DATE: May 7, 2019

TO: ITP Board

FROM: Brian Pouget

SUBJECT: MARCH 2019 PARATRANSIT RIDERSHIP REPORT

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

- Total paratransit ridership **increased 0.5%**
- ADA ridership **increased 3.9%**
- Non-Disabled Senior (NDS) ridership **increased 42.3%**
- PASS ridership **increased 42.3%**
- Network 180 ridership **decreased 17.4%**
- There were 867 trips to and from Cascade Township in March 2019, compared to 927 in March 2018, a **decrease of 6.5%**.

Ridership averages, as compared to February 2018

- Weekday ridership **increased 8.1%**
- Saturday ridership **decreased 5.0%**
- Sunday ridership **increased 10.1%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **93.2%**
- On-time drop-off performance was **93.9%**
- Average cost per GO!Bus/PASS trip increased **0.4%** from March 2019.

MARCH 2019 Paratransit Ridership and Operating Statistics

ADA	2019	2018	Change	% Change
Clients	1,567	1,596	(29)	-1.8%
Passenger Trips	24,174	23,272	902	3.9%

NDS				
Clients	19	21	(2)	-9.5%
Passenger Trips	111	78	33	42.3%

PASS				
Clients	34	29	5	17.2%
Passenger Trips	723	508	215	42.3%

CONTRACTED (includes ASCET)				
Clients	3	2	1	50.0%
Passenger Trips	10	69	(59)	-85.5%

RIDELINK				
Clients	381	317	64	20.2%
Passenger Trips	1,227	1,052	175	16.6%
Phone Calls	3,786	4,360		
Total Trips sched. thru Rapid call center	5,348	4,876		

TOTALS				
Clients	2,004	1,965	39	2.0%
Passenger Trips	26,245	24,979	1,266	5.1%
Average Weekday Ridership	1,080	999	1,266	8.1%
Average Saturday Ridership	364	383	(19)	-5.0%
Average Sunday Ridership	348	316	32	10.1%
All Ambulatory Passengers	18,044	17,401	643	3.7%
All Wheelchair Passengers	8,201	7,912	289	3.7%
No - Shows	609	569	40	7.0%
Cancellations	6,153	5,953	200	3.4%

MV				
Average Cost per Trip	$24.25	$24.15	$0.10	0.4%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	0.9	0.5	0.4	80.0%

Trip Denials	5	2	3	150.0%
NTD Travel Time (minutes)	29	30	-1	-3.3%

NETWORK 180				
Passenger Trips	5,309	6,424	(1,115)	-17.4%
Average Weekday Ridership	253	292	(39)	-13.4%

TOTAL PASSENGER TRIPS	**31,554**	**31,403**	**151**	0.5%

Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2019	2018	2019 % of Trips	% Change
MV Complaints	15	20	0.1%	-25.0%

On-Time Performance		
On-Time Compliance	93.2%	96.3%
On-Time appt. drop-off	93.9%	95.7%