

TRI-COUNTY ELDERLY & DISABLED TRANSPORTATION MONTHLY PERFORMANCE REPORTS

PURPOSE: To provide an informative summary of the various programs' financial and operating performance on a monthly basis. By following the indicators in the report program managers and the STFAC can identify under or outperforming programs, watch for trends, and help ensure that tax dollars are being allocated most efficiently.

REPORT CONTENTS: The report provides monthly information on the various programs and services in the region that provide transportation services to elderly and disabled persons. These services include the TriMet, rural transportation districts outside of the TriMet service area, and the various services provided under the Ride Connection umbrella.

The report is divided into several sections:

- 1) A written summary from each provider providing relevant additional information about the month's results.
- 2) Data pages for TriMet & Ride Connection programs and for the Rural Transportation districts.
- 3) RideWise Performance Report with detailed information on monthly RideWise travel training and outreach activities and estimated cost savings.

DATA PAGES: The detailed pages show statistics for current month and same month prior year plus the 12-month averages for the current year and the prior year. Generally, it is most appropriate to compare the current month's statistics with those of the same month of the prior year. By comparing the same month, differences caused by seasonal variations are removed. The twelve-month columns provide average figures that smooth out the fluctuations that occur from month to month.

Thus, when looking at performance and trends, it is generally best to focus on the 12-month average figures. The 12-month columns are rolling twelve-month averages, with the oldest month dropped and a new one added each month. The twelve-month column in the June report represents the fiscal year averages and the twelve-month column in the December report represents calendar year averages.

TriMet-Ride Connection E&D Transportation Report Data Pages: Page 1 lists indicators for TriMet bus, rail and LIFT services, as well as the total of all the Ride Connection programs detailed on pages 2-9. Ride Connection programs are listed alphabetically. The following indicators are provided for each Ride Connection program:

- **Monthly Rides** – Total rides provided during the month. Because weekday ridership tends to be higher than weekend ridership for most programs, one must remember that differences in the number of weekdays, Saturdays, and Sundays will affect monthly ridership totals. For example, September 2008 had 21 weekdays,

while September 2007 had only 19 weekdays. If a program only provided weekday service then even if average weekday ridership was exactly the same in September 2008 and 2007, September 2008 monthly ridership would be higher because of the two extra weekdays. Focusing on the changes in the 12-month averages gets around this problem.

- **Monthly Cost** – Total monthly operating cost for the program. Again, it is better to focus on the 12-month average costs, since large one-time costs can skew the cost figure in any given month.
- **Monthly Vehicle Miles** - Total miles driven to provide the program's rides during the month. The miles may include mileage accumulated on volunteers' personal vehicles as they provide rides as well as on program-owned or leased vehicles.
- **New Riders This Month** - Most Ride Connection programs keep track of the specific person whom they are giving the ride to. Starting anew at the beginning of the fiscal year (each July), each program tallies how many separate individuals it provided rides for. Then each month thereafter in the fiscal year, it notes any new individuals taking rides. Thus most programs will show a relatively large number of "new " riders in July and a smaller number of new riders each month thereafter.
- **Cost per Ride** - Total monthly cost divided by total monthly rides. This is how much it costs on average to provide each ride taken on the service. If costs increase faster than rides, then this indicator increases; if costs increase at a slower rate the rides then this indicator decreases. This is probably the best indicator of how efficiently a program is able to deliver rides.
- **Cost per Mile** - Total monthly cost divided by total monthly vehicle miles. This is a measure of how much it costs to produce each unit of output.
- **Miles per Ride** – Total monthly vehicle miles divided by total monthly rides. Miles per ride will tend to longer if patrons are making longer trips or if most rides are given on an individual basis. If patrons are grouped, then average miles per ride will tend to be shorter. For example, five persons riding together on a ten mile trip would produce an average miles per ride of 2.0 miles per ride while one person going on a three mile trip would produce an average miles per ride of 3.0.

Rural Transportation District Report Data Pages: The Rural Transportation District report contains data from the smaller rural transportation districts (Canby, Sandy, Molalla, and Wilsonville). Most of these districts operate both fixed route and paratransit service. Data for the two types of services is displayed separately, as the two types of services have different operating characteristics.

- **Monthly Rides, Monthly Cost, Monthly Vehicle Miles, Cost per Ride, Cost per Mile** - see above section
- **On Time Performance** – The percent of monthly trips that are on-time, as defined by the reporting agency

- **Miles per Roadcall** - Measures the number of miles between each chargeable roadcalls. A roadcall occurs when service is interrupted by a problem that could have been prevented by maintenance. Chargeable roadcalls generally involve a mechanical breakdown or low/out of fuel, lubricant, or coolant and require assistance from a maintenance person. Factors that affect this statistic include the effectiveness of maintenance programs, as well as the age and overall reliability of the vehicle fleet. Miles per roadcall is also a service quality indicator, since for a customer, a roadcall represents a service interruption.

RIDEWISE PERFORMANCE REPORT

The RideWise Performance pages include a monthly report of costs and activities and a year to date report of costs and activities. The purpose of the RideWise program is to teach individuals who are LIFT eligible how to use bus and MAX service.

The RideWise program elements are: one-on-one travel training, group travel training, Rider's Clubs and the support of school based travel training.

Each month the cost of the program, the number of individuals trained, the estimated annual LIFT trips that would have been made and the annual LIFT cost avoided are reported. Estimated LIFT trips are based on exit interviews with the trainees for the one-on-one program and the probability of occurrence in the population for the group trips. The year to date report includes costs and savings to date. It is most closely related to the 12-month rolling average column in the rest of the report.