



DATE: May 3, 2019
TO: ITP Board
FROM: Brian Pouget
SUBJECT: MARCH 2019 PARATRANSIT RIDERSHIP REPORT

BACKGROUND

Total monthly paratransit ridership for March 2019 (**31,554**) increased **.5% (151)** from March 2018 (**31,403**).

ADA ridership (24,174) increased **3.9% (902)**, NDS ridership (111) increased **42.3% (33)**, PASS ridership (723) increased **42.3% (215)** from March 2018. Network 180 ridership (5,309) decreased **17.4% (1,115)**. Rapid provided **1,227** RideLink trips in March 2019 a **16.6%** increase (**175**) from March 2018.

There were 867 trips in Cascade Township in March 2019 compared to 927 in March 2018.

Average weekday ridership increased **8.1% (81)**, average Saturday ridership decreased **5% (19)**, and average Sunday ridership increased **10.1% (32)** from March 2018.

On-time performance for during the month was 93.2%.

On-time appointment drop-off performance during the month was 93.9%.

Average cost per trip increased **.4% (\$0.10)** from March 2018.

MARCH 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,567	1,596	(29)	-1.8%
Passenger Trips	24,174	23,272	902	3.9%

NDS	2019	2018	Change	% Change
Clients	19	21	(2)	-9.5%
Passenger Trips	111	78	33	42.3%

PASS	2019	2018	Change	% Change
Clients	34	29	5	17.2%
Passenger Trips	723	508	215	42.3%

CONTRACTED	2019	2018	Change	% Change
Clients	3	2	1	50.0%
Passenger Trips	10	69	(59)	-85.5%

includes ACSET and Goodwill Special

RIDELINK	2019	2018	Change	% Change
Clients	381	317	64	20.2%
Passenger Trips	1,227	1,052	175	16.6%
Phone Calls	3,786	4,360		
Total Trips sched. thru Rapid call center	5,348	4,876		

TOTALS	2019	2018	Change	% Change
Clients	2,004	1,965	39	2.0%
Passenger Trips	26,245	24,979	1,266	5.1%
Average Weekday Ridership	1,080	999	81	8.1%
Average Saturday Ridership	364	383	(19)	-5.0%
Average Sunday Ridership	348	316	32	10.1%
All Ambulatory Passengers	18,044	17,401	643	3.7%
All Wheelchair Passengers	8,201	7,912	289	3.7%
No - Shows	609	569	40	7.0%
Cancellations	6,153	5,953	200	3.4%
MV				
Average Cost per Trip	\$24.25	\$24.15	\$0.10	0.4%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	0.9	0.5	0.5	80.0%

Trip Denials	5	2	3	0.0%
NTD Travel Time (minutes)	29	30	-1	-3.3%

NETWORK 180	2019	2018	Change	% Change
Passenger Trips	5,309	6,424	(1,115)	-17.4%
Average Weekday Ridership	253	292	(39)	-13.4%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	31,554	31,403	151	0.5%
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Paratransit Service Quality Statistics: network 180 Excluded

	2019	2018	2019	% Change
Complaints	Actual Number	Actual Number	% of Trips	
MV Complaints	15	20	0.1%	-25.0%

On-Time Performance	2019	2018
On-Time Compliance	93.2%	96.3%
On-Time appt. drop-off	93.9%	95.7%