



DATE: May 25, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: APRIL 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for April 2018 (29,022) decreased **0.2% (48)** from April 2017 (29,070).

ADA ridership (21,331) increased **3.0% (625)**, NDS ridership (91) increased **4.6% (4)**, PASS ridership (477) decreased **7.6% (39)** and network 180 ridership (6,064) decreased **11.2% (763)** from April 2017. RideLink trips (987) increased **6.6% (61)** from last April.

There were 810 trips in Cascade Township in April 2018 compared to 716 in April 2017; a 13% increase.

Average weekday ridership increased **1.8% (17)**, average Saturday ridership decreased **4.5% (16)**, and average Sunday ridership decreased **9.4% (30)** from April 2017.

On-time pick-up performance for the month was 95.83%. On-time drop-off performance for the month was 94.82% for trips that had appointment times.

The average cost per trip increased **1.6% (\$0.38)** from April 2017.

APRIL 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,539	1,547	(8)	-0.5%
Passenger Trips	21,331	20,706	625	3.0%

NDS	2018	2017	Change	% Change
Clients	23	22	1	4.5%
Passenger Trips	91	87	4	4.6%

PASS	2018	2017	Change	% Change
Clients	29	33	(4)	-12.1%
Passenger Trips	477	516	(39)	-7.6%

CONTRACTED	2018	2017	Change	% Change
Clients	1	3	(2)	-66.7%
Passenger Trips	72	8	64	800.0%

includes ACSET Connection

RIDELINK	2018	2017	Change	% Change
Clients	317	330	(13)	-3.9%
Passenger Trips	987	926	61	6.6%
Phone Calls	4,252	3,729		
Total Trips sched. thru Rapid call center	4,930	4,733		

TOTALS	2018	2017	Change	% Change
Clients	1,909	1,935	(26)	-1.3%
Passenger Trips	22,958	22,243	715	3.2%
Average Weekday Ridership	960	943	17	1.8%
Average Saturday Ridership	343	359	(16)	-4.5%
Average Sunday Ridership	288	318	(30)	-9.4%
All Ambulatory Passengers	15,721	15,250	471	3.1%
All Wheelchair Passengers	7,237	6,993	244	3.5%
No - Shows	498	492	6	1.2%
Cancellations	5,518	5,243	275	5.2%
MV				
Average Cost per Trip	\$24.28	\$23.90	\$0.38	1.6%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	0.5	2	(2)	-75.0%

Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	30	29	1	3.4%

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	6,064	6,827	(763)	-11.2%
Average Weekday Ridership	289	341	(52)	-15.2%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	29,022	29,070	(48)	-0.2%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
MV Complaints	16	11	0.1%	45.5%

On-Time Performance	2018	2017
On-Time Compliance - Pick-up	95.83%	97.27%
On-Time Compliance - Drop-off	94.82%	96.08%

DATE: June 22, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: MAY 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for May 2018 (**29,986**) decreased **1.8%** (**562**) from May 2017 (**30,548**).

ADA ridership (21,758) increased **1.3%** (**274**), NDS ridership (76) decreased **12.6%** (**11**), PASS ridership (468) decreased **21.2%** (**126**) and Network180 ridership (6,529) decreased **10.5%** (**764**) from May 2017. RideLink trips (1,079) decreased **0.6%** (7) from last May.

There were 795 trips in Cascade Township in May compared to 774 in 2017; a 2.7% increase.

Average weekday ridership for GO!Bus/PASS service decreased **0.3%** (**3**), average Saturday ridership decreased **5.1%** (**18**), and average Sunday ridership increased **7.6%** (**23**) from May 2017.

On-time pick-up performance for May 2018 was 95.40%. On-time drop-off performance for the month was 95.1% for trips that had appointment times.

Average cost per GO!Bus/PASS trip decreased **0.04%** (**\$0.01**) from May 2017.

MAY 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,551	1,583	(32)	-2.0%
Passenger Trips	21,758	21,484	274	1.3%

NDS	2018	2017	Change	% Change
Clients	17	21	(4)	-19.0%
Passenger Trips	76	87	(11)	-12.6%

PASS	2018	2017	Change	% Change
Clients	29	31	(2)	-6.5%
Passenger Trips	468	594	(126)	-21.2%

CONTRACTED	2018	2017	Change	% Change
Clients	2	2	0	0.0%
Passenger Trips	76	4	72	1800.0%

includes County Connection and Goodwill Special

RIDELINK	2018	2017	Change	% Change
Clients	330	367	(37)	-10.1%
Passenger Trips	1,079	1,086	(7)	-0.6%
Phone Calls	4,461	4,264		
Total Trips Sched. Thru Rapid Call Center	5,253	5,536		

TOTALS	2018	2017	Change	% Change
Clients	1,929	2,004	(75)	-3.7%
Passenger Trips	23,457	23,255	202	0.9%
Average Weekday Ridership	905	908	(3)	-0.3%
Average Saturday Ridership	336	354	(18)	-5.1%
Average Sunday Ridership	327	304	23	7.6%
All Ambulatory Passengers	16,145	15,966	179	1.1%
All Wheelchair Passengers	7,312	7,289	23	0.3%
No - Shows	517	480	37	7.7%
Cancellations	5,439	5,142	297	5.8%
MV				
Average Cost per Trip	\$24.72	\$24.73	(\$0.01)	0.0%
Riders per Hour	2.0	2.0	0.00	0.0%
Accidents per 100,000 Miles	0.5	1.0	(1)	-50.0%

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

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	6,529	7,293	(764)	-10.5%
Average Weekday Ridership	297	333	(36)	-10.8%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	29,986	30,548	(562)	-1.8%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
MV Complaints	9	22	0.0%	-59.1%

On-Time Performance	2018	2017
On-Time Compliance Pick-up	95.40%	97.17%
On-Time Compliance Drop-off	95.1%	96.5%



DATE: July 13, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: JUNE 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for June 2018 (**27,976**) decreased **3.6% (1,042)** from June 2017 (**29,016**).

ADA ridership (20,450) decreased **0.45% (92)**, NDS ridership (77) decreased **19.8% (19)**, and PASS ridership (388) decreased **19.7% (95)** from June 2017. Network 180 ridership (5,892) decreased **13.3% (903)**. RideLink ridership (1,083) increased **0.2% (2)**.

There were 906 trips in Cascade Township in June compared to 844 trips last June; a 7.3% increase.

Average weekday ridership for GO!Bus/PASS service increased **2.7% (24)**, average Saturday ridership decreased **8.6% (31)**, and average Sunday ridership increased **2.9% (9)** from June 2017.

On-time pick-up performance for June 2018 was 96.23%. On-time drop-off performance for the month was 96.54% for trips that had appointment times.

Average cost per GO!Bus/PASS trip increased **0.8% (\$0.20)** from June 2017.

JUNE 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,503	1,520	(17)	-1.1%
Passenger Trips	20,450	20,542	(92)	-0.45%

NDS

Clients	22	24	(2)	-8.3%
Passenger Trips	77	96	(19)	-19.8%

PASS

Clients	26	32	(6)	-18.8%
Passenger Trips	388	483	(95)	-19.7%

CONTRACTED

Clients	2	1	1	100.0%
Passenger Trips	86	19	67	352.6%

includes ACSET and Goodwill Special

RIDELINK

Clients	328	378	(50)	-13.2%
Passenger Trips	1,083	1,081	2	0.2%
Phone Calls	4,169	4,318		
Total Trips Sched. Thru Rapid Call Center	4,940	5,712		

TOTALS

Clients	1,881	1,955	(24)	-3.8%
Passenger Trips	22,084	22,221	(139)	-0.6%
Average Weekday Ridership	913	889	24	2.7%
Average Saturday Ridership	328	359	(31)	-8.6%
Average Sunday Ridership	316	307	9	2.9%
All Ambulatory Passengers	14,907	15,263	(356)	-2.3%
All Wheelchair Passengers	7,177	6,958	219	3.1%
No - Shows	470	484	(14)	-2.9%
Cancellations	5,272	5,158	114	2.2%

MV

Average Cost per Trip	\$24.95	\$24.75	\$0.20	0.8%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	1	0	1	100.0%

Trip Denials	0	0	0	0.0%
NTD Travel Time (minutes)	31	30	1	3.3%

NETWORK 180

Passenger Trips	5,892	6,795	(903)	-13.3%
Average Weekday Ridership	281	309	(28)	-9.1%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	27,976	29,016	(1,042)	-3.6%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
MV Complaints	8	18	0.0%	-55.6%

On-Time Performance

MV on-time performance	96.23%	97.47%	0.1%	-1.3%
On-Time Compliance - Drop-off	96.54%	97.03%		