

DATE: January 6, 2017
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: NOVEMBER 2017 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for November 2017 (**28,978**) decreased **0.7% (192)** from November 2016 (**29,170**).

ADA ridership (20,994) increased **3.0% (611)**, NDS ridership (93) decreased **9.7% (10)**, and PASS ridership (517) decreased **3.4% (18)** from November 2016. Network 180 ridership (6,276) decreased **9.3% (643)**.

There were 857 trips in Cascade Township in November 2017 compared to 708 in November 2016.

Average weekday ridership for GO!Bus/PASS service increased **7.9% (70)**, average Saturday ridership decreased **2.8% (10)**, and average Sunday ridership increased **1.0% (3)** from November 2016.

On-time performance for GO!Bus/PASS during the month was 93.95%. On-time drop-off performance for November 2017 was 93.81%.

Average cost per GO!Bus/PASS trip decreased **5.0% (\$1.24)** from November 2016.

NOVEMBER 2017 Paratransit Ridership and Operating Statistics

ADA	2017	2016	Change	% Change
Clients	1,569	1,535	34	2.2%
Passenger Trips	20,994	20,383	611	3.0%

NDS	2017	2016	Change	% Change
Clients	19	27	(8)	-29.6%
Passenger Trips	93	103	(10)	-9.7%

PASS	2017	2016	Change	% Change
Clients	35	39	(4)	-10.3%
Passenger Trips	517	535	(18)	-3.4%

CONTRACTED	2017	2016	Change	% Change
Clients	4	4	0	0.0%
Passenger Trips	54	96	(42)	-43.8%

includes ACSET and Goodwill Special

RIDELINK	2017	2016	Change	% Change
Clients	372	379	(7)	-1.8%
Passenger Trips	1,044	1,134	(90)	-7.9%
Phone Calls	4,412	4,164	248	6.0%
Total Trips Sched. Thru Rapid Call Center	4,951	5,067	(116)	-2.3%

TOTALS	2017	2016	Change	% Change
Clients	1,999	1,984	15	0.8%
Passenger Trips	22,702	22,251	451	2.0%
Average Weekday Ridership	960	890	70	7.9%
Average Saturday Ridership	348	358	(10)	-2.8%
Average Sunday Ridership	317	314	3	1.0%
All Ambulatory Passengers	15,380	15,072	308	2.0%
All Wheelchair Passengers	7,322	7,179	143	2.0%
No - Shows	619	543	76	14.0%
Cancellations	5,899	5,933	(34)	-0.6%
MV				
Average Cost per Trip	\$23.58	\$24.82	(\$1.24)	-5.0%
Riders per Hour	2	2	0.0	1.5%
Accidents per 100,000 Miles	1.0	0.0	1	100\$%

Trip Denials	2	0	2	0.0%
NTD Travel Time (minutes)	29	30	-1	-3.3%

NETWORK 180	2017	2016	Change	% Change
Passenger Trips	6,276	6,919	(643)	-9.3%
Average Weekday Ridership	299	330	(31)	-9.4%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	28,978	29,170	(192)	-0.7%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2017 Actual Number	2016 Actual Number	2017 % of Trips	% Change
MV Complaints	19	19	0.1%	0.0%

On-Time Performance by customer call

MV Late Trips (Less than 45 Minutes Late)	25	24	0.1%	4.2%
MV Missed Trips (Greater than 45 Minutes Late)	10	8	0.0%	25.0%
On-Time Compliance	93.95%	95.35%		
On-Time apt. drop-off	93.81%	94.83%		