

CCCTA PARATRANSIT

Performance Report: 9/1 to 9/30/19

LINK and BART Statistics

FY 19/20 Variance FY 18/19 FY 19/20
 September from goal September YTD

Ridership Statistics					
1	ADA Passengers	10,884		10,960	34,053
2	Companions	67		56	195
3	*Personal Care Assistants	1,097		880	3,699
4	Total Passengers	12,048		11,896	37,947
Scheduling Statistics					
5	Total Number of No Shows & Late Cancels	1,151			3,508
6	Total number of Cancellations	704			1,684
7	Same Day Trips	178			596
8	Denial Trips	-			-
9	Go Backs/ Re-scheduled	47			117
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
10	Revenue Hours	6,098.10		6,154.00	19,381.00
11	ADA Passengers per RVHr.	1.9	0.1	1.8	1.8
12	Average Trip Length (miles)	7.24		9.2	7.25
13	Average Ride Duration (minutes)	30.37		31.3	30.70
14	Total Cost per ADA Passenger	\$ 50.89			\$ 51.24
15	*Service Miles	101,467		110,017	321,058
16	Billable Service Hours	7,346.90		7,632.27	23,533.20
17	LINK & BART Fuel Cost	\$56,118.85			\$182,332.32
18	Total Cost	\$553,890.23		\$ 444,736.56	\$1,308,333.67
On Time Performance Standard Goal = 90%; Incentive Goal = 92%					
19	Percent on-time	88.4%	1.6%	73%	87.1%
20	Arrived 15-29 minutes past window	296			763
21	Arrived 30-59 minutes past window	146			494
22	Arrived 60 minutes past window	15			66
23	Total Missed Trips	61			58
24	Transfer Trips	1142		1,001	2238
Customer Service Complaint Standard Goal = 2/1,000 passengers					
25	Total Complaints	3	0	16	9
26	Timeliness	1	0		0
27	Driver Complaints	2	0		3
28	Equipment / Vehicle	0	0		0
29	Scheduling/Staff Skill	0	0		2
30	Commendations	2		2	4
31	Ave. wait time in Queue for reservation	1.34			1.11
32	Ave. wait time in Queue for customer service	1.27			0.93
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall					
33	Total accidents per 100,000 miles	0.00001	0	0	0
34	Roadcalls per 100,000 miles	0.00001	0	2	0
Eligibility Statistics					
35	*Total ADA Riders in Data Base	2,439			2,555
36	*Total Certification Determinations	116			328
37	*Initial Denials	-			2
38	*Denials Reversed	-			0

- * Eligibility Statistics audited
- * Service Miles are currently being audited.
- * Number of PCA is currently being audited.
- * Farebox information included in Fare Recon Report.
- * YTD ADA Passenger Cost is not based on the Total Cost

Not included in previous MOP

Transdev G.M.: 
 Date: 11/19/19