

**DATE:** August 22, 2014  
**TO:** ITP Board  
**FROM:** Meegan Joyce  
**SUBJECT:** JULY 2014 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for July 2014 (**33,023**) decreased **0.9% (312)** from July 2013 (**33,335**).

ADA ridership increased **3.9% (780)**, NDS ridership decreased **18.2% (4)** and PASS ridership increased **6.2% (57)** from July 2013. Network 180 ridership decreased **11.3% (1,356)**.

Average weekday ridership for GO!Bus/PASS service increased **4.8% (39)**, average Saturday ridership increased **3.8% (13)**, and average Sunday ridership increased **7.6% (23)** from July 2013.

On-time performance for July 2014 was 97.01% compared to 95.45% in 2013.

Average cost per GO!Bus/PASS trip increased **5.4% (\$1.21)** from July 2013.

# JULY 2014 Paratransit Ridership and Operating Statistics

ADA	2014	2013	Change	% Change
Clients	1,470	1,425	45	3.2%
Passenger Trips	20,712	19,932	780	3.9%

NDS				
Clients	18	22	(4)	-18.2%
Passenger Trips	46	56	(10)	-17.9%

PASS				
Clients	68	68	0	0.0%
Passenger Trips	980	923	57	6.2%

CONTRACTED				
Clients	14	18	(4)	-22.2%
Passenger Trips	377	225	152	67.6%

includes ACSET and Goodwill Special

RIDELINK				
Clients	157	127	30	23.6%
Passenger Trips	286	221	65	29.4%

TOTALS				
Clients	1,727	1,660	37	4.0%
Passenger Trips	22,401	21,357	1,044	4.9%
Average Weekday Ridership	857	818	39	4.8%
Average Saturday Ridership	359	346	13	3.8%
Average Sunday Ridership	313	291	22	7.6%
All Ambulatory Passengers	15,440	15,621	(181)	-1.2%
All Wheelchair Passengers	6,961	5,736	1,225	21.4%
No - Shows	448	384	64	16.7%
Cancellations	5,150	4,663	487	10.4%
<b>MV</b>				
Average Cost per Trip	\$23.49	\$22.28	\$1.21	5.4%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	1	2	(1)	-50.0%

<b>Trip Denials</b>	0	0	0	0.0%
<b>NTD Travel Time (minutes)</b>	30	30	0	-0.7%

NETWORK 180				
Passenger Trips	10,622	11,978	(1,356)	-11.3%
Average Weekday Ridership	462	520	(58)	-11.2%
Average Saturday Ridership	0	5	(5)	-100.0%
Average Sunday Ridership	0	2	(2)	-100.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>33,023</b>	<b>33,335</b>	<b>(312)</b>	<b>-0.9%</b>
------------------------------	---------------	---------------	--------------	--------------

## Paratransit Service Quality Statistics: network 180 Excluded

	2014	2013	2014	
Complaints	Actual Number	Actual Number	% of Trips	% Change
MV Complaints	12	9	0.1%	33.3%

### On-Time Performance by customer call

MV Late Trips (Less than 45 Minutes Late)	56	61	0.2%	-8.2%
MV Missed Trips (Greater than 45 Minutes Late)	11	7	0.0%	57.1%
Actual On-Time Performance	97.01%	95.45%	0.1%	1.6%