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 Board Meeting Date: _____ N/A
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BOARD MEMORANDUM

TO: Citizens Advisory Committee
 Santa Clara Valley Transportation Authority
 Board of Directors

THROUGH: Michael T. Burns *Michael T. Burns*
 General Manager

FROM: Carolyn M. Gonot *Carolyn M. Gonot*
 Chief Development Officer

SUBJECT: Comprehensive Operations Analysis: Service Performance Analysis Element

FOR INFORMATION

The Comprehensive Operations Analysis (COA) has the potential to increase VTA's operations efficiency, improve overall system ridership, and improve VTA's farebox recovery. In order to achieve these goals, a comprehensive assessment of VTA's existing services is needed. One of the first tasks of the COA is a Service Performance Analysis of existing fixed-route services.

The COA consultant has prepared an evaluation of existing operations efficiency, ridership, passenger activity, on-time performance, and farebox revenue. The analysis was based on a review of VTA's existing policies and studies, such as the Service Management Plan and the Short Range Transit Plan, as well as current ridership and operating statistics. Major areas of the Service Performance Analysis will include:

- Effectiveness and Efficiency Indicators – Service and Ridership metrics that include, but are not limited to, passengers per revenue hour, passengers per revenue mile, passengers per one-way trip, seat utilization, operating ratio, average passenger trip length, and operating subsidy.
- Service Performance Profile – A complete route-by-route profile, incorporating operating data, and service performance data.

- **Bus Network Profile – Performance profile of the entire network and individual route segments, including system-wide and network trips per hour by segment, day type or time of day.**

Analysis prepared by the consultant will provide an objective evaluation of the system performance and will serve as a benchmark for service restructuring. Key findings of the Service Performance Analysis will be presented at the meeting. A draft report will be available for review in October.

Prepared by: Ying Smith, Senior Transportation Planner