



# December 2011 Paratransit Operational Report



## Quality Service Indicators

	December 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	6	26
Reportable Accidents	0	6
On-Time Performance	98%	97%



## Notes

"Reportable accident" refers to an accident when the Transit driver is at fault.

YTD = Year to date

## December Statistics

**Total eligible for paratransit on December 31, 2011:**  
1,271

**Number of individual passengers who utilized paratransit:** 595

**Completed paratransit trips:**  
11,437

**Wheelchair:** 55%  
**Ambulatory:** 45%

**Completed paratransit trips during evening hours (8 to 10 p.m.):**  
242

**Average paratransit trips per day, completed:**  
Weekdays:  
519  
Saturdays:  
109

**Average trip length:** 6 miles

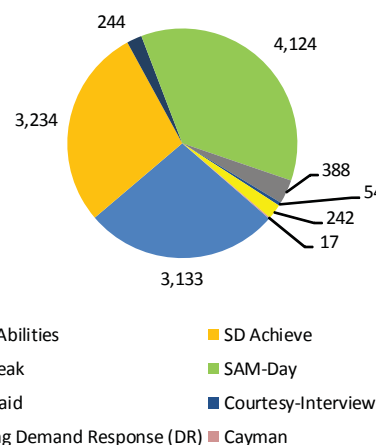
**Average trip time:**  
22 minutes

**Cancellations:**  
Advanced cancel:  
1,602  
Same day:  
731  
No Show:  
65  
Door cancel:  
71  
Late cancel:  
16

**Completed non-ADA trips (8:01 to 10 p.m.):** 118

## Ridership

Ridership Summary		
December 2011	December 2010	Change
11,781	10,961	+7.48%
2011 YTD	2010 YTD	Change
141,323	133,736	+5.67%



## Expenses

Net Expense Per Passenger		
December 2011	December 2010	Change
\$18.95	\$20.95	-9.5%
2011 YTD	2010 YTD	Change
\$22.40	\$23.69	-5.4%

## Revenues

Revenue		
December 2011	December 2010	Change
\$40,790	\$29,978	+36.06%
2011 YTD	2010 YTD	Change
\$306,268	\$290,548	+5.41%

