



**DATE:** SEPTEMBER 19, 2017

**MEMO TO:** HERITAGE VALLEY TECHNICAL ADVISORY COMMITTEE (HVTAC)

**FROM:** AARON BONFILIO, PROGRAM MANAGER – TRANSIT SERVICES  
HEATHER MILLER, TRANSIT PLANNER

**SUBJECT:** YEAR-END SERVICE INDICATORS REPORT

---

**RECOMMENDATION**

- Receive and file report.

**BACKGROUND**

Staff presents the attached Performance Report for fiscal year 2016/2017. This data reflects the year-end final Operating Costs as defined by the Transportation Development Act (TDA). The Valley Express Operating Costs encompass Contractor Service Expense + Staff Expense related to operations, and “Other Admin”<sup>1</sup> related to operations.

At the next HVTAC meeting, staff will provide a status update report regarding the mid-August schedule change and Dial-a-ride expansion.

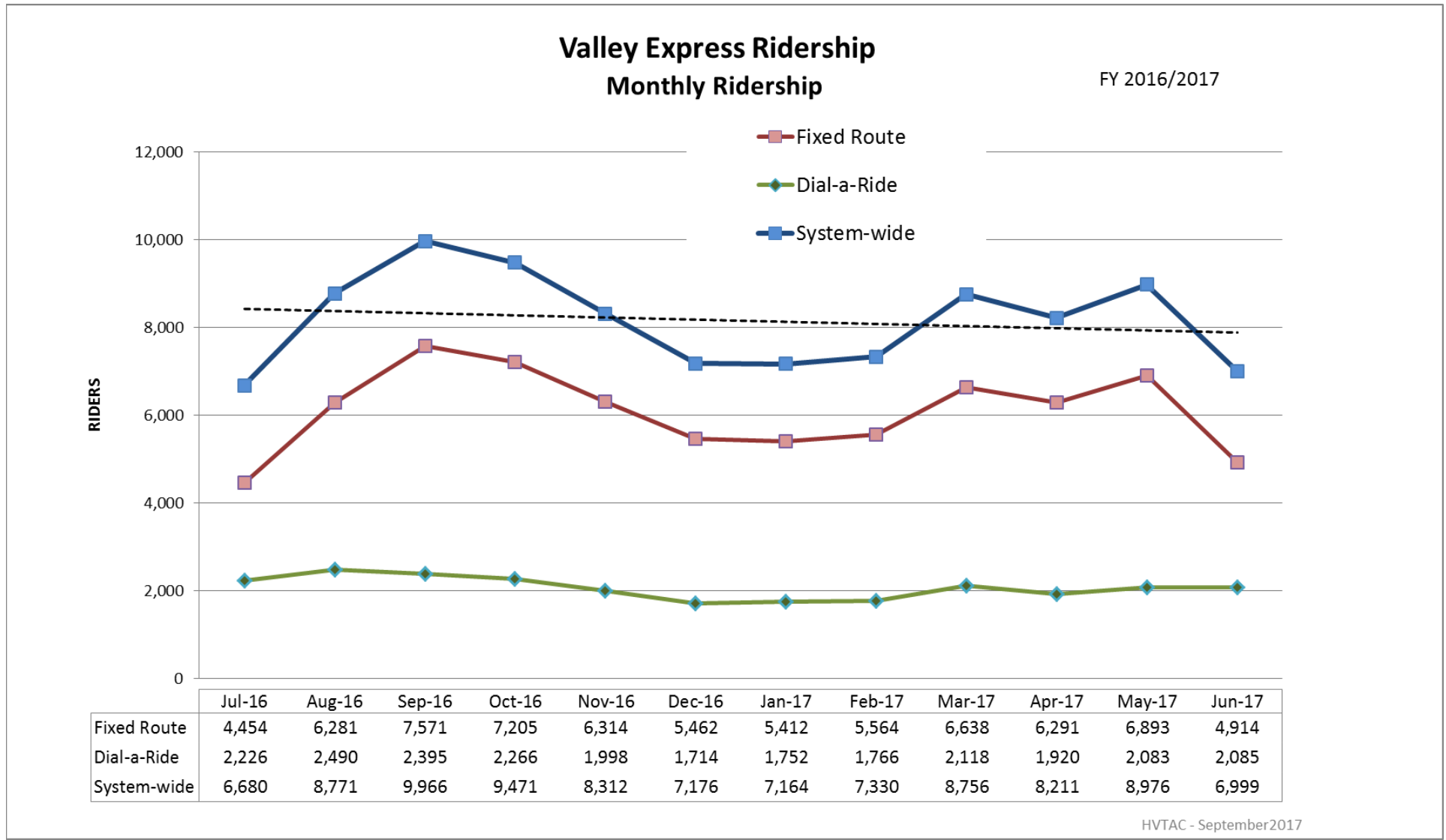
---

<sup>1</sup> Includes costs such as service marketing, legal, consultant, etc.

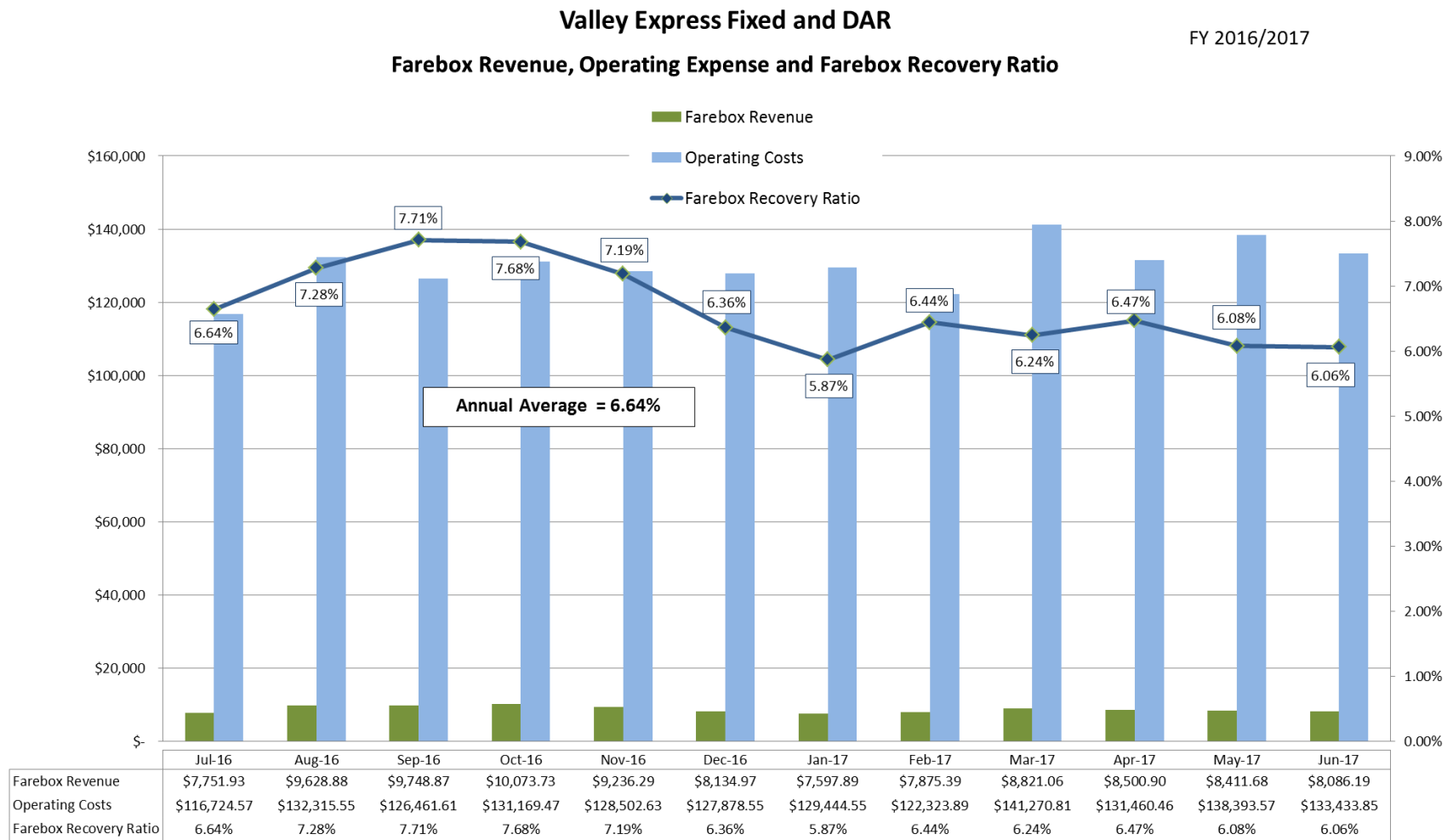
HVTAC 9/19/2017  
 YEAR-END SERVICE INDICATOR REPORT  
**Table 1**

| Valley Express                           |                   |              |                 |              |                 |                     |
|------------------------------------------|-------------------|--------------|-----------------|--------------|-----------------|---------------------|
| Key Performance Indicators               |                   | FY15/16      |                 | FY16/17      |                 | Yr over Yr % Change |
|                                          |                   | Annual       | Monthly Average | Annual       | Monthly Average |                     |
| Ridership                                | Fixed Route       | 96,992       | 8,083           | 72,999       | 6,083           | -25%                |
|                                          | Dial-A-Ride (DAR) | 31,486       | 2,624           | 24,813       | 2,068           | -21%                |
|                                          | System-wide       | 128,479      | 10,707          | 97,812       | 8,151           | -24%                |
| Passengers per Hr                        | System-wide       | 4.90         |                 | 4.22         |                 | -14%                |
| Revenue Hrs                              | System-wide       | 26,237       | 2,186           | 23,192       | 1,933           | -12%                |
| Operating Cost                           | System-wide       | \$ 1,763,367 | \$ 146,947      | \$ 1,532,523 | \$ 127,710      | -13%                |
| Farebox Revenue                          | System-wide       | \$ 114,605   | \$ 9,550        | \$ 103,868   | \$ 8,656        | -9%                 |
| Farebox Recovery Shortfall               | System-wide       | \$ (61,732)  |                 | \$ (49,385)  |                 | -20%                |
| Farebox Recovery Ratio Actual            | System-wide       | 6.50%        |                 | 6.64%        |                 |                     |
| Cost per Hr                              | System-wide       | \$ 67.21     |                 | \$ 66.08     |                 | -2%                 |
| Farebox Recovery 10% Goal per Hr         | System-wide       | \$ 6.72      |                 | \$ 6.61      |                 | -2%                 |
| Actual Farebox Recovery per Hr           | System-wide       | \$ 4.37      |                 | \$ 4.48      |                 | 3%                  |
| Fare Revenue per Passenger               | System-wide       | \$ 0.89      |                 | \$ 1.06      |                 | 19%                 |
| Farebox Recovery 10 % Goal per Passenger | System-wide       | \$ 1.37      |                 | \$ 1.57      |                 | 14%                 |
| Fare Shortfall per Passenger             | System-wide       | \$ 0.48      |                 | \$ 0.50      |                 | 5%                  |

HVTAC 9/19/2017  
 YEAR-END SERVICE INDICATOR REPORT  
**Figure 1**



HVTAC 9/19/2017  
 YEAR-END SERVICE INDICATOR REPORT  
**Figure 2**



Source: VCTC, September 2017

HVTAC 9/19/2017  
YEAR-END SERVICE INDICATOR REPORT  
Table 2

| RIDERSHIP         |                  |        |        |        |        |        |        |        |        |        |        |        |        |        |
|-------------------|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                   |                  |        |        |        |        |        |        |        |        |        |        |        |        |        |
| FIXED ROUTE       |                  | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | FYTD   |
| RIDERSHIP         | Route            |        |        |        |        |        |        |        |        |        |        |        |        |        |
|                   | Piru             | 2,083  | 2,418  | 2,292  | 2,228  | 2,221  | 2,014  | 2,081  | 2,122  | 2,504  | 2,620  | 2,607  | 2,418  | 27,608 |
|                   | Santa Paula B    | 887    | 1,211  | 1,443  | 1,497  | 1,170  | 974    | 737    | 882    | 1,127  | 1,033  | 1,068  | 854    | 12,883 |
|                   | Santa Paula A    | 793    | 932    | 979    | 1,054  | 863    | 795    | 737    | 767    | 915    | 815    | 840    | 749    | 10,239 |
|                   | Fill - Tripper 1 | -      | 411    | 1,168  | 940    | 965    | 764    | 850    | 864    | 1,000  | 1,114  | 1,272  | 268    | 9,616  |
|                   | Fillmore         | 558    | 895    | 1,111  | 949    | 668    | 550    | 652    | 520    | 610    | 457    | 493    | 375    | 7,838  |
|                   | SP - Tripper AM  | -      | 306    | 443    | 403    | 315    | 275    | 289    | 332    | 367    | 169    | 484    | 127    | 3,510  |
|                   | River Central    | 133    | 108    | 135    | 134    | 112    | 90     | 66     | 77     | 115    | 83     | 129    | 123    | 1,305  |
|                   | TOTAL RIDERSHIP  | 4,454  | 6,281  | 7,571  | 7,205  | 6,314  | 5,462  | 5,412  | 5,564  | 6,638  | 6,291  | 6,893  | 4,914  | 72,999 |
| DIAL-A-RIDE       |                  |        |        |        |        |        |        |        |        |        |        |        |        |        |
| RIDERSHIP         | Service Area     |        |        |        |        |        |        |        |        |        |        |        |        |        |
|                   | Santa Paula      | 1,520  | 1,617  | 1,371  | 1,361  | 1,231  | 1,078  | 1,126  | 1,085  | 1,316  | 1,166  | 1,258  | 1,302  | 15,431 |
|                   | Fillmore         | 706    | 873    | 1,024  | 905    | 767    | 636    | 626    | 681    | 802    | 754    | 825    | 783    | 9,382  |
|                   | TOTAL RIDERSHIP  | 2,226  | 2,490  | 2,395  | 2,266  | 1,998  | 1,714  | 1,752  | 1,766  | 2,118  | 1,920  | 2,083  | 2,085  | 24,813 |
|                   |                  |        |        |        |        |        |        |        |        |        |        |        |        |        |
| SYSTEM-WIDE TOTAL | RIDERSHIP        | 6,680  | 8,771  | 9,966  | 9,471  | 8,312  | 7,176  | 7,164  | 7,330  | 8,756  | 8,211  | 8,976  | 6,999  | 97,812 |

HVTAC 9/19/2017  
YEAR-END SERVICE INDICATOR REPORT  
Table 3

| PASSENGERS PER REV HOUR |                       |        |        |        |        |        |        |        |        |        |        |        |        |       |
|-------------------------|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
|                         |                       |        |        |        |        |        |        |        |        |        |        |        |        |       |
| FIXED ROUTE             |                       | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | FYTD  |
| PASSENGERS PER REV HR   | Route                 |        |        |        |        |        |        |        |        |        |        |        |        |       |
|                         | Fill - Tripper 1      |        | 21.30  | 28.82  | 30.44  | 27.78  | 24.74  | 27.53  | 24.87  | 28.79  | 30.38  | 29.96  | 23.14  | 27.68 |
|                         | SP - Tripper AM       |        | 10.09  | 11.81  | 10.63  | 13.02  | 10.12  | 9.53   | 9.92   | 9.03   | 9.23   | 12.06  | 9.81   | 10.54 |
|                         | Piru                  | 8.69   | 9.36   | 9.58   | 8.94   | 9.28   | 8.09   | 8.36   | 9.23   | 9.69   | 10.93  | 10.48  | 9.72   | 9.36  |
|                         | Santa Paula B         | 4.19   | 5.29   | 6.81   | 6.80   | 5.52   | 4.42   | 3.34   | 4.34   | 4.92   | 4.88   | 4.85   | 3.88   | 4.94  |
|                         | Santa Paula A         | 3.68   | 4.05   | 4.58   | 4.71   | 4.04   | 3.58   | 3.32   | 3.73   | 3.98   | 3.78   | 3.79   | 3.38   | 3.89  |
|                         | Fillmore              | 3.46   | 4.98   | 6.73   | 5.63   | 4.04   | 3.19   | 3.78   | 3.29   | 3.40   | 2.83   | 2.86   | 2.17   | 3.86  |
|                         | River Central         | 1.46   | 1.12   | 1.50   | 1.42   | 1.25   | 0.97   | 0.71   | 0.89   | 1.19   | 0.91   | 1.38   | 1.32   | 1.18  |
|                         | SYSTEMWIDE AVERAGE    | 4.85   | 6.02   | 7.59   | 7.03   | 6.45   | 5.38   | 5.32   | 5.85   | 6.21   | 6.46   | 6.63   | 5.01   | 6.08  |
| DIAL-A-RIDE             |                       |        |        |        |        |        |        |        |        |        |        |        |        |       |
| PASSENGERS PER REV HR   | Service Area          |        |        |        |        |        |        |        |        |        |        |        |        |       |
|                         | Santa Paula           | 2.65   | 2.46   | 2.32   | 2.39   | 2.28   | 1.93   | 2.10   | 2.07   | 2.21   | 2.05   | 2.21   | 2.21   | 2.25  |
|                         | Fillmore              | 2.37   | 2.36   | 2.81   | 2.62   | 2.05   | 2.05   | 1.77   | 2.19   | 1.93   | 2.04   | 1.96   | 2.08   | 2.18  |
|                         | SYSTEMWIDE AVERAGE    | 2.56   | 2.42   | 2.51   | 2.48   | 2.18   | 1.98   | 1.97   | 2.11   | 2.10   | 2.05   | 2.10   | 2.16   | 2.22  |
|                         |                       |        |        |        |        |        |        |        |        |        |        |        |        |       |
| SYSTEM-WIDE TOTAL       | PASSENGERS PER REV HR | 3.73   | 4.24   | 5.10   | 4.88   | 4.39   | 3.81   | 3.75   | 4.10   | 4.21   | 4.29   | 4.42   | 3.60   | 4.22  |