

# FY 18/19 FIRST QUARTER OPERATIONAL SUMMARY REPORT

January 16, 2019



# Year-Over-Year System Performance Overview

- Fixed Route: Down 9.9% (26,270 rides)
- Community Shuttles: Down 7.6% (1,519 rides)
- ADA Paratransit: Down 3.6% (224 rides)
- All services: Down 9.6% (28,085 rides)
- Regional efforts taking place to better understand ridership trends.



# Annual Trends FY16/17 vs FY 17/18

- Total Fixed Route Ridership: Down 1.4%
- Local Fixed Route Ridership: Down 5.2%
- Regional Service: Up 1.5%

## Regional Trends

- Santa Rosa CityBus: Down 4%
- Petaluma Transit: Down 9.3%
- Soltrans Local: Down 6.3%
- Soltrans Express: No Change
- Soltrans All Services: Down 3.3%



# Total Rides Routes 1 - 8

	<b>FY 17/18</b>	<b>FY 18/19</b>	<b>% Difference</b>	<b>Total Rides</b>
<b>Route 1</b>	5,971	4,041	-32.3%	-1,930
<b>Route 2</b>	14,606	13,354	-8.6%	-1,252
<b>Route 3</b>	15,933	14,911	-6.4%	-1,022
<b>Route 4</b>	12,910	11,204	-13.2%	-1,706
<b>Route 5</b>	15,034	13,355	-11.2%	-1,679
<b>Route 6</b>	11,080	10,122	-8.6%	-958
<b>Route 7</b>	5,671	4,455	-21.4%	-1,216
<b>Route 8</b>	26,135	23,498	-10.1%	-2,637
<b>Total</b>	<b>107,339</b>	<b>94,940</b>	<b>-11.6%</b>	<b>-12,399</b>



# Total Rides Routes 10, 11, 21, and 29

	FY 17/18	FY 18/19	% Difference	Total Rides
<b>Route 10</b>	63,391	57,066	-10.0%	-6,325
<b>Route 11</b>	68,774	63,648	-7.5%	-5,126
<b>Route 21</b>	5,509	5,323	-3.4%	-186
<b>Route 29</b>	19,049	16,815	-11.7%	-2,234
<b>Total</b>	<b>156,723</b>	<b>142,852</b>	<b>-8.9%</b>	<b>-13,871</b>



# Total Rides Community Shuttles & VineGo

	FY 17/18	FY 18/19	% Difference	Total Rides
Calistoga Shuttle	6,446	7,049	9.4%	603
St. Helena Shuttle	3,184	3,615	13.5%	431
Yountville Trolley	6,265	3,611	-42.4%	-2,654
American Canyon Transit	5,152	5,181	0.6%	29
<b>Total</b>	<b>21,047</b>	<b>19,456</b>	<b>-7.6%</b>	<b>-1,591</b>

	FY 17/18	FY 18/19	% Difference	Total Rides
VineGo	6,226	6,002	-3.6%	-224



# Ride the Vine Summary

Summary Report First Quarter FY 18/19	Calistoga	St. Helena	Yountville	American Canyon
Requested Trips	4,724	1,874	2,684	2,291
Requested Trips Completed	3,861	1,637	2,399	2,051
Requested Trips Canceled	863	237	285	240
Pickups Performed	3,696	1,539	1,783	1,845
Drop-Offs Performed	3,861	1,637	2,399	2,051
# of Flagdowns	166	98	617	206

# of Passengers for Requested Trips	6,627	2,120	3,495	2,877
# of Passengers for Completed Trips	5,263	1,811	3,055	2,545
# of Wheelchairs for Completed Trips	14	57	21	12
# of Bicycles for Completed Trips	0	5	3	3
# of Passengers for Canceled Trips	1,364	209	440	332

Average Response Time (Request Time to Pick Up)	0:15:31	0:13:02	0:10:38	0:24:00
Average Ride Time (Pick Up to Drop Off)	0:07:27	0:06:27	0:07:32	0:09:52

# of Accounts	7,779	3,262	4,480	3,549
# of Active Accounts	2,428	918	1,357	1,001



# On-Time Performance

	On Time	Late	Early
Route 1	84.5%	7.8%	7.7%
Route 2	79.4%	13.5%	7.1%
Route 3	76.2%	6.4%	17.4%
Route 4	81.7%	10.8%	7.5%
Route 5	78.7%	9.1%	12.2%
Route 6	72.7%	13.3%	14.0%
Route 7	78.7%	11.3%	10.0%
Route 8	74.2%	18.4%	7.4%
Route 10	56.2%	28.1%	15.7%
Route 11	67.1%	17.7%	15.2%
Route 21	50.9%	23.1%	26.0%
Route 29	52.0%	35.6%	12.4%
Average	71.0%	16.3%	12.7%





# Customer Service Metrics

Category	% of Total Tickets
Complaints (Regular Bus)	41.94%
Complaints (Community Shuttles)	3.23%
Complaints (VineGo)	0.00%
Complaints (Staff Interactions)	4.84%
Discrimination (ADA)	0.00%
Discrimination (Title VI)*	6.45%
Kudos and Compliments	1.61%
Other Comments/Issues	20.96%
Questions	6.45%
Service Improvements and Suggestions	9.68%
Shared Vehicle Program	0.00%
Trip Planning	0.00%
Vine Vision	4.84%

- Average Response Time: 19 hours
- 51.72% within the first two hours.
- 17.24% within 24 hours
- 31.03% after 24 hours



# Key Performance Indicators

- System performance will be judged against the region.
- Less focus comparing year-over-year.
- More focus on comparing services to each other.
- Ultimate goal is to ensure all services are efficient and benefitting the system as a whole.



# Vine Vision

- ⦿ Two phase deployment of service.
- ⦿ Board will review and approve service at March meeting.
- ⦿ Regional service will be deployed in Phase 1 (April 2019)
- ⦿ Local service will be deployed in Phase 2 (July 2019)

