

JAUNT
Americans with Disabilities Act Compliance
Monthly Statistical and Performance Summary
FY 2018

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	YTD Total
Systemwide Trips Provided:	24,682	28,439	26,781	28,148	28,480	25,365	161,895
<i>ADA Trips Provided:</i>	12,154	13,196	12,392	13,195	12,120	11,110	74,167
Total Revenue Service Miles Operated:	140,212	168,706	149,465	138,034	134,101	123,699	854,218
<i>ADA Miles Operated:</i>	44,530	50,630	41,782	42,272	45,135	36,683	261,031
Total Revenue Service Hours Operated:	8,580	9,419	8,495	9,017	8,703	8,166	52,380
<i>ADA Hours Operated:</i>	4,220	4,464	3,965	3,965	4,194	3,974	24,781
Total No Shows	695	763	697	718	667	684	4,224
<i>ADA No Shows:</i>	439	497	433	451	405	425	2,650
Total Denials/Turndowns	13	8	15	19	6	7	68
<i>ADA Denials:</i>	0	1	2	3	3	2	11
On-Time Performance	95%	95%	91%	91%	91%	92%	92%
<i>ADA On-time Performance</i>	94%	93%	88%	87%	88%	90%	90%
Number of ADA related Complaints:	0	0	0	0	0	0	0
ADA Missed Trips:	0	0	0	0	0	0	0
Lifts Determined Inoperable:	0	0	0	0	0	0	0
ADA Passenger Incidents/Accidents:	0	0	0	0	0	1	1
ADA Vehicle Accidents:	1	0	0	1	0	0	2
Excessively Long ADA Trips (exceeds 60 Min):	27	28	36	37	19	6	26
Call Hold Times:	1:52	1:43	1:56	1:48	1:52	1:44	1:49

Standards:

On-Time Performance Within Stated Window: 85%

ADA Trip Denials: 5 or less per month

ADA Missed Trips: 5 or less per month

Excessively Long ADA Trips: 65 or less per month

Call Hold Times: Average 2 min or less per month, per call