

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

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

- Total paratransit ridership **increased 3.8%**
- ADA ridership **increased 7.3%**
- Non-Disabled Senior (NDS) ridership **decreased 1.0%**
- PASS ridership **increased 6.3%**
- Network 180 ridership **decreased 7.3%**
- There were 722 trips in Cascade Township in October 2018, compared to 994 in October 2017.

Ridership averages, as compared to October 2017

- Weekday ridership **increased 4.4%**
- Saturday ridership **increased 2.4%**
- Sunday ridership **increased 17.3%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **92.39%**
- On-time drop-off performance was **93.37%**
- Average cost per GO!Bus/PASS trip increased **3.5%** from October 2017.

## OCTOBER 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,590	1,551	39	2.5%
Passenger Trips	23,968	22,332	1,636	7.3%

NDS				
Clients	18	21	(3)	-14.3%
Passenger Trips	102	103	(1)	-1.0%

PASS				
Clients	31	37	(6)	-16.2%
Passenger Trips	588	553	35	6.3%

CONTRACTED	(includes ACSET)			
Clients	2	6	(4)	-66.7%
Passenger Trips	40	45	(5)	-11.1%

RIDELINK				
Clients	379	377	2	0.5%
Passenger Trips	1,158	1,117	41	3.7%
Phone Calls	4,758	4,505	253	5.6%
Total Trips Scheduled through Rapid Call Center	5,615	5,521	94	1.7%

TOTALS				
Clients	2,020	1,992	28	1.4%
Passenger Trips	25,856	24,150	1,706	7.1%

Average Weekday Ridership	1,004	962	42	4.4%
Average Saturday Ridership	345	337	8	2.4%
Average Sunday Ridership	345	294	51	17.3%

All Ambulatory Passengers	17,867	16,640	1,227	7.4%
All Wheelchair Passengers	7,989	7,510	479	6.4%
No - Shows	574	563	11	2.0%
Cancellations	5,587	5,658	(71)	-1.3%

MV				
Average Cost per Trip	\$24.29	\$23.47	\$0.82	3.5%
Riders per Hour	2.00	2.00	0.00	0.0%
Accidents per 100,000 Miles	0.50	2.00	(1.50)	-75.0%

<b>Trip Denials</b>	4	1	3	300.0%
<b>NTD Travel Time (minutes)</b>	29	29	0	0.0%

NETWORK 180				
Passenger Trips	6,580	7,098	(518)	-7.3%
Average Weekday Ridership	286	323	(37)	-11.5%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>32,436</b>	<b>31,248</b>	<b>1,188</b>	<b>3.8%</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	92.39%	94.36%
On-Time apt. drop-off	93.37%	94.05%