



April 2012 Paratransit Operational Report



Quality Service Indicators

	April 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	7	17
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

April Statistics

Total eligible for paratransit on April 31, 2012:
1,286

Number of individual passengers who utilized paratransit: 615

Completed paratransit trips: 11,917

Wheelchair: 53%
Ambulatory: 47%

Completed paratransit trips during evening hours (8 to 10 p.m.): 308

Average paratransit trips per day, completed:
Weekdays: 545
Saturdays: 116

Average trip length: 6 miles

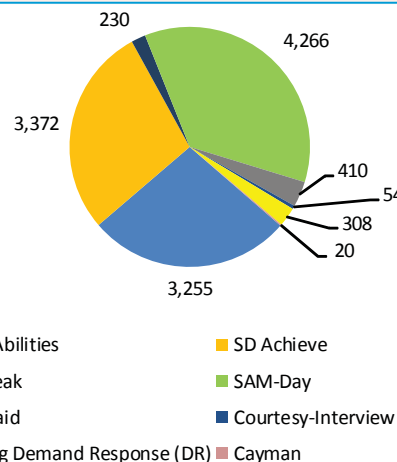
Average trip time: 24 minutes

Cancellations:
Advanced cancel: 1,351
Same day: 488
No Show: 64
Door cancel: 44
Late cancel: 135

Completed non-ADA trips (8:01 to 10 p.m.): 133

Ridership

Ridership Summary		
April 2012	April 2011	Change
12,261	12,799	-4.2%
2012 YTD	2011 YTD	Change
50,344	47,181	+6.70%



Expenses

Net Expense Per Passenger		
April 2012	April 2011	Change
\$22.45	\$18.92	+18.7%
2012 YTD	2011 YTD	Change
\$22.20	\$21.62	+2.8%

Revenues

Revenue		
April 2012	April 2011	Change
\$25,193	\$33,148	-24.00%
2012 YTD	2011 YTD	Change
\$110,756	\$100,520	+10.18%

