

DATE: March 9, 2017
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: FEBRUARY 2017 PARATRANSIT RIDERSHIP REPORT

ACTION REQUESTED

Staff is requesting the ITP Board to accept the February 2017 Paratransit Ridership report.

BACKGROUND

Total monthly paratransit ridership for February 2017 (**29,187**) decreased **5.5% (1,697)** from February 2016 (**31,503**). There was one more day of service in February 2016 (Leap Year.) The difference in trips, not counting Network 180, is 928 which would be a typical weekday of GO!Bus/PASS service.

ADA ridership (20,842) decreased **2.9% (629)**, NDS ridership (89) decreased **16.0% (17)** and PASS ridership (559) decreased **24.9% (185)** from February 2016. Network 180 ridership (6,822) decreased **10.1% (769)**. Rapid provided RideLink trips in February (875) increased **5.5% (46)** from February 2016.

There were 719 trips to/from Cascade Township in February 2017 compared to 759 in 2016 a decrease of 5.3%.

Average weekday GO!Bus/PASS ridership increased **0.4% (4)**, average Saturday ridership decreased **6.4% (26)**, and average Sunday ridership decreased **7.5% (24)** from February 2016.

On-time performance for during the month was 97.20%. On-time appointment drop-off performance during the month was 95.56%.

Average cost per trip increased **9.7% (\$2.12)** from February 2016.

FEBRUARY 2017 Paratransit Ridership and Operating Statistics

ADA	2017	2016	Change	% Change
Clients	1,564	1,562	2	0.1%
Passenger Trips	20,842	21,471	(629)	-2.9%

NDS	2017	2016	Change	% Change
Clients	24	29	(5)	-17.2%
Passenger Trips	89	106	(17)	-16.0%

PASS	2017	2016	Change	% Change
Clients	34	44	(10)	-22.7%
Passenger Trips	559	744	(185)	-24.9%

CONTRACTED	2017	2016	Change	% Change
Clients	0	5	(5)	-100.0%
Passenger Trips	0	143	(143)	-100.0%

includes ACSET and Goodwill Special

RIDELINK	2017	2016	Change	% Change
Clients	329	328	1	0.3%
Passenger Trips	875	829	46	5.5%
Phone Calls	4,075	4,047		
Total Trips sched. thru Rapid call center	3,473	4,640		

TOTALS	2017	2016	Change	% Change
Clients	1,951	1,968	(17)	-0.9%
Passenger Trips	22,365	23,293	(928)	-4.0%
Average Weekday Ridership	984	980	4	0.4%
Average Saturday Ridership	382	408	(26)	-6.4%
Average Sunday Ridership	296	320	(24)	-7.5%
All Ambulatory Passengers	15,353	17,404	(2,051)	-11.8%
All Wheelchair Passengers	7,012	5,889	1,123	19.1%
No - Shows	494	536	(42)	-7.8%
Cancellations	5,496	5,716	(220)	-3.8%
MV				
Average Cost per Trip	\$23.98	\$21.86	\$2.12	9.7%
Riders per Hour	2.1	2.2	(0.1)	-4.5%
Accidents per 100,000 Miles	1	1	0	0.0%

Trip Denials	2	2	0	0.0%
NTD Travel Time (minutes)	29	27	2	7.4%

NETWORK 180	2017	2016	Change	% Change
Passenger Trips	6,822	7,591	(769)	-10.1%
Average Weekday Ridership	341	361	(20)	-5.5%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	29,187	30,884	(1,697)	-5.5%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2017 Actual Number	2016 Actual Number	2017 % of Trips	% Change
MV Complaints	20	20	0.1%	0.0%

On-Time Performance by customer call

MV Late Trips (Less than 30 Minutes Late)	22	125	0.1%	-82.4%
MV Missed Trips (Greater than 30 Minutes Late)	6	35	0.0%	-82.9%
On-Time Compliance	97.20%	91.37%		
On-Time appt. drop-off	95.56%	92.39%		