



May 2012 Paratransit Operational Report



Quality Service Indicators

	May 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	4	21
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

May Statistics

Total eligible for paratransit on May 31, 2012: 1,270

Number of individual passengers who utilized paratransit: 606

Completed paratransit trips: 12,078

Wheelchair: 54%
Ambulatory: 46%

Completed paratransit trips during evening hours (8 to 10 p.m.): 268

Average paratransit trips per day, completed:
Weekdays: 528
Saturdays: 118

Average trip length: 6 miles

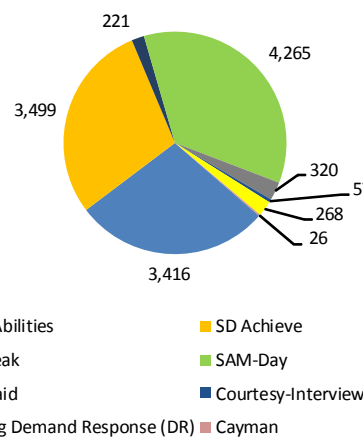
Average trip time: 23 minutes

Cancellations:
Advanced cancel: 1,230
Same day: 445
No Show: 67
Door cancel: 51
Late cancel: 163

Completed non-ADA trips (8:01 to 10 p.m.): 138

Ridership

Ridership Summary		
May 2012	May 2011	Change
12,491	11,572	+7.94%
2012 YTD	2011 YTD	Change
62,835	58,753	+6.95%



Expenses

Net Expense Per Passenger		
May 2012	May 2011	Change
\$20.98	\$25.48	-17.7%
2012 YTD	2011 YTD	Change
\$21.97	\$22.38	-1.8%



Revenues

Revenue		
May 2012	May 2011	Change
\$31,345	\$20,301	+54.4%
2012 YTD	2011 YTD	Change
\$142,101	\$120,821	+17.61%

