



August 2011 Paratransit Operational Report



Quality Service Indicators

	August 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	0	10
Reportable Accidents	0	5
On-Time Performance	98%	97%



Notes

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

YTD = Year to date

August Statistics

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

Number of individual passengers who utilized paratransit: 586

Completed paratransit trips:
12,060

Wheelchair: 55%
Ambulatory: 45%

Completed paratransit trips during evening hours (8 to 10 p.m.):
277

Average paratransit trips per day, completed:
Weekdays:
503

Saturdays:
129

Average trip length: 6 miles

Average trip time:
22 minutes

Cancellations:
Advanced cancel:
1,286

Same day:
708

No Show:
69

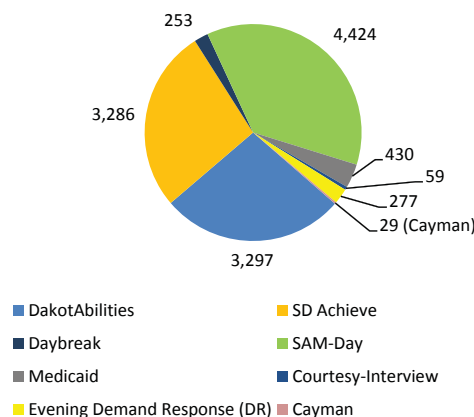
Door cancel:
49

Late cancel:
147

Completed non-ADA trips (8:01 to 10 p.m.): 114

Ridership

Ridership Summary		
August 2011	August 2010	Change
12,419	11,321	+9.7%
2011 YTD	2010 YTD	Change
94,261	89,598	+5.20%



Expenses

Net Expense Per Passenger		
August 2011	August 2010	Change
\$23.59	\$25.30	-6.8%
2011 YTD	2010 YTD	Change
\$24.37	\$26.14	-6.8%

Revenues

Revenue		
August 2011	August 2010	Change
\$29,235	\$14,257	+105.06%
2011 YTD	2010 YTD	Change
\$197,828	\$176,535	+12.06%

