DATE: May 7, 2019

TO: ITP Board

FROM: Brian Pouget

SUBJECT: FEBRUARY 2019 PARATRANSIT RIDERSHIP REPORT

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

- Total paratransit ridership **decreased 5.7%**
- ADA ridership **decreased 0.8%**
- Non-Disabled Senior (NDS) ridership **decreased 14.8%**
- PASS ridership **increased 51.9%**
- Network 180 ridership **decreased 25.6%**
- There were 739 trips to and from Cascade Township in February 2019, compared to 810 in February 2018, a **decrease of 9.1%**.

Ridership averages, as compared to February 2018

- Weekday ridership **decreased 0.9%**
- Saturday ridership **decreased 0.3%**
- Sunday ridership **increased 5.7%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **89.84%**
- On-time drop-off performance was **90.22%**
- Average cost per GO!Bus/PASS trip increased **5.9%** from February 2018.

FEBRUARY 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,564	1,558	6	0.4%
Passenger Trips	21,321	21,489	(168)	-0.8%

NDS				
Clients	16	22	(6)	-27.3%
Passenger Trips	69	81	(12)	-14.8%

PASS				
Clients	34	29	5	17.2%
Passenger Trips	697	459	238	51.9%

CONTRACTED (includes ASCET)				
Clients	2	4	(2)	-50.0%
Passenger Trips	18	98	(80)	-81.6%

RIDELINK				
Clients	334	338	(4)	-1.2%
Passenger Trips	938	1,030	(92)	-8.9%
Phone Calls	3,915	4,334		
Total Trips sched. thru Rapid call center	4,025	4,608		

TOTALS				
Clients	1,950	1,951	(1)	-0.1%
Passenger Trips	23,043	23,157	(114)	-0.5%
Average Weekday Ridership	1,007	1,016	(9)	-0.9%
Average Saturday Ridership	392	393	(1)	-0.3%
Average Sunday Ridership	333	315	18	5.7%
All Ambulatory Passengers	15,940	15,967	(27)	-0.2%
All Wheelchair Passengers	7,103	7,190	(87)	-1.2%
No - Shows	646	528	118	22.3%
Cancellations	6,445	5,711	734	12.9%

MV				
Average Cost per Trip	$25.15	$23.75	$1.40	5.9%
Riders per Hour	1.9	2.1	(0.2)	-9.5%
Accidents per 100,000 Miles	1.6	2	(0)	-20.0%

Trip Denials	7	1	6	600.0%
NTD Travel Time (minutes)	30	29	1	3.4%

NETWORK 180				
Passenger Trips	4,535	6,099	(1,564)	-25.6%
Average Weekday Ridership	226	305	(79)	-25.9%

TOTAL PASSENGER TRIPS	**27,578**	**29,256**	**(1,678)**	-5.7%

Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2019	2018	2019 % of Trips	% Change
MV Complaints	20	28	0.1%	-28.6%

On-Time Performance		
On-Time Compliance	89.84%	93.34%
On-Time appt. drop-off	90.22%	92.45%