

DATE: January 24, 2016  
TO: ITP Board  
FROM: Meegan Joyce  
SUBJECT: DECEMBER 2016 PARATRANSIT RIDERSHIP REPORT

ACTION REQUESTED

Staff is requesting the ITP Board to accept the December 2016 Paratransit Ridership Report.

Total monthly paratransit ridership for December 2016 (**29,290**) decreased **2.5% (748)** from December 2015 (**30,038**).

ADA ridership (20,556) decreased **0.2% (48)**, NDS ridership (96) decreased **3.1% (3)** and PASS ridership (581) decreased **15.1% (103)** from December 2016. Network 180 ridership (6,714) decreased **13.6% (1,058)**.

There were 785 trips in Cascade Township in December.

Average weekday ridership for GO!Bus/PASS service increased **7.4% (62)**, average Saturday ridership decreased **1.1% (4)**, and average Sunday ridership decreased **39.5% (140)** from December 2015.

On-time performance for GO!Bus/PASS during the month was 93.02%. On-time drop-off performance for December 2016 was 90.10%.

Average cost per GO!Bus/PASS trip increased **8.2% (\$1.93)** from December 2015.

## DECEMBER 2016 Paratransit Ridership and Operating Statistics

ADA	2016	2015	Change	% Change
Clients	1,588	1,538	50	3.3%
Passenger Trips	20,556	20,604	(48)	-0.2%

NDS	2016	2015	Change	% Change
Clients	23	27	(4)	-14.8%
Passenger Trips	93	96	(3)	-3.1%

PASS	2016	2015	Change	% Change
Clients	34	48	(14)	-29.2%
Passenger Trips	581	684	(103)	-15.1%

CONTRACTED	2016	2015	Change	% Change
Clients	5	7	(2)	-28.6%
Passenger Trips includes ACSET	98	124	(26)	-21.0%

RIDELINK	2016	2015	Change	% Change
Clients	342	316	26	8.2%
Passenger Trips	1,238	758	480	63.3%
Phone Calls	3,936	3,353		
Total Trips sched. thru Rapid call center	4,206	5,017		

TOTALS	2016	2015	Change	% Change
Clients	1,992	1,936	56	2.9%
Passenger Trips	22,566	22,266	300	1.3%
Average Weekday Ridership	903	841	62	7.4%
Average Saturday Ridership	371	375	(4)	-1.1%
Average Sunday Ridership	214	354	(140)	-39.5%
All Ambulatory Passengers	15,490	22,266	300	-30.4%
All Wheelchair Passengers	7,076	7,328	(252)	-3.4%
No - Shows	535	595	(60)	-10.1%
Cancellations	6,476	5,819	657	11.3%
<b>MV</b>				
Average Cost per Trip	\$25.54	\$23.61	\$1.93	8.2%
Riders per Hour	1.9	2	(0.1)	-5.0%
Accidents per 100,000 Miles	1	1	0	0.0%

Trip Denials	1	0	1	0.0%
NTD Travel Time (minutes)	31	29	2	6.9%

NETWORK 180	2016	2015	Change	% Change
Passenger Trips	6,714	7,772	(1,058)	-13.6%
Average Weekday Ridership	305	353	(48)	-13.6%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>29,280</b>	<b>30,038</b>	<b>(758)</b>	<b>-2.5%</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2016 Actual Number	2015 Actual Number	2016 % of Trips	% Change
MV Complaints	21	12	0.1%	75.0%

On-Time Performance by customer call	2016	2015	2016	% Change
MV Late Trips (Less than 45 Minutes Late)	36	62	0.2%	-41.9%
MV Missed Trips (Greater than 45 Minutes Late)	20	6	0.1%	233.3%
On-Time Compliance	93.02%	95.57%		
On-Time apt. drop-off	90.10%	95.04%		