

DATE: April 28, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: MARCH 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for March 2018 (**31,403**) decreased **4.7%** (**1,546**) from March 2017 (**32,949**).

ADA ridership (23,272) decreased **0.6%** (**152**), NDS ridership (78) decreased **25%** (**32**), PASS ridership (508) decreased **20.1%** (**128**) from March 2017. Network 180 ridership (6,424) decreased **17.3%** (**1,348**). Rapid provided **1,052** RideLink trips in March 2018 a **4.9%** increase (**49**) from March 2017.

There were 927 trips in Cascade Township in March 2018 compared to 730 in March 2017.

Average weekday ridership increased **2.6%** (**25**), average Saturday ridership decreased **8.3%** (**32**), and average Sunday ridership increased **0.6%** (**2**) from March 2017.

On-time performance for during the month was 96.3%. On-time appointment drop-off performance during the month was 95.7%.

Average cost per trip increased **1.6%** (**\$0.37** from March 2017).

MARCH 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,596	1,646	(50)	-3.0%
Passenger Trips	23,272	23,424	(152)	-0.6%

NDS

Clients	21	28	(7)	-25.0%
Passenger Trips	78	110	(32)	-29.1%

PASS

Clients	29	39	(10)	-25.6%
Passenger Trips	508	636	(128)	-20.1%

CONTRACTED

Clients	2	2	0	0.0%
Passenger Trips	69	4	65	1625.0%

includes ACSET and Goodwill Special

RIDELINK

Clients	317	323	(6)	-1.9%
Passenger Trips	1,052	1,003	49	4.9%
Phone Calls	4,360	4,211		
Total Trips sched. thru Rapid call center	4,786	5,178		

TOTALS

Clients	1,965	2,038	(73)	-3.6%
Passenger Trips	24,979	25,177	(198)	-0.8%
Average Weekday Ridership	999	974	25	2.6%
Average Saturday Ridership	351	383	(32)	-8.3%
Average Sunday Ridership	316	314	2	0.6%
All Ambulatory Passengers	10,206	17,599	(7,393)	-42.0%
All Wheelchair Passengers	14,773	7,578	7,195	94.9%
No - Shows	627	569	58	10.2%
Cancellations	5,953	6,285	(332)	-5.3%
MV				
Average Cost per Trip	\$24.15	\$23.78	\$0.37	1.6%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	0.5	0.5	0.5	0.0%

Trip Denials	2	0	2	0.0%
NTD Travel Time (minutes)	30	29	1	3.4%

NETWORK 180

Passenger Trips	6,424	7,772	(1,348)	-17.3%
Average Weekday Ridership	292	338	(46)	-13.6%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	31,403	32,949	(1,546)	-4.7%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
MV Complaints	20	19	0.1%	5.3%

On-Time Performance

On-Time Compliance	96.3%	96.8%
On-Time appt. drop-off	95.7%	95.7%