

DATE: September 22, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: AUGUST 2018 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for August 2018 (**29,329**) decreased **1.8%** (**526**) from August 2017 (**29,855**).

ADA ridership (21,320) increased **1.7%** (**351**), NDS ridership (77) decreased **16.3%** (**15**), and PASS ridership (511) decreased **3.0%** (**19**) from August 2017. Network 180 ridership (6,216) decreased **11.9%** (**843**).

There were 862 trips in Cascade Township in August 2018 compared to 834 in August 2017.

Average weekday ridership for GO!Bus/PASS service increased **2.2%** (**19**), average Saturday ridership decreased **10.1%** (**34**), and average Sunday ridership increased **2.5%** (**8**) from August 2017.

On-time performance for August 2018 was 94.91% compared to 95.62% in 2017. On-time drop-off performance for August 2018 was 95.53% compared to 96.86% last year.

Average cost per GO!Bus/PASS trip decreased **0.2%** (**\$0.06**) from August 2017.

AUGUST 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,535	1,522	13	0.9%
Passenger Trips	21,320	20,969	351	1.7%

NDS	2018	2017	Change	% Change
Clients	16	21	(5)	-23.8%
Passenger Trips	77	92	(15)	-16.3%

PASS	2018	2017	Change	% Change
Clients	31	35	(4)	-11.4%
Passenger Trips	511	530	(19)	-3.6%

CONTRACTED	2018	2017	Change	% Change
Clients	2	4	(2)	-50.0%
Passenger Trips includes ACSET	19	70	(51)	-72.9%

RIDELINK	2018	2017	Change	% Change
Clients	349	377	(28)	-7.4%
Passenger Trips	1,186	1,135	51	4.5%
Phone Calls	4,471	4,648	(177)	-3.8%
Total Trips Sched. Thru Rapid Call Center	5,271	5,594	(323)	-5.8%

TOTALS	2018	2017	Change	% Change
Clients	1,933	1,959	(26)	-1.3%
Passenger Trips	23,113	22,796	317	1.4%
Average Weekday Ridership	895	876	19	2.2%
Average Saturday Ridership	303	337	(34)	-10.1%
Average Sunday Ridership	334	326	8	2.5%
All Ambulatory Passengers	15,709	15,673	36	0.2%
All Wheelchair Passengers	7,404	7,123	281	3.9%
No - Shows	528	548	(20)	-3.6%
Cancellations	5,296	5,377	(81)	-1.5%
MV				
Average Cost per Trip	\$25.55	\$25.61	(\$0.06)	-0.2%
Riders per Hour	1.90	1.95	(0.1)	-2.6%
Accidents per 100,000 Miles	2	1	1	100.0%

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

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	6,216	7,059	(843)	-11.9%
Average Weekday Ridership	270	336	(66)	-19.6%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	29,329	29,855	(526)	-1.8%
------------------------------	---------------	---------------	--------------	--------------

Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
MV Complaints	22	15	0.1%	46.7%

Actual On-Time Compliance	94.91%	95.62%		
Actual ADA on-time drop-off for appointments	95.53%	96.86%	0.10%	-0.80%