The Transit Industry's Information Management Solution

Better Data.
Better Decisions.

TransTrack systems™

What Our Clients Are Saying…

"Your product allows Montebello Bus Lines to efficiently consolidate and more accurately compile all of our performance and statistical data and to gather it from one database source"

Paula E. Faust
Transit Administration Manager
Montebello Bus Lines

What Our Clients Are Saying…

"TransTrack has streamlined PRTC's collection, reporting and analysis of operations and performance data resulting in measurable improvement in agency performance"

Alfred Harf
Executive Director
*Potomac and Rappannock Transportation Commission*

What Our Clients Are Saying…

"We searched long and hard for a product that incorporates all the elements that TransTrack does.
Though we are in the early implementation stage, we can already tell that TransTrack will be the invaluable asset we hoped it would be."

Eric Marx
Director of Planning & Operations
Potomac and Rappannock
Transportation Commission
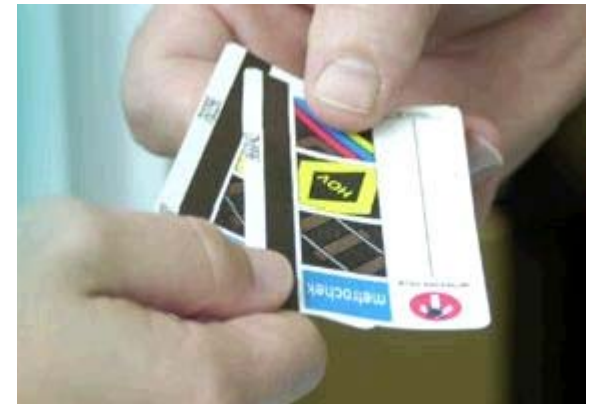
The Inland Empire Selects TransTrack

The **San Bernardino** Associated Governments (SANBAG) distributes funding for the operation of the **six transit service providers** in San Bernardino County (January 2006)

The **Riverside County** Transportation Commission (RCTC) distributes funding for the operation of **eight transit service providers** in Riverside County (April 2006)

After years of years of exploring management information system alternatives and using spreadsheets to collect transit data, **SANBAG and RCTC turned to TransTrack to oversee operator performance**

San Bernardino County

- City of Barstow
- City of Needles
- Morongo Basin Transit Authority (MBTA)
- Mountain Area Regional Transit Authority (MARTA)
- Omnitrans
- Victor Valley Transit Authority (VVTA)

Riverside County

- City of Banning
- City of Beaumont
- City of Corona
- City of Riverside Special Services
- Palo Verde Valley Transit Authority
- RCTC Commuter Rail
- Riverside Transit Agency
- SunLine Transit Agency

Transit Performance Manager™ : Cost, Time & Information Value

- **Significant resources are devoted to meeting reporting requirements for little organizational value**
  - Compliance reporting costs agencies $75,000 - $150,000 annually
  - Compliance reporting does not support management decision-making

- **Transit Performance Manager: Data entered one-time and accessible to all**

Organizational Reporting

Accessibility

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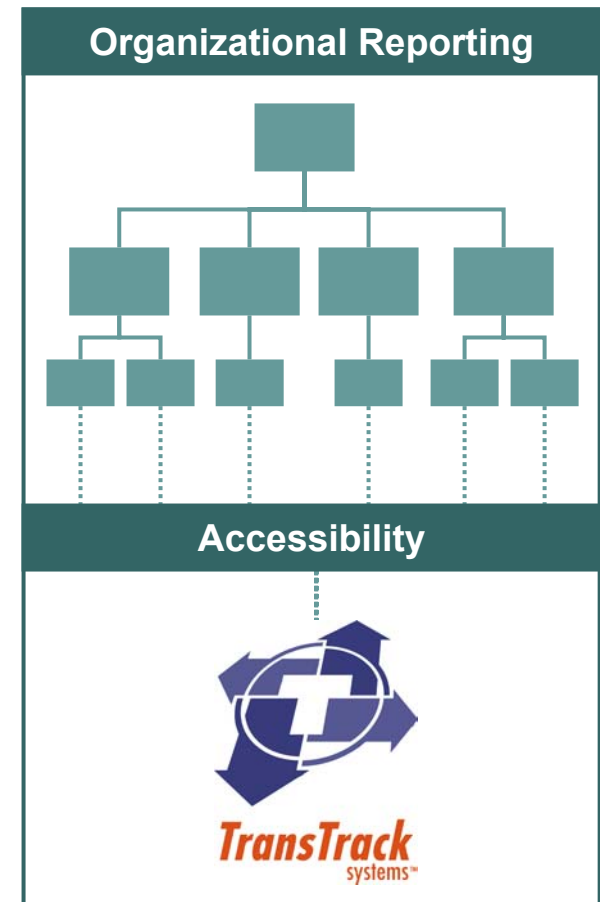
Transit Performance Manager™ : Cost, Time & Information Value

- Eliminates the burden of cumbersome data compiling

- Takes transit data and converts it to valuable transit information for management decision-making
  - Efficiency and Effectiveness
  - Service Quality
  - Route Performance
  - Training and Safety
  - Financial Position
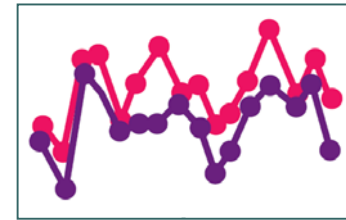
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Transit Performance Manager™: Moving Agencies from Data Overload to Management Information

- Transit agencies are overwhelmed with data from multiple sources

- Basic performance data is inaccessible or fragmented

- Credibility and reliability is often impacted due to inconsistencies in data sets

- Collecting and maintaining data is expensive and time consuming

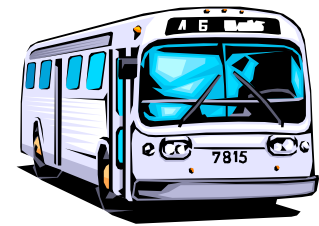- Transit agencies have rich data sources, timely management information is missing

Financial Reports

Route Plans

Operating Statistics & Passenger Data

Transit Performance Manager™: Data Consolidator

- Repository for transit performance information

- Process and structure for collecting and maintaining information

- Embedded best practices to help agencies achieve administrative efficiencies, streamline data management, and develop basis for comparison of results

Like a route map, Transit Performance Manager tells your data where to go and your managers how to get it


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Transit Performance Manager™: Data Central for Transit Agencies

- **Organization:** How big is the agency? How are we organized? *(NTD Form B-10)*

- **Routes:** What services are planned? Vehicles required? Days and hours of service?

- **Operations:** How many late pull-outs and missed trips? Hour and mile deviations from plan? *(NTD Form S-10)*

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- **Fleet:** What is the size and condition of the fleet used? How many vehicles? Age and mileage? *(NTD Form A-30)*

- **Finance:** What is the cost to operate different types of service? How should cost be allocated to each route? *(NTD Form F-30)*

- **Fares:** What fare revenue was collected? What ridership is projected by route?

- **Safety:** What happened on the service that ran? What incidences occurred? How many incidents are NTD reportable? *(NTD S & S Forms)*

Transit Performance Manager™: Your Internet-Based Data-Management Solution

- Streamline and automate data collection and reporting

- Improve management information

- Consolidate and integrate data in one place
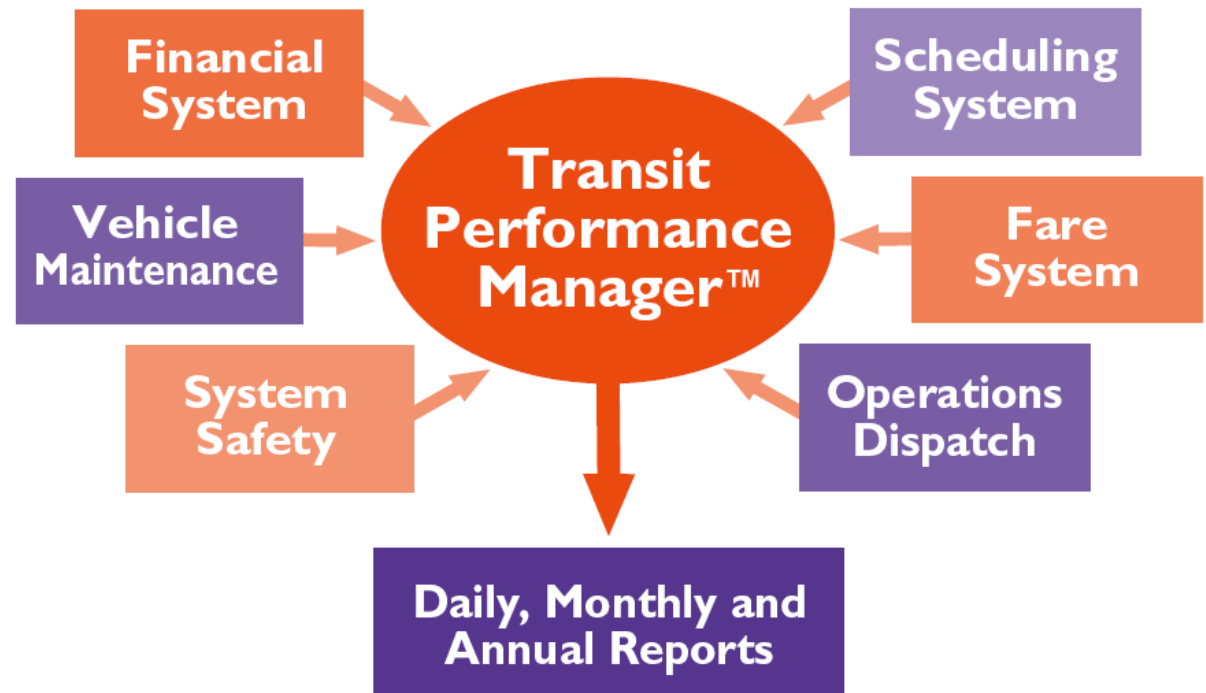
Transit Performance Manager™:
Monthly Performance Reports are Just A Click Away

FY 2004 -- Monthly Performance Report

Systemwide Summary

Performance Statistics for the Month of August

Statistic	Passengers	Revenue Hours	Operating Costs	Passenger Revenue	Passengers Per Rev. Hr.	Cost Per Passenger	Cost Per Rev. Hr.	Passenger Revenue Per Passenger	Passenger Revenue Per Rev. Hr.	Farebox Recovery Ratio
Routes:										
10	314,610	5,948.3	$445,014	$175,954	52.9	$1.41	$74.81	$0.56	$29.58	39.54%
20	110,353	3,102.1	$233,581	$66,688	35.6	$2.12	$75.30	$0.60	$21.50	28.55%
30	62,639	1,448.8	$107,543	$29,044	43.2	$1.72	$74.23	$0.46	$20.05	27.01%
40	244,438	5,782.1	$430,554	$128,183	42.3	$1.76	$74.46	$0.52	$22.17	29.77%
50	102,440	3,315.8	$251,550	$56,829	30.9	$2.46	$75.86	$0.55	$17.14	22.59%
60	13,249	510.4	$38,084	$8,831	26.0	$2.87	$74.62	$0.67	$17.30	23.19%
65	2,814	147.7	$11,005	$1,541	19.1	$3.91	$74.51	$0.55	$10.44	14.01%
70	10,972	602.0	$46,278	$6,370	18.2	$4.22	$76.87	$0.58	$10.58	13.76%
88	6,214	193.2	$14,543	$3,647	32.2	$2.34	$75.27	$0.59	$18.88	25.08%
90	4,377	336.0	$26,525	$4,058	13.0	$6.06	$78.94	$0.93	$12.08	15.30%
DAR	1,673	657.6	$41,408	$557	2.5	$24.75	$62.97	$0.33	$0.85	1.34%
ML	6,921	504.0	$23,627	$4,672	13.7	$3.41	$46.88	$0.68	$9.27	19.77%
Programs:										
Dial-A-Ride	1,673	657.6	$41,408	$557	2.5	$24.75	$62.97	$0.33	$0.85	1.34%
Fixed Route	872,106	21,386.4	$1,604,678	$481,146	40.8	$1.84	$75.03	$0.55	$22.50	29.98%
City Link	6,921	504.0	$23,627	$4,672	13.7	$3.41	$46.88	$0.68	$9.27	19.77%
Modes:										
Bus (Motorbus)	879,027	21,890.4	$1,628,305	$485,818	40.2	$1.85	$74.38	$0.55	$22.19	29.84%
Demand Response	1,673	657.6	$41,408	$557	2.5	$24.75	$62.97	$0.33	$0.85	1.34%
System Total:	880,700	22,548.0	$1,669,713	$486,375	39.1	$1.90	$74.05	$0.55	$21.57	29.13%

Transit Performance Manager™: Bring Your Ridership Statistics into Focus

- Import fare system data or manual input from driver logs

- Track daily, monthly, annually

- Track by route, program, mode, system

Unlinked Passengers
Standard: 850,000 per Month

Prior Year   Current Year
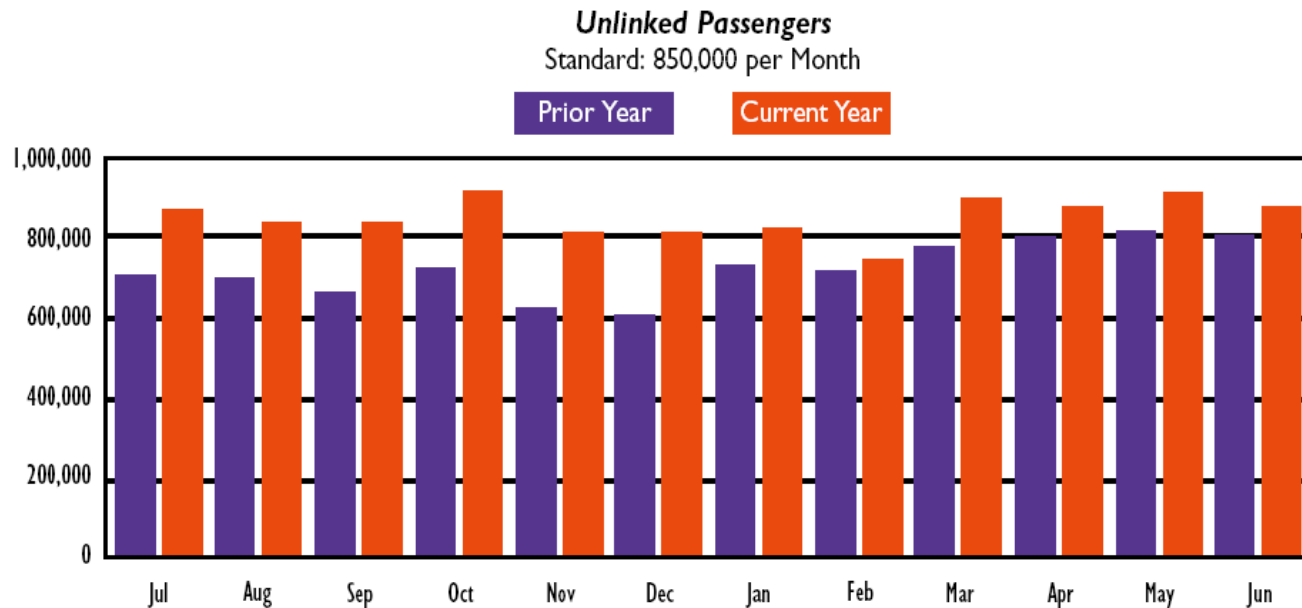
Transit Performance Manager™:
Definitive Operating Cost and Passenger Revenue Allocations

- Supports Annual NTD Reporting of Operating Costs By Expense Category

- Allocates Operating Costs and Passenger Revenues to the Route Level by Day Type

Eliminate Time Consuming Manual Processes and Annual Reconciliations

FY 2004 -- Operating Expenses (F-30)
Bus (Motorbus) - Directly Operated

Line	Expense Object Class	a Vehicle Operations 010	b Vehicle Maintenance 041	c Non-Vehicle Maintenance 042	d General Administration 160	e Total Modal Expenses
	Labor (501)					
01	Operator Salaries & Wages (501.01)	$4,852,179.13				$4,852,179.13
02	Other Salaries & Wages (501.02)	$581,675.79	$1,261,045.44	$12,903.64	$539,225.41	$2,394,850.28
03	**Fringe Benefits (502)**	$3,184,496.83	$826,766.60	$17,059.75	$405,710.50	$4,434,033.68
04	**Services (503)**	$13,091.84	$470,138.57	$254.75	$1,555,859.27	$2,039,344.43
	Materials & Supplies (504)					
05	Fuel & Lubricants (504.01)	$1,200,928.85			$53,960.23	$1,254,889.08
06	Tires & Tubes (504.02)					
07	Other Materials & Supplies (504.99)	$11,344.51	$905,114.06	$49,595.34	$121,475.50	$1,087,529.41
08	**Utilities (505)**		$74,981.47		$124,511.30	$199,492.77
09	**Casuality & Liability Costs (506)**		$659,771.17	$86,594.97	$78,347.83	$824,713.97
10	**Taxes (507)**					
	Purchased Transportation (508)					
11	Purchased Transportation in Report (508.01)					
12	Purchased Transportation In Separate Rpt (508.02)					
13	**Miscellaneous Expense (509)**	$72,596.34	$28,309.88		$170,654.05	$271,560.28
14	**Expense Transfers (510)**					
15	**Total Modal Expenses**	$9,916,313.28	$4,226,127.20	$166,408.45	$3,049,744.09	$17,358,593.02

Transit Performance Manager™:
Events Recorded by Dispatch are Available Real Time

- Late Pull-Outs

- Missed Trips & Pick-Ups

- Equipment Failures & Roadcalls

- Vehicle and/or Driver Availability

- On-Time Performance

- Accidents & Security Incidents

- Passenger Incidents

- Weather & Road Conditions/Detours

- Unscheduled Trippers

- Bicycle Loadings & Lift Deployments

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Transit Performance Manager™: Comprehensive Employee Data is Just A Click Away

- Training Information

- Certifications (e.g., Medical Certificate)

- Performance Appraisals

- Ride Check Results

- Customer Complaints/Commendations

- Recognition Program & Point Systems

- Accidents and Other Incidents

- Attendance

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systems™

Transit Performance Manager™: Purchased Transportation Service Monitoring

- Operating Costs By Route

- Service Quality Statistics:
  - On-Time Performance
  - Late Pull-Outs
  - Missed Trips
  - Equipment Failures
  - Accidents

- Fleet Maintenance & Vehicle Availability

- Operator Training and Availability

- Customer Feedback, Investigation & Resolution

Automate Monthly Invoicing and Liquidated Damages

Service Solution for the Transit Industry

- Transit Performance Manager ™ Clients lease software under Application Service Provider Relationship (ASP)

- ASP Advantage: Cost and Time
  - No time-consuming user requirements and system specification process
  - No costly hardware or software purchases or maintenance costs
  - Automatic upgrades and consulting support included in lease cost

TransTrack systems™

Transit Performance Manager™: Simple Solutions to Complex Challenges

TransTrack reduces the risk and cost associated with large-scale system development

Common Challenges	Transit Performance Manager™ Solution
▪ High staff demands for implementation ▪ Long process for requirements definition ▪ Lack of post-implementation support	▪ Tailored implementation protocol ▪ No requirements process ▪ Streamlined implementation schedule ▪ Shortened development cycle ▪ Ongoing support as licensee ▪ Cost significantly less than custom packages

Imbedded Best Practices

- **Single Source for Data** – No more reconciliation between spreadsheets

- **Distributed Access** – Get the information at the point of creation; no more re-keying

- **Browser Product** – No client software installations; easier training due to the familiar browser interface

- **Best Practices** – Documented and embedded logic for on-going processes; transit professionals to assist your agency

- **Decision Support System** – Consolidated information needed by middle management to make tactical decisions to improve performance

- **Executive Reporting System** – Data summarized and reported at a level from which executive management can make strategic decisions

Our Systems Commitment

- Provide **experienced** transit industry consultants

- Support system implementation with **on-site training** and assistance

- Provide **documentation** and on-going technical support

- Adapt solution to **maximize value** and usage to each client