

Metropolitan Transportation Commission Programming and Allocations Committee

October 4, 2006

Item Number 3b

Report on TDA Triennial Performance Audits

Subject: Presentation by Mundle & Associates, Inc. on the results of the TDA triennial performance audits of Golden Gate Transit, SamTrans, City of Vallejo, WestCat, Tri-Delta Transit, Napa County Transportation Planning Agency (NCTPA), City of Vacaville, and City of Dixon.

Background: The Transportation Development Act (TDA) requires that MTC administer triennial performance audits of transit operators in the region. Because of the number of operators subject to the performance audit requirement, they are divided into three groups, with one group audited each year on a three year cycle (the operators listed above are in the third year group). The audits are conducted under contract by an independent auditing firm, adhering to TDA requirements and an audit approach subscribed to by MTC. Mundle & Associates, Inc. is under a contract with MTC for performing the audits over the current three year cycle.

In addition to complying with TDA requirements, the audits follow a “goals and objectives” approach, in which an operator’s performance is evaluated against its own adopted standards. MTC’s Short Range Transit Plan guidelines require that each operator maintain and publish goals and objectives, and related performance measures and standards, pertaining to key aspects of service delivery.

In accordance with TDA requirements, the performance audit recommendations serve as the basis for the operator’s development of projects that are included in MTC’s Productivity Improvement Program (PIP).

Summary of Audit Recommendations

Golden Gate Transit

1. Establish a set of quantifiable performance standards for GGBHTD’s goals and objectives.
2. Complete efforts to develop a comprehensive performance monitoring system.
3. Investigate decrease in bus on-time performance and develop an improvement plan.
4. Investigate the increase in complaints in bus and ferry divisions and develop a plan to reduce them.
5. Investigate increase in bus operator absences and develop a plan to reduce them.
6. Establish procedures to track bus mechanic absences on a regular basis.

SamTrans

1. Complete efforts to establish a comprehensive and consistent set of District goals, objectives, performance measures and standards.
2. Link the performance monitoring program to the District’s goals, objectives, performance measures and standards.

City of Vallejo

1. Ensure that pooled administrative costs and employee time are allocated to transit functions accurately.
2. Annually evaluate Transportation Enterprise Fund’s financial needs and service levels to ensure consistency with available resources.
3. Continue efforts to increase the staff resources assigned to the City’s transit program.
4. Update the current SRTP in accordance with MTC guidelines and revised current goals, objectives, performance measures and standards.

5. Expand routine performance monitoring to include assessment of performance against standards.
6. Include service standards in the next paratransit and ferry operating contracts.
7. Continue to take steps to control passenger cancellations on the paratransit service.

WestCat

1. Expand routine performance monitoring to include the assessment of performance against standards.

Tri Delta Transit

1. Continue the process for redefining performance standards to meet goals and objectives.
2. Continue efforts to compare performance with adopted standards on an annual basis.
3. Continue efforts to improve on-time performance in the paratransit system.

NCTPA

1. Address NCTPA's continuing failure to meet its standard for spending two percent of the budget on promotional activities
2. Monitor performance for service denials and other measures of service quality for ADA trips.
3. Continue evaluating NCTPA's goals and objectives, and develop procedures for regular performance monitoring to support their achievement.

City of Vacaville

1. Continue to expand routine performance monitoring and the assessment of performance against standards.
2. Utilize existing road call data to monitor performance.
3. Continue efforts to improve pick-up schedule adherence on Special Services.
4. Take steps to complete preventive maintenance inspections in a more timely manner.

City of Dixon

1. Continue to monitor and take steps to control operating cost increases.
2. Evaluate and revise standards as warranted to reflect actual trends in performance.
3. Implement a system of regular performance monitoring to better track performance trends.

The auditors will present their findings for the recently completed audits, focusing on each operator's six year trends for certain performance indicators, including cost per hour, cost per passenger and passengers per hour. The presentation is attached.

Issues: Operating cost growth for most of the Bay Area transit agencies in this audit cycle exceeds both the consumer price index as well peer California agencies. This rapid cost growth will continue to put pressure on fare policies and service delivery unless it is addressed more effectively by the affected Bay Area transit operators.

Attachments: Presentation Handout