



DATE: February 23, 2018  
TO: ITP Board  
FROM: Meegan Joyce  
SUBJECT: JANUARY 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for January 2018 (**31,017**) increased **2.0% (596)** from January 2017 (**30,421**).

ADA ridership (22,350) increased **3.1% (677)**, NDS ridership (127) increased **19.8% (21)**, and PASS ridership (531) decreased **16.0% (101)** from January 2017. Network 180 ridership (6,712) decreased **4.9% (345)** and RideLink (1,214) increased **31.0% (287)**.

In January 2018, 844 trips were provided in Cascade Township an increase of 9.5% from January 2017. The service started January 11, 2016.

Average weekday ridership for GO!Bus/PASS service increased **0.4% (4)**, average Saturday ridership decreased **3.1% (12)**, and average Sunday ridership increased **18.1% (45)** from January 2017.

On-time performance for GO!Bus/PASS during the month was 92.0%. Average appointment drop-off on-time performance was 89.76%

Average cost per GO!Bus/PASS trip decreased **2.6% (\$0.64)** from January 2017.

# JANUARY 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,562	1,579	(17)	-1.1%
Passenger Trips	22,350	21,673	677	3.1%

NDS	2018	2017	Change	% Change
Clients	27	25	2	8.0%
Passenger Trips	127	106	21	19.8%

PASS	2018	2017	Change	% Change
Clients	31	37	(6)	-16.2%
Passenger Trips	531	632	(101)	-16.0%

CONTRACTED	2018	2017	Change	% Change
Clients	4	5	(1)	-20.0%
Passenger Trips	83	26	57	219.2%

ACSET RIDELINK	2018	2017	Change	% Change
Clients	382	334	48	14.4%
Passenger Trips	1,214	927	287	31.0%
Phone Calls	5,096	4,458		
Total Trips sched. thru Rapid call center	4,945	4,480		

TOTALS	2018	2017	Change	% Change
Clients	2,006	1,980	26	1.3%
Passenger Trips	24,305	23,364	941	4.0%
Average Weekday Ridership	940	936	4	0.4%
Average Saturday Ridership	378	390	(12)	-3.1%
Average Sunday Ridership	294	249	45	18.1%
All Ambulatory Passengers	16,696	16,013	683	4.3%
All Wheelchair Passengers	7,609	7,351	258	3.5%
No - Shows	635	540	95	17.6%
Cancellations	5,844	6,107	(263)	-4.3%

MV	2018	2017	Change	% Change
Average Cost per Trip	\$23.71	\$24.35	(\$0.64)	-2.6%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	1.0	0.0	1	100.0%

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

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	6,712	7,057	(345)	-4.9%
Average Weekday Ridership	305	321	(16)	-5.0%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>31,017</b>	<b>30,421</b>	<b>596</b>	<b>2.0%</b>
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## Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
MV Complaints	17	14	0.1%	21.4%

On-Time Performance	2018	2017
On-Time Compliance	92.00%	95.59%
On-Time appt. drop-off	89.76%	92.17%