



April 2011 Paratransit Operational Report



Quality Service Indicators

	Apr. 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	1	5
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

April Statistics

Total eligible for paratransit on April 30, 2011: 1,289

Number of individual passengers who utilized paratransit: 608

Completed paratransit trips: 11,956

Wheelchair: 54%
Ambulatory: 46%

Completed paratransit trips during evening hours (8 to 10 p.m.): 273

Average paratransit trips per day, completed:

Weekdays: 544
Saturdays: 105

Average trip length: 5 miles

Average trip time: 22 minutes

Cancellations:
Advanced cancel: 1,009

Same day: 1,356

No Show: 95

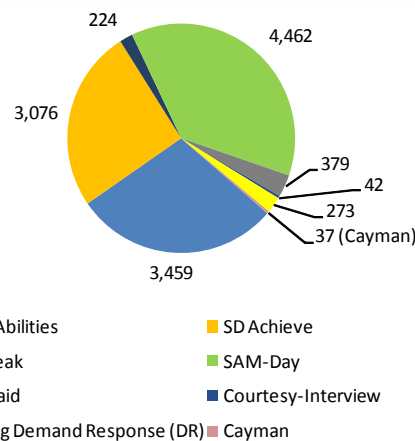
Door cancel: 57

Late cancel: 62

Completed non-ADA trips (8:01 to 10 p.m.): 104

Ridership

Ridership Summary		
Apr. 2011	Apr. 2010	Change
12,799	12,080	+5.95%
2011 YTD	2010 YTD	Change
47,181	45,564	+3.55%



Expenses

Net Expense Per Passenger		
Apr. 2011	Apr. 2010	Change
\$18.92	\$20.08	-5.8%
2011 YTD	2010 YTD	Change
\$21.62	\$24.41	-11.4%

Revenues

Revenue		
Apr. 2011	Apr. 2010	Change
\$33,148	\$30,150	+9.94%
2011 YTD	2010 YTD	Change
\$100,520	\$96,703	+3.95%

