

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 6/12/2019

Staff Report No. 19-172

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager
SUBJECT: Operations Quarterly Performance Report

BRIEFING ITEM

RECOMMENDED ACTION(S):

Consider receiving the Quarterly Operations Performance Report for AC Transit Fixed Route Services during the Third Quarter of FY 2019.

BUDGETARY/FISCAL IMPACT:

There are no current budgetary or fiscal impacts related to this report.

BACKGROUND/RATIONALE:

The Quarterly Operations Performance Report provides information on programs within the District designed to improve the performance, reliability, cleanliness, and safety of the District's bus service. The FY2019 Q3 attachment provides graphical representation on the performance of the programs.

To continually recognize outstanding employees who are an important part of achieving Division goals and objectives, the following employees were recognized as Employees of the Month during the quarter:

Transportation	Jan-19	Feb-19	Mar-19
Road Supervision/OCC	Quanta Bolds	Aaron Davis	Nana Acquah
Division 2: Emeryville	April Horton	Trisha Gentry	Harjit Singh
Division 3: Richmond	Tyron Wilson	Darrell Brown	Wendy Steve
Division 4: East Oakland	David Brown	Allen King	Terence Johnson
Division 6: Hayward	Alejandro Canady	Phansaveng Damrong	Susan Perez
Maintenance	Jan-19	Feb-19	Mar-19
Division 2: Emeryville	Jeff Ksenzulak	Chris Nusom	Mathew Wong
Division 3: Richmond	Michael Siverson	Jose Guillen	Michael Leite Jr.
Division 4: East Oakland	Ingrid Cardona	Daniel Flores	Derrick Lee
Division 6: Hayward	Jay Booker	Eduardo Sanchez	Abhinath Chand
Central Maintenance	Robert Aguirre	Tarold Miller	Stephen Ureste

Data Reporting Disclaimers

Due to the newly deployed Clever Devices CADAVL software consisting of various configuration changes, the service operated percentages are still undergoing configuration validation and data quality check processes. The Department of Innovation and Technology is in collaboration with various key stakeholders; Project Controls and System Analysis, Operations Control Center, and Service Development and Planning that are working with Clever Devices staff to review and address the configuration verification process.

Service quality improvements are starting to be realized with full fleet installation and ongoing implementation of enhanced service management tools available in the new Clever Devices CAD/AVL system. Improvements in on-time performance ratings are due in part to the following: new modern technology hardware and software facilitating enhanced data collection; more frequent data polling rates that increased from every 90 seconds to now 15 seconds; all data is stored in the bus network which means no data is lost; and overall better data collection and accuracy than with the former software.

ON-TIME PERFORMANCE

(Reference Attachment 1, Chart 1 - On-Time Performance)

On-Time Performance is a District Key Performance Indicator (KPI) with the goal to achieve 72.0% or higher. System-wide On-Time Performance average in Q3 of FY2019 was 72.62% versus 69.62% in Q2. The District met or exceeded the goal in January (73.78%) and February (72.76%) but did not meet this goal in March (71.31%). The average On Time Performance among Local Lines during Q3 of FY2019 was 73.19% versus 70.23% in Q2 of FY2019. The average On Time Performance among Transbay Lines during Q3 of FY2019 was 68.19% versus 63.01% in Q2 of FY2019. The system-wide average, specifically local lines performed approximately 5-6% better than Transbay Lines during the two-quarter comparison.

Staff from Operations, Planning and Scheduling Departments continue to evaluate bus lines with the lowest on-time performance to determine the lines that may need schedule adjustments to improve on-time performance. The On-Time Performance Taskforce meets monthly to review problem areas on major routes and assign supervisors to monitor and take corrective actions to improve on-time performance. A new initiative to apportion some of the Taskforce meetings in the field was recently implemented to interact with Operators, increase visibility and observe performance issues in real time. The District is also working on a line ride program to assess all the main trunk lines within the current route structure.

RIDERSHIP

(Reference Attachment 1, Chart 2 - Ridership)

System-wide weekday ridership in Q3 of FY2019 averaged 180,508 versus 179,979 in Q2 FY2019. Ridership was low at the beginning of the quarter but experienced a steady increase each month January (174,807), February (181,807), and March (184,909). Average Weekday Ridership for Transbay Lines during Q3 of FY2019 was 19,751 versus 18,492 in Q2 of FY2019. Transbay Ridership represents approximately 10% of system wide weekday ridership.

The following table provides a summary comparison on Ridership and On-Time Performance for the total System and Transbay Service.

Quarterly Performance Comparison

Service Type	Month	Average Weekday Ridership			On-Time Performance		
		FY19	FY18	Y-Y %	FY19	FY18	Y-Y %
System	Jan	174,807	159,000	9.94%	73.78%	71.41%	3.32%
	Feb	181,807	177,950	2.17%	72.76%	69.52%	4.66%
	Mar	184,909	170,845	8.23%	71.31%	70.61%	0.99%
Transbay	Jan	19,362	19,120	1.26%	66.36%	67.26%	-1.33%
	Feb	19,732	18,211	8.35%	66.85%	68.31%	-2.13%
	Mar	20,158	18,182	10.87%	67.39%	68.57%	-1.71%

SERVICE OPERATED PERCENTAGE

(Service Operated omitted from the Operations Quarterly Report due to data validation process.)

Transportation is focused on limiting cancellations or missed trips. Division dispatchers communicate with each other every day and share resources as a team. Each division has developed a division “Hot” list to identify priority routes that are required to be filled in the event of an operator shortage.

OPERATOR LOG-ON RATE

(Reference Attachment 1, Chart 3 - Log-On Rate)

Operator Log-On Percentage Rate is a District Key Performance Indicator (KPI) with the goal to achieve 95.0% or higher. The System-wide average Operator Log-On in Q3 of FY2019 was 96.62% versus 94.25% in Q2. Operator Log-On met the District's goal of 95% or greater in January (96.16%), February (96.72%) and March (96.97%).

With the implementation of the new Clever Devices (CAD/AVL) system, positive improvement is visible. As we continue to transition to this system, the District anticipates that with more accurate data the operator log-on issue will no longer exist.

OPERATOR UNAVAILABILITY

(Reference Attachment 1, Chart 4 & 5 - Scheduled/Unscheduled Unavailability)

Operator Unavailability is a District Key Performance Indicator (KPI) with the goal of remaining below a combined Total of 22.50%; (1) Scheduled (8.50%) and (2) Unscheduled (14.00%). The system-wide average for Total Operator Unavailability in Q3 of FY2019 was 27.55% versus 29.66% in Q2.

The system-wide average of Scheduled Operator Unavailability in Q3 was 9.43% versus 9.68% in Q2. Scheduled Unavailability met the District goal of being below 8.50% in March (6.82%) but was above this

threshold in January (11.82%) and February (9.65%).

A system-wide average of Unscheduled Operator Unavailability in Q3 was 18.11% versus 19.98% in Q2. Unscheduled Operator Unavailability did not meet the goal of less than 14.00% during any month in the quarter: January (16.56%), February (17.95%) and March (19.83%).

Unscheduled Operator Unavailability may be due to traditional Unprotected Absences, Protected Leave, Industrial Injury or provisions in the Collective Bargaining Agreement. An analysis of the absenteeism data revealed that the highest rates of Unscheduled Operator Unavailability are primarily due to the use of Sick Time and Family Medical Leave (FML). The Operations staff continues to monitor absences and ensure compliance with established policies to minimize disruptions with service delivery.

ACCIDENT RATES

(Reference Attachment 1, Chart 6 & 7 - Passenger/Vehicle Accidents)

The system-wide average rate of Passenger Falls per 100,000 Miles in Q3 of FY2019 was 2.62 versus 2.64 in Q2 of FY2019. The Passenger Falls Rate met the District's goal of less than 3.25 in each month of the quarter: January (2.45), February (2.76) and March (2.66).

The system-wide average rate of Vehicle Collisions per 100,000 Miles in Q3 was 4.52 versus 4.36 in Q2 of FY2019. The Vehicle Collision Rate did not meet the District goal of less than 4.00 in any month during the quarter: January (4.64), February (4.85) and March (4.08)

The Accident Reduction Taskforce meets monthly to analyze the root causes of vehicle collisions and develop initiatives targeted at minimizing vehicle collisions. Accidents that occurred during the period were evaluated by the Taskforce, which initiated new campaigns as well as updated others to focus on the highest accident types. One of the initiatives is to engage with operators on all accident types, whether preventable or not, to get their feedback and raise awareness. Another campaign recently activated provides daily random OCC Safety Messages across the District on all buses, to keep operators aware of the surroundings, while in service.

MILES BETWEEN ROAD CALLS

(Reference Attachment 1, Chart 8 - Miles Between Road Calls)

Miles Between Chargeable Road Calls, MBCRC, is a Maintenance Key Performance Indicator (KPI) with the goal to meet or exceed 5,400 miles between road calls. The Road Call Reduction Taskforce analyze road calls to prevent repeat failures and develop initiatives to increase the reliability of the fleet.

System-wide MBCRC in Q3 of FY2019 was 6,285 versus 6,855 in Q2 of FY2019. MBCRC exceeded the District's goal during each month of the quarter: January (6,339), February (6,243) and March (6,272).

BUS CLEANLINESS INSPECTION RATE

(Reference Attachment 1, Chart 9 - Overall Bus Cleanliness)

The system-wide average rate for Overall Bus Cleanliness in Q3 of FY2019 was 7.84 versus 7.76 in Q2 of FY2019. Overall Bus Cleanliness rate did not meet the District's goal of greater than 8.10 during any month in the quarter: January (7.69), February (7.91) or March (7.91).

Although a bus cleanliness rating greater than 7.0 is considered "Good," it does not meet the targeted goal. The Maintenance Bus Cleanliness Taskforce meets monthly to analyze, investigate, and solve issues regarding bus cleanliness. The department will need to focus on areas receiving the lowest rating in the monthly quality assurance inspections and implement strategic process improvements during routing cleaning activities to achieve the District goal.

CUSTOMER COMPLAINTS

(Reference Attachment 1, Chart 10 - Customer Complaint Rate)

Complaints are categorized as either Schedule Adherence (Late/No Show/Early), Pass Ups, Unsafe Operation, Operator Discourtesy/Conduct, Equipment/Infrastructure/System or Miscellaneous/Other. The system-wide average rate for Customer Complaints per 100,000 Passengers in Q3 FY2019 was 26.82 versus 29.04 in Q2 of FY2019. There were 5,589 complaints received during Q3 of FY2019 versus 7,528 in Q2; 53.3% were related to Scheduled Adhere or Pass Up.

The Complaint Rate did not meet the District's goal of less than 18.00 during any of the months in the quarter: January (30.18), February (24.11) and March (26.16).

Customer Complaints among Local Lines during Q3 of FY2019 totaled 2,123 versus 2,561 in Q2 of FY2019. Customer Complaints among Transbay Lines totaled 921 in Q3 versus 845 in Q2 of FY2019. Complaints among Local Lines represents approximately 64% of total complaints while Transbay Lines are approximately 24%.

CUSTOMER CALL CENTER

(Reference Attachment 1, Table 1 & 2 Call Distribution/Statistics)

Travel Information increased 11% from last quarter whereas Trip Planning decreased 13% as well as Complaint/Commendations at 5%. In comparison to last quarter, there were 1,254 less Calls Accepted with 1,104 fewer Calls Answered and a little over 1.3% (-1.27%) Calls Answered w/in 180 seconds.

CUSTOMER SERVICE CENTER

(Reference Attachment 1, Chart 11 & 12 - Quarterly Revenue/ Passes Sold)

Robert Rojas and Tamika Seals joined the Customer Service Center team making it whole once again. Charmian Mataluc and Shaves Rose recently visited the School of the Blind and helped students apply for the Regional Transit Connections (RTC) Card. Approximately 30 applications were received and processed.

Revenue sales increased 1.4% with 17,308 more tickets sold when compared to last quarter. Most notable sale is the 1-Ride Pass for Youth, Senior, Disabled tickets at 19,800 sold. It appears that schools are wrapping up their field trips.

JOURNEY LEVEL MECHANIC STAFFING

In Q3 of the fiscal year, three new Journey Level Mechanics were hired and began training. Three additional Journey Level Mechanics were hired and started training in April 2019. This has reduced the vacancy count to 15. An additional class of six Journey Level Mechanics is planned for the end of Q4, June of 2019, further reducing the vacancy count to nine. Human Resources continues to deploy a recruitment campaign to fill the remaining vacancies promptly with qualified applicants.

ADVANTAGES/DISADVANTAGES:

This report does not recommend a course of action with notable advantages or disadvantages.

ALTERNATIVES ANALYSIS:

This report does not recommend an alternative analysis.

PRIOR RELEVANT BOARD ACTION/POLICIES:

There are no prior relevant board actions/policies.

ATTACHMENTS:

1. Q3 FY 2019 - Operations Quarterly Performance Report: Tables & Charts

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