

CCCTA PARATRANSIT

Performance Report: 7/01 to 7/31/19  
LINK and BART Statistics

		FY 19/20 July	Variance from goal	FY 18/19 July	FY 19/20 YTD
<b>Ridership Statistics</b>					
1	ADA Passengers	11,506		11,303	11,506
2	Companions	57		45	57
3	*Personal Care Assistants	1,329		997	1,329
4	Total Passengers	12,892		12,345	12,892

<b>Scheduling Statistics</b>					
5	Total Number of No Shows & Late Cancels	1,323			1,323
6	Total number of Cancellations	293			293
7	Same Day Trips	193			193
8	Denial Trips	-			-
9	Go Backs/ Re-scheduled	31			31

<b>Standard Goals</b>					
Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP;					
Ratio of Revenue Hours to Service Hours 83%					
10	Revenue Hours	6,449.50		5,912.50	6,449.50
11	ADA Passengers per RVHr.	1.8	-0.2	2.1	1.8
12	Average Trip Length (miles)	7.22		8.3	7.22
13	Average Ride Duration (minutes)	30.21		29	30.21
14	Total Cost per ADA Passenger	\$ 51.61		\$41.62	\$ 51.61
15	*Service Miles	109,319		102,133	109,319
16	Billable Service Hours	7,998.4		7,461	7,998.4
17	LINK & BART Fuel Cost	\$ 65,688.70			\$ 65,688.70
18	Total Cost	\$593,826.49		\$ 436,777.01	\$593,826.49

<b>On Time Performance</b>					
Standard Goal = 90%; Incentive Goal = 92%					
19	Percent on-time	82.7%	-7%	80.0%	82.7%
20	Arrived 15-29 minutes past window	526			526
21	Arrived 30-59 minutes past window	249			249
22	Arrived 60 minutes past window	38			38
23	Total Missed Trips	38			38
24	Transfer Trips	1062		940	1062

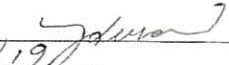
<b>Customer Service</b>					
Complaint Standard Goal = 2/1,000 passengers					
25	Total Complaints	5	0	3	5
26	Timeliness	0	0		0
27	Driver Complaints	3	0		3
28	Equipment / Vehicle	0	0		0
29	Scheduling/Staff Skill	2	0		2
30	Commendations	2		0	2
31	Ave. wait time in Queue for reservation	1.0			1.0
32	Ave. wait time in Queue for customer service	0.53			0.53

<b>Safety &amp; Maintenance</b>					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
33	Total accidents per 100,000 miles	0	0	2	0
34	Roadcalls per 100,000 miles	0	0	3	0

<b>Eligibility Statistics</b>					
35	*Total ADA Riders on Data Base	4,934			4,934
36	Total Certification Determinations	108			108
37	Initial Denials	0			0
38	Denials Reversed	0			0

\* Total numbers taken from RED Database  
\* Service Miles are currently being audited.  
\* Number of PCA is currently being audited.

Not included in previous MOP

Transdev G.M.:   
Date: 9/17/19

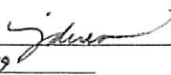
CCCTA PARATRANSIT

Performance Report: 8/01 TO 08/31/19

LINK and BART Statistics		FY 19/20 August	Variance from goal	FY 18/19 August	FY 19/20 YTD
<b>Ridership Statistics</b>					
1	ADA Passengers	11,663		12,786	23,169
2	Companions	71		113	128
3	*Personal Care Assistants	1,273		1234	2,602
4	Total Passengers	13,007		14,133	25,899
<b>Scheduling Statistics</b>					
5	Total Number of No Shows & Late Cancels	1,018			2,341
6	Total number of Cancellations	687			980
7	Same Day Trips	225			418
8	Denial Trips	-			-
9	Go Backs/ Re-scheduled	39			70
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>					
10	Revenue Hours	6,834.00		6,676.00	13,282.80
11	ADA Passengers per RVHr.	1.9	0.1	1.9	1.8
12	Average Trip Length (miles)	7.31		8.7	7.26
13	Average Ride Duration (minutes)	31.52		29	30.87
14	Total Cost per ADA Passenger	\$ 51.23			\$ 51.42
15	*Service Miles	111,225		98,477	110,272
16	Billable Service Hours	8187.07		8,346	16,186.3
17	LINK & BART Fuel Cost	\$60,524.77			\$126,213.47
18	Total Cost	\$597,456.47		\$ 490,570.81	\$975,464.51
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>					
19	Percent on-time	90.0%	0%	80.0%	86.5%
20	Arrived 15-29 minutes past window	237			763
21	Arrived 30-59 minutes past window	99			348
22	Arrived 60 minutes past window	13			51
23	Total Missed Trips	20			58
24	Transfer Trips	1176		940	2238
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>					
25	Total Complaints	4	0	7	9
26	Timeliness	0	0		0
27	Driver Complaints	3	0		3
28	Equipment / Vehicle	0	0		0
29	Scheduling/Staff Skill	2	0		2
30	Commendations	2		2	2
31	Ave. wait time in Queue for reservation	1.01			1.01
32	Ave. wait time in Queue for customer service	1.00			0.77
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall</b>					
33	Total accidents per 100,000 miles	0.00001	0	1	0
34	Roadcalls per 100,000 miles	0.00001	0	1	0
<b>Eligibility Statistics</b>					
35	*Total ADA Riders in Data Base	RED database system is being upgraded			4,934
36	*Total Certification Determinations	-			108
37	*Initial Denials	-			0
38	*Denials Reversed	-			0

\* Eligibility Statistics are still under review.  
 \* Service Miles are currently being audited.  
 \* Number of PCA is currently being audited.  
 \* Farebox information included in Fare Recon Report.

Not included in previous MOP

Transdev G.M.:   
 Date: 10/24/19