



DATE: March 13, 2019
TO: ITP Board
FROM: Lisa Olsen, Special Services Manager
SUBJECT: JANUARY 2019 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for January 2019 (**26,882**) decreased **13.3% (-1,954)** from January 2018 (**31,017**).

ADA ridership (20,492) decreased **8.3% (-1,858)**, NDS ridership (82) decreased **35.4% (-45)**, and PASS ridership (606) increased **14.1% (75)** from January 2018. Network 180 ridership (4,758) decreased **29.1% (-1,954)** and RideLink (914) decreased **24.7% (-300)**.

In January 2019, 724 trips were provided in Cascade Township an decrease of 14.2% from January 2018. The service started January 11, 2016.

Average weekday ridership for GO!Bus/PASS service decreased **10.0% (-94)**, average Saturday ridership decreased **8.2% (-31)**, and average Sunday ridership increased **8.5% (25)** from January 2018.

On-time performance for GO!Bus/PASS during the month was 93.02%. Average appointment drop-off on-time performance was 93.11%.

Average cost per GO!Bus/PASS trip increased **12.6% (\$2.98)** from January 2018.

JANUARY 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,543	1,562	(19)	-1.2%
Passenger Trips	20,492	22,350	(1,858)	-8.3%

NDS	2019	2018	Change	% Change
Clients	16	27	(11)	-40.7%
Passenger Trips	82	127	(45)	-35.4%

PASS	2019	2018	Change	% Change
Clients	36	31	5	16.1%
Passenger Trips	606	531	75	14.1%

CONTRACTED	2019	2018	Change	% Change
Clients	4	4	0	0.0%
Passenger Trips	30	83	(53)	-63.9%

ACSET RIDELINK	2019	2018	Change	% Change
Clients	329	382	(53)	-13.9%
Passenger Trips	914	1,214	(300)	-24.7%
Phone Calls	4,094	5,096		
Total Trips sched. thru Rapid call center	4,230	4,945		

TOTALS	2019	2018	Change	% Change
Clients	1,928	2,006	(78)	-3.9%
Passenger Trips	22,124	24,305	(2,181)	-9.0%
Average Weekday Ridership	846	940	(94)	-10.0%
Average Saturday Ridership	347	378	(31)	-8.2%
Average Sunday Ridership	319	294	25	8.5%
All Ambulatory Passengers	15,286	16,696	(1,410)	-8.4%
All Wheelchair Passengers	6,838	7,609	(771)	-10.1%
No - Shows	629	635	(6)	-0.9%
Cancellations	8,880	5,844	3,036	52.0%
MV				
Average Cost per Trip	\$26.69	\$23.71	\$2.98	12.6%
Riders per Hour	1.8	2.0	(0.2)	-10.0%
Accidents per 100,000 Miles	1.1	1.0	0	10.0%

Trip Denials	2	0	2	200.0%
NTD Travel Time (minutes)	32	29	3	10.3%

NETWORK 180	2019	2018	Change	% Change
Passenger Trips	4,758	6,712	(1,954)	-29.1%
Average Weekday Ridership	216	305	(89)	-29.2%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	26,882	31,017	(4,135)	-13.3%
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Paratransit Service Quality Statistics: network 180 Excluded

	2019 Actual Number	2018 Actual Number	2019 % of Trips	% Change
Complaints				
MV Complaints	5	17	0.0%	-70.6%

On-Time Performance	2019	2018
On-Time Compliance	93.02%	92.00%
On-Time appt. drop-off	93.11%	89.76%