



DATE: August 8, 2019
TO: ITP Board
FROM: Jason Prescott
SUBJECT: MAY 2019 PARATRANSIT RIDERSHIP REPORT

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

- Total paratransit ridership **increased 2%**
- ADA ridership **increased 6.5%**
- Non-Disabled Senior (NDS) ridership **decreased 3.9%**
- PASS ridership **increased 55.1%**
- Network 180 ridership **decreased 20.9%**
- There were 787 trips to and from Cascade Township in May 2019, compared to 750 in May 2018, an **increase of 4.9%**.

Ridership averages, as compared to May 2018

- Weekday ridership **increased 7.4%**
- Saturday ridership **increased 5.7%**
- Sunday ridership **increased 8%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **95.49%**
- On-time drop-off performance was **94.23%**
- Average cost per GO!Bus/PASS trip decreased **2.7%** from May 2018.

MAY 2019 Paratransit Ridership and Operating Statistics

| ADA | 2019 | 2018 | Change | % Change |
|-----------------|-------------|-------------|---------------|-----------------|
| Clients | 1,623 | 1,551 | 72 | 4.6% |
| Passenger Trips | 23,180 | 21,758 | 1,422 | 6.5% |

| NDS | | | | |
|-----------------|----|----|-----|--------|
| Clients | 12 | 17 | (5) | -29.4% |
| Passenger Trips | 73 | 76 | (3) | -3.9% |

| PASS | | | | |
|-----------------|-----|-----|-----|-------|
| Clients | 39 | 29 | 10 | 34.5% |
| Passenger Trips | 726 | 468 | 258 | 55.1% |

| CONTRACTED | (includes KCCA) | | | |
|-------------------|------------------------|----|------|---------|
| Clients | 0 | 2 | (2) | -100.0% |
| Passenger Trips | 0 | 76 | (76) | -100.0% |

| RIDELINK | | | | |
|---|-------|-------|-----|-------|
| Clients | 376 | 330 | 46 | 13.9% |
| Passenger Trips | 1,206 | 1,079 | 127 | 11.8% |
| Phone Calls | 3,204 | 4,461 | | |
| Total Trips sched. thru Rapid call center | 5,736 | 5,253 | | |

| TOTALS | | | | |
|----------------------------|--------|--------|-------|-------|
| Clients | 2,050 | 1,929 | 121 | 6.3% |
| Passenger Trips | 25,185 | 23,457 | 1,728 | 7.4% |
| Average Weekday Ridership | 972 | 905 | 67 | 7.4% |
| Average Saturday Ridership | 355 | 336 | 19 | 5.7% |
| Average Sunday Ridership | 353 | 327 | 26 | 8.0% |
| All Ambulatory Passengers | 17,091 | 16,145 | 946 | 5.9% |
| All Wheelchair Passengers | 8,094 | 7,312 | 782 | 10.7% |
| No - Shows | 594 | 517 | 77 | 14.9% |
| Cancellations | 5,957 | 5,439 | 518 | 9.5% |

| MV | | | | |
|-----------------------------|---------|---------|----------|--------|
| Average Cost per Trip | \$24.06 | \$24.72 | (\$0.66) | -2.7% |
| Riders per Hour | 2.0 | 2.0 | 0.0 | 0.0% |
| Accidents per 100,000 Miles | 1.0 | 0.5 | 1 | 100.0% |

| | | | | |
|----------------------------------|----|----|---|---------|
| Trip Denials | 1 | 0 | 1 | #DIV/0! |
| NTD Travel Time (minutes) | 29 | 29 | 0 | 0.0% |

| NETWORK 180 | | | | |
|---------------------------|-------|-------|---------|--------|
| Passenger Trips | 5,411 | 6,529 | (1,118) | -17.1% |
| Average Weekday Ridership | 235 | 297 | (62) | -20.9% |

| | | | | |
|------------------------------|---------------|---------------|------------|-------------|
| TOTAL PASSENGER TRIPS | 30,596 | 29,986 | 610 | 2.0% |
|------------------------------|---------------|---------------|------------|-------------|

Paratransit Service Quality Statistics: network 180 Excluded

| Complaints | 2019 | 2018 | % of Trips | % Change |
|-------------------|-------------|-------------|-------------------|-----------------|
| MV Complaints | 24 | 9 | 0.1% | 166.7% |

| On-Time Performance | | | |
|-------------------------------|--------|--------|--|
| On-Time Compliance - Pick-up | 95.49% | 95.40% | |
| On-Time Compliance - Drop-off | 94.23% | 95.10% | |