



May 2011 Paratransit Operational Report



Quality Service Indicators

	May 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	0	5
Reportable Accidents	1	4
On-Time Performance	98%	94%



Notes

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

YTD = Year to date

May Statistics

Total eligible for paratransit on May 31, 2011: 1,280

Number of individual passengers who utilized paratransit: 596

Completed paratransit trips: 11,294

Wheelchair: 55%
Ambulatory: 45%

Completed paratransit trips during evening hours (8 to 10 p.m.): 231

Average paratransit trips per day, completed:

Weekdays: 491
Saturdays: 121

Average trip length: 6 miles

Average trip time: 22 minutes

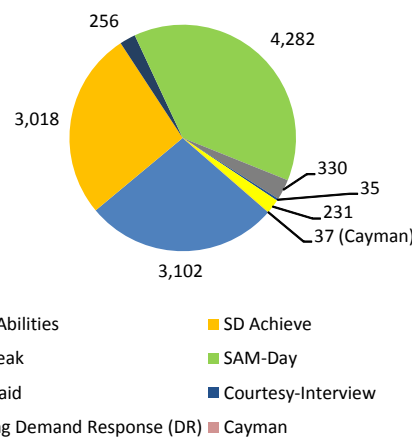
Cancellations:

Advanced cancel: 1,500
Same day: 1,095
No Show: 87
Door cancel: 80
Late cancel: 31

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

Ridership

Ridership Summary		
May 2011	May 2010	Change
11,572	10,582	+9.36%
2011 YTD	2010 YTD	Change
58,753	56,146	+4.64%



Expenses

Net Expense Per Passenger		
May 2011	May 2010	Change
\$25.48	\$25.38	+0.4%
2011 YTD	2010 YTD	Change
\$22.38	\$24.58	-9.0%

Revenues

Revenue		
May 2011	May 2010	Change
\$20,301	\$18,141	+11.91%
2011 YTD	2010 YTD	Change
\$120,821	\$114,844	+5.2%

