



8/05/2015

To: Fox Cities Transit Commission

From: Daniel K Sandmeier,
Assistant General Manager

Subject: On Time Performance

On time performance is a key performance indicator for efficient and effective transit operations. Valley Transit has defined a coach running on time as being no more than 1 minute ahead of the published schedule, and no more than 5 minutes behind the published schedule.

In June 2015, Valley Transit's on time performance was 80%. Of the 20% of the trips that were not considered on time, 10% were reported early, and 10% reported late. The average early departure was three minutes early, the average late departure was 8 minutes late.

As with ridership data, on time performance reporting depends on a complex network of interdependent systems. Our next steps in improving our on time performance will include a methodical review to validate the points at which each route is measured against the expected time of arrival. The operations team has already begun this work, starting by checking the many places that we advertise times to customers against our internally distributed information. As part of the upcoming Trapeze Intelligent Transit System training, we will be learning to update this information in our computer systems, and build the processes to make sure it stays current. After the times points have been validated, we need to make sure that all published materials are not only in agreement, but also match those numbers. There is also work to be done to ensure that buses arriving early are not being counted if they wait and depart on time. For example, if a bus were to depart its last time point at the correct time, and arrive at the Transit Center early, but then wait there the appropriate amount of time before leaving, this should be considered an on time check. We are currently seeing early arrivals with on time departures counting against our on time performance.

As a part of the Valley Transit Strategic Plan, on time performance is a key performance indicator that will be reported on quarterly to the Transit Commission. The first quarterly report will include July, August and September, and will be reported at the October Transit Commission meeting.