



September 2011 Paratransit Operational Report



Quality Service Indicators

	September 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	3	13
Reportable Accidents	1	6
On-Time Performance	98%	97%



Notes

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

YTD = Year to date

September Statistics

Total eligible for paratransit on September 30, 2011:
1,274

Number of individual passengers who utilized paratransit: 609

Completed paratransit trips:
10,961

Wheelchair: 57%
Ambulatory: 43%

Completed paratransit trips during evening hours (8 to 10 p.m.):
204

Average paratransit trips per day, completed:
Weekdays:
496

Saturdays:
134

Average trip length: 6 miles

Average trip time:
23 minutes

Cancellations:
Advanced cancel:
1,246

Same day:
731

No Show:
69

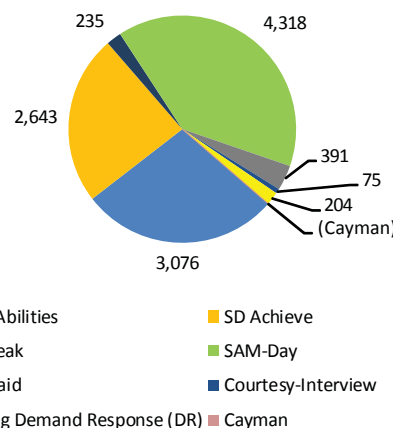
Door cancel:
39

Late cancel:
13

Completed non-ADA trips (8:01 to 10 p.m.): 106

Ridership

Ridership Summary		
September 2011	September 2010	Change
11,300	11,212	+0.78%
2011 YTD	2010 YTD	Change
105,561	100,810	+4.71%



Expenses

Net Expense Per Passenger		
September 2011	September 2010	Change
\$27.06	\$25.16	+7.6%
2011 YTD	2010 YTD	Change
\$22.79	\$24.28	-6.1%



Revenues

Revenue		
September 2011	September 2010	Change
\$20,447	\$30,709	-33.42%
2011 YTD	2010 YTD	Change
\$218,276	\$207,244	+5.32%

