


AGENDA ITEM 6 D
Action

MEMORANDUM

DATE: March 25, 2009

TO: El Dorado County Transit Authority
Transit Advisory Committee

FROM: Scott A. Ousley, Operations Manager 

SUBJECT: Review proposed On-Time Performance Standard

REQUESTED ACTION:

BY MOTION, Review the following proposed on-time performance standards:

1. Adopt a standard for community bus service to operate at a minimum 85% on-time.
2. Adopt a standard for demand response services to operate at a minimum of 90% on-time.
3. Adopt a standard for commuter services to operate at a minimum of 90% on-time.

BACKGROUND

El Dorado Transit has provided transportation services as the public transit operator for the Western Slope of El Dorado County since 1975. Established as a Joint Powers Agency with the County of El Dorado and the City of Placerville, El Dorado Transit provided 411,752 trips during fiscal year 2007/2008. Transportation is provided to the community in the form of local fixed routes; curb-to-curb Dial-A-Ride; Sac-Med non-emergency medical transportation; Complementary Paratransit in Placerville; commuter routes from Placerville to downtown Sacramento; commuter routes to Sacramento Light Rail in Folsom and contracted transportation for social service agencies.

The proposed standards were presented to the El Dorado Transit board on March 19, 2009 as a framework for establishing overall goals for El Dorado Transit as a result of a recommendation from the FY 2004-2006 Triennial Performance Audit of El Dorado County Transit Authority, adopted on July 9, 2007.

“An on-time performance standard for fixed route and dial-a-ride provides another tool for measuring the system and maintaining a level of customer service. Common On-time standards for fixed route include not leaving before the scheduled time, or arriving up to 5

minutes after the timed bus stop. The dial-a-ride on-time standard is typically a pick up window of 15 minutes before and after the scheduled time (30 minute total). In addition, the performance measure of on-time trips could be set at 90 or 95 percent on-time.”

DISCUSSION

El Dorado Transit uses the Zonar[®] Ground Traffic Control[™] (Zonar) Geographic Information System (GIS) equipment installed in June 2007 to monitor routes by using geo-fencing. Geo-fences are invisible boundaries defined around a location or area, such as a bus stop and each time a bus enters and exits a geo-fenced bus stop it is time stamped and recorded in a web-based database.

With Zonar, staff monitors the on-time performance of routes by simply exporting the geo-fence data into various reports for analysis.

Staff has tested this methodology on two (2) occasions with the following results:

Service Type	Audit 1 On-Time %	Audit 2 On-Time %	Average
Community Bus	86.6%	85.3%	85.9%
Commuter	95.5%	96.9%	96.2%
Demand Response	92.3%	93.5%	92.9%

Per the Americans with Disabilities Act (ADA) of 1990, the community bus service is required to deviate up to three-quarters (3/4) of a mile of the fixed route for ADA eligible passengers within the system. With the exception of the Placerville Shuttle service which uses complementary paratransit service, El Dorado Transit community bus services make these accommodations by deviating. As a result, coupled with the rural nature of these services, a 90% on-time standard is extremely challenging to meet on a regular basis, therefore: the recommended on-time performance standard is 85% for community bus routes.

As noted in table above, it is reasonable to consider the 90% on-time standard for commuter and demand response services as recommended.

El Dorado Transit will report the on-time standard to the board and Transit Advisory Committee semiannually.

FISCAL IMPACT

None