

Strategic Regional Transit Transformation Project

Current System Performance Review

December 2018

Benchmarking HRT against peer agencies

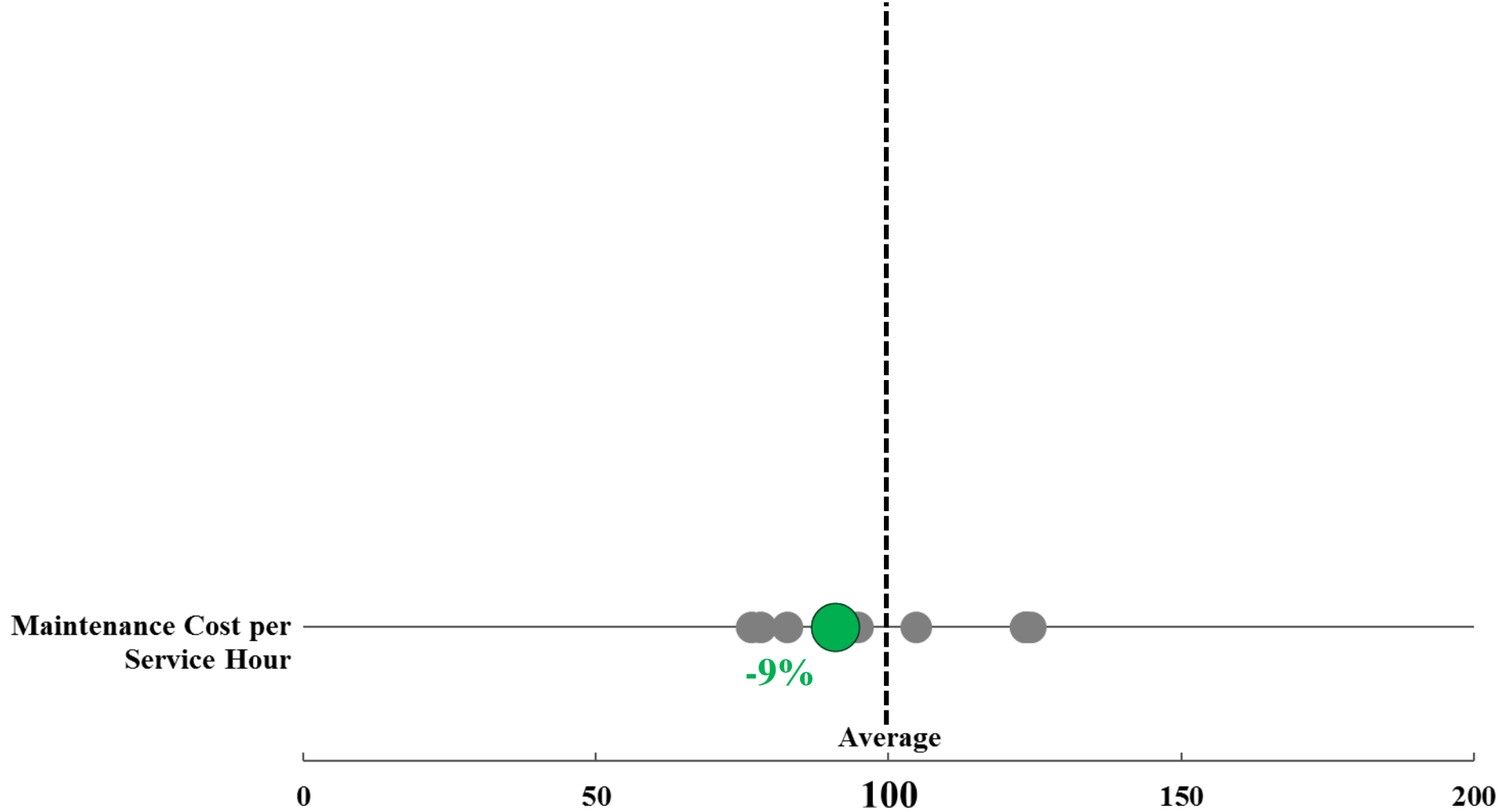
HRT compared to 9 transit agencies using 2008 – 2017 data from US Dept. of Transportation:

1. Pinellas Suncoast Transit Authority (PSTA)
2. Jacksonville Transit Authority (JTA)
3. Central Ohio Transit Authority (COTA)
4. Sacramento Regional Transit District (RT)
5. San Bernardino County Public Transit (Omnitrans)
6. Greater Richmond Transit Company (GRTC)
7. Southwest Ohio Regional Transit Authority (SORTA)
8. Kansas City Area Transit Authority (KCATA)
9. Charlotte Area Transit System (CATS)

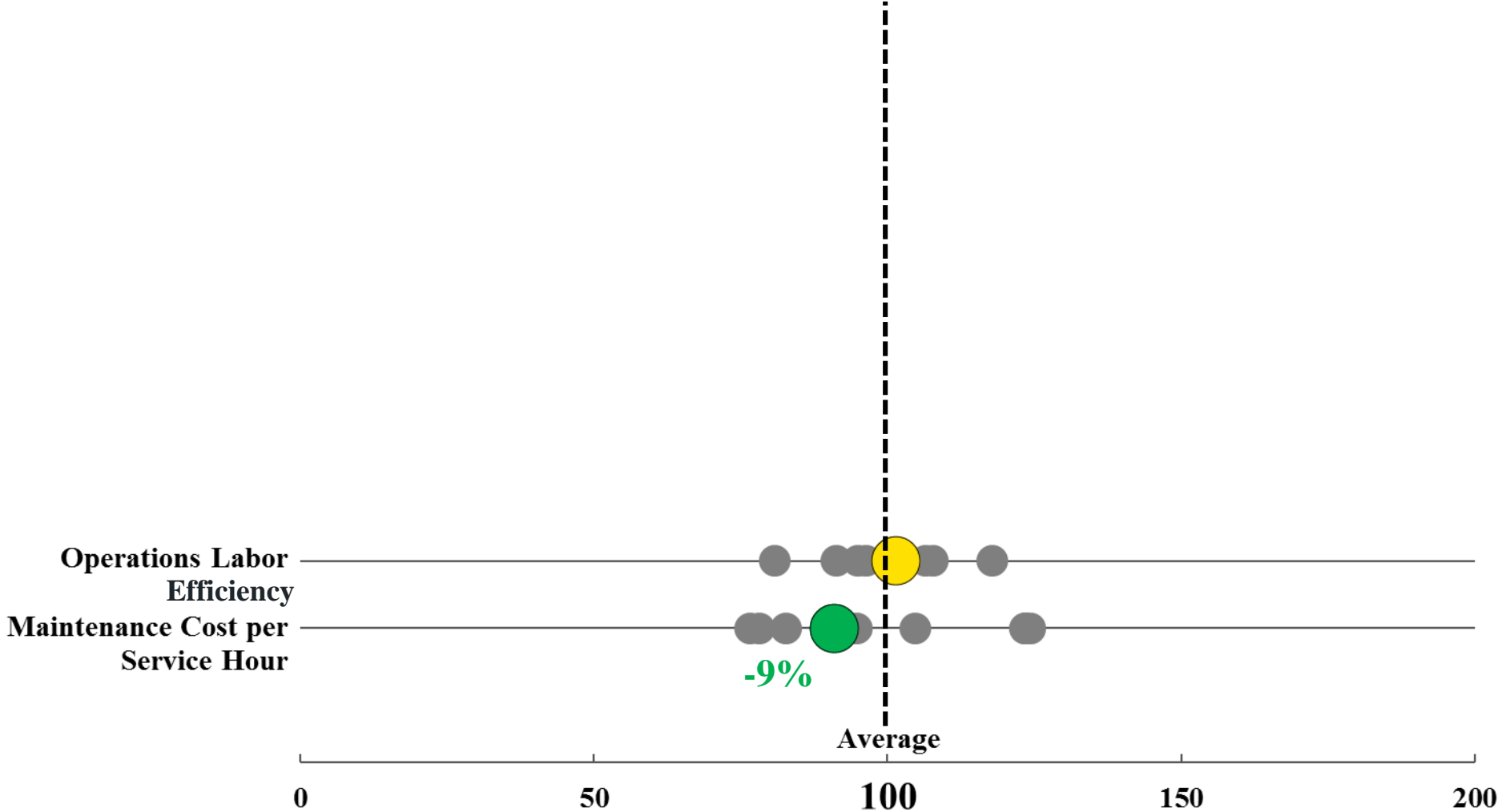
Benchmarking HRT against peer agencies

- Chart summarizes HRT performance relative to peers
- HRT performance appears in colored circles:
 - Green for over-performance compared to peers
 - Red for under-performance compared to peers
 - Yellow for average performance compared to peers
- Grey circles represent peers

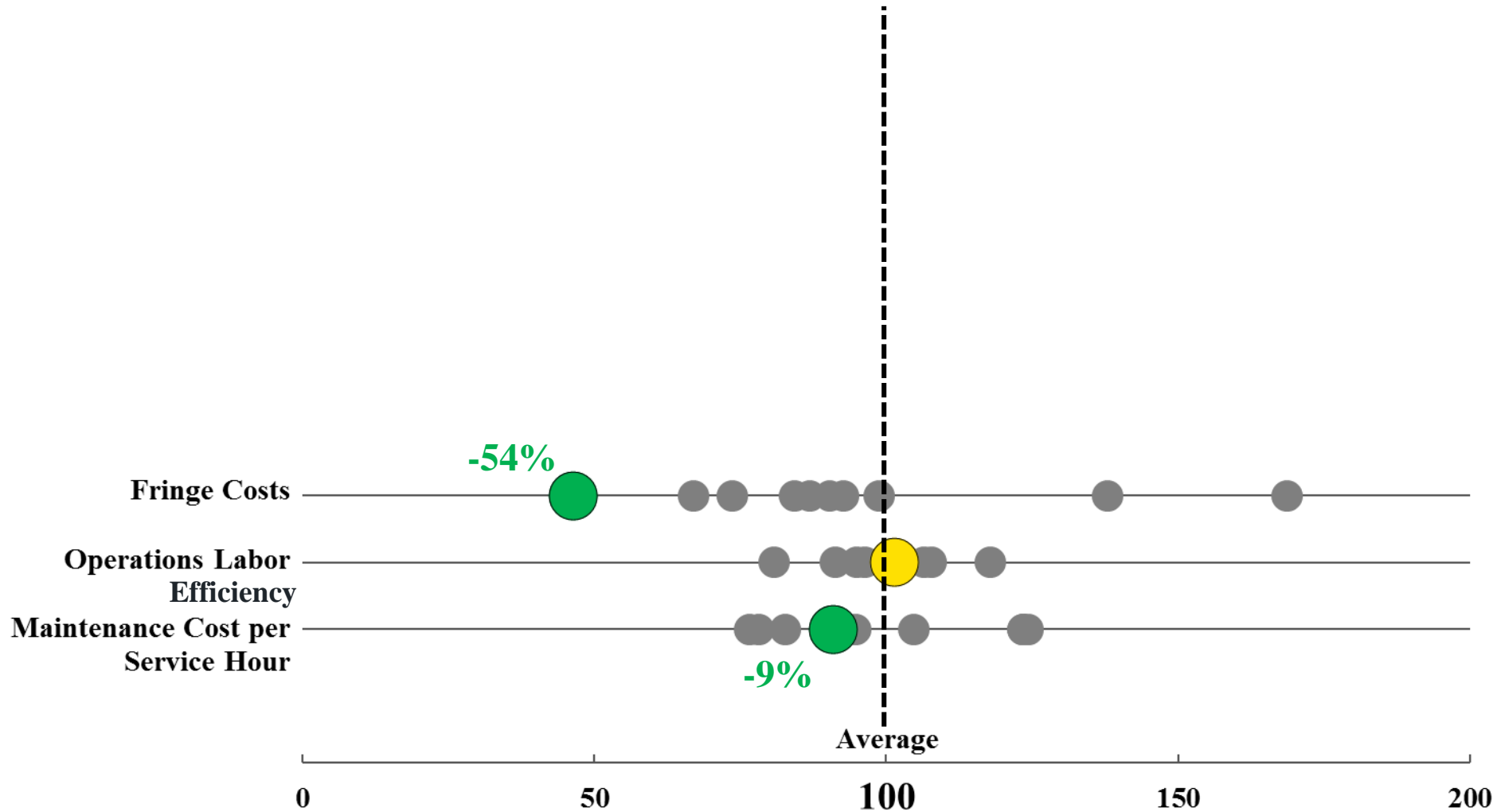
HRT spends less on bus maintenance per hour of bus service than peer average



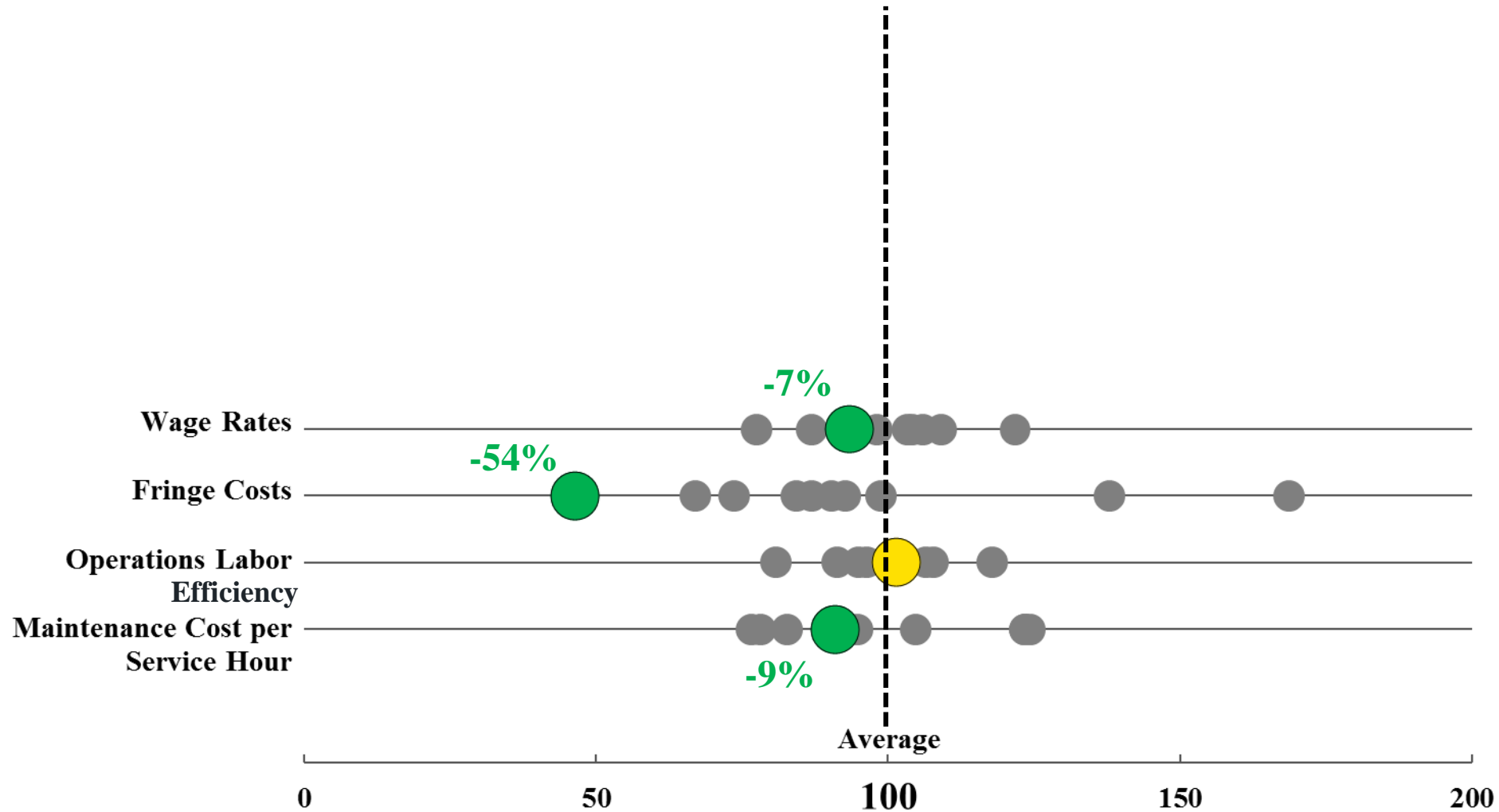
HRT bus operations labor efficiency in line with peers



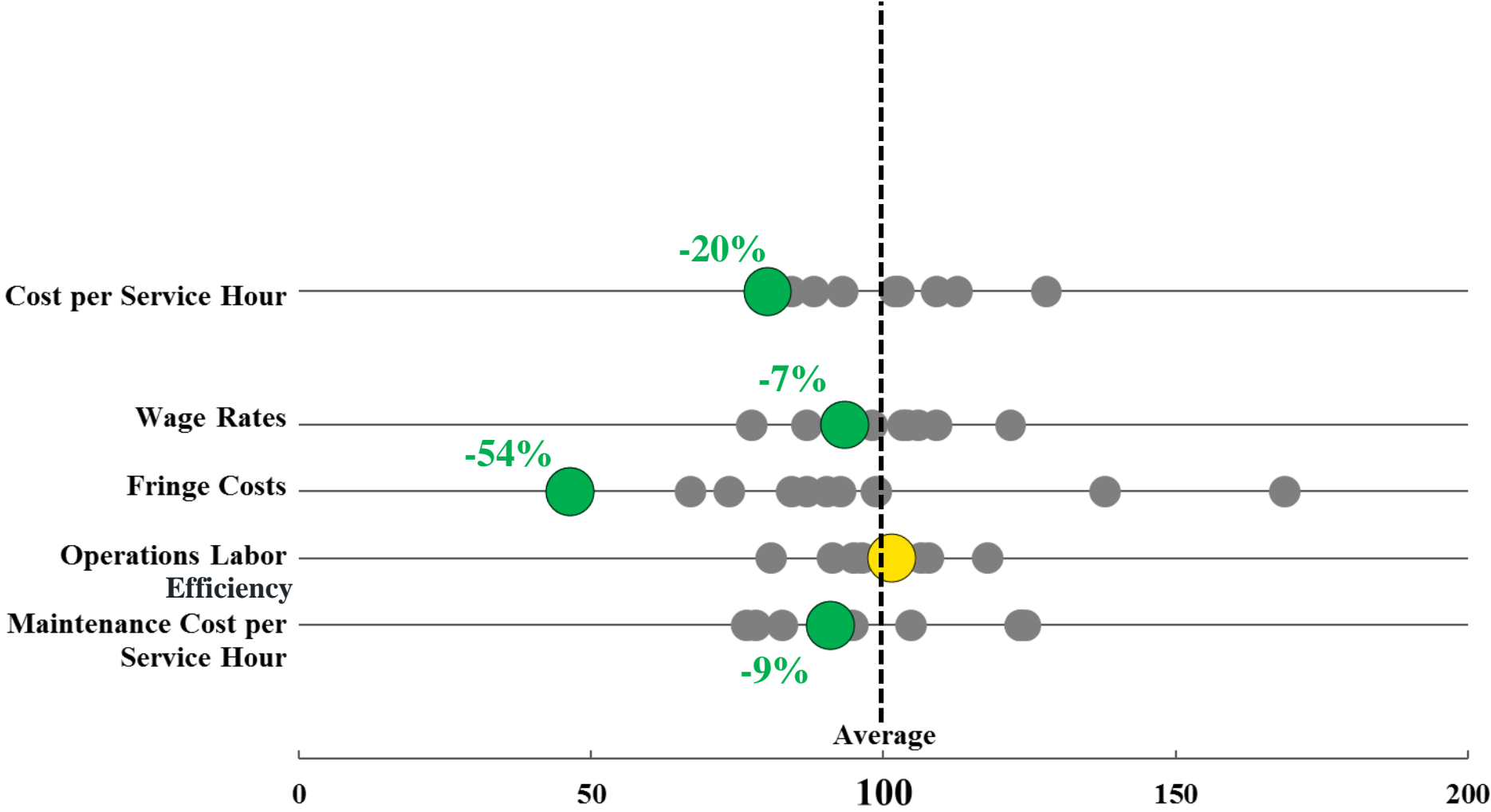
HRT fringe benefit costs much lower than peers



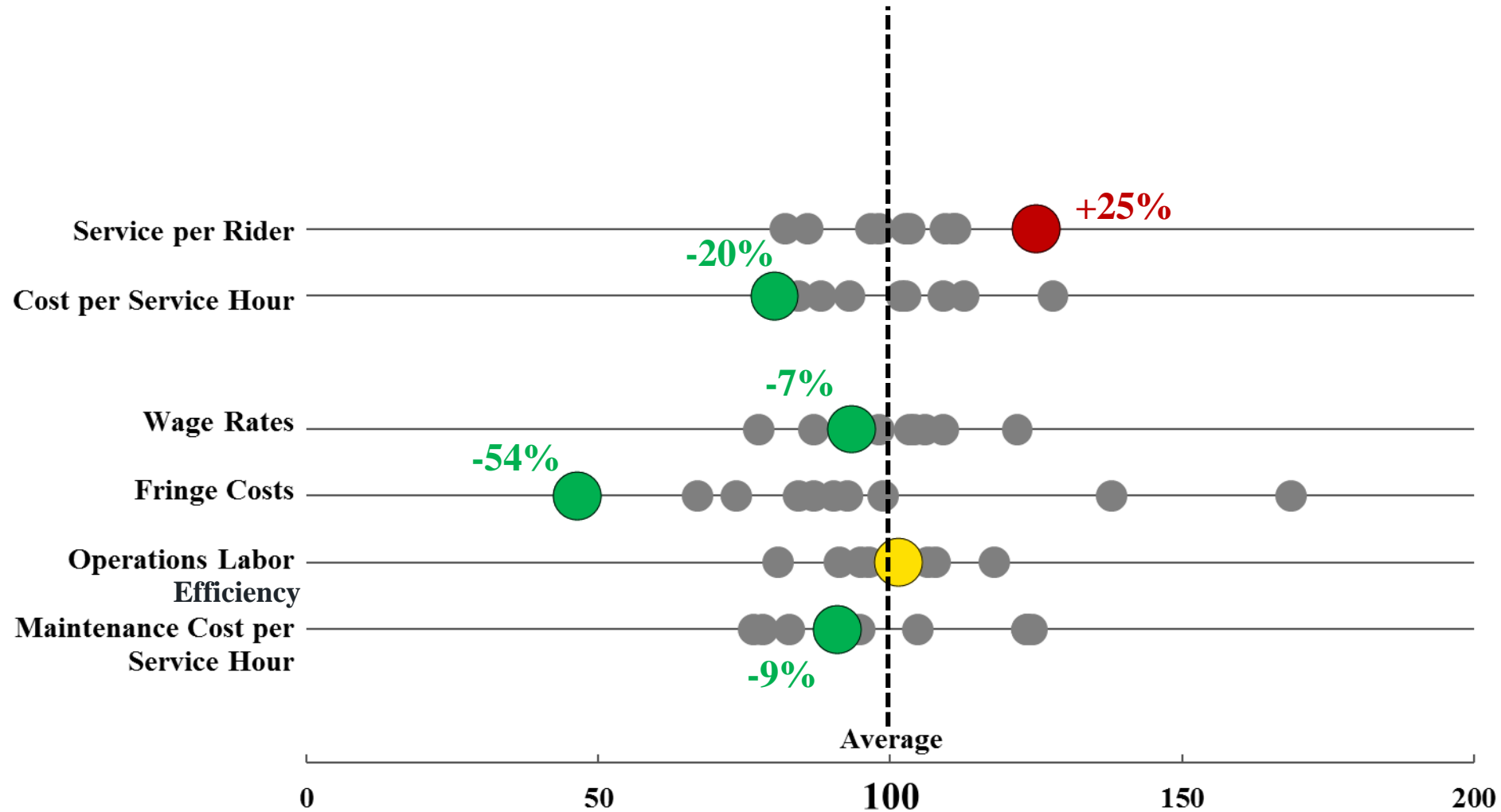
HRT bus wage rates lower than peer average



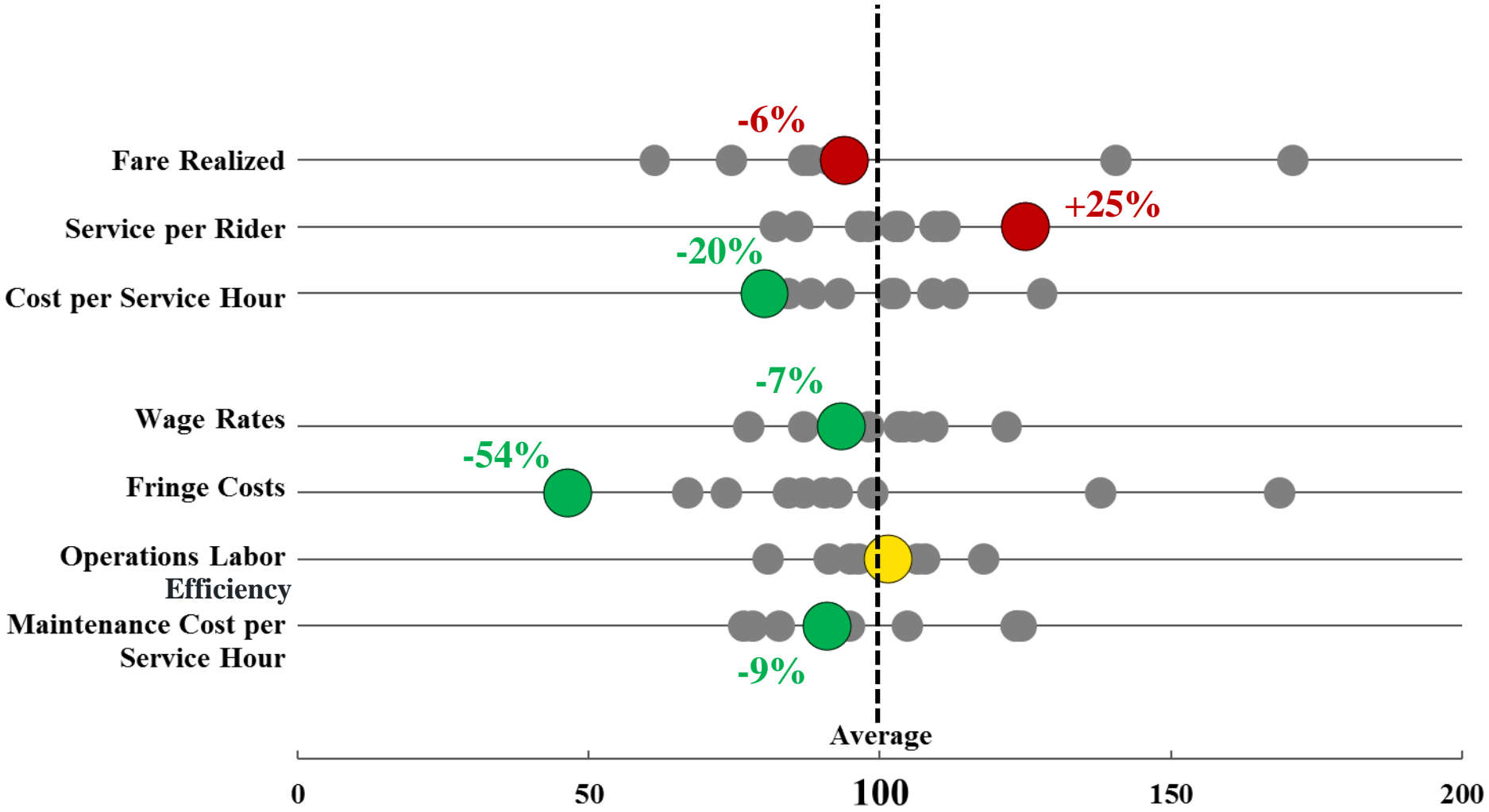
HRT total cost per bus service hour lowest among peers



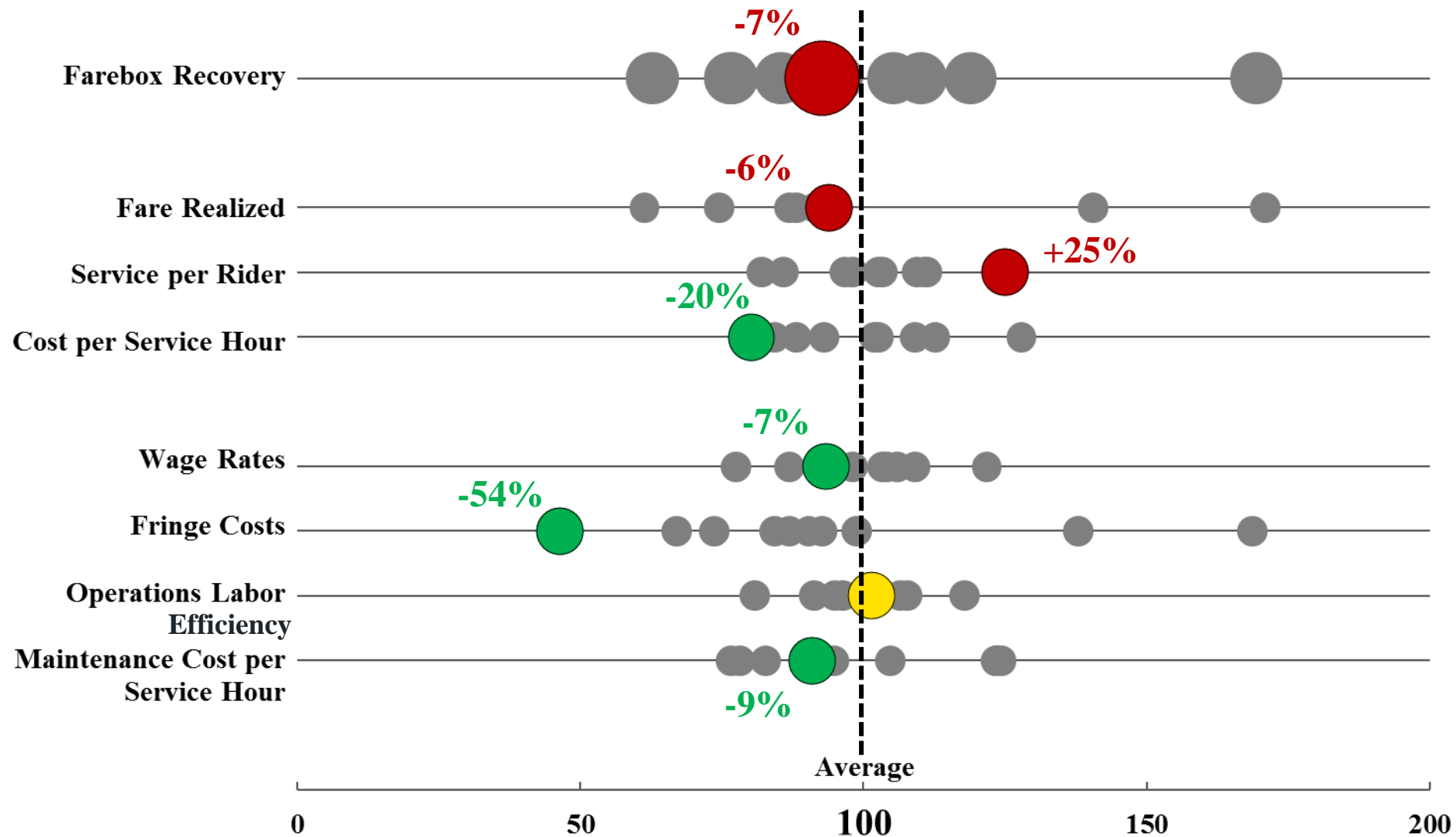
HRT offers more bus service per rider than peers



HRT realizes less fare per bus trip than peer average

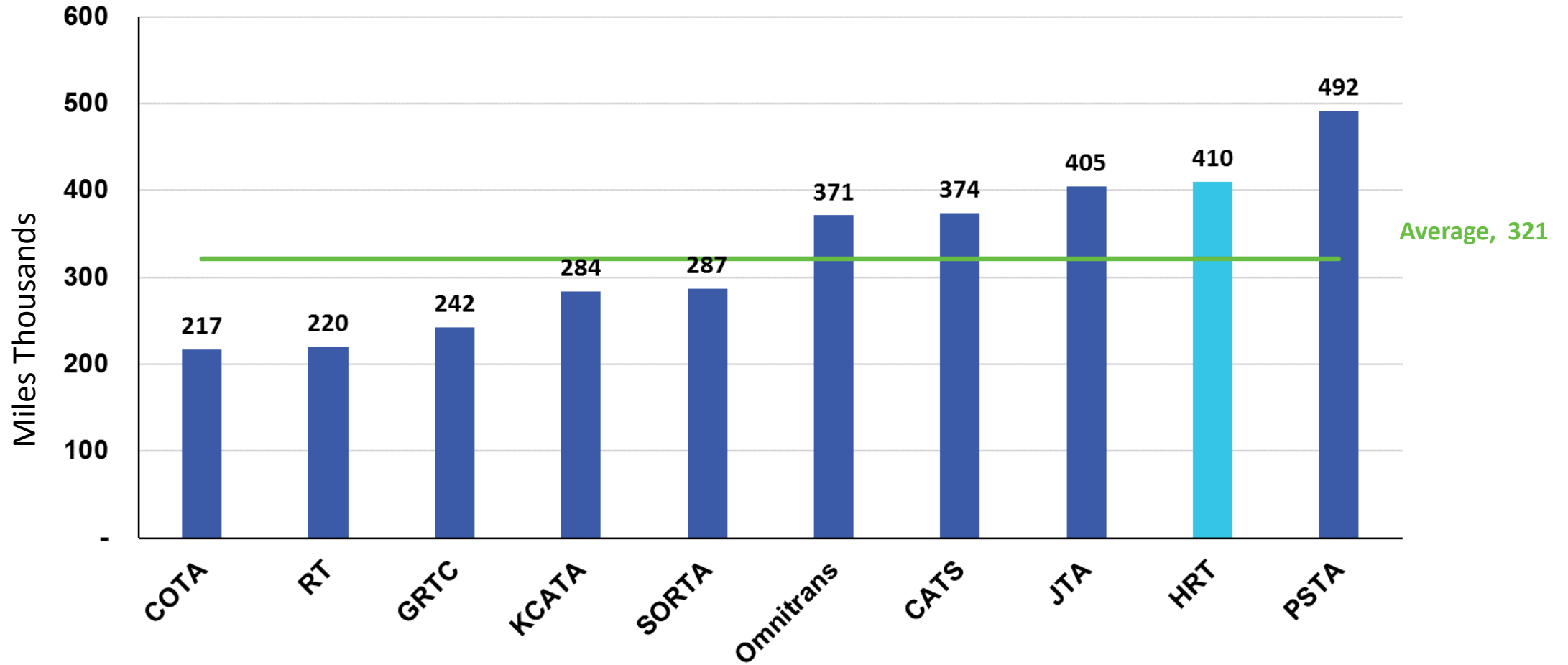


HRT bus cost recovery below average among peers

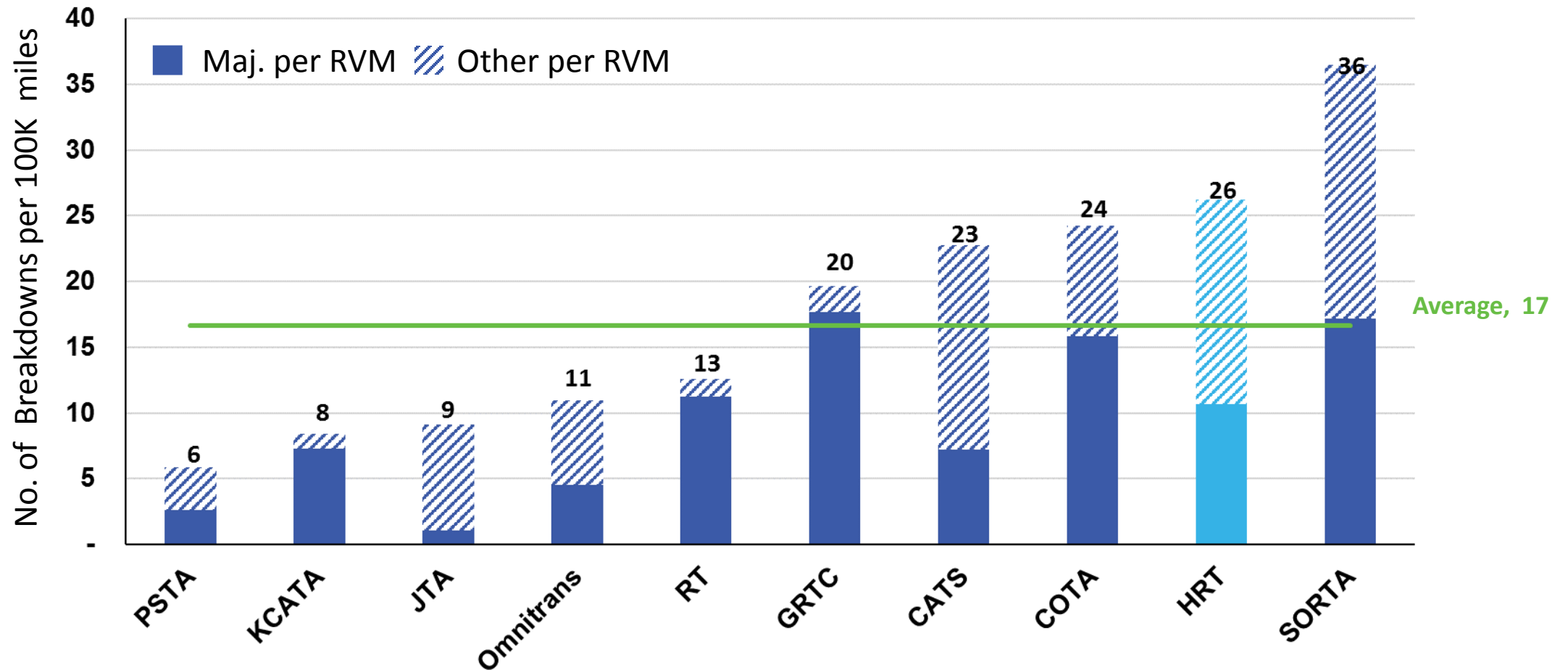


Note: All metrics relating to bus exclude purchased transportation bus services.

HRT bus mileage 28% above peer average

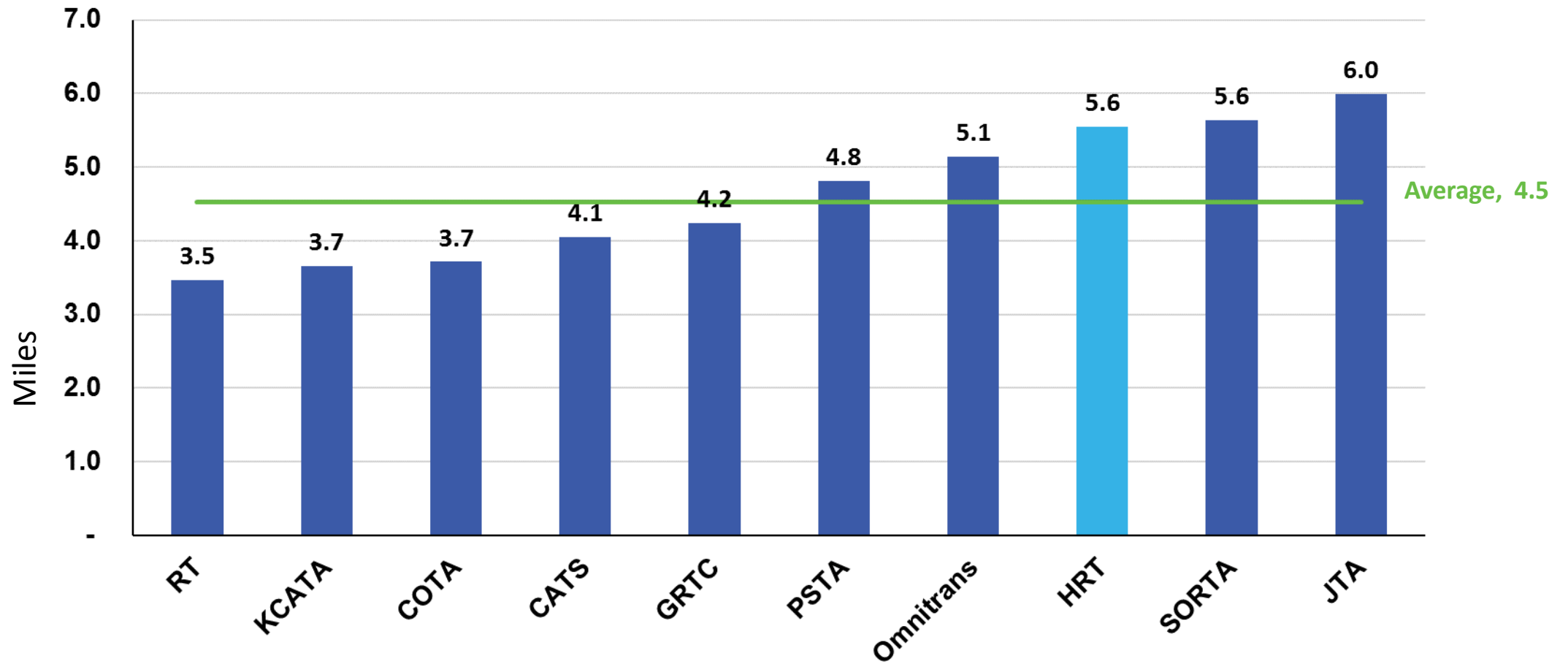


HRT bus breakdowns per mile 53% above average

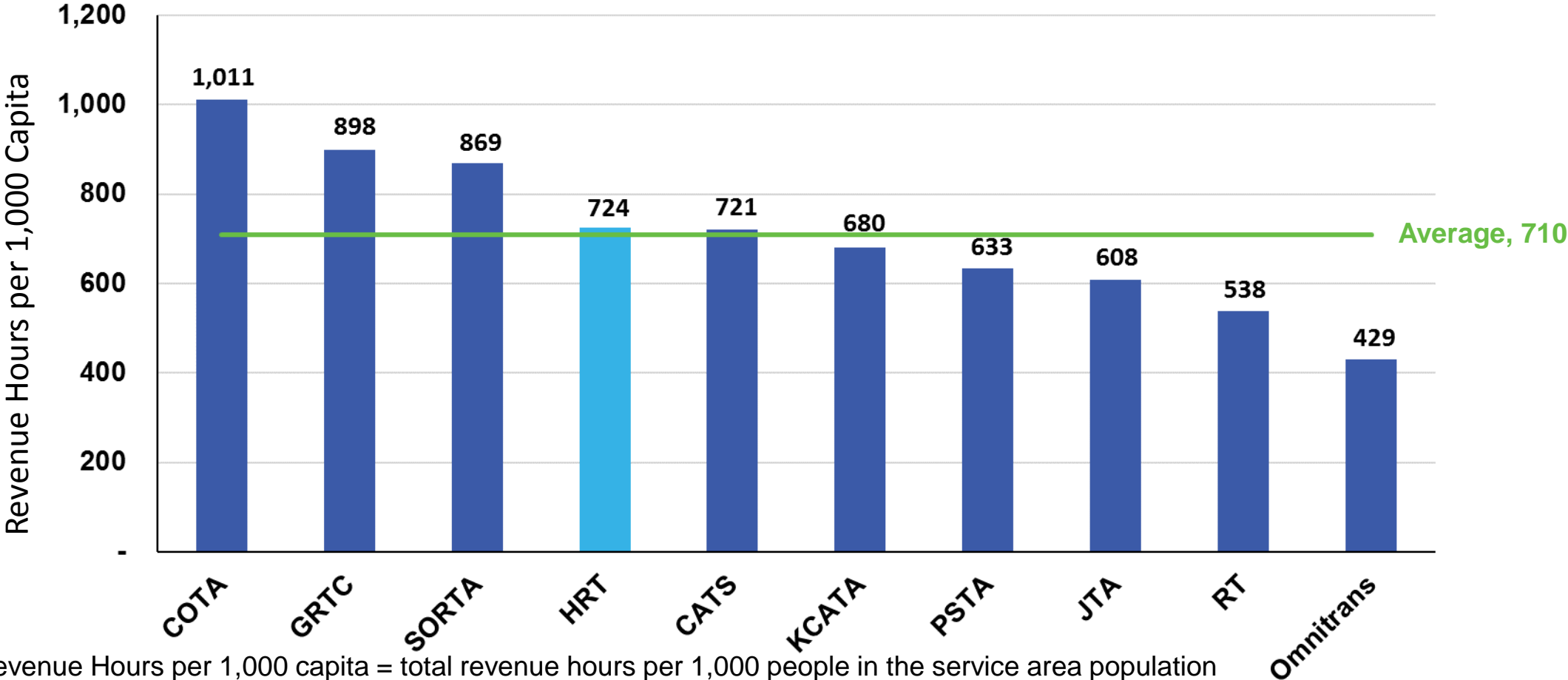


Note: Mechanical breakdowns per 100,000 revenue service miles. Definitions per NTD.

HRT bus passenger average trip length 24% above peer average

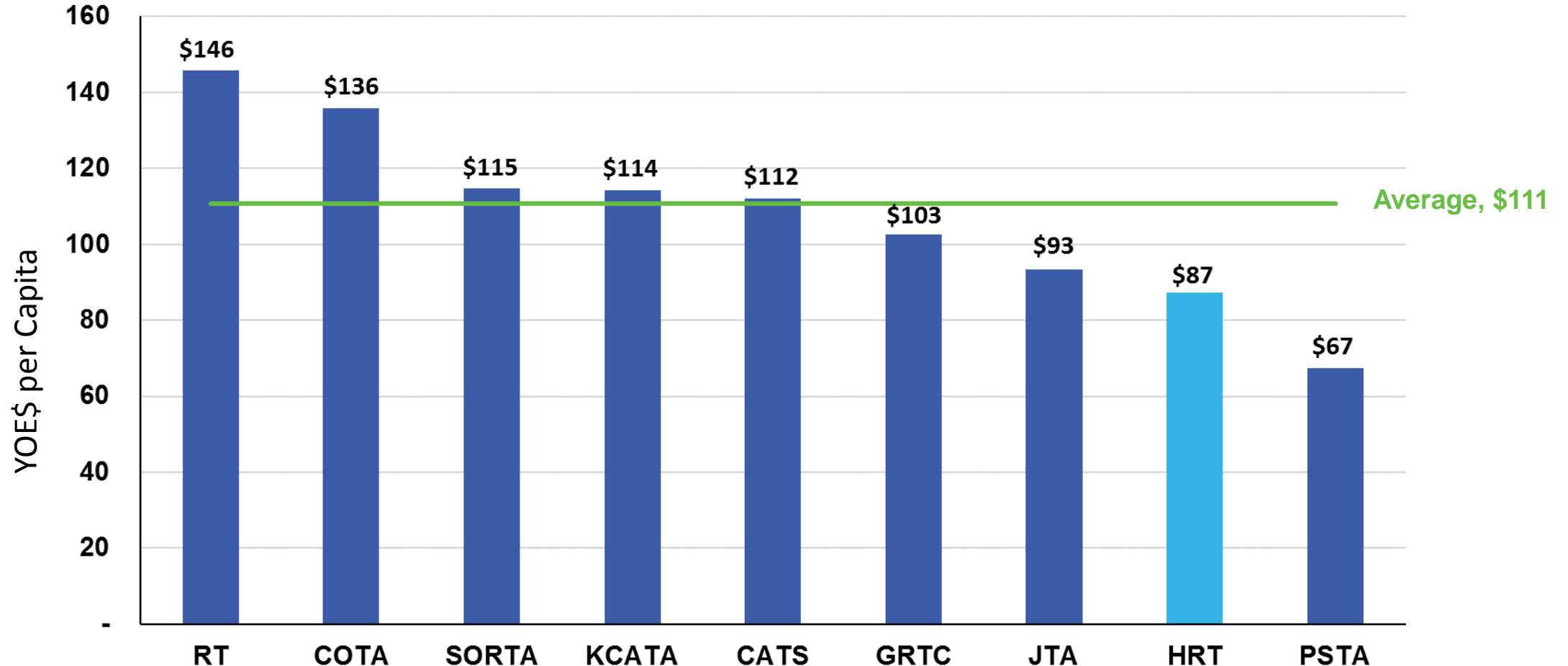


HRT bus service per capita in line with peers



Note: Revenue Hours per 1,000 capita = total revenue hours per 1,000 people in the service area population (NTD). FY17 NTD service area data for CATS appeared erroneous, FY16 service area data was used instead.

HRT transit spending per capita 22% below average



Note: Operating expenses per capita = total operating expenses across all modes divided by service area population (NTD). Note that FY17 NTD service area data for CATS appeared erroneous, FY16 service area data was used instead. Modes captured in this graph: commuter bus, demand response, demand response taxi, bus, ferry, monorail, light rail, street car, bus rapid transit, and vanpool.

Observations

1. HRT operating costs 20% below average, lowest among peers
2. Bus service offered per rider 25% above peer average
3. Base fare slightly above average, but fare discounting & long trips means fare realized per mile 25% below average
4. Net: farebox recovery ratio slightly below average – 17% vs. 18%
5. HRT ridership down 15% in 10 years; peer agencies down 20%
6. HRT bus fleet older & suffers more breakdowns than peer average
7. Region spends significantly less per capita on transit than peers