

Triennial Performance Audit

of the

City of Vacaville Transit Services

Fiscal Years 2020/21, 2021/22 and 2022/23

FINAL AUDIT REPORT

prepared for the



by



June 2024

NOTE:

All exhibits in this report are presented at the end of the associated discussion in each section.

EXECUTIVE SUMMARY

This executive summary highlights the findings from the performance audit of the City of Vacaville Transit Services (Vacaville). In California, a performance audit must be conducted every three years of any transit operator receiving Transportation Development Act (TDA) Article 4 funds, to determine whether the operator is in compliance with certain statutory and regulatory requirements, and to assess the efficiency and effectiveness of the operator's services. The two service modes operated by Vacaville, bus and paratransit, are the prime focus of this performance audit. The audit period is Fiscal Years 2021 through 2023 (from July 1, 2020 through June 30, 2023).

Performance Audit and Report Organization

The performance audit was conducted for MTC in accordance with its established procedures for performance audits. The final audit report consists of these sections:

- An assessment of data collection and reporting procedures;
- A review of performance trends in TDA-mandated indicators and component costs;
- A review of compliance with selected PUC requirements;
- An evaluation of Vacaville's actions to implement the recommendations from the last performance audit;
- An evaluation of functional performance indicator trends; and
- Findings, conclusions, and recommendations to further improve Vacaville's performance based on the results of the previous sections.

Comments received from Vacaville and MTC staff regarding the draft report have been incorporated into this final report. Highlights from the key activities are presented in this executive summary.

Results and Conclusions

Review of TDA Data Collection and Reporting Methods - The purpose of this review is to determine if Vacaville is in compliance with the TDA requirements for data collection and reporting. The review is limited to the five data items needed to calculate the TDA-mandated performance indicators. This review has determined that Vacaville is in compliance with the data collection and reporting requirements for all five TDA statistics. In addition, the statistics collected over the period appear to be consistent with the TDA definitions and indicate general consistency in terms of the direction and magnitude of the year-to-year changes across the statistics.

Performance Indicators and Trends – Vacaville’s performance trends for the five TDA-mandated indicators were analyzed by mode. A six-year analysis period was used for all the indicators. In addition, component operating costs were analyzed.

- Bus Service – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2018 through FY2023:
 - There was an average annual increase in the operating cost per vehicle service hour of 11.3 percent, which amounted to a 7.3 percent annual increase in inflation adjusted dollars.
 - The cost per passenger increased on average by 5.9 percent per year, resulting in an average annual increase of 2.1 percent in constant FY2018 dollars. Outsized increases occurred during the nadir of ridership in FY2020 and FY2021 with declines in cost seen subsequently.

- Passenger productivity increased, with passengers per vehicle service hour increasing by 5.1 percent per year on average, and passengers per vehicle service mile increasing by 5.8 percent annually.
- Employee productivity fluctuated and ultimately decreased by 10.3 percent per year on average.

The following is a brief summary of the component operating costs trend highlights for the bus service between FY2018 through FY2023:

- Purchased transportation costs decreased an average 2.4 percent per year, remaining the largest component cost area at 52.9 percent of total costs in FY2023, down from a high of 60.4 percent in FY2019. Purchased transportation costs decreased in three years of the review period, with the largest decrease of 26.4 percent in FY2021.
- In-house labor increased by 6.7 percent per year while fringe benefit costs increased by 15.7 percent per year on average. Both of these categories combined comprise from 5.6 to 13.6 percent of operating costs during each year of the review period.
- Services costs decreased by 4.6 percent on average per year. This category comprised 22.7 percent of operating costs in FY2018, 25.4 percent in FY2020, and 19.1 percent in FY2023.
- Costs increased for materials/supplies (including fuels/lubricants) by 4.6 percent annually during the six-year period. The share of materials/supplies costs increased from 7.2 percent to 9.6 percent of total operating costs over the six-year period.
- There was a 6.3 percent average annual increase in casualty/liability expenses, which increased from 4.5 percent to 6.5 percent of total costs during the review period.
- Miscellaneous expenses including utilities, interest expense, leases and rentals, and other decreased by 14.1 percent annually on average but comprised only 2 percent to 4.1 percent of total costs during any year of the six-year period.

- Paratransit – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2018 through FY2023:
 - Cost effectiveness showed a decrease, with an average annual increase in the operating cost per passenger of 13.6 percent. This amounted to an average annual increase of 9.5 percent in inflation adjusted dollars. Costs per passenger nearly doubled from FY2018 through FY2023.
 -
 - Cost efficiency showed a decrease, with operating cost per hour increasing an average of 12.1 percent per year, or 8.1 percent annually when expressed as normalized FY2018 dollars. The only year to see a decrease in cost per hour was FY2021 at 39.6 percent.
 - Passenger productivity showed decreases. Passengers per hour decreased by 1.3 percent per year on average, while passengers per service mile decreased by 4.8 percent annually.
 - Employee productivity increased, and saw an annual increase of 11.2 percent during the six-year period.

The following is a brief summary of the component operating costs trend highlights for paratransit between FY2018 through FY2023:

- Purchased transportation costs represented the largest portion of total paratransit operating costs, from 57.8 to 66.6 percent in each year of the review period, and increased by 12.3 percent per year on average.
- Annual average increases were seen in the labor (26.8 percent) and fringe benefits (11.2 percent) categories. These two categories combined accounted for 7 percent of costs in FY2018 and 9.6 percent in FY2023.
- Services costs increased by 8.1 percent per year on average during the six-year period. The category represented between 8.0 and 17.8 percent of total costs throughout the six-year period.
- Materials/supplies including fuels/lubricants saw an average annual increase of 7.8 percent and comprised about 8.5 percent of total costs during the six-year period. Casualty/liability saw an average annual

increase of 18.1 percent and accounted for about 8.0 percent of total costs.

- Miscellaneous expenses ranged from \$621.0 to \$2,022.00 over six years and comprised from 0.1 to 0.4 percent of total costs during the period.

Compliance with Statutory Requirements – Vacaville is in compliance with each of the seven sections of the state PUC that were reviewed as part of this performance audit. These sections included requirements concerning CHP terminal safety inspections, labor contracts, reduced fares, Welfare-to-Work, revenue sharing, and evaluating passenger needs.

Status of Prior Audit Recommendations – There were no recommendations made in Vacaville’s prior performance audit.

Functional Performance Indicator Trends – to further assess Vacaville’s performance over the past three years, a detailed set of systemwide and modal functional area performance indicators was defined and reviewed.

- Systemwide (All Modes) – The following is a brief summary of the systemwide functional trend highlights between FY2021 and FY2023:
 - Administrative costs as a percentage of total operating costs decreased slightly from FY2021 through FY2023, down 7.8 percent overall during the period, while administrative cost per vehicle service hour was mostly unchanged, decreasing by 0.4 percent overall.
 - Marketing costs as percentage of administrative costs increased by 8.7 percent from FY2021 to FY2023 while marketing costs per unlinked passenger trip decreased by 53.6 percent from FY2021 to FY2023.
 - The systemwide farebox recovery ratio increased by 81.3 percent from FY2021 to FY2023, in large part due to fare-free operations during the

pandemic from March 2020 until reinstatement of fares on February 1, 2023.

- Bus Service – The following is a brief summary of the bus service functional trend highlights between FY2021 and FY2023:
 - In Service Planning, service miles as a percentage of total miles and service hours as a percentage of total hours were each nearly unchanged during the three-year audit period, with overall three-year changes of 0.6 and -0.7 percent, respectively.
 - Passengers per vehicle service mile increased during the three-year audit period from 0.46 in FY2021 to 1.08 in FY2023, for a 134.5 percent change over the three year period. Passengers per vehicle service hour increased from 6.10 in FY2021 to 14.14 in FY2023, for an increase of 131.9 percent over the three-year period.
 - In Operations, overall vehicle operations costs increased as a percentage of total operating costs, by 6.5 percent overall. Cost per service hour decreased by 12.8 percent during the three-year period.
 - The farebox recovery ratio increased from 2.9 percent in FY2021 to 6.7 percent in FY2023, for a 129.5 percent overall increase in the period. The increase was due in part to a fare-free policy implemented during FY2020 in response to the pandemic and resumption of fare payments in February 2023. The TDA recovery ratio matched the overall farebox recovery ratio.
 - Percentage of on-time trips decreased 10.4 percent overall in the period, complaints per 100,000 service miles increase from zero to 1.1, and percentage of missed trips increased from zero in FY2021 to 0.35 percent in FY2023.
 - Maintenance costs as a percentage of total operating costs remained flat at 13.7 percent in FY2021 and 13.6 percent in FY2023. On a service mile basis, costs decreased from \$1.29 in FY2021 to \$1.07 in FY2023, for a 17.7 percent decrease in the period.
 - Vehicle spare ratio was mostly unchanged, decreasing by just 2.8 percent in the period. Mean distance between roadcalls increased by 23.4 percent during the three-year review period.

- Preventable accidents per 100,000 miles decreased by 20.7 percent, from 2.3 to 1.8 during the three-year period. Casualty and liability costs per vehicle service hour and vehicle service mile decreased by 32.8 and 32.1 percent respectively, during the three-year period.
- Paratransit – The following is a brief summary of the paratransit functional trend highlights between FY2021 and FY2023:
 - Vehicle service miles as a proportion of total miles and vehicle service hours as a proportion of total hours both decreased, with 5.5 percent and 21.0 percent decreases, respectively, over the three year audit period.
 - Passengers per vehicle service mile ranged from 0.21 to 0.22 in each year of the audit period. Passengers per vehicle service hour increased slightly from 2.84 in FY2021 to 2.97 in FY2023, for a total increase of 4.7 percent over three years.
 - Operations results included an increase of 8.0 percent in vehicle operations costs as a portion of total operating costs and a 105.3 percent increase in vehicle operations cost per service hour over three years. Farebox recovery and TDA recovery ratio each decreased by 17.7 percent from FY2021 to FY2023.
 - Percentage of on-time trips were up 7.6 percent overall and reached 85.0 percent in FY2023, while complaints per 10,000 passenger trips stood at zero in FY2021 and FY2023 and 1.1 in FY2022.
 - Missed trips and ADA trip denials each stood at zero for each year of the three-year audit period.
 - Trip cancelations decreased 33.5 percent in the period, from 3.9 percent in FY2021 to 2.6 percent in FY2023. No-show and late cancelations as a percentage of ADA trips increased from 0.56 percent in FY2021 to 0.72 percent in FY2023, up 27.2 percent during the period.
 - Maintenance results showed vehicle maintenance costs as a percentage of total operating costs decreased by 33.5 percent in the period. Vehicle maintenance costs per service mile increased by 13.2 percent during the period.

- Spare ratio increased by 166.7 percent during the three-year audit period, while mean distance between roadcalls increased by 77.8 percent from FY2021 to FY2023. The change in spare ratio was a result of 10 new vehicles being added to the fleet while older vehicles had not yet disposed of.
- Preventable accidents per 100,000 vehicle miles stood at 1.7 in both FY2021 and FY2023 with zero accidents in FY2022.
- Casualty and liability cost per vehicle service hour increased by 105.5 percent in the review period while cost per vehicle service mile increased by 84.0 percent over the same period.

Recommendations

No recommendations are suggested for Vacaville at this time based on the results of this triennial performance audit.

It is noted here that many cost efficiency, cost effectiveness and functional indicators fluctuated by wide margins compared to their past trends. Further, it is recognized here that during this audit period policy, planning and operational decisions were made under unusual conditions of local, regional and national health pandemic. Vacaville, like other transit agencies in the Bay Area, faced issues related to employee availability and retention; deployment of vehicles based on declining demand due to remote working; forced reduction in acceptable vehicle occupancy due to social distancing guidelines. For these reasons no recommendations are made to reexamine the past performance.

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I. INTRODUCTION

Public Utilities Code (PUC) Section 99246 requires that a performance audit be conducted every three years of each public transit operator in California. The audit requirement pertains to recipients of Transportation Development Act (TDA) funds, and is intended to assure that the funds are being used efficiently. The substance and process of the performance audit is defined by the Regional Transportation Planning Agency (RTPA).

In the San Francisco Bay Area, the Metropolitan Transportation Commission (MTC) has been designated the RTPA and has this responsibility. By statute, the audit must be conducted in accordance with the U.S. Comptroller General's "Standards for Audit of Governmental Organizations, Programs, Activities, and Functions" (the "yellow book"). The performance audit is a systematic review to determine the extent to which a transit operator has complied with pertinent laws and regulations, and conducted operations in an efficient and economical manner. Relative to system compliance testing, all findings are reported regardless of materiality.

This report has been prepared as part of the performance audit of the City of Vacaville Transit Services. The two modes operated by Vacaville, bus and paratransit, are the focus of this performance audit. The audit period is Fiscal Years 2021 through 2023 (from July 1, 2020 through June 30, 2023).

An overview of Vacaville is provided in Exhibit 1. This is followed by a recent organization chart in Exhibit 2, which reflects the basic organizational structure during the audit period and beyond.

Performance Audit and Report Organization

This performance audit of Vacaville was conducted for MTC in accordance with its established procedures for performance audits. The audit consisted of two discrete steps:

1. Compliance Audit - Activities in this phase include:
 - An overview of data collection and reporting procedures for the five TDA performance indicators;
 - Analysis of the TDA indicators; and
 - A review of compliance with selected state Public Utilities Code (PUC) requirements.

2. Functional Review - Activities in this phase include:
 - A review of actions to implement the recommendations from the prior performance audit;
 - Calculation and evaluation of functional performance indicator trends; and
 - Findings, conclusions, and the formulation of recommendations.

This report presents the findings and conclusions from the Compliance Audit as well as the Functional Review and incorporates comments received from Vacaville and MTC staff regarding the draft report.

Exhibit 1: System Overview

Locations	Headquarters: 650 Merchant Street, Vacaville, CA 95688
Establishment	The City of Vacaville (City) began providing transit services in July 1981, with the establishment of Vacaville City Coach, which operated deviated fixed-route service. In October 1989, a fixed-route system was developed, initially operating on two routes and later expanding.
Board	The City of Vacaville’s transit program is governed by the City Council, which provides all policy direction. The General Services Division of the Public Works Department administers the program. The General Services Division Manager is responsible for the daily operations of the system and reports to the Director for Public Works.
Facilities	<u>The City Coach maintenance, operations, vehicle storage and administrative functions are located at the transit facilities, in the City’s Corporation Yard on Allison Drive in Vacaville. This location houses both agency staff and contractor employees. City Coach also utilizes two Park and Ride facilities within Vacaville, each containing over one hundred parking spaces and bicycle racks or lockers.</u> The city also operates two transit transfer centers. The first is located in Downtown Vacaville and named the Downtown Transit Plaza. The second is a regional transfer facility located on Allison Drive, named the Vacaville Transportation Center (VTC). The VTC is also a park and ride lot with 220 surface level parking stalls.
Service Data	The City of Vacaville provides a fixed-route service (City Coach), a demand-response service called City Coach Direct, a local ADA paratransit service (Special Services), and a subsidized local taxi program for eligible residents. City Coach, City Coach Direct, and Special Services are operated under contract by First Transit, Inc., which was recently acquired by Transdev. City Coach currently operates five fixed routes as well as the demand-response system, City Coach Direct. Hours of operation are Monday through Friday, 7:00 a.m. to 7:00 p.m. and Saturday, 8:00 a.m. to 6:00 p.m. Local fares are \$1.50 for adults, \$1.25 for youth, and \$0.75 for seniors, passengers with disabilities, and Medicare cardholders. Up to two children under the age of five ride free with a paying adult. Discounted day passes, monthly passes and 20- and 30-ride punch passes are also available. This fare structure has been in effect since July 2005. City Coach also accepts payment with the Clipper card, the all-in-one transit card accepted throughout the Bay Area.

Vacaville provides paratransit service through a dial-a-ride program called Special Services, and a subsidized local taxi program. Special Services is an origin-to-destination service available to people who are certified as disabled under the Americans with Disabilities Act (ADA). Special Services operates during the same days and hours as the fixed-route and demand-response services. The one-way fare is \$2.00.

A 20-ride ADA punch pass can be purchased for \$39.00. For the local taxi service, the City contracts with AA Cab, Yellow Cab and Vacaville Checker Cab, and subsidizes 50 percent of the trip cost. The local taxi scrip program is part of the City's overall Dial-A-Ride (DAR) program.

The city also contributes financially to regional bus services operated by SolTrans. There are three bus routes connecting Vacaville, Fairfield, Benicia, Pleasant Hill, Yolo County, and the Walnut Creek BART station. The City is part of an Intercity Transit Funding Agreement between the four other county transit operators, coordinated by the Solano Transportation Authority in a coordinated cost sharing program to support the transit services between those communities.

Recent Changes

As a response to COVID-19, the city was running fare free from March 2020 to February 1, 2023. Vacaville Council directed staff to resume fare collection for all City Coach services on February 1, 2023 during the October 25, 2022 council meeting.

In 2021 Vacaville procured 10 Ford Transit vans to replace the aging paratransit fleet and purchase vehicles for the City Coach Direct Program. Delivery of the vans began in July 2022 with the final van being placed in service in June 2023.

In 2022 Vacaville procured 10 electric 35' New Flyer buses. The first bus was delivered in October 2023 with all 10 buses expected to be delivered by December 2023.

Planned Changes

The City's Electrification Charging System Infrastructure Project is well on its way. This project entails the design and installation of an electric bus charging system located at the City Coach Transit Bus Yard at the rear of the City's Corporation Yard on Allision Drive. This project is being managed through the City's Public Works Capital Improvement Program (CIP) process. The design process was completed by P2S Inc. Release of an RFP for construction of the facility is expected by the end of December 2023.

Staff are also working on the Transit Building Expansion Project. This project entails the construction of an additional 1,500 square feet to the existing Transit Building by expanding the building footprint on the east side of the building. The additional 1,500 square feet of space will meet the current and future needs of the City's transit program as it continues to provide service throughout the City of Vacaville. This project is being managed through the City's Public Works Capital Improvement Program (CIP) process. An RFP for design services was released in October 2023 and unfortunately the city did not receive any proposals. The city plans to re-advertise the project after gathering data from the list of consultants who requested the RFP during the advertisement period

Staff

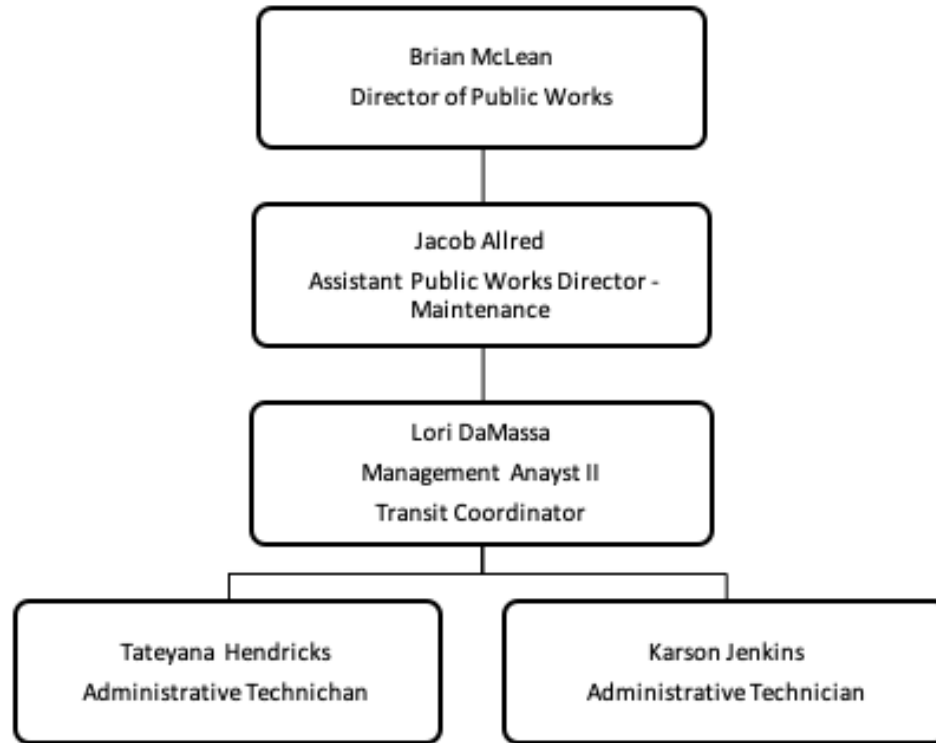
Within the Public Works Maintenance Division, a total of 3 FTEs is dedicated to the City Coach Transit program.

Exhibit 2: Organization Chart FY2021-FY2023



CITY OF VACAVILLE

Organization Chart



II. REVIEW OF TDA DATA COLLECTION AND REPORTING METHODS

This section focuses on the five performance indicators required by TDA law. These indicators have been defined by the state PUC to evaluate the transit operator's efficiency, effectiveness and economy. The purpose of this review is to determine if Vacaville is in compliance with the data collection and reporting requirements necessary to calculate the TDA performance indicators. The review is limited to the data items needed to calculate the indicators:

- Operating costs
- Vehicle service hours
- Vehicle service miles
- Unlinked passengers
- Employees (full-time equivalents)

The TDA indicator analysis typically relies on the operating and financial statistics in the National Transit Database (NTD) reports submitted annually to the Federal Transit Administration (FTA). Vacaville has obtained an NTD reporting waiver for the audit period, as it operates fewer than 30 vehicles in transit service, and thus is not required to file a complete annual NTD report. Instead, information from the City's TDA claims was used to analyze TDA data collection and reporting.

Compliance with Requirements

To support this review, Vacaville staff confirmed that the data collection and reporting procedures generally remain unchanged from those described in the prior performance audit. One change was noted for the calculation of operating costs and FTEs; Vacaville noted that city staff time and administrative costs are allocated on a

60/30/10 split between fixed-route, on-demand, and paratransit, whereas for the 2021 audit costs were allocated on a 70/30 split between fixed-route and paratransit. Based on the information provided, as shown in Exhibit 3.1, Vacaville is in compliance with the data collection and reporting requirements for all five TDA statistics.

Consistency of the Reported Statistics

The resulting TDA statistics for Vacaville's bus and paratransit services are shown in Exhibits 3.2 and 3.3, respectively. Included are statistics covering each fiscal year of the three-year audit period, plus the immediately preceding three fiscal years, resulting in a six-year trend. The statistics collected over the period appear to be consistent with the TDA definitions. However, in some years there are inconsistencies in terms of the direction and magnitude of the year-to-year changes across the statistics.

For example, increases or decreases in annual operating costs are disproportional to increases or decreases in annual vehicle service hours, vehicle service miles, and employee FTEs. In FY2020, operating costs for the bus service increased by 7.4 percent while vehicle service miles, vehicle service hours, and employee FTEs each decreased. For paratransit services, operating costs increased in FY2019, FY2020, and FY2023 while at the same time vehicle service miles, vehicle service hours, and employee FTEs each decreased in FY2019 and FY2020 and vehicle service miles and hours decreased in FY2023. The trend was at least partially due to COVID-19 restrictions and Vacaville's response to the pandemic as well as year-over-year fluctuations in FTEs for both modes.

Exhibit 3.1: Compliance with TDA Data Collection and Reporting Requirements

TDA Statistic	TDA Definition	Compliance Finding	Verification Information
Operating Cost	<p>“Operating cost” means all costs in the operating expense object classes exclusive of the costs in the depreciation and amortization expense object class of the uniform system of accounts and records adopted by the Controller pursuant to Section 99243. Also excluded are all subsidies for commuter rail services operated on railroad lines under the jurisdiction of the Federal Railroad Administration, all direct costs for providing charter services, all vehicle lease costs, and principal and interest payments on capital projects funded with certificates of participation.</p>	In Compliance	<ul style="list-style-type: none"> • Reported according to TDA definition and City Audit Reports (generally corresponds to NTD line items). • Costs allocated between fixed-route and paratransit based on service usage. • City staff time and administrative costs allocated on a 60/30/10 percent split between fixed route, on-demand, and paratransit. Cost allocation follows Federal guidelines (approved by HUD).
Vehicle Service Hours	<p>“Vehicle service hours” means the total number of hours that each transit vehicle is in revenue service, including layover time.</p>	In Compliance	<ul style="list-style-type: none"> • Fixed-Route: calculated based on current schedule, consistent with the TDA definition. • Demand Response: calculated from first passenger pick-up to last passenger drop-off. Data source – driver manifests. • Paratransit: calculated from first passenger pick-up to last passenger drop-off. Data source - driver manifests. • Data entered from driver manifests into Transit Contract Operator Monthly Reports (fixed-route and paratransit). MTC Quarterly Report Worksheets track performance for inclusion in MTC Quarterly Reports.

TDA Statistic	TDA Definition	Compliance Finding	Verification Information
Vehicle Service Miles	“Vehicle service miles” means the total number of miles that each transit vehicle is in revenue service.	In Compliance	<ul style="list-style-type: none"> • Fixed-Route: calculated based on current schedule, consistent with the TDA definition. • Demand Response: calculated from first passenger pick-up to last passenger drop-off. Data source - driver manifests. • Paratransit: calculated from first passenger pick-up to last passenger drop-off. Data source - driver manifests. • Data entered from driver manifests into Transit Contract Operator Monthly Reports and MTC Quarterly Report Worksheets as above.
Unlinked Passengers	“Unlinked passengers” means the number of boarding passengers, whether revenue producing or not, carried by the public transportation system.	In Compliance	<ul style="list-style-type: none"> • Fixed-Route: drivers count passengers on each run using counters that track different fare categories. Drivers record passenger counts at end of each run, then reset the counter. Passenger counts included in Transit Contract Operator Monthly Reports and MTC Quarterly Reports. • Demand Response: passenger counts on driver manifests entered into a spreadsheet, incorporated in Transit Contract Operator Monthly Reports. • Paratransit: passenger counts on driver manifests entered into a spreadsheet, incorporated in Transit Contract Operator Monthly Reports.
Employee Full-Time Equivalents	2,000 person-hours of work in one year constitute one employee.	In Compliance	<ul style="list-style-type: none"> • Contractor provides annual employee hours for both fixed-route and paratransit. • City administrative staff hours added to contractor’s figures, based on 60/30/10 split between fixed-route, on-demand and paratransit. FTEs calculated on spreadsheet. Calculation is consistent with TDA definition.

Exhibit 3.2: TDA Statistics – Bus Service

TDA Statistic	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023
Operating Cost (Actual \$)	\$2,217,068	\$1,941,506	\$2,084,693	\$1,584,243	\$1,917,554	\$2,080,576
<i>Annual Change</i>	- -	-12.4%	7.4%	-24.0%	21.0%	8.5%
Vehicle Service Hours	36,738	31,465	24,510	12,594	19,080	20,190
<i>Annual Change</i>	- -	-14.4%	-22.1%	-48.6%	51.5%	5.8%
Vehicle Service Miles	499,976	419,993	321,179	167,381	245,588	265,452
<i>Annual Change</i>	- -	-16.0%	-23.5%	-47.9%	46.7%	8.1%
Unlinked Passengers	405,386	358,591	262,202	76,790	220,876	285,525
<i>Annual Change</i>	- -	-11.5%	-26.9%	-70.7%	187.6%	29.3%
Employee Full-Time Equivalents	23.3	21.0	18.0	23.0	18.0	22.0
<i>Annual Change</i>	- -	-9.9%	-14.3%	27.8%	-21.7%	22.2%

Sources: FY2018 through FY2020 - Prior Performance Audit Report
 FY2021 through FY2023 - MTC TDA Claims (FY2021 and FY2022 past actual, FY2023 current adjusted)

Note: Bus statistics include City Coach Motorbus service

Exhibit 3.3: TDA Statistics – Paratransit

TDA Statistic	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023
Operating Cost (Actual \$)	\$558,524	\$581,902	\$669,492	\$617,382	\$932,661	\$1,009,042
<i>Annual Change</i>	--	4.2%	15.1%	-7.8%	51.1%	8.2%
Vehicle Service Hours	7,337	6,422	5,705	8,714	9,894	7,488
<i>Annual Change</i>	--	-12.5%	-11.2%	52.7%	13.5%	-24.3%
Vehicle Service Miles	88,299	83,331	65,943	112,305	134,555	107,790
<i>Annual Change</i>	--	-5.6%	-20.9%	70.3%	19.8%	-19.9%
Unlinked Passengers	23,292	20,283	16,047	24,748	28,408	22,272
<i>Annual Change</i>	--	-12.9%	-20.9%	54.2%	14.8%	-21.6%
Employee Full-Time Equivalents	10.0	9.3	7.7	4.0	5.0	6.0
<i>Annual Change</i>	--	-7.0%	-17.2%	-48.1%	25.0%	20.0%

Sources: FY2018 through FY2020 - Prior Performance Audit Report

FY2021 through FY2023 - MTC TDA Claims (FY2021 and FY2022 past actual, FY2023 current adjusted)

Note: Paratransit statistics include combined City Coach Direct Demand-Response, Special Services ADA Paratransit, and Local Taxi Demand Response services

III. TDA PERFORMANCE INDICATORS AND TRENDS

The performance trends for Vacaville’s bus and paratransit service modes are presented in this section. Performance is discussed for each of the five TDA-mandated performance indicators:

- operating cost per vehicle service hour
- passengers per vehicle service hour
- passengers per vehicle service mile
- operating cost per passenger
- vehicle service hours per full-time equivalent employee (FTE)

Vacaville’s MTC TDA claim applications were the source of all operating and financial statistics.

In addition to presenting performance for the three years of the audit period (FY2021 through FY2023), this analysis features two enhancements:

- Six-Year Time Period – While the performance audit focuses on the three fiscal years of the audit period, six-year trend lines have been constructed for Vacaville’s service to provide a longer perspective on performance and to clearly present the direction and magnitude of the performance trends. In this analysis, the FY2021 to FY2023 trend lines have been combined with those from the prior audit period (FY2018 through FY2020) to define a six-year period of performance.
- Normalized Cost Indicators for Inflation – Two financial performance indicators (cost per hour and cost per passenger) are presented in both constant and current dollars to illustrate the impact of inflation in the Bay Area. The inflation adjustment relies on the All Urban Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) for the San Francisco

Metropolitan Area. The average CPI-W percent change for each fiscal year has been calculated based on the bi-monthly results reported on the U.S. Department of Labor – Bureau of Labor Statistics website. The CPI-W is used since labor is the largest component of operating cost in transit. Since labor costs are typically controlled through labor contracts, changes in normalized costs largely reflect those factors that are within the day-to-day control of the transit system.

The following discussion is organized to present an overview of Vacaville’s performance trends in each of the five TDA performance indicators. The discussion is organized by service mode -- bus service is discussed first, followed by paratransit. The analysis is also expanded to include a breakdown of the various component costs that contributed to the total and hourly operating costs during the last six years.

Bus Service Performance Trends

This section provides an overview of the performance of Vacaville’s bus service over the past six years. The trends in the TDA indicators and input statistics are presented in Exhibit 4. The six-year trends are illustrated in Exhibits 4.1 through 4.4.

Operating Cost Per Vehicle Service Hour (Exhibit 4.1)

- A key indicator of cost efficiency, the cost per hour of bus service increased an average of 11.3 percent annually during the six-year period.
- The cost per hour ranged from a period low of \$60.35 in FY2018 to a high of \$125.79 in FY2021. There were increases in four of the last five years with increases of 37.8 and 47.9 percent in FY2020 and FY2021, respectively.
- In FY2018 constant dollars, there was an average annual increase of 7.3 percent in this indicator.

Passengers per Vehicle Service Hour (Exhibit 4.2)

- A key indicator of passenger productivity, passengers per hour increased by an average of 5.1 percent annually during the six-year period.
- Initial declines in ridership during the COVID-19 pandemic led to a decrease in passengers per hour including a 43 percent decrease in FY2021. However, by FY2022, passengers per hour had surpassed pre-pandemic levels, due in large part to a 90 percent increase that year.
- Passengers per hour fluctuated, increasing overall from 11 in FY2018 to 14.1 in FY2023, with a decline to 6.1 per hour in FY2021 along the way.

Passengers per Vehicle Service Mile (Exhibit 4.2)

- Similar to passengers per hour, passengers per mile also increased overall, but by a slightly higher 5.8 percent annually on average.
- Performance in passengers per mile was similar to that of passengers per hour, with decreases during FY2020 and FY2021, before recovery in FY2022 and FY2023. The increase of 96 percent in FY2022 was notable.
- Passengers per mile increased overall from 0.81 passengers per mile in FY2018 to 1.08 passengers in FY2023, after a low of 0.46 in FY2021.

Operating Cost per Passenger (Exhibit 4.3)

- A key measure of cost effectiveness, the cost per passenger increased from \$5.47 in FY2018 to \$20.63 in FY2021 due to the decline in ridership outpacing somewhat lowered costs. The cost per passenger later subsided to \$7.29 in FY2023.
- The cost per passenger increased in only two years of the review period, 47 percent in FY2020 and 159 percent in FY2021. Fluctuations in

operating costs in FY2020 and FY2021 were outweighed by an 80 percent decline in ridership from FY2018 through FY2021.

- Overall, cost per passenger increased an average of 5.9 percent annually. With the impact of inflation removed from the cost side (normalization), cost per passenger exhibited an average annual increase of 2.1 percent per year.

Vehicle Service Hours per Employee (FTE) (Exhibit 4.4)

- A measure of employee productivity, this indicator decreased by an average 10.3 percent per year over the six years.
- Hours per FTE decreased overall from 1,577 in FY2015 to 918 in FY2020.
- Annual FTEs decreased at a lower rate (1.1 percent annually) than vehicle service hours (11.3 percent annually) overall during the six-year period.

* * * * *

The following is a brief summary of the bus service TDA performance trend highlights over the six-year period of FY2018 through FY2023:

- There was an average annual increase in the operating cost per vehicle service hour of 11.3 percent, which amounted to a 7.3 percent annual increase in inflation adjusted dollars.
- The cost per passenger increased on average by 5.9 percent per year, resulting in an average annual increase of 2.1 percent in constant FY2018 dollars. Outsized increases occurred during the nadir of ridership in FY2020 and FY2021 with declines in cost seen subsequently.
- Passenger productivity increased, with passengers per vehicle service hour increasing by 5.1 percent per year on average, and passengers per vehicle service mile increasing by 5.8 percent annually.

- Employee productivity fluctuated and ultimately decreased by 10.3 percent per year on average.

Exhibit 4: TDA Indicator Performance - Bus Service

	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	Av. Ann. Chg.
Performance Indicators							
Op. Cost per Vehicle Svc. Hour (Actual \$)	\$60.35	\$61.70	\$85.05	\$125.79	\$100.50	\$103.05	- -
<i>Annual Change</i>	- -	2.2%	37.8%	47.9%	-20.1%	2.5%	11.3%
Op. Cost per Vehicle Svc. Hour (Constant \$)	\$60.35	\$59.92	\$81.51	\$115.58	\$85.82	\$86.01	- -
<i>Annual Change</i>	- -	-0.7%	36.0%	41.8%	-25.7%	0.2%	7.3%
Passengers per Vehicle Service Hour	11.0	11.4	10.7	6.1	11.6	14.1	- -
<i>Annual Change</i>	- -	3.3%	-6.1%	-43.0%	89.9%	22.2%	5.1%
Passengers per Vehicle Service Mile	0.81	0.85	0.82	0.46	0.90	1.08	- -
<i>Annual Change</i>	- -	5.3%	-4.4%	-43.8%	96.0%	19.6%	5.8%
Op. Cost per Passenger (Actual \$)	\$5.47	\$5.41	\$7.95	\$20.63	\$8.68	\$7.29	- -
<i>Annual Change</i>	- -	-1.0%	46.8%	159.5%	-57.9%	-16.1%	5.9%
Op. Cost per Passenger (Constant \$)	\$5.47	\$5.26	\$7.62	\$18.96	\$7.41	\$6.08	- -
<i>Annual Change</i>	- -	-3.9%	44.9%	148.8%	-60.9%	-18.0%	2.1%
Vehicle Service Hours per FTE	1,577	1,498	1,362	548	1,060	918	- -
<i>Annual Change</i>	- -	-5.0%	-9.1%	-59.8%	93.6%	-13.4%	-10.3%
Input Data							
Operating Cost (Actual \$)	\$2,217,068	\$1,941,506	\$2,084,693	\$1,584,243	\$1,917,554	\$2,080,576	- -
<i>Annual Change</i>	- -	-12.4%	7.4%	-24.0%	21.0%	8.5%	-1.3%
Operating Cost (Constant \$)	\$2,217,068	\$1,885,248	\$1,997,711	\$1,455,663	\$1,637,533	\$1,736,591	- -
<i>Annual Change</i>	- -	-15.0%	6.0%	-27.1%	12.5%	6.0%	-4.8%
Vehicle Service Hours	36,738	31,465	24,510	12,594	19,080	20,190	- -
<i>Annual Change</i>	- -	-14.4%	-22.1%	-48.6%	51.5%	5.8%	-11.3%
Vehicle Service Miles	499,976	419,993	321,179	167,381	245,588	265,452	- -
<i>Annual Change</i>	- -	-16.0%	-23.5%	-47.9%	46.7%	8.1%	-11.9%
Unlinked Passengers	405,386	358,591	262,202	76,790	220,876	285,525	- -
<i>Annual Change</i>	- -	-11.5%	-26.9%	-70.7%	187.6%	29.3%	-6.8%
Employee Full-Time Equivalents	23.3	21.0	18.0	23.0	18.0	22.0	- -
<i>Annual Change</i>	- -	-9.9%	-14.3%	27.8%	-21.7%	22.2%	-1.1%
Bay Area CPI - Annual Change	- -	3.0%	1.3%	4.3%	7.6%	2.3%	
- Cumulative Change	- -	3.0%	4.4%	8.8%	17.1%	19.8%	3.7%

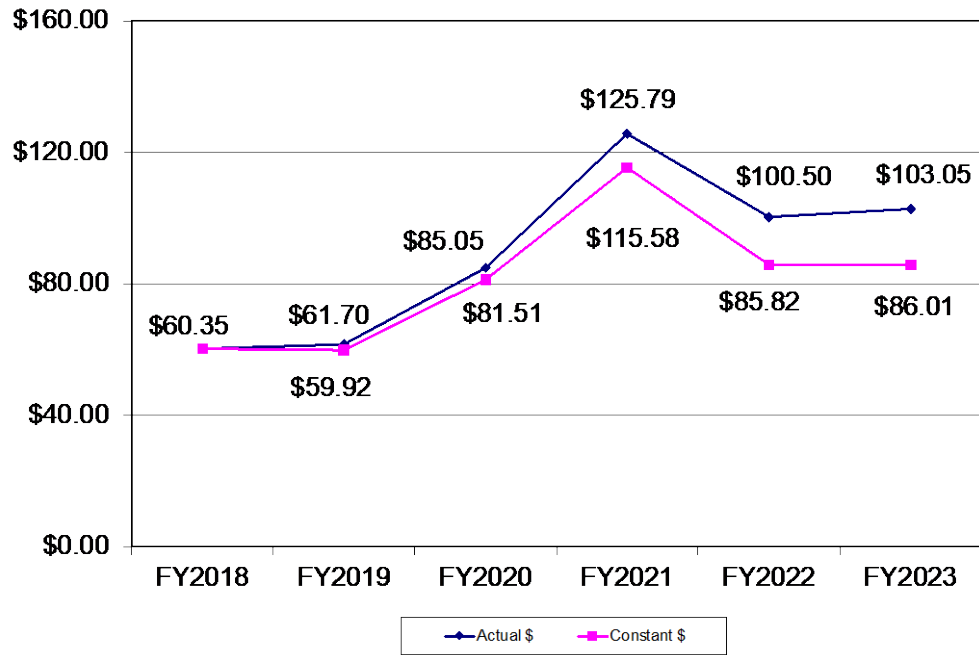
Sources: FY2018 through FY2020 - Prior Performance Audit Report

FY2021 through FY2023 - MTC TDA Claims (FY2021 and FY2022 past actual, FY2023 current adjusted)

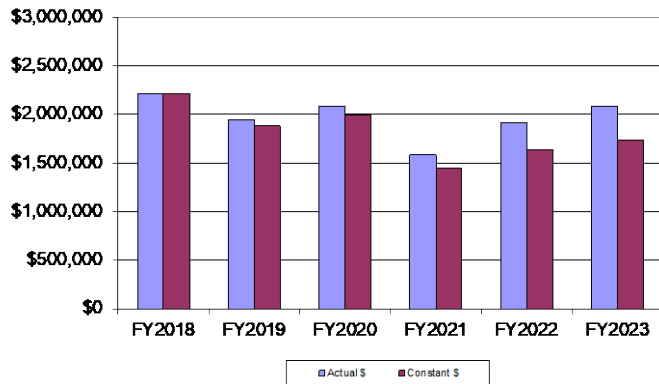
CPI Data - U.S. Department of Labor, Bureau of Labor Statistics

Note: Bus statistics include City Coach Motorbus service

Exhibit 4.1: Operating Cost per Vehicle Service Hour - Bus Service



Operating Cost



Vehicle Service Hours

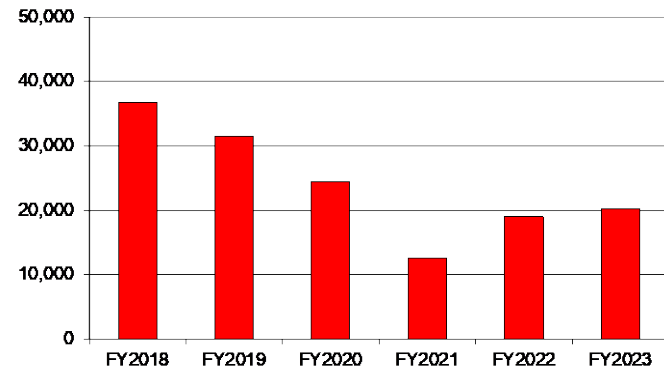
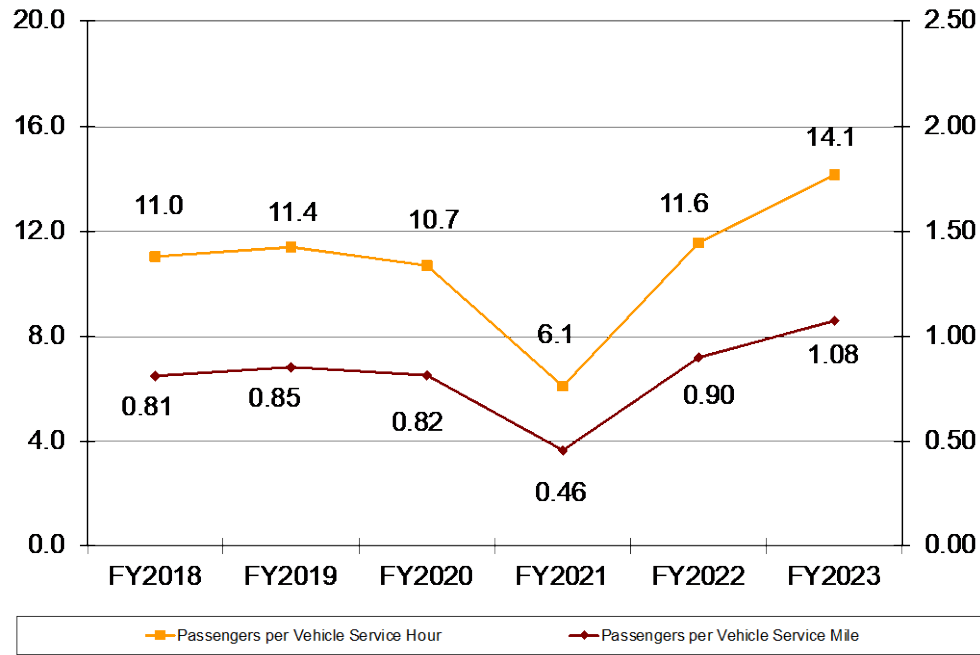
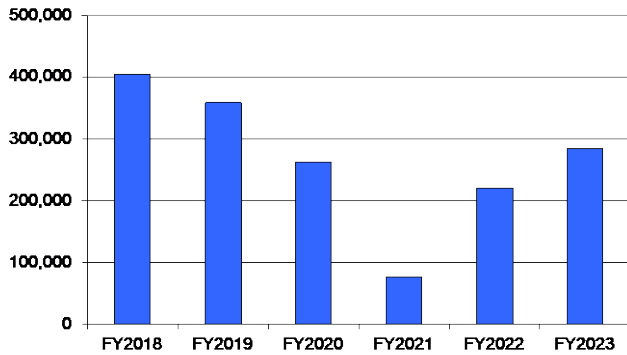


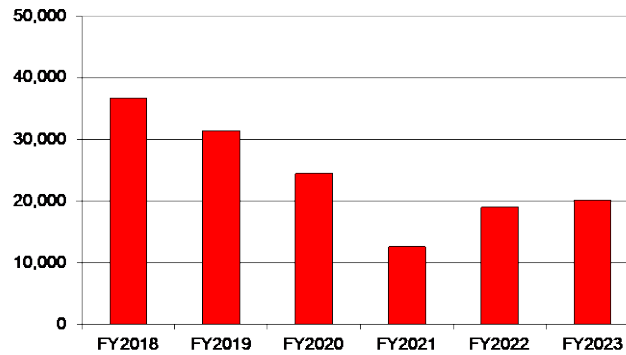
Exhibit 4.2: Passengers per Hour and per Mile – Bus Service



Unlinked Passengers



Vehicle Service Hours



Vehicle Service Miles

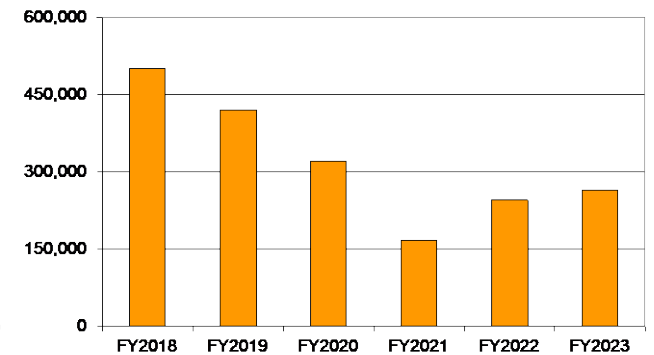
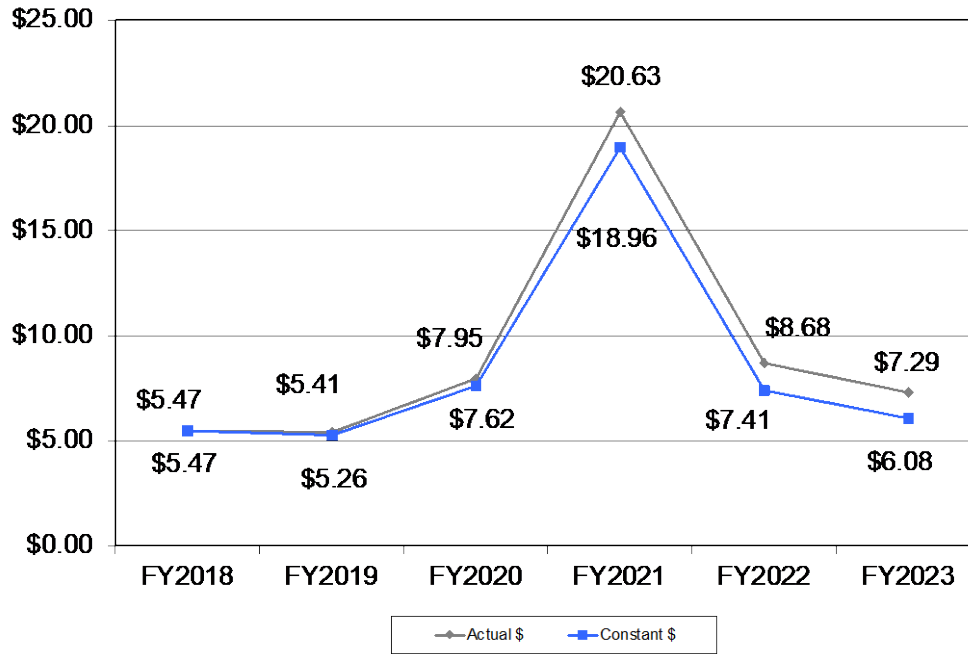
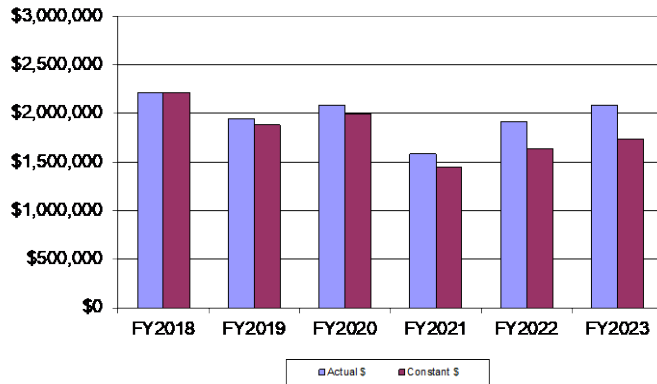


Exhibit 4.3: Operating Cost per Passenger – Bus Service



Operating Cost



Unlinked Passengers

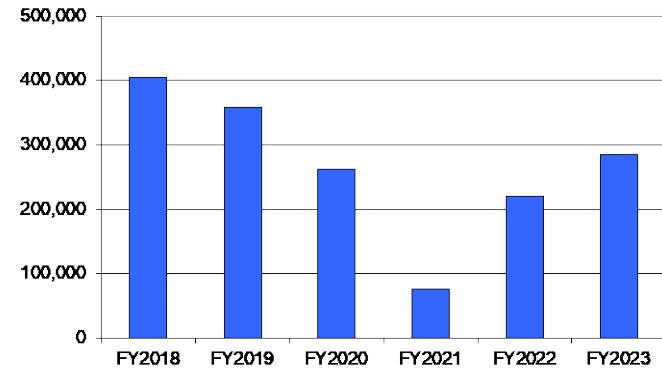
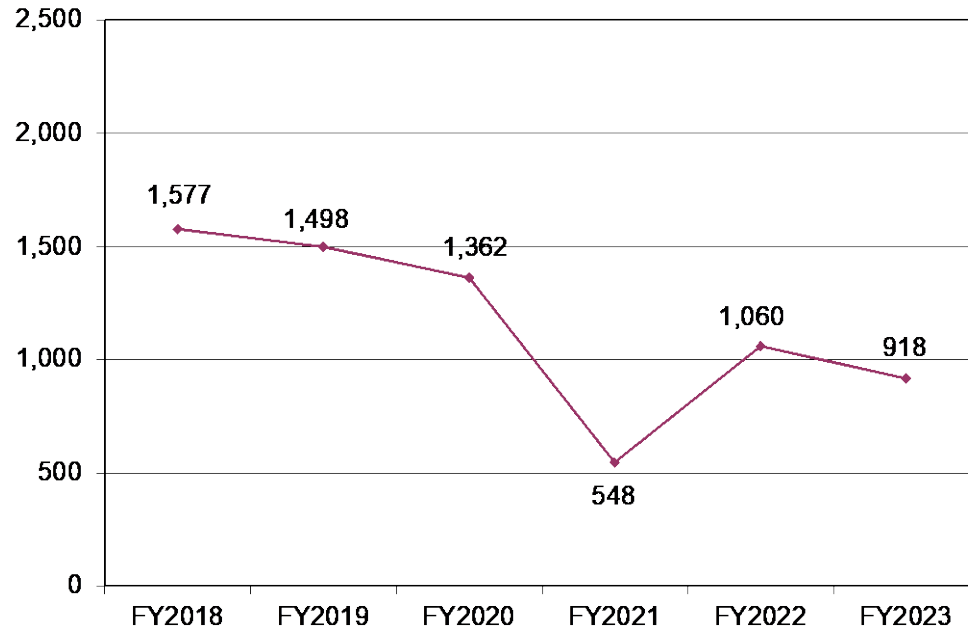
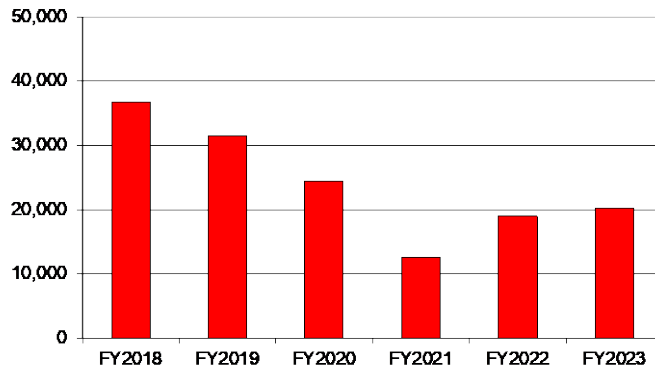


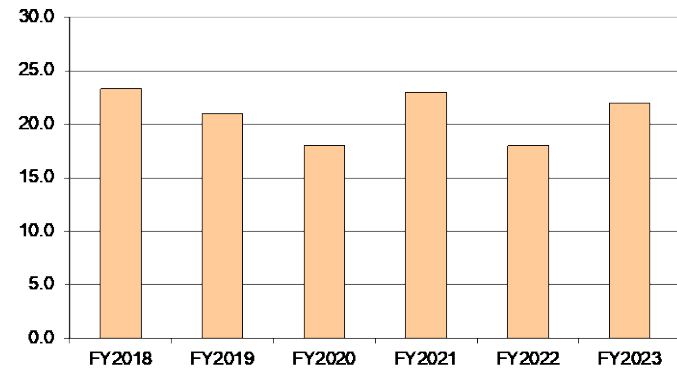
Exhibit 4.4: Vehicle Service Hours per FTE – Bus Service



Vehicle Service Hours



Full-time Equivalents



Bus Service Component Costs

Year-to-year changes in selected operating cost categories over the past six years are presented in Exhibit 4.5. Examining components of operating costs (e.g., labor, fringes, fuel, and casualty/liability) may determine what particular components had the most significant impacts on the operating costs. Exhibit 4.5 also shows the concurrent changes in vehicle service hours, and Exhibit 4.6 illustrates the portion of the cost per bus service hour that can be attributed to each included cost component.

- In-house labor costs increased by an annual average of 6.7 percent over the six-year period. The overall decrease is largely attributed to increases of 47.2 percent in FY2019 and 24.8 percent in FY2021.
- Fringe benefits costs increased an annual average of 15.7 percent over the six-year period, due in large part to increases of 21.6 percent in FY2019 and 33.1 percent in FY2021.
- Services costs decreased by 4.6 percent on average per year. Annual changes in service costs varied throughout the review period with a 43.5 percent decrease in FY2019 and an 86 percent increase in FY2020.
- Purchased transportation costs declined slightly during the six-year period, with an average annual decrease of 2.4 percent.
- Costs for materials/supplies including fuels/lubricants were up, increasing by 4.6 percent per year on average during the review period.
- Casualty/liability expenses increased by 6.3 percent per year on average. Annual increases in costs in this category included 18.6 percent in FY2019 and 15.9 percent in FY2023.
- Miscellaneous expenses, including utilities, interest, leases and rentals, and other decreased by 14.1 percent per year on average from FY2018 to FY2023. The largest annual decrease was 45.1 percent in FY2019.

* * * * *

The following is a brief summary of the bus service component operating costs trend highlights between FY2018 and FY2023:

- Purchased transportation costs decreased an average 2.4 percent per year, remaining the largest component cost area at 52.9 percent of total costs in FY2023, down from a high of 60.4 percent in FY2019. Purchased transportation costs decreased in three years of the review period, with the largest decrease of 26.4 percent in FY2021.
- In-house labor increased by 6.7 percent per year while fringe benefit costs increased by 15.7 percent per year on average. Both of these categories combined comprise from 5.6 to 13.6 percent of operating costs during each year of the review period.
- Services costs decreased by 4.6 percent on average per year. This category comprised 22.7 percent of operating costs in FY2018, 25.4 percent in FY2020, and 19.1 percent in FY2023.
- Costs increased for materials/supplies (including fuels/lubricants) by 4.6 percent annually during the six-year period. The share of materials/supplies costs increased from 7.2 percent to 9.6 percent of total operating costs over the six-year period.
- There was a 6.3 percent average annual increase in casualty/liability expenses, which increased from 4.5 percent to 6.5 percent of total costs during the review period.
- Miscellaneous expenses including utilities, interest expense, leases and rentals, and other decreased by 14.1 percent annually on average but comprised only 2 percent to 4.1 percent of total costs during any year of the six-year period.

Exhibit 4.5: Component Cost Trends – Bus Service

	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	Av. Ann. Chg.
COST CATEGORIES							
Labor (Salaries/Wages)	\$65,704	\$96,749	\$93,113	\$116,201	\$104,388	\$90,688	--
<i>Annual Change</i>	--	47.2%	-3.8%	24.8%	-10.2%	-13.1%	6.7%
Fringe Benefits (a)	\$56,569	\$68,777	\$75,368	\$100,292	\$102,883	\$117,187	--
<i>Annual Change</i>	--	21.6%	9.6%	33.1%	2.6%	13.9%	15.7%
Services	\$503,031	\$284,407	\$528,839	\$315,514	\$399,835	\$397,230	--
<i>Annual Change</i>	--	-43.5%	85.9%	-40.3%	26.7%	-0.7%	-4.6%
Purchased Transportation	\$1,243,672	\$1,173,267	\$1,068,881	\$786,478	\$993,761	\$1,099,709	--
<i>Annual Change</i>	--	-5.7%	-8.9%	-26.4%	26.4%	10.7%	-2.4%
Materials/Supplies (b)	\$158,727	\$151,214	\$147,865	\$104,808	\$162,293	\$199,065	--
<i>Annual Change</i>	--	-4.7%	-2.2%	-29.1%	54.8%	22.7%	4.6%
Casualty/Liability	\$99,087	\$117,510	\$132,376	\$124,840	\$115,925	\$134,406	--
<i>Annual Change</i>	--	18.6%	12.7%	-5.7%	-7.1%	15.9%	6.3%
Miscellaneous Expenses (c)	\$90,278	\$49,581	\$38,251	\$36,110	\$38,469	\$42,291	--
<i>Annual Change</i>	--	-45.1%	-22.9%	-5.6%	6.5%	9.9%	-14.1%
Total	\$2,217,068	\$1,941,505	\$2,084,693	\$1,584,243	\$1,917,554	\$2,080,576	--
<i>Annual Change</i>	--	-12.4%	7.4%	-24.0%	21.0%	8.5%	-1.3%
OPERATING STATISTICS							
Vehicle Service Hours	36,738	31,465	24,510	12,594	19,080	20,190	--
<i>Annual Change</i>	--	-14.4%	-22.1%	-48.6%	51.5%	5.8%	-11.3%

Sources: FY2018 through FY2020 - Prior Performance Audit Report

FY2021 through FY2023 - MTC TDA Claims (FY2021 and FY2022 past actual, FY2023 current adjusted)

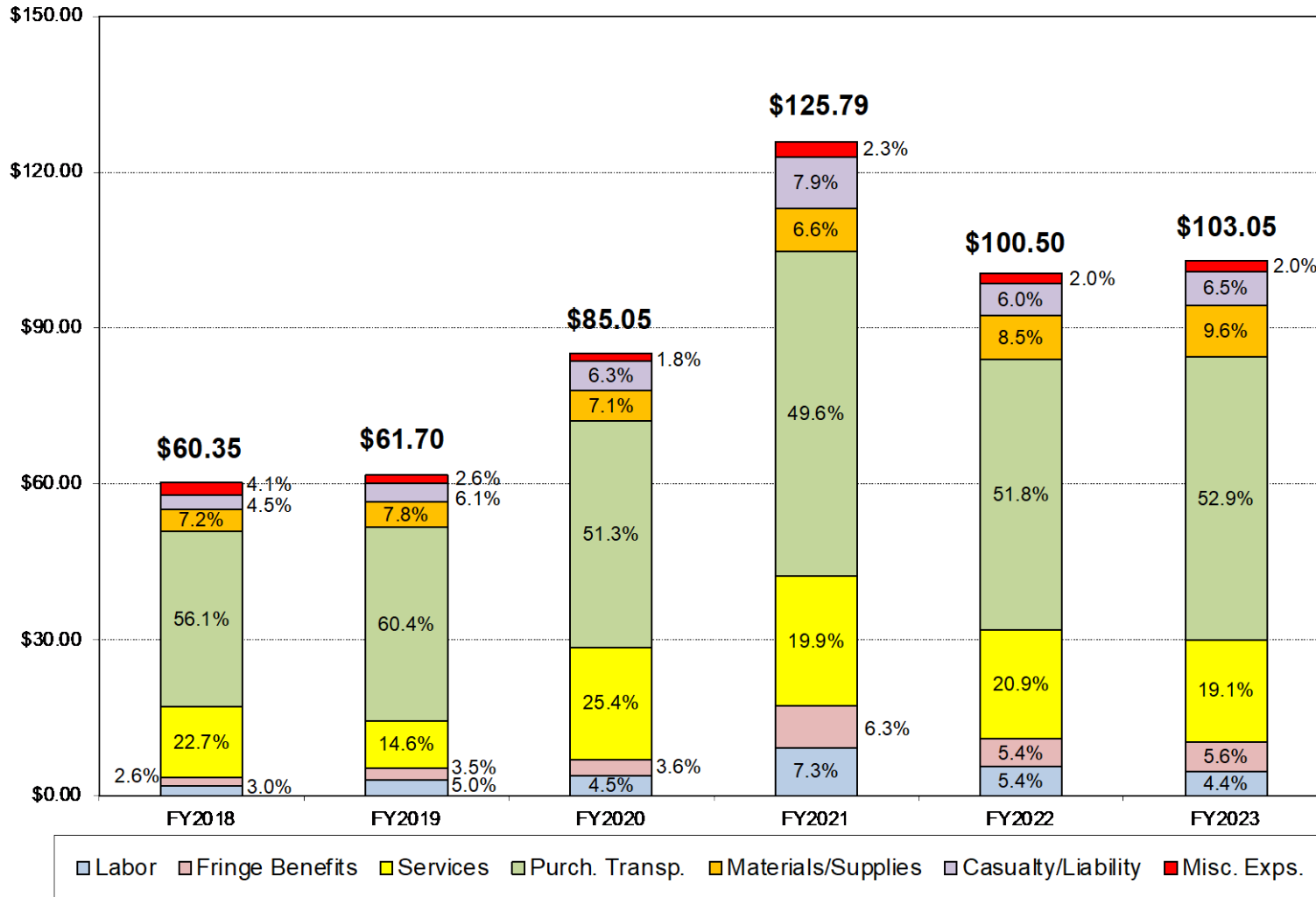
Notes: Bus statistics include City Coach Motorbus service

(a) Includes fringe benefits and pension plans

(b) Includes fuels/lubricants and other materials/supplies

(c) Includes utilities, interest expense, leases and rentals, and other

Exhibit 4.6: Distribution of Component Costs – Bus Service
Operating Cost per Vehicle Service Hour



Paratransit Performance Trends

This section provides an overview of the performance of Vacaville's paratransit service over the six year analysis period. The trends in the TDA indicators and input data are presented in Exhibit 5. The six-year trends are illustrated in Exhibits 5.1 through 5.4.

Operating Cost per Vehicle Service Hour (Exhibit 5.1)

- Vacaville's paratransit cost per hour fluctuated during the review period, but increased in four of five years and overall from \$76.12 in FY2018 to \$134.75 in FY2023.
- The average annual increase was 12.1 percent and increases occurred in each year except for FY2021, which saw a decrease of 39.6 percent.
- With the effects of inflation removed, cost per hour exhibited an average annual increase of 8.1 percent.

Passengers per Vehicle Service Hour (Exhibit 5.2)

- Passengers per vehicle service hour decreased slightly from 3.2 per hour in FY2018 to 3.0 per hour in FY2023.
- The trend amounted to an average annual decrease of 1.3 percent. However, there were small increases in each year from FY2021 through FY2023.

Passengers per Vehicle Service Mile (Exhibit 5.2)

- Performance in passengers per vehicle service mile saw an average annual decrease of 4.8 percent over the six-year period.
- Vacaville's paratransit service carried from 0.21 to 0.26 passengers per mile in every year of the review period.

Operating Cost per Passenger (Exhibit 5.3)

- The cost per passenger increased by 13.6 percent per year on average during the six-year period, from \$23.98 in FY2018, to \$45.31 in FY2023.
- FY2021 was the only year within the six-year period to see a decline in operating cost per passenger, at 40.2 percent.
- With the impact of inflation removed, there was an average annual increase in the cost per passenger of 9.5 percent.

Vehicle Service Hours per FTE (Exhibit 5.4)

- Employee productivity increased during the review period, at 734 hours per FTE in FY2018 and 1,248 hours per FTE in FY2023, an 11.2 percent average annual increase.
- Productivity was flat from FY2018 through FY2020, when hours per FTE stood at 741, then increased 194 percent to 2,179 in FY2021 before settling in at 1,248 in FY2023.

* * * * *

The following is a brief summary of the paratransit TDA performance trend highlights over the six-year period of FY2019 through FY2023:

- Cost effectiveness showed a decrease, with an average annual increase in the operating cost per passenger of 13.6 percent. This amounted to an average annual increase of 9.5 percent in inflation adjusted dollars. Costs per passenger nearly doubled from FY2018 through FY2023.
- Cost efficiency showed a decrease, with operating cost per hour increasing an average of 12.1 percent per year, or 8.1 percent annually when expressed as normalized FY2018 dollars. The only year to see a decrease in cost per hour was FY2021 at 39.6 percent.

- Passenger productivity showed decreases. Passengers per hour decreased by 1.3 percent per year on average, while passengers per service mile decreased by 4.8 percent annually.
- Employee productivity increased, and saw an annual increase of 11.2 percent during the six-year period.

Exhibit 5: TDA Indicator Performance – Paratransit

	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	Av. Ann. Chg.
Performance Indicators							
Op. Cost per Vehicle Svc. Hour (Actual \$)	\$76.12	\$90.61	\$117.35	\$70.85	\$94.27	\$134.75	- -
<i>Annual Change</i>	- -	19.0%	29.5%	-39.6%	33.1%	43.0%	12.1%
Op. Cost per Vehicle Svc. Hour (Constant \$)	\$76.12	\$87.99	\$112.46	\$65.10	\$80.50	\$112.48	- -
<i>Annual Change</i>	- -	15.6%	27.8%	-42.1%	23.7%	39.7%	8.1%
Passengers per Vehicle Service Hour	3.2	3.2	2.8	2.8	2.9	3.0	- -
<i>Annual Change</i>	- -	-0.5%	-10.9%	1.0%	1.1%	3.6%	-1.3%
Passengers per Vehicle Service Mile	0.26	0.24	0.24	0.22	0.21	0.21	- -
<i>Annual Change</i>	- -	-7.7%	0.0%	-9.4%	-4.2%	-2.1%	-4.8%
Op. Cost per Passenger (Actual \$)	\$23.98	\$28.69	\$41.72	\$24.95	\$32.83	\$45.31	- -
<i>Annual Change</i>	- -	19.6%	45.4%	-40.2%	31.6%	38.0%	13.6%
Op. Cost per Passenger (Constant \$)	\$23.98	\$27.86	\$39.98	\$22.92	\$28.04	\$37.81	- -
<i>Annual Change</i>	- -	16.2%	43.5%	-42.7%	22.3%	34.9%	9.5%
Vehicle Service Hours per FTE	734	691	741	2,179	1,979	1,248	- -
<i>Annual Change</i>	- -	-5.9%	7.3%	194.0%	-9.2%	-36.9%	11.2%
Input Data							
Operating Cost (Actual \$)	\$558,524	\$581,902	\$669,492	\$617,382	\$932,661	\$1,009,042	- -
<i>Annual Change</i>	- -	4.2%	15.1%	-7.8%	51.1%	8.2%	12.6%
Operating Cost (Constant \$)	\$558,524	\$565,041	\$641,558	\$567,274	\$796,464	\$842,215	- -
<i>Annual Change</i>	- -	1.2%	13.5%	-11.6%	40.4%	5.7%	8.6%
Vehicle Service Hours	7,337	6,422	5,705	8,714	9,894	7,488	- -
<i>Annual Change</i>	- -	-12.5%	-11.2%	52.7%	13.5%	-24.3%	0.4%
Vehicle Service Miles	88,299	83,331	65,943	112,305	134,555	107,790	- -
<i>Annual Change</i>	- -	-5.6%	-20.9%	70.3%	19.8%	-19.9%	4.1%
Unlinked Passengers	23,292	20,283	16,047	24,748	28,408	22,272	- -
<i>Annual Change</i>	- -	-12.9%	-20.9%	54.2%	14.8%	-21.6%	-0.9%
Employee Full-Time Equivalents	10.0	9.3	7.7	4.0	5.0	6.0	- -
<i>Annual Change</i>	- -	-7.0%	-17.2%	-48.1%	25.0%	20.0%	-9.7%
Bay Area CPI - Annual Change	- -	3.0%	1.3%	4.3%	7.6%	2.3%	- -
- Cumulative Change	- -	3.0%	4.4%	8.8%	17.1%	19.8%	3.7%

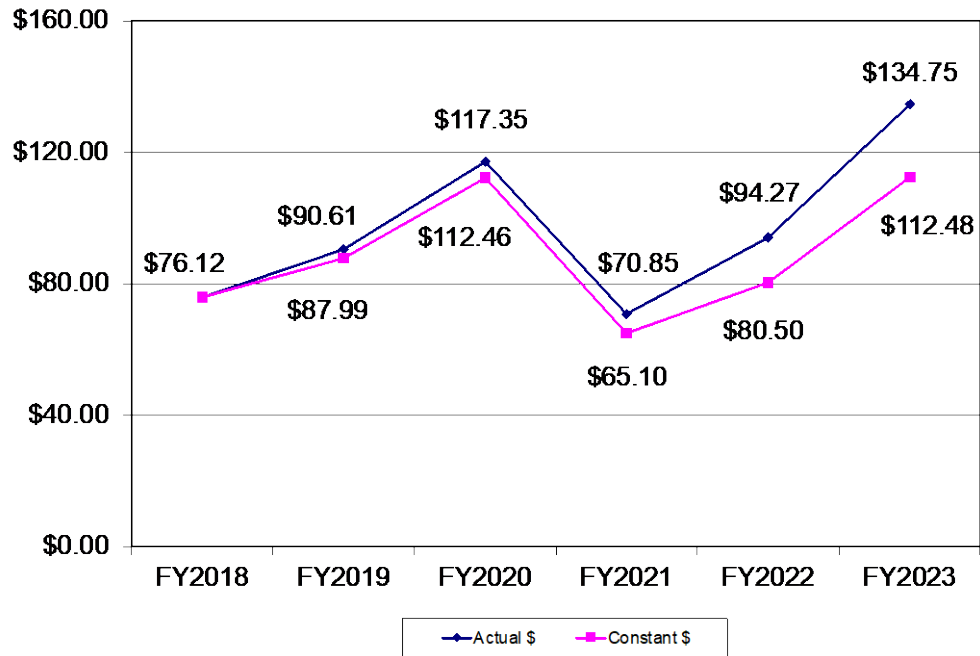
Sources: FY2018 through FY2020 - Prior Performance Audit Report

FY2021 through FY2023 - MTC TDA Claims (FY2021 and FY2022 past actual, FY2023 current adjusted)

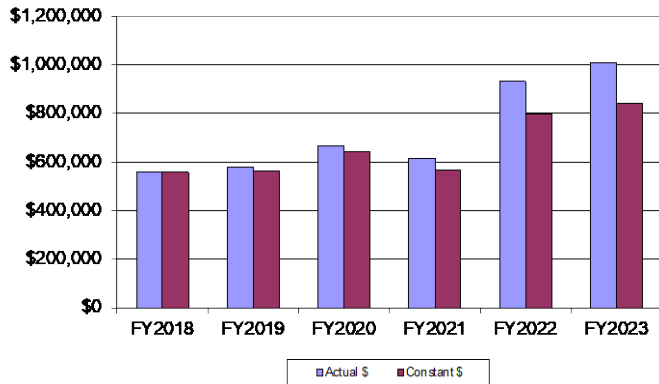
CPI Data - U.S. Department of Labor, Bureau of Labor Statistics

Note: Paratransit statistics include City Coach Direct Demand-Response, Special Services ADA Paratransit, and Local Taxi Demand Response services

Exhibit 5.1: Operating Cost per Vehicle Service Hour – Paratransit



Operating Cost



Vehicle Service Hours

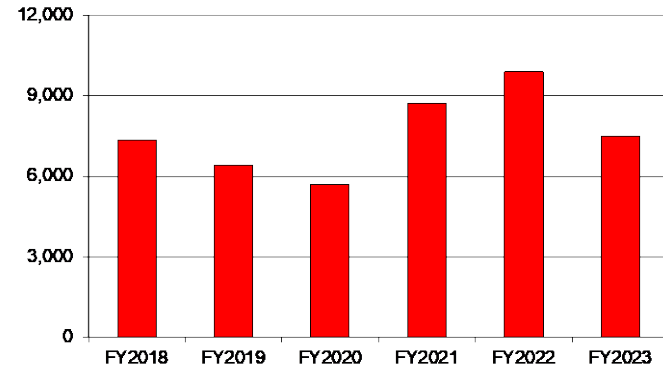
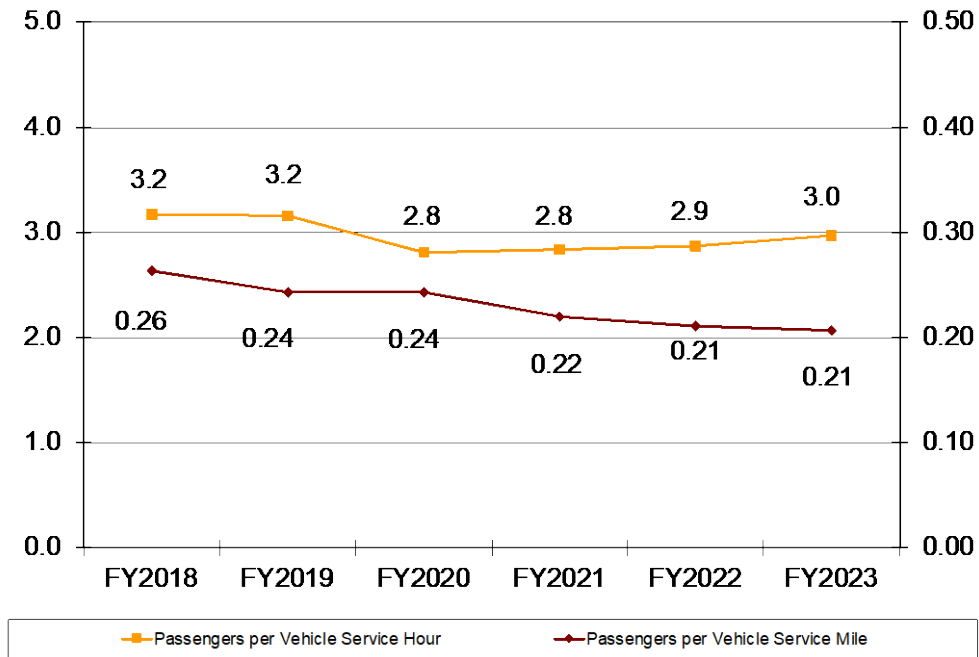
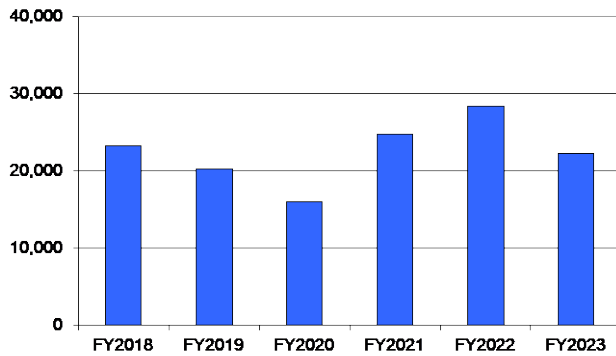


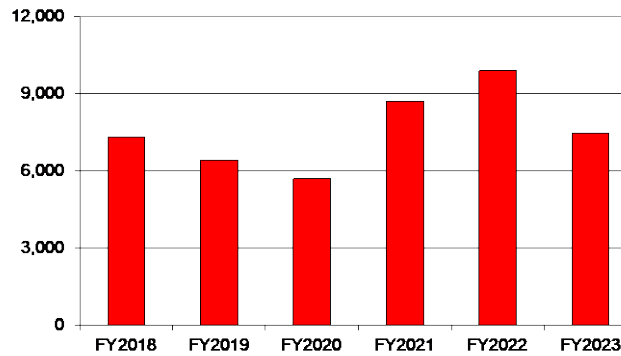
Exhibit 5.2: Passengers per Hour and per Mile – Paratransit



Unlinked Passengers



Vehicle Service Hours



Vehicle Service Miles

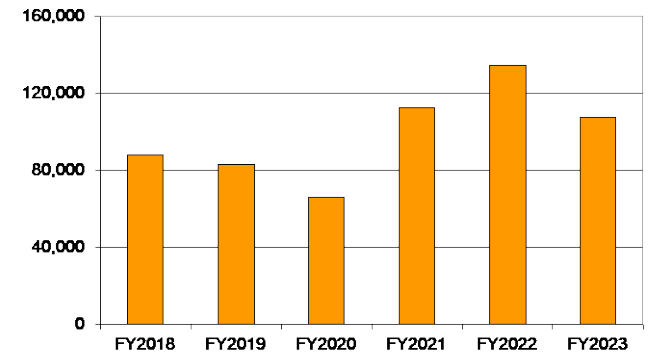
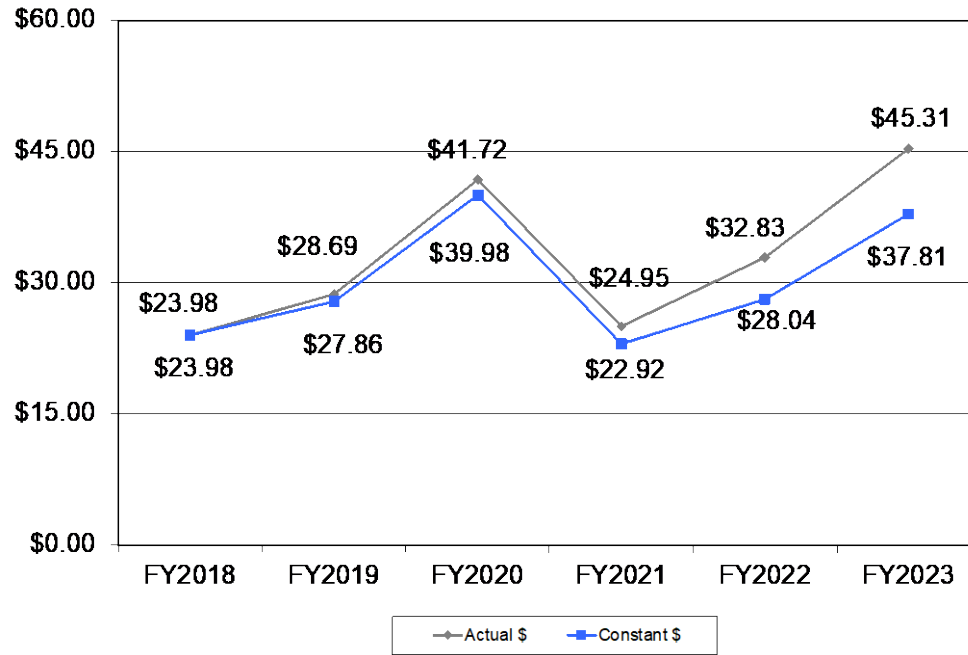
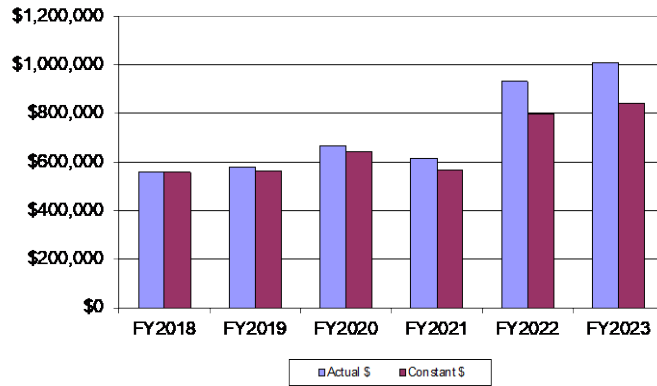


Exhibit 5.3: Operating Cost per Passenger – Paratransit



Operating Cost



Unlinked Passengers

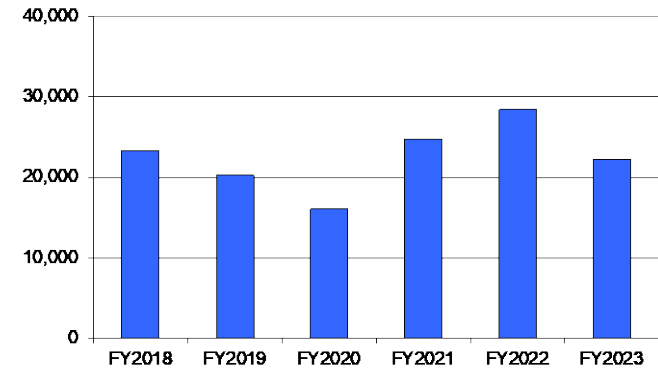
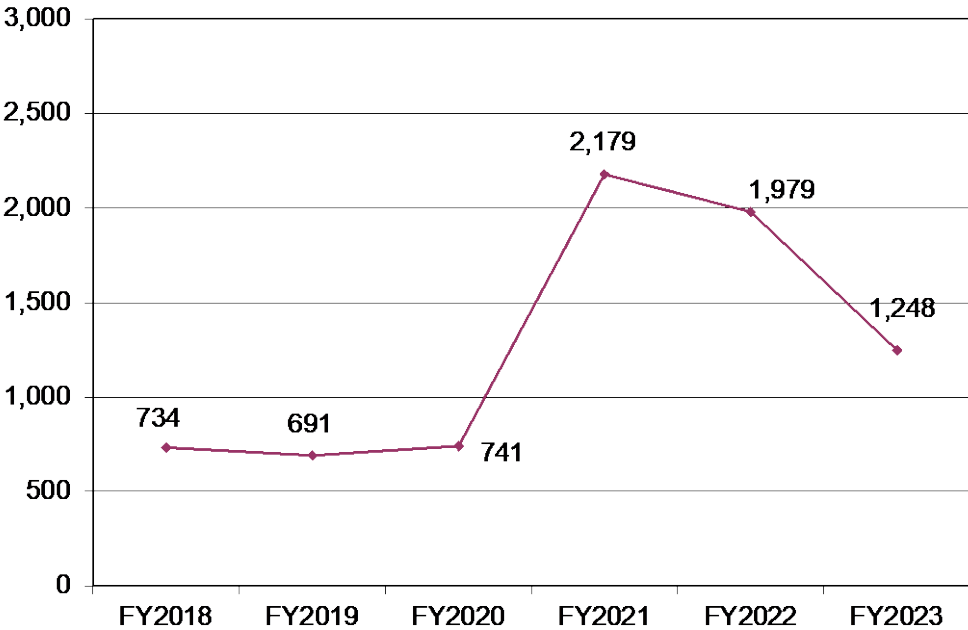
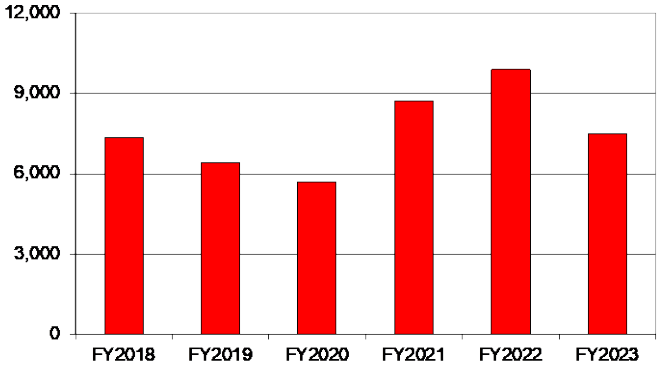


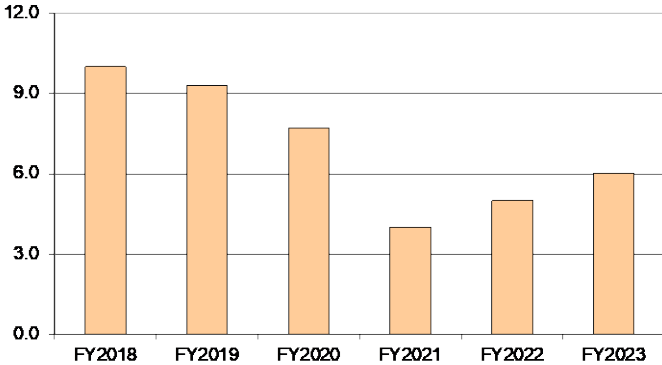
Exhibit 5.4: Vehicle Service Hours per FTE – Paratransit



Vehicle Service Hours



Full-time Equivalent



Paratransit Component Costs

The year-to-year changes in selected operating cost categories are presented in Exhibit 5.5, along with the concurrent changes in vehicle service hours. The portions of the cost per vehicle service hour that can be attributed to each included cost component are shown in Exhibit 5.6.

- In-house labor costs increased an annual average of 26.8 percent over the six-year period. FY2019 saw an increase of 55.1 percent while FY2023 saw an increase of 107 percent. Labor comprised from 3.3 to 6.3 percent of total operating costs for paratransit during the six-year period.
- Fringe benefits costs increased by 11.2 percent annually on average. The category saw a 31.3 percent increase in FY2023. Fringe benefits comprised 3.5 percent of total operating costs in FY2018 and 3.3 percent in FY2023.
- Average annual costs for services increased by 8.1 percent annually. Declines in three of the past five years were offset by a 127.4 percent increase in FY2020.
- Purchased transportation costs increased by 12.3 percent per year on average. However, purchased transportation as a percentage of total costs declined slightly in the period, comprising 66.6 percent of operating costs in FY2018 and 65.8 percent in FY2023.
- The materials/supplies category, which includes fuels/lubricants, saw an average annual increase of 7.8 percent over the six-year period. The category comprised 8.8 percent of overall costs in FY2018 and 7.1 percent in FY2023.
- There was an increase in casualty/liability costs of 18.1 percent per year on average during the review period. Four years saw increases in this category, comprising 7.4 percent of costs in FY2018 and 9.4 percent in FY2023.
- Miscellaneous expenses decreased 16.1 percent on average annually during the six-year period. Annual amounts were small, ranging from \$621 to \$2,022, and comprised from 0.1 percent to 0.4 percent of overall costs during the six-year period.

* * * * *

The following is a brief summary of the paratransit component operating costs trend highlights between FY2018 and FY2023:

- Purchased transportation costs represented the largest portion of total paratransit operating costs, from 57.8 to 66.6 percent in each year of the review period, and increased by 12.3 percent per year on average.
- Annual average increases were seen in the labor (26.8 percent) and fringe benefits (11.2 percent) categories. These two categories combined accounted for 7 percent of costs in FY2018 and 9.6 percent in FY2023.
- Services costs increased by 8.1 percent per year on average during the six-year period. The category represented between 8.0 and 17.8 percent of total costs throughout the six-year period.
- Materials/supplies including fuels/lubricants saw an average annual increase of 7.8 percent and comprised about 8.5 percent of total costs during the six-year period. Casualty/liability saw an average annual increase of 18.1 percent and accounted for about 8.0 percent of total costs.
- Miscellaneous expenses ranged from \$621.0 to \$2022.00 over six years and comprised from 0.1 to 0.4 percent of total costs during the period.

Exhibit 5.5: Component Costs Trends – Paratransit

	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	Av. Ann. Chg.
COST CATEGORIES							
Labor (Salaries/Wages)	\$19,418	\$30,114	\$30,585	\$31,622	\$30,800	\$63,755	--
<i>Annual Change</i>	--	55.1%	1.6%	3.4%	-2.6%	107.0%	26.8%
Fringe Benefits (a)	\$19,602	\$22,495	\$21,342	\$22,833	\$25,381	\$33,318	--
<i>Annual Change</i>	--	14.8%	-5.1%	7.0%	11.2%	31.3%	11.2%
Services	\$54,534	\$52,290	\$118,910	\$80,076	\$109,011	\$80,675	--
<i>Annual Change</i>	--	-4.1%	127.4%	-32.7%	36.1%	-26.0%	8.1%
Purchased Transportation	\$372,136	\$374,010	\$386,957	\$375,988	\$609,213	\$663,446	--
<i>Annual Change</i>	--	0.5%	3.5%	-2.8%	62.0%	8.9%	12.3%
Materials/Supplies (b)	\$49,412	\$53,076	\$50,711	\$52,331	\$84,339	\$71,955	--
<i>Annual Change</i>	--	7.4%	-4.5%	3.2%	61.2%	-14.7%	7.8%
Casualty/Liability	\$41,400	\$49,296	\$59,951	\$53,826	\$72,937	\$95,051	--
<i>Annual Change</i>	--	19.1%	21.6%	-10.2%	35.5%	30.3%	18.1%
Miscellaneous Expenses (c)	\$2,022	\$621	\$1,036	\$706	\$980	\$842	--
<i>Annual Change</i>	--	--	66.8%	-31.9%	38.8%	-14.1%	-16.1%
Total	\$558,524	\$581,902	\$669,492	\$617,382	\$932,661	\$1,009,042	--
<i>Annual Change</i>	--	4.2%	15.1%	-7.8%	51.1%	8.2%	12.6%
OPERATING STATISTICS							
Vehicle Service Hours	7,337	6,422	5,705	8,714	9,894	7,488	--
<i>Annual Change</i>	--	-12.5%	-11.2%	52.7%	13.5%	-24.3%	0.4%

Sources: FY2018 through FY2020 - Prior Performance Audit Report

FY2021 through FY2023 - MTC TDA Claims (FY2021 and FY2022 past actual, FY2023 current adjusted)

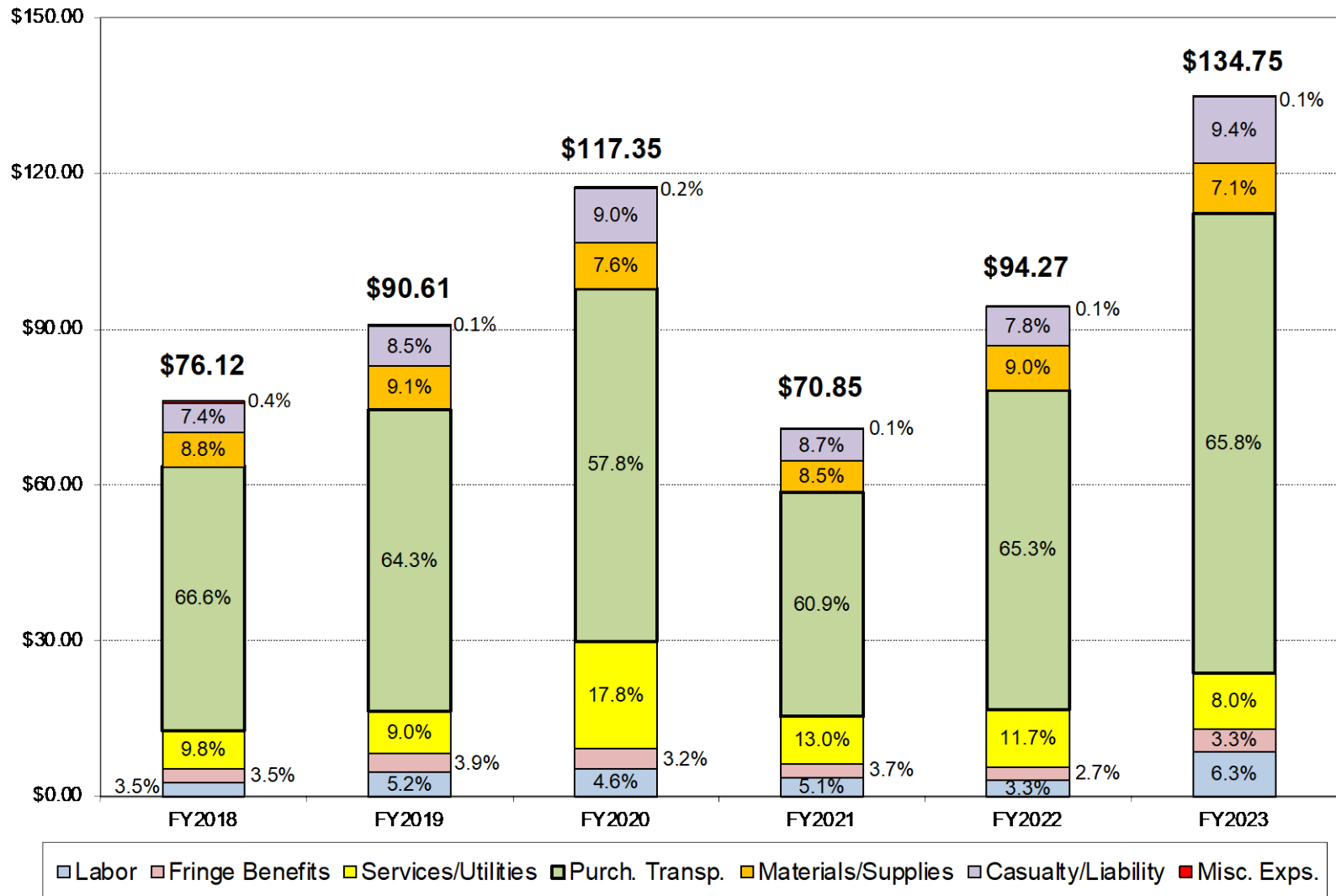
Note: Paratransit statistics include combined City Coach Direct Demand-Response, Special Services ADA Paratransit, and Local Taxi Demand Response services

(a) Includes fringe benefits and pension plans

(b) Includes fuels/lubricants and other materials/supplies

(c) Includes utilities, interest expense, leases and rentals, and other

Exhibit 5.6: Distribution of Component Costs – Paratransit
Operating Cost per Vehicle Service Hour



IV. COMPLIANCE WITH PUC REQUIREMENTS

An assessment of Vacaville's compliance with selected sections of the state Public Utilities Code (PUC) has been performed. The compliance areas included in this review are those that MTC has identified for inclusion in the triennial performance audit. Other statutory and regulatory compliance requirements are reviewed by MTC in conjunction with its annual review of Vacaville's TDA-STA claim application.

The results from this review are detailed by individual requirement in Exhibit 6. Vacaville is in compliance with each of the seven sections of the state PUC that were reviewed as part of this performance audit. These sections included requirements concerning CHP terminal safety inspections, labor contracts, reduced fares, Welfare-to-Work, revenue sharing, and evaluating passenger needs.

Exhibit 6: Compliance with State PUC Requirements

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
PUC99251	<u>CHP Certification</u> - The CHP has, within the 13 months prior to each TDA claim submitted by an operator, certified the operator's compliance with Vehicle Code Section 1808 following a CHP inspection of the operator's terminal	In Compliance	Satisfactory Inspections: <ul style="list-style-type: none"> • 3/5/2020 • 2/25/2021 • 5/17/2022 • 7/5/2023
PUC99264	<u>Operator-to-Vehicle Staffing</u> - The operator does not routinely staff with two or more persons public transportation vehicles designed to be operated by one person	In Compliance	No provision for excess vehicle staffing in: <ul style="list-style-type: none"> • <i>The Agreement for the Provision of Fixed-Route and Paratransit Services</i> between the City of Vacaville and First Transit, Inc. dated May 2, 2011. • The First and Second Amendments of 2013 to the above Agreement. • <i>The Agreement for the Provision of Fixed-Route and Paratransit Services</i> between the City of Vacaville and First Transit, Inc. dated July 28, 2016 (valid from August 1, 2016 through July 31, 2021). • <i>The Agreement for the Provision of Fixed-Route and Paratransit Services</i> between the City of Vacaville and First Transit, Inc. dated May 25, 2021 (valid from August 1, 2021 through July 31, 2026).
PUC99314.5 (e)(1)(2)	<u>Part Time Drivers and Contracting</u> - Operators receiving STA funds are not precluded by contract from employing part-time drivers or from contracting with common carriers	In Compliance	Vacaville contracts with First Transit, Inc. to provide its fixed-route and paratransit services. Further, the labor agreements

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
			between First Transit, Inc. and the Brotherhood of Teamsters and Chauffeurs Local 315 indicate general assignments of full- and part-time drivers. Current contract is valid from August 1, 2021 through July 31, 2026.
PUC99155	<u>Reduced Fare Eligibility</u> - For any operator who received TDA Article 4 funds, if the operator offers reduced fares to senior citizens and disabled persons, applicant will honor the federal Medicare identification card, the California Department of Motor Vehicles disability ID card, the Regional Transit Connection Discount Card, or any other current identification card issued by another transit operator that is valid for the type of transportation service or discount requested; and if the operator offers reduced fares to senior citizens, it also offers the same reduced fare to disabled patrons	In Compliance	Fare information is posted on the Vacaville Transit Services website: http://www.citycoach.com/fares/ For senior/disabled fare (half-fare), Vacaville honors the Federal Medicare ID card and the Regional Transit Connection Discount Card, or any other current identification issued by another transit agency that is valid for the type of transportation service or discount required.
PUC99155.1 (a)(1)(2)	<u>Welfare to Work Coordination</u> - Operators must coordinates with county welfare departments in order to ensure that transportation moneys available for purposes of assisting recipients of aid are expended efficiently for the benefit of that population; if a recipient of CalWORKs program funds by the county, the operator shall give priority to the enhancement of public transportation services for welfare-to-work purposes and to the enhancement of transportation alternatives, such as, but not limited to, subsidies or vouchers, van pools, and contract paratransit operations, in order to promote welfare-to-work purposes	In Compliance	<ul style="list-style-type: none"> Participates in the regional MTC Coordinated Human Services Transportation Plan. https://mtc.ca.gov/sites/default/files/MTC_Coordinated_Plan.pdf Monthly meetings with transit partners at the Solano Transportation Authority (STA), with a primary mission to coordinate transportation services throughout the community -- including efforts that relate to welfare-to-work. Vacaville Transit Service Evaluation Study Working Paper One Market Analysis, September 14, 2017.

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
PUC99314.7, Govt Code 66516, MTC Res. Nos. 3837, 4073	<u>Joint Revenue Sharing Agreement</u> - The operator has current joint fare revenue sharing agreements in place with transit operators in the MTC region with which its service connects, and submitted copies of agreements to MTC	In Compliance	<ul style="list-style-type: none"> • Restated Clipper MOU, August 21, 2015 and amendments dated February 19, 2016, April 17, 2017, October 1, 2020, and October 1, 2022. https://www.clippercard.com/ClipperWeb/city-coach.html • Intercity ADA Taxi Scrip Program MOU, October 1, 2018 and Amendment, June 30, 2020 and June 30, 2022.

Code Reference	Operator Compliance Requirements	Compliance Finding	Verification Information
PUC99246(d)	<p><u>Process for Evaluation of Passenger Needs</u> - The operator has an established process in place for evaluating the needs and types of passengers being served</p>	<p>In Compliance</p>	<p>Vacaville transit staff utilizes several methods to continually evaluate the needs of ridership and the demographics of passengers to aid in modifying the transit system with the goal of improving performance and ease of use by the general public.</p> <ul style="list-style-type: none"> • On-Board Transit Surveys – conducted to evaluate the needs of riders on a regular basis. • Route by Route Data Tracking – monitoring of monthly reports generated by the operating contractor to develop a trend analysis report. • Route-Level Passenger Monitoring - continuous detailed route level passenger counting. • Public Forums and Outreach - customer-oriented planning approach includes public meetings to gather input from transit riders and the general public. Additionally, staff conduct outreach programs (schools, youth and senior Round Table committees), to educate citizens and discuss transit related issues and concerns.

V. STATUS OF PRIOR AUDIT RECOMMENDATIONS

Vacaville's prior performance audit was completed in June 2021. Generally, MTC has used the audit recommendations as the basis for developing the Productivity Improvement Program (PIP) projects the operator is required to complete. MTC tracks PIP project implementation as part of its annual review of the operator's TDA-STA claim application. This section provides an assessment of actions taken by TDA-STA recipients toward implementing the recommendations advanced in the prior audit. This assessment provides continuity between the current and prior audits, which allows MTC to fulfill its obligations where the recommendations were advanced as PIP projects.

This review addresses Vacaville's responses to the recommendations made in the prior performance audit, and whether Vacaville made reasonable progress toward their implementation. However, there were no recommendations made in Vacaville's prior audit.

VI. FUNCTIONAL PERFORMANCE INDICATOR TRENDS

To further assess Vacaville's performance over the past three years, a detailed set of functional area performance indicators was defined. This assessment consists of a three-year trend analysis of the functions in each of the following areas:

- Management, Administration and Marketing
- Service Planning
- Operations
- Maintenance
- Safety

The indicators selected for this analysis were primarily those that were tracked regularly by Vacaville, or for which input data were maintained by Vacaville on an on-going basis, such as performance reports, contractor reports, and NTD reports. As such, there may be some overlap with the TDA indicators examined earlier in the audit process, but most indicators will be different. Some indicators were selected from the California Department of Transportation's Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities as being appropriate for this evaluation. The input statistics for the indicators, along with their sources, are contained in Appendix A at the end of this report.

The trends in performance are presented over the three-year audit period to give an indication of which direction performance is moving for these indicators. The remainder of this section presents the findings from this review. The discussion presents

the highlights of performance by mode (Systemwide, Bus Service and Paratransit), each followed by an exhibit illustrating the indicators by function as applicable.

Systemwide (All Modes)

For the purposes of this review, Vacaville’s functional indicators relating to Management, Administration and Marketing have been included on a systemwide basis. Systemwide audit period performance is discussed below and presented in Exhibit 8.

- Administrative costs as a percentage of total operating costs decreased from 32.9 percent to 30.3 percent during the audit period.
- Administrative costs per vehicle service hour decreased from \$33.95 in FY2021 to \$27.33 in FY2022 before increasing again to \$33.81 in FY2023 due to higher overall administrative costs and a slight decline in service hours.
- Marketing costs as percentage of administrative costs increased from 5.8 percent in FY2021 to 6.3 percent in FY2023 while marketing costs per unlinked passenger trip decreased from \$0.41 in FY2021 to \$0.19 in FY2023.
- The systemwide farebox recovery ratio increased from 2.9 percent in FY2021 to 5.3 percent in FY2023. As a response to the COVID-19 emergency, the system operated fare-free from March 2020 until February 1, 2023.

* * * * *

The following is a summary of the systemwide functional trend highlights between FY2021 and FY2023:

- Administrative costs as a percentage of total operating costs decreased slightly from FY2021 through FY2023, down 7.8 percent overall during the period, while administrative cost per vehicle service hour was mostly unchanged, decreasing by 0.4 percent overall.
- Marketing costs as percentage of administrative costs increased by 8.7 percent from FY2021 to FY2023 while marketing costs per unlinked passenger trip decreased by 53.6 percent from FY2021 to FY2023.

- The systemwide farebox recovery ratio increased by 81.3 percent from FY2021 to FY2023, in large part due to fare-free operations during the pandemic from March 2020 until reinstatement of fares on February 1, 2023.

Exhibit 7: Functional Performance Trends – Systemwide (All Modes)

FUNCTION/Indicator	Actual Performance		
	FY2021	FY2022	FY2023
MANAGEMENT, ADMINISTRATION & MARKETING			
Administrative Cost/Total Operating Cost	32.9%	27.8%	30.3%
<i>Annual Percent Change</i>	--	-15.4%	9.0%
<i>Three Year Percent Change</i>	--	--	-7.8%
Administrative Cost/Vehicle Service Hour	\$33.95	\$27.33	\$33.81
<i>Annual Percent Change</i>	--	-19.5%	23.7%
<i>Three Year Percent Change</i>	--	--	-0.4%
Marketing Cost/Total Administrative Cost	5.8%	4.5%	6.3%
<i>Annual Percent Change</i>	--	-22.7%	40.7%
<i>Three Year Percent Change</i>	--	--	8.7%
Marketing Cost/Unlinked Passenger Trip	\$0.41	\$0.14	\$0.19
<i>Annual Percent Change</i>	--	-65.5%	34.6%
<i>Three Year Percent Change</i>	--	--	-53.6%
Farebox Revenue/Operating Cost	2.9%	3.1%	5.3%
<i>Annual Percent Change</i>	--	7.7%	68.4%
<i>Three Year Percent Change</i>	--	--	81.3%

Bus Service

Vacaville's bus service functional area trends represent areas of cost efficiency, safety, productivity, and service reliability. Audit period performance is discussed below and presented in Exhibit 9.

- Service Planning
 - Vehicle service miles as a percentage of total miles increased slightly from 96.6 percent in FY2021 to 97.2 percent in FY2023.
 - Vehicle service hours as a percent of total hours was also nearly unchanged, decreasing slightly from 97.2 percent in FY2021 to 96.5 percent in FY2023.
 - Passengers per vehicle service mile increased during the three-year audit period from 0.46 in FY2021 to 1.08 in FY2023.
 - Passengers per vehicle service hour also increased substantially from 6.10 in FY2021 to 14.14 in FY2023.

- Operations
 - Vehicle operations costs increased slightly from 49.6 percent of total operating costs in FY2021 to 52.9 percent of total costs in FY2023.
 - Vehicle operations costs per service hour decreased overall, from \$62.45 in FY2021 to \$54.47 in FY2019, and \$43.61 in FY2023.
 - Bus service farebox recovery ratio increased from 2.9 percent in FY2021 to 6.7 percent in FY2023. Fares were reinstated in February 2023 after nearly three years of fare-free operation. TDA recovery ratios matched the overall farebox recovery ratio.
 - Percentage of on-time trips decreased from 96.0 percent in FY2021 to 86.0 percent in FY2023.

- Number of complaints per 100,000 vehicle service miles increased from zero in FY2021 to 1.1 in FY2023.
- Missed trips as a percentage of total trips ranged from zero in FY2021 to 0.35 percent in FY2023.
- Maintenance
 - Total maintenance costs (vehicle plus non-vehicle) were 13.7 percent in FY2021, before rising to 16.3 percent in FY2022 and subsiding to 13.6 percent in FY2023.
 - Vehicle maintenance costs per service mile decreased from \$1.29 in FY2021 to \$1.07 in FY2023.
 - Spare vehicle ratio was mostly unchanged at 60.0 percent in both FY2021 and FY2022 and 58.3 percent in FY2023.
 - Mean distance between roadcalls increased from 9,627 miles in FY2021 to 11,879 miles in FY2023.
- Safety
 - Preventable accidents per 100,000 vehicle miles decreased from 2.3 in FY2021 to 1.8 in FY2023.
 - Casualty and liability cost per vehicle service hour decreased from \$9.91 in FY2021 to \$6.66 in FY2023, while casualty and liability cost per service mile decreased from \$0.75 in FY2021 to \$0.51 in FY2023.

* * * * *

The following is a brief summary of the bus service functional trend highlights between FY2021 and FY2023:

- In Service Planning, service miles as a percentage of total miles and service hours as a percentage of total hours were each nearly unchanged during the three-year audit period, with overall three-year changes of 0.6 and -0.7 percent, respectively.
- Passengers per vehicle service mile increased during the three-year audit period from 0.46 in FY2021 to 1.08 in FY2023, for a 134.5 percent change over the three year period. Passengers per vehicle service hour increased from 6.10 in FY2021 to 14.14 in FY2023, for an increase of 131.9 percent over the three-year period.
- In Operations, overall vehicle operations costs increased as a percentage of total operating costs, by 6.5 percent overall. Cost per service hour decreased by 12.8 percent during the three-year period.
- The farebox recovery ratio increased from 2.9 percent in FY2021 to 6.7 percent in FY2023, for a 129.5 percent overall increase in the period. The increase was due in part to a fare-free policy implemented during FY2020 in response to the pandemic and resumption of fare payments in February 2023. The TDA recovery ratio matched the overall farebox recovery ratio.
- Percentage of on-time trips decreased 10.4 percent overall in the period, complaints per 100,000 service miles increase from zero to 1.1, and percentage of missed trips increased from zero in FY2021 to 0.35 percent in FY2023.
- Maintenance costs as a percentage of total operating costs remained flat at 13.7 percent in FY2021 and 13.6 percent in FY2023. On a service mile basis, costs decreased from \$1.29 in FY2021 to \$1.07 in FY2023, for a 17.7 percent decrease in the period.
- Vehicle spare ratio was mostly unchanged, decreasing by just 2.8 percent in the period. Mean distance between roadcalls increased by 23.4 percent during the three-year review period.
- Preventable accidents per 100,000 miles decreased by 20.7 percent, from 2.3 to 1.8 during the three-year period. Casualty and liability costs per vehicle service hour and vehicle service mile decreased by 32.8 and 32.1 percent respectively, during the three-year period.

Exhibit 8: Functional Performance Trends – Bus Service

FUNCTION/Indicator	Actual Performance		
	FY2021	FY2022	FY2023
SERVICE PLANNING			
Vehicle Service Miles/Total Miles	96.6%	97.1%	97.2%
<i>Annual Percent Change</i>	--	0.5%	0.1%
<i>Three Year Percent Change</i>	--	--	0.6%
Vehicle Service Hours/Total Hours	97.2%	96.6%	96.5%
<i>Annual Percent Change</i>	--	-0.6%	-0.1%
<i>Three Year Percent Change</i>	--	--	-0.7%
Passengers/Vehicle Service Mile	0.46	0.90	1.08
<i>Annual Percent Change</i>	--	96.0%	19.6%
<i>Three Year Percent Change</i>	--	--	134.5%
Passengers/Vehicle Service Hour	6.10	11.58	14.14
<i>Annual Percent Change</i>	--	89.9%	22.2%
<i>Three Year Percent Change</i>	--	--	131.9%
OPERATIONS			
Vehicle Operations Cost/Total Operating Cost	49.6%	51.8%	52.9%
<i>Annual Percent Change</i>	--	4.4%	2.0%
<i>Three Year Percent Change</i>	--	--	6.5%
Vehicle Operations Cost/Vehicle Service Hour	\$62.45	\$52.08	\$54.47
<i>Annual Percent Change</i>	--	-16.6%	4.6%
<i>Three Year Percent Change</i>	--	--	-12.8%
Farebox Revenue/Operating Cost	2.9%	4.1%	6.7%
<i>Annual Percent Change</i>	--	40.8%	63.0%
<i>Three Year Percent Change</i>	--	--	129.5%
TDA Recovery Ratio (a)	2.9%	4.1%	6.7%
<i>Annual Percent Change</i>	--	40.8%	63.0%
<i>Three Year Percent Change</i>	--	--	129.5%
Percentage of Trips On-Time	96.0%	91.0%	86.0%
<i>Annual Percent Change</i>	--	-5.2%	-5.5%
<i>Three Year Percent Change</i>	--	--	-10.4%
Complaints/100,000 Vehicle Service Miles	0.0	0.4	1.1
<i>Annual Percent Change</i>	--	--	177.6%
<i>Three Year Percent Change</i>	--	--	--
Missed Trips/Total Trips	0.00%	0.12%	0.35%
<i>Annual Percent Change</i>	--	--	180.1%
<i>Three Year Percent Change</i>	--	--	--

FUNCTION/Indicator	Actual Performance		
	FY2021	FY2022	FY2023
MAINTENANCE			
Vehicle + Non-Veh. Maint. Cost/Total Operating Cost	13.7%	16.3%	13.6%
<i>Annual Percent Change</i>	--	19.2%	-16.6%
<i>Three Year Percent Change</i>	--	--	-0.6%
Vehicle Maintenance Cost/Vehicle Service Mile	\$1.29	\$1.27	\$1.07
<i>Annual Percent Change</i>	--	-1.7%	-16.3%
<i>Three Year Percent Change</i>	--	--	-17.7%
Spare Vehicles/Total Vehicles	60.0%	60.0%	58.3%
<i>Annual Percent Change</i>	--	0.0%	-2.8%
<i>Three Year Percent Change</i>	--	--	-2.8%
Mean Distance between Roadcalls (Miles)	9,627	11,501	11,879
<i>Annual Percent Change</i>	--	19.5%	3.3%
<i>Three Year Percent Change</i>	--	--	23.4%
SAFETY			
Preventable Accidents/100,000 Vehicle Miles	2.3	2.0	1.8
<i>Annual Percent Change</i>	--	-14.4%	-7.4%
<i>Three Year Percent Change</i>	--	--	-20.7%
Casualty & Liability Cost/Vehicle Service Hour	\$9.91	\$6.08	\$6.66
<i>Annual Percent Change</i>	--	-38.7%	9.6%
<i>Three Year Percent Change</i>	--	--	-32.8%
Casualty & Liability Cost/Vehicle Service Mile	\$0.75	\$0.47	\$0.51
<i>Annual Percent Change</i>	--	-36.7%	7.3%
<i>Three Year Percent Change</i>	--	--	-32.1%

(a) Farebox Revenue plus Local Support/Operating Cost less TDA Allowable Exclusions

Paratransit

Vacaville's paratransit functional area trends represent mostly similar areas to the bus service. Audit period performance is discussed below and presented in Exhibit 9.

- Service Planning
 - Vehicle service miles as percentage of total miles decreased from 96.0 percent in FY2021 and 90.7 percent in FY2023 while vehicle service hours as percentage of total hours decreased from 96.6 percent in FY2021 to 76.3 percent in FY2023.
 - Passengers per vehicle service mile ranged from 0.21 to 0.22 during the three year audit period while passengers per vehicle service hour increased slightly from 2.84 in FY2021 to 2.97 in FY2023.

- Operations
 - Vehicle operations cost as a percentage of total operating costs increased from 60.9% in FY2021 to 65.8 percent in FY2023.
 - Vehicle operations costs per service hour increased from \$43.15 in FY2021 to \$88.60 in FY2023.
 - The paratransit farebox recovery ratio decreased from 2.9 percent in FY2021 to 1.2 percent in FY2022 before increasing to 2.4 percent in FY2023. The TDA recovery ratio reflecting farebox revenue plus local support less operating cost exclusions was the same as the overall recovery ratio.
 - Percentage of on time trips increased from 79.0 percent in FY2021 to 85.0 percent in FY2023, complaints per 10,000 passenger trips ranged from zero in both FY2021 and FY2023 to 1.1 in FY2022, and missed trips as a percentage of total trips stood at zero in all three years.
 - ADA trip denials as a percentage of total ADA trips were zero in all three years of the audit period, trip cancelations as a percentage of total ADA trips declined from 3.9 percent in FY2021 to 2.6 percent in FY2023,

and no-show and late cancelations as a percentage of ADA trips ranged from 0.56 to 0.72 percent during the period.

- Maintenance

- Total maintenance costs (vehicle plus non-vehicle) decreased from 16.1 percent in FY2021 to 10.7 percent in FY2023.
- Vehicle maintenance costs per service mile increased from \$0.88 in FY2021 to \$1.00 in FY2023.
- The paratransit vehicle ratio increased from 28.6 percent in FY2021 to 76.2 percent in FY2023, while mean distance between roadcalls increased from 16,714 in FY2021 to 29,718 in FY2023. The change in spare ratio was a result of 10 new vehicles being added to the fleet while older vehicles had not yet disposed of.

- Safety

- Preventable accidents per 100,000 vehicle miles ranged from zero in FY2022 to 1.7 in both FY2021 and FY2023.
- Casualty and liability cost per vehicle service hour increased from \$6.18 in FY2021 to \$12.69 in FY2023, while cost per vehicle service mile increased from \$0.48 in FY2021 to \$0.88 in FY2023.

* * * * *

The following is a brief summary of the paratransit functional trend highlights between FY2021 and FY2023:

- Vehicle service miles as a proportion of total miles and vehicle service hours as a proportion of total hours both decreased, with 5.5 percent and 21.0 percent decreases, respectively, over the three year audit period.

- Passengers per vehicle service mile ranged from 0.21 to 0.22 in each year of the audit period. Passengers per vehicle service hour increased slightly from 2.84 in FY2021 to 2.97 in FY2023, for a total increase of 4.7 percent over three years.
- Operations results included an increase of 8.0 percent in vehicle operations costs as a portion of total operating costs and a 105.3 percent increase in vehicle operations cost per service hour over three years. Farebox recovery and TDA recovery ratio each decreased by 17.7 percent from FY2021 to FY2023.
- Percentage of on-time trips were up 7.6 percent overall and reached 85.0 percent in FY2023, while complaints per 10,000 passenger trips stood at zero in FY2021 and FY2023 and 1.1 in FY2022.
- Missed trips and ADA trip denials each stood at zero for each year of the three-year audit period.
- Trip cancellations decreased 33.5 percent in the period, from 3.9 percent in FY2021 to 2.6 percent in FY2023. No-show and late cancellations as a percentage of ADA trips increased from 0.56 percent in FY2021 to 0.72 percent in FY2023, up 27.2 percent during the period.
- Maintenance results showed vehicle maintenance costs as a percentage of total operating costs decreasing by 33.5 percent in the period. Vehicle maintenance costs per service mile increased by 13.2 percent during the period.
- Spare ratio increased by 166.7 percent during the three-year audit period, while mean distance between roadcalls increased by 77.8 percent from FY2021 to FY2023. The change in spare ratio was a result of 10 new vehicles being added to the fleet while older vehicles had not yet disposed of.
- Preventable accidents per 100,000 vehicle miles stood at 1.7 in both FY2021 and FY2023 with zero accidents in FY2022.
- Casualty and liability cost per vehicle service hour increased by 105.5 percent in the review period while cost per vehicle service mile increased by 84.0 percent over the same period.

Exhibit 9: Functional Performance Trends – Paratransit

FUNCTION/Indicator	Actual Performance		
	FY2021	FY2022	FY2023
SERVICE PLANNING			
Vehicle Service Miles/Total Miles	96.0%	96.4%	90.7%
<i>Annual Percent Change</i>	--	0.4%	-5.9%
<i>Three Year Percent Change</i>	--	--	-5.5%
Vehicle Service Hours/Total Hours	96.6%	95.1%	76.3%
<i>Annual Percent Change</i>	--	-1.5%	-19.8%
<i>Three Year Percent Change</i>	--	--	-21.0%
Passengers/Vehicle Service Mile	0.22	0.21	0.21
<i>Annual Percent Change</i>	--	-4.2%	-2.1%
<i>Three Year Percent Change</i>	--	--	-6.2%
Passengers/Vehicle Service Hour	2.84	2.87	2.97
<i>Annual Percent Change</i>	--	1.1%	3.6%
<i>Three Year Percent Change</i>	--	--	4.7%
OPERATIONS			
Vehicle Operations Cost/Total Operating Cost	60.9%	65.3%	65.8%
<i>Annual Percent Change</i>	--	7.3%	0.7%
<i>Three Year Percent Change</i>	--	--	8.0%
Vehicle Operations Cost/Vehicle Service Hour	\$43.15	\$61.57	\$88.60
<i>Annual Percent Change</i>	--	42.7%	43.9%
<i>Three Year Percent Change</i>	--	--	105.3%
Farebox Revenue/Operating Cost	2.9%	1.2%	2.4%
<i>Annual Percent Change</i>	--	-60.3%	107.4%
<i>Three Year Percent Change</i>	--	--	-17.7%
TDA Recovery Ratio (a)	2.9%	1.2%	2.4%
<i>Annual Percent Change</i>	--	-60.3%	107.4%
<i>Three Year Percent Change</i>	--	--	-17.7%
Percentage of Trips On-Time	79.0%	82.0%	85.0%
<i>Annual Percent Change</i>	--	3.8%	3.7%
<i>Three Year Percent Change</i>	--	--	7.6%
Complaints/10,000 Passenger Trips	0.0	1.1	0.0
<i>Annual Percent Change</i>	--	--	--
<i>Three Year Percent Change</i>	--	--	--
Missed Trips/Total Trips	0.00%	0.00%	0.00%
<i>Annual Percent Change</i>	--	--	--
<i>Three Year Percent Change</i>	--	--	--

FUNCTION/Indicator	Actual Performance		
	FY2021	FY2022	FY2023
OPERATIONS (Continued)			
ADA Trip Denials/Total ADA Trips	0.0%	0.0%	0.0%
<i>Annual Percent Change</i>	--	--	--
<i>Three Year Percent Change</i>	--	--	--
Trip Cancellations/Total ADA Trips	3.9%	2.2%	2.6%
<i>Annual Percent Change</i>	--	-44.7%	20.2%
<i>Three Year Percent Change</i>	--	--	-33.5%
No-Shows & Late Cancellations/Total ADA Trips	0.56%	0.55%	0.72%
<i>Annual Percent Change</i>	--	-1.8%	29.5%
<i>Three Year Percent Change</i>	--	--	27.2%
MAINTENANCE			
Vehicle + Non-Veh. Maint. Cost/Total Operating Cost	16.1%	15.3%	10.7%
<i>Annual Percent Change</i>	--	-4.8%	-30.2%
<i>Three Year Percent Change</i>	--	--	-33.5%
Vehicle Maintenance Cost/Vehicle Service Mile	\$0.88	\$1.06	\$1.00
<i>Annual Percent Change</i>	--	20.1%	-5.7%
<i>Three Year Percent Change</i>	--	--	13.2%
Spare Vehicles/Total Vehicles	28.6%	36.4%	76.2%
<i>Annual Percent Change</i>	--	27.3%	109.5%
<i>Three Year Percent Change</i>	--	--	166.7%
Mean Distance between Roadcalls (Miles)	16,714	27,930	29,718
<i>Annual Percent Change</i>	--	67.1%	6.4%
<i>Three Year Percent Change</i>	--	--	77.8%
SAFETY			
Preventable Accidents/100,000 Vehicle Miles	1.7	0.0	1.7
<i>Annual Percent Change</i>	--	--	--
<i>Three Year Percent Change</i>	--	--	-1.6%
Casualty & Liability Cost/Vehicle Service Hour	\$6.18	\$7.37	\$12.69
<i>Annual Percent Change</i>	--	19.3%	72.2%
<i>Three Year Percent Change</i>	--	--	105.5%
Casualty & Liability Cost/Vehicle Service Mile	\$0.48	\$0.54	\$0.88
<i>Annual Percent Change</i>	--	13.1%	62.7%
<i>Three Year Percent Change</i>	--	--	84.0%

(a) Farebox Revenue plus Local Support/Operating Cost less TDA Allowable Exclusions

VII. CONCLUSIONS AND RECOMMENDATIONS

This report has presented the findings of the compliance audit portion of the performance audit of Vacaville's transit service. The primary focus was the three-year audit period of FY2021 through FY2023 (July 1, 2020 through June 30, 2023). It has focused on TDA compliance issues including trends in TDA-mandated performance indicators and compliance with selected sections of the state Public Utilities Code (PUC). It also provides the findings from an overview of Vacaville's data collection activities to support the TDA indicators. Performance results from the previous three years have also been included as applicable to provide a longer perspective on performance.

The key findings and conclusions from the individual sections of this performance audit are summarized below:

- Data Collection – Vacaville is in compliance with the data collection and reporting requirements for all five TDA statistics. In addition, the statistics collected over the six-year review period appear to be consistent with the TDA definitions, and indicate consistency in terms of the direction and magnitude of the year-to-year changes across the statistics in several years. However, in some years there are inconsistencies in terms of the direction and magnitude of year-to-year changes across statistics in both fixed-route and paratransit operations.
- TDA Performance Trends

Vacaville's performance trends for the five TDA-mandated indicators were analyzed by mode. A six-year analysis period was used for all the indicators. In addition, component operating costs were analyzed.

Bus Service – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2018 through FY2023:

- There was an average annual increase in the operating cost per vehicle service hour of 11.3 percent, which amounted to a 7.3 percent annual increase in inflation adjusted dollars.
- The cost per passenger increased on average by 5.9 percent per year, resulting in an average annual increase of 2.1 percent in constant FY2018 dollars. Outsized increases occurred during the nadir of ridership in FY2020 and FY2021 with declines in cost seen subsequently.
- Passenger productivity decreased, with passengers per vehicle service hour decreasing by 4.2 percent per year on average, and passengers per vehicle service mile decreasing by 3.2 percent annually.
- Employee productivity decreased slightly, by 2.3 percent per year on average.

The following is a brief summary of the component operating costs trend highlights for the bus service between FY2018 and FY2023:

- Purchased transportation costs decreased an average 2.4 percent per year, remaining the largest component cost area at 52.9 percent of total costs in FY2023, down from a high of 60.4 percent in FY2019. Purchased transportation costs decreased in three years of the review period, with the largest decrease of 26.4 percent in FY2021.
- In-house labor increased by 6.7 percent per year while fringe benefit costs increased by 15.7 percent per year on average. Both of these categories combined comprise from 5.6 to 13.6 percent of operating costs during each year of the review period.
- Services costs decreased by 4.6 percent on average per year. This category comprised 22.7 percent of operating costs in FY2018, 25.4 percent in FY2020, and 19.1 percent in FY2023.
- Costs increased for materials/supplies (including fuels/lubricants) by 4.6 percent annually during the six-year period. The share of materials/supplies costs increased from 7.2 percent to 9.6 percent of total operating costs over the six-year period.

- There was a 6.3 percent average annual increase in casualty/liability expenses, which increased from 4.5 percent to 6.5 percent of total costs during the review period.
- Miscellaneous expenses including utilities, interest expense, leases and rentals, and other decreased by 14.1 percent annually on average but comprised only 2 percent to 4.1 percent of total costs during any year of the six-year period.

Paratransit – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2018 through FY2023:

- Cost effectiveness showed a decrease, with an average annual increase in the operating cost per passenger of 13.6 percent. This amounted to an average annual increase of 9.5 percent in inflation adjusted dollars. Costs per passenger nearly doubled from FY2018 through FY2023.
- Cost efficiency showed a decrease, with operating cost per hour increasing an average of 12.1 percent per year, or 8.1 percent annually when expressed as normalized FY2018 dollars. The only year to see a decrease in cost per hour was FY2021 at 39.6 percent.
- Passenger productivity showed decreases. Passengers per hour decreased by 1.3 percent per year on average, while passengers per service mile decreased by 4.8 percent annually.
- Employee productivity increased, and saw an annual increase of 11.2 percent during the six-year period.

The following is a brief summary of the component operating costs trend highlights for paratransit between FY2018 and FY2023:

- Purchased transportation costs represented the largest portion of total paratransit operating costs, from 57.8 to 66.6 percent in each year of the review period, and increased by 12.3 percent per year on average.
- Annual average increases were seen in the labor (26.8 percent) and fringe benefits (11.2 percent) categories. These two categories combined accounted for 7 percent of costs in FY2018 and 9.6 percent in FY2023.

- Services costs increased by 8.1 percent per year on average during the six-year period. The category represented between 8.0 and 17.8 percent of total costs throughout the six-year period.
- Materials/supplies including fuels/lubricants saw an average annual increase of 7.8 percent and comprised about 8.5 percent of total costs during the six-year period. Casualty/liability saw an average annual increase of 18.1 percent and accounted for about 8.0 percent of total costs.
- Miscellaneous expenses ranged from \$621.0 to \$2022.00 over six years and comprised from 0.1 to 0.4 percent of total costs during the period.
- PUC Compliance – Vacaville is in compliance with each of the seven sections of the state PUC that were reviewed as part of this performance audit. These sections included requirements concerning CHP terminal safety inspections, labor contracts, reduced fares, Welfare-to-Work, revenue sharing, and evaluating passenger needs.
- Status of Prior Audit Recommendations – There were no recommendations made in Vacaville’s prior audit.
- Functional Performance Indicator Trends

To further assess Vacaville’s performance over the past three years, a detailed set of systemwide and modal functional area performance indicators was defined and reviewed.

Systemwide – The following is a brief summary of the systemwide functional trend highlights between FY2021 and FY2023:

- Administrative costs as a percentage of total operating costs decreased slightly from FY2021 through FY2023, down 7.8 percent overall during the period, while administrative cost per vehicle service hour was mostly unchanged, decreasing by 0.4 percent overall.

- Marketing costs as percentage of administrative costs increased by 8.7 percent from FY2021 to FY2023 while marketing costs per unlinked passenger trip decreased by 53.6 percent from FY2021 to FY2023.
- The systemwide farebox recovery ratio increased by 81.3 percent from FY2021 to FY2023, in large part due to fare-free operations during the pandemic from March 2020 until reinstatement of fares on February 1, 2023.

Bus Service – The following is a brief summary of the bus service functional trend highlights between FY2021 and FY2023:

- In Service Planning, service miles as a percentage of total miles and service hours as a percentage of total hours were each nearly unchanged during the three-year audit period, with overall three-year changes of 0.6 and -0.7 percent, respectively.
- Passengers per vehicle service mile increased during the three-year audit period from 0.46 in FY2021 to 1.08 in FY2023, for a 134.5 percent change over the three year period. Passengers per vehicle service hour increased from 6.10 in FY2021 to 14.14 in FY2023, for an increase of 131.9 percent over the three-year period.
- In Operations, overall vehicle operations costs increased as a percentage of total operating costs, by 6.5 percent overall. Cost per service hour decreased by 12.8 percent during the three-year period.
- The farebox recovery ratio increased from 2.9 percent in FY2021 to 6.7 percent in FY2023, for a 129.5 percent overall increase in the period. The increase was due in part to a fare-free policy implemented during FY2020 in response to the pandemic and resumption of fare payments in February 2023. The TDA recovery ratio matched the overall farebox recovery ratio.
- Percentage of on-time trips decreased 10.4 percent overall in the period, complaints per 100,000 service miles increase from zero to 1.1, and percentage of missed trips increased from zero in FY2021 to 0.35 percent in FY2023.
- Maintenance costs as a percentage of total operating costs remained flat at 13.7 percent in FY2021 and 13.6 percent in FY2023. On a service mile

basis, costs decreased from \$1.29 in FY2021 to \$1.07 in FY2023, for a 17.7 percent decrease in the period.

- Vehicle spare ratio was mostly unchanged, decreasing by just 2.8 percent in the period. Mean distance between roadcalls increased by 23.4 percent during the three-year review period.
- Preventable accidents per 100,000 miles decreased by 20.7 percent, from 2.3 to 1.8 during the three-year period. Casualty and liability costs per vehicle service hour and vehicle service mile decreased by 32.8 and 32.1 percent respectively, during the three-year period.

Paratransit – The following is a brief summary of the paratransit functional trend highlights between FY2021 and FY2023:

- Vehicle service miles as a proportion of total miles and vehicle service hours as a proportion of total hours both decreased, with 5.5 percent and 21.0 percent decreases, respectively, over the three year audit period.
- Passengers per vehicle service mile ranged from 0.21 to 0.22 in each year of the audit period. Passengers per vehicle service hour increased slightly from 2.84 in FY2021 to 2.97 in FY2023, for a total increase of 4.7 percent over three years.
- Operations results included an increase of 8.0 percent in vehicle operations costs as a portion of total operating costs and a 105.3 percent increase in vehicle operations cost per service hour over three years. Farebox recovery and TDA recovery ratio each decreased by 17.7 percent from FY2021 to FY2023.
- Percentage of on-time trips were up 7.6 percent overall and reached 85.0 percent in FY2023, while complaints per 10,000 passenger trips stood at zero in FY2021 and FY2023 and 1.1 in FY2022.
- Missed trips and ADA trip denials each stood at zero for each year of the three-year audit period.
- Trip cancelations decreased 33.5 percent in the period, from 3.9 percent in FY2021 to 2.6 percent in FY2023. No-show and late cancelations as a percentage of ADA trips increased from 0.56 percent in FY2021 to 0.72 percent in FY2023, up 27.2 percent during the period.

- Maintenance results showed vehicle maintenance costs as a percentage of total operating costs decreasing by 33.5 percent in the period. Vehicle maintenance costs per service mile increased by 13.2 percent during the period.
- Spare ratio increased by 166.7 percent during the three-year audit period, while mean distance between roadcalls increased by 77.8 percent from FY2021 to FY2023. The change in spare ratio was a result of 10 new vehicles being added to the fleet while older vehicles had not yet disposed of.
- Preventable accidents per 100,000 vehicle miles stood at 1.7 in both FY2021 and FY2023 with zero accidents in FY2022.
- Casualty and liability cost per vehicle service hour increased by 105.5 percent in the review period while cost per vehicle service mile increased by 84.0 percent over the same period.

Recommendations

No recommendations are suggested for Vacaville at this time based on the results of this triennial performance audit.

It is noted here that many cost efficiency, cost effectiveness and functional indicators fluctuated by wide margins compared to their past trends. Further, it is recognized here that during this audit period policy, planning and operational decisions were made under unusual conditions of local, regional and national health pandemic. Vacaville, like other transit agencies in the Bay Area, faced issues related to employee availability and retention; deployment of vehicles based on declining demand due to remote working; forced reduction in acceptable vehicle occupancy due to social distancing guidelines. For these reasons no recommendations are made to reexamine the past performance.

**APPENDIX A:
INPUT STATISTICS FOR
FUNCTIONAL PERFORMANCE MEASURES**

Functional Performance Inputs - Systemwide (All Modes)

Data Item	FY2021	FY2022	FY2023	Source
Total Operating Costs (All Modes)	\$2,201,625	\$2,850,215	\$3,089,618	MTC TDA Claim Applications
Administrative Costs (All Modes)	\$723,301	\$791,879	\$935,824	MTC TDA Claim Applications
Vehicle Service Hours (All Modes)	21,308	28,974	27,678	MTC TDA Claim Applications
Marketing Costs (All Modes)	\$41,922	\$35,463	\$58,949	City of Vacaville Finance Report
Unlinked Passenger Trips (All Modes)	101,538	249,284	307,797	MTC TDA Claim Applications
Farebox Revenue (All Modes)	\$63,968	\$89,188	\$162,783	MTC TDA Claim Applications

Functional Performance Inputs – Bus Service

Data Item	FY2021	FY2022	FY2023	Source
Vehicle Service Miles	167,381	245,588	265,452	MTC TDA Claim Applications
Total Vehicle Miles	173,291	253,024	273,216	MTC TDA Claim Applications
Vehicle Service Hours	12,594	19,080	20,190	MTC TDA Claim Applications
Total Vehicle Hours	12,962	19,748	20,917	MTC TDA Claim Applications
Unlinked Passenger Trips	76,790	220,876	285,525	MTC TDA Claim Applications
Farebox Revenue	\$46,038	\$78,438	\$138,737	MTC TDA Claim Applications
Total Operating Costs	\$1,584,243	\$1,917,554	\$2,080,576	MTC TDA Claim Applications
Passenger Miles	N/A	N/A	N/A	
Vehicle Operations Costs	\$786,478	\$993,761	\$1,099,709	MTC TDA Claim Applications
Local Support (a)	(d)	(d)	(d)	MTC TDA-STA Claim Applications
TDA Oper. Cost Exclusions - PUC 99247 (b)	(d)	(d)	(d)	MTC TDA-STA Claim Applications
TDA Oper. Cost Exclusions - PUC 99268.17 (c)	(d)	(d)	(d)	MTC TDA-STA Claim Applications
Trips On-Time	96.0%	91.0%	86.0%	City of Vacaville Report
Total Trips	12,739	19,483	19,416	City of Vacaville Report
Complaints	0	1	3	City of Vacaville Report
Missed Trips	0	24	67	City of Vacaville Report
Vehicle Maintenance Costs	\$216,534	\$312,462	\$282,743	MTC TDA Claim Applications
Non-Vehicle/Facility Maintenance Costs	\$0	\$0	\$0	MTC TDA Claim Applications
Spare Vehicles (Total less Maximum Service)	15	15	14	NTD A-30 MB - NTD B-30
Total Vehicles	25	25	24	NTD A-30 MB
Road Calls	18	22	23	Vacaville City Maintenance Staff Reports
Preventable Accidents (NTD Guidelines)	4	5	5	City of Vacaville Report
Casualty/Liability Costs	\$124,840	\$115,925	\$134,406	MTC TDA Claim Applications

Notes: Bus statistics include City Coach Motorbus service

(a) Local Support includes the following (USOA revenue class in parentheses):

- Auxiliary transportation revenue (406)
- Taxes directly levied (408)
- Local cash grants and reimbursements (409)
- Local special fare assistance (410)
- Subsidy from other sectors of operation (440)
- Other non-federal/non-state grant funds or other revenues

(b) Operating expense object classes exclusive of the following pursuant to PUC Section 99247:

- depreciation and amortization expenses
- subsidies for commuter rail services operated on railroad lines under the jurisdiction of the Federal Railroad Administration
- costs for providing charter services
- vehicle lease costs
- principal and interest payments on capital projects funded with certificates of participation

(c) Operating expense object class exclusions pursuant to PUC Section 99268.17:

- additional operating costs for federally required ADA paratransit service that exceed prior year costs (CPI adjusted)
- cost increases beyond the CPI change for: fuel; alternative fuel programs; power (including electricity); insurance premiums/liability claims payouts; state and federal mandates
- start-up costs for new services (not more than two years)

(d) Vacaville did not report any local support or operating cost exclusions during the review period

Functional Performance Inputs – Paratransit

Data Item	FY2021	FY2022	FY2023	Source
Vehicle Service Miles	112,305	134,555	107,790	MTC TDA Claim Applications
Total Vehicle Miles	117,000	139,648	118,871	MTC TDA Claim Applications
Vehicle Service Hours	8,714	9,894	7,488	MTC TDA Claim Applications
Total Vehicle Hours	9,025	10,402	9,819	MTC TDA Claim Applications
Unlinked Passenger Trips	24,748	28,408	22,272	MTC TDA Claim Applications
Farebox Revenue	\$17,930	\$10,750	\$24,117	MTC TDA Claim Applications
Total Operating Costs	\$617,382	\$932,661	\$1,009,042	MTC TDA Claim Applications
Passenger Miles	N/A	N/A	N/A	
Vehicle Operations Costs	\$375,988	\$609,213	\$663,446	MTC TDA Claim Applications
Local Support (a)	(d)	(d)	(d)	MTC TDA Claim Applications
TDA Oper. Cost Exclusions - PUC 99247 (b)	(d)	(d)	(d)	MTC TDA Claim Applications
TDA Oper. Cost Exclusions - PUC 99268.17 (c)	(d)	(d)	(d)	MTC TDA Claim Applications
Trips On-Time	79.0%	82.0%	85.0%	Contractor DART Log
Total Trips (Booked)	25,472	29,016	20,886	City of Vacaville Report
Complaints	0	3	0	City of Vacaville Report
Missed Trips	0	0	0	City of Vacaville Report
Total ADA Trips (Completed)	7,621	6,496	7,244	City of Vacaville Report
ADA Trip Denials	0	0	0	Contractor DART Log
Trip Cancellations	299	141	189	Contractor DART Log
No Shows/Late Trip Cancellations	43	36	52	Contractor DART Log
Vehicle Maintenance Costs	\$99,324	\$142,900	\$107,896	MTC TDA Claim Applications
Non-Vehicle/Facility Maintenance Costs	\$0	\$0	\$0	MTC TDA Claim Applications
Spare Vehicles (Total less Maximum Service)	2	4	16	NTDA-30 DR - NTD B-30
Total Vehicles	7	11	21	NTDA-30 DR
Roadcalls	7	5	4	City of Vacaville Report
Preventable Accidents	2	0	2	City of Vacaville Report
Casualty/Liability Costs	\$53,826	\$72,937	\$95,056	MTC TDA Claim Applications

Notes: Paratransit statistics include City Coach Direct Demand Response, Special Services ADA Paratransit, and Local Taxi Demand Response

(a) Local Support includes the following (USOA revenue class in parentheses):

- Auxiliary transportation revenue (406)
- Taxes directly levied (408)
- Local cash grants and reimbursements (409)
- Local special fare assistance (410)
- Subsidy from other sectors of operation (440)
- Other non-federal/non-state grant funds or other revenues

(b) Operating expense object classes exclusive of the following pursuant to PUC Section 99247:

- depreciation and amortization expenses
- subsidies for commuter rail services operated on railroad lines under the jurisdiction of the Federal Railroad Administration
- costs for providing charter services
- vehicle lease costs
- principal and interest payments on capital projects funded with certificates of participation

(c) Operating expense object class exclusions pursuant to PUC Section 99268.17:

- additional operating costs for federally required ADA paratransit service that exceed prior year costs (CPI adjusted)
- cost increases beyond the CPI change for: fuel; alternative fuel programs; power (including electricity); insurance premiums/liability claims payouts; state and federal mandates
- start-up costs for new services (not more than two years)

(d) Vacaville did not report any local support or operating cost exclusions during the review period