DATE: January 6, 2016

TO: ITP Board

FROM: Meegan Joyce

SUBJECT: NOVEMBER 2016 PARATRANSIT RIDERSHIP REPORT

ACTION REQUESTED

Staff is requesting Board acceptance of the November 2016 paratransit ridership report.

BACKGROUND

Total monthly paratransit ridership for November 2016 (29,165) increased 0.1% (15) from November 2015 (29,150).

ADA ridership (20,383) increased 0.9% (13), NDS ridership (103) increased 15.7% (14), and PASS ridership (530) decreased 17.1% (109) from November 2015. Network 180 ridership (6,919) decreased 6.3% (469).

There were 708 trips in Cascade Township in November 2016.

Average weekday ridership for GO!Bus/PASS service increased 1.0% (9), average Saturday ridership decreased 7.5% (29), and average Sunday ridership decreased 9.0% (31) from November 2015.

On-time performance for GO!Bus/PASS during the month was 95.35%. On-time drop-off performance for November 2016 was 94.83%.

Average cost per GO!Bus/PASS trip increased 8.1% ($1.86) from November 2015.
## NOVEMBER 2016 Paratransit Ridership and Operating Statistics

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADA</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>1,535</td>
<td>1,522</td>
<td>13</td>
<td>0.9%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>20,383</td>
<td>20,241</td>
<td>142</td>
<td>0.7%</td>
</tr>
<tr>
<td><strong>NDS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>27</td>
<td>28</td>
<td>(1)</td>
<td>-3.6%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>103</td>
<td>89</td>
<td>14</td>
<td>15.7%</td>
</tr>
<tr>
<td><strong>PASS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>39</td>
<td>46</td>
<td>(7)</td>
<td>-15.2%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>530</td>
<td>639</td>
<td>(109)</td>
<td>-17.1%</td>
</tr>
<tr>
<td><strong>CONTRACTED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>33.3%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>96</td>
<td>45</td>
<td>51</td>
<td>113.3%</td>
</tr>
<tr>
<td>Includes ACSET and Goodwill Special</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RIDELINK</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>379</td>
<td>331</td>
<td>48</td>
<td>14.5%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>1,134</td>
<td>746</td>
<td>386</td>
<td>51.6%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>1,984</td>
<td>1,930</td>
<td>54</td>
<td>2.5%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>22,246</td>
<td>21,762</td>
<td>484</td>
<td>2.2%</td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>890</td>
<td>881</td>
<td>9</td>
<td>1.3%</td>
</tr>
<tr>
<td>Average Saturday Ridership</td>
<td>358</td>
<td>367</td>
<td>(9)</td>
<td>-7.5%</td>
</tr>
<tr>
<td>Average Sunday Ridership</td>
<td>314</td>
<td>345</td>
<td>(31)</td>
<td>-9.0%</td>
</tr>
<tr>
<td>All Ambulatory Passengers</td>
<td>15,067</td>
<td>14,679</td>
<td>388</td>
<td>2.3%</td>
</tr>
<tr>
<td>All Wheelchair Passengers</td>
<td>7,179</td>
<td>7,083</td>
<td>96</td>
<td>1.4%</td>
</tr>
<tr>
<td>No - Shows</td>
<td>543</td>
<td>503</td>
<td>40</td>
<td>8.3%</td>
</tr>
<tr>
<td>Cancellations</td>
<td>5,933</td>
<td>5,353</td>
<td>580</td>
<td>10.8%</td>
</tr>
<tr>
<td><strong>MV</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Cost per Tip</td>
<td>$24.82</td>
<td>$22.96</td>
<td>$1.86</td>
<td>8.1%</td>
</tr>
<tr>
<td>Riders per Hour</td>
<td>2</td>
<td>2</td>
<td>(0.1)</td>
<td>-5.7%</td>
</tr>
<tr>
<td>Accidents per 100,000 Miles</td>
<td>0.0</td>
<td>0.5</td>
<td>(1)</td>
<td>-100.0%</td>
</tr>
<tr>
<td><strong>Trip Denials</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>NTD Travel Time (minutes)</td>
<td>30</td>
<td>28</td>
<td>2</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

## NETWORK 180

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Trips</td>
<td>6,919</td>
<td>7,388</td>
<td>(469)</td>
<td>-6.3%</td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>330</td>
<td>369</td>
<td>(39)</td>
<td>-10.6%</td>
</tr>
<tr>
<td>Average Saturday Ridership</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Average Sunday Ridership</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

## TOTAL PASSENGER TRIPS

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Trips</td>
<td>29,165</td>
<td>29,150</td>
<td>15</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

## Paratransit Service Quality Statistics: network 180 Excluded

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>% of Trips</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>MV Complaints</td>
<td>19</td>
<td>16</td>
<td>0.1%</td>
<td>18.8%</td>
</tr>
</tbody>
</table>

## On-Time Performance by Customer Call

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>MV Late Trips (Less than 45 Minutes Late)</td>
<td>24</td>
<td>49</td>
<td>0.1%</td>
</tr>
<tr>
<td>MV Missed Trips (Greater than 45 Minutes Late)</td>
<td>8</td>
<td>2</td>
<td>0.0%</td>
</tr>
<tr>
<td>On-Time Compliance</td>
<td>95.35%</td>
<td>96.35%</td>
<td>0.0%</td>
</tr>
<tr>
<td>On-Time apt. drop-off</td>
<td>94.83%</td>
<td>95.63%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>