



DATE: March 5, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: DECEMBER 2017 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for December 2017 (**28,009**) decreased **4.4% (1,275)** from December 2016 (**29,284**).

ADA ridership (20,556) decreased **0.2% (38)**, NDS ridership (132) increased **41.9% (39)** and PASS ridership (486) decreased **16.9% (99)** from December 2016. Network 180 ridership (5,715) decreased **14.9% (999)**.

There were 788 trips in Cascade Township in December 2017 compared to 785 in December 2016.

Average weekday ridership for GO!Bus/PASS service decreased **0.4% (4)**, average Saturday ridership decreased **0.8% (3)**, and average Sunday ridership increased **47.7% (102)** from December 2016.

On-time performance for GO!Bus/PASS during the month was 89.01%. On-time drop-off performance for December 2017 was 87.82%.

Average cost per GO!Bus/PASS trip decreased **3.6% (\$0.92)** from December 2016.

DECEMBER 2017 Paratransit Ridership and Operating Statistics

ADA	2017	2016	Change	% Change
Clients	1,586	1,588	(2)	-0.1%
Passenger Trips	20,518	20,556	(38)	-0.2%

NDS	2017	2016	Change	% Change
Clients	29	23	6	26.1%
Passenger Trips	132	93	39	41.9%

PASS	2017	2016	Change	% Change
Clients	37	34	3	8.8%
Passenger Trips	486	585	(99)	-16.9%

CONTRACTED	2017	2016	Change	% Change
Clients	4	5	(1)	-20.0%
Passenger Trips	21	98	(77)	-78.6%

RIDELINK	2017	2016	Change	% Change
Clients	374	342	32	9.4%
Passenger Trips	1,137	1,238	(101)	-8.2%
Phone Calls	4,464	3,936		
Total Trips sched. thru Rapid call center	4,572	4,206		

TOTALS	2017	2016	Change	% Change
Clients	2,030	1,992	38	1.9%
Passenger Trips	22,294	22,570	(276)	-1.2%
Average Weekday Ridership	899	903	(4)	-0.4%
Average Saturday Ridership	368	371	(3)	-0.8%
Average Sunday Ridership	316	214	102	47.7%
All Ambulatory Passengers	15,016	22,570	(276)	-33.5%
All Wheelchair Passengers	7,278	7,076	202	2.9%
No - Shows	583	535	48	9.0%
Cancellations	6,366	6,476	(110)	-1.7%
MV				
Average Cost per Trip	\$24.62	\$25.54	(\$0.92)	-3.6%
Riders per Hour	2.0	1.9	0.1	5.3%
Accidents per 100,000 Miles	2	1	1	100.0%

Trip Denials	1	1	0	0.0%
NTD Travel Time (minutes)	30	31	-1	-3.2%

NETWORK 180	2017	2016	Change	% Change
Passenger Trips	5,715	6,714	(999)	-14.9%
Average Weekday Ridership	272	305	(33)	-10.8%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	28,009	29,284	(1,275)	-4.4%
------------------------------	---------------	---------------	----------------	--------------

Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2017 Actual Number	2016 Actual Number	2017 % of Trips	% Change
MV Complaints	14	21	0.1%	-33.3%

On-Time Performance	2017	2016
On-Time Compliance	89.01%	93.02%
On-Time apt. drop-off	87.82%	90.10%