

DATE: July 18, 2014
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: JUNE 2014 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for June 2014 (**33,074**) increased **1.0% (263)** from June 2013 (**32,740**).

ADA ridership (20,757) increased **3.3% (659)**, NDS ridership (59) increased **1.7% (1)**, and PASS ridership (993) increased **11.7% (104)** from June 2013. Network 180 ridership (10,658) decreased **4.9% (554)**.

Average weekday ridership for GO!Bus/PASS service increased **1.4% (13)**, average Saturday ridership increased **13.0% (47)**, and average Sunday ridership decreased **7.3% (24)** from June 2013.

Average cost per GO!Bus/PASS trip increased **6.7% (\$1.42)** from June 2013.

On-time performance for June 2014 was 96.34%

JUNE 2014 Paratransit Ridership and Operating Statistics

| ADA | 2014 | 2013 | Change | % Change |
|-----------------|--------|--------|--------|----------|
| Clients | 1,544 | 1,463 | 81 | 5.5% |
| Passenger Trips | 20,757 | 20,098 | 659 | 3.3% |

| | | | | |
|-----------------|----|----|-----|--------|
| NDS | | | | |
| Clients | 18 | 21 | (3) | -14.3% |
| Passenger Trips | 59 | 58 | 1 | 1.7% |

| | | | | |
|-----------------|---|----|------|---------|
| TOWNSHIP | | | | |
| Clients | 0 | 3 | (3) | -100.0% |
| Passenger Trips | 0 | 39 | (39) | -100.0% |

| | | | | |
|-----------------|-----|-----|-----|-------|
| PASS | | | | |
| Clients | 65 | 68 | (3) | -4.4% |
| Passenger Trips | 993 | 889 | 104 | 11.7% |

| | | | | |
|-------------------|-----|-----|-----|--------|
| CONTRACTED | | | | |
| Clients | 13 | 17 | (4) | -23.5% |
| Passenger Trips | 317 | 225 | 92 | 40.9% |

includes ACSET and Goodwill Special

| | | | | |
|-----------------|-----|-----|----|-------|
| RIDELINK | | | | |
| Clients | 157 | 119 | 38 | 31.9% |
| Passenger Trips | 290 | 219 | 71 | 32.4% |

| | | | | |
|-----------------------------|---------|---------|--------|-------|
| TOTALS | | | | |
| Clients | 1,797 | 1,691 | 68 | 6.3% |
| Passenger Trips | 22,416 | 21,528 | 817 | 4.1% |
| Average Weekday Ridership | 917 | 904 | 13 | 1.4% |
| Average Saturday Ridership | 409 | 362 | 47 | 13.0% |
| Average Sunday Ridership | 305 | 329 | (24) | -7.3% |
| All Ambulatory Passengers | 15,620 | 15,633 | (13) | -0.1% |
| All Wheelchair Passengers | 6,796 | 5,895 | 901 | 15.3% |
| No - Shows | 469 | 434 | 35 | 8.1% |
| Cancellations | 5,227 | 4,632 | 595 | 12.8% |
| MV | | | | |
| Average Cost per Trip | \$22.60 | \$21.18 | \$1.42 | 6.7% |
| Riders per Hour | 2.1 | 2.1 | 0.0 | 0.0% |
| Accidents per 100,000 Miles | 1 | 1 | (0) | 0.0% |

| | | | | |
|----------------------------------|----|----|---|------|
| Trip Denials | 0 | 0 | 0 | 0.0% |
| NTD Travel Time (minutes) | 29 | 28 | 1 | 3.6% |

| | | | | |
|----------------------------|--------|--------|-------|---------|
| NETWORK 180 | | | | |
| Passenger Trips | 10,658 | 11,212 | (554) | -4.9% |
| Average Weekday Ridership | 508 | 559 | (51) | -9.1% |
| Average Saturday Ridership | 0 | 5 | (5) | -100.0% |
| Average Sunday Ridership | 0 | 2 | (2) | -100.0% |

| | | | | |
|------------------------------|---------------|---------------|------------|-------------|
| TOTAL PASSENGER TRIPS | 33,074 | 32,740 | 263 | 1.0% |
|------------------------------|---------------|---------------|------------|-------------|

Paratransit Service Quality Statistics: network 180 Excluded

| | 2014 Actual Number | 2013 Actual Number | 2014 % of Trips | % Change |
|-------------------|-----------------------|-----------------------|--------------------|----------|
| Complaints | | | | |
| MV Complaints | 17 | 8 | 0.1% | 112.5% |

On-Time Performance by customer call

| | | | | |
|--|--------|--------|------|-------|
| MV Late Trips (Less than 45 Minutes Late) | 77 | 55 | 0.3% | 40.0% |
| MV Missed Trips (Greater than 45 Minutes Late) | 5 | 4 | 0.0% | 25.0% |
| MV on-time performance | 96.34% | 94.96% | 0.1% | 1.5% |