

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	Jan-18	Feb-18	Mar-18	Apr-18	YTD Total
Systemwide Trips Provided:	25,638	28,439	26,981	28,099	28,780	25,465	29,224	28,427	28,680	27,941	277,674
<i>ADA Trips Provided:</i>	<i>12,154</i>	<i>13,196</i>	<i>12,392</i>	<i>13,195</i>	<i>12,120</i>	<i>11,110</i>	<i>12,033</i>	<i>11,830</i>	<i>12,679</i>	<i>12,312</i>	<i>123,021</i>
Total Revenue Service Miles Operated:	140,212	168,706	149,465	138,034	134,101	123,699	158,697	152,856	153,468	152,811	#DIV/0!
<i>ADA Miles Operated:</i>	<i>40,662</i>	<i>48,925</i>	<i>43,345</i>	<i>40,030</i>	<i>38,889</i>	<i>35,873</i>	<i>46,022</i>	<i>44,328</i>	<i>44,506</i>	<i>44,315</i>	<i>426,894</i>
Total Revenue Service Hours Operated:	8,580	9,419	8,495	9,017	8,703	8,169	9,052	8,246	8,741	8,440	86,863
<i>ADA Hours Operated:</i>	<i>4,220</i>	<i>4,464</i>	<i>3,965</i>	<i>4,257</i>	<i>4,194</i>	<i>3,713</i>	<i>4,300</i>	<i>4,105</i>	<i>4,511</i>	<i>4,030</i>	<i>41,760</i>
Total No Shows	695	763	697	718	667	684	654	600	702	486	6,666
<i>ADA No Shows:</i>	<i>439</i>	<i>497</i>	<i>433</i>	<i>451</i>	<i>405</i>	<i>425</i>	<i>418</i>	<i>387</i>	<i>411</i>	<i>308</i>	<i>4,174</i>
Total Denials/Turndowns	13	8	15	19	6	7	1	16	9	12	106
<i>ADA Denials:</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>3</i>	<i>2</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>3</i>	<i>17</i>
On-Time Performance	95%	95%	92%	92%	92%	92%	95%	92%	95%	95%	94%
<i>ADA On-time Performance</i>	<i>94%</i>	<i>93%</i>	<i>88%</i>	<i>88%</i>	<i>89%</i>	<i>91%</i>	<i>94%</i>	<i>92%</i>	<i>90%</i>	<i>92%</i>	<i>91%</i>
Number of ADA related Complaints:	0	0	0	0	0	0	0	0	0	0	0
ADA Missed Trips:	0	0	0	0	0	0	0	0	0	0	0
Lifts Determined Inoperable:	0	0	0	0	0	0	0	0	0	0	0
ADA Passenger Incidents/Accidents:	0	0	0	0	0	1	0	0	0	0	1
ADA Vehicle Accidents:	1	0	0	1	0	0	0	0	1	0	3
Excessively Long ADA Trips (exceeds 60 Min):	27	28	36	37	19	12	8	18	15	10	21
Call Hold Times:	1:52	1:43	1:56	1:48	1:52	1:26	1:21	1:15	1:07	1:09	1:32

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