



October 2011 Paratransit Operational Report



Quality Service Indicators

	October 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	2	15
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

October Statistics

Total eligible for paratransit on October 31, 2011:
1,257

Number of individual passengers who utilized paratransit: 605

Completed paratransit trips: 10,205

Wheelchair: 62%
Ambulatory: 38%

Completed paratransit trips during evening hours (8 to 10 p.m.): 258

Average paratransit trips per day, completed:
Weekdays: 454

Saturdays: 135

Average trip length: 6 miles

Average trip time: 22 minutes

Cancellations:
Advanced cancel: 1,993

Same day: 748

No Show: 92

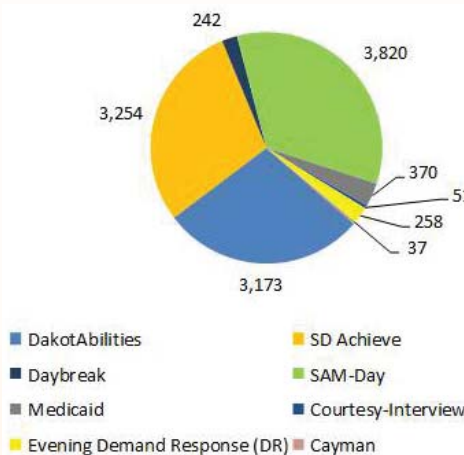
Door cancel: 30

Late cancel: 15

Completed non-ADA trips (8:01 to 10 p.m.): 102

Ridership

Ridership Summary		
October 2011	October 2010	Change
12,254	11,248	+8.94%
2011 YTD	2010 YTD	Change
117,815	112,058	+5.14%



Expenses

Net Expense Per Passenger		
October 2011	October 2010	Change
\$22.24	\$20.78	+7.0%
2011 YTD	2010 YTD	Change
\$22.73	\$23.93	-5.0%

Revenues

Revenue		
October 2011	October 2010	Change
\$27,615	\$29,965	-7.84%
2011 YTD	2010 YTD	Change
\$245,891	\$237,209	+3.66%

