



# City of Culver City

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## Staff Report Details (With Text)

**File #:** 21-426      **Version:** 1      **Name:** Transportation Service Key Performance Indicators  
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**File created:** 10/21/2020      **In control:** Mobility, Traffic & Parking Subcommittee  
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**Title:** Receive a Presentation and Discuss the Transportation Service Key Performance Indicators.  
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Date	Ver.	Action By	Action	Result
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### Receive a Presentation and Discuss the Transportation Service Key Performance Indicators.

**Meeting Date:** October 27, 2020

**Contact Person/Dept:** Rolando Cruz, Chief Transportation Officer /Transportation  
**Phone Number:** (310) 253-6500

**Fiscal Impact:** Yes  No       **General Fund:** Yes  No

**Public Hearing:**       **Action Item:**       **Attachments:**

**Public Notification:** (E-Mail) Mobility, Traffic, and Parking Subcommittee, Bicycle and Pedestrian, and Culver CityBus e-mail distribution lists via GovDelivery (10/21/2020)

**Department Approval:** Rolando Cruz, Chief Transportation Officer (10/20/20)

### BACKGROUND/DISCUSSION

The Transportation Department established a strategic goal in the FY21 workplan to develop a performance management program in line with Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA) performance management framework and to support community engagement through transparency of services delivered by the department.

Performance management includes identifying, collecting, analyzing, and reporting on indicators that show how well the organization performs, both internally and in the delivery of services to the public, and how that performance compares with its targets or with peer organizations. More importantly, as a management tool, performance data is intended not as an end result, but rather as a mean to more informed decision making

and a more engaged community.

The Transportation Leadership team has identified core Key Performance Indicators (KPIs) in each of the four core service areas provided by Transportation. KPIs have been established for CityBus, CityRide, CityShare, and CityFleet Services. As staff is continuing to develop and evolve this performance management program, the list below indicates the KPIs being reviewed and discussed with the Mobility subcommittee.

### **CityBus**

- Monthly Ridership: Total monthly bus boardings.
- Passengers per Revenue Hour: Average number of passengers serviced within a revenue hour.
- Passenger Overload: Percentage of trips with more than 20 passengers on board at the same time.
- Ontime Performance: Percentage of buses arrive/depart timepoints on time.
  
- Early Departures: Percentage of buses leaving timepoint before schedule time.
- Pull-Out Performance: Operators pull from the yard by scheduled time.

### **CityRide**

- Monthly Trips: Total monthly Dial-A-Ride trips conducted.

### **CityShare**

- Monthly Trips: Total monthly e-scooter share trips.

### **CityFleet**

- Preventive Maintenance Compliance: Percentage of preventive maintenance conducted per manufacturer schedules.
- Labor efficiency: Performance of mechanics on each vehicle type.
- Fuel Consumption: Total consumption of renewable and non-renewable fuels.

## **FISCAL ANALYSIS**

None

## **ATTACHMENTS**

None

## **RECOMMENDED MOTION**

That the Mobility, Traffic and Parking Subcommittee:

Receive and file a Presentation on the Transportation Key Performance Indicators; and provide any direction on the development of the KPIs along with targets and reporting back of the performance management

program, to keep Council and the community informed of vital mobility services.