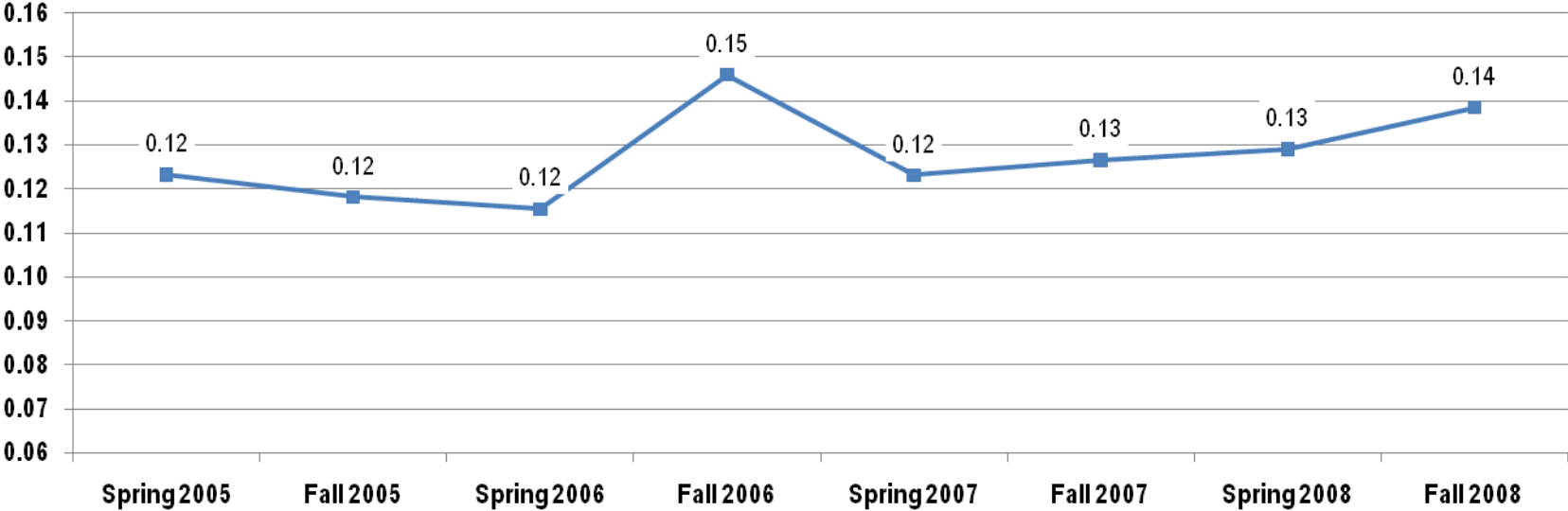


Paratransit Performance/Service Standards NCPTA Conference 2009 Roundtables

Performance Measure	Measures	<i>Current Level</i>	Growth Goal	6 months	12 months	18 months
Weekday Average Daily Passengers	Growth	301	5%	316	332	348
Weekday Passengers per Service Mile	Scheduling Efficiency	0.150	4%	0.156	0.162	0.169
Weekday Passengers per Revenue Mile	Scheduling Efficiency	0.160	3%	0.165	0.170	0.175
Weekday Passengers per Service Hour	Scheduling Efficiency	2.08	1%	2.10	2.12	2.14
Weekday Passengers per Revenue Hour	Scheduling Efficiency	2.30	6%	2.44	2.58	2.74
Cancellations (% of Reservations)	Reservation Effectiveness	12	-8%	11	10	9
No Shows (% of Reservations)	Delivery Effectiveness	5	-7%	5	4	4
Miles Between Service Calls	Maintenance Effectiveness	50,000	5%	52,500	55,125	57,881
Miles Between Incidents	Safety	175,000	1%	176,750	178,518	180,303
Average Ride Time	Customer Satisfaction	30	-2%	29	29	28
Complaints per 1000 rides	Customer Satisfaction	5	-6%	5	4	4
On Time Performance Percent	Accuracy	88	8%	95.04	100.00	100.00
Overtime Percent	Staff Management	7	-3%	6.79	6.59	6.39
Revenue Expense Ratio	Cost Recovery	1.02	0%	1.02	1.02	1.02
Average Dollars Billed Per Trip	Affordability	12.50	-2%	12.25	12.01	11.76
Non Agency Client Percent	General Public Availability	17	5%	17.85	18.74	19.68
Other Performance Measures?						

Passengers Per Service Mile



Average Daily Passengers

