



December 2012 Paratransit Operational Report



Quality Service Indicators

	December 2012	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	5	38
Reportable Accidents	0	6
On-Time Performance	96%	97%



Notes

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

YTD = Year to date

December Statistics

Total eligible for paratransit on December 31, 2012: 1,278

Number of individual passengers who utilized paratransit: 597

Completed paratransit trips: 10,671

Wheelchair: 52%
Ambulatory: 48%

Completed paratransit trips during evening hours (8 to 10 p.m.): 197

Average paratransit trips per day, completed:
Weekdays: 551
Saturdays: 137

Average trip length: 6 miles

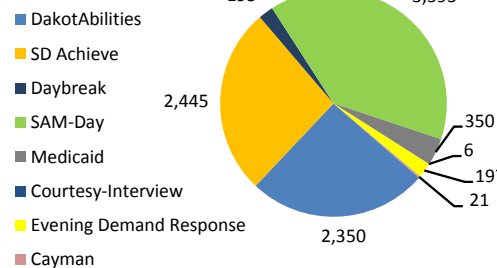
Average trip time: 23 minutes

Cancellations:
Advanced cancel: 1,372
Same day: 756
No Show: 77
Door cancel: 62
Late cancel: 116

Completed non-ADA trips (8:01 to 10 p.m.): 101

Ridership

Ridership Summary		
December 2012	December 2011	Change
10,926	11,781	-7.3%
2012 YTD	2011 YTD	Change
146,290	141,323	+3.5%



Expenses

Net Expense Per Passenger		
December 2012	December 2011	Change
\$25.18	\$18.95	+32.9%
2012 YTD	2011 YTD	Change
\$23.26	\$22.40	+3.8%

Revenues

Revenue		
December 2012	December 2011	Change
\$18,508	\$40,750	-54.6%
2012 YTD	2011 YTD	Change
\$315,155	\$306,268	+2.9%

