Date: December 1, 2010

To: ITP Board

From: Meegan Joyce

Subject: FY 2010 FOURTH QUARTER PARATRANSIT REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2010 third Quarter Paratransit Report Card.

Productivity – Paratransit ridership for the quarter (58,034) increased by 3.57% passengers (2,001) compared to the same quarter of Fiscal Year 2009.

Safety – There were 0.44 preventable accidents per 100,000 revenue miles. This is 1.56 less than the maximum acceptable average of 2.0 preventable accidents per 100,000 revenue miles.

Customer Service – There were 0.41 complaints per 1,000 passengers. This is 4.86 below the maximum acceptable average of 3.0 complaints per 1,000 passengers.

Travel Time – Average trip length was 31 minutes. This is two minutes shorter than the maximum acceptable average trip length of 33 minutes.

On-Time Performance – The paratransit vehicles were on-time for 95.4% of the trips. This is 3.4% better than the minimum acceptable on-time performance of 92%.

Cost Per Trip – Cost per paratransit trip is $20.67 for this quarter, which is 0.03% more than the 4rd quarter cost in 2009.

Ratio to Fixed-Route bus - For every one passenger who boarded a paratransit vehicle, 37 passengers boarded the fixed-route bus system.

A summary of the report card is attached.

FY 2010 Fourth Quarter Report Card

	4th Quarter July-Sept. 2010	4th Quarter July-Sept. 2009	Change From Same Quarter	Standard	Difference	
Productivity						
[1]Total Paratransit ridership	**58,034**	**56,033**	2,001	n/a	3.57%	n/a
Passengers per Hour	**1.8**	**1.8**	0.0	**≥ 1.8**	.83%	
Ratio of Paratransit to Fixed route ridership	**1:37**	**1:32**	5	**1:27**	15.6%	
Safety						
[2]Accidents per 100,000 Miles	**0.44**	**0.47**	-0.03	**≤ 2.00**	-6.38%	
Customer Service						
[3]Complaints per 1,000 Passengers	**0.41**	**0.61**	-0.19	**≤ 3.0**	-31.85%	
[4]Travel time(minutes)	**31**	**32**	-1	**≤ 33**	-3.13%	
On Time Performance						
[5]Percentage of On-Time Trip	**95.40%**	**94.42%**	0.98%	**≥ 92%**	1.04%	
Cost Effectiveness						
[6]Cost per Passenger	**$20.67**	**$20.66**	-$0.01	**n/a**	0.03%	n/a

Report Card FY 2010 Report Card Standards

Category	Measurement Standard			
Productivity				
[1]Total Ridership Passengers per hour	n/a fixed standard	≥ n/a 1.8	n/a <1.8 and ≥ 1.7	≤ n/a 1.7
Safety				
[2]Accidents per 100,000 Miles	Fixed standard	≤ 2.0	>2.0 and < 2.5	≥ 2.5
Customer Service				
[3]Complaints per 100,000 Passengers	Fixed standard	≤ 3.0	> 3.0 < 5.00	≥ 5.00
[4]Travel Time	Fixed standard	≤ 33	>33 and <36	> 36
On Time Performance				
[5]Percentage of On-Time Trips	Fixed standard	≥ 92%	< 92% and > 91%	≤ 91%
Cost Effectiveness				
[6]Cost per Passenger	n/a	n/a	n/a	n/a
[7]Ratio of Paratransit to Fixed Route Ridership	Fixed Standard	≥ 27	<27 and >24	≤ 24

[1] Total ridership on Paratransit system excluding network 180, CCT and County Connection.

[2] Total number of preventable accidents per 100,000 miles as reported by service providers.

[3] Registered complaints logged by customer service via phone, mail, walk-in or by email regarding Paratransit Services.

[4] Average time a passenger will travel on any given trip based on number of passengers divided by revenue hours.

[5] Percentage of on-time trips. On-time is defined as pickup between 10 minutes before to 15 minutes after the scheduled pickup time and dropping before scheduled drop off time.

[6] Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

[7] Total number of paratransit passengers compared to total number of fixed-route passengers.

Date: December 1, 2010

To: ITP Board

From: Meegan Joyce

Subject: FY 2010 ANNUAL PARATRANSIT REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2010 Paratransit Report Card.

Productivity – Paratransit ridership for the year (234,274) increased by 8,039 passengers (3.55%) compared to FY 2009.

Safety – There were 0.88 preventable accidents per 100,000 revenue miles. This is under the maximum acceptable average of 2.0 preventable accidents per 100,000 revenue miles.

Customer Service – There were 0.61 complaints per 1,000 passengers. This is less than the maximum acceptable average of 3.0 complaints per 1,000 passengers and a decrease of 14.3% from FY 2009.

Travel Time – Average trip length was 31 minutes. This is two minutes less than the maximum acceptable average trip length of 33 minutes.

On-Time Performance – Paratransit vehicles were on-time for 94.80% of the trips. This is 2.8 percentage points better than the minimum acceptable on-time performance of 92%.

Cost Per Trip – Cost per trip is $20.50 for this year, a decrease of 0.25¢ (1.20%) compared to FY 2009.

Ratio to Fixed-Route bus - For every one passenger who boarded a paratransit vehicle, 40 passengers boarded the fixed-route bus system.

A summary of the report card is attached.

FY 2010 Annual Report Card

	FY2010	FY2009	Change From Last Year	Standard	Difference	
Productivity						
[1]Total Paratransit ridership	**234,274**	226,325	8,039	n/a	3.55%	n/a
Passengers per Hour	**1.9**	1.7	0.2	**≥ 1.8**	9.14%	
[7]Ratio of Paratransit to Fixed route ridership	**1:40**	1:39	0.51	**≥27**	1.30%	
Safety						
[2]Accidents per 100,000 Miles	**0.88**	0.86	0.02	**≤ 2.0**	2.33%	
Customer Service						
[3]Complaints per 1,000 Passengers	**0.61**	0.71	-0.10	**≤ 5.0**	-14.3%	
[4]Travel time(minutes)	**31**	32	-1	**≤ 33**	-3.13%	
On Time Performance						
[5]Percentage of On-Time Trip	**94.80%**	93.34%	1.46%	**≥ 92%**	1.56%	
Cost Effectiveness						
[6]Cost per Passenger	**$20.50**	$20.75	-$0.25	**n/a**	-1.20%	n/a

[1] Total ridership on paratransit system excluding network 180, CCT and County Connection.

[2] Total number of preventable accidents per 100,000 miles as reported by service providers.

[3] Registered complaints logged by customer service via phone, mail, walk-in or by email regarding paratransit services

[4] Average time a passenger will travel on any given trip based on number of passengers divided by revenue hours.

[5] Percentage of on-time trips. On-time is defined as pickup between 10 minutes before to 15 minutes after the scheduled pickup time and dropping after scheduled drop off time.

[6] Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

[7] Total number of paratransit passengers compared to the total number of fixed route passengers.

Report Card Standards

Category	Measurement Standard			
Productivity				
Total Ridership	n/a	n/a	n/a	n/a
Passengers per hour	Fixed standard	≥ 1.8	< 1.8 and >1.7	≥ 1.7
Safety				
Accidents per 100,000 Miles	Fixed standard	≤ 2.0	>2.0 and < 2.5	≥ 2.5
Customer Service				
Complaints per 1,000 Passengers	Fixed standard	≤ 3.0	> 3.0 and < 5.0	≥ 5.0
Travel time (minutes)	Fixed standard	≤ 33	> 33 and < 36	≥ 36
On Time Performance				
Percentage of On-Time Trips	Fixed standard	≥ 92%	< 92% and > 91%	≤ 91%
Cost Effectiveness				
Cost per Trip	n/a	n/a	n/a	n/a
Ratio of Paratransit to Fixed Route Ridership	Fixed Standard	>27	<27 and >24	≤ 24