



March 2011 Paratransit Operational Report



Quality Service Indicators

	Mar. 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	2	4
Reportable Accidents	0	3
On-Time Performance	95%	93%



Notes

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

YTD = Year to date

March Statistics

Total eligible for paratransit on March 31, 2011: 1,294

Number of individual passengers who utilized paratransit: 600

Completed paratransit trips: 12,754

Wheelchair: 56%
Ambulatory: 44%

Completed paratransit trips during evening hours (8 to 10 p.m.): 182

Average paratransit trips per day, completed:
Weekdays: 539
Saturdays: 88

Average trip length: 5 miles

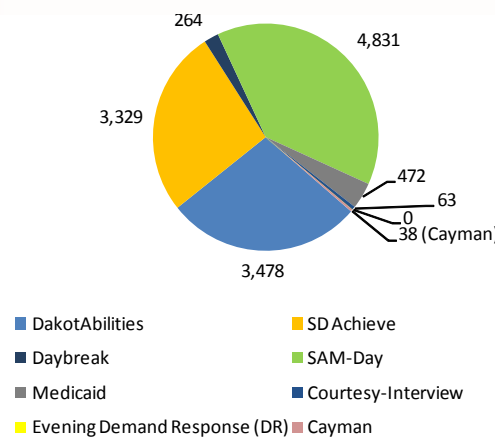
Average trip time: 22 minutes

Cancellations:
Advanced cancel: 951
Same day: 1,324
No Show: 98
Door cancel: 63
Late cancel: 88

Completed non-ADA trips (8:01 to 10 p.m.): 97

Ridership

Ridership Summary		
Mar. 2011	Mar. 2010	Change
13,062	13,232	-1.28%
2011 YTD	2010 YTD	Change
34,382	33,484	+2.68%



Expenses

Net Expense Per Passenger		
Mar. 2011	Mar. 2010	Change
\$20.15	\$23.59	-14.6%
2011 YTD	2010 YTD	Change
\$22.63	\$25.96	-12.8%

Revenues

Revenue		
Mar. 2011	Mar. 2010	Change
\$20,278	\$37,315	-45.66%
2011 YTD	2010 YTD	Change
\$67,372	\$66,553	+1.23%

