

DATE: June 12, 2014
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: MAY 2014 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for May 2014 (**34,574**) decreased **3.7% (1,317)** from May 2013 (**35,891**).

ADA ridership (21,819) increased **1.4% (310)**, NDS ridership (74) increased **12.1% (8)**, PASS ridership (1,086) remained the same and Network180 ridership (10,893) decreased **14.1% (1,792)** from May 2013.

Average weekday ridership for GO!Bus/PASS service increased **3.0% (27)**, average Saturday ridership increased **3.0% (12)**, and average Sunday ridership increased **2.5% (8)** from May 2013.

Average cost per GO!Bus/PASS trip increased **7.0% (\$1.47)** from May 2013.

On-time performance for May 2014 was 96.07%.

MAY 2014 Paratransit Ridership and Operating Statistics

ADA	2014	2013	Change	% Change
Clients	1,536	1,499	37	2.5%
Passenger Trips	21,819	21,509	310	1.4%

NDS				
Clients	24	19	5	26.3%
Passenger Trips	74	66	8	12.1%

TOWNSHIP				
Clients	0	3	(3)	-100.0%
Passenger Trips	0	51	(51)	-100.0%

PASS				
Clients	65	63	2	3.2%
Passenger Trips	1,086	1,086	0	0.0%

CONTRACTED				
Clients	15	16	(1)	-6.3%
Passenger Trips	381	272	109	40.1%

includes County Connection and Goodwill Special

RIDELINK				
Clients	188	136	52	38.2%
Passenger Trips	321	222	99	44.6%

TOTALS				
Clients	1,961	1,822	40	7.6%
Passenger Trips	23,681	23,206	475	2.0%
Average Weekday Ridership	923	896	27	3.0%
Average Saturday Ridership	412	400	12	3.0%
Average Sunday Ridership	328	320	8	2.5%
All Ambulatory Passengers	17,187	16,977	210	1.2%
All Wheelchair Passengers	6,494	6,229	265	4.3%
No - Shows	497	407	90	22.1%
Cancellations	5,421	4,700	721	15.3%
MV				
Average Cost per Trip	\$22.46	\$20.99	\$1.47	7.0%
Riders per Hour	2.1	2.1	(0.02)	-0.9%
Accidents per 100,000 Miles	0	1	(1)	-100.0%

Trip Denials	0	0	0	0.0%
NTD Travel Time (minutes)	28	28	0	0.0%

NETWORK 180				
Passenger Trips	10,893	12,685	(1,792)	-14.1%
Average Weekday Ridership	495	551	(56)	-10.2%
Average Saturday Ridership	0	5	(5)	-100.0%
Average Sunday Ridership	0	1	(1)	-100.0%

TOTAL PASSENGER TRIPS	34,574	35,891	(1,317)	-3.7%
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Paratransit Service Quality Statistics: network 180 Excluded

	2014 Actual Number	2013 Actual Number	2014 % of Trips	% Change
Complaints				
MV Complaints	16	10	0.1%	60.0%

On-Time Performance by customer call

MV Late Trips (Less than 45 Minutes Late)	114	77	0.5%	48.1%
MV Missed Trips (Greater than 45 Minutes Late)	15	7	0.1%	114.3%
On-Time Compliance	96.07%	95.00%		