

## Discussion Item D

### Performance Measures

Performance standards help measure the efficiency and effectiveness of the service, as well as cost effectiveness of the system. The MPO suggests the following performance measures be used in evaluating LakeXpress.

1. **Operating Expenses per Revenue Hour**
2. **Operating Expenses per Passenger Trip**
3. **Passengers per Revenue Mile.**
4. **Passengers per Revenue Hour**

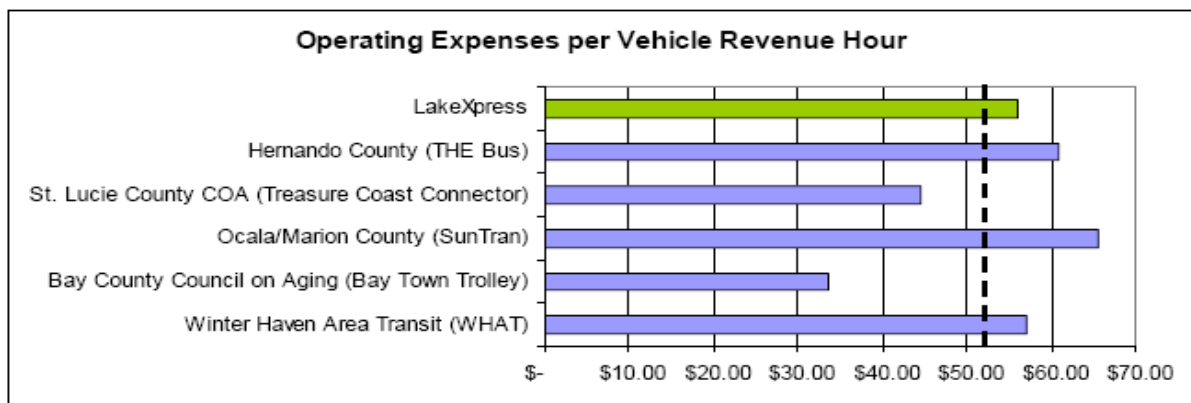
For new systems start-ups, such as LakeXpress, two years is typically required for ridership to mature. Therefore, the data provided in this analysis are intended to assess how the system is doing after its first full year of operations relative to the peers. At the end of its second full year, LakeXpress should revisit these performance measures and set standards for the third year of operation. These standards may need adjustment again with the implementation of the Mount Dora Circulator, after two full years of ridership data are collected.

### Analysis from the 2020 TDP:

#### 1. Operating Expenses per Revenue Hour

This measure determines the efficiency of the transit service.

From **June 2007 to May 2008**, the LakeXpress average cost per revenue hour was \$55.95. This is seven percent (7%) higher than the current peer average, with Bay Town Trolley and Treasure Coast Connector having the lowest costs per revenue hour of service.



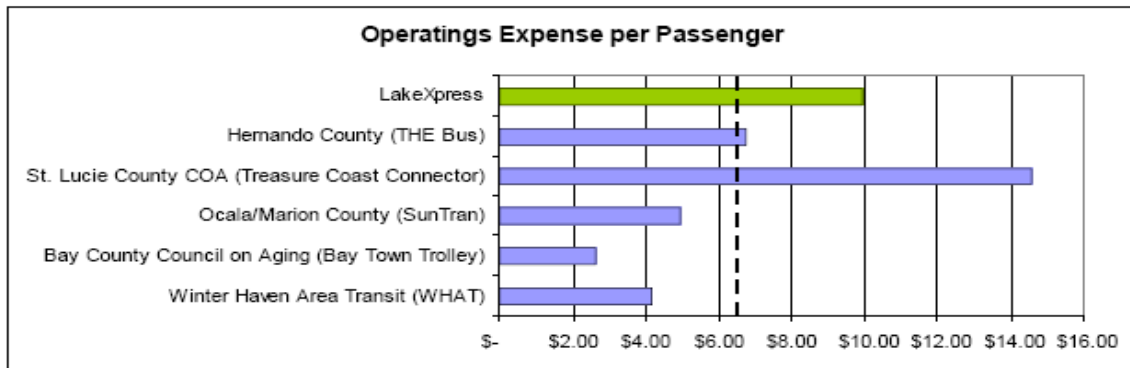
#### 2. Operating Expenses per Passenger Trip

This performance measure determines the cost effectiveness of the transit service. The current peer average cost per passenger trip is \$6.62 (see dashed line on **figure below**), with LakeXpress averaging \$9.92. After a year of service, the LakeXpress

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operating expense per passenger trip is sixty percent (60%) lower than the target and twenty percent (20%) lower than the target for Year 2. These expenses will likely increase with escalating gas prices and projected wage rate increases.

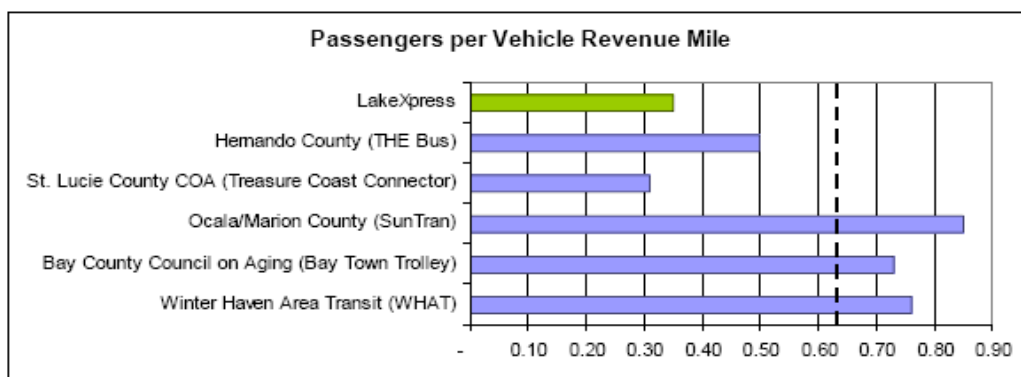
Since LakeXpress did not collect fares until September, it is not surprising that the operating expense per passenger trip is higher than the peer average.



### 3. Passengers per Vehicle Revenue Mile

This standard measure relates to the effectiveness of service based on passenger demand versus service supplied. The FY 2006 peer average is 0.63 passengers per vehicle revenue mile (see dashed line on **figure below**). LakeXpress has carried 0.35 passengers per vehicle revenue mile exceeding its Year 1 goal by almost 50 percent and nearly meeting its Year 2 goal. In comparison to its peers, the LakeXpress passengers per vehicle revenue mile will likely increase as the system matures and with increased marketing. In addition, gas prices will certainly have an effect on ridership and costs, as indicated by recent news stories. SunTran, Winter Haven Area Transit, and Bay Town Trolley are the leaders in ridership per revenue mile for the peer group.

**Figure 7-3 - Passengers per Vehicle Revenue Mile Comparison**



### 4. Passengers per Revenue Hour

The ratio of passengers per revenue hour is one of the most commonly used industry-wide measures of effectiveness. The FY 2002 average passenger per revenue hour for the peer systems was 8.08 and the FY 2006 peer average is 10.36 (shown with a dotted line on **Figure 7-4**). No goal was established previously for this metric; however,

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LakeXpress currently averages 5.64 passengers per revenue hour, which is higher than SunTran and will likely increase as the system matures and marketing efforts continue to pay off. As noted earlier, increasing gas prices will contribute to ridership as well as costs in the future.

**Figure 7-4 - Passengers per Vehicle Revenue Hour Comparison**

