



April 2009 Paratransit Operational Report



Quality Service Indicators

	Mar. 2009	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	5	11
Reportable Accidents	0	0
On-Time Performance	99%	99%



Notes

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

YTD = Year to date

April Statistics

Total eligible for paratransit on April 30, 2009:
1,284

Number of individual passengers who utilized paratransit: 585

Completed paratransit trips: 10,573

Wheelchair: 51%
Ambulatory: 49%

Completed paratransit trips during evening hours (8 to 10 p.m.): 160 (1.51%)

Average paratransit trips per day, completed:
Weekdays:

462 completed

Saturdays:

101 completed

Average trip length: 6 miles

Average trip time: 26 minutes

Cancellations:

Advanced cancel

(one hour or more): 1,784

Late cancel: 70

Door cancel: 79

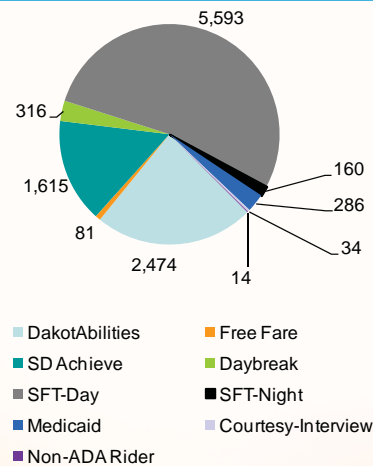
No Shows: 77

Completed non-ADA trips (8:01 to 10 p.m.): 14

Ridership

April Passenger Boardings

Ridership Summary		
Apr. 2009	Apr. 2008	Change
10,906	10,472	+4.14%
2009 YTD	2008 YTD	Change
42,310	40,434	+4.64%



Expenses

Net Expense Per Passenger		
Apr. 2009	Apr. 2008	Change
\$20.95	\$27.96	-25.1%
2009 YTD	2008 YTD	Change
\$21.39	\$23.62	-9.4%

Revenues

April Revenues

Revenue		
Apr. 2009	Apr. 2008	Change
\$37,038	\$30,428	+21.7%
2009 YTD	2008 YTD	Change
\$97,130	\$93,500	+3.88%