



July 2011 Paratransit Operational Report



Quality Service Indicators

	July 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	2	9
Reportable Accidents	1	5
On-Time Performance	100%	96%



Notes

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

YTD = Year to date

July Statistics

Total eligible for paratransit on July 31, 2011: 1,262

Number of individual passengers who utilized paratransit: 577

Completed paratransit trips: 10,595

Wheelchair: 55%
Ambulatory: 45%

Completed paratransit trips during evening hours (8 to 10 p.m.): 217

Average paratransit trips per day, completed:

Weekdays: 477
Saturdays: 117

Average trip length: 6 miles

Average trip time: 21 minutes

Cancellations:
Advanced cancel: 1,206

Same day: 854

No Show: 90

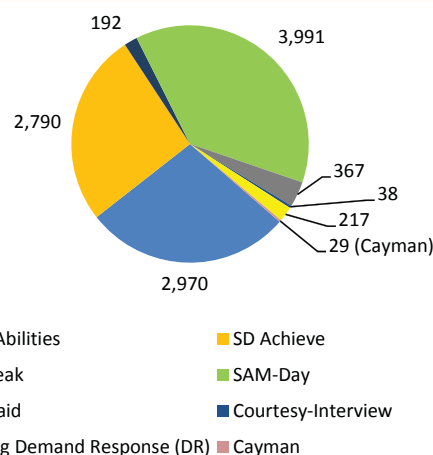
Door cancel: 56

Late cancel: 39

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

Ridership

Ridership Summary		
July 2011	July 2010	Change
10,887	10,906	-0.17%
2011 YTD	2010 YTD	Change
81,842	78,277	+4.55%



Expenses

Net Expense Per Passenger		
July 2011	July 2010	Change
\$23.72	\$16.02	+48.1%
2011 YTD	2010 YTD	Change
\$22.43	\$24.19	-7.3%



Revenues

Revenue		
July 2011	July 2010	Change
\$18,490	\$18,410	+0.44%
2011 YTD	2010 YTD	Change
\$168,593	\$162,278	+3.89%

