

AGENDA

Operations & Finance Committee

Tuesday, February 7, 2012
 10:00 a.m. - 11:30 a.m.
 Board Room, 4600 Emperor Blvd., Suite 100
 Durham, NC
 Web Site: www.TriangleTransit.org



Agenda Topic	Presenter(s)
I. Adoption of Agenda	Julie Robison
II. Approval of Minutes Attachment: December 6, 2011 page 2 Action Requested: Approve minutes.	Michelle Dawson
III. Regional Transit Information Center Mid-Year Performance Report Attachments: Memorandum & Mid-Year Report page 4 Action Requested: None.	Brian Fahey
IV. Mid-Year Regional Bus Performance Update Attachment: Memorandum page 7 Action Requested: None.	Jennifer Rogers
V. Mid-Year Financial Results Attachment: to be distributed Action Requested: None.	Harriet Lyons
VI. FY 2013 Budget Schedule Attachment: Memorandum page 11 Action Requested: Adopt schedule.	Harriet Lyons
VII. GoPass Program Review & Performance Attachment: Memorandum page 12 Action Requested: None.	Shelly Parker
VIII. Adjournment	Julie Robison

Triangle Transit Board Meeting Calendar

Group	Monthly Meeting	Next Meeting
Board of Trustees	4 th Wednesday, 1:30 pm	February 22, 2012
Board of Trustees Work Session	as scheduled	April 25, 2012, 11 am
Operations & Finance Committee	1 st Tuesday, 10:00 am	March 6, 2012
*Personnel Committee	as scheduled	February 13, 2012, 10 am
Planning & Legislative Committee	1 st Tuesday, 11:30 am	March 6, 2012

**Schedule change*

Triangle Transit Board of Trustees
Operations & Finance Committee Meeting Minutes
December 6, 2011
Board Room, The Plaza, 4600 Emperor Blvd., Suite 100
Durham, NC

Committee Members Present:

Alice Gordon (left 11:31 am)
Jeff Merritt

Julie Robison, Committee Chair
Chuck Watts (arr. 11:00 am)

Committee Members Absent:

Mary-Ann Baldwin (excused)

Howard Clement, III (excused)

Committee Chair Julie Robison called the meeting to order at 10:34 a.m.

I. Adoption of Agenda

Action: On motion by Merritt and second by Gordon the agenda was adopted. The motion was carried unanimously.

II. Approval of Minutes

Action: On motion by Merritt and second by Gordon the Committee approved the minutes of the November 1, 2011, regular session meeting. The motion was carried unanimously.

III. Triangle Transit February 2012 Service Changes

Erik Landfried reviewed the recommended service changes for February. He said five one-way trips will be added to the Durham to Raleigh express, by eliminating some unproductive trips or trip segments on other routes. A few minor routing and schedule adjustments also will be made to improve on-time performance of the routes. Landfried reported that the majority of the public comment received was positive, but some negative feedback from route 311 (Apex/RTC) caused staff to adjust its recommendation regarding that route.

Watts arrived.

Action: On motion by Merritt and second by Gordon the Committee voted to recommend Board approval of the proposed February 2012 service changes. The motion was carried unanimously.

At 11:05 am, the Planning & Legislative Committee met jointly for the following two items.

IV. Project Staff Increases for “New Start” Process

Greg Northcutt’s presentation is attached and hereby made a part of these minutes. He explained proposed staff increases associated with three county rail projects.

Bell arrived and Harrison noted the presence of a quorum for the Planning & Legislative Committee.

Northcutt assured the Committee that this proposed plan would not be implemented until after successful referenda.

Gordon left.

Robison stated her concern of not hiring until the money is available, yet the need to recruit in advance to get the right people.

Action: On motion by Merritt and second by Robison the Committee voted to recommend Board approval of one (1) additional staff person in FY12 (CADD/GIS Technician), with no increase to the budget. The motion was carried unanimously. (Gordon left previously, but was not excused.)

V. URS Program Management Consultant Services Contract

Greg Northcutt's presentation is attached and hereby made a part of these minutes. Northcutt explained the work completed to date by URS and the unanticipated additional level of effort required. He said with the MPOs not approving the LPAs until February the contract needs to be extended.

Reckhow asked about extending the contract when two counties have not agreed to have a referendum yet. Northcutt responded that work still needs to be done. King added that the contract can be ended with a 30-day notice.

Action: On motion by Merritt and second by Robison the Committee voted to recommend that the Board authorize an increase in the URS contract with a not to exceed value of \$10,380,469 and the use of \$1.5 million already contained in the FY12 budget. The motion was carried unanimously.

VI. Adjournment

Action: On motion by Merritt the meeting was adjourned at 12:09 p.m.

Julie Robison, Committee Chair

Attest:

Michelle C. Dawson, CMC
Clerk to the Board of Trustees

MEMORANDUM

TO: Triangle Transit Operations & Finance Committee
FROM: Commuter Resources
DATE: January 24, 2012
SUBJECT: Regional Transit Information Center Mid-Year Performance Report

Action Requested

None.

Background and Purpose

The GoTriangle Regional Transit Information Center saw additional increases in call volumes and customer feedback during the first half of fiscal year 2012. The increases correlate with the continued increases in bus ridership throughout the region. We also saw a significant increase in phone calls from new riders, which is the primary cause of the increase in average call length.

We have, however, seen a decrease in our average daily call volume in December and January (5% decrease compared to December 2010 and January 2011). This is mainly attributed to the launch of our GoLive real-time system, as well as the mild weather we have experienced this winter.

We are continuing to focus our efforts on implementing tools and procedures to reduce increases in call volumes in 2012. These include:

- Installation of GoLive real-time bus stop signs at 860 high-boarding locations, enabling customers to text their stop ID number and receive their next bus arrival time without speaking to a live agent.
- Integrating the GoLive real-time information into the NC 511 phone system, to allow customers to receive automated next bus arrival predictions by phone (late summer/fall 2012).
- Updating our phone menu to provide greater functionality of filtering customers to the appropriate information without speaking to a live person (February/March 2012).
- Working with city of Raleigh staff to identify marketing/outreach to better educate riders about CAT routes, schedules, frequencies, and policies (ongoing).

Highlights

- The Regional Call Center received nearly 50,000 more calls during the first half of FY 2012 than we received during the same period in FY 2011 (21% increase).
- The average customer wait time increased by only 2 seconds compared to the same period in FY 2011.
- Customer wait time decreased every month from August to December.
- Capital Area Transit customers continue to make up more than 65% of all incoming phone calls.
- Customer complaints increased by 17% (mainly due to higher ridership and better tracking/reporting for Durham Area Transit Authority customer feedback).
- Complete phone call and customer feedback statistics are listed in the attached report.

Financial Impact

None.

Attachments

- FY12 Mid-Year Performance Report, pages 5-6

Staff Contact

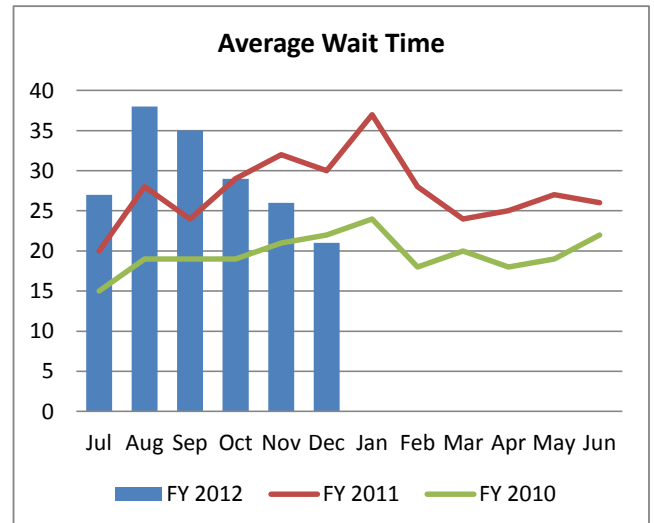
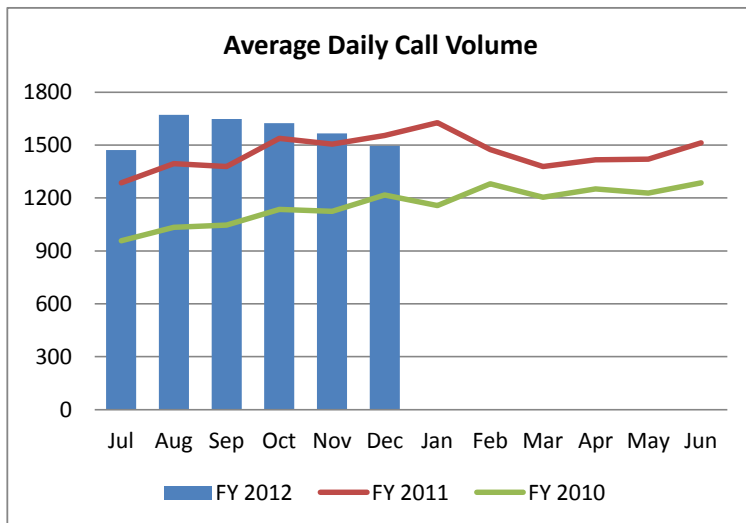
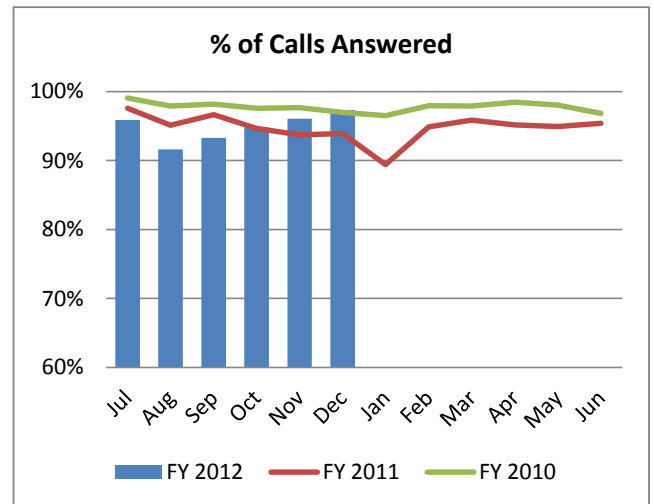
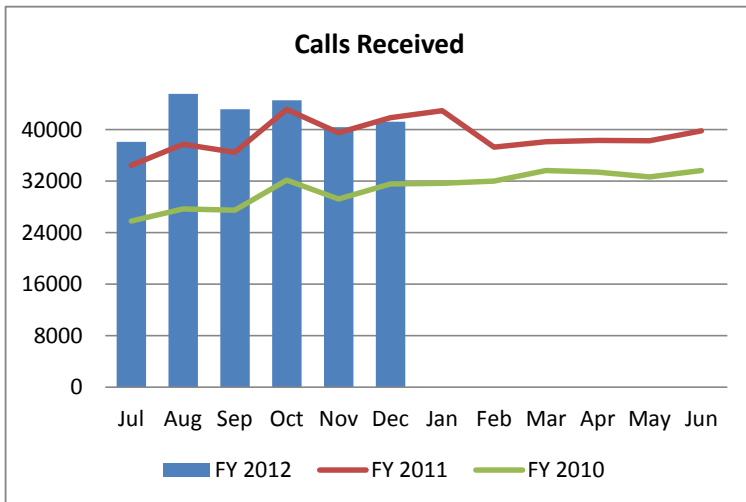
Brian Fahey, Customer Service Manager, 919-485-7465, bfahey@triangletransit.org

Phone Call Performance Measurements

Performance Measurement	July 1 - December 31				
	FY 2012	FY 2011	FY 2010	% Change from FY 2011	% Change from FY 2010
Calls Received*	283,180	233,162	173,892	21%	63%
Calls Answered*	268,777	221,917	170,135	21%	58%
Calls Abandoned*	14,403	11,245	3,757	28%	283%
Average Daily Call Volume*	1,580	1,443	1,086	9%	45%
Average Weekly Call Volume*	9,721	8,978	6,720	8%	45%
% of Calls Answered	95%	95%	98%		Goal: 95%
% of Calls Answered Within 30 Seconds	73%	72%	85%		Goal: 90%
% of Calls Answered Without Queue	59%	58%	73%		Goal: 75%
Average Call Length (seconds)	97	91	91		Goal: 100
Average Customer Wait Time (seconds)	29	27	19		Goal: 30

* Currently, there are no performance standards for this measurement.

	Meets or Exceeds Performance Standard
	Below, But Within 5% of Meeting the Performance Standard
	Below the Performance Standard



Reflects customer feedback received via phone, as well as Triangle Transit & DATA feedback received via the internet form.

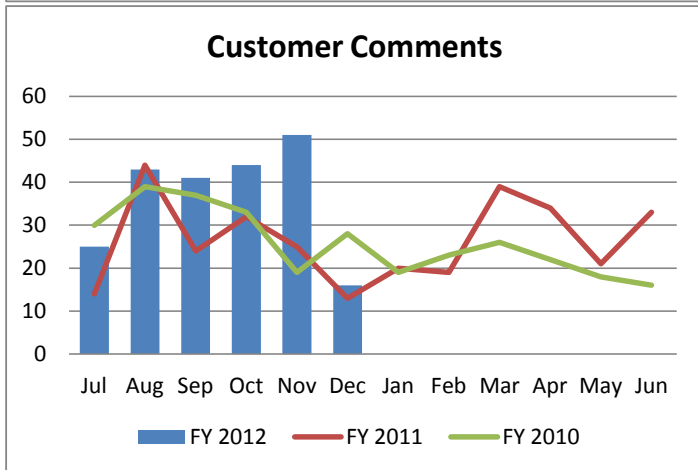
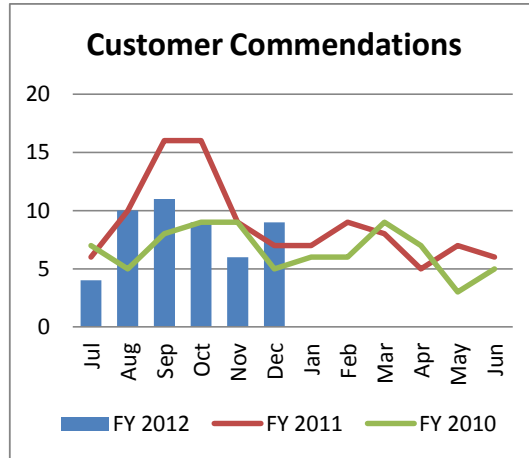
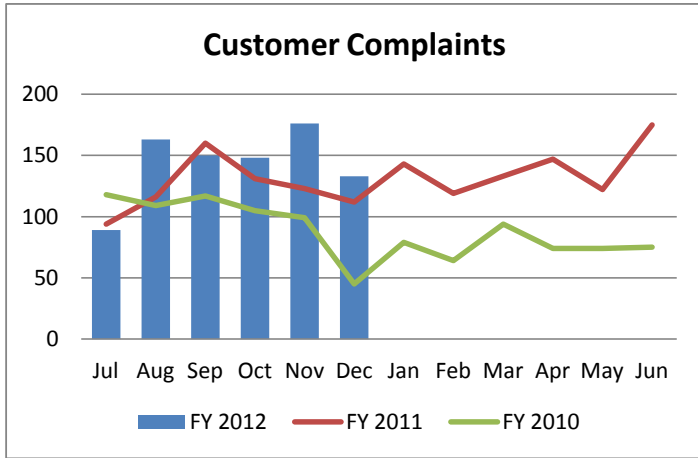
Customer Feedback

Feedback Type	TTA	DATA	CAT	CHT	CTRAN	Call Ctr.	TOTAL
Complaints	234	172	351	92	9	4	862
Estimated Calls Answered*	26,609	44,348	176,855	14,245	6,719		
% of Calls That are Complaints	0.88%	0.39%	0.20%	0.65%	0.13%		
Commendations	23	17	9	1	0	5	55
Comments	145	52	17	5	0	0	219

*Based on Phone Call Distribution by Agency. Call Distribution was calculated using a sample of over 45,000 calls.

October 1 - December 31					
Feedback Type	FY 2012	FY 2011	FY2010	% Change from FY 2011	% Change from FY 2010
Complaints	862	736	593	17%	45%
Commendations	55	64	43	-14%	28%
Comments	219	152	186	44%	18%

Top Complaints Received (All Agencies)	# of Complaints	% of All Complaints
Driver Discourtesy	216	25%
Bus Passed Without Stopping	172	20%
Bus Arrived Late	84	10%
Careless Driving	43	5%
Bus Left Early	41	5%



MEMORANDUM

TO: Triangle Transit Operations & Finance Committee
FROM: Regional Service Development Department
DATE: January 30, 2012
SUBJECT: Mid-Year Regional Bus Performance Update

Action Requested

Staff requests that the Board receive this report.

Background

Due to competing priorities, this is an abbreviated quarterly performance evaluation of Triangle Transit regional bus service for July to December 2012 (FY2012 Q1 and Q2) using two of the performance indicators specified in Triangle Transit's Regional Bus Service Standards - Customers per Revenue Hour and Customers per Revenue Mile. The measures are provided at a system level. Route-level data will be available for total customer boardings at the meeting. For comparison, performance data from the same period in 2010 (FY2011) has also been provided. Also, staff has included an evaluation of route-level on-time performance.

Summary

- Ridership (Customer Boardings recorded by the farebox) increased by 26% in FY2012 Q2 compared to FY2011 Q2.
- Productivity increased by 27% to 14.1 customer boardings per revenue hour in the second quarter of FY2012 from 11.2 customer boardings per revenue hour in the second quarter of FY2011.
- Service reliability has improved to 16% late arrivals for the first six months of FY2012 compared with 19% late arrivals during the same period in FY2011.

System Performance

Staff has conducted a limited analysis of the system-level performance indicators.

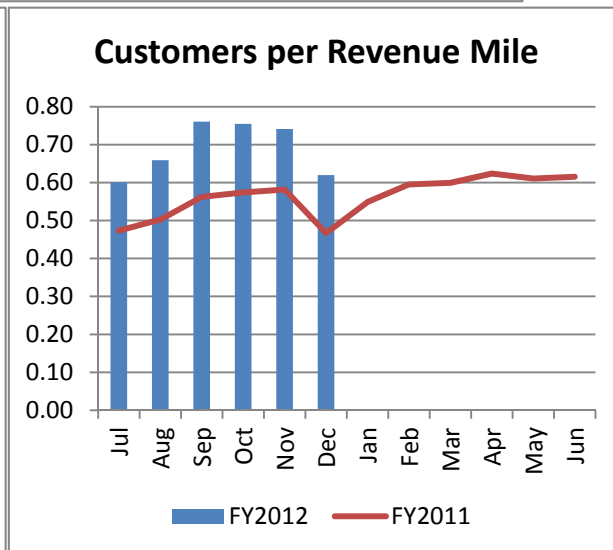
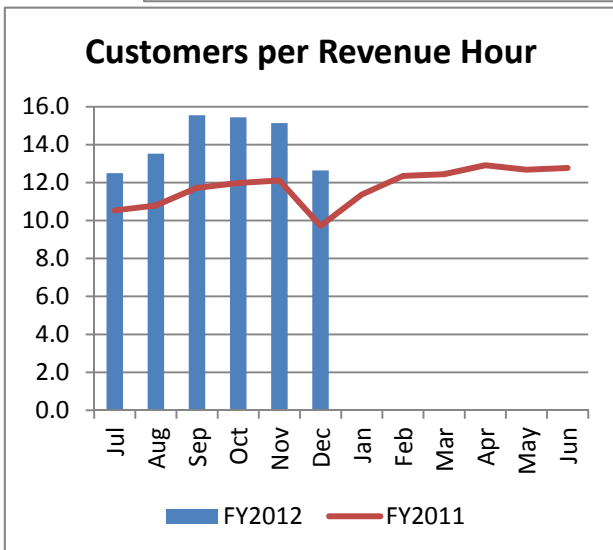
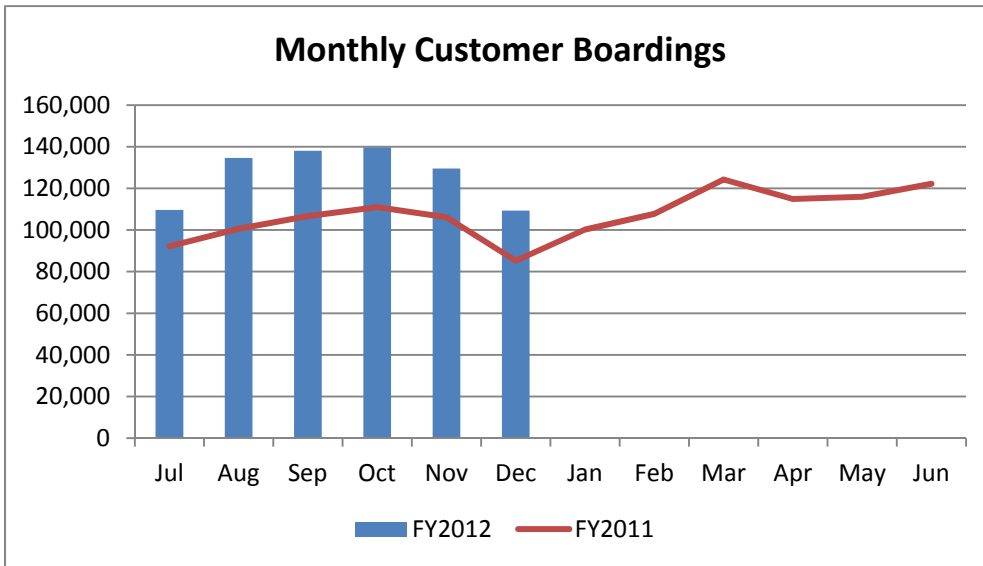
The table and charts below summarize the system averages for total customer boardings and customer boardings per revenue hour and revenue mile for the first two quarters of fiscal year 2012 compared to the same time period in FY2011. These are productivity measures and shows how much service is consumed given the amount of service provided.

Ridership on the Triangle Transit system increased to 760,903 customer boardings in the first half of FY2012 from 601,852 in FY2011, a 26% increase in customer activity.

Triangle Transit - System Performance Report

	Q1 & Q2 (Jul-Dec)		
Performance Measure	FY 2012	FY 2011	% change *
Service consumption Customer Boardings	760,903	601,852	26%
Service effectiveness Customers per revenue hour	14.13	11.15	27%
Service effectiveness Customers per revenue mile	0.69	0.53	31%
Service reliability Late arrivals to end of line	16%	19%	Goal: Less than 15%
Weekdays	125	125	
Saturdays	29	29	
Revenue hours	53,857	53,969	
Revenue miles	1,104,361	1,142,968	

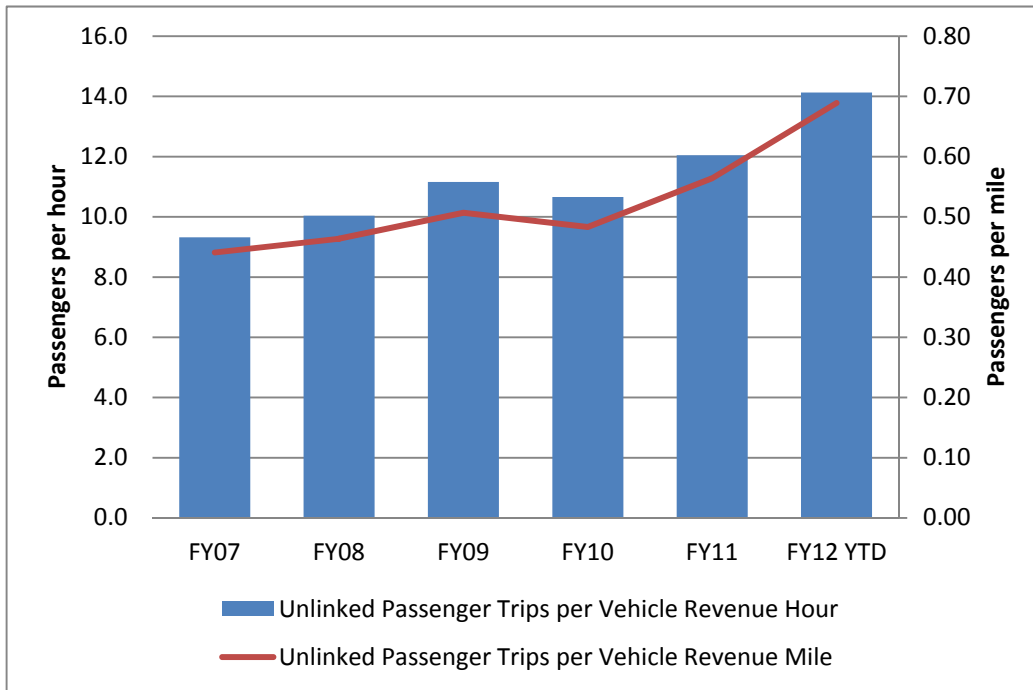
* BOLD values show measures that have improved since the previous fiscal year; Values in *ITALICS* show measures that have decreased.



Historical System Performance Trends

To provide context, the system-level performance data for the previous five years plus the year-to-date performance data of the current fiscal year are shown in the figure below. The productivity of the Triangle Transit system, as shown in the passengers per revenue hour and revenue mile indicators, in the first and second quarters of FY2012 is higher than previous years.

Unlinked passenger trips per revenue hour and revenue mile, FY2007-FY2011 and FY2012 Year-to-Date (First and second quarters)



On-Time Performance

Staff includes on-time performance as an unofficial performance indicator. The attached table below shows the on-time performance for the last six fiscal quarters. “Late” is defined as arriving at an end-of-line timepoint more than five minutes behind schedule.

Attachments

- Route-level on-time performance table

Staff Contact

Jennifer Rogers, Transit Service Planner, 919.485.7529, jrogers@triangletransit.org

On-time Performance

Percentage of "late" arrivals to end-of-line timepoints

	Route	Description	FY11 Q1	FY11 Q2	FY2011 Jul-Dec	FY11 Q3	FY11 Q4	FY2011	FY12 Q1	FY12 Q2	FY2012 Jul-Dec
Weekday	42	North-central RTP	6%	2%	4%	5%	6%	5%	24%	2%	14%
	46	East RTP	28%	28%	28%	14%	24%	23%	20%	13%	15%
	47	54/Alexander/Cornwallis/Miami Loop	30%	24%	27%	11%	17%	20%	13%	10%	11%
	49	South RTP	6%	7%	6%	9%	12%	8%	13%	18%	15%
	100	Raleigh-RDU-RTC	13%	19%	17%	13%	7%	13%	7%	7%	7%
	102	Raleigh - Garner	4%	4%	4%	3%	3%	3%	2%	7%	5%
	105	RTC-Raleigh	23%	22%	23%	16%	11%	17%	8%	13%	11%
	201	North Raleigh - RTC	31%	38%	35%	7%	7%	22%	11%	14%	13%
	301	Raleigh - Cary - RTC	21%	25%	24%	6%	8%	15%	8%	9%	8%
	303	Raleigh - Cary Midday	12%	6%	9%	8%	4%	7%	10%	8%	9%
	305	Raleigh - Cary - Apex	34%	26%	30%	22%	22%	26%	20%	17%	18%
	311	Apex - RTC	22%	19%	20%	12%	15%	18%	12%	11%	11%
	400	Chapel Hill-New Hope Commons-Durham	24%	28%	27%	21%	24%	25%	23%	28%	26%
	405	Chapel Hill-Durham	34%	28%	30%	17%	27%	27%	27%	25%	26%
	420	Hillsborough - Chapel Hill	28%	23%	27%	18%	43%	32%	N/A	N/A	N/A
	700	Durham-RTC	10%	10%	10%	10%	10%	10%	8%	11%	10%
	800	Chapel Hill-Southpoint Mall-RTC	23%	25%	24%	16%	13%	20%	19%	22%	21%
	805	Chapel Hill-Woodcroft-RTC	19%	21%	20%	13%	17%	18%	16%	16%	16%
	CRX	Chapel Hill-Raleigh Express	30%	22%	26%	22%	18%	23%	22%	30%	26%
	DRX	Durham-Raleigh Express	19%	13%	16%	7%	6%	11%	9%	13%	11%
	KRX	Knightdale - Raleigh Express	13%	8%	9%	17%	11%	13%	N/A	N/A	N/A
	WRX	Wake Forest - Raleigh Express	9%	12%	11%	6%	12%	9%	N/A	N/A	N/A
	ZWX	Zebulon/Wendell - Raleigh Express	11%	11%	11%	16%	19%	14%	N/A	N/A	N/A
Saturday	100	Raleigh-RDU-RTC	14%	14%	14%	17%	6%	12%	3%	7%	5%
	400	Chapel Hill-New Hope Commons-Durham	54%	54%	54%	34%	58%	52%	41%	38%	39%
	700	Durham-RTC	13%	14%	13%	5%	8%	10%	6%	5%	6%
	800	Chapel Hill-Southpoint Mall-RTC	18%	31%	25%	26%	22%	24%	20%	19%	19%
Weekday Average			20%	18%	19%	14%	19%	18%	14%	16%	15%
Saturday Average			26%	28%	27%	20%	25%	25%	18%	17%	17%
System Average			20%	19%	19%	14%	19%	18%	15%	16%	16%

Red numbers

Low-performing routes (values below the target of less than 15% late)



FY 2013 Budget Schedule

Budget templates distributed	Week of February 6th
Budget Kickoff Meeting	February 14, 2012 (Tuesday)
Individual meetings with Finance and Budget Primes Headcount information due from Budget Primes	February 20 - March 2
Tie off of final submissions with Budget Primes	March 5 - March 9
Operations and Finance Committee Preliminary Budget Review	April 3, 2012 (Tuesday)
Proposed Budget distributed to Board	April 20, 2012 (Friday)
BOT Budget Work Session	April 25, 2012 (Wednesday)
Operations and Finance Review	May 8, 2012 (Tuesday)*
Budget Public Hearing First Reading	May 23, 2012 (Wednesday)
Ops and Finance Final Review	June 5, 2012 (Tuesday)
Second Reading/Ordinance Adoption	June 27, 2012 (Wednesday)

*Current scheduled date of May 1, 2012, we are requesting a reschedule

MEMORANDUM

TO: Triangle Transit Operations & Finance Committee
FROM: Commuter Resources
DATE: January 31, 2012
SUBJECT: GoPass Program Review & Performance

Action Requested

Staff requests that the Board receive this report on the GoPass program.

Background and Purpose

Triangle Transit coordinates the regional GoPass programming. Currently six government agencies and three area companies provide GoPass to their employees. In addition Duke University, UNC Chapel Hill, and NCSU all provide GoPass to both students and employees. For FY2011 GoPass boardings accounted for 38% of all Triangle Transit boardings, and totaled \$469,645 in revenue. Each company is billed on a monthly or quarterly basis, and revenue is divided between the regional transit agencies according to ridership.

Current GoPass Customers

- North Carolina State University
- UNC - Chapel Hill
- Duke University
- State Government (contract with Department of Administration)
- Wake County Government
- City of Raleigh Government
- Durham County Government
- City of Durham Government
- Town of Cary Government
- Quintiles
- Cherokee

To participate, Triangle area businesses of 100 or more employees can provide this transit benefit to encourage employees to use area transit systems for their commute. Companies engage in a contract with Triangle Transit that requires employees to receive free transit passes while the employer pays a percentage of the full price fare for each commute trip taken. The contract stipulates that the participating employer will pay 50% of the full price fare in the initial year, 52.5% of full fare in year two, and 55% of the full price fare in all subsequent years. In FY2011 GoPass boardings resulted in total revenue of \$1,519,662 which means 28.6% of all Triangle Transit revenues from boardings can be attributed to GoPass.

In FY2006 GoPass accounted for 179,643 boardings accounting for 22% of Triangle Transit Boardings. In FY2011 485,398 boardings were by GoPass users. Since FY2009 GoPass boardings have hovered between 38-41%, and each year there has been an average increase of more than 65,000. Boardings continue to grow with the exception of FY2010 where boardings declined. We attribute this decrease to the lowering gas prices. For the first two quarters of FY2012 GoPass boardings have already surpassed the equivalent time period for FY2011 by more than 95,500 boardings. This is due in part to new contracts, primarily Duke University, as well as Triangle Transit staff working with GoPass employers to improve marketing and outreach to their employees who are able to use this benefit.

Since September, Triangle Transit’s Sustainable Travel Services has executed a full review of the contracts and procedures for GoPass programming. This review has resulted in creation of new safeguards for data integrity of invoicing, development of an annual schedule with Procurement and Legal departments for contract renewal, and research for software to improve automation of reporting systems. Headway is being made toward the goal of increasing efficiency for all aspects of the GoPass programming across departments.

Future prospects for GoPass contracts include NCCU and Durham Tech. Currently neither institution has funding budgeted or processes in place to facilitate GoPass programming. However, meetings with staff from each indicates future interest in adding GoPass to student and staff benefits in the next year or two respectively. Triangle Transit staff will be diligent in this effort to add them to our participating organizations. Furthermore, Triangle Transit and other regional transit agencies plan to continue growing service area, increasing efficiency, and adding frequency. The expectation is that total boardings and GoPass ridership will continue to increase.

Attachments

- None

Staff Contact

Shelly Parker, Sustainable Travel Services Supervisor, 919.485.7439, mparker@triangletransit.org

Boardings by Fiscal Year

