



# **Transportation Department Operational Report**

*Fiscal Year 24/25*  
Second Quarter

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*Director of Transportation*

# INTRODUCTION

The City of Commerce Transportation Department created the following operational report that shows the department's performance.

This document outlines the number of people using the transportation services, service performance, financial details, and detailed trend analysis. This document keeps everyone informed with easy-to-read, accessible, and transparent information.

The Transportation Department evaluates its services by monitoring various factors. Key performance indicators track the safety, customer service, and reliability of the entire bus system, along with industry-standard measurements to assess overall operations.

To accomplish its mission, Transportation has the following goals:

- Goal 1: Operate a safe transit system.
- Goal 2: Provide outstanding customer service.
- Goal 3: Operate an efficient transit system.
- Goal 4: Operate a cost-effective transit system.

These goals provide a framework for performance indicators to quantify and measure transportation performance. Performance indicators are derived from various data sources, including automatic passenger counters on the buses, computer-aided dispatch/automatic vehicle location (CAD/AVL) systems, ridership, and financial performance data.

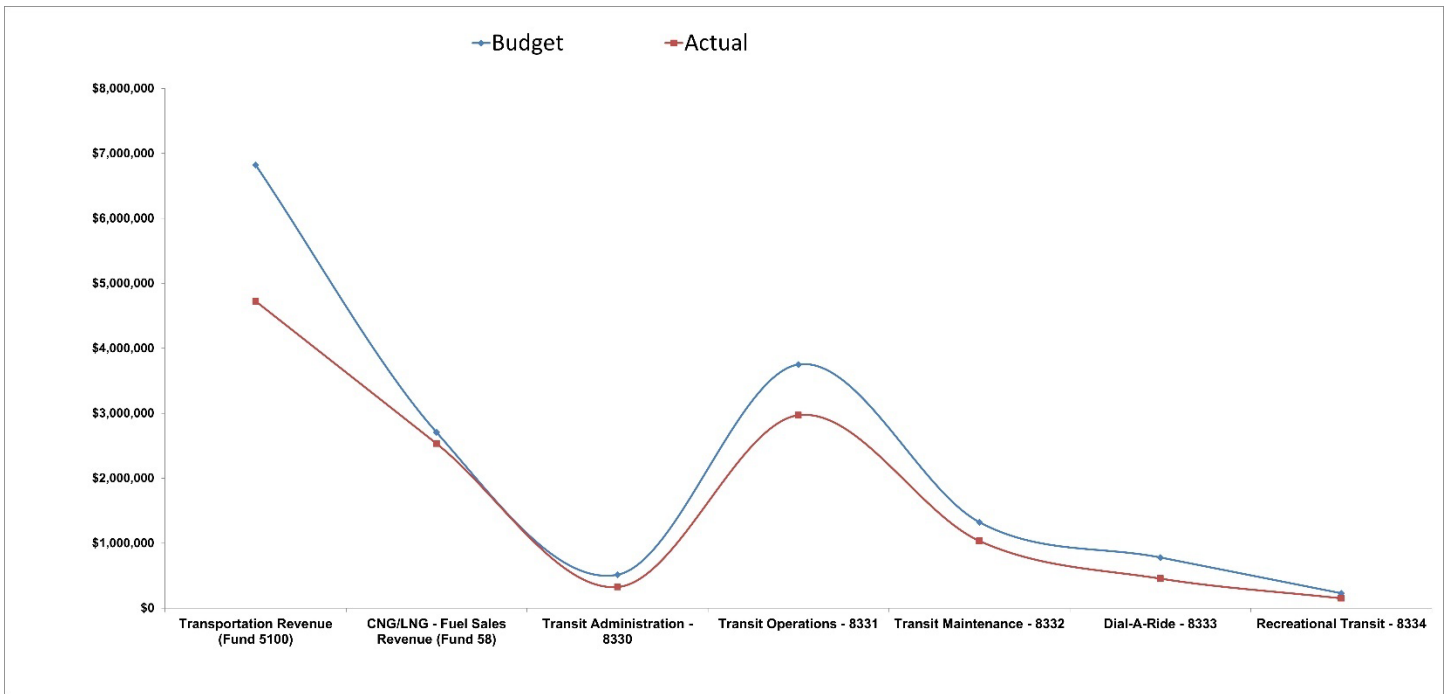


The CAD/AVL connects the buses seamlessly with the office scheduling and dispatching software. It automatically collects vital data dispatchers use, such as GPS locations, schedule adherence status, vehicle breakdowns, and emergencies.

The following report details each performance measure, including a description and analysis to explain differences between reporting periods.

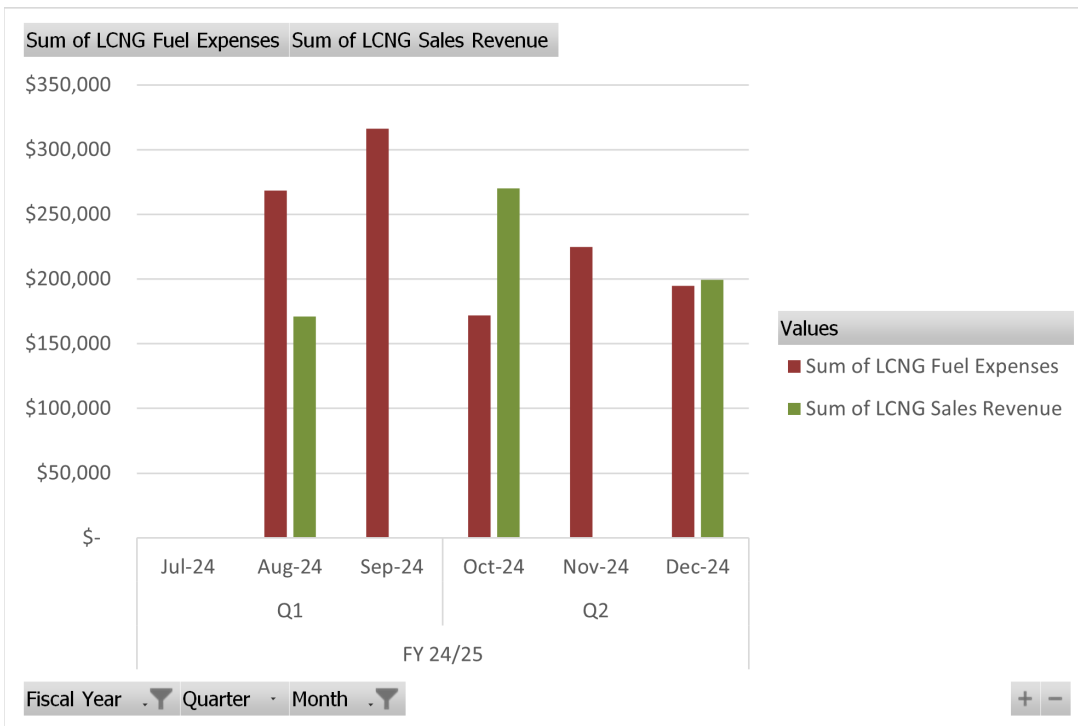
## Budget

The Transportation Department remained within budget thus far for Fiscal Year 2024/2025.



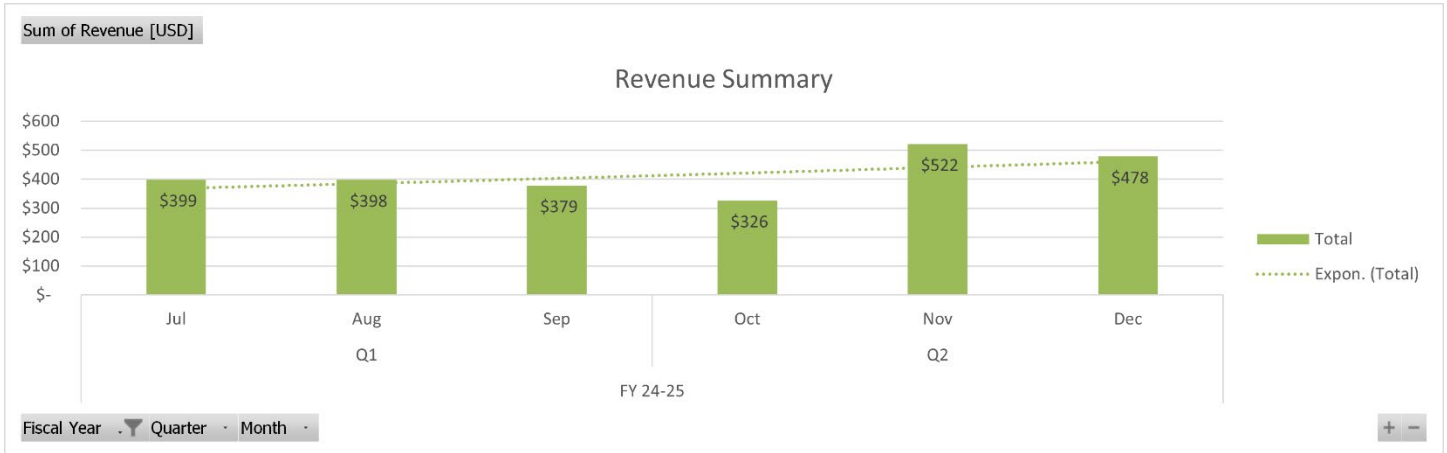
## LCNG Station

Liquid to Compressed Natural Gas (LCNG) Station: The total accumulated revenue to date is \$2.7 million.



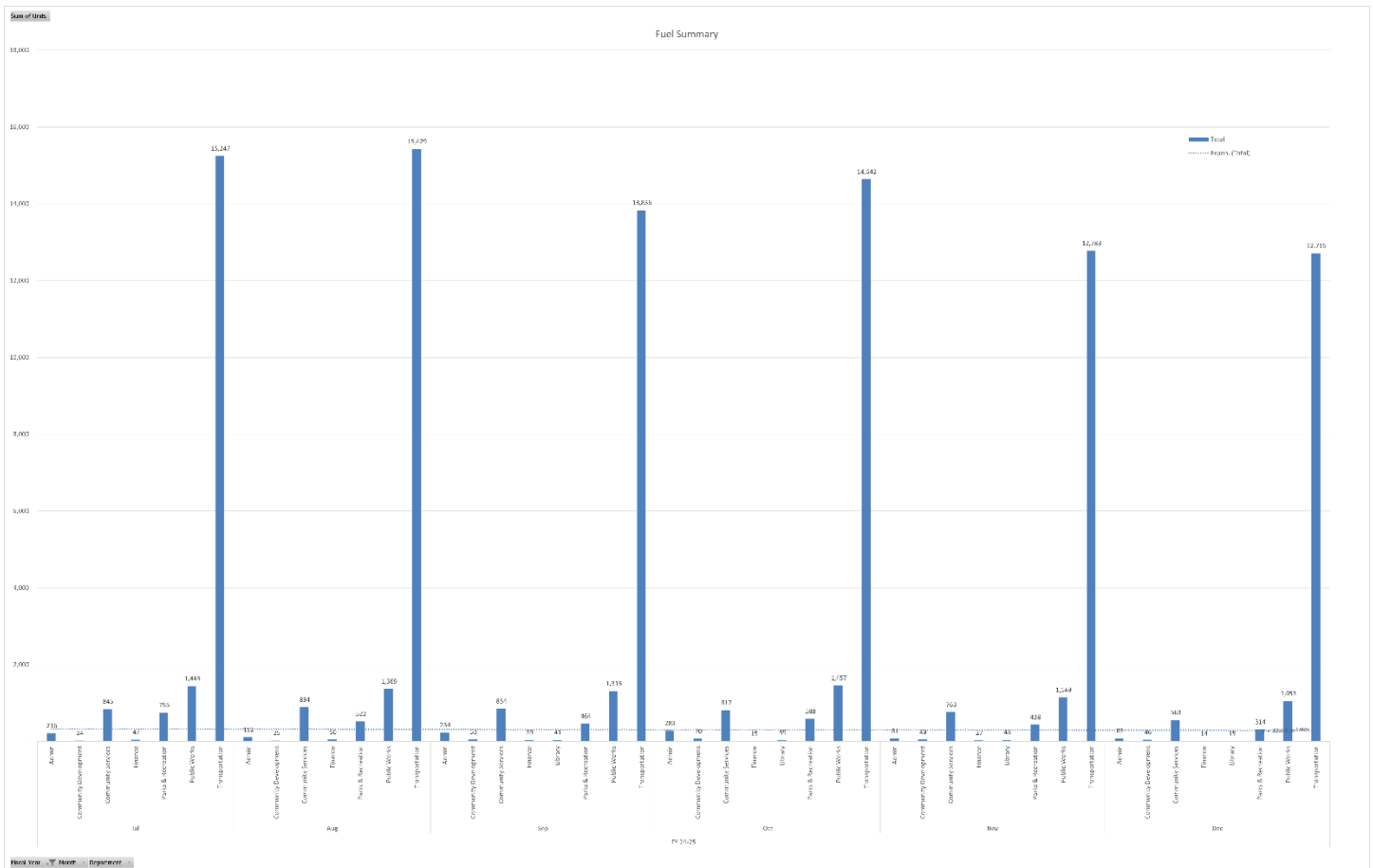
## EV Charging Station

Electric Vehicle (EV) Charging Station: The total revenue thus far for Fiscal Year 2024/2025 was \$2,501.



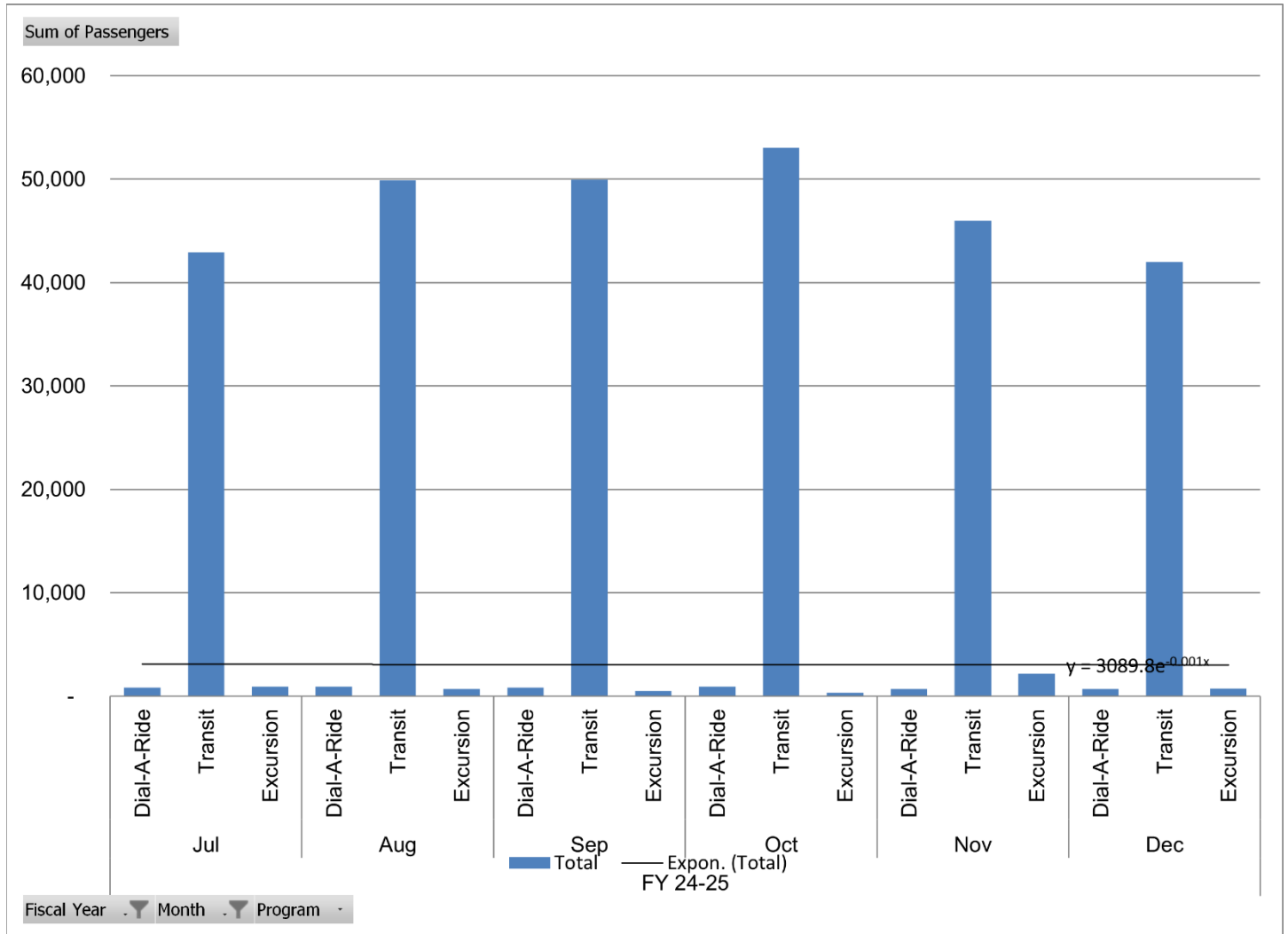
### Fuel Use Summary for the City

The City's fuel usage is decreasing by -0.3%.



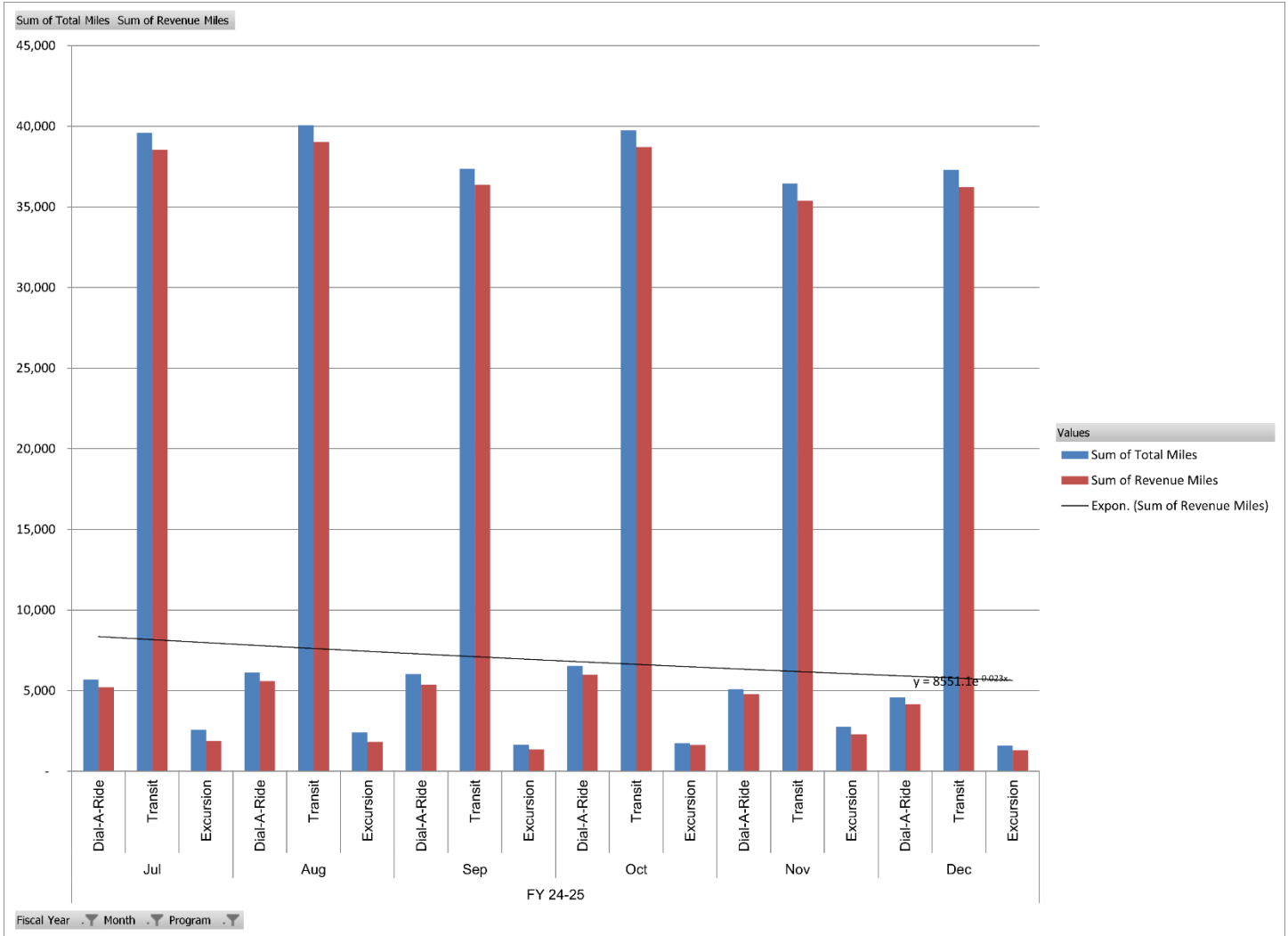
# Ridership

City buses transported 294,088 passengers for the first and second quarters of Fiscal Year 2024-2025. This fiscal year, transit ridership is decreasing at a rate of -.8% and Dial-A-Ride ridership is decreasing at a rate of -5%.



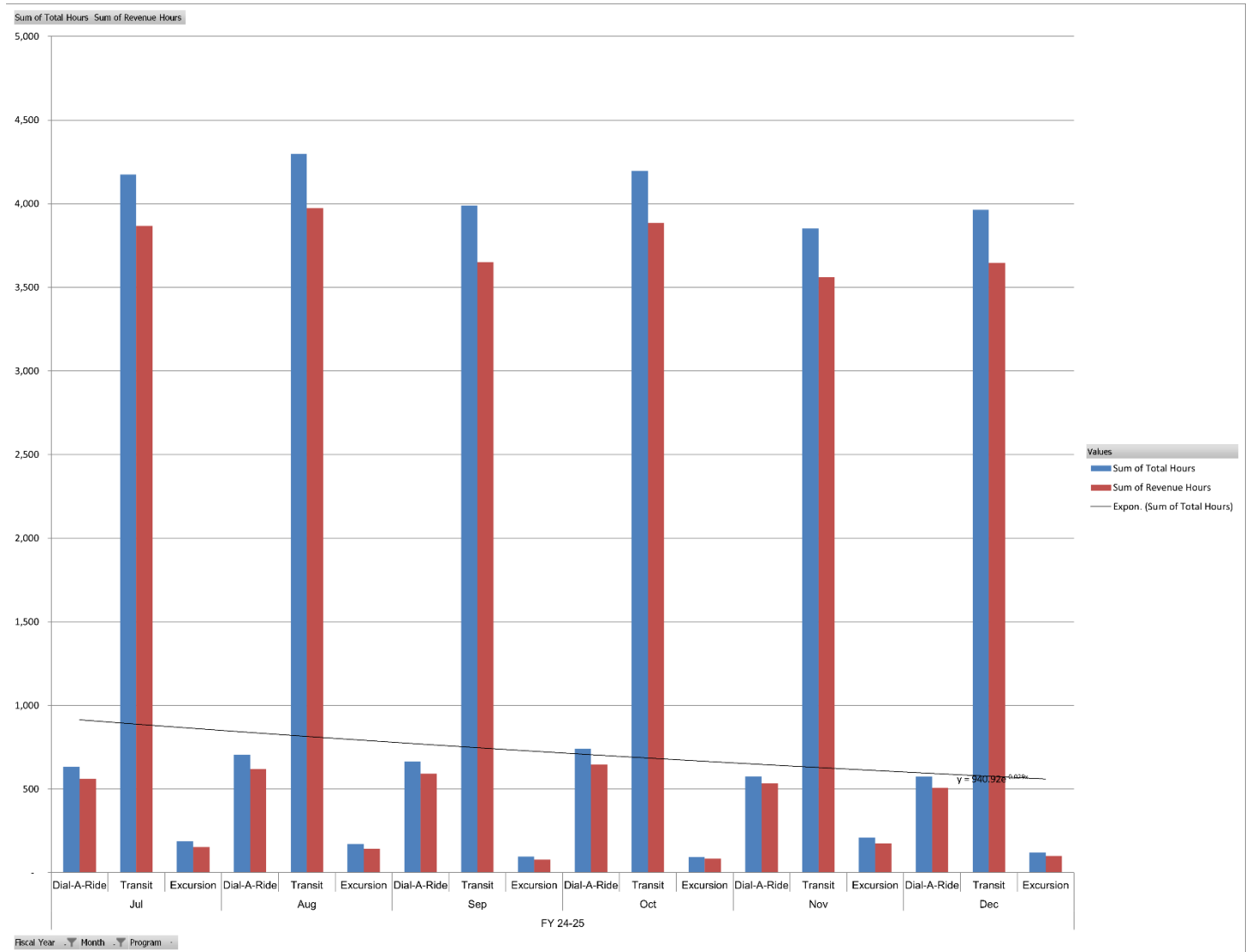
## Total Revenue Miles

Dial-A-Ride mileage is decreasing by -4% due to reduced ridership. Transit mileage is expected to drop by about -18% this year because of reduced weekend service; the department has made these changes in response to specific data on low ridership. The department has received no complaints about these changes. Additionally, excursion mileage is rising at a rate of 2% compared to last fiscal year, primarily due to the resumption of programs following the COVID-19 pandemic.



# Total Revenue Hours

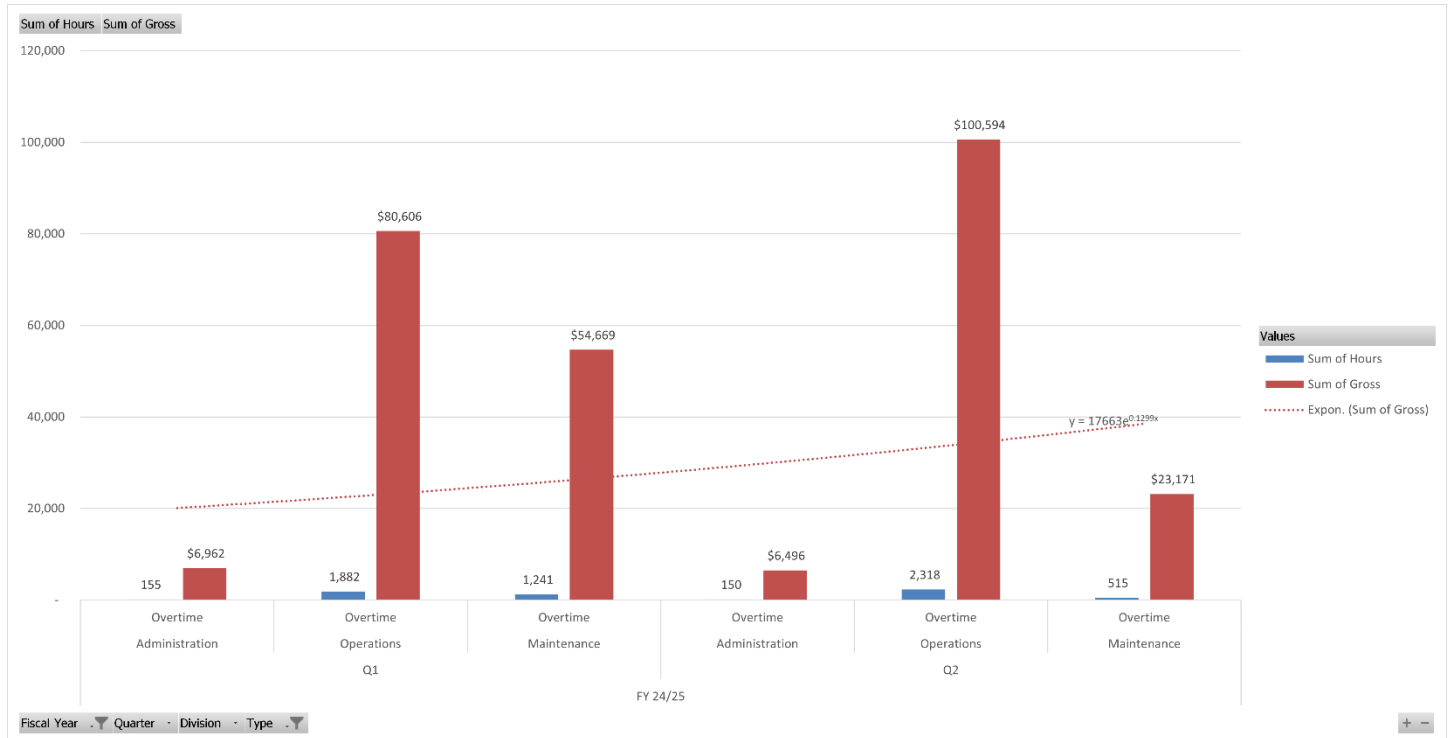
Hours have similarly decreased compared to the previous fiscal year for the same reasons as mileage and other metrics.



## Over Time

When compared to the last fiscal year:

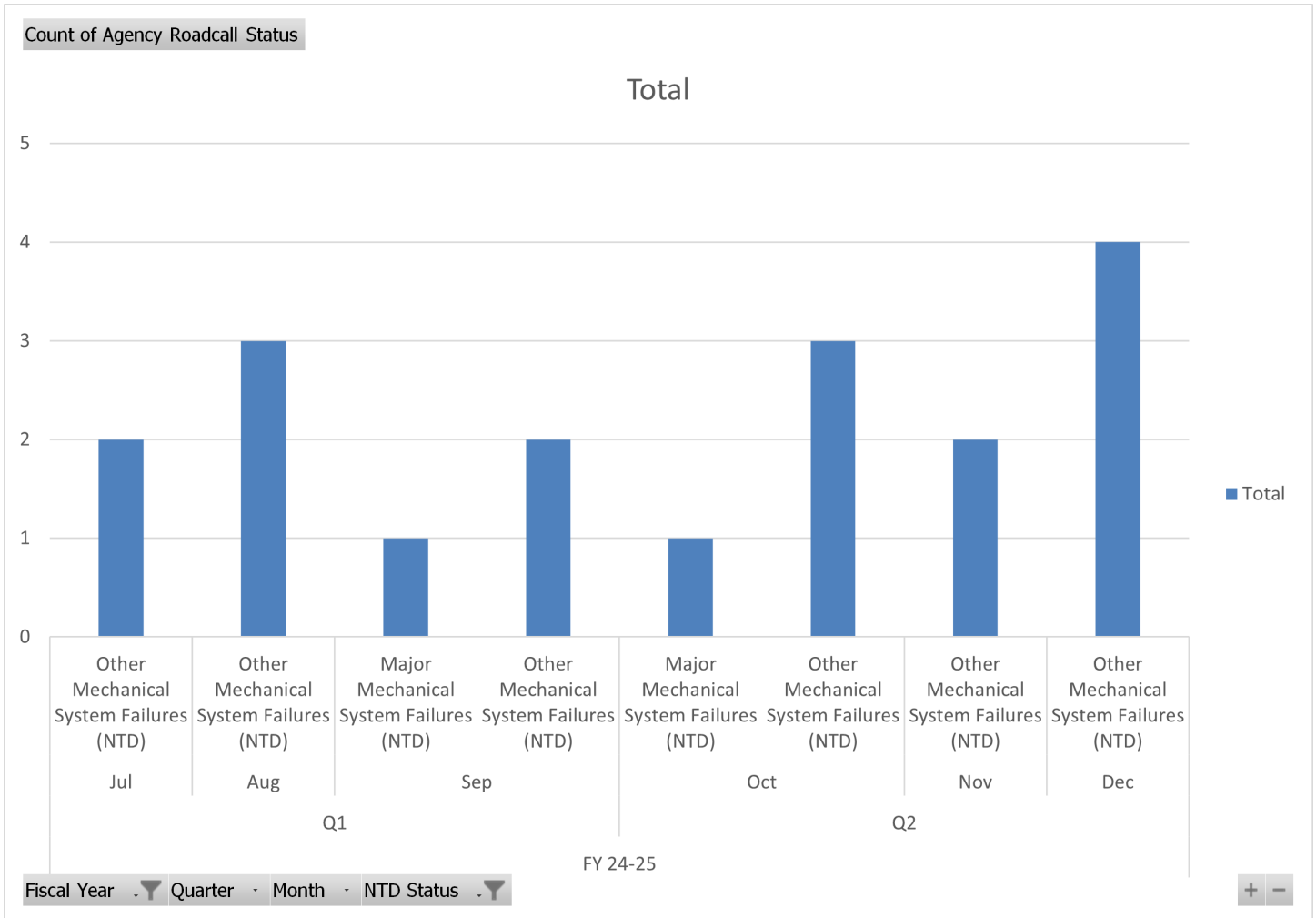
Overtime hours for administrative staff are trending downward at a rate of -3.4%. The City has filled all but one bus operator position and reduced the weekend Transit service, resulting in a -4% trend downward in overtime for operations. Overtime hours in the maintenance division have also decreased. They are trending downward by -7.4% due to the City filling all vacant maintenance positions and a mechanic returning to work from extended leave.





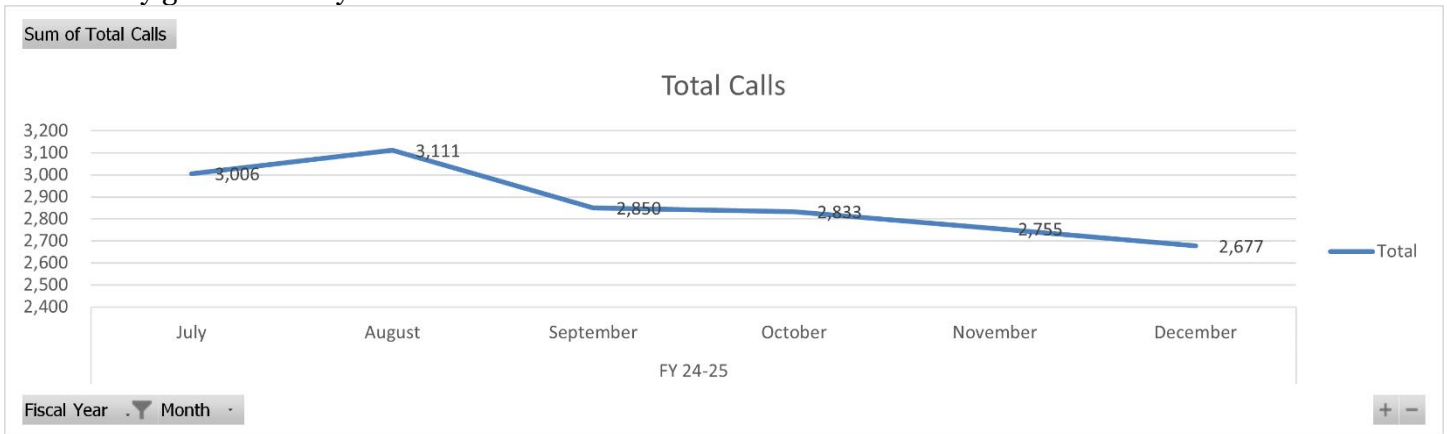
## Accidents & Breakdowns

During the first and second quarters, CC Transit had three preventable vehicle accidents and eighteen total breakdowns.



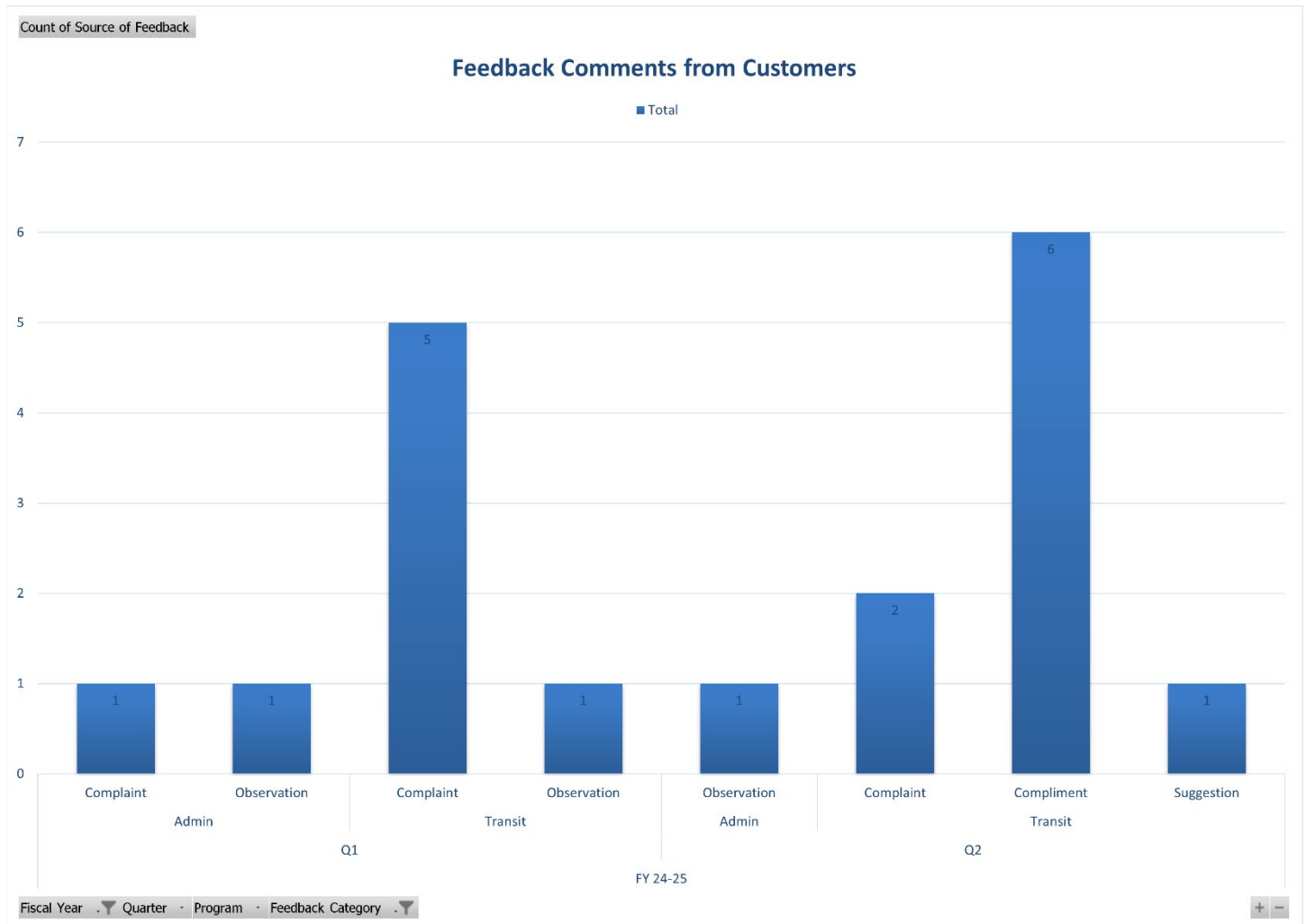
## Telephone Activity

Staff answered approximately 17,232 phone calls from the public, an average of 2,872 calls per month, and 142 calls on any given weekday.



## Customer Service

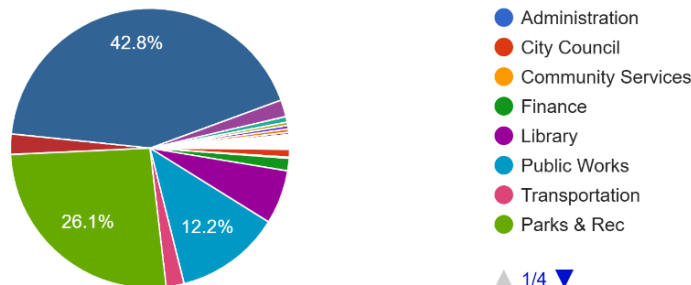
CC Transit has a **99.99 %** customer satisfaction rate. This means out of 294,088 passengers transported, the department only received 11 complaints.



## Pool Vehicle Reservation Statistics

There has been approximately 521 pool vehicle requests for quarters one and two.

Department  
769 responses





**“I think there’s no higher calling in terms of a career than public service, which is a chance to make a difference in people’s lives and improve the world.”  
— Jacob Lew**