



August 2012 Paratransit Operational Report



Quality Service Indicators

	August 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	0	26
Reportable Accidents	2	6
On-Time Performance	97%	98%



Notes

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

YTD = Year to date

August Statistics

Total eligible for paratransit on August 31, 2012:
1,265

Number of individual passengers who utilized paratransit: 589

Completed paratransit trips: 12,235

Wheelchair: 53%
Ambulatory: 47%

Completed paratransit trips during evening hours (8 to 10 p.m.): 288

Average paratransit trips per day, completed:
Weekdays: 509
Saturdays: 129

Average trip length: 6 miles

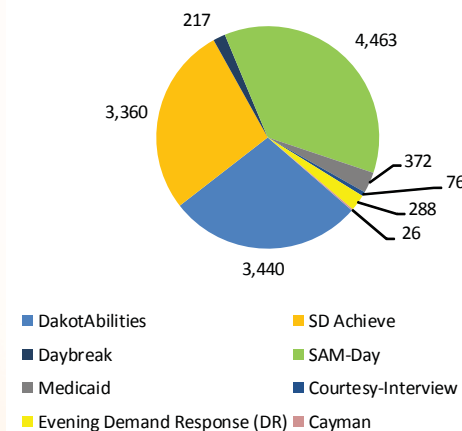
Average trip time: 23 minutes

Cancellations:
Advanced cancel: 1,354
Same day: 435
No Show: 52
Door cancel: 35
Late cancel: 102

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

Ridership

Ridership Summary		
August 2012	August 2011	Change
12,577	12,419	+1.27%
2012 YTD	2011 YTD	Change
98,356	94,261	+4.34%



Expenses

Net Expense Per Passenger		
August 2012	August 2011	Change
\$26.37	\$23.59	+11.8%
2012 YTD	2011 YTD	Change
\$24.96	\$24.37	+2.4%

Revenues

Revenue		
August 2012	August 2011	Change
\$18,525	\$29,235	-36.64%
2012 YTD	2011 YTD	Change
\$206,694	\$197,828	+4.48%

