



DATE: September 13, 2019  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: July 2019 PARATRANSIT RIDERSHIP REPORT

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

- Total paratransit ridership **increased 2.4%**
- ADA ridership **increased 7.2%**
- Non-Disabled Senior (NDS) ridership **increased 45.2%**
- PASS ridership **increased 40.3%**
- Network 180 ridership **decreased 16.3%**
- There were 712 trips to and from Cascade Township in July 2019, compared to 779 in July 2018, a **decrease of 8.6%**.

Ridership averages, as compared to July 2018

- Weekday ridership **increased 5.0%**
- Saturday ridership **increased 6.6%**
- Sunday ridership **increased 3.1%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **95.54%**
- On-time drop-off performance was **95.54%**
- Average cost per GO!Bus/PASS trip decreased 4.3% from July 2018.

## July 2019 Paratransit Ridership and Operating Statistics

<b>ADA</b>	<b>2019</b>	<b>2018</b>	<b>Change</b>
Clients	1,593	1,427	166
Passenger Trips	20,951	19,540	1,411

<b>NDS</b>			
Clients	13	15	(2)
Passenger Trips	90	62	28

<b>PASS</b>			
Clients	31	29	2
Passenger Trips	595	424	171

<b>CONTRACTED</b>	<b>(includes KCCA)</b>		
Clients	3	2	1
Passenger Trips	6	35	(29)

<b>RIDELINK</b>			
Clients	353	348	5
Passenger Trips	1,099	1,093	6
Phone Calls	3,746	3,731	
Total Trips sched. thru Rapid call center	5,108	4,827	

<b>TOTALS</b>			
Clients	1,993	1,821	172
Passenger Trips	22,741	21,154	1,587
Average Weekday Ridership	875	833	42
Average Saturday Ridership	323	303	20
Average Sunday Ridership	332	322	10
All Ambulatory Passengers	15,345	14,314	1,031
All Wheelchair Passengers	7,396	6,840	556
No - Shows	506	452	54
Cancellations	5,643	4,649	994
<b>MV</b>			
Average Cost per Trip	\$25.02	\$26.14	(\$1.12)
Riders per Hour	2.0	1.9	0.1
Accidents per 100,000 Miles	1.0	1.0	0

<b>Trip Denials</b>	1	1	0
<b>NTD Travel Time (minutes)</b>	30	32	-2

<b>NETWORK 180</b>			
Passenger Trips	4,842	5,782	(940)
Average Weekday Ridership	230	275	(45)

<b>TOTAL PASSENGER TRIPS</b>	<b>27,583</b>	<b>26,936</b>	<b>647</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	10	0.1%

**On-Time Performance**

On-Time Compliance - Pick-up	95.54%	95.64%
On-Time Compliance - Drop-off	95.54%	96.28%

**% Change**

11.6%
7.2%

-13.3%
45.2%

6.9%
40.3%

50.0%
-82.9%

1.4%
0.5%

9.4%
7.5%
5.0%
6.6%
3.1%
7.2%
8.1%
11.9%
21.4%
-4.3%
5.3%
0.0%

300.0%
-6.3%

-16.3%
-16.4%

2.4%
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**% Change**

40.0%
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