

# Monitor the Health of Your System



Using your data to identify the  
problem

Mountain Mobility case study

# Mountain Mobility



Mountain Mobility was established by Buncombe County in 1989 to provide transportation services for residents of Buncombe County. Originally intended to serve the transportation needs of a few core human service agencies, the system has grown to serve a wide variety of organizations, as well as provide general public transportation service outside the City of Asheville. Mountain Mobility operates 37 vans and five small buses.

# Your Host



Bobby Somerville  
Mountain Mobility  
Operations Manager  
Since August 1, 2010

Former owner of indoor soccer  
business for 10 years  
Came to Mountain Mobility as a  
driver in November 2007  
Became training driver 2008  
Hired to dispatch 2009  
Hired to scheduling department  
January 2010

# Your Mobility Company has Issues



- Accidents Rates
- High Driver Turnover
- Budget

# Problem: Driver Turnover



- In FY 2006, Mountain Mobility replaced **37 of 47** drivers in the fleet

Turnover Percentages (Month/YTD)		Change
FY 2008 Turnover Percentage	(20 drivers) 37.0%	-9.3%
FY 2007 Turnover Percentage	(25 drivers) 46.3%	-32.4%
FY 2006 Turnover Percentage	(37 drivers) 78.7%	

- FY 2007: **25 of 54**
- FY 2008: **20 of 54**

# Problem: Accident Rates

- Accidents per 100,000 miles
- FY 2007: 1.78  
Cost: +/- \$17,000
- FY 2008: 1.58  
Cost: +/- \$15,000

Costs only reflect vehicle repair...



# Ask the right questions

- Many organizations are **data rich** but **information poor**
  - What are your data sources?
  - Who is responsible to analyze your data?
  - Are we collecting material relevant to our problem?
- 
- Mountain Mobility asked some questions:



# Problem Two: Turnover

## Gathering Information



- How is turnover hurting us?
  - Why are operators leaving?
  - Why are we firing drivers?
- 
- Is fatigue an issue for our drivers?
  - Are operators overworked?
  - **What about overtime?**
  - Is this a problem we can solve?

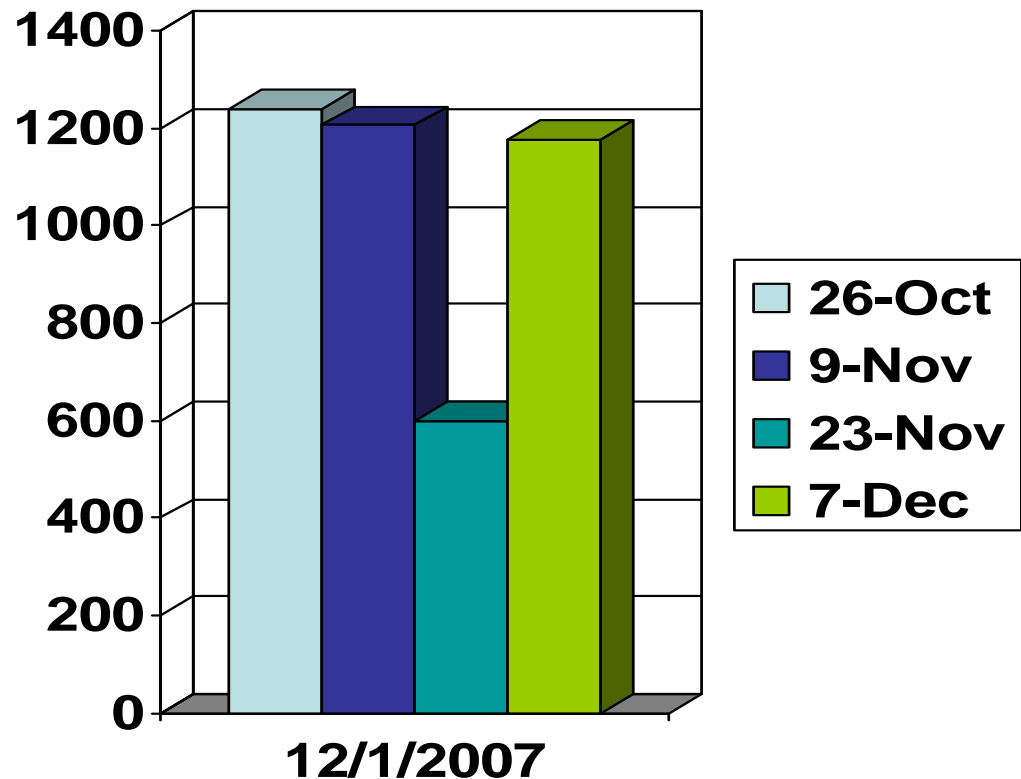
# First, the data: Overtime Hours

Hours from operators working more than 100 hours/pay period

MM began tracking OT in 2008

Pay period 10-13 to 10-26:  
**11 employees** accounted for **440.25 hours** of Overtime

60 hours/week on the road



# How is overtime a problem then?

1. Budget...certainly
2. Fatigue-contributing to accident rates?
3. Driver burn-out: Turnover? Maybe...  
**5 of the 11** drivers with 100+hours in October of 2007 left the company within 2 years

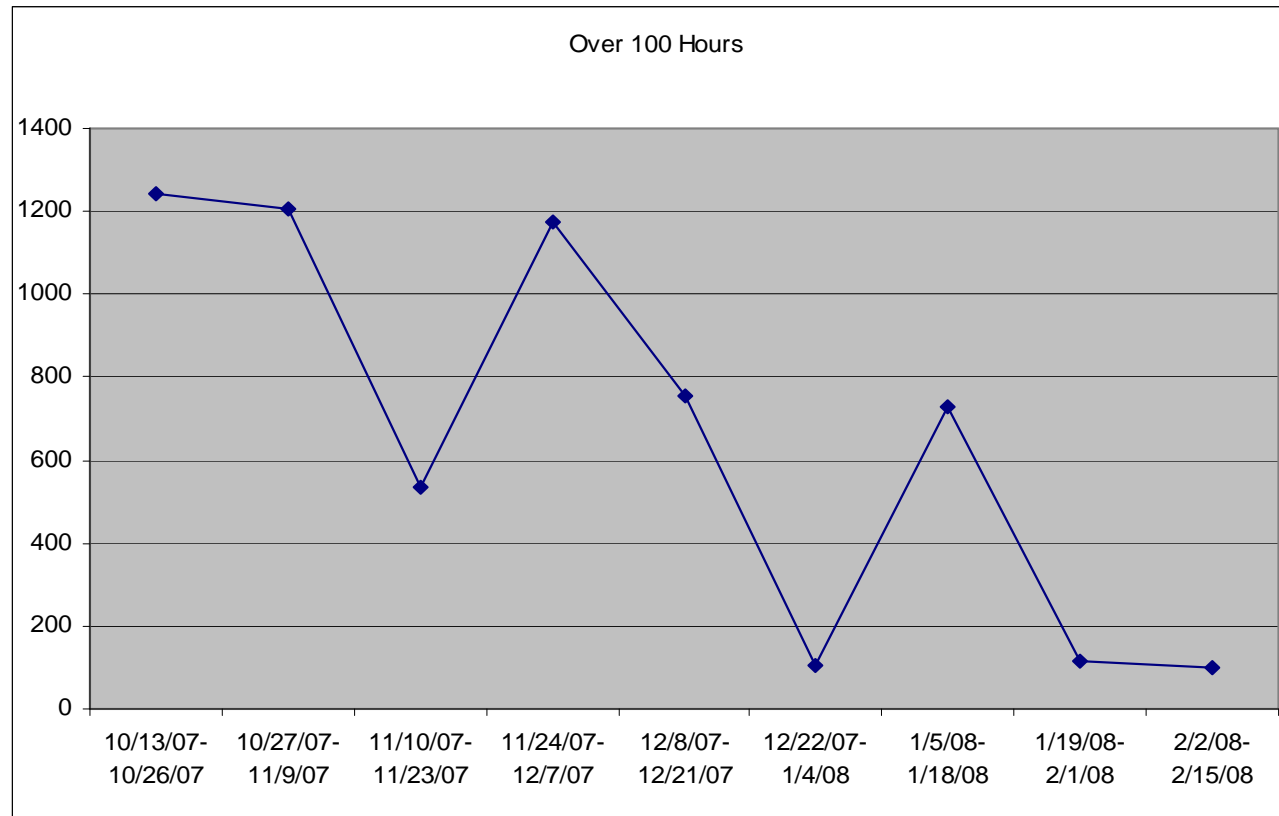


# Mountain Mobility's Solution: Mandate from the top-50hrs/week maximum!



# Results, the data: Overtime Hours

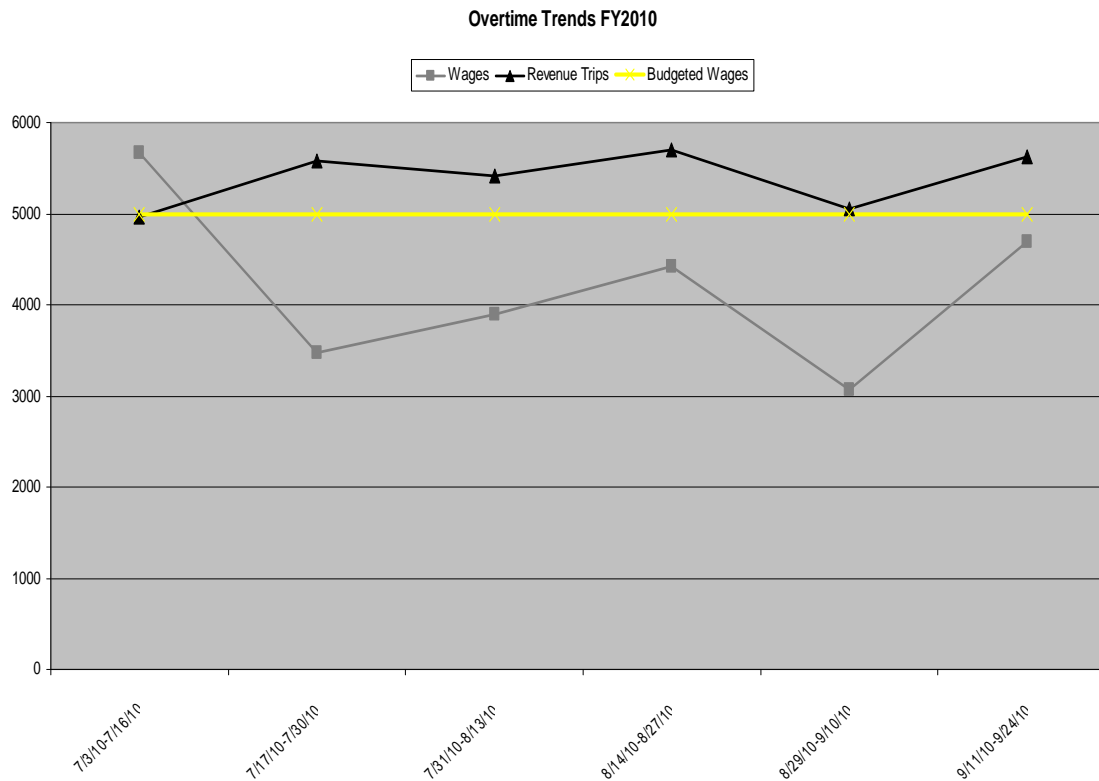
Hours from operators working more than 100 hours/pay period



86% reduction in OT from monster OT operators

# Lastest Data...

## Overtime Trends FY2011



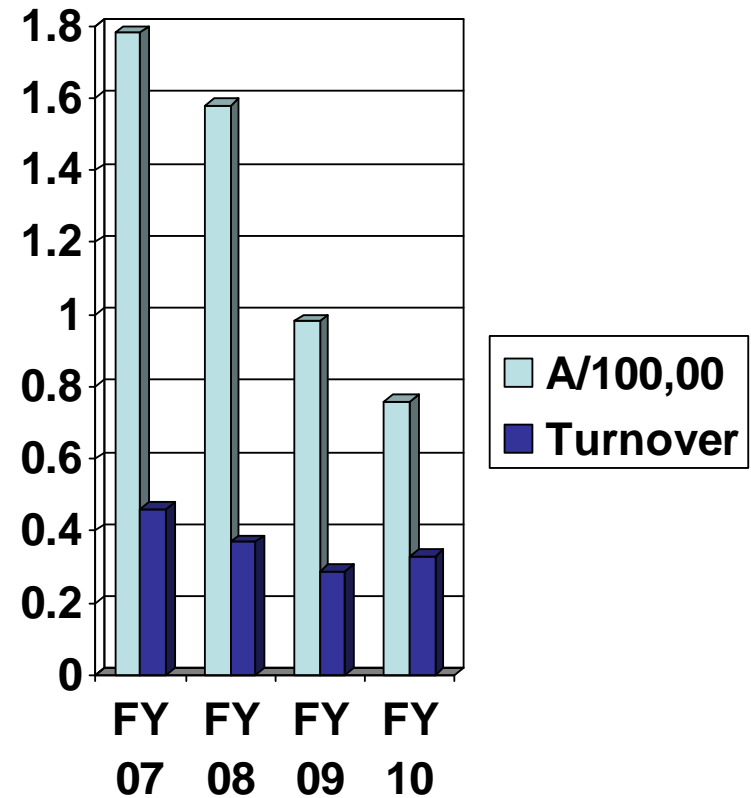
Mountain Mobility  
now Budgets  
for (+/-) **330**  
**hours** per pay  
period towards  
overtime

And Averaged  
**192 Overtime hours**  
per pay period  
for FY 2010

# Results: The Data

## Accident Rates Down: Turnover Down

- Accident rates reduced
- FY 2007: 1.78
- FY 2008: 1.58
- FY 2009: 0.98
- FY 2010: 0.76



# We're keeping safer drivers!



<b>Turnover Percentages (Month/YTD)</b>		<b>Change</b>
FY 2011 Turnover Percentage	7.4%	-25.9%
<b>FY 2010 Turnover Percentage</b>	<b>33.3%</b>	<b>3.7%</b>
FY 2009 Turnover Percentage	29.6%	-7.4%
FY 2008 Turnover Percentage	37.0%	-9.3%
FY 2007 Turnover Percentage	46.3%	-32.4%
FY 2006 Turnover Percentage	78.7%	

# Look at the Results: A Happy Boss



- Turnover rate of **29.6%**, down from **78.7%**
- Accidents /100,000 miles is **0.76**, down from **1.78%**
- Budget for OT slashed