



June 2011 Paratransit Operational Report



Quality Service Indicators

| | June 2011 | YTD |
|--------------------------------|-----------|------|
| Preventive Maintenance On-Time | 100% | 100% |
| Complaints | 2 | 7 |
| Reportable Accidents | 0 | 4 |
| On-Time Performance | 97% | 95% |



Notes

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

YTD = Year to date

June Statistics

Total eligible for paratransit on June 30, 2011: 1,268

Number of individual passengers who utilized paratransit: 581

Completed paratransit trips: 11,818

Wheelchair: 55%
Ambulatory: 45%

Completed paratransit trips during evening hours (8 to 10 p.m.): 261

Average paratransit trips per day, completed:

Weekdays: 518
Saturdays: 103

Average trip length: 6 miles

Average trip time: 22 minutes

Cancellations:
Advanced cancel: 1,060

Same day: 933

No Show: 88

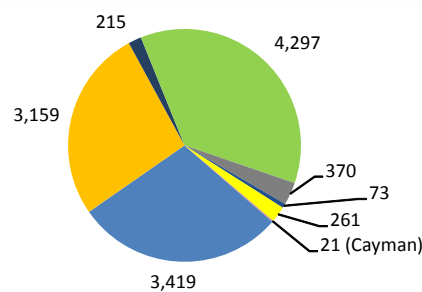
Door cancel: 70

Late cancel: 36

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

Ridership

| Ridership Summary | | |
|-------------------|-----------|--------|
| June 2011 | June 2010 | Change |
| 12,202 | 11,225 | +8.70% |
| 2011 YTD | 2010 YTD | Change |
| 55,688 | 54,482 | +2.21% |



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



Expenses

| Net Expense Per Passenger | | |
|---------------------------|-----------|--------|
| June 2011 | June 2010 | Change |
| \$21.53 | \$30.15 | -28.6% |
| 2011 YTD | 2010 YTD | Change |
| \$22.23 | \$25.51 | -12.9% |

Revenues

| Revenue | | |
|-----------|-----------|--------|
| June 2011 | June 2010 | Change |
| \$29,283 | \$29,025 | +0.89% |
| 2011 YTD | 2010 YTD | Change |
| \$150,103 | \$143,868 | +4.33% |

