



November 2012 Paratransit Operational Report



Quality Service Indicators

	November 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	2	33
Reportable Accidents	0	6
On-Time Performance	97%	97%



Notes

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

YTD = Year to date

November Statistics

Total eligible for paratransit on November 31, 2012: 1,267

Number of individual passengers who utilized paratransit: 601

Completed paratransit trips: 11,748

Wheelchair: 51%
Ambulatory: 49%

Completed paratransit trips during evening hours (8 to 10 p.m.): 222

Average paratransit trips per day, completed:
Weekdays: 515

Saturdays: 131

Average trip length: 6 miles

Average trip time: 22 minutes

Cancellations:
Advanced cancel: 1,346

Same day: 576

No Show: 84

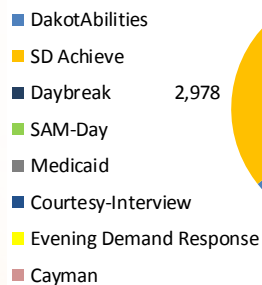
Door cancel: 38

Late cancel: 100

Completed non-ADA trips (8:01 to 10 p.m.): 135

Ridership

Ridership Summary		
November 2012	November 2011	Change
12,011	11,727	+2.4%
2012 YTD	2011 YTD	Change
135,364	129,542	+4.5%



Expenses

Net Expense Per Passenger		
November 2012	November 2011	Change
\$21.73	\$22.52	-3.5%
2012 YTD	2011 YTD	Change
\$23.10	\$22.71	+1.7%

Revenues

Revenue		
November 2012	November 2011	Change
\$32,748	\$19,587	+67.2%
2012 YTD	2011 YTD	Change
\$296,647	\$265,478	+11.7%

