

ASK: A member is in the process of Dial-A-Ride contract negotiations and would like to create a benchmark for their operations.						
Please take a moment to fill out the questions below about your Dial-A-Ride operations.						
	Everett Transit	Valley Transit	Grays Harbor Transit	Island Transit	Mason Transit	Pierce Transit
1. Average number of pick ups per weekday	352	470 average pick ups per week	245	155	Monday thru Friday 895	1514
2. Average number of pick ups per month	8932	1995 average pick ups per month	As of April 2009 5,705	2945	4335	37023
3. Average number of no shows day and/or month	118 no shows, 111 cancels at the door per month	78 average no-shows per month	Average no shows per day are 5	36 per month (April 2009)	220 – 230 per month	29 per day, 826 per month
4. Average monthly revenue miles	35,170	9035 average monthly revenue service miles	45,000	1230	29,196	279,271
5. Service area population	101,800+	Service area population approximately 40,000	75,000	Island County 81,424	54,000	767,000
6. Number and types of vehicles in the fleet	22 total	Three Chevy Aerolite and three Ford Champion cutaway paratransit vehicles	One, ford cutaways	Chevy Pacer (5), Ford Eldorado (29) Para & Rt. Dev.	Twenty One 9 – 26' Cutaways (7 Goshen, 2 Glavals) 12 – 22' Cutaways (4 Champions, 3 Goshen, 1 StarTrans, 4 Starcraft)	102 Ford 28 foot Eldorado Aerotech cutaways
7. Cost per ride to the system	\$28.44	\$24.80 per passenger trip	\$20.80	\$25.00	\$31.42	\$0.75
8. How many days a week DAR operates	7 days/wk	Dial-A-Ride operates 5 days a week (Monday thru Friday)	7 days per week	6	6 - Monday thru Saturday	7 days a week, 365 days a year
9. How many hours a day DAR operates	first driver signs on at around 4 AM, last driver gets off around 12 midnight	Dial-A-Ride operates from 6:30 a.m. to 5:30 p.m.	Hours of Operation are 0500 to 2200	13.5	Monday thru Friday 6:30 am – 8:30 pm; Saturday 7:00 am – 8:00 pm	20
10. Average trip length	4 miles/20 minutes	Average trip length is 4.5 miles		12 miles		8 miles

	Skagit Transit	Kitsap Transit	Spokane Transit	Ben Franklin Transit
1. Average number of pick ups per weekday	253	8.23	1800	In house-1225 Contract Tax - 60 Contract ARC - 310
2. Average number of pick ups per month	5400	137	43,000 trips per month	In House- 34,300 Contract Taxi - 1500 Contract ARC - 6500
3. Average number of no shows day and/or month	417/month	2.4 per month	average of 20 a day	In House- 875 Monthly Contracted ARC- estimate 170 Contract Taxi- 55
4. Average monthly revenue miles	24577	767 miles	220,000	In House- 192, 500 Contracted Taxi- 11,700 Contracted ARC- 104,699
5. Service area population	110,000 in PTBA	100,000 plus	393,490	211,170 for 2008
6. Number and types of vehicles in the fleet	22 vehicles; Ford and Chevy Cutaways	30 -22 ft cutaways 11 -24 cutaways 5 -26 cutways 13- vans	70 cut away vans Directly operated and 44 cut away vans Purchased transportation	In House-72 Contracted Taxi-? Contracted ARC - 18
7. Cost per ride to the system	\$40.42	\$22.50	2008 \$23.15	In House- \$19.42 Contracted Taxi - \$29.42 Contracted ARC \$8.16
8. How many days a week DAR operates	7	5 days a week	7 days	6
9. How many hours a day DAR operates	M-F 14hours, Sa-Su 11hours	5 hours	weekday 5:15 am to 11 p.m last pick up- Sat 6:00 am to 9:00 p.m last pick up- Sun 8:00 to 7:00 p.m last pick up	13
10. Average trip length	4.58 miles	5.6 miles	5.28 miles and 20.41 minutes	In House- 4.88 miles Contract ARC- 3.89 miles Taxi - 8.53 miles