

**AGENDA
REGULAR MEETING
LOCAL TRANSPORTATION AUTHORITY**

DATE: Thursday, February 19, 2015
3:00 P.M.

LOCATION: **Board of Supervisors Chambers**
481 Fourth Street, Hollister, CA 95023

DIRECTORS: Chair Victor Gomez, Tony Boch, Anthony Botelho,
Jerry Muenzer and Ignacio Velazquez
Alternates: San Benito County: Jaime De La Cruz;
City of Hollister: Mickie Luna; San Juan Bautista: Jim West

*Persons who wish to address the Board of Directors must complete a Speaker Card and give it to the Clerk prior to addressing the Board. Those who wish to address the Board on an agenda item will be heard when the Chairperson calls for comments from the audience. Following recognition, persons desiring to speak are requested to advance to the podium and state their name and address. After hearing audience comments, the Public Comment portion of the agenda item will be closed. **The opportunity to address the Board of Directors on items of interest not appearing on the agenda will be provided during Section D. Public Comment.***

3:00 P.M. CALL TO ORDER:

- A. **ACKNOWLEDGE** Certificate of Posting
- B. **ELECT** LTA Chairperson for 2015
- C. **ELECT** LTA Vice Chairperson for 2015
- D. **PUBLIC COMMENT:** (Opportunity to address the Board on items of interest not appearing on the agenda. No action may be taken unless provided by Govt. Code Sec. 54954.2. **Speakers are limited to 3 minutes.**)

CONSENT AGENDA:

(These matters shall be considered as a whole and without discussion unless a particular item is removed from the Consent Agenda. Members of the public who wish to speak on a Consent Agenda item must submit a Speaker Card to the Clerk and wait for recognition from the Chairperson. Approval of a consent item means approval as recommended on the Staff Report.)

- 1. **APPROVE** Local Transportation Authority Draft Meeting Minutes Dated January 15, 2015 – Gomez

REGULAR AGENDA:

- 2. **RECEIVE** Operations Performance Report for the 1st Quarter of Fiscal Year 2014/2015 -- Gilbert

Adjourn to LTA Meeting on Thursday, March 19, 2015. Agenda deadline is March 10, 2015 at 12:00 p.m.

In compliance with the Americans with Disabilities Act (ADA), if requested, the Agenda can be made available in appropriate alternative formats to persons with a disability. If an individual wishes to request an alternative agenda format, please contact the Clerk of the Council four (4) days prior to the meeting at (831) 637-7665. The Local Transportation Authority Board of Directors meeting facility is accessible to persons with disabilities. If you need special assistance to participate in this meeting, please contact the Clerk of the Board's office at (831) 637-7665 at least 48 hours before the meeting to enable the Council of Governments to make reasonable arrangements to ensure accessibility.

**San Benito County
LOCAL TRANSPORTATION AUTHORITY
REGULAR MEETING**

January 15, 2015 3:00 P.M.

DRAFT MINUTES

MEMBERS PRESENT:

Vice-Chair Muenzer, Director Boch, Director Botelho, and Director Velazquez

STAFF PRESENT:

Deputy County Counsel, Shirley Murphy; Interim Executive Director, Mary Gilbert; Administrative Services Specialist, Kathy Postigo; Transportation Planner, Veronica Lezama; Transportation Planner, Betty LiOwen; Secretary, Monica Gomez

CALL TO ORDER:

Vice-Chair Muenzer called the meeting to order at 4:00 p.m.

A. CERTIFICATE OF POSTING

Upon a motion duly made by Director Boch, and seconded by Director Velazquez, the Directors unanimously acknowledged the Certificate of Posting.

B. ELECT LTA Chairperson for 2015

C. ELECT LTA Vice Chairperson for 2015

Vice-Chair Muenzer continued Items B and C to the February LTA meeting.

D. PUBLIC COMMENT: None

CONSENT AGENDA:

1. Approve Local Transportation Authority Draft Meeting Minutes Dated December 18, 2014 – Gomez

There was no discussion or public comment on the Consent Agenda.

Upon a motion duly made by Director Boch, and seconded by Director Velazquez, the Directors approved Item 1 from the Consent Agenda. Vote:4/0 motion passes.

Upon a motion duly made by Director Boch, and seconded by Director Velazquez, the Directors unanimously adjourned the LTA meeting at 4:01 p.m. Vote:4/0 motion passes.

ADJOURN TO LTA MEETING FEBRUARY 19, 2015.

Staff Report

To: Local Transportation Authority
 From: Mary Gilbert, Interim Executive Director Telephone: (831) 637-7665
 Date: February 19, 2015
 Subject: Quarterly Operations Performance Report

Recommendation:

RECEIVE Operations Performance Report for the 1st 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 1 st Quarter | Expended Year-to-Date | % of Budget Expended to Date |
|------------------------------|---|--------------------------|---------------------------------|
| Fuel | \$53,163.66 | \$53,163.66 | 26.58% |
| Other Materials and Supplies | \$20,921.09 | \$20,921.09 | 13.29% |
| Maintenance Labor | \$16,204.47 | \$16,204.47 | 19.61% |
| Contracted Services | \$278,593.17 | \$278,593.17 | 24.28% |
| Operators Salaries and Wages | \$35,881.56 | \$35,881.56 | 16.66% |

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 1st Quarter of Fiscal Year 2014/2015, both County Express and Specialized Transportation services experienced an increase in overall ridership. Operational cost increased approximately 4% due to couple of transmission repairs to County Express vehicles and increase of revenue service hour rate for County Express services.

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

First Quarter Report
July 21014 – September 2014

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

January 2015

Transit and Specialized Transportation Operations Performance Report

Fiscal Year 2014/2015 – First Quarter

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Executive Summary

County Express

During the 1st quarter of Fiscal Year 2014/2015, County Express experienced slight decreases in ridership and productivity. Operational costs totaled \$332,564.14, an increase of 5.97%. The increase was the result of unexpected transmission repairs for some County Express vehicles. The repairs could not be covered by the vehicles warranty due to age and mileage of the vehicles.

Specialized Transportation

During the same time period, Specialized Transportation experienced increase in ridership and operational costs. Operational costs totaled \$72,199.81, a decrease of 3.50%. The decrease is a result of a scheduled decrease in revenue service hourly rate with Jovenes de Antaño.

Financial Impact

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

| | Expended for 1 st Quarter | Expended Year-to-Date | % of Budget Expended to Date |
|------------------------------|---|--------------------------|---------------------------------|
| Fuel | \$53,163.66 | \$53,163.66 | 26.58% |
| Other Materials and Supplies | \$20,921.09 | \$20,921.09 | 13.29% |
| Maintenance Labor | \$16,204.47 | \$16,204.47 | 19.61% |
| Contracted Services | \$278,593.17 | \$278,593.17 | 24.28% |
| Operators Salaries and Wages | \$35,881.56 | \$35,881.56 | 16.66% |

Table 1: Operational Costs

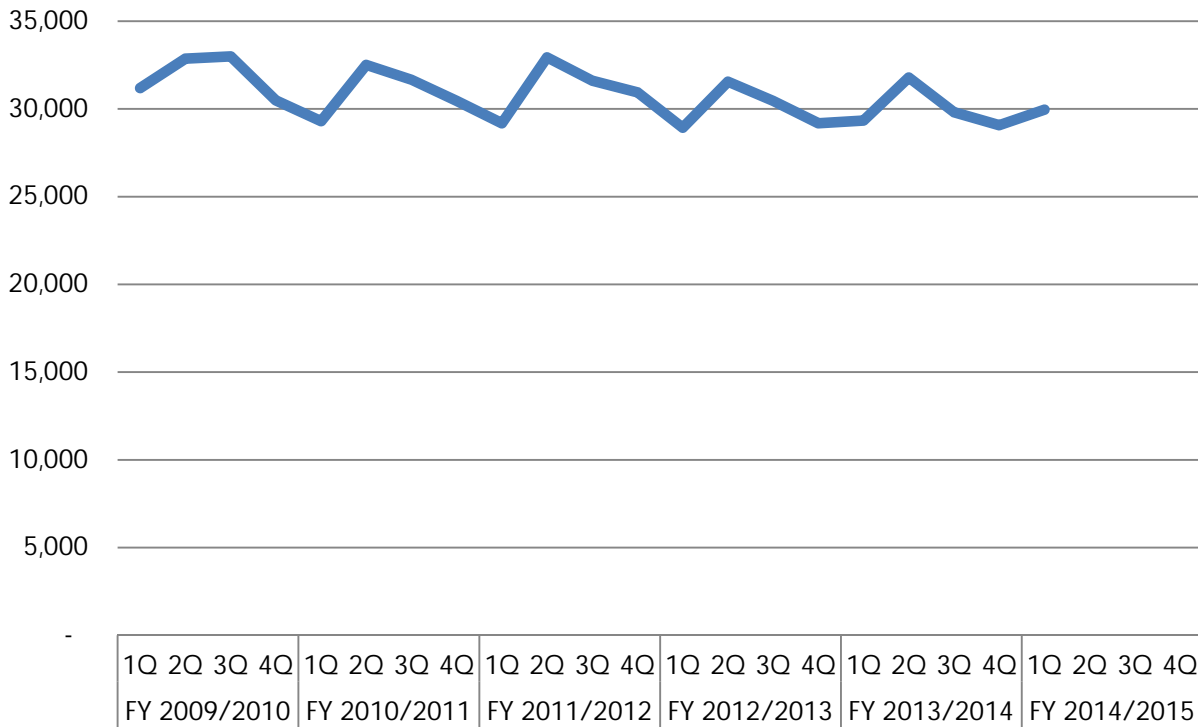
Notable Events of Fiscal Year 2014-15

| Date | Event |
|-------------------------------|--|
| 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 |

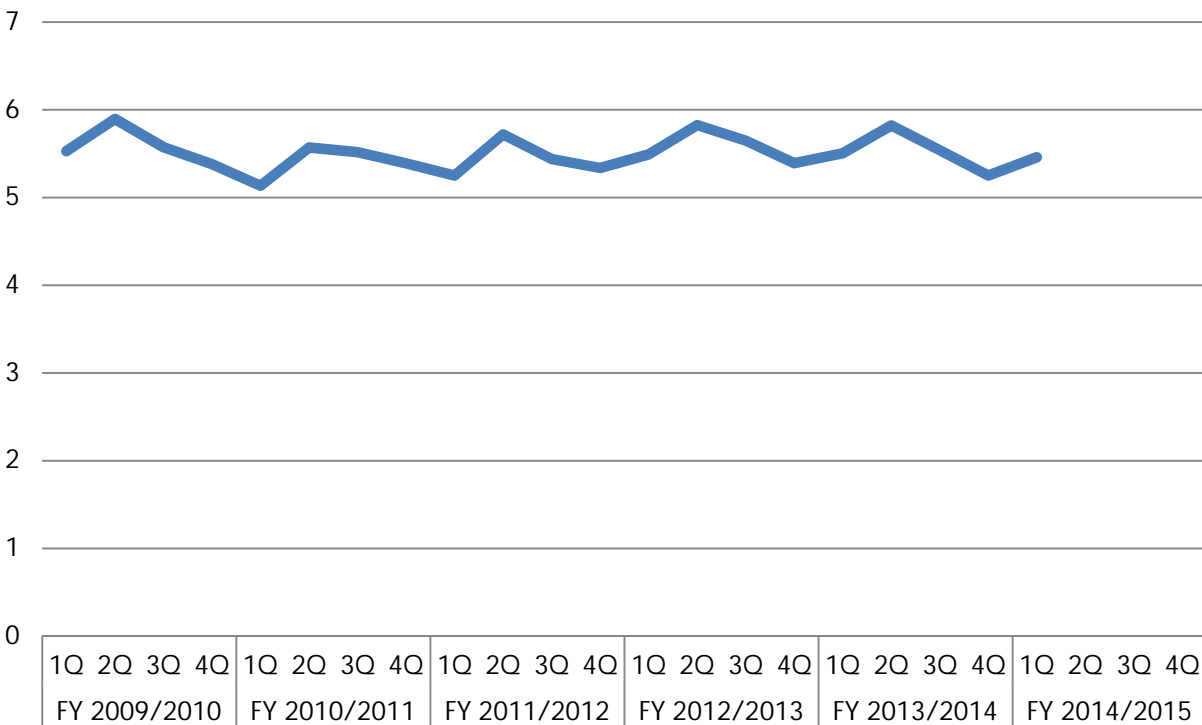
Performance Indicators

| County Express | | FY 13/14 1st Quarter | FY 14/15 1st Quarter | % Change |
|--------------------------------|------------------------------|-------------------------|-------------------------|----------|
| Ridership | Fixed Route | 8,377 | 5,717 | -31.75% |
| | Dial-A-Ride | 3,615 | 4,421 | 22.30% |
| | Paratransit | 7,562 | 9,129 | 20.72% |
| | Intercounty | 9,779 | 10,693 | 9.35% |
| | System-Wide | 29,333 | 29,960 | 2.14% |
| Revenue Service Hours | Fixed Route | 1,333.93 | 1,292.14 | -3.13% |
| | Dial-A-Ride | 972.51 | 1,042.59 | 7.21% |
| | Paratransit | 1,777.54 | 1,885.55 | 6.08% |
| | Intercounty | 1,245.74 | 1,267.65 | 1.76% |
| | System-Wide | 5,329.72 | 5,487.93 | 2.97% |
| Passengers Per Revenue Hour | Fixed Route | 6.28 | 4.42 | -29.55% |
| | Dial-A-Ride | 3.72 | 4.24 | 14.08% |
| | Paratransit | 4.25 | 4.84 | 13.81% |
| | Intercounty | 7.85 | 8.44 | 7.46% |
| | System-Wide | 5.50 | 5.46 | -0.81% |
| Cost Per Revenue Hour | Fixed Route | \$58.91 | \$60.65 | 2.95% |
| | Dial-A-Ride | \$58.81 | \$60.53 | 2.92% |
| | Paratransit | \$58.89 | \$60.61 | 2.92% |
| | Intercounty | \$58.91 | \$60.59 | 2.85% |
| | System-Wide | \$58.88 | \$60.60 | 2.92% |
| Cost Per Passenger | Fixed Route | \$9.38 | \$13.71 | 46.16% |
| | Dial-A-Ride | \$15.82 | \$14.28 | -9.73% |
| | Paratransit | \$13.84 | \$12.52 | -9.54% |
| | Intercounty | \$7.50 | \$7.18 | -4.27% |
| | System-Wide | \$10.70 | \$11.10 | 3.74% |
| Operations Costs | Fuel | \$54,594.69 | \$53,163.66 | -2.62% |
| | Other Materials and Supplies | \$11,245.00 | \$18,497.34 | 64.49% |
| | Maintenance | \$13,905.16 | \$12,153.35 | -12.60% |
| | Purchased Transportation | \$208,034.98 | \$221,838.61 | 6.64% |
| | Operators Salaries and Wages | \$26,052.39 | \$26,911.17 | 3.30% |
| Farebox Recovery | Fixed Route | 11.19% | 8.95% | -20.02% |
| | Dial-A-Ride | 8.96% | 10.28% | 14.73% |
| | Paratransit | 10.65% | 11.78% | 10.61% |
| | Intercounty | 19.88% | 20.62% | 3.72% |
| | System-Wide | 12.64% | 12.87% | 1.82% |

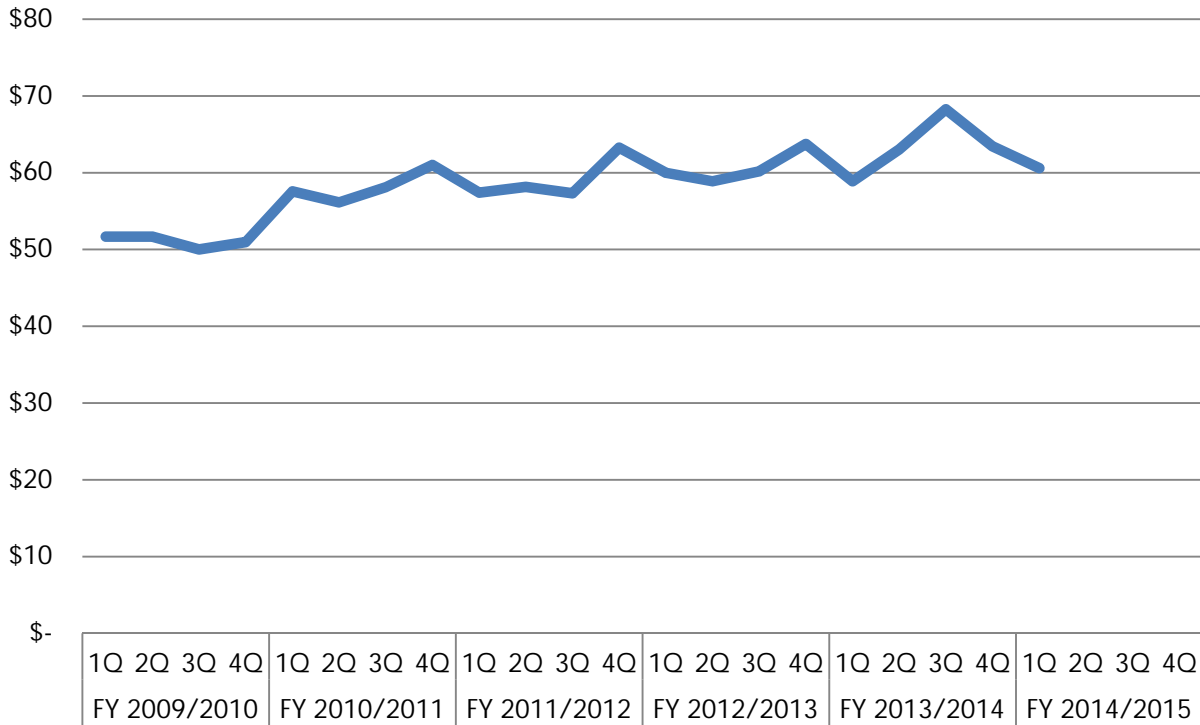
Ridership



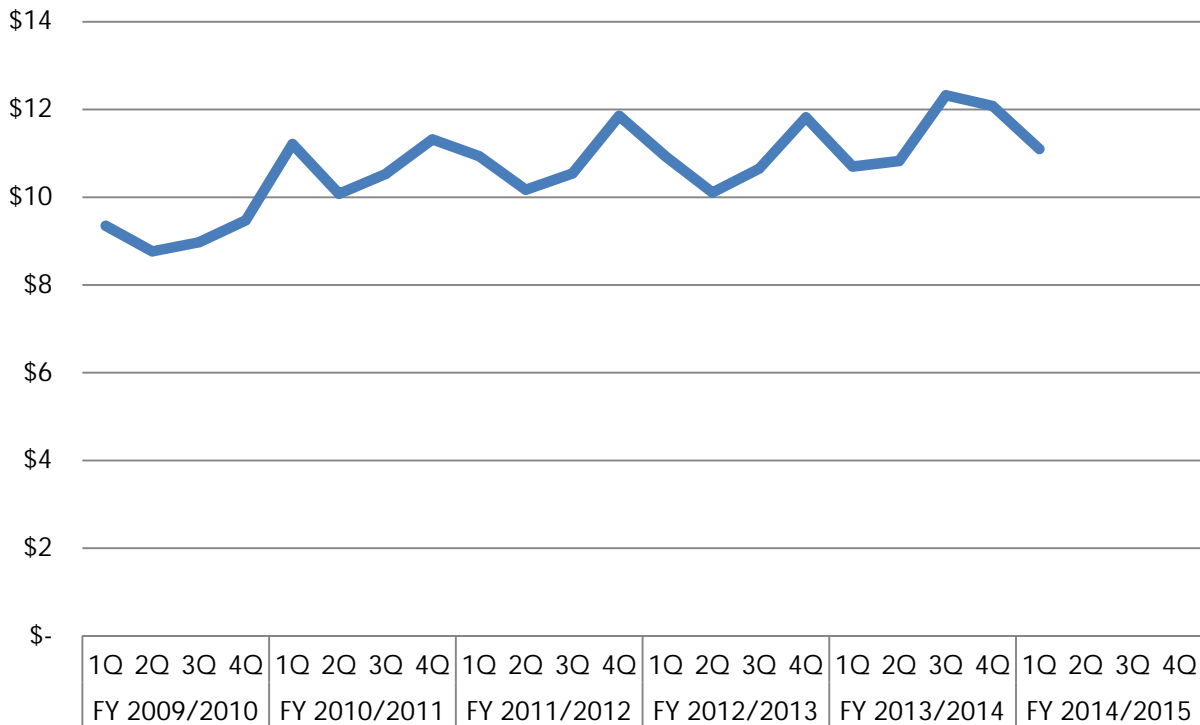
Passengers per Vehicle Revenue Hour



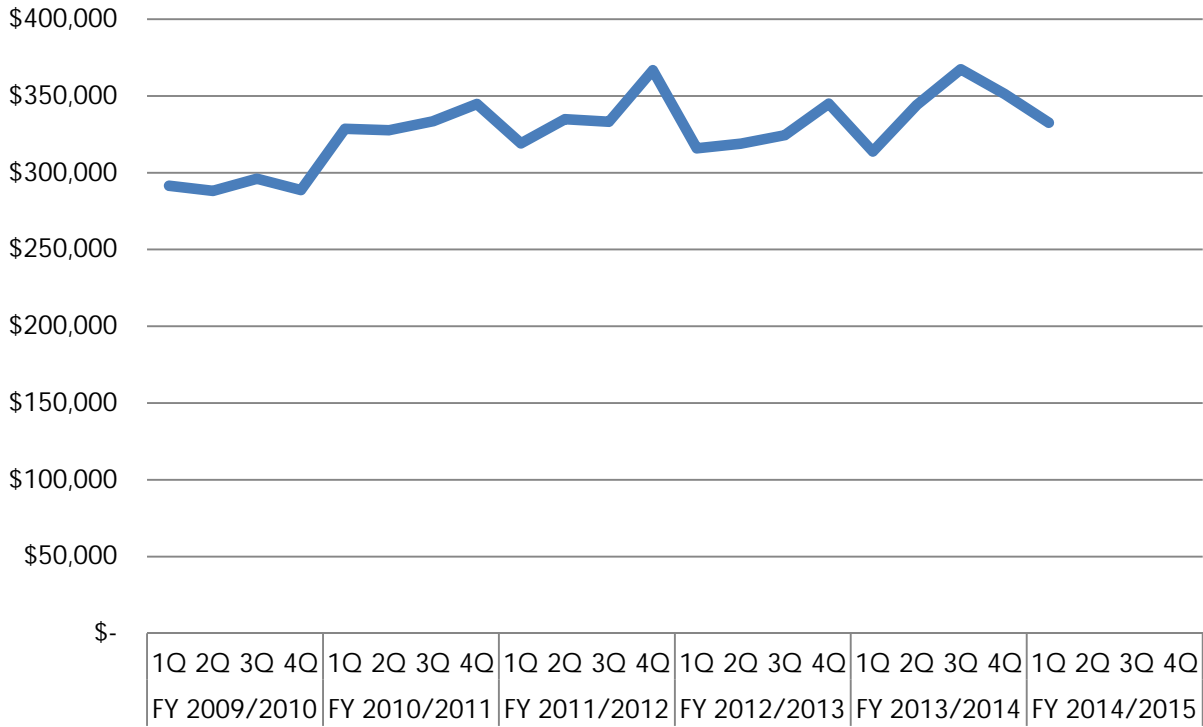
Cost per Vehicle Revenue Hour



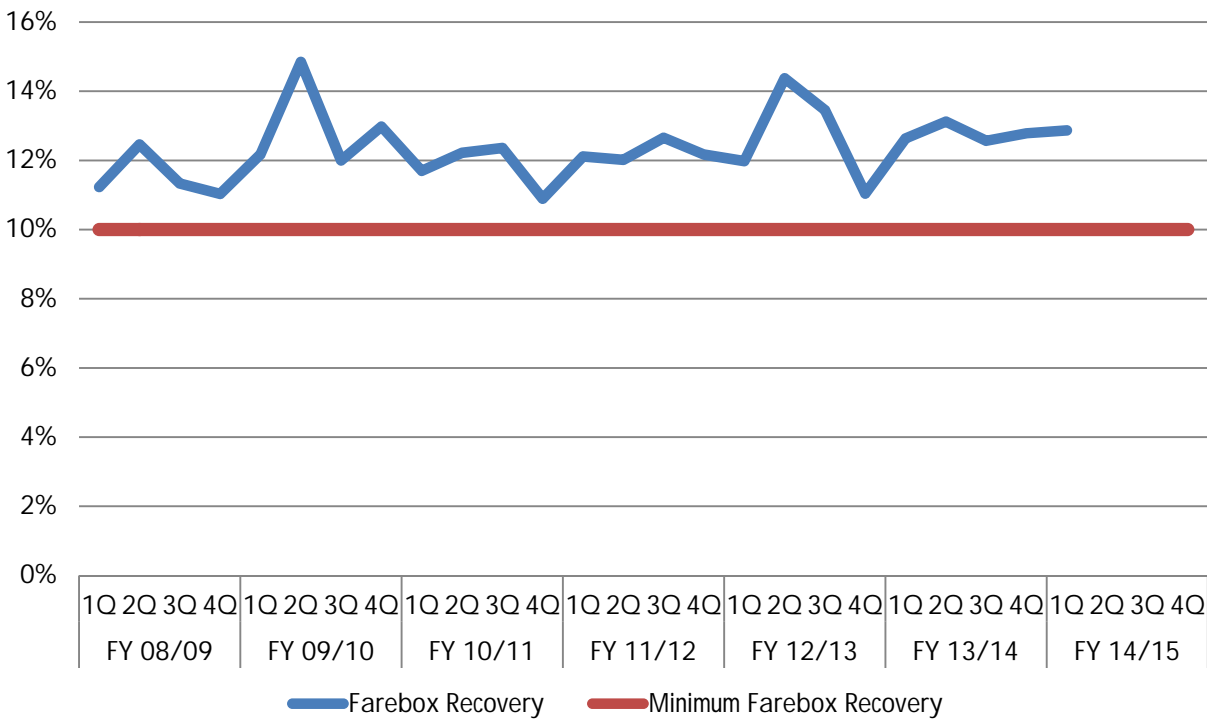
Cost per Passenger



Operational Costs

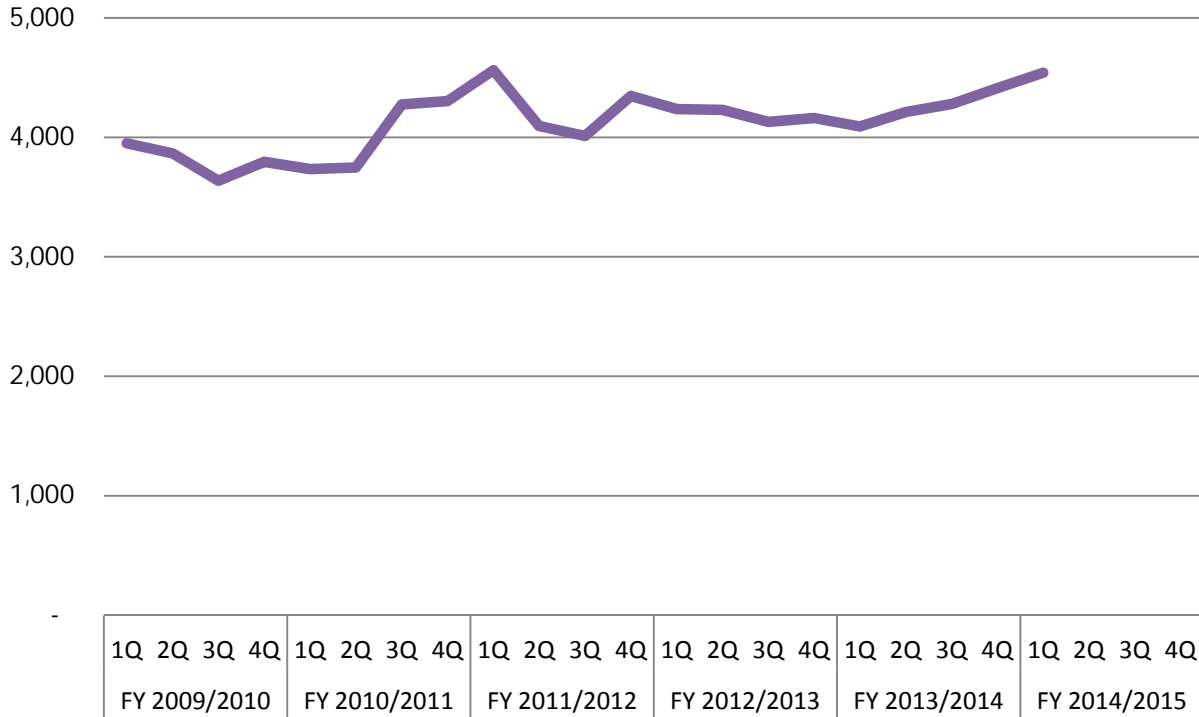


Farebox Recovery

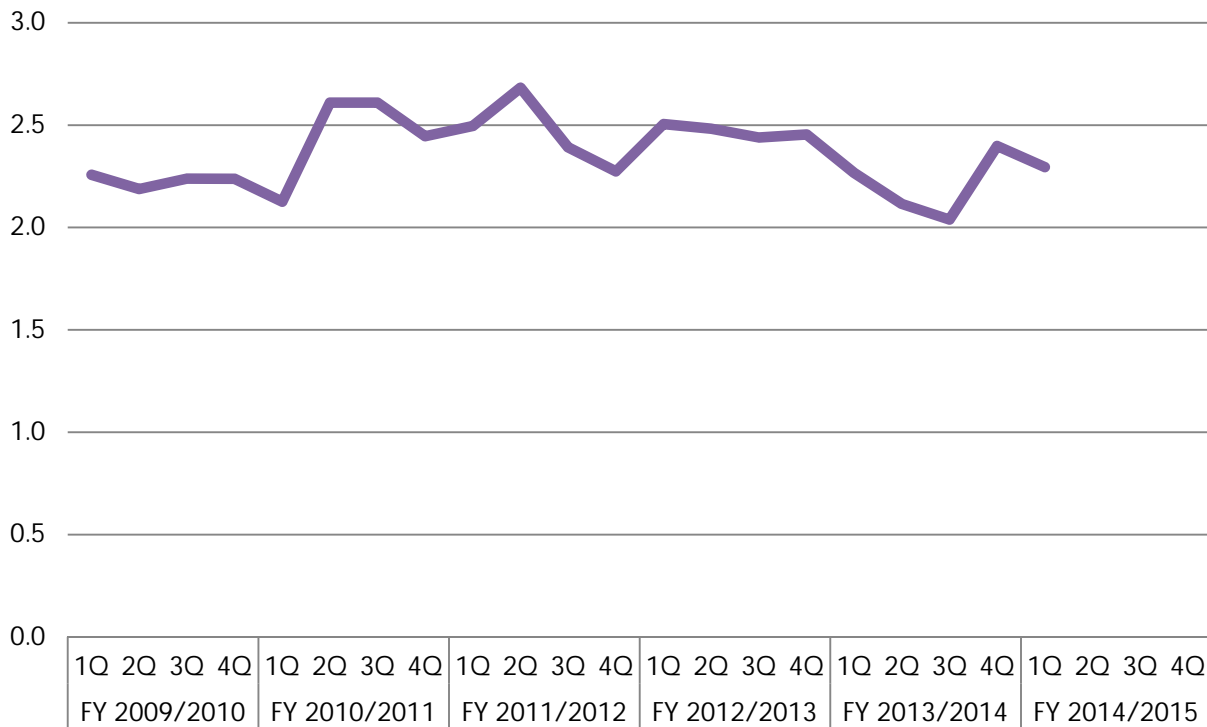


| Specialized Transportation | | FY 13/14 1st Quarter | FY 14/15 1st Quarter | % Change |
|--------------------------------|------------------------------|-------------------------|-------------------------|----------|
| Ridership | OOCMT | 1,939 | 1,885 | 2.78% |
| | Senior Lunch | 1,950 | 2,385 | 22.31% |
| | MSAP | 202 | 270 | 33.66% |
| | System-Wide | 4,091 | 4,540 | 10.98% |
| Revenue Service Hours | OOCMT | 1,225.25 | 1,259.12 | 2.76% |
| | Senior Lunch | 337.50 | 367.83 | 8.99% |
| | MSAP | 242.00 | 351.25 | 45.14% |
| | System-Wide | 1,804.75 | 1,978.20 | 9.61% |
| Passengers Per Revenue Hour | OOCMT | 1.58 | 1.50 | -5.40% |
| | Senior Lunch | 5.78 | 6.48 | 12.22% |
| | MSAP | 0.83 | 0.77 | -7.91% |
| | System-Wide | 2.27 | 2.30 | 1.24% |
| Cost Per Revenue Hour | OOCMT | \$41.47 | \$36.45 | -12.11% |
| | Senior Lunch | \$41.45 | \$36.60 | -11.70% |
| | MSAP | \$41.38 | \$36.57 | -11.62% |
| | System-Wide | \$41.45 | \$36.50 | -11.94% |
| Cost Per Passenger | OOCMT | \$26.20 | \$24.34 | -7.10% |
| | Senior Lunch | \$7.17 | \$5.65 | -21.20% |
| | MSAP | \$49.58 | \$47.58 | -4.03% |
| | System-Wide | \$18.29 | \$15.90 | -13.07% |
| Operations Costs | Other Materials and Supplies | \$2,354.37 | \$2,423.74 | 2.95% |
| | Maintenance Labor | \$4,635.05 | \$4,051.12 | -12.60% |
| | Contracted Services | \$59,141.66 | \$56,754.56 | -4.04% |
| | Operator Salaries and Wages | \$8,684.13 | \$8,970.39 | 3.30% |
| Farebox Recovery | OOCMT | 1.64% | 4.71% | 187.20% |
| | MSAP | 0.89% | 2.32% | 160.67% |
| | System-Wide | 1.23% | 3.41% | 177.24% |

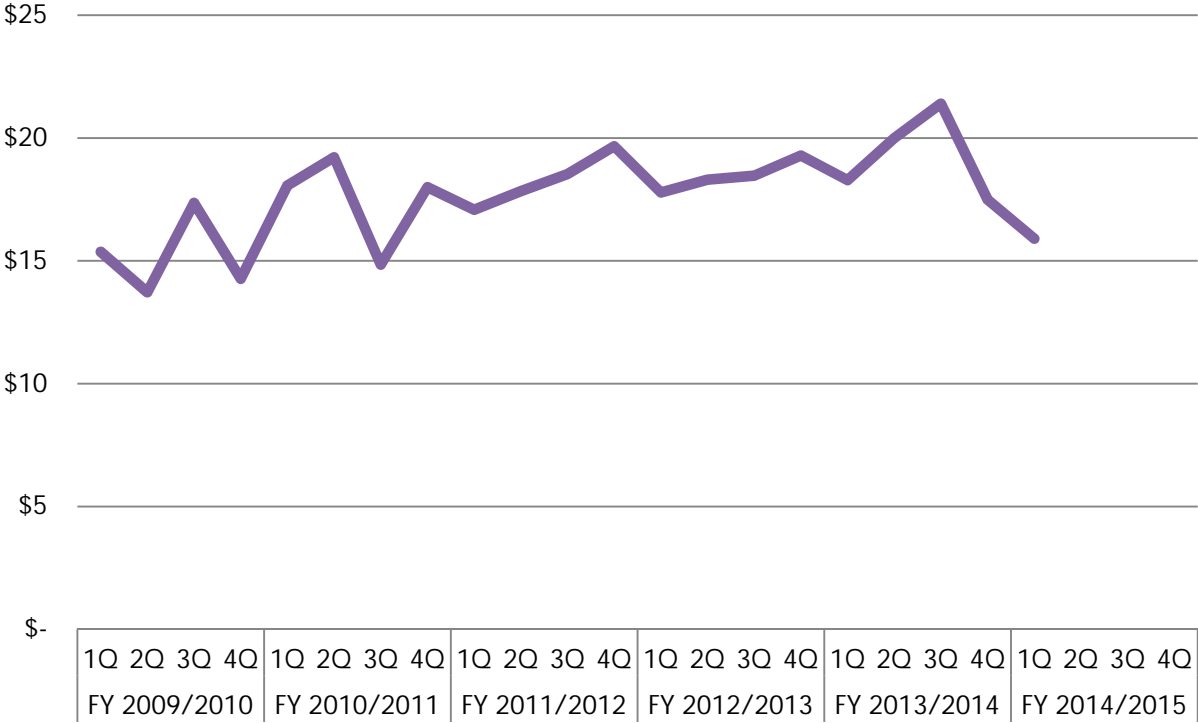
Ridership



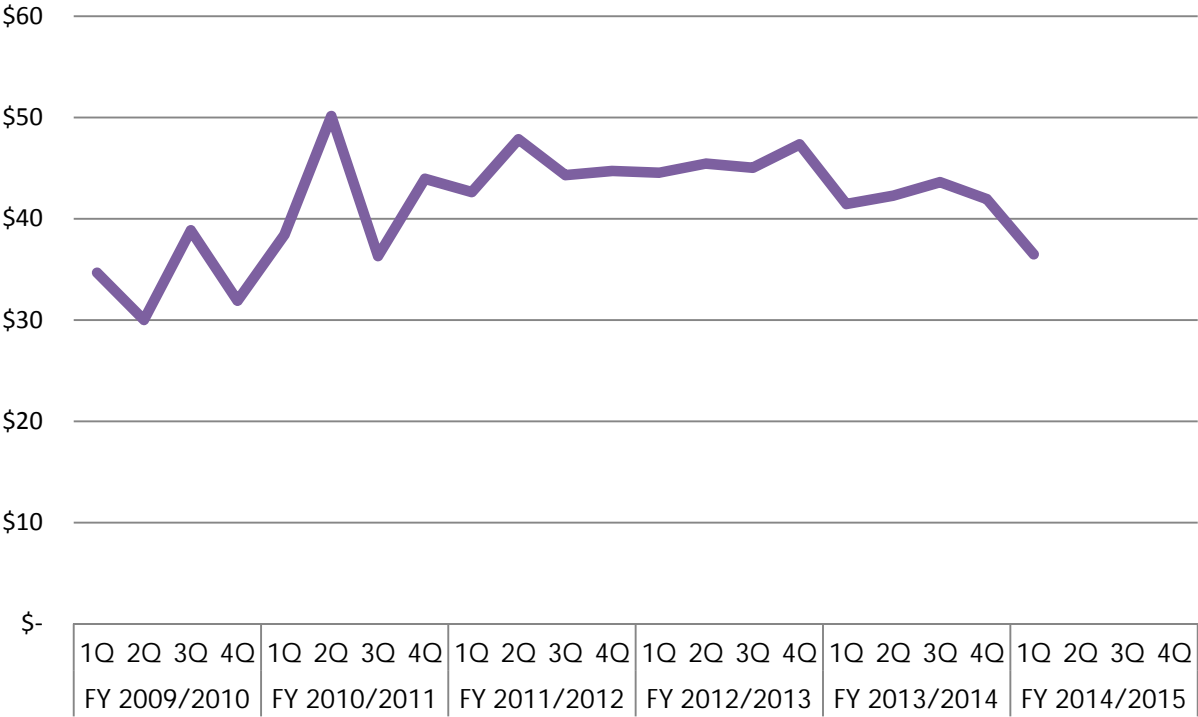
Passenger per Revenue Service Hour



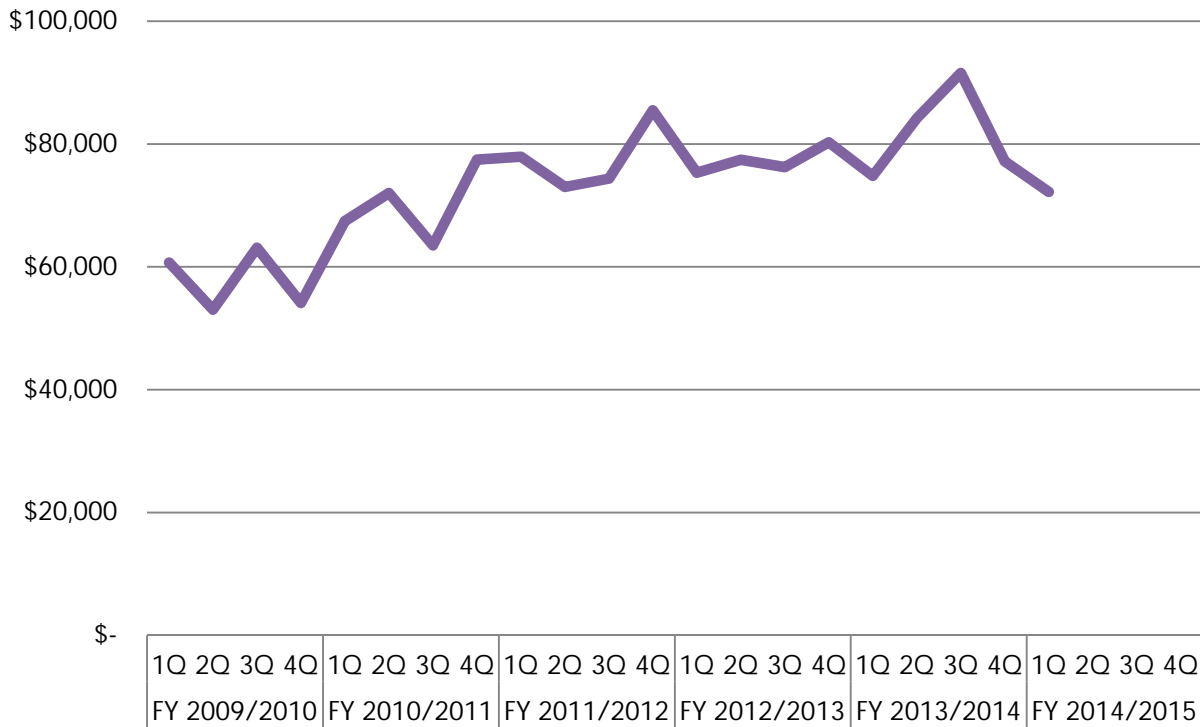
Cost per Passenger



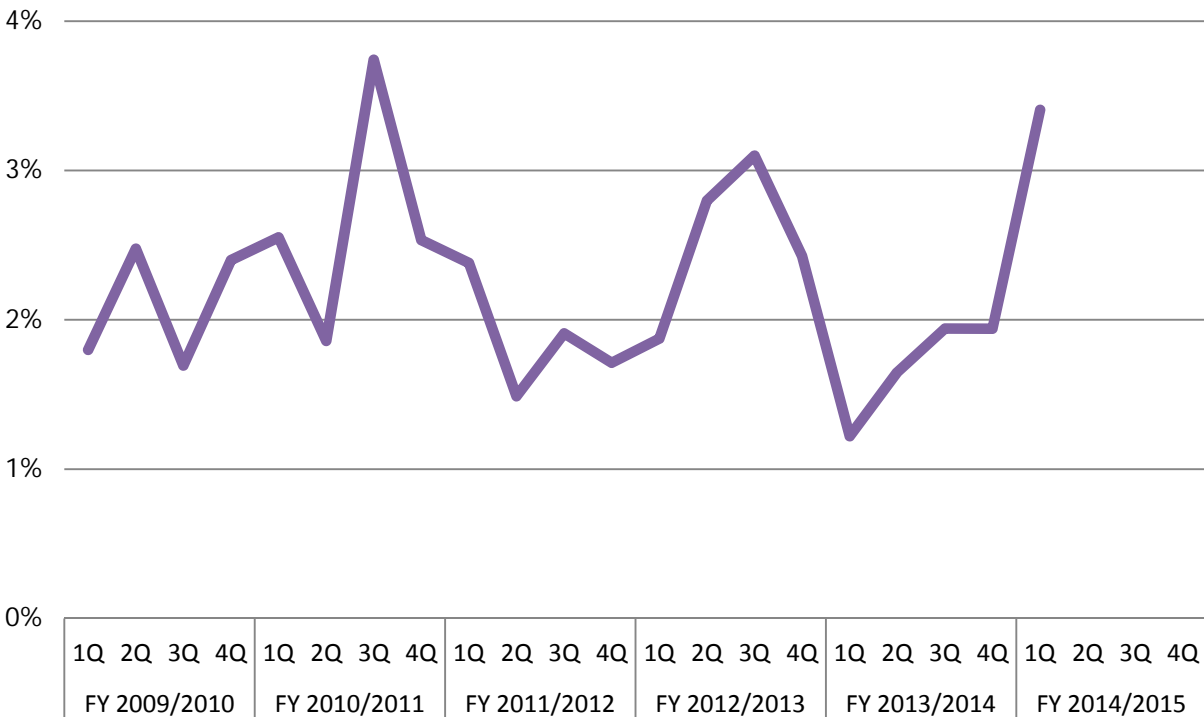
Cost per Revenue Service Hour



Operational Costs



Farebox Recovery



Report Cards

| County Express | 1 st Quarter | Grade | A – Standard |
|-----------------------------------|-------------------------|-------|---------------------------------|
| Passengers per Hour | | | |
| Fixed Route | 4.42 | F | 11.8 and above |
| Dial-A-Ride | 4.24 | B | 4.6 and above |
| Paratransit | 4.84 | A | 4.6 and above |
| Gavilan | 10.92 | A | 10.0 and above |
| Caltrain | 6.47 | A | 6.3 and above |
| Greyhound | 4.50 | B | 4.6 and above |
| Dial-A-Ride / Paratransit | | | |
| No-Show | 2.32% | D | 0.0 % to 0.6 % |
| Service Refusal | 0% | A | 0.0 % to 0.2 % |
| Customer Service | | | |
| Fixed Route | 0 | A | Less than 2 |
| Dial-A-Ride and Paratransit | 0 | A | Less than 2 |
| Intercounty | 0 | A | Less than 2 |
| Maintenance | | | |
| Daily Vehicle Inspections | 100 % | A | 99.1 % and above |
| Road Calls | 0 | A | 40,000 miles between road calls |
| Vehicle Cleanliness | 100 % | A | 99.1 % and above |
| Facilities Cleanliness | 100 % | A | 99.1 % and above |
| Safety | | | |
| Preventable Vehicle Accidents | 0 | A | 80,000 miles between accidents |
| Preventable Incidents with Injury | 0 | A | 80,000 miles between accidents |
| Employees | | | |
| Retention | 100 % | A | 95 % and above |
| Grade Point Average | | | |
| | 3.5 | A | 3.5 and above |

| Specialized Transportation | 1 st Quarter | Grade | A – Standard |
|-----------------------------------|-------------------------|-------|---------------------------------|
| Passengers per Hour | | | |
| OOCMT | 1.50 | A | 1.35 and above |
| Senior Lunch | 6.48 | A | 6.3 and above |
| MSAP | 0.77 | F | 1.35 and above |
| Customer Service | | | |
| OOCMT | 0 | A | Less than 2 |
| Senior Lunch | 0 | A | Less than 2 |
| MSAP | 0 | A | Less than 2 |
| No-Show | 0 | A | Less than 2 |
| Service Refusal | 0 | A | Less than 2 |
| Maintenance | | | |
| Daily Vehicle Inspections | 98.5% | A | 99.1 % and above |
| Road Calls | 0 | A | 40,000 miles between road calls |
| Vehicle Cleanliness | 100 % | A | 99.1 % and above |
| Facilities Cleanliness | 100 % | A | 99.1 % and above |
| Safety | | | |
| Preventable Vehicle Accidents | 0 | A | 80,000 miles between accidents |
| Preventable Incidents with Injury | 0 | A | 80,000 miles between accidents |
| Employees | | | |
| Retention | 100 % | A | 95 % and above |
| Grade Point Average | | | |
| | 3.73 | A | 3.5 and above |

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 Local Transportation Authority</p> |

| Term | Definition |
|-------------------------------------|---|
| 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 |