



September 2012 Paratransit Operational Report



Quality Service Indicators

	September 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	3	29
Reportable Accidents	0	6
On-Time Performance	97%	98%



Notes

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

YTD = Year to date

September Statistics

Total eligible for paratransit on September 31, 2012:
1,281

Number of individual passengers who utilized paratransit: 579

Completed paratransit trips: 10,927

Wheelchair: 52%
Ambulatory: 48%

Completed paratransit trips during evening hours (8 to 10 p.m.): 211

Average paratransit trips per day, completed:
Weekdays: 542
Saturdays: 127

Average trip length: 6 miles

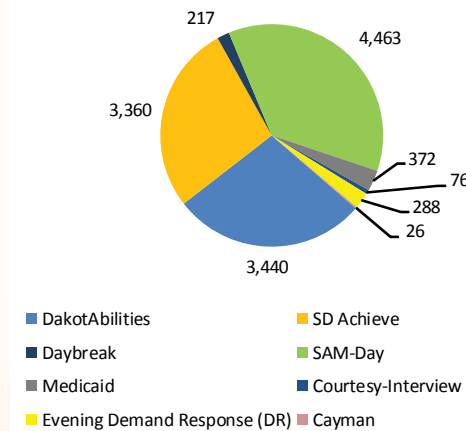
Average trip time: 23 minutes

Cancellations:
Advanced cancel: 1,017
Same day: 408
No Show: 53
Door cancel: 36
Late cancel: 99

Completed non-ADA trips (8:01 to 10 p.m.): 115

Ridership

Ridership Summary		
September 2012	September 2011	Change
11,256	11,300	-0.39%
2012 YTD	2011 YTD	Change
109,612	105,561	+3.84%



Expenses

Net Expense Per Passenger		
September 2012	September 2011	Change
\$28.46	\$27.06	+5.2
2012 YTD	2011 YTD	Change
\$23.44	\$22.79	+2.9%

Revenues

Revenue		
September 2012	September 2011	Change
\$39,334	\$20,447	+92.37%
2012 YTD	2011 YTD	Change
\$246,028	\$218,276	+12.71%

