

## September 2019 Paratransit Ridership and Operating Statistics

<b>ADA</b>	<b>2019</b>	<b>2018</b>	<b>Change</b>
Clients	1,618	1,510	108
Passenger Trips	21,146	20,334	812

<b>NDS</b>			
Clients	17	18	(1)
Passenger Trips	99	83	16

<b>PASS</b>			
Clients	29	32	(3)
Passenger Trips	509	458	51

<b>CONTRACTED</b>	<b>(includes KCCA)</b>		
Clients	1	1	0
Passenger Trips	4	14	(10)

<b>RIDELINK</b>			
Clients	366	346	20
Passenger Trips	969	989	(20)
Phone Calls	3,688	3,905	
Total Trips sched. thru Rapid call center		4,624	

<b>TOTALS</b>			
Clients	2,031	1,907	124
Passenger Trips	22,727	21,878	849
Average Weekday Ridership	988	933	55
Average Saturday Ridership	336	321	15
Average Sunday Ridership	327	325	2
All Ambulatory Passengers	15,424	14,963	461
All Wheelchair Passengers	7,303	6,915	388
No - Shows	484	457	27
Cancellations	4,986	4,862	124
<b>MV</b>			
Average Cost per Trip		\$24.44	(\$24.44)
Riders per Hour		2.0	(2.0)
Accidents per 100,000 Miles	0.0	1.1	(1)

<b>Trip Denials</b>	9	1	8
<b>NTD Travel Time (minutes)</b>	28	30	-2

<b>NETWORK 180</b>			
Passenger Trips		5,463	(5,463)
Average Weekday Ridership		287	(287)

<b>TOTAL PASSENGER TRIPS</b>	<b>22,727</b>	<b>27,341</b>	<b>(4,614)</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

20

<b>Complaints</b>	<b>2019</b>	<b>2018</b>	<b>% of Trips</b>
MV Complaints	34	15	0.1%

**On-Time Performance**

On-Time Compliance - Pick-up	94.14%	92.60%
On-Time Compliance - Drop-off	94.39%	92.59%

**% Change**

7.2%
4.0%

-5.6%
19.3%

-9.4%
11.1%

0.0%
-71.4%

5.8%
-2.0%

6.5%
3.9%
5.9%
4.7%
0.6%
3.1%
5.6%
5.9%
2.6%
-100.0%
-100.0%
-100.0%

300.0%
-6.7%

-100.0%
-100.0%

-16.9%
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19

**% Change**

126.7%
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