CCCTA PARATRANSIT

Performance Report: 2/01 through 2/29/2020

	LINK and BART Statistics	FY 19/20 February	Variance from Goal	FY 18/19 February	19/20 YTD
	Ridership Statistics				
1	ADA Passengers	10,606		10,957	88,646
2	Companions	55		45	478
3	*Personal Care Assistants	578		1035	6,823
4	SilverRide Pilot	402			3,413
5	Total Passengers	11,641		12,037	99,360
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	1,179		3,005	9,633
7	SilverRide Pilot No Shows & Late Cancels	35			598
8	Total number of Cancellations	802		2,925	5,491
9	Same Day Trips	163		0	1,544
10	Denial Trips	-			-
11	Go Backs/ Re-scheduled	46			275
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	5,223.80		6,781.00	48,156.20
13	ADA Passengers per RVHr.	2.03		1.78	1.85
14	Average Trip Length (miles)	11.46		10.60	11.39
15	Average Ride Duration (minutes)	27.89		31.92	30.95
16	Total Cost per ADA Passenger	$ 44.77			$ 47.91
17	*Service Miles	90,870.00		101,673.00	804,345.26
18	Billable Service Hours	6,514.20		8,781.00	58,881.20
19	SilverRide Pilot Cost	$ 13,668.00			$ 116,042.00
20	LINK & BART Fuel Cost	$ 48,555.36			$455,208.43
21	Total Cost	$521,182.59		$496,953.16	$3,043,589.95
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	91.4%		78.0%	90.4%
23	SilverRide Pilot OTP	100%			99%
24	Arrived 15-29 minutes past window	212			1527
25	Arrived 30-59 minutes past window	46			765
26	Arrived 60 minutes past window	4			95
27	Total Missed Trips	5			169
28	Transfer Trips	1086		981	7932
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
29	Total Complaints	8		13	40
30	Timeliness	6			18
31	Driver Complaints	2			18
32	Equipment / Vehicle	0			0
33	Scheduling/Staff Skill	0			2
34	Commendations	2			12
35	Ave. wait time in Queue for reservation				0.93
36	Ave. wait time in Queue for customer service				0.83
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall				
37	Total accidents per 100,000 miles	0		2	0.00
38	Roadcalls per 100,000 miles	3		2	0
39	**Eligibility Statistics**				
40	*Total ADA Riders in Data Base	2,516		-	2,780
41	*Total Certification Determinations	92		-	854
42	*Initial Denials	0		-	7
43	*Denials Reversed	0		-	1

Phone Report is down

* Total Preventable accidents YTD is 6

* 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

Transdev G.M.: _Jduran_

Date: 3/25/2020