



January 2012 Paratransit Operational Report



Quality Service Indicators

	Jan. 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	3	3
Reportable Accidents	0	0
On-Time Performance	97%	97%



Notes

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

YTD = Year to date

January Statistics

Total eligible for paratransit on January 31, 2012:
1,266

Number of individual passengers who utilized paratransit: 620

Completed paratransit trips:
11,918

Wheelchair: 52%
Ambulatory: 48%

Completed paratransit trips during evening hours (8 to 10 p.m.):
264

Average paratransit trips per day, completed:
Weekdays:
518

Saturdays:
132

Average trip length: 6 miles

Average trip time:
23 minutes

Cancellations:
Advanced cancel:
1,151

Same day:
685

No Show:
93

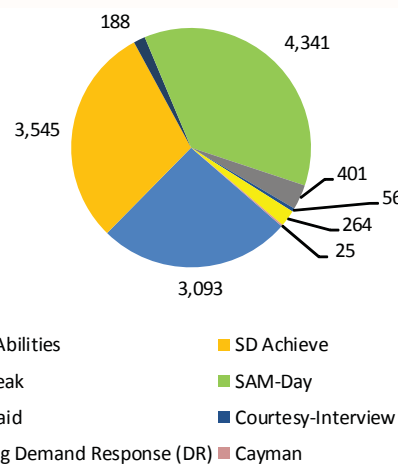
Door cancel:
48

Late cancel:
18

Completed non-ADA trips (8:01 to 10 p.m.): 146

Ridership

Ridership Summary		
Jan. 2012	Jan. 2011	Change
12,313	10,973	+12.21%
2012 YTD	2011 YTD	Change
12,313	10,973	+12.21%



Expenses

Net Expense Per Passenger		
Jan. 2012	Jan. 2011	Change
\$26.58	\$25.79	+3.1%
2012 YTD	2011 YTD	Change
\$26.58	\$25.79	+3.1%

Revenues

Revenue		
Jan. 2012	Jan. 2011	Change
\$19,735	\$16,881	+16.91%
2012 YTD	2011 YTD	Change
\$19,735	\$16,881	+16.91%

