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

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>1,539</td>
<td>1,547</td>
<td>(8)</td>
<td>-0.5%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>21,331</td>
<td>20,706</td>
<td>625</td>
<td>3.0%</td>
</tr>
<tr>
<td>NDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>23</td>
<td>22</td>
<td>1</td>
<td>4.5%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>91</td>
<td>87</td>
<td>4</td>
<td>4.6%</td>
</tr>
<tr>
<td>PASS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>29</td>
<td>33</td>
<td>(4)</td>
<td>-12.1%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>477</td>
<td>516</td>
<td>(39)</td>
<td>-7.6%</td>
</tr>
<tr>
<td>CONTRACTED</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>1</td>
<td>3</td>
<td>(2)</td>
<td>-66.7%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>72</td>
<td>8</td>
<td>64</td>
<td>800.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RIDELINK</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>317</td>
<td>330</td>
<td>(13)</td>
<td>-3.9%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>987</td>
<td>926</td>
<td>61</td>
<td>6.6%</td>
</tr>
<tr>
<td>Phone Calls</td>
<td>4,252</td>
<td>3,729</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Trips sched thru Rapid call center</td>
<td>4,930</td>
<td>4,733</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTALS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>1,909</td>
<td>1,935</td>
<td>(26)</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>22,958</td>
<td>22,432</td>
<td>715</td>
<td>3.2%</td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>960</td>
<td>943</td>
<td>17</td>
<td>1.8%</td>
</tr>
<tr>
<td>Average Saturday Ridership</td>
<td>343</td>
<td>359</td>
<td>(16)</td>
<td>-4.5%</td>
</tr>
<tr>
<td>Average Sunday Ridership</td>
<td>288</td>
<td>318</td>
<td>(30)</td>
<td>-9.4%</td>
</tr>
<tr>
<td>All Ambulatory Passengers</td>
<td>15,721</td>
<td>15,250</td>
<td>471</td>
<td>3.1%</td>
</tr>
<tr>
<td>All Wheelchair Passengers</td>
<td>7,237</td>
<td>6,993</td>
<td>244</td>
<td>3.5%</td>
</tr>
<tr>
<td>No - Shows</td>
<td>498</td>
<td>492</td>
<td>6</td>
<td>1.2%</td>
</tr>
<tr>
<td>Cancellations</td>
<td>5,518</td>
<td>5,243</td>
<td>275</td>
<td>5.2%</td>
</tr>
<tr>
<td>MV</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Cost per Trip</td>
<td>$24.28</td>
<td>$23.90</td>
<td>$0.38</td>
<td>1.6%</td>
</tr>
<tr>
<td>Riders per Hour</td>
<td>2.0</td>
<td>2.0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Accidents per 100,000 Miles</td>
<td>0.5</td>
<td>2</td>
<td>(2)</td>
<td>-75.0%</td>
</tr>
<tr>
<td>Trip Denials</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NTD Travel Time (minutes)</td>
<td>30</td>
<td>29</td>
<td>1</td>
<td>3.4%</td>
</tr>
<tr>
<td>NETWORK 180</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>6,064</td>
<td>6,827</td>
<td>(763)</td>
<td>-11.2%</td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>289</td>
<td>341</td>
<td>(52)</td>
<td>-15.2%</td>
</tr>
<tr>
<td>Average Saturday Ridership</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Average Sunday Ridership</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>TOTAL PASSENGER TRIPS</td>
<td>20,022</td>
<td>20,070</td>
<td>(48)</td>
<td>-0.2%</td>
</tr>
</tbody>
</table>

Paratransit Service Quality Statistics: network 180 Excluded

<table>
<thead>
<tr>
<th></th>
<th>2018 Actual Number</th>
<th>2017 Actual Number</th>
<th>% of Trips</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>MV Complaints</td>
<td>16</td>
<td>11</td>
<td>0.1%</td>
<td>45.5%</td>
</tr>
</tbody>
</table>

On-Time Performance

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Compliance - Pick-up</td>
<td>96.83%</td>
<td>97.27%</td>
</tr>
<tr>
<td>On-Time Compliance - Drop-off</td>
<td>94.82%</td>
<td>96.08%</td>
</tr>
</tbody>
</table>
DATE:       June 22, 2018

TO:         ITP Board

FROM:       Meegan Joyce

SUBJECT:    MAY 2018 PARATRANSPORT 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

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADA</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>1,551</td>
<td>1,583</td>
<td>(32)</td>
<td>-2.0%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>21,758</td>
<td>21,484</td>
<td>274</td>
<td>1.3%</td>
</tr>
<tr>
<td><strong>NDS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>17</td>
<td>21</td>
<td>(4)</td>
<td>-15.0%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>76</td>
<td>87</td>
<td>(11)</td>
<td>-12.6%</td>
</tr>
<tr>
<td><strong>PASS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>29</td>
<td>31</td>
<td>(2)</td>
<td>-6.5%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>468</td>
<td>594</td>
<td>(126)</td>
<td>-21.2%</td>
</tr>
<tr>
<td><strong>CONTRACTED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>76</td>
<td>4</td>
<td>72</td>
<td>1800.0%</td>
</tr>
<tr>
<td><em>includes County Connection and Goodwill Special</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RIDE LINK</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>330</td>
<td>367</td>
<td>(37)</td>
<td>-11.1%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>1,079</td>
<td>1,086</td>
<td>(7)</td>
<td>-0.6%</td>
</tr>
<tr>
<td>Phone Calls</td>
<td>4,461</td>
<td>4,264</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Trips Sched. Thru Rapid Call Center</td>
<td>5,253</td>
<td>5,536</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>1,929</td>
<td>2,004</td>
<td>(75)</td>
<td>-3.7%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>23,457</td>
<td>23,255</td>
<td>202</td>
<td>0.9%</td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>905</td>
<td>908</td>
<td>(3)</td>
<td>-0.3%</td>
</tr>
<tr>
<td>Average Saturday Ridership</td>
<td>336</td>
<td>354</td>
<td>(18)</td>
<td>-5.1%</td>
</tr>
<tr>
<td>Average Sunday Ridership</td>
<td>327</td>
<td>304</td>
<td>23</td>
<td>7.3%</td>
</tr>
<tr>
<td>All Ambulatory Passengers</td>
<td>16,145</td>
<td>15,966</td>
<td>179</td>
<td>1.1%</td>
</tr>
<tr>
<td>All Wheelchair Passengers</td>
<td>7,312</td>
<td>7,289</td>
<td>23</td>
<td>0.3%</td>
</tr>
<tr>
<td>No - Shows</td>
<td>517</td>
<td>480</td>
<td>37</td>
<td>7.7%</td>
</tr>
<tr>
<td>Cancellations</td>
<td>5,439</td>
<td>5,142</td>
<td>297</td>
<td>5.8%</td>
</tr>
<tr>
<td><strong>MV</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Cost per Trip</td>
<td>$24.72</td>
<td>$24.73</td>
<td>($0.01)</td>
<td>0.0%</td>
</tr>
<tr>
<td>Riders per Hour</td>
<td>2.0</td>
<td>2.0</td>
<td>0.00</td>
<td>0.0%</td>
</tr>
<tr>
<td>Accidents per 100,000 Miles</td>
<td>0.5</td>
<td>1.0</td>
<td>(1)</td>
<td>-50.0%</td>
</tr>
<tr>
<td><strong>NETWORK 180</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>8,529</td>
<td>7,293</td>
<td>(764)</td>
<td>-11.5%</td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>297</td>
<td>333</td>
<td>(36)</td>
<td>-11.8%</td>
</tr>
<tr>
<td>Average Saturday Ridership</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Average Sunday Ridership</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTAL PASSENGER TRIPS</strong></td>
<td>25,986</td>
<td>30,648</td>
<td>(662)</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

Paratransit Service Quality Statistics: **network 180 Excluded**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
<th>% of Trips</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>MV Complaints</td>
<td>9</td>
<td>22</td>
<td>0.0%</td>
<td>-55.1%</td>
</tr>
<tr>
<td>On-Time Performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Time Compliance Pick-up</td>
<td>95.40%</td>
<td>97.17%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>On-Time Compliance Drop-off</td>
<td>95.1%</td>
<td>96.5%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>ADA</th>
<th>2018</th>
<th>2017</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>1,503</td>
<td>1,520</td>
<td>(17)</td>
<td>-1.1%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>20,450</td>
<td>20,542</td>
<td>(92)</td>
<td>-0.45%</td>
</tr>
<tr>
<td>NDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>22</td>
<td>24</td>
<td>(2)</td>
<td>-3.3%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>77</td>
<td>96</td>
<td>(19)</td>
<td>-19.8%</td>
</tr>
<tr>
<td>PASS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>26</td>
<td>32</td>
<td>(6)</td>
<td>-18.8%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>388</td>
<td>483</td>
<td>(95)</td>
<td>-19.7%</td>
</tr>
<tr>
<td>CONTRACTED</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>100.0%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>86</td>
<td>10</td>
<td>67</td>
<td>362.8%</td>
</tr>
</tbody>
</table>

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)   | -3.6%    |
| 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

| Trip Denials | 0 | 0 | 0 | 0.0% |

### NTD Travel Time (minutes)

| 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% |

### Paratransit Service Quality Statistics: network 180 Excluded

| Complaints | 2018 | 2017 | 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 | 98.54% | 97.03% |          |          |