



February 2011 Paratransit Operational Report



Quality Service Indicators

	Feb. 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	1	2
Reportable Accidents	0	3
On-Time Performance	93%	93%



Notes

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

YTD = Year to date

February Statistics

Total eligible for paratransit on February 28, 2011:
1,289

Number of individual passengers who utilized paratransit: 574

Completed paratransit trips:
10,072

Wheelchair: 53%
Ambulatory: 47%

Completed paratransit trips during evening hours (8 to 10 p.m.):
221

Average paratransit trips per day, completed:
Weekdays:
485

Saturdays:
92

Average trip length: 5 miles

Average trip time:
22 minutes

Cancellations:
Advanced cancel:
2,534

Same day:
1,539

No Show:
78

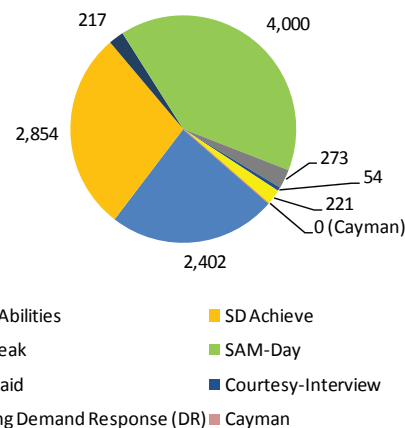
Door cancel:
44

Late cancel:
60

Completed non-ADA trips (8:01 to 10 p.m.): 87

Ridership

Ridership Summary		
Feb. 2011	Feb. 2010	Change
10,347	10,251	+0.94%
2011 YTD	2010 YTD	Change
21,320	20,252	+5.27%



Expenses

Net Expense Per Passenger		
Feb. 2011	Feb. 2010	Change
\$22.42	\$24.48	-8.4%
2011 YTD	2010 YTD	Change
\$24.15	\$27.52	-12.2%

Revenues

Revenue		
Feb. 2011	Feb. 2010	Change
\$30,214	\$16,558	+82.47%
2011 YTD	2010 YTD	Change
\$47,095	\$29,238	+61.07%

