Date: December 5, 2013

To: ITP Board

From: Meegan Joyce

Subject: FY 2013 ANNUAL PARATRANSIT REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2013 Annual Paratransit Report Card.

Productivity – Paratransit ridership for the year (264,383) decreased by 0.09% (249) compared to the same year of Fiscal Year 2012.

Safety – There were 1.32 preventable accidents per 100,000 revenue miles. This is 0.32 more than the maximum acceptable average of 1.0 preventable accident per 100,000 revenue miles. Safety issues have been addressed with the new Safety and Training Manager and improvement is expected immediately.

Customer Service – There were 0.49 complaints per 1,000 passengers. This is 1.01 less than the maximum acceptable average of 1.5 complaints per 1,000 passengers.

Travel Time – Average trip length was 29 minutes. This is two minutes shorter than the maximum acceptable average trip length of 31 minutes.

On-Time Performance – The paratransit vehicles were on-time for 94% of the trips. This is 1% less than the minimum acceptable on-time performance of 95%. Although close to the standard, our on-time performance slipped this year. The board approved a tightening of the standard in January (from 94% to 95%) and that new standard has been difficult to attain. With new management at MV and tighter control over driver performance, the 95% on time standard should be able to be attained and maintained throughout the year.

Cost Per Trip – Cost per paratransit trip is $21.25 for this year, an increase of 2.41% ($0.50) compared to the same year cost in 2012.

Ratio to Fixed-Route bus - For every one passenger who boarded a paratransit vehicle, 32 passengers boarded the fixed-route bus system.

A summary of the report card is attached.

FY 2013 Annual Report Card

	FY 2013	FY 2012	Change From Same Year	Standard	Difference	
Productivity						
[1]Total Paratransit ridership	**264,383**	264.632	-249	n/a	-0.09%	n/a
Passengers per Hour	**2.0**	2.0	0.0	**≥ 1.9**	0%	
Ratio of Paratransit to Fixed route ridership	**1:32**	1:30	2	**1:30**	6.7%	
Safety						
[2]Accidents per 100,000 Miles	**1.32**	0.92	0.40	**≤ 1.0**	43.36%	
Customer Service						
[3]Complaints per 1,000 Passengers	**0.49**	0.56	-0.07	**≤ 1.5**	-12.16%	
[4]Travel time(minutes)	**29**	29	0	**≤ 31**	0%	
On Time Performance						
[5]Percentage of On-Time Trip	**94%**	95.55%	-1.55%	**≥ 95%**	-1.62%	
Cost Effectiveness						
[6]Cost per Passenger	**$21.25**	$20.75	$0.50	**n/a**	2.41%	n/a

7

Report Card FY 2013 Report Card Standards

Category	Measurement Standard			
Productivity				
[1]Total Ridership Passengers per hour	n/a fixed standard	≥ n/a 1.9	n/a <1.9 and ≥ 1.7	≤ n/a 1.7
Safety				
[2]Accidents per 100,000 Miles	Fixed standard	≤ 1.0	>1.0 and < 1.5	≥ 1.5
Customer Service				
[3]Complaints per 1,000 Passengers	Fixed standard	≤ 1.5	> 1.5 < 3.0	≥ 3.0
[4]Travel Time	Fixed standard	≤ 31	>31 and <33	> 33
On Time Performance				
[5]Percentage of On-Time Trips	Fixed standard	≥ 95%	< 95% and > 94%	≤ 94%
Cost Effectiveness				
[6]Cost per Passenger	n/a	n/a	n/a	n/a
[7]Ratio of Paratransit to Fixed Route Ridership	Fixed Standard	≥ 30	<30 and >27	≤ 27

[1] Total ridership on Paratransit system excluding network 180, CCT and ACSET contracted service.

[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 pickups within 15 minutes of 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.