



DATE: September 12, 2018
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: JULY 2018 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for July 2018 (**26,936**) increased **3.1% (811)** from July 2017 (**26,125**.)

ADA ridership (19,540) increased **6.7% (1,222)**, NDS ridership (62) decreased **38.0% (38)** and PASS ridership (424) decreased **0.2% (1)** from July 2017. Network 180 ridership (5,782) decreased **7.0% (433)**.

There were 839 trips in Cascade Township in July compared to 824 trips last July; a 2% increase.

Average weekday ridership for GO!Bus/PASS service increased **4.7% (37)**, average Saturday ridership decreased **10.8% (37)**, and average Sunday ridership increased **8.1% (24)** from July 2017.

On-time pick-up performance for July 2018 was 96.76%

On-time drop-off performance for the month was 96.31% for trips that had appointment times.

Average cost per GO!Bus/PASS trip increased **0.3% (\$0.09)** from July 2017.

JULY 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,427	1,431	(4)	-0.3%
Passenger Trips	19,540	18,318	1,222	6.7%

NDS	2018	2017	Change	% Change
Clients	15	20	(5)	-25.0%
Passenger Trips	62	100	(38)	-38.0%

PASS	2018	2017	Change	% Change
Clients	29	30	(1)	-3.3%
Passenger Trips	424	423	1	0.2%

CONTRACTED	2018	2017	Change	% Change
Clients	2	5	(3)	-60.0%
Passenger Trips	35	54	(19)	-35.2%

includes ACSET and Goodwill Special

RIDELINK	2018	2017	Change	% Change
Clients	348	366	(18)	-4.9%
Passenger Trips	1,093	1,015	78	7.7%
Phone Calls	3,731	3,950	(219)	-5.5%
Total Trips Sched. Thru Rapid Call Center	4,827	4,831	(4)	-0.1%

TOTALS	2018	2017	Change	% Change
Clients	1,821	1,852	(13)	-1.7%
Passenger Trips	21,154	19,910	1,244	6.2%
Average Weekday Ridership	833	796	37	4.7%
Average Saturday Ridership	303	340	(37)	-10.8%
Average Sunday Ridership	322	298	24	8.1%
All Ambulatory Passengers	14,314	13,613	701	5.1%
All Wheelchair Passengers	6,840	6,297	543	5.1%
No - Shows	452	482	(30)	-6.2%
Cancellations	4,649	4,787	(138)	-2.9%

MV	2018	2017	Change	% Change
Average Cost per Trip	\$26.14	\$26.05	\$0.09	0.3%
Riders per Hour	1.9	1.9	(0.0)	-0.5%
Accidents per 100,000 Miles	1	1	0.0	0.0%

Trip Denials	1	1	0.0	0.0%
NTD Travel Time (minutes)	32	31	1.0	3.2%

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	5,782	6,215	(433)	-7.0%
Average Weekday Ridership	275	296	(21)	-7.1%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	26,936	26,125	811	3.1%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
MV Complaints	10	9	0.0%	11.1%

On-Time Performance	2018	2017	2018	% Change
Actual On-Time Performance	96.76%	95.64%	0.0%	1.2%
Actual on-time drop-off for appointments	96.31%	96.28%	0.1%	0.0%