



# November 2011 Paratransit Operational Report



## Quality Service Indicators

	November 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	5	20
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

## November Statistics

**Total eligible for paratransit on November 30, 2011:**  
1,277

**Number of individual passengers who utilized paratransit:** 596

**Completed paratransit trips:**  
11,868

**Wheelchair:** 54%  
**Ambulatory:** 46%

**Completed paratransit trips during evening hours (8 to 10 p.m.):**  
245

**Average paratransit trips per day, completed:**  
Weekdays:  
516

Saturdays:  
131

**Average trip length:** 6 miles

**Average trip time:**  
22 minutes

**Cancellations:**  
Advanced cancel:  
1,331

Same day:  
635

No Show:  
66

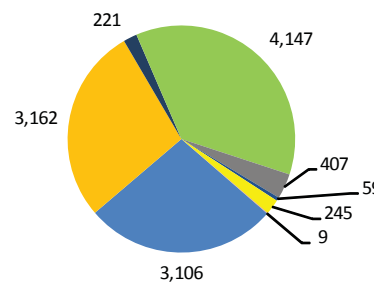
Door cancel:  
63

Late cancel:  
15

**Completed non-ADA trips (8:01 to 10 p.m.):** 98

## Ridership

Ridership Summary		
November 2011	November 2010	Change
11,727	10,717	+9.42%
2011 YTD	2010 YTD	Change
129,542	122,775	+5.51%



■ DakotAbilities      ■ SD Achieve  
■ Daybreak      ■ SAM-Day  
■ Medicaid      ■ Courtesy-Interview  
■ Evening Demand Response (DR)      ■ Cayman



## Expenses

Net Expense Per Passenger		
November 2011	November 2010	Change
\$22.52	\$23.91	-5.8%
2011 YTD	2010 YTD	Change
\$22.71	\$23.93	-5.1%

## Revenues

Revenue		
November 2011	November 2010	Change
\$19,587	\$23,519	-16.72%
2011 YTD	2010 YTD	Change
\$265,478	\$260,729	+1.82%

