



# February 2012 Paratransit Operational Report



## Quality Service Indicators

	Feb. 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	4	7
Reportable Accidents	0	0
On-Time Performance	98%	97%



## Notes

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

YTD = Year to date

## February Statistics

**Total eligible for paratransit on February 29, 2012:**  
1,265

**Number of individual passengers who utilized paratransit:** 614

**Completed paratransit trips:**  
11,966

**Wheelchair:** 53%  
**Ambulatory:** 47%

**Completed paratransit trips during evening hours (8 to 10 p.m.):**  
253

**Average paratransit trips per day, completed:**  
Weekdays:  
546  
Saturdays:  
127

**Average trip length:** 6 miles

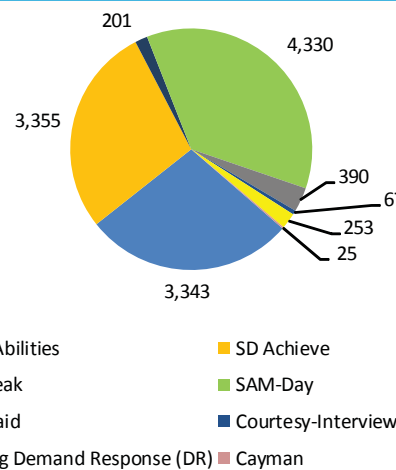
**Average trip time:**  
23 minutes

**Cancellations:**  
Advanced cancel:  
1,232  
Same day:  
627  
No Show:  
64  
Door cancel:  
35  
Late cancel:  
106

**Completed non-ADA trips (8:01 to 10 p.m.):** 136

## Ridership

Ridership Summary		
Feb. 2012	Feb. 2011	Change
12,328	10,347	+19.15%
2012 YTD	2011 YTD	Change
24,641	21,320	+15.58%



## Expenses

Net Expense Per Passenger		
Feb. 2012	Feb. 2011	Change
\$21.19	\$22.42	-5.5%
2012 YTD	2011 YTD	Change
\$23.88	\$24.15	-1.1%

## Revenues

Revenue		
Feb. 2012	Feb. 2011	Change
\$31,068	\$30,214	+2.83%
2012 YTD	2011 YTD	Change
\$50,803	\$47,095	+7.87%

