City of Culver City

Staff Report

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(1) Receive a Presentation on the Transportation Service Key Performance Indicators; and (2) Provide Direction to Staff.

Meeting Date: October 26, 2021

Contact Person: Rolando Cruz, Chief Transportation Officer /Transportation

Phone: (310) 253-6500

Action Item: Yes [ ] No [X]   **Attachments:**   Yes [ ] No [X]

Fiscal Impact: Yes [ ] No [X]   **General Fund:**   Yes [ ] No [X]

Public Notice: (E-Mail via GovDelivery) Meetings and Agendas - Mobility, Traffic & Parking Subcommittee; Notify Me - Construction, Street Maintenance and Closures; Stay Informed - Bicycle & Pedestrian / Culver CityBus / Construction, Street Maintenance and Closures (10/22/21)

Dept Approval: Rolando Cruz, Chief Transportation Officer

BACKGROUND/DISCUSSION

The Transportation Department had previously established a strategic goal in the FY21 Budget workplan to develop a performance management program in line with Federal Transit Administration (FTA) and the Federal Highway Administration's (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 set targets and/or with peer organizations. More importantly, as a management tool, performance data is intended not as an end result, but rather as a means to more informed decision making and a more engaged community.

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

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