

**APPENDIX A - SERVICE STATISTICAL INFORMATION**

The selected contractor will be answering the “Where’s my Ride” calls during all hours of operation, seven days a week. The table below represents approximate call volume. It should be noted that these numbers will fluctuate based on trip volume, weather conditions, service performance, etc.

**Freedom Where’s My Ride Telephone Volume and Performance Data**

	Avg. Weekday	Avg. Saturday	Avg. Sunday
Calls Received	389	168	90
Calls Answered	375	155	86
Calls Abandoned	14	13	4
#/% Answered in $\leq 3$ min.	100	100	100
#/% Answered in $\leq 5$ min.	100	100	100

### Independence Services

The current contractor uses a fleet of cutaways to perform services in Independence, MO.

<b>2018</b>	<b>Independence</b>										
<b>Month</b>	<b>Scheduled Trips</b>	<b>Cancelled Trips</b>	<b>Late Cancel</b>	<b>No Show</b>	<b>Trips</b>	<b>Att Count</b>	<b>Guest Count</b>	<b>Total Pass</b>	<b>Amb Pass</b>	<b>WC Pass</b>	<b>ADA Pass</b>
January	1288.0	156.0	33.0	58.0	1041.0	57.0	7.0	1105.0	963.0	142.0	949.0
February	1487.0	199.0	46.0	65.0	1177.0	49.0	4.0	1230.0	1092.0	138.0	1089.0
March	1642.0	162.0	51.0	67.0	1362.0	53.0	14.0	1429.0	1299.0	130.0	1302.0
April	1820.0	161.0	57.0	76.0	1526.0	65.0	10.0	1601.0	1454.0	147.0	1429.0
May	1896.0	172.0	61.0	81.0	1582.0	84.0	14.0	1680.0	1519.0	161.0	1500.0
June	1861.0	166.0	58.0	83.0	1554.0	94.0	14.0	1662.0	1437.0	225.0	1492.0
July	2244.0	208.0	70.0	99.0	1867.0	102.0	10.0	1979.0	1715.0	264.0	1804.0
August	2323.0	195.0	75.0	122.0	1931.0	100.0	16.0	2047.0	1727.0	320.0	1869.0
September	1928.0	200.0	51.0	57.0	1620.0	69.0	19.0	1708.0	1436.0	272.0	1555.0
October	2527.0	218.0	71.0	106.0	2132.0	101.0	8.0	2241.0	1911.0	330.0	1999.0
November	2268.0	291.0	64.0	113.0	1800.0	81.0	7.0	1888.0	1630.0	258.0	1730.0
December	2386.0	234.0	65.0	123.0	1964.0	101.0	14.0	2079.0	1768.0	311.0	1904.0
<b>Monthly Total</b>	<b>23670.0</b>	<b>2362.0</b>	<b>702.0</b>	<b>1050.0</b>	<b>19556.0</b>	<b>956.0</b>	<b>137.0</b>	<b>20649.0</b>	<b>17951.0</b>	<b>2698.0</b>	<b>18622.0</b>
<b>Monthly Average</b>	<b>1972.5</b>	<b>196.8</b>	<b>58.5</b>	<b>87.5</b>	<b>1629.7</b>	<b>79.7</b>	<b>11.4</b>	<b>1720.8</b>	<b>1495.9</b>	<b>224.8</b>	<b>1551.8</b>

<b>2019</b>	<b>Independence</b>										
<b>Month</b>	<b>Scheduled Trips</b>	<b>Cancelled Trips</b>	<b>Late Cancel</b>	<b>No Show</b>	<b>Trips</b>	<b>Att Count</b>	<b>Guest Count</b>	<b>Total Pass</b>	<b>Amb Pass</b>	<b>WC Pass</b>	<b>ADA Pass</b>
January	1842.0	213.0	51.0	87.0	1491.0	129.0	14.0	134.0	1224.0	410.0	1395.0
February	1637.0	220.0	43.0	56.0	1318.0	105.0	10.0	1433.0	1115.0	318.0	1228.0
March	1833.0	154.0	50.0	78.0	1551.0	168.0	19.0	1738.0	1312.0	426.0	1473.0
April	1768.0	135.0	31.0	46.0	1556.0	182.0	26.0	1764.0	1282.0	482.0	1509.0
May	1976.0	166.0	38.0	68.0	1704.0	210.0	27.0	1941.0	1482.0	459.0	1659.0
June	1744.0	152.0	42.0	38.0	1512.0	199.0	16.0	1727.0	1265.0	462.0	1485.0
July	1980.0	209.0	39.0	64.0	1668.0	197.0	21.0	1886.0	1394.0	488.0	1520.0
August	2141.0	211.0	38.0	61.0	1831.0	202.0	21.0	2054.0	1507.0	547.0	1665.0
September	1839.0	187.0	32.0	65.0	1555.0	173.0	11.0	1739.0	1297.0	442.0	1391.0
October	1976.0	181.0	33.0	94.0	1668.0	1238.0	24.0	2930.0	1818.0	1106.0	2574.0
November	1875.0	171.0	38.0	84.0	1582.0	638.0	28.0	2248.0	1477.0	771.0	1906.0
December	1801.0	246.0	25.0	80.0	1450.0	678.0	32.0	2160.0	1408.0	752.0	1830.0
<b>Monthly Total</b>	<b>22412.0</b>	<b>2245.0</b>	<b>460.0</b>	<b>821.0</b>	<b>18886.0</b>	<b>4119.0</b>	<b>249.0</b>	<b>21754.0</b>	<b>16581.0</b>	<b>6663.0</b>	<b>19635.0</b>
<b>Monthly Average</b>	<b>1867.7</b>	<b>187.1</b>	<b>38.3</b>	<b>68.4</b>	<b>1573.8</b>	<b>343.3</b>	<b>20.8</b>	<b>1812.8</b>	<b>1381.8</b>	<b>555.3</b>	<b>1636.3</b>

<b>2020</b>	<b>Independence</b>										
<b>Month</b>	<b>Scheduled Trips</b>	<b>Cancelled Trips</b>	<b>Late Cancel</b>	<b>No Show</b>	<b>Trips</b>	<b>Att Count</b>	<b>Guest Count</b>	<b>Total Pass</b>	<b>Amb Pass</b>	<b>WC Pass</b>	<b>ADA Pass</b>
January	1784.0	233.0	36.0	86.0	1429.0	143.0	21.0	1593.0	1182.0	411.0	1312.0
February	1762.0	218.0	43.0	79.0	1422.0	233.0	18.0	1673.0	1187.0	486.0	1388.0
<b>Monthly Total</b>	<b>3546.0</b>	<b>451.0</b>	<b>79.0</b>	<b>165.0</b>	<b>2851.0</b>	<b>376.0</b>	<b>39.0</b>	<b>3266.0</b>	<b>2369.0</b>	<b>897.0</b>	<b>2700.0</b>
<b>Monthly Average</b>	<b>1773.0</b>	<b>225.5</b>	<b>39.5</b>	<b>82.5</b>	<b>1425.5</b>	<b>188.0</b>	<b>19.5</b>	<b>1633.0</b>	<b>1184.5</b>	<b>448.5</b>	<b>1350.0</b>

2018	Independence								
Month	VOMS	Rev Hours	Service Hours	Rev Miles	Service Miles	Hourly Trips	Trips/ Hour	Hourly Pass	Pax/ Hour
January	7	934.09	1035.18	12640.00	14316.00	1688.00	1.81	1830.00	1.96
February	6	869.87	954.53	11532.00	13298.00	1541.00	1.77	1682.00	1.93
March	7	950.07	1066.67	13246.00	15406.00	1797.00	1.89	1977.00	2.08
April	7	889.08	994.13	11702.00	13397.00	1604.00	1.80	1754.00	1.97
May	7	850.67	1056.49	12790.00	16098.00	1713.00	1.80	1918.00	2.02
June	6	940.78	1059.47	12743.00	15597.00	1682.00	1.79	1936.00	2.06
July	6	840.75	922.94	11779.00	13649.00	1602.00	1.91	1845.00	2.19
August	8	905.08	1013.15	12585.00	14621.00	1709.00	1.89	1956.00	2.16
September	6	800.25	896.55	10445.00	12308.00	1435.00	1.79	1612.00	2.01
October	6	933.24	1041.92	12154.00	14256.00	1658.00	1.78	1849.00	1.98
November	5	835.47	917.53	10627.00	12417.00	1479.00	1.77	1611.00	1.93
December	7	883.18	959.49	11124.00	13056.00	1523.00	1.72	1717.00	1.94
<b>Monthly Totals</b>	<b>n/a</b>	<b>10632.53</b>	<b>11918.05</b>	<b>143367.00</b>	<b>168419.00</b>	<b>19431.00</b>	<b>21.72</b>	<b>21687.00</b>	<b>24.23</b>
<b>Monthly Average</b>	<b>7</b>	<b>886.04</b>	<b>993.17</b>	<b>11947.25</b>	<b>14034.92</b>	<b>1619.25</b>	<b>1.81</b>	<b>1807.25</b>	<b>2.02</b>

2019	Independence								
Month	VOMS	Rev Hours	Service Hours	Rev Miles	Service Miles	Hourly Trips	Trips/ Hour	Hourly Pass	Pax/ Hour
January	7	837.24	945.27	10827.00	12785.00	1491.00	1.78	1634.00	1.95
February	7	739.70	837.82	9683.00	11406.00	1318.00	1.78	1433.00	1.94
March	7	858.08	958.75	11347.00	13252.00	1551.00	1.81	1738.00	2.03
April	6	891.12	980.00	11597.00	13532.00	1556.00	1.75	1764.00	1.98
May	7	950.98	1057.41	12522.00	14464.00	1703.00	1.79	1940.00	2.04
June	7	915.27	1010.95	11291.00	13249.00	1512.00	1.65	1727.00	1.89
July	6	993.55	1099.78	12531.00	14579.00	1668.00	1.68	1886.00	1.90
August	7	984.65	1094.70	12587.00	14566.00	1831.00	1.85	2054.00	2.08
September	7	848.49	909.38	11591.00	13286.00	1555.00	1.83	1739.00	2.05
October	6	935.24	754.05	11891.00	13905.00	1668.00	1.78	2930.00	3.13
November	7	882.06	787.88	11366.00	13151.00	1581.00	1.79	2247.00	2.55
December	6	813.39	765.58	10309.00	12083.00	1450.00	1.78	2160.00	2.66
<b>Monthly Totals</b>	<b>n/a</b>	<b>10649.77</b>	<b>11201.57</b>	<b>137542.00</b>	<b>160258.00</b>	<b>18884.00</b>	<b>21.27</b>	<b>23252.00</b>	<b>26.20</b>
<b>Monthly Average</b>	<b>7</b>	<b>887.48</b>	<b>933.46</b>	<b>11461.83</b>	<b>13354.83</b>	<b>1573.67</b>	<b>1.77</b>	<b>1937.67</b>	<b>2.18</b>

<b>2020</b>	<b>Independence</b>								
<b>Month</b>	<b>VOMS</b>	<b>Rev Hours</b>	<b>Service Hours</b>	<b>Rev Miles</b>	<b>Service Miles</b>	<b>Hourly Trips</b>	<b>Trips/ Hour</b>	<b>Hourly Pass</b>	<b>Pax/ Hour</b>
January	6	815.06	735.42	10546.00	12333.00	1429.00	1.75	1593.00	1.95
February	7	798.25	893.12	10279.00	12166.00	1422.00	1.78	1673.00	2.10
<b>Monthly Totals</b>		<b>1613.31</b>	<b>1628.54</b>	<b>20825.00</b>	<b>24499.00</b>	<b>2851.00</b>	<b>3.53</b>	<b>3266.00</b>	<b>4.05</b>
<b>Monthly Average</b>	<b>7</b>	<b>806.66</b>	<b>814.27</b>	<b>10412.50</b>	<b>12249.50</b>	<b>1425.50</b>	<b>1.77</b>	<b>1633.00</b>	<b>2.03</b>

**KCMO Services**

The current provider uses a mixed fleet of dedicated vehicles and dedicated taxis

<b>2018</b>	<b>KCMO</b>										
<b>Month</b>	<b>Scheduled Trips</b>	<b>Cancelled Trips</b>	<b>Late Cancel</b>	<b>No Show</b>	<b>Trips</b>	<b>Att Count</b>	<b>Guest Count</b>	<b>Total Pass</b>	<b>Amb Pass</b>	<b>WC Pass</b>	<b>ADA Pass</b>
January	23788	2900	648	1201	19039	1210	104	20353	15210	5141	16337
February	20936	2915	727	1079	16215	1002	68	17285	13049	4239	14301
March	23551	2855	584	1019	19093	1337	129	20559	15198	5361	17875
April	22224	2377	650	993	18204	1319	127	19650	14725	4925	16940
May	23367	2515	658	1049	19145	1461	96	20702	15410	5292	17117
June	22228	2374	489	1063	18302	1441	142	19885	14914	4971	16766
July	20797	2149	401	1008	17239	1229	165	18633	13980	4653	16370
August	22750	2403	590	970	18787	1324	183	20294	15617	4677	17922
September	20577	2420	609	793	16755	1279	155	18189	13762	4421	16155
October	22984	2546	597	851	18990	1396	160	20546	15549	4997	18247
November	21174	3112	648	952	16462	1139	160	17761	13500	4261	15770
December	20493	2460	612	837	16584	1311	166	18061	13637	4424	16166
<b>Monthly Totals</b>	<b>264869</b>	<b>31026</b>	<b>7213</b>	<b>11815</b>	<b>214815</b>	<b>15448</b>	<b>1655</b>	<b>231918</b>	<b>174551</b>	<b>57362</b>	<b>199966</b>
<b>Monthly Average</b>	<b>22072.42</b>	<b>2585.50</b>	<b>601.08</b>	<b>984.58</b>	<b>17901.25</b>	<b>1287.33</b>	<b>137.92</b>	<b>19326.50</b>	<b>14545.92</b>	<b>4780.17</b>	<b>16663.83</b>

<b>2019</b>	<b>KCMO</b>										
<b>Month</b>	<b>Scheduled Trips</b>	<b>Cancelled Trips</b>	<b>Late Cancel</b>	<b>No Show</b>	<b>Trips</b>	<b>Att Count</b>	<b>Guest Count</b>	<b>Total Pass</b>	<b>Amb Pass</b>	<b>WC Pass</b>	<b>ADA Pass</b>
January	21259	3166	689	859	16545	1106	146	17797	13737	4060	15854
February	19887	3632	629	916	14710	996	79	15785	12138	3647	14363
March	22013	2441	636	901	18035	1381	109	19525	14926	4599	17761
April	22888	2578	517	778	19015	1395	91	20501	15578	4923	18777
May	23106	2775	568	893	18870	1451	117	20438	15565	4871	18624
June	21821	2694	597	814	17716	1509	118	19343	14857	4482	17705
July	22499	2864	616	868	18151	1423	137	19711	15080	4630	18085
August	23307	3289	616	875	18527	1420	114	20061	15414	4645	18352
September	22164	2841	563	888	17872	1499	109	19480	14994	4475	17638
October	25531	2735	655	1115	21026	2280	135	23441	18270	5167	21346
November	23116	2881	566	1039	18630	1458	127	20215	15705	4508	18475
December	23568	4083	539	1317	17629	1686	120	19435	15350	4083	17672
<b>Monthly Totals</b>	<b>271159</b>	<b>35979</b>	<b>7191</b>	<b>11263</b>	<b>216726</b>	<b>17604</b>	<b>1402</b>	<b>235732</b>	<b>181614</b>	<b>54090</b>	<b>214652</b>
<b>Monthly Average</b>	<b>22596.58</b>	<b>2998.25</b>	<b>599.25</b>	<b>938.58</b>	<b>18060.50</b>	<b>1467.00</b>	<b>116.83</b>	<b>19644.33</b>	<b>15134.50</b>	<b>4507.50</b>	<b>17887.67</b>

<b>2020</b>	<b>KCMO</b>										
<b>Month</b>	<b>Scheduled Trips</b>	<b>Cancelled Trips</b>	<b>Late Cancel</b>	<b>No Show</b>	<b>Trips</b>	<b>Att Count</b>	<b>Guest Count</b>	<b>Total Pass</b>	<b>Amb Pass</b>	<b>WC Pass</b>	<b>ADA Pass</b>
January	23509	3683	486	1087	18253	1271	110	19634	15565	4067	17750
February	23013	3882	489	1032	17610	1572	158	19340	15366	3972	17633
<b>Monthly Totals</b>	<b>46522</b>	<b>7565</b>	<b>975</b>	<b>2119</b>	<b>35863</b>	<b>2843</b>	<b>268</b>	<b>38974</b>	<b>30931</b>	<b>8039</b>	<b>35383</b>
<b>Monthly Average</b>	<b>23261.00</b>	<b>3782.50</b>	<b>487.50</b>	<b>1059.50</b>	<b>17931.50</b>	<b>1421.50</b>	<b>134.00</b>	<b>19487.00</b>	<b>15465.50</b>	<b>4019.50</b>	<b>17691.50</b>

<b>2018</b>	<b>KCMO</b>								
<b>Month</b>	<b>VOMS</b>	<b>Rev Hours</b>	<b>Service Hours</b>	<b>Rev Miles</b>	<b>Service Miles</b>	<b>Hourly Trips</b>	<b>Trips/ Hour</b>	<b>Hourly Pass</b>	<b>Pax/ Hour</b>
January	48.00	10196.82	11866.56	171346.00	192107.00	16455.00	1.61	17636.00	1.73
February	48.00	9194.31	10642.53	152226.00	170782.00	14248.00	1.55	15199.00	1.65
March	51.00	11136.20	12823.94	184038.00	206095.00	17586.00	1.58	18955.00	1.70
April	49.00	10605.39	12209.61	169941.00	190625.00	16696.00	1.57	18040.00	1.70
May	48.00	11249.63	12919.60	179974.00	202481.00	17457.00	1.55	18911.00	1.68
June	48.00	10771.95	12399.56	179287.00	200555.00	16959.00	1.57	18472.00	1.71
July	50.00	10360.55	12134.37	169135.00	190291.00	16220.00	1.57	17514.00	1.69
August	48.00	11134.03	12929.88	190499.00	212412.00	17544.00	1.58	18939.00	1.70
September	49.00	10013.27	11592.53	170612.00	189802.00	15567.00	1.55	16920.00	1.69
October	50.00	11049.79	12809.97	182861.00	204064.00	17118.00	1.55	18522.00	1.68
November	51.00	10099.86	11866.58	155984.00	176306.00	14561.00	1.44	15703.00	1.55
December	50.00	10010.55	11634.06	160901.00	180602.00	15067.00	1.51	16391.00	1.64
<b>Monthly Totals</b>	<b>n/a</b>	<b>125822.35</b>	<b>145829.19</b>	<b>2066804.00</b>	<b>2316122.00</b>	<b>195478.00</b>	<b>18.63</b>	<b>211202.00</b>	<b>20.12</b>
<b>Monthly Average</b>	<b>49.17</b>	<b>10485.20</b>	<b>12152.43</b>	<b>172233.67</b>	<b>193010.17</b>	<b>16289.83</b>	<b>1.55</b>	<b>17600.17</b>	<b>1.68</b>

<b>2019</b>	<b>KCMO</b>								
<b>Month</b>	<b>VOMS</b>	<b>Rev Hours</b>	<b>Service Hours</b>	<b>Rev Miles</b>	<b>Service Miles</b>	<b>Hourly Trips</b>	<b>Trips/ Hour</b>	<b>Hourly Pass</b>	<b>Pax/ Hour</b>
January	62.00	10279.56	12094.25	163280.00	184057.00	15288.00	1.49	16440.00	1.60
February	66.00	9385.91	11045.22	146767.00	165676.00	13747.00	1.46	14760.00	1.57
March	63.00	10595.90	12302.87	172249.00	193263.00	16604.00	1.57	17979.00	1.70
April	62.00	10941.06	12644.11	182220.00	203101.00	17151.00	1.57	18504.00	1.69
May	59.00	11014.03	12845.99	178816.00	200509.00	16639.00	1.51	17998.00	1.63
June	59.00	10444.30	12356.82	167077.00	188952.00	14874.00	1.42	16274.00	1.56
July	63.00	9860.66	11834.71	160836.00	183013.00	13769.00	1.40	15036.00	1.52
August	50.00	9924.23	11855.08	172541.00	195632.00	15166.00	1.53	16523.00	1.66
September	58.00	9230.67	11170.56	159904.00	182094.00	13840.00	1.50	15187.00	1.65
October	63.00	9617.11	12070.74	165731.00	189867.00	14157.00	1.47	15791.00	1.64
November	53.00	8767.81	10853.69	150144.00	171852.00	13610.00	1.55	14850.00	1.69
December	50.00	8680.97	10880.08	141460.00	162288.00	13117.00	1.51	14471.00	1.67
<b>Monthly Totals</b>	<b>n/a</b>	<b>118742.21</b>	<b>141954.12</b>	<b>1961025.00</b>	<b>2220304.00</b>	<b>177962.00</b>	<b>17.98</b>	<b>193813.00</b>	<b>19.58</b>
<b>Monthly Average</b>	<b>59.00</b>	<b>9895.18</b>	<b>11829.51</b>	<b>163418.75</b>	<b>185025.33</b>	<b>14830.17</b>	<b>1.50</b>	<b>16151.08</b>	<b>1.63</b>



<b>2020</b>	<b>KCMO</b>								
<b>Month</b>	<b>VOMS</b>	<b>Rev Hours</b>	<b>Service Hours</b>	<b>Rev Miles</b>	<b>Service Miles</b>	<b>Hourly Trips</b>	<b>Trips/ Hour</b>	<b>Hourly Pass</b>	<b>Pax/ Hour</b>
January	42.00	8941.93	10951.23	146270.00	167010.00	13637.00	1.53	14703.00	1.64
February	40.00	8195.63	9971.28	140738.00	159859.00	12870.00	1.57	14162.00	1.73
<b>Monthly Totals</b>	<b>n/a</b>	<b>17137.56</b>	<b>20922.51</b>	<b>287008.00</b>	<b>326869.00</b>	<b>26507.00</b>	<b>3.10</b>	<b>28865.00</b>	<b>3.37</b>
<b>Monthly Average</b>	<b>41.00</b>	<b>8568.78</b>	<b>10461.26</b>	<b>143504.00</b>	<b>163434.50</b>	<b>13253.50</b>	<b>1.55</b>	<b>14432.50</b>	<b>1.69</b>