

Establishing Credibility Through Performance Measures

Walter Cherwony, P.E.

Vice President

Gannett Fleming, Inc.

Philadelphia, Pennsylvania



**2012 MULTIMODAL OPERATIONS
PLANNING WORKSHOP**



Background

- Cost increasing faster than revenue
- Fare increases can have diminishing returns
- Reduced funding because of economy
- Future subsidy levels are uncertain



Proposed Approach

- No set of standards for planning indices
- Staff and Board need guidance
- Base results on similar systems
- Peer analysis (Past performance)
 - Recent year
 - Five year trend
- Develop future targets

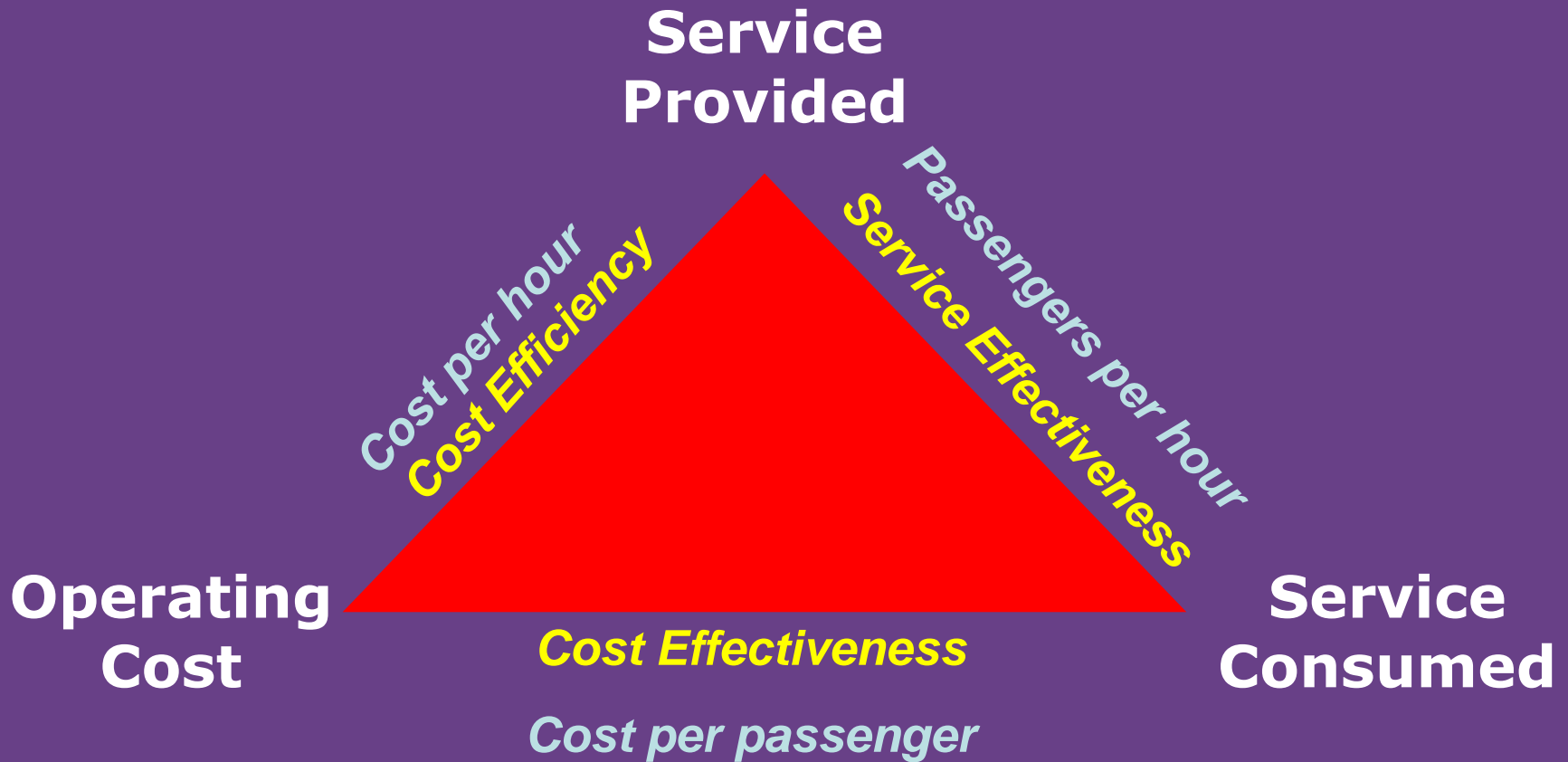


Peer Analysis

- Rely on National Transit Database (NTD)
- www.ftis.org through 2010
- Recent year
 - System vs. Peer Average
 - Percent difference and rank
- Last five year trend
 - Average annual percent change
 - Consumer Price Index (CPI)



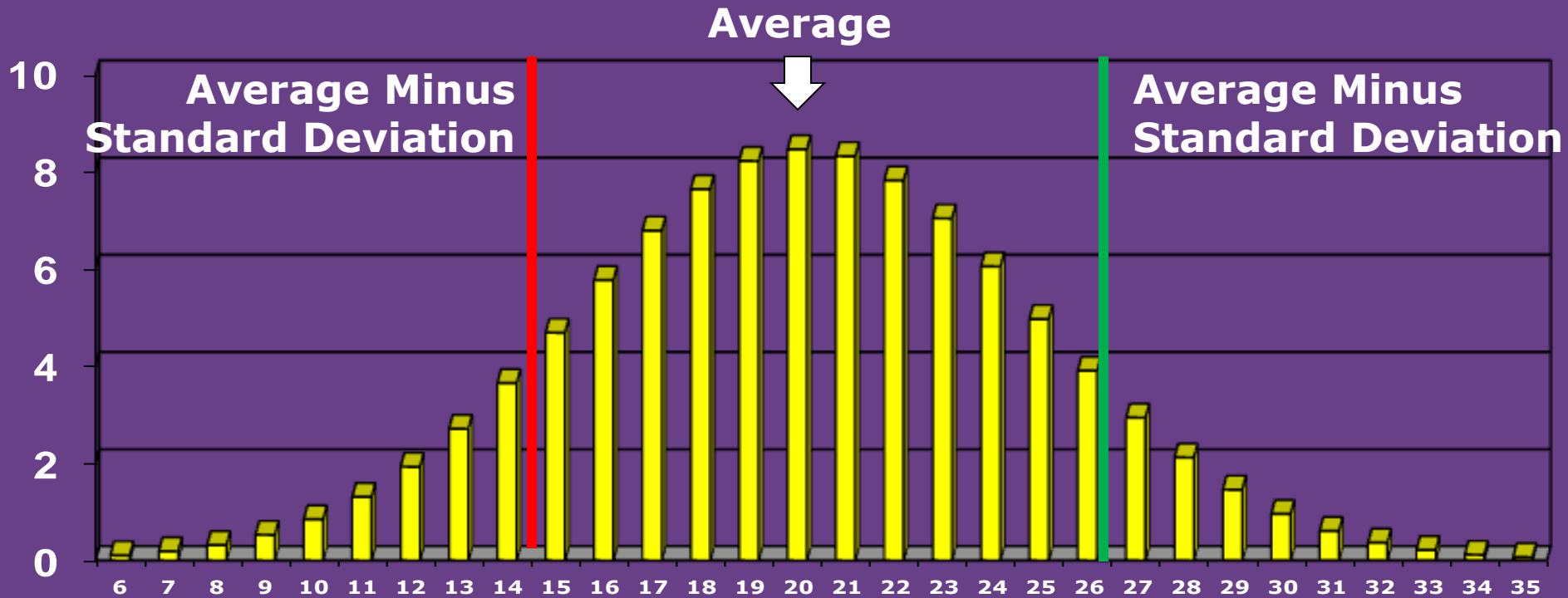
Performance Triangle



Setting Standard (Minimum)

Example: Trips Per Hour

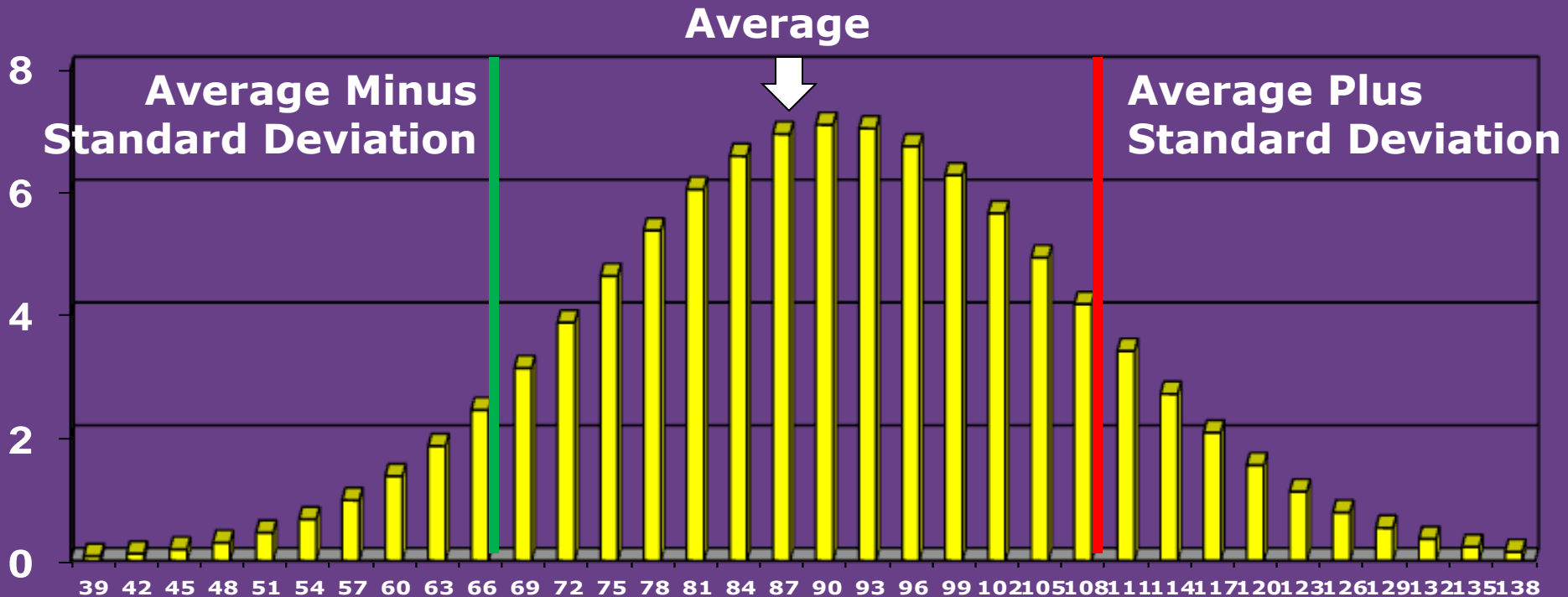
Percent



Setting Standard (Maximum)

Example: Cost Per Hour

Percent



Peer Selection Criteria

- Key operating statistics
 - Revenue/vehicle hours and miles
 - Peak vehicles
- Modal/Network configuration
- Service area characteristics
 - Service area population and density
 - Major generators and terrain
- No unusual circumstances (e.g., strike)



Sample Peer Selection

Variable	BARTA	Wichita Transit	Percent Difference
Vehicle Hours	123,000	103,800	-15.7%
Vehicle Miles	1,471,400	1,594,000	8.3%
Peak Vehicles	42	38	-9.5%
Population	373,600	386,000	3.3%
Average (Absolute)			9.2%



BARTA and Peer Group Statistics

Variable	BARTA	Peer Average	Percent Difference
Revenue Hours	123,000	113,600	8.3%
Revenue Miles	1,471,400	1,524,100	-3.5%
Peak Vehicles	42	39	7.7%
Population	373,600	324,300	15.2%

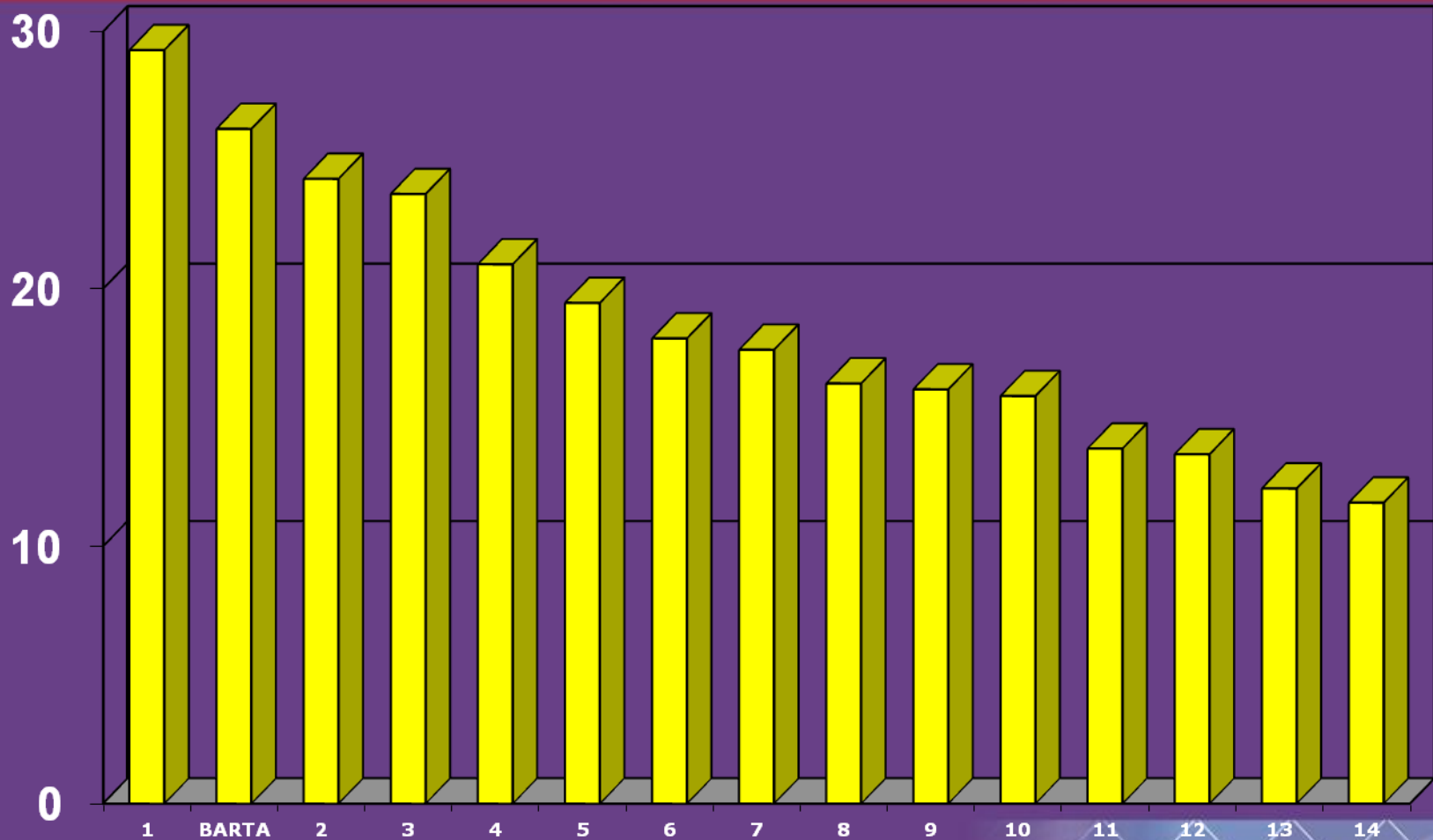


BARTA Peers

Brockton Area Transit Authority	Brockton, MA
Broome County Department of Public Transportation	Binghamton, NY
Escambia County Area Transit	Pensacola, FL
Fort Wayne Public Transportation Corporation	Fort Wayne, IN
Gold Coast Transit	Oxnard, CA
Greater Peoria Mass Transit District	Peoria, IL
Lowell Regional Transit Authority	Lowell, MA
Merrimack Valley Regional Transit Authority	Haverhill, MA
Modesto Area Express	Modesto, CA
Red Rose Transit Authority	Lancaster, PA
Sonoma County Transit	Santa Rosa, CA
Wichita Transit	Wichita, KS
Worcester Regional Transit Authority	Worcester, MA
York County Transportation Authority	York, PA

BARTA 2009 Results

Farebox Recovery (Percent)



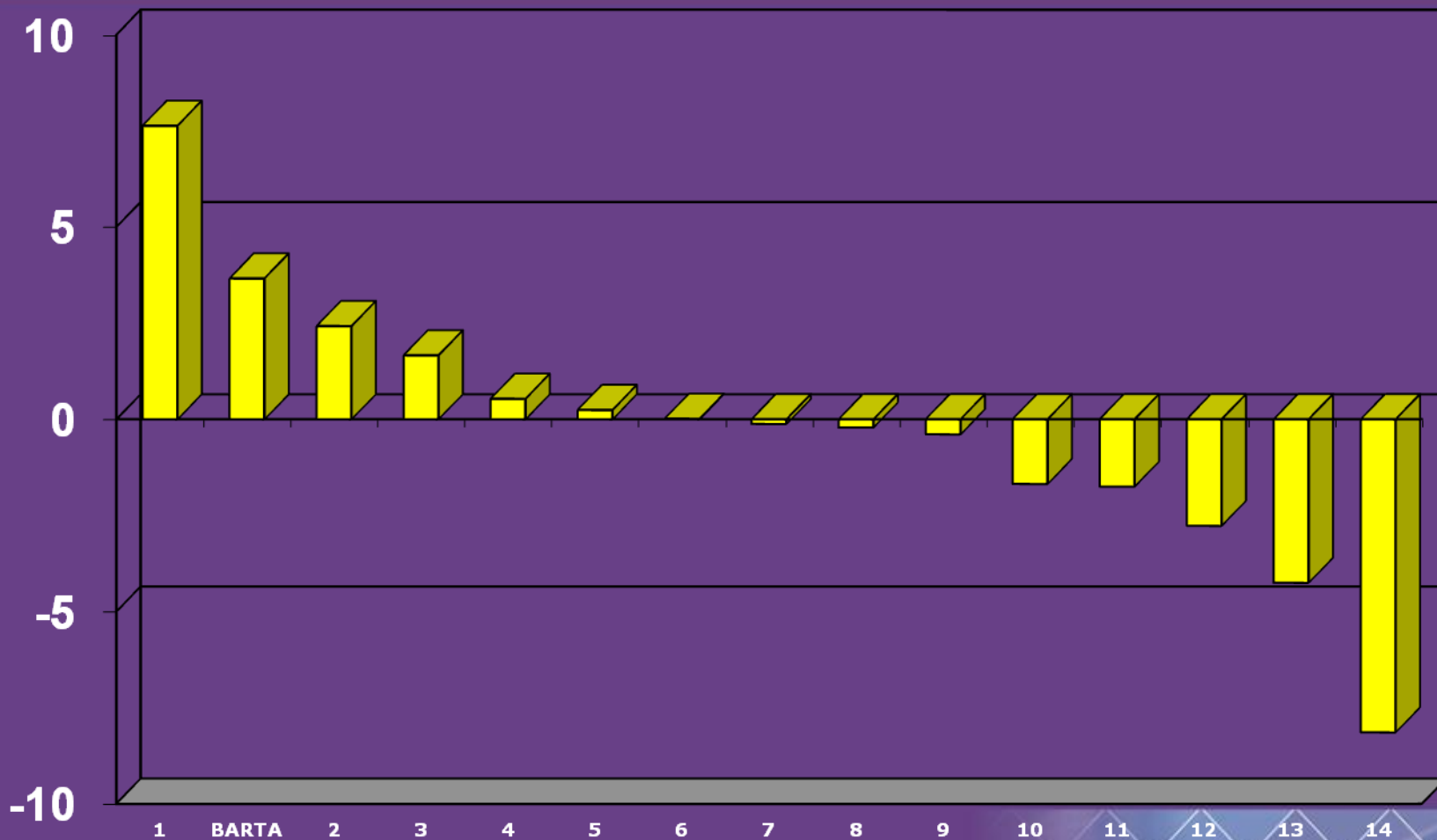
BARTA 2009 Peer Results

Measure	Rank	BARTA	Peer Average	Pct. Diff.
Cost/Rev Hour	4	\$75.66	\$88.66	-14.6
Passengers/Rev Hour	5	23.71	20.37	16.4
Cost/Passenger	2	\$3.19	\$4.58	-30.2
Farebox Recovery (%)	2	26.2%	19.3%	36.0



BARTA 2004-2009

Percent Change: Trips/Revenue Hour



BARTA 2004-2009 Percent Change

Measure	Rank	BARTA	Peer Average
Cost/Revenue Hour	13	6.86	4.31
Trips/Revenue Hour	2	3.66	0.16
Cost/Passenger	4	3.09	4.22
Farebox Recovery	4	-0.69	-0.68



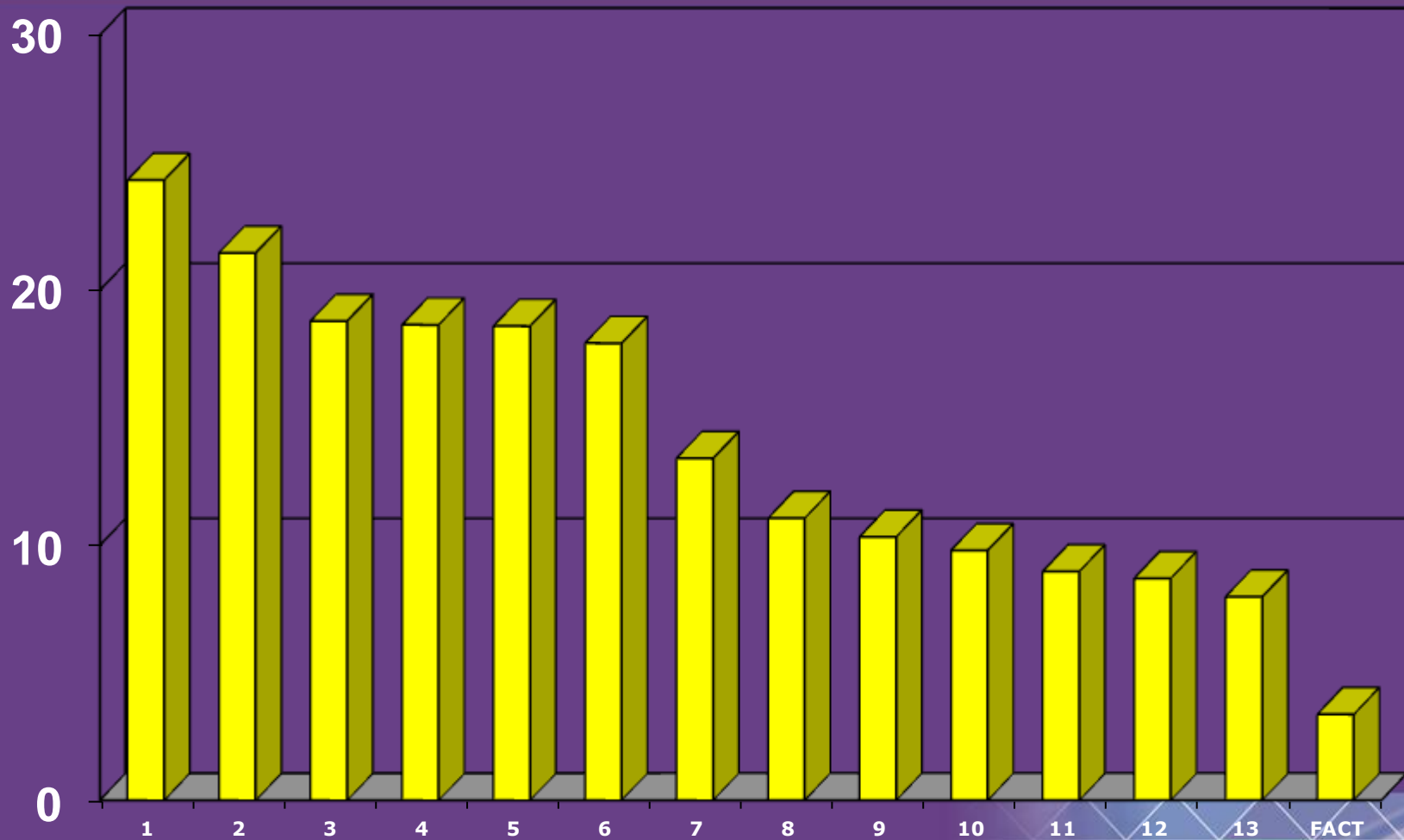
Peer and Trend Outcomes

Trend	Peer Analysis	
	Better	Worse
Improving	Better/Improving Action: Do Nothing	Worse/Improving Action: Review
Declining	Better/Declining Action: Review	Worse/Declining Action: Focus Area



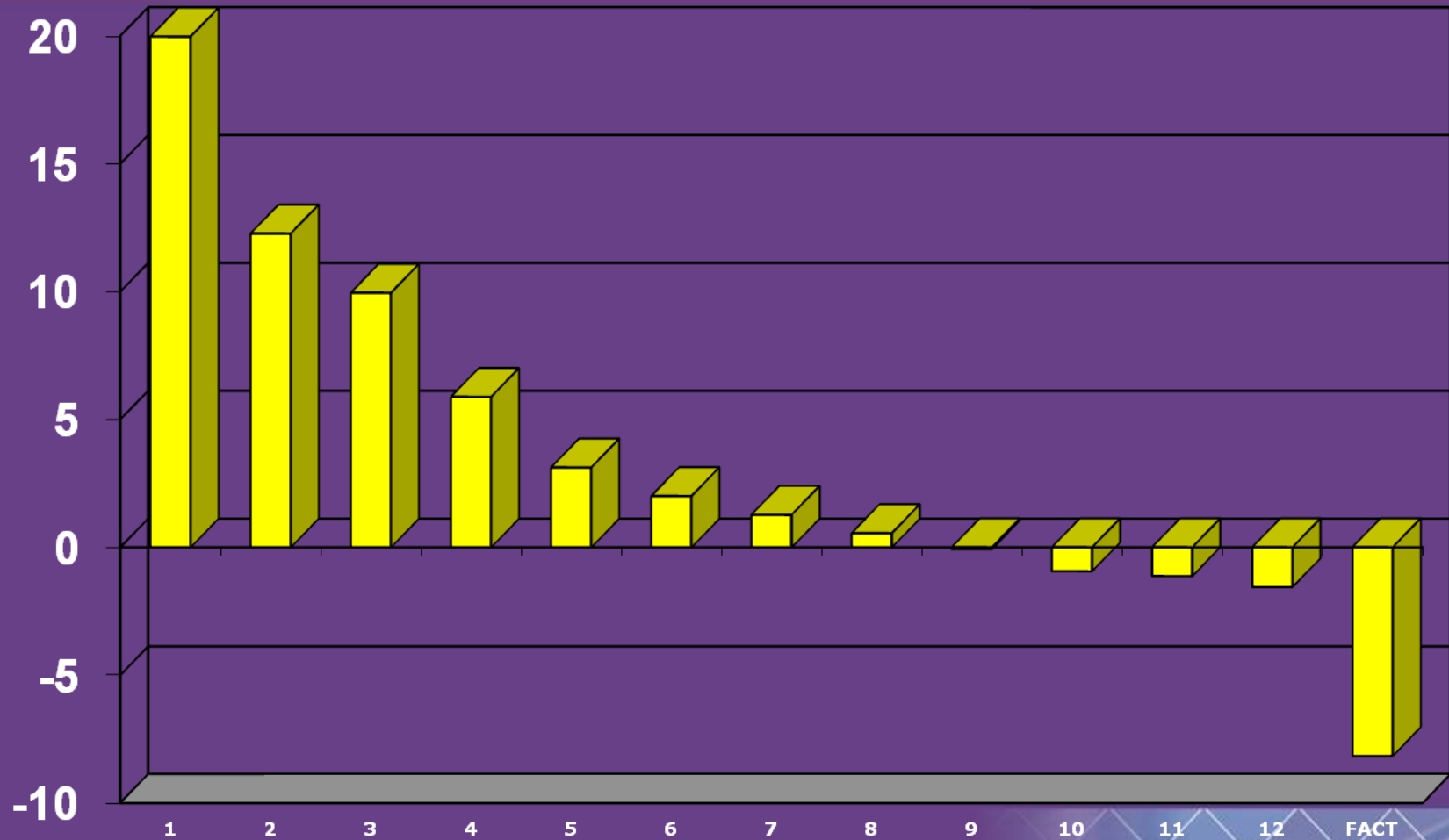
FACT 2008

Trips/Revenue Hour



FACT 2003-2008

Percent Change: Trips/Revenue Hour



FACT 2003 and 2008 Results

Trips/Revenue Hour

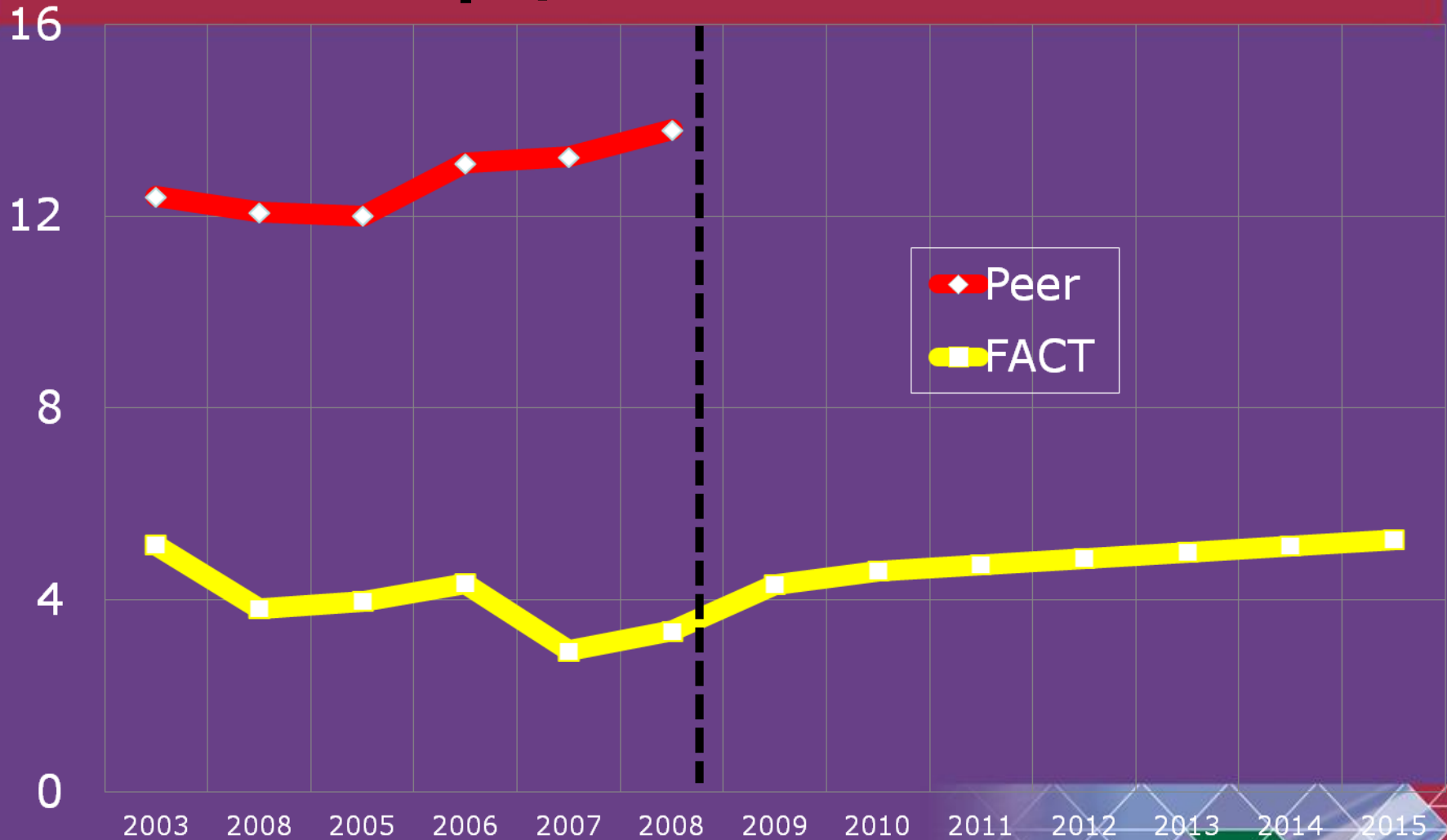


Future Targets

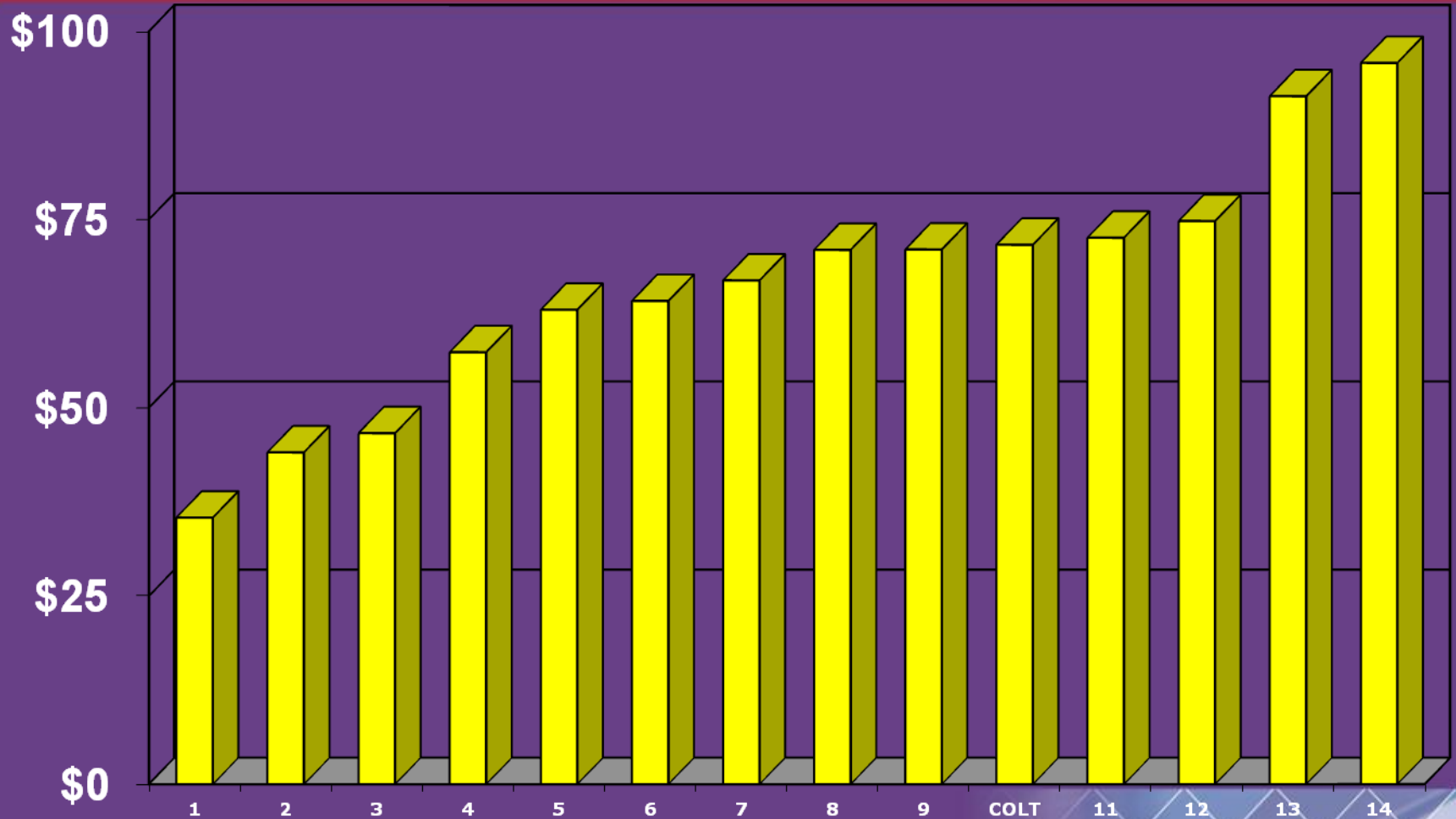
- Gauge performance
 - Recent year
 - Trend (five years)
- Establish targets
 - Next five years
 - Quantitative basis (agency and peers)
 - Desirable endpoint
 - Achievable results



FACT Setting Targets Trips/Revenue Hour

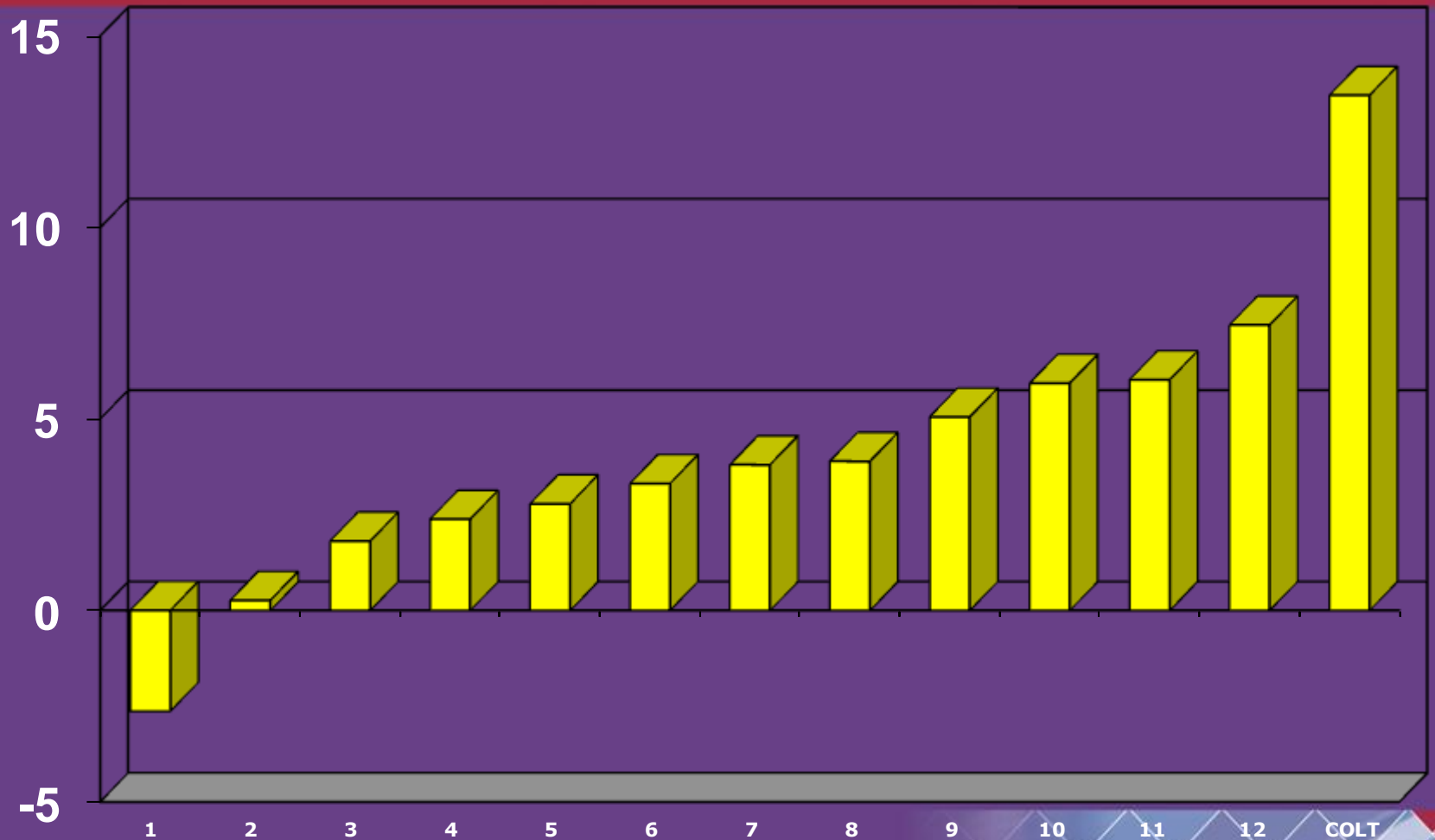


COLT 2008 Cost/Revenue Hour



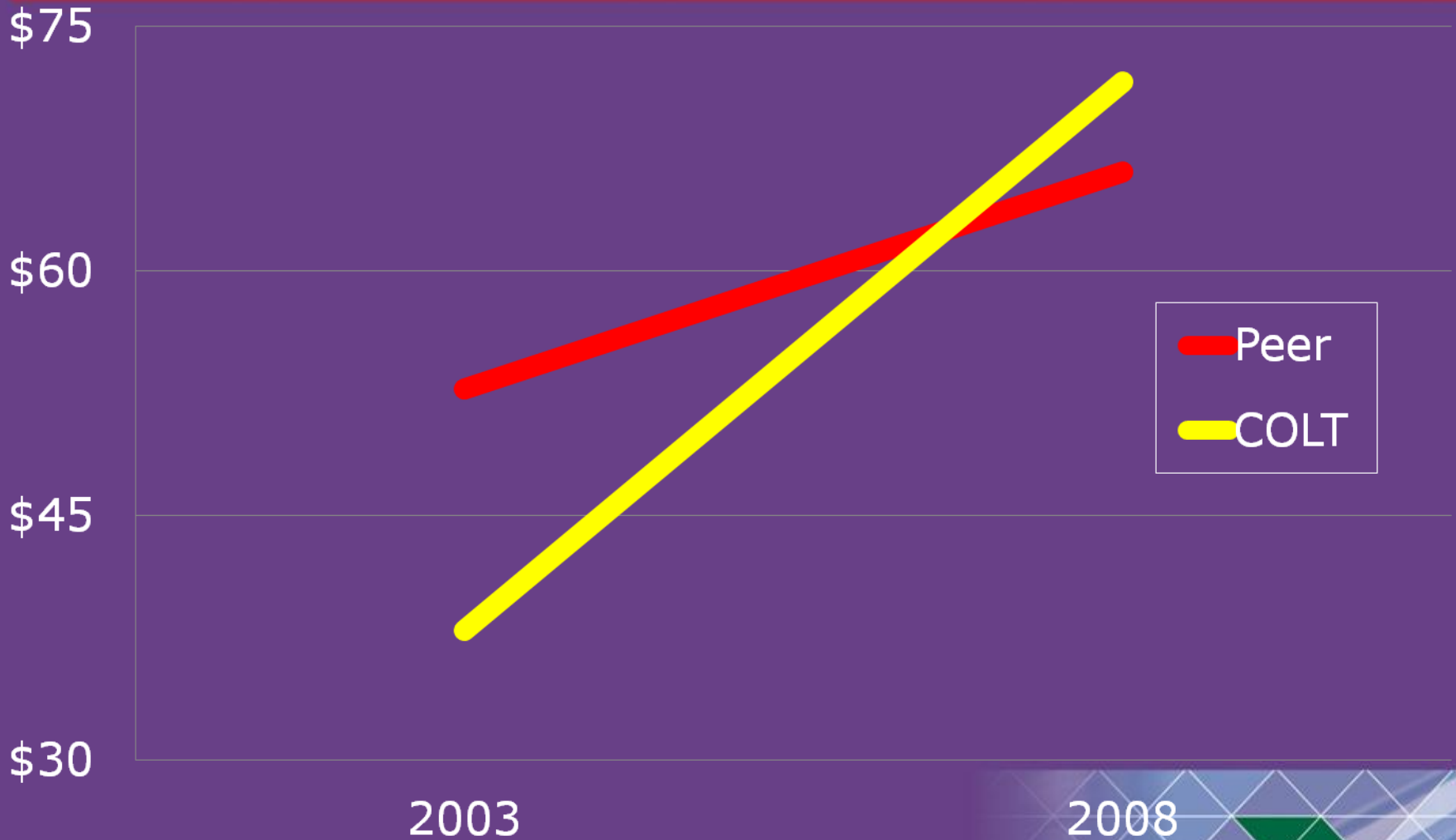
COLT 2003-2008

Percent Change: Cost/Revenue Hour



COLT 2003 and 2008 Results

Cost/Revenue Hour



COLT Setting Targets Cost/Revenue Hour

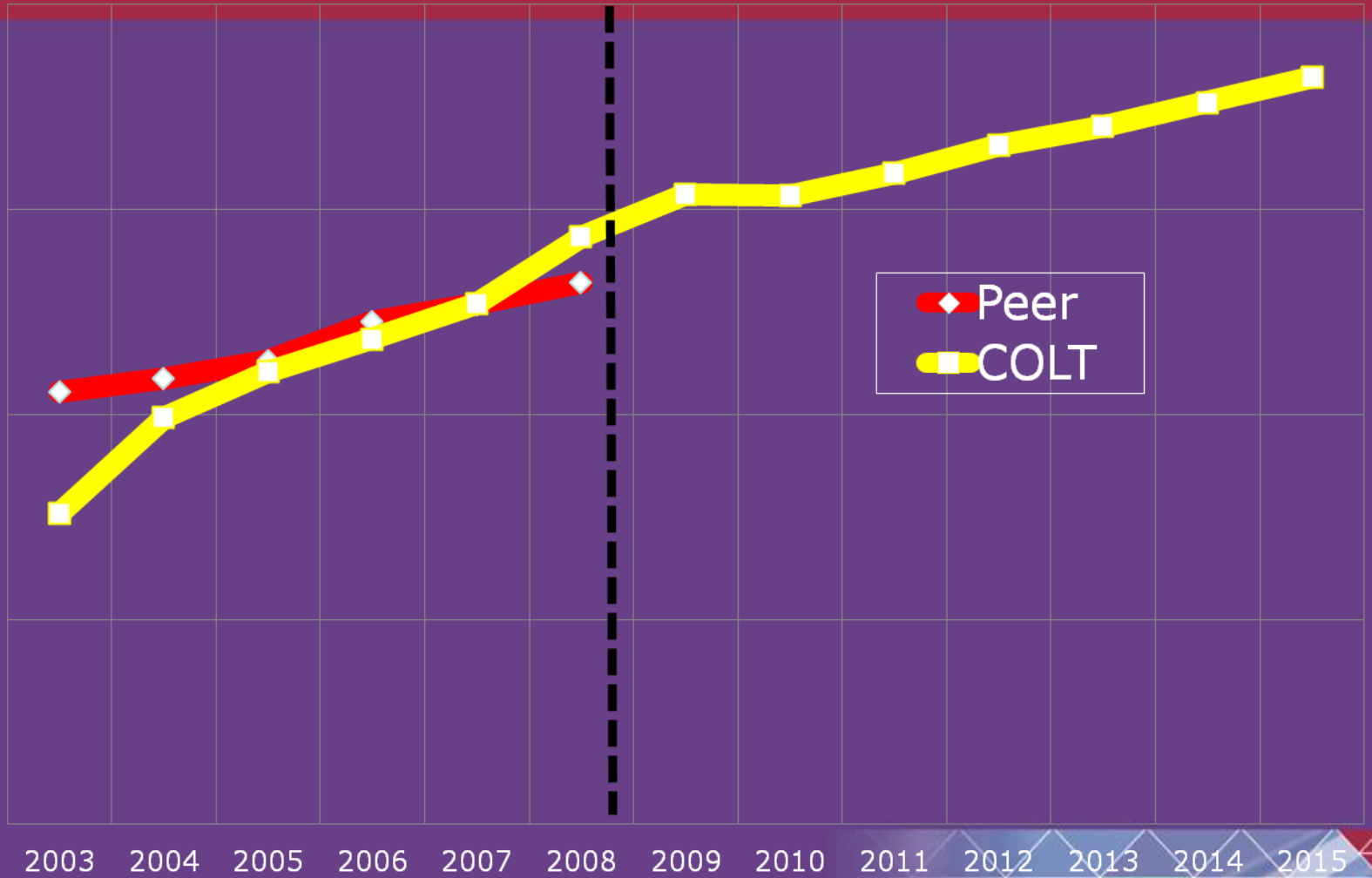
\$100

\$75

\$50

\$25

\$0



◆ Peer
■ COLT

2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015

Conclusions

- Need accepted planning numerical measures and standards
- Rely on results at similar systems to establish acceptable values
- Evaluation should be based on five year trends
- Avoid one year look back and one year forward
- Establish targets for a five year horizon

