

DATE: March 26, 2018

TO: ITP Board

FROM: Meegan Joyce

SUBJECT: FEBRUARY 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for February 2018 (**29,256**) increased **0.2% (50)** from February 2017 (**29,206**).

ADA ridership (21,489) increased **3.1% (647)**, NDS ridership (81) decreased **9.0% (8)** and PASS ridership (459) decreased **20.6% (119)** from February 2017. Network 180 ridership (6,099) decreased **10.6% (723)**. Rapid provided RideLink trips in February (1,030) increased **17.7% (155)** from February 2017.

There were 810 trips to/from Cascade Township in February 2018 compared to 719 in 2017 an increase of 12.7%.

Average weekday GO!Bus/PASS ridership increased **3.0% (32)**, average Saturday ridership increased **2.9% (11)**, and average Sunday ridership increased **6.4% (19)** from February 2017.

On-time performance for during the month was 93.34%. On-time appointment drop-off performance during the month was 92.45%.

Average cost per trip decreased **1.0% (\$0.23)** from February 2017.

FEBRUARY 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,558	1,564	(6)	-0.4%
Passenger Trips	21,489	20,842	647	3.1%

NDS

Clients	22	24	(2)	-8.3%
Passenger Trips	81	89	(8)	-9.0%

PASS

Clients	29	34	(5)	-14.7%
Passenger Trips	459	578	(119)	-20.6%

CONTRACTED

Clients	4	0	4	100.0%
Passenger Trips	98	0	98	100.0%

includes ACSET

RIDELINK

Clients	338	329	9	2.7%
Passenger Trips	1,030	875	155	17.7%
Phone Calls	4,334	4,075		
Total Trips sched. thru Rapid call center	4,608	3,473		

TOTALS

Clients	1,951	1,951	0	0.0%
Passenger Trips	23,157	22,384	773	3.5%
Average Weekday Ridership	1,016	984	32	3.3%
Average Saturday Ridership	393	382	11	2.9%
Average Sunday Ridership	315	296	19	6.4%
All Ambulatory Passengers	15,967	15,372	595	3.9%
All Wheelchair Passengers	7,190	7,012	178	2.5%
No - Shows	528	494	34	6.9%
Cancellations	5,711	5,496	215	3.9%
MV				
Average Cost per Trip	\$23.75	\$23.98	(\$0.23)	-1.0%
Riders per Hour	2.1	2.1	0.0	0.0%
Accidents per 100,000 Miles	2	1	1	60.0%

Trip Denials	1	2	-1	-50.0%
NTD Travel Time (minutes)	29	29	0	0.0%

NETWORK 180

Passenger Trips	6,099	6,822	(723)	-10.6%
Average Weekday Ridership	305	341	(36)	-10.6%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	29,256	29,206	50	0.2%
------------------------------	---------------	---------------	-----------	-------------

Paratransit Service Quality Statistics: network 180 Excluded

	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
Complaints				
MV Complaints	28	20	0.1%	40.0%

On-Time Performance

On-Time Compliance	93.34%	97.20%
On-Time appt. drop-off	92.45%	95.56%