

CITY OF COMMERCE AGENDA REPORT

TO:	Honorable City Council	Item No

FROM: City Manager

SUBJECT: Transportation Operational Report for the Second Quarter of Fiscal

Year 2025.

MEETING DATE: April 8, 2025

RECOMMENDATION

Receive and file the Transportation Department's operational report for the second quarter of Fiscal Year 2025.

BACKGROUND

The City of Commerce Transportation Department staff have created a report that shows the department's ongoing performance. This working document shares information about the number of people using the transportation services, how well the services are performing, financial details, and detailed trend analysis. The report is designed to provide everyone with easy-to-read, accessible, and transparent information.

ANALYSIS

The Transportation Department evaluates the services it provides to the public 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 transit operations.

To accomplish its overall 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 attached report details each performance measure, including a description and analysis to explain differences between reporting periods.

FISCAL IMPACT

This informational report has no fiscal impact.

RELATIONSHIP TO STRATEGIC GOALS

This agenda item relates to the 2016 Strategic Plan - Goal #5: "Implement strategic communication plan for all key stakeholders."

The quarterly transportation operational report will help all key stakeholders monitor public transit, excursion, and dial-a-ride statistics, performance measures, financial data, and indepth trend analysis.

ALTERNATIVES:

- 1. Approve staff's recommendation.
- 2. Reject staff's recommendation.
- 3. Provide staff with alternate or further direction.

Prepared and recommended by: Claude McFerguson, Director of Transportation

Fiscal impact reviewed by: Alvaro Castellon, Director of Finance

Approve as to form: Noel Tapia, City Attorney

Respectfully submitted by: Ernie Hernandez, City Manager