



# October 2012 Paratransit Operational Report



## Quality Service Indicators

	October 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	2	31
Reportable Accidents	0	6
On-Time Performance	97%	97%



## Notes

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

YTD = Year to date

## October Statistics

**Total eligible for paratransit on October 31, 2012:**  
1,303

**Number of individual passengers who utilized paratransit:** 610

**Completed paratransit trips:**  
13,432

**Wheelchair:** 52%  
**Ambulatory:** 48%

**Completed paratransit trips during evening hours (8 to 10 p.m.):**  
277

**Average paratransit trips per day, completed:**  
Weekdays: 592  
Saturdays: 157

**Average trip length:** 6 miles

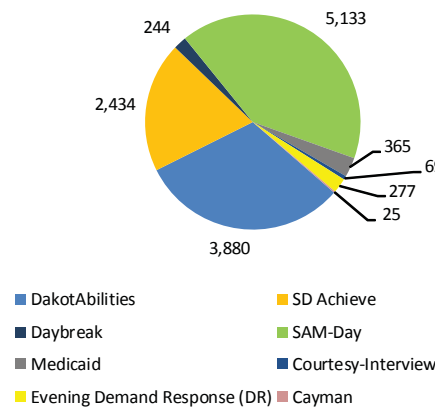
**Average trip time:**  
23 minutes

**Cancellations:**  
Advanced cancel: 1,252  
Same day: 531  
No Show: 81  
Door cancel: 37  
Late cancel: 136

**Completed non-ADA trips (8:01 to 10 p.m.):** 142

## Ridership

Ridership Summary		
October 2012	October 2011	Change
13,741	12,254	+12.13%
2012 YTD	2011 YTD	Change
123,353	117,815	+4.70%



## Expenses

Net Expense Per Passenger		
October 2012	October 2011	Change
\$22.96	\$24.49	(-6.2%)
2012 YTD	2011 YTD	Change
\$25.37	\$24.82	+2.2%

## Revenues

Revenue		
October 2012	October 2011	Change
\$17,876	\$27,615	-35.27%
2012 YTD	2011 YTD	Change
\$263,904	\$245,891	+7.33%

