



November 2011 Fixed Route Operational Report



Quality Service Indicators

| | November 2011 | YTD |
|--------------------------------|---------------|------|
| Preventive Maintenance On-Time | 100% | 100% |
| Complaints | 5 | 34 |
| Reportable Accidents | 0 | 4 |
| On-Time Performance | 96% | 96% |



Notes

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

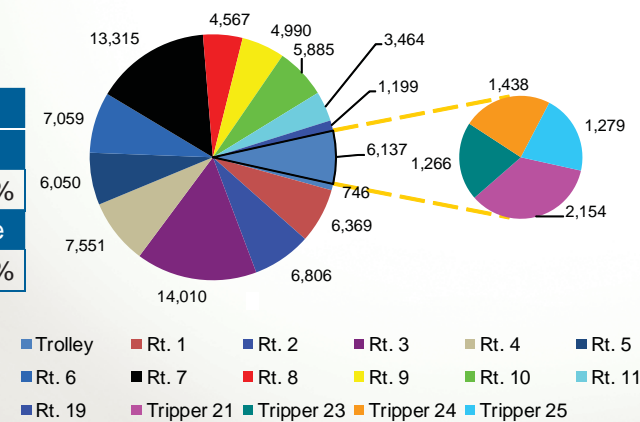
YTD = Year to date



Ridership

| Ridership Summary | | |
|-------------------|---------------|---------|
| November 2011 | November 2010 | Change |
| 88,148 | 77,363 | +13.94% |
| 2011 YTD | 2010 YTD | Change |
| 914,898 | 862,398 | +6.09% |

All Routes



Routes

- Trolley**—746
Downtown
- Route 1**—6,369
S. Kiwanis/VA Medical Center
- Route 2**—6,806
South Western/Sanford USD Medical Center
- Route 3**—14,010
Downtown/Southwest Corridor
- Route 4**—7,551
East 10th Street/East 12th Street
- Route 5**—6,050
S. Phillips/Avera McKennan Hospital
- Route 6**—7,059
North Prairie Avenue
- Route 7**—13,315
North Cleveland/East 6th Street/Arrowhead Parkway
- Route 8**—4,567
North Industrial
- Route 9**—4,990
South Sycamore Avenue/East 26th Street
- Route 10**—5,885
Hayward/West Side
- Route 11**—3,464
Southwest Sioux Falls/Shopping District
- Route 19**—1,199
STI
- School Tripper Routes*
- Route 21**—2,154
Lincoln H.S.
- Route 23**—1,266
Washington H.S.
- Route 24**—1,438
Roosevelt H.S.
- Route 25**—1,279
Roosevelt H.S.



Expenses

| Net Expense Per Passenger | | |
|---------------------------|---------------|--------|
| November 2011 | November 2010 | Change |
| \$2.86 | \$3.19 | -10.3% |
| 2011 YTD | 2010 YTD | Change |
| \$3.19 | \$3.34 | -4.5% |

Revenues

| Farebox Revenue | | |
|-----------------|---------------|---------|
| November 2011 | November 2010 | Change |
| \$49,939 | \$41,952 | +19.04% |
| 2011 YTD | 2010 YTD | Change |
| \$518,533 | \$502,794 | +3.13% |

