



DATE: May 7, 2019
TO: ITP Board
FROM: Brian Pouget
SUBJECT: FEBRUARY 2019 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for February 2019, as compared to February 2018

- Total paratransit ridership **decreased 5.7%**
- ADA ridership **decreased 0.8%**
- Non-Disabled Senior (NDS) ridership **decreased 14.8%**
- PASS ridership **increased 51.9%**
- Network 180 ridership **decreased 25.6%**
- There were 739 trips to and from Cascade Township in February 2019, compared to 810 in February 2018, a **decrease of 9.1%**.

Ridership averages, as compared to February 2018

- Weekday ridership **decreased 0.9%**
- Saturday ridership **decreased 0.3%**
- Sunday ridership **increased 5.7%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **89.84%**
- On-time drop-off performance was **90.22%**
- Average cost per GO!Bus/PASS trip increased **5.9%** from February 2018.

FEBRUARY 2019 Paratransit Ridership and Operating Statistics

| ADA | 2019 | 2018 | Change | % Change |
|-----------------|-------------|-------------|---------------|-----------------|
| Clients | 1,564 | 1,558 | 6 | 0.4% |
| Passenger Trips | 21,321 | 21,489 | (168) | -0.8% |

| NDS | 2019 | 2018 | Change | % Change |
|-----------------|-------------|-------------|---------------|-----------------|
| Clients | 16 | 22 | (6) | -27.3% |
| Passenger Trips | 69 | 81 | (12) | -14.8% |

| PASS | 2019 | 2018 | Change | % Change |
|-----------------|-------------|-------------|---------------|-----------------|
| Clients | 34 | 29 | 5 | 17.2% |
| Passenger Trips | 697 | 459 | 238 | 51.9% |

| CONTRACTED | 2019 | 2018 | Change | % Change |
|-----------------------------------|-------------|-------------|---------------|-----------------|
| Clients | 2 | 4 | (2) | 100.0% |
| Passenger Trips includes ACSET | 18 | 98 | (80) | 100.0% |

| RIDELINK | 2019 | 2018 | Change | % Change |
|---|-------------|-------------|---------------|-----------------|
| Clients | 334 | 338 | (4) | -1.2% |
| Passenger Trips | 938 | 1,030 | (92) | -8.9% |
| Phone Calls | 3,915 | 4,334 | | |
| Total Trips sched. thru Rapid call center | 4,025 | 4,608 | | |

| TOTALS | 2019 | 2018 | Change | % Change |
|-----------------------------|-------------|-------------|---------------|-----------------|
| Clients | 1,950 | 1,951 | (1) | -0.1% |
| Passenger Trips | 23,043 | 23,157 | (114) | -0.5% |
| Average Weekday Ridership | 1,007 | 1,016 | (9) | -0.9% |
| Average Saturday Ridership | 392 | 393 | (1) | -0.3% |
| Average Sunday Ridership | 333 | 315 | 18 | 5.7% |
| All Ambulatory Passengers | 15,940 | 15,967 | (27) | -0.2% |
| All Wheelchair Passengers | 7,103 | 7,190 | (87) | -1.2% |
| No - Shows | 646 | 528 | 118 | 22.3% |
| Cancellations | 6,445 | 5,711 | 734 | 12.9% |
| MV | | | | |
| Average Cost per Trip | \$25.15 | \$23.75 | \$1.40 | 5.9% |
| Riders per Hour | 1.9 | 2.1 | (0.2) | -9.5% |
| Accidents per 100,000 Miles | 1.6 | 2 | (0) | -20.0% |

| | | | | |
|----------------------------------|----|----|---|--------|
| Trip Denials | 7 | 1 | 6 | 600.0% |
| NTD Travel Time (minutes) | 30 | 29 | 1 | 3.4% |

| NETWORK 180 | 2019 | 2018 | Change | % Change |
|----------------------------|-------------|-------------|---------------|-----------------|
| Passenger Trips | 4,535 | 6,099 | (1,564) | -25.6% |
| Average Weekday Ridership | 226 | 305 | (79) | -25.9% |
| Average Saturday Ridership | 0 | 0 | 0 | 0.0% |
| Average Sunday Ridership | 0 | 0 | 0 | 0.0% |

| | | | | |
|------------------------------|---------------|---------------|----------------|--------------|
| TOTAL PASSENGER TRIPS | 27,578 | 29,256 | (1,678) | -5.7% |
|------------------------------|---------------|---------------|----------------|--------------|

Paratransit Service Quality Statistics: network 180 Excluded

| Complaints | 2019 | 2018 | 2019 | % Change |
|-------------------|----------------------|----------------------|-------------------|-----------------|
| | Actual Number | Actual Number | % of Trips | |
| MV Complaints | 20 | 28 | 0.1% | -28.6% |

| On-Time Performance | 2019 | 2018 |
|----------------------------|-------------|-------------|
| On-Time Compliance | 89.84% | 93.34% |
| On-Time appt. drop-off | 90.22% | 92.45% |