

DATE: January 17, 2019  
TO: ITP Board  
FROM: Brian Pouget  
SUBJECT: NOVEMBER 2018 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for November 2018, as compared to November 2017

- Total paratransit ridership decreased **0.2%**
- ADA ridership increased **3.9%**
- Non-Disabled Senior (NDS) ridership decreased **14.0%**
- PASS ridership increased **12.6%**
- Network 180 ridership decreased **14.0%**
- There were 817 trips in Cascade Township in November 2018, compared to 857 in November 2017.

Ridership averages, as compared to November 2017

- Weekday ridership decreased **2.2%**
- Saturday ridership decreased **.9%**
- Sunday ridership increased **16.4%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **92.53%**
- On-time drop-off performance was **93.58%**
- Average cost per GO!Bus/PASS trip increased **5.4%** from November 2017.

## NOVEMBER 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,561	1,569	(8)	-0.5%
Passenger Trips	21,823	20,994	829	3.9%

NDS				
Clients	18	19	(1)	-5.3%
Passenger Trips	80	93	(13)	-14.0%

PASS				
Clients	36	35	1	2.9%
Passenger Trips	582	517	65	12.6%

CONTRACTED	(includes ACSET)			
Clients	7	4	3	75.0%
Passenger Trips	83	54	29	53.7%

RIDELINK				
Clients	350	372	(22)	-5.9%
Passenger Trips	952	1,044	(92)	-8.8%
Phone Calls	4,412	4,164	248	6.0%
Total Trips Scheduled through Rapid Call Center	4,951	5,067	(116)	-2.3%

TOTALS				
Clients	1,972	1,999	(27)	-1.4%
Passenger Trips	23,520	22,702	818	3.6%

Average Weekday Ridership	939	960	(21)	-2.2%
Average Saturday Ridership	345	348	(3)	-0.9%
Average Sunday Ridership	369	317	52	16.4%

All Ambulatory Passengers	16,178	15,380	798	5.2%
All Wheelchair Passengers	7,342	7,322	20	0.3%
No - Shows	606	619	(13)	-2.1%
Cancellations	6,067	5,899	168	2.8%

MV				
Average Cost per Trip	\$24.86	\$23.58	\$1.28	5.4%
Riders per Hour	2.00	1.98	0.02	1.0%
Accidents per 100,000 Miles	0.50	1.00	(0.50)	-50.0%

<b>Trip Denials</b>	6	2	4	200.0%
<b>NTD Travel Time (minutes)</b>	29	29	0	0.0%

NETWORK 180				
Passenger Trips	5,400	6,276	(876)	-14.0%
Average Weekday Ridership	257	299	(42)	-14.0%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>28,920</b>	<b>28,978</b>	<b>(58)</b>	<b>-0.2%</b>
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### Paratransit Service Quality Statistics: network 180 excluded

Complaints	2018	2017	2018 % of Trips	% Change
MV Complaints	14	19	0.1%	-26.3%

### On-Time Performance by customer call

On-Time Compliance	92.53%	93.95%
On-Time apt. drop-off	93.58%	93.81%