



DATE: March 13, 2019
TO: ITP Board
FROM: Lisa Olsen, Special Services Manager
SUBJECT: DECEMBER 2018 PARATRANSIT RIDERSHIP REPORT

Total monthly paratransit ridership for December 2018 (**27,288**) decreased **2.6% (-721)** from December 2017 (**28,009**).

ADA ridership (20,860) increased **1.7% (342)**, NDS ridership (12) decreased **58.6% (-17)** and PASS ridership (538) increased **10.7% (52)** from December 2017. Network 180 ridership (4,851) decreased **15.1% (864)**.

There were 736 trips in Cascade Township in December 2018 compared to 788 in December 2017.

Average weekday ridership for GO!Bus/PASS service stayed the same, average Saturday ridership decreased **4.6% (17)**, and average Sunday ridership increased **14.9% (45)** from December 2017.

On-time performance for GO!Bus/PASS during the month was 93%. On-time drop-off performance for December 2018 was 92%.

Average cost per GO!Bus/PASS trip increased **4.6% (\$1.13)** from December 2017.

DECEMBER 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,513	1,586	(73)	-4.6%
Passenger Trips	20,860	20,518	342	1.7%

NDS	2018	2017	Change	% Change
Clients	12	29	(17)	-58.6%
Passenger Trips	65	132	(67)	-50.8%

PASS	2018	2017	Change	% Change
Clients	30	37	(7)	-18.9%
Passenger Trips	538	486	52	10.7%

CONTRACTED	2018	2017	Change	% Change
Clients	4	4	0	0.0%
Passenger Trips	47	21	26	123.8%

includes ACSET

RIDELINK

Clients	330	374	(44)	-11.8%
Passenger Trips	927	1,137	(210)	-18.5%
Phone Calls	2593*	4,464	*New phone system, data not collected on all days	
Total Trips sched. thru Rapid call center	5,692	4,572		

TOTALS

Clients	1,889	2,030	(141)	-6.9%
Passenger Trips	22,437	22,294	143	0.6%
Average Weekday Ridership	899	899	0	0.0%
Average Saturday Ridership	351	368	(17)	-4.6%
Average Sunday Ridership	361	316	45	14.2%
All Ambulatory Passengers	15,276	15,016	260	1.7%
All Wheelchair Passengers	7,161	7,278	(117)	-1.6%
No - Shows	716	583	133	22.8%
Cancellations	6,248	6,366	(118)	-1.9%
MV				
Average Cost per Trip	\$25.75	\$24.62	\$1.13	4.6%
Riders per Hour	1.9	2.0	(0.1)	-5.0%
Accidents per 100,000 Miles	2	2	0	0.0%

Trip Denials	6	1		500.0%
NTD Travel Time (minutes)	35	30	5	16.7%

NETWORK 180

Passenger Trips	4,851	5,715	(864)	-15.1%
Average Weekday Ridership	231	272	(41)	-15.1%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	27,288	28,009	(721)	-2.6%
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Paratransit Service Quality Statistics: network 180 Excluded

	2018 Actual Number	2017 Actual Number	2018 % of Trips	% Change
Complaints				
MV Complaints	9	14	0.0%	-35.7%

On-Time Performance

On-Time Compliance	93.00%	89.01%
On-Time apt. drop-off	92.00%	87.82%