THE rapid Interurban Transit Partnership

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To: ITP Board

From: Meegan Joyce

Subject: FY 2009 SECOND QUARTER PARATRANSIT REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2009 second Quarter Paratransit Report Card.

Productivity – Paratransit ridership for the quarter (57,391) increased by 5.51% passengers (2,997) compared to the same quarter of Fiscal Year 2008.

Safety – There were 1.11 preventable accidents per 100,000 revenue miles. This is 0.89 less than the maximum acceptable average of 2.0 preventable accidents per 100,000 revenue miles.

Customer Service – There were 0.77 complaints per 1,000 passengers. This is 4.23 below the maximum acceptable average of 5.0 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 93.01% of the trips. This is 2.01% better than the minimum acceptable on-time performance of 91%.

Cost Per Trip – Cost per paratransit trip is $20.33 for this quarter, which is the same as the 2nd quarter cost in 2008.

Ratio to Fixed-Route bus - For every one passenger who boarded a paratransit vehicle, 46 passengers boarded the fixed-route bus system.

A summary of the report card is attached.

FY 2009 Second Quarter Report Card

	2nd Quarter Jan-Mar 2009	2nd Quarter Jan-Mar 2008	Change From Same Quarter	Standard	Difference	
Productivity						
[1]Total Paratransit ridership	**57,391**	54,394	2,997	n/a	5.51	n/a
Passengers per Hour	**1.8**	1.7	0.1	**≥ 1.8**	6.75	
Ratio of Paratransit to Fixed route ridership	**1:46**	1:34	12	**1:27**	26%	
Safety						
[2]Accidents per 100,000 Miles	**1.11**	2.54	-1.43	**≤ 2.00**	-56.30%	
Customer Service						
[3]Complaints per 1,000 Passengers	**0.77**	1.29	-0.52	**≤ 5.0**	-40.43%	
[4]Travel time(minutes)	**31**	34	-3.00	**≤ 33**	-7.84%	
On Time Performance						
[5]Percentage of On-Time Trip	**93.01%**	98.50%	-5.49%	**≥ 91%**	-5.57%	
Cost Effectiveness						
[6]Cost per Passenger	**$20.33**	$20.33	$0.00	**n/a**	0.00%	n/a

Report Card FY 2009 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	≤ 5.0	> 5.0 < 7.00	≥ 7.00
[4]Travel Time	Fixed standard	≤ 33	>33 and <36	> 36
On Time Performance				
[5]Percentage of On-Time Trips	Fixed standard	≥ 91%	< 91% and > 90%	≤ 90%
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.