



DATE: August 13, 2019  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: June 2019 PARATRANSIT RIDERSHIP REPORT

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

- Total paratransit ridership **decreased 3.2%**
- ADA ridership **increased 1.1%**
- Non-Disabled Senior (NDS) ridership **increased 13%**
- PASS ridership **increased 38.9%**
- Network 180 ridership **decreased 21%**
- There were 712 trips to and from Cascade Township in June 2019, compared to 848 in June 2018, a **decrease of 16%**.

Ridership averages, as compared to June 2018

- Weekday ridership **increased 4.4%**
- Saturday ridership **increased 1.8%**
- Sunday ridership **increased 3.2%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **96.97%**
- On-time drop-off performance was **96.01%**
- Average cost per GO!Bus/PASS trip increased **1.5%** from June 2018.

## June 2019 Paratransit Ridership and Operating Statistics

<b>ADA</b>	<b>2019</b>	<b>2018</b>	<b>Change</b>
Clients	1,606	1,503	103
Passenger Trips	20,684	20,450	234

<b>NDS</b>			
Clients	13	22	(9)
Passenger Trips	87	77	10

<b>PASS</b>			
Clients	32	26	6
Passenger Trips	539	388	151

<b>CONTRACTED</b>	<b>(includes KCCA)</b>		
Clients	2	2	0
Passenger Trips	10	86	(76)

<b>RIDELINK</b>			
Clients	356	328	28
Passenger Trips	1,045	1,083	(38)
Phone Calls	3,955	4,169	
Total Trips sched. thru Rapid call center	4,906	4,940	

<b>TOTALS</b>			
Clients	2,009	1,881	128
Passenger Trips	22,365	22,084	281
Average Weekday Ridership	953	913	40
Average Saturday Ridership	334	328	6
Average Sunday Ridership	326	316	10
All Ambulatory Passengers	14,838	14,907	(69)
All Wheelchair Passengers	7,527	7,177	350
No - Shows	501	470	31
Cancellations	5,001	5,272	(271)
<b>MV</b>			
Average Cost per Trip	\$25.33	\$24.95	\$0.38
Riders per Hour	1.9	2.0	(0.1)
Accidents per 100,000 Miles	1.1	1.0	0

<b>Trip Denials</b>	3	0	3
<b>NTD Travel Time (minutes)</b>	30	31	-1

<b>NETWORK 180</b>			
Passenger Trips	4,652	5,892	(1,240)
Average Weekday Ridership	232	281	(49)

<b>TOTAL PASSENGER TRIPS</b>	<b>27,017</b>	<b>27,976</b>	<b>(959)</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

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<b>Complaints</b>	<b>2019</b>	<b>2018</b>	<b>% of Trips</b>
MV Complaints	14	8	0.1%

**On-Time Performance**

On-Time Compliance - Pick-up	96.97%	96.23%
On-Time Compliance - Drop-off	96.01%	96.54%

**% Change**

6.9%
1.1%

-40.9%
13.0%

23.1%
38.9%

0.0%
-88.4%

8.5%
-3.5%

6.8%
1.3%
4.4%
1.8%
3.2%
-0.5%
4.9%
6.6%
-5.1%
1.5%
-5.0%
10.0%

300.0%
-3.2%

-21.0%
-17.4%

-3.4%
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**% Change**

75.0%
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