Item 6

Valley Express

DATE: SEPTEMBER 27, 2017

MEMO TO: HERITAGE VALLEY POLICY ADVISORY COMMITTEE (HVPAC)

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” [1] related to operations.

Year-end Highlights

- *Ridership trends saw a decrease of 25% system-wide for FY1617, with a 24% decrease on Fixed Routes, and a 21% decline on Dial-A-Ride (DAR) service. Key Performance Indicators are shown in Table 1.*
- *Piru Fixed Route service performed strongest with 27,608 Riders or 38% of the Total Fixed Route service. River Central was the weakest performer for the year and was eliminated with the August service reduction. Detailed ridership is shown in Table 2.*
- *Passengers per Hour across the service experienced a decline from 4.90 passengers per hr to 4.22 per hr. Performance of the Fillmore and Santa Paula “Tripper” routes were strongest at 27.68 and 10.54 passengers per hr, respectively. Passenger per Revenue Hour statistics are shown in Table 3.*
- *Total Operating Costs for the Valley Express service were reduced by 12% for the 2016-17 fiscal year, realizing a reduced Cost per Hour, from $67.21 per hr to $66.08 per hr.*
- *Overall, Farebox Revenue system-wide decreased by 9% for FY1617. However, fare revenue collected per passenger increased by19% from $0.89 to $1.06. To achieve a 10% Farebox Recovery Ratio would require a revenue averaging $1.57 per passenger. Thus, the current revenue represents a $.51 per passenger shortfall. With a total of 97,812 Riders system-wide, the total shortfall for FY1617 equals $49,385. Figure 2 tracks the Actual Farebox Recovery Ratio monthly trend for FY1617.*[2]

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[1] Includes costs such as service marketing, legal, consultant, etc.

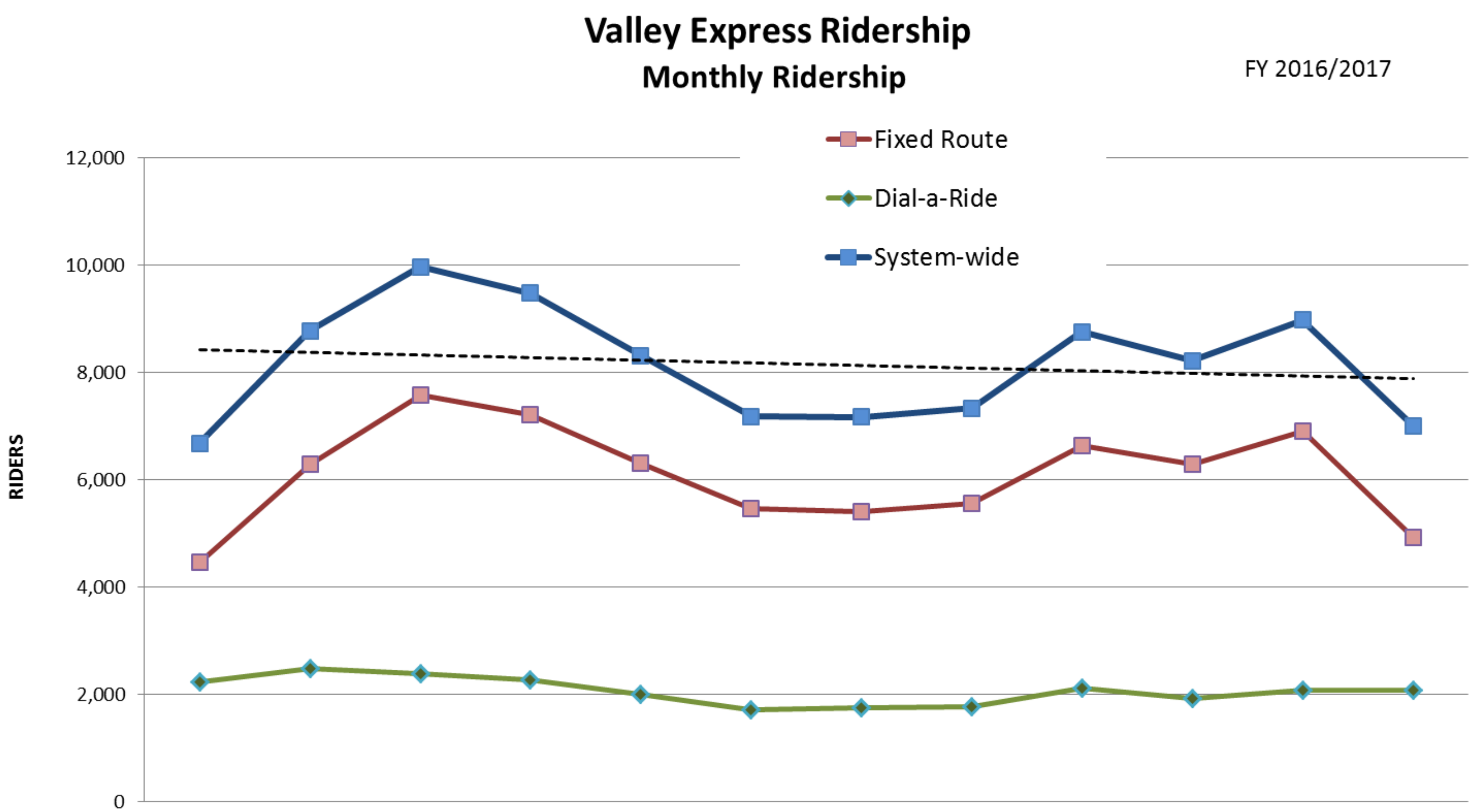
[2] Year-end farebox recovery ratio is preliminary as final audit process will take place this October.

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

Valley Express

Key Performance Indicators		FY15/16 Annual	FY15/16 Monthly Average	FY16/17 Annual	FY16/17 Monthly Average	Yr over Yr % Change
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%

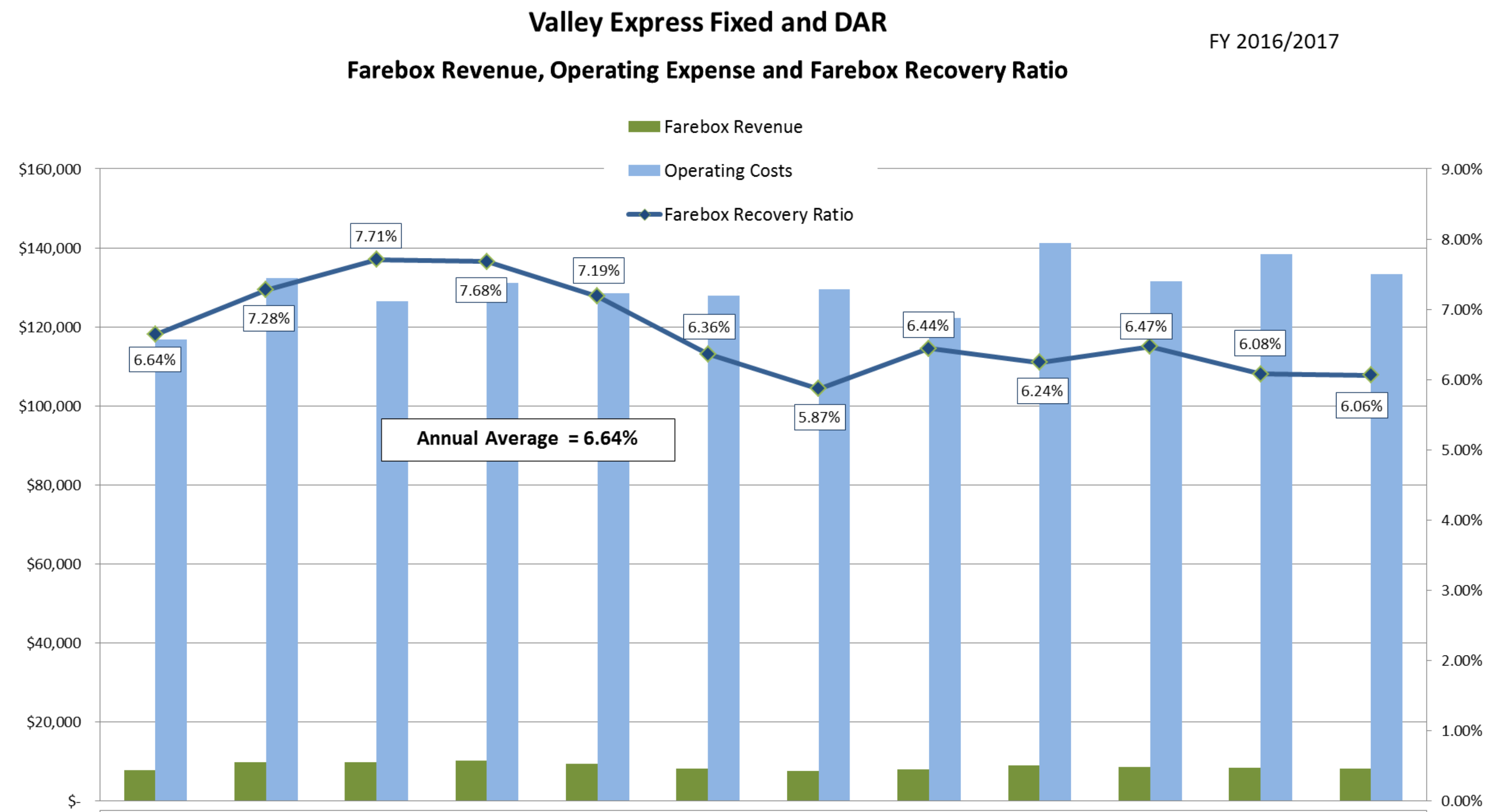
HVPAC 9/27/2017
YEAR-END SERVICE INDICATOR REPORT
Figure 1



	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Fixed Route	4,454	6,281	7,571	7,205	6,314	5,462	5,412	5,564	6,638	6,291	6,893	4,914
Dial-a-Ride	2,226	2,490	2,395	2,266	1,998	1,714	1,752	1,766	2,118	1,920	2,083	2,085
System-wide	6,680	8,771	9,966	9,471	8,312	7,176	7,164	7,330	8,756	8,211	8,976	6,999

HVTAC - September2017

HVPAC 9/27/2017
YEAR-END SERVICE INDICATOR REPORT
Figure 2



	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Farebox Revenue	$7,751.93	$9,628.88	$9,748.87	$10,073.73	$9,236.29	$8,134.97	$7,597.89	$7,875.39	$8,821.06	$8,500.90	$8,411.68	$8,086.19
Operating Costs	$116,724.57	$132,315.55	$126,461.61	$131,169.47	$128,502.63	$127,878.55	$129,444.55	$122,323.89	$141,270.81	$131,460.46	$138,393.57	$133,433.85
Farebox Recovery Ratio	6.64%	7.28%	7.71%	7.68%	7.19%	6.36%	5.87%	6.44%	6.24%	6.47%	6.08%	6.06%

Source: VCTC , September 2017

HVPAC 9/27/2017
YEAR-END SERVICE INDICATOR REPORT
Table 2

RIDERSHIP

		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
FIXED ROUTE														
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**

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YEAR-END SERVICE INDICATOR REPORT
Table 3

PASSENGERS PER REV HOUR

		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
FIXED ROUTE														
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**