

DATE: November 9, 2017  
TO: ITP Board  
FROM: Meegan Joyce  
SUBJECT: OCTOBER 2017 PARATRANSIT RIDERSHIP REPORT

### BACKGROUND

Total monthly paratransit ridership for October 2017 (**31,248**) increased **1.9% (569)** from October 2016 (**30,679**).

ADA ridership (22,332) increased **3.7% (791)**, NDS ridership (103) increased **7.3% (7)** and PASS ridership (553) increased **6.3% (33)** from October 2016. Network 180 ridership (7,098) decreased **4.0% (295)**.

There were 994 trips in Cascade Township in October 2017 compared to 704 in October 2016.

Average weekday ridership for GO!Bus/PASS service increased **0.9% (9)**, average Saturday ridership decreased **7.4% (27)**, and average Sunday ridership increased **1.7% (5)** from October 2016.

On-time performance for GO!Bus/PASS during the month was 94.36%. On-time drop-off performance for October 2017 was 94.05%.

Average cost per GO!Bus/PASS trip decreased **4.0% (\$0.99)** from October 2016.

# OCTOBER 2017 Paratransit Ridership and Operating Statistics

ADA	2017	2016	Change	% Change
Clients	1,551	1,503	48	3.2%
Passenger Trips	22,332	21,541	791	3.7%

NDS	2017	2016	Change	% Change
Clients	21	24	(3)	-12.5%
Passenger Trips	103	96	7	7.3%

PASS	2017	2016	Change	% Change
Clients	37	40	(3)	-7.5%
Passenger Trips	553	520	33	6.3%

CONTRACTED	2017	2016	Change	% Change
Clients	6	6	0	0.0%
Passenger Trips	45	95	(50)	-52.6%

includes ACSET

RIDELINK	2017	2016	Change	% Change
Clients	377	345	32	9.3%
Passenger Trips	1,117	1,034	83	8.0%
Phone Calls	4,608	4,505	103	2.3%
Total Trips Sched. Thru Rapid Call Center	5,521	5,417	104	1.9%

TOTALS	2017	2016	Change	% Change
Clients	1,992	1,918	74	3.9%
Passenger Trips	24,150	23,286	864	3.7%
Average Weekday Ridership	962	953	9	0.9%
Average Saturday Ridership	337	364	(27)	-7.4%
Average Sunday Ridership	294	289	5	1.7%
All Ambulatory Passengers	16,640	15,695	945	6.0%
All Wheelchair Passengers	7,510	7,591	(81)	-1.1%
No - Shows	542	463	79	17.1%
Cancellations	5,658	4,945	713	14.4%
estimates report not working				
MV				
Average Cost per Trip	\$23.47	\$24.46	(\$0.99)	-4.0%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	2.0	0.5	2	300.0%

Trip Denials	1	1	0	0.0%
NTD Travel Time (minutes)	29	30	-1	-3.3%

NETWORK 180	2017	2016	Change	% Change
Passenger Trips	7,098	7,393	(295)	-4.0%
Average Weekday Ridership	323	352	(29)	-8.2%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>31,248</b>	<b>30,679</b>	<b>569</b>	<b>1.9%</b>
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## Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2017 Actual Number	2016 Actual Number	2017 % of Trips	% Change
MV Complaints	37	18	0.2%	105.6%

## On-Time Performance by customer call

MV Late Trips (Less than 45 Minutes Late)	9	66	0.0%	-86.4%
MV Missed Trips (Greater than 45 Minutes Late)	3	8	0.0%	-62.5%
On-Time Compliance	94.36%	95.55%		
Drop-Off On-time Compliance	94.05%	94.37%		