



# March 2012 Paratransit Operational Report



## Quality Service Indicators

	Mar. 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	3	10
Reportable Accidents	0	0
On-Time Performance	98%	98%



## Notes

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

YTD = Year to date

## March Statistics

Total eligible for paratransit on March 31, 2012: 1,278

Number of individual passengers who utilized paratransit: 632

Completed paratransit trips: 13,036

Wheelchair: 53%  
Ambulatory: 47%

Completed paratransit trips during evening hours (8 to 10 p.m.): 312

Average paratransit trips per day, completed: Weekdays: 562

Saturdays: 134

Average trip length: 6 miles

Average trip time: 23 minutes

Cancellations: Advanced cancel: 1,308

Same day: 584

No Show: 69

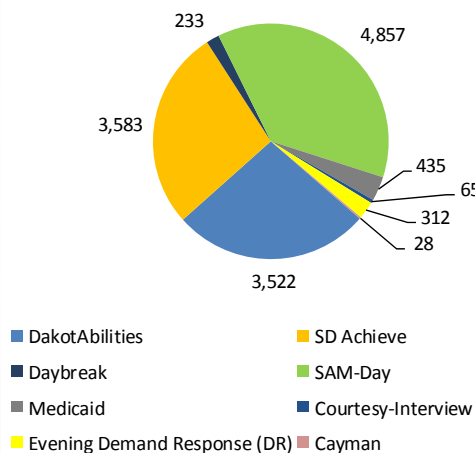
Door cancel: 31

Late cancel: 134

Completed non-ADA trips (8:01 to 10 p.m.): 161

## Ridership

Ridership Summary		
Mar. 2012	Mar. 2011	Change
13,442	13,062	+2.91%
2012 YTD	2011 YTD	Change
38,083	34,382	+10.76%



## Expenses

Net Expense Per Passenger		
Mar. 2012	Mar. 2011	Change
\$18.96	\$20.15	-5.9%
2012 YTD	2011 YTD	Change
\$22.14	\$22.63	-2.2%

## Revenues

Revenue		
Mar. 2012	Mar. 2011	Change
\$34,760	\$20,278	+71.42%
2012 YTD	2011 YTD	Change
\$85,563	\$67,372	+27.0%

