



DATE: June 10, 2019
TO: ITP Board
FROM: Brian Pouget
SUBJECT: APRIL 2019 PARATRANSIT RIDERSHIP REPORT

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

- Total paratransit ridership **increased 5.2%**
- ADA ridership **increased 8.5%**
- Non-Disabled Senior (NDS) ridership **decreased 15.4%**
- PASS ridership **increased 48.4%**
- Network 180 ridership **decreased 10.5%**
- There were 832 trips to and from Cascade Township in April 2019, compared to 759 in April 2018, an **increase of 9.6%**.

Ridership averages, as compared to April 2018

- Weekday ridership **increased 5.7%**
- Saturday ridership **increased 4.4%**
- Sunday ridership **increased 16%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **95.82%**
- On-time drop-off performance was **94.63%**
- Average cost per GO!Bus/PASS trip increased **0.5%** from April 2018.

APRIL 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,551	1,539	12	0.8%
Passenger Trips	23,153	21,331	1,822	8.5%

NDS				
Clients	18	23	(5)	-21.7%
Passenger Trips	77	91	(14)	-15.4%

PASS				
Clients	36	29	7	24.1%
Passenger Trips	708	477	231	48.4%

CONTRACTED	(includes ASCET)			
Clients	0	1	(1)	-100.0%
Passenger Trips	0	72	(72)	-100.0%

RIDELINK				
Clients	377	317	60	18.9%
Passenger Trips	1,172	987	185	18.7%
Phone Calls	3,955	4,252		
Total Trips sched. thru Rapid call center	4,565	4,930		

TOTALS				
Clients	1,982	1,909	73	3.8%
Passenger Trips	25,110	22,958	2,152	9.4%
Average Weekday Ridership	1,015	960	55	5.7%
Average Saturday Ridership	358	343	15	4.4%
Average Sunday Ridership	334	288	46	16.0%
All Ambulatory Passengers	17,239	15,721	1,518	9.7%
All Wheelchair Passengers	7,871	7,237	634	8.8%
No - Shows	523	498	25	5.0%
Cancellations	6,163	5,518	645	11.7%

MV				
Average Cost per Trip	\$24.41	\$24.28	\$0.13	0.5%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	1.1	0.5	1	120.0%

Trip Denials	6	0	6	#DIV/0!
NTD Travel Time (minutes)	29	30	-1	-3.3%

NETWORK 180				
Passenger Trips	5,426	6,064	(638)	-10.5%
Average Weekday Ridership	247	289	(42)	-14.5%

TOTAL PASSENGER TRIPS	30,536	29,022	1,514	5.2%
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Paratransit Service Quality Statistics: network 180 Excluded

	2,019	2,018	2019 % of Trips	% Change
Complaints				
MV Complaints	16	16	0.1%	0.0%

On-Time Performance			
On-Time Compliance - Pick-up	95.82%	95.83%	
On-Time Compliance - Drop-off	94.63%	94.82%	