Passengers Per Revenue Hour	OOCMT	1.66	1.57	-5.61%
	Senior Lunch	6.27	6.44	2.71%
	MSAP	0.70	0.95	34.83%
	System-Wide	2.40	2.67	11.27%
Cost Per Revenue Hour	OOCMT	\$42.99	\$41.80	-2.77%
	Senior Lunch	\$42.60	\$41.84	-1.78%
	MSAP	\$37.79	\$41.72	10.40%
	System-Wide	\$41.94	\$41.80	-0.33%
Cost Per Passenger	OOCMT	\$25.88	\$26.66	3.01%
	Senior Lunch	\$6.80	\$6.50	-4.41%
	MSAP	\$53.83	\$44.07	-18.13%
	System-Wide	\$17.49	\$15.67	-10.41%
Operations Costs	Other Materials and Supplies	\$2,807.08	\$5,850.53	108.42%
	Maintenance Labor	\$5,517.15	\$5,649.87	2.41%
	Contracted Services	\$55,645.52	\$43,537.20	-21.76%
	Operator Salaries and Wages	\$13,198.10	\$6,545.64	-50.40%
Farebox Recovery	OOCMT	0.00%	2.09%	#DIV/0!
	MSAP	0.00%	2.07%	#DIV/0!
	System-Wide	0.00%	1.57%	#DIV/0!

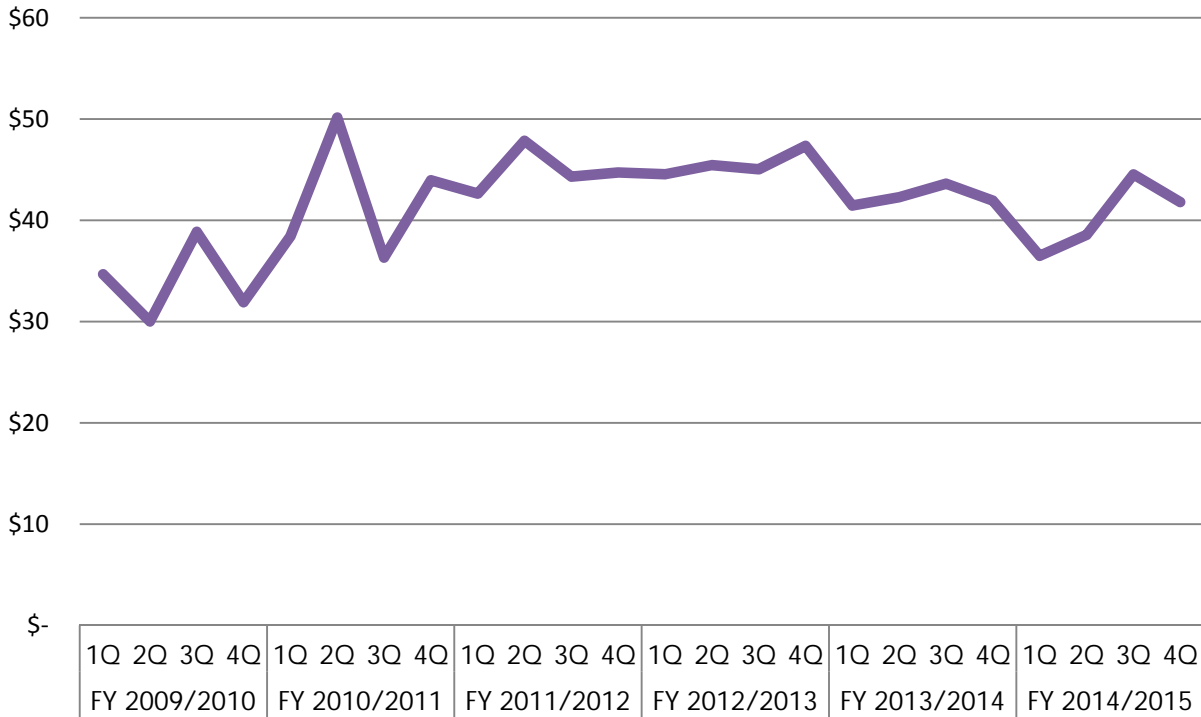
Passenger per Revenue Service Hour



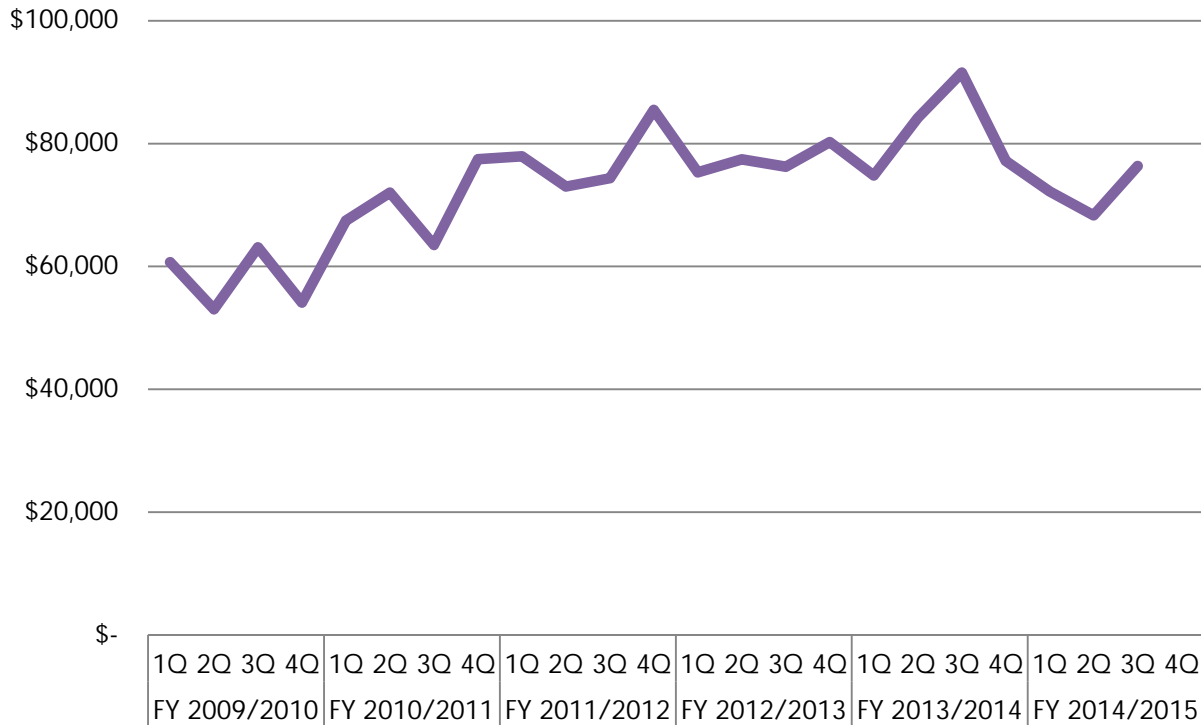
Cost per Passenger



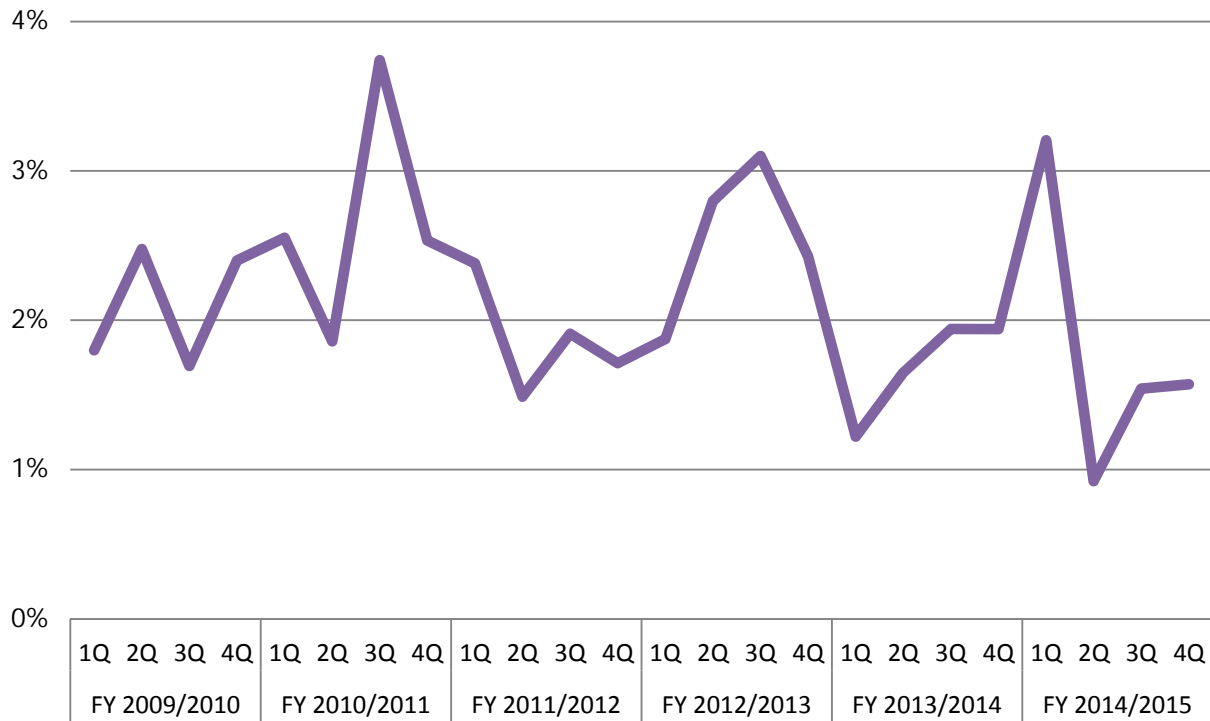
Cost per Revenue Service Hour



Operational Costs



Farebox Recovery



Glossary

Term	Definition
Contracted Services	County Express and Specialized Transportation dispatch, drivers, and management are currently contracted out to MV Transportation, Inc. and Jovenes de Antaño. Contracts with both organizations are set to expire December 31, 2015.
Cost Per Revenue Service Hour	<p>Measures the cost effectiveness of the service or route by the corresponding operational costs. Operations costs include fuel, maintenance, and contract services.</p> $\frac{\text{Fuel} + \text{Other Materials \& Supplies} + \text{Maintenance} + \text{Contracted Services} + \text{Operator Salaries \& Wages}}{\text{Total Revenue Service Hours}} = \text{Cost Per Revenue Service Hour}$
Cost Per Passenger	<p>Measures the cost effectiveness of the service or route by the corresponding passengers. Operations costs include fuel, other materials and supplies, maintenance, contract services and operator salaries and wages.</p> $\frac{\text{Fuel} + \text{Other Materials \& Supplies} + \text{Maintenance} + \text{Contracted Services} + \text{Operator Salaries \& Wages}}{\text{Total Passengers}} = \text{Cost Per Passenger}$
Farebox Recovery	<p>Effectiveness measure capturing the percentage of system operating expenses recovered by fare revenue. The equation for calculating the farebox recovery ratio is:</p> $\frac{\text{Passenger Cash Fares} + \text{Token Sales} + \text{Monthly Pass Sales} + \text{Advertising Revenue}}{\text{Fuel} + \text{Other Materials \& Supplies} + \text{Maintenance} + \text{Contracted Services} + \text{Operator Salaries \& Wages}} = \text{Farebox Recovery}$
Maintenance Labor	Operational cost of in-house maintenance staff
MSAP	Medical Shopping Assistance Program is for San Benito County seniors and persons with disabilities that need escort and/or translation services at the grocery store, bank, and at doctor's appointments. The fare is \$1.25 one-way.
No-Show	A customer who did not call ahead to cancel a scheduled trip on Dial-A-Ride and Paratransit service. Vehicle arrives on site and customer is not there for pickup.
OOCMT	Out-of-County Non-Emergency Medical Transportation for San Benito County seniors and persons with disabilities who need medical treatment not available in the County. Service area ranges from Salinas to Palo Alto.
On-Time Performance	Evaluates timeliness of services. Takes into account early, late, and missed departures on all services. The fare is a zone-based fare that ranges from \$2.00 to \$5.00 one-way.
Operational Cost	<p>County Express total costs include fuel, maintenance, the payments made to MV Transportation, Inc., for operations management services, and the project administration cost by the Local Transportation Authority.</p> <p>Specialized Transportation total costs include maintenance, payments made to Jovenes de Antaño, for operations management services, and the project administration cost by the</p>

Term	Definition
	Local Transportation Authority
Operators Salaries and Wages	Operational cost that includes project administration. Cost of dispatchers, drivers, and management are not included in this category as they are currently contracted through MV Transportation, Inc. and Jovenes de Antaño (see Contracted Services).
Other Materials and Supplies	Operational cost that includes vehicle parts, outside labor, insurance, maintenance and office supplies, cell phone service, legal fees, and etc.
Passengers per Revenue Service Hour	Measures productivity of service or route by the number of passengers served per hour per vehicle. The passengers per revenue service hour is calculated as: $\frac{\text{Total Passengers}}{\text{Total Revenue Service Hours}} = \text{Passengers per Revenue Service Hour}$
Productivity	Measured by passengers per revenue service hour to gauge service efficiency. The passengers per revenue service hour is calculated as: $\frac{\text{Total Passengers}}{\text{Total Revenue Service Hours}} = \text{Passengers per Revenue Service Hour}$
Preventable Incidents with Injury	An avoidable incident (i.e. poor mobility device securement).
Preventable Vehicle Accidents	An avoidable accident (i.e. driver error).
Ridership	Number of one-way passenger trips
Revenue Service Hour	Fixed Route and Intercounty: Time between first printed stop to last printed stop on schedule. Dial-A-Ride and Paratransit: Time between pick-up and drop-off of clients. Does not include idle time or travel time with empty vehicle.
Senior Lunch	Transportation to and from the Senior Lunch Program at the community center in the City of Hollister. There is no fare for this service.
Service Refusal	Service availability cannot be negotiated because of service overload and customer request (i.e. Ride not available because client calls for a ride within 30 minutes).
Total Cost	See Operational Cost

Closed Session

4. Conference with Legal Counsel-Anticipated Litigation

Significant Exposure to Litigation Pursuant to Subdivision (d) of Section 54956.9:
Closed Session is Authorized by Section 54956.9(d) (2), (e) (1)