

15 Minute Manager

Counting Trips

It is imperative that rural transit programs count passengers correctly. These numbers are reported to ADOT/FTA on a monthly or quarterly basis and represent ongoing need which supports the State's requests for funding. In previous site-reviews, incorrect counting of trips was a one of the most often cited problems for organizations. Regular training on trip counting can be conducted alone or part of every training topic. Human service programs may require that agencies track the number of round-trips provided (two one-way trips for a single passenger is a "round-trip"), the number of clients served, or the unique individuals served. As a result, programs receiving funding from human service programs will need to consider reporting requirements from other agencies when developing their tracking forms.

In FTA/ADOT programs, a passenger "trip" is a one-way trip where a passenger boards the vehicle, is taken to a destination, and gets off the vehicle at the destination. We don't count incidental stops such as a brief letter drop off or a restroom break as part of a primary trip purpose. We also don't count employees who are "on the job" when being transported.

Trip Examples:

Four people enter a van at a local senior center and then get off at the local grocery store. The count is 4 passenger trips. The van is idle until it picks up the same people at the grocery store later and returns them to the senior center. This return count is an additional 4 trips. This van has provided 8 one-way trips for four individuals.

One person boards a van and is taken to the doctor (1 trip). The driver then picks up three people at the adjacent clinic and takes them to the senior center (3 trips). The driver returns to pick up the person visiting the doctor and returns her to the senior center (1 trip). This vehicle has provided 5 one-way passenger trips for four individuals. Three people each made a one-way trip and one person made two one-way trips.

Ten people are picked up at the agency's rehabilitation center in the morning and taken on a driving field trip where the only stop is a brief restroom break. The van returns these ten individuals to the center at the end of the excursion. 10 one-way passenger trips were made by the van this day.

It may be useful for you to develop your own trip scenarios that mimic realistic rides for your organization. This will help focus drivers. It's sometimes fun to have drivers develop scenarios for other drivers to use during these trainings.

A good handout for ride/trip counts can be found at [Kansas Counting Rides](#).

15 Minute Manager – Counting Trips

According to the ADOT Program Guides, a trip is one made by one person from one origin to one destination. Trips are the number of times a **passenger boards a vehicle** no matter how many vehicles individuals use to travel from their origin to their destination, no matter if they pay a fare, no matter if the service is free or provided by a volunteer driver, and no matter their age or the purpose of the trip.

While some non-FTA/ADOT funding sources require that we count “round-trips” (rides made to one or more destinations that begin and end at the same location), ADOT and FTA require that we count each boarding as a trip (also called a ride).

One example of how trips may be counted differently:

A driver takes a client to a doctor’s appointment, then to the store, and back to the day program. For some agencies you would count this as ONE (1) Round trip. For ADOT/FTA, this is three (3) trips (boarded at day program, boarded at doctor’s office, boarded at store).

There are two conditions in which we DON’T count a trip:

- 1) When the person is an employee of the agency providing the transportation and is on-the-job while being transported.
- 2) When the stop is incidental to the purpose of the trip and brief (restroom stop, stop to mail a letter).

Using the following examples or examples you have developed, ask employees to determine the number of trips made for each.

Scenario 1:

Driver/caseworker takes van to pick up 6 clients in the rural areas for the day program. After everyone is checked in at the Center, the driver loads three clients (Bob, Jim, and Jane) in the mini-van and takes Bob and Jim to job sites and Jane to a doctor’s appointment. The driver waits with Jane at the doctor’s office then the two of them go to the grocery store where Bob works and pick up some snacks and cake for a birthday party to be held later that day. They head back to the day program. Later that afternoon, the driver picks up Bob and Jim and they return to the day program in time for the party. Another caseworker calls asking for a ride back to the day center with her client. Her car isn’t starting. The driver picks them up and takes them back to the day center. At the end of the day, the driver takes 6 clients back home.

Answer:

20

6 clients picked up and brought to day program
3 Bob, Jim, Jane clients picked up at day program
1 Jane picked up at Doctor’s office
1 Jane picked up at store
2 Bob and Jim picked up from work

1 Caseworker's client but not caseworker because she is an employee that is on-duty
6 clients taken home

Scenario 2:

A group home loads all seven of its residents on the van. The driver and the organization's house managers make a total of ten passengers.

First stop is the library where one of the residents works. After checking out books for the week, all but the resident library worker get back on the bus and head to the grocery store. One of the residents doesn't like being in busy places so the driver and that resident stay in the bus and wait for the house parents and the others to finish shopping.

It's "all aboard" and the next stop is at the post office so one of the house managers can post a birthday package to his brother back east. The library employee's shift isn't over for another two hours so it's back to the house to unload the groceries and get ready for lunch.

Answer:

18

7 residents board from group home – don't count employee driver or two house managers
6 residents board from Library – the resident who works at the library does not get back on
5 residents board from grocery store – the resident who stayed in the van does not get off
We don't count the stop at the post office because the person is employed by the organization and because the stop is incidental to the trip purpose.

Scenario 3:

The Senior Citizen Center's Casino excursion is today. 30 seniors signed up. Even Margaret, who is in a wheel chair and doesn't get around well without help, is bringing her granddaughter so all her friends can focus on the slots and not focus on pushing her around.

Pete and Jim, two senior citizens who aren't going to the Casino, realize that all the vehicles will be used to get everyone to the casino excursion but want to hit the model train show out at the expo center which is on the way to the casino. They ride along. Two 14 passenger cutaways and an 8 passenger van head out with everyone on board. The van stops along the way to drop off Pete and Jim at the expo center. They will catch a ride back home with Jim's son. Margaret prefers the van ramp so that leaves Margaret, her granddaughter and another passenger in the van. The cutaways have 14 passengers each.

No one hit the jack-pot but everyone had a good time. They're back at the senior center by 3:00. By 5:00 the center is empty as the driver takes 12 of the "Ramblin' Gamblers" back home.

Answer:

76

33 board at senior center – 30 seniors that signed up, Jim, Pete and Margaret's granddaughter.
31 board at casino to come back to the center
12 board at senior center to be taken home

Hand out a copy of your daily log sheet. Go over your form and explain how each trip/ride is counted.

Explain how figures are taken from daily log sheets and entered into a monthly accounting of trips/rides.

If applicable, explain the different trip count requirements defined by your funding sources.

Explain how you will be verifying proper trip/ride counts (daily logs, ride-alongs, etc.).