



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

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

- Total paratransit ridership **decreased 2.8%**
- ADA ridership **increased 1.6%**
- Non-Disabled Senior (NDS) ridership **increased 29.9%**
- PASS ridership **increased 23.1%**
- Network 180 ridership **decreased 21%**
- There were 732 trips to and from Cascade Township in August 2019, compared to 807 in August 2018, a **decrease of 9.3%**.

Ridership averages, as compared to August 2018

- Weekday ridership **increased 4.2%**
- Saturday ridership **increased 8.6%**
- Sunday ridership **increased 5.1%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **94.38%**
- On-time drop-off performance was **95.37%**
- Average cost per GO!Bus/PASS trip decreased **2.1%** from August 2018.

## August 2019 Paratransit Ridership and Operating Statistics

<b>ADA</b>	<b>2019</b>	<b>2018</b>	<b>Change</b>
Clients	1,600	1,535	65
Passenger Trips	21,658	21,320	338

<b>NDS</b>			
Clients	16	16	0
Passenger Trips	100	77	23

<b>PASS</b>			
Clients	34	31	3
Passenger Trips	629	511	118

<b>CONTRACTED</b>	<b>(includes KCCA)</b>		
Clients	1	2	(1)
Passenger Trips	2	19	(17)

<b>RIDELINK</b>			
Clients	387	349	38
Passenger Trips	1,196	1,186	10
Phone Calls	3,761	4,471	
Total Trips sched. thru Rapid call center	5,339	5,271	

<b>TOTALS</b>			
Clients	2,038	1,933	105
Passenger Trips	23,585	23,113	472
Average Weekday Ridership	933	895	38
Average Saturday Ridership	329	303	26
Average Sunday Ridership	351	334	17
All Ambulatory Passengers	15,898	15,709	189
All Wheelchair Passengers	7,687	7,404	283
No - Shows	447	528	(81)
Cancellations	5,196	5,296	(100)
<b>MV</b>			
Average Cost per Trip	\$25.02	\$25.55	(\$0.53)
Riders per Hour	2.0	1.9	0.1
Accidents per 100,000 Miles	2.0	2.0	0

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

<b>NETWORK 180</b>			
Passenger Trips	4,909	6,216	(1,307)
Average Weekday Ridership	223	270	(47)

<b>TOTAL PASSENGER TRIPS</b>	<b>28,494</b>	<b>29,329</b>	<b>(835)</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	17	22	0.1%

**On-Time Performance**

On-Time Compliance - Pick-up	94.38%	94.91%
On-Time Compliance - Drop-off	95.37%	95.53%

**% Change**

4.2%
1.6%

0.0%
29.9%

9.7%
23.1%

-50.0%
-89.5%

10.9%
0.8%

5.4%
2.0%
4.2%
8.6%
5.1%
1.2%
3.8%
-15.3%
-1.9%
-2.1%
5.3%
0.0%

300.0%
-3.2%

-21.0%
-17.4%

-2.8%
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**% Change**

-22.7%
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