



# July 2012 Paratransit Operational Report



## Quality Service Indicators

	July 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	0	26
Reportable Accidents	0	4
On-Time Performance	98%	98%



## Notes

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

YTD = Year to date

## July Statistics

**Total eligible for paratransit on July 31, 2012:**  
1,258

**Number of individual passengers who utilized paratransit:** 564

**Completed paratransit trips:** 10,793

**Wheelchair:** 56%  
**Ambulatory:** 44%

**Completed paratransit trips during evening hours (8 to 10 p.m.):** 254

**Average paratransit trips per day, completed:**  
Weekdays: 490  
Saturdays: 127

**Average trip length:** 6 miles

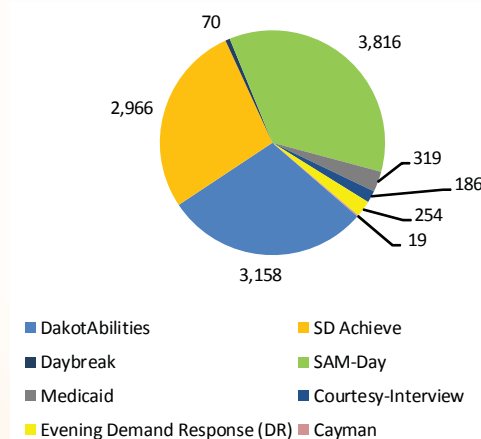
**Average trip time:** 22 minutes

**Cancellations:**  
Advanced cancel: 1,462  
Same day: 428  
No Show: 59  
Door cancel: 46  
Late cancel: 131

**Completed non-ADA trips (8:01 to 10 p.m.):** 130

## Ridership

Ridership Summary		
July 2012	July 2011	Change
11,169	10,887	+2.59%
2012 YTD	2011 YTD	Change
85,779	81,842	+4.81%



## Expenses

Net Expense Per Passenger		
July 2012	July 2011	Change
\$24.14	\$23.72	+1.8%
2012 YTD	2011 YTD	Change
\$22.56	\$22.43	+0.6%

## Revenues

Revenue		
July 2012	July 2011	Change
\$29,651	\$18,490	+60.36%
2012 YTD	2011 YTD	Change
\$188,170	\$168,593	+11.61%

