



ESCAMBIA COUNTY AREA TRANSIT

ESCAMBIA COUNTY AREA TRANSIT MTAC REPORT



November 8, 2017 Meeting



Escambia County Area Transit
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INTRODUCTION

Summary Background

MTAC ECAT Benchmarks were voted on during the September 11th 2013 MTAC Meeting. Below is a table of the approved MTAC ECAT Benchmarks. These items are included in the following pages.

On January 28th 2015, ECAT Staff met with County Staff to discuss ECAT providing the MTAC a short ECAT Performance Summary Table as a System Snapshot, which more concisely reflects specific performance indicators and measures traditionally used throughout the transit industry. Some of the same performance indicators and measures are also identified within the MTAC Benchmarks for ECAT.

MTAC Benchmarks (9/11/13 MTAC Meeting)

SERVICE

- Comment Results – Reviewing comment cards and compare “positive” vs. “negative” comments. (Add the on-time performance to the survey)
- On Time Performance – Using GPS Technology
- Complaint Totals - Monthly – with monthly numbers, descriptions, and comparison year to year.
- Passenger Counters – Technology driven – based on data
- Implementation/Utilization of New Technology – Track how the technology affects passenger totals. (Not an actual measurement tool but it is possible to track the influence of the new technology?)

FINANCE

- Riders per Hour – per annual comparison and specific route totals provided as a supplemental backup material
- Revenue per Passenger – per annual comparison and specific route totals provided as a supplemental backup material
- Fare Box Revenue – per annual comparison and specific route totals provided as a supplemental backup material

GROWTH

- Passenger Trips per Revenue Mile – per annual comparison and specific route totals provided as a supplemental backup material

Important Definitions

- Ridership (Passenger trips) - The number of passengers/riders who board public transportation vehicles.
- Fare revenue- All income received directly from passengers, paid either in cash or through pre-paid tickets, passes, etc.
- Revenue miles- The miles that transit vehicles travel while in revenue service
- Revenue hours- The hours that vehicles are scheduled to or actually travel while in revenue service
- Ridership (Passenger trips) per revenue hour- The ratio of annual ridership/passenger trips to total annual revenue hours of operation.
- Ridership (Passenger trips) per revenue mile- The ratio of annual passenger trips to total annual revenue miles of service.
- Farebox recovery ratio- The percentage of direct operating costs for a route that are recovered through the fares paid by the ridership. It is equal to fare revenue divided by total expenses.

Source: “Best Practices in Evaluating Transit Performance Final Report” Florida Department of Transportation, July 2014

Fixed Route System Summary

YTD - year to date information based upon the federal fiscal year which begins annually on October 1st.
 FY2017= Oct 2016- September 2017

ECAT Performance Summary Table* Current YTD 2017: October 2016 – September 2017			
Reporting Period Data	FY2015	FY2016	FY2017
Total Fixed Route ONLY Passenger Trips (Ridership)	1,307,883	1,231,738	1,234,586
Farebox Revenue	\$ 1,054,397	\$ 985,529	\$ 978,2560
Total Revenue Miles	1,425,786	1,439,950	1,492,115
Total Revenue Hours	81,034	86,046	94,400
Revenue per Passenger Trip	\$ 0.80	\$0.80	\$0.79
Passenger trips per Revenue Hour	16	14	13
Passenger trips per Revenue Mile	0.92	0.86	0.83

*** Fixed Route Bus Only- does not include UWF, Beach, and Jury trolley services**

Passenger Trips per Revenue Hour = Passenger Trips ÷ Revenue Hour
 Passenger Trips per Revenue Mile = Passenger Trips ÷ Revenue Mile
 Revenue per Passenger Trip = Farebox Revenue ÷ Passenger Trips

SERVICE

On-Time Performance

On Time Performance – Uses GPS Technology once the data is compiled
 GPS Technology – installed

On Time Performance	FY2015	FY2016	YTD FY2017
Percentage	89.96%	89.40%	89%

**FY2015 and FY2016 data from Annual Reports.*

Comment Results

Comment Results – Reviewing comment cards and compare “positive” vs. “negative” comments. This year will be a base.

Other Comments	FY 2015	FY 2016	YTD FY2017
Miscellaneous -Various kinds such as general comments or request for printed materials, or other feedback that is not a complaint or compliment.	66	20	60
Compliments -A polite expression of praise for ECAT employee doing their job or other positive ECAT activity.	32	27	34
Total	98	47	94

ECAT Compliment Details for August 2017 – September 2017 can be found in supplemental back up material.

Combined Complaint Totals

Current YTD 2017: October 2016 – September 2017

<u>ECAT and ADA Paratransit (ECCT) Complaints</u>	FY 2015	FY 2016	YTD FY2017
Escambia County Area Transit - ECAT			
Discourtesy –Lack or breach of courtesy; incivility; rudeness	116	122	132
Careless Driving –Driving without due caution. Accidental or unintended, yet poses a danger to drivers and pedestrians	54	47	58
Pass-Up –Not stopping for any potential passenger waiting at a designated stop	67	93	141
Carry-By –Taking a passenger beyond their desired stop after they have signaled to get off of the bus	9	8	11
Early –Bus arrives at a stop before schedule	17	28	32
Late –Bus arrives after its scheduled time at a certain stop	36	19	40
Service –Frequency of buses that must run from the beginning to the end of a line to adequately service riders	57	38	60
Scheduling/Routing –Time of departures/arrivals. Place where buses stop to discharge/pick up passengers	17	29	37
Heating/Cooling –Bus air or heat is not working properly	1	1	2
Facilities and Equipment –Any part of the bus or facility necessary for safe and effective transport of passengers.	3	10	5
Accident –Collision of a bus and any object, regardless of damage, passenger injury, or possible injury	16	7	9
ADA Complaint - complaints alleging discrimination based on disability regarding ECAT services, programs, and facilities pursuant to Code of Federal Regulations (CFR): 40 CFR 27.7; 28 CFR 35.130, 35.140, 35.149.	0	7	0
Escambia County Community Transportation – ECCT ADA Paratransit			
ADA Transportation Service - ECCT ADA paratransit services complaints	N/A	6	25
ECAT & ECCT Combined Totals	393	415	552

*Details on YTD FY 2017 on hand. Previous years detail available upon request.

ECAT and ECCT Combined Complaint Validity Rate			
	Total Complaints	Valid Complaints *	Validity Rate
FY 2016	415	188	45%
FY17 YTD Total	552	221	40%

Monthly Complaint Validity Totals can be found in supplemental back up material.

* Note - Complaints are received via email, ECAT website, phone calls, walk-ins, and the ECAT Customer Comment Line. Customer complaints are determined to be valid after an investigation process. Investigations may include, but not limited to: a review of the automatic vehicle locator system, radio logs, on-board videos, passenger statements, or verbal communication with the bus operator.

FINANCE

Current YTD 2017: October 2016 – September 2017

Passenger Trips per Revenue Hour

Passenger Trips per Revenue Hour = Passenger Trips ÷ Revenue Hour

Reporting Period	Passenger Trips per Revenue Hour
FY2015	16
FY2016	14
YTD FY2017*	13

* Passenger Trips per Revenue Hour route specific totals are in the supplemental backup material.

Revenue per Passenger Trip

Revenue per Passenger Trip = Farebox Revenue ÷ Passenger Trips

Reporting Period	Revenue per Passenger Trip
FY2015	\$0.80
FY2016	\$0.80
YTD FY2017*	\$0.79

* Revenue per Passenger Trip route specific totals are in the supplemental backup material.

Fare Box Revenue

Reporting Period	Farebox Revenue
FY2015	\$ 1,050,276.24
FY2016	\$ 985,528.88
YTD FY2017*	\$ 978,259.66

*Fare Box Revenue route specific totals are in the supplemental backup material.

Passenger Trips per Revenue Mile

Passenger Trips per Revenue Mile = Passenger Trips ÷ Revenue Mile

Reporting Period	Passenger Trips per Revenue Mile
FY2015	0.92
FY2016	0.86
YTD FY2017*	0.83

* Passenger Trips per Revenue Mile route specific totals are in the supplemental backup material.