

CCCTA PARATRANSIT

Performance Report: 1/01 to 1/31/2020

LINK and BART Statistics		FY 20/21 January	Variance from Goal	FY 19/20 January	FY 19/20-20/21 YTD
<b>Ridership Statistics</b>					
1	ADA Passengers	11,079		11,788	66,961
2	Companions	64		46	359
3	*Personal Care Assistants	586		1152	5,659
4	SilverRide Pilot				2,579
5	Total Passengers	11,729		12,986	75,558
<b>Scheduling Statistics</b>					
6	Total Number of No Shows & Late Cancels	1,204		3,021	7,250
7	SilverRide Pilot No Shows & Late Cancels				491
8	Total number of Cancellations	941		2,965	4,550
9	Same Day Trips	213		146	1,168
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	15			214
Standard Goals, Productivity Standard Goal = 2.6; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 63%					
12	Revenue Hours	5,548.06		7,336.00	592,189.80
13	ADA Passengers per RVHr.	2.00		1.77	1.82
14	Average Trip Length (miles)	11.26		10.00	11.38
15	Average Ride Duration (minutes)	31.87		33.29	30.95
16	Total Cost per ADA Passenger	\$ 47.46			\$ 48.96
17	*Service Miles	94,600.39		129,634.00	712,522
18	Billable Service Hours	6,868.90		9,469.00	52,367.00
19	SilverRide Pilot Cost				\$ 87,686.00
20	LINK & BART Fuel Cost	\$ 50,346.24			\$406,653.07
21	Total Cost	\$525,838.04			\$2,739,963.09
<b>On Time Performance</b>					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	93.2%		80.0%	90.3%
23	SilverRide Pilot OTP				
24	Arrived 15-29 minutes past window	154			1161
25	Arrived 30-59 minutes past window	20			719
26	Arrived 60 minutes past window	1			91
27	Total Missed Trips	3			184
28	Transfer Trips	1152		1075	5694
<b>Customer Service</b>					
Complaint Standard Goal = 2/1,000 passengers					
29	Total Complaints	7		10	32
30	Timeliness	3			12
31	Driver Complaints	4			16
32	Equipment / Vehicle	0			0
33	Scheduling/Staff Skill	0			2
34	Commendations	2			10
35	Ave. wait time in Queue for reservation	0.38			0.93
36	Ave. wait time in Queue for customer service	0.45			0.83
<b>Safety &amp; Maintenance</b>					
Accident Standard Goal = 5/100,000 miles; Roadcall					
37	Total accidents per 100,000 miles	0.5		0	14
38	Roadcalls per 100,000 miles	1		5	0
39	<b>Eligibility Statistics</b>				
40	*Total ADA Riders In Data Base	2,503			2,688
41	*Total Certification Determinations	91			762
42	*Initial Denials	1			6
43	*Denials Reversed	0			1

\* 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

Transdev G.M.:

Date: 2/19/2020

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
<b>Ridership Statistics</b>					
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
<b>Scheduling Statistics</b>					
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
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>					
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
<b>On Time Performance</b>					
<b>Standard Goal = 90%; Incentive Goal = 92%</b>					
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
<b>Customer Service</b>					
<b>Complaint Standard Goal = 2/1,000 passengers</b>					
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
<b>Safety &amp; Maintenance</b>					
<b>Accident Standard Goal = .5/100,000 miles; Roadcall</b>					
37	Total accidents per 100,000 miles	0		2	0.00
38	Roadcalls per 100,000 miles	3		2	0
<b>Eligibility Statistics</b>					
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

\* 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

Phone Report is down

Transdev G.M.: *J. Duran*  
Date: 3/25/2020




CCCTA PARATRANSIT

Performance Report: 3/01 through 3/31/2020

LINK and BART Statistics

	FY 19/20 March	Variance From Goal	FY 18/19 March	19/20 YTD
<b>Ridership Statistics</b>				
1 ADA Passengers	6,402		12,001	95,048
2 Companions	14		51	492
3 *Personal Care Assistants	421		1047	7,244
4 SilverRide Pilot	329			3,742
5 Total Passengers	7,166		13,099	106,526
<b>Scheduling Statistics</b>				
6 Total Number of No Shows & Late Cancels	1,145		2,707	9,533
7 SilverRide Pilot No Shows & Late Cancels	151			598
8 Total number of Cancellations	906		2,630	6,293
9 Same Day Trips	164		166	1,544
10 Denial Trips	-		0	-
11 Go Backs/ Re-scheduled	14			275
<b>Standard Goals, Productivity Standard Goal = 2.8, Incentive Goal 2.8 + 52% OTP, Ratio of Revenue Hours to Service Hours 82%</b>				
12 Revenue Hours	3,615.00		7,000.00	48,156.20
13 ADA Passengers per RVHr.	1.77		1.87	1.84
14 Average Trip Length (miles)	10.72		9.80	11.39
15 Average Ride Duration (minutes)	31.74		32.48	30.56
16 Total Cost per ADA Passenger	\$ 67.31			\$ 50.06
17 *Service Miles	67,794.00		127,857.00	865,965.26
18 Billable Service Hours	6,076.11		8,966.00	63,425.90
19 SilverRide Pilot Cost	\$ 11,188.00			\$ 127,228.00
20 LINK & BART Fuel Cost	\$ 32,629.57			\$487,838.00
21 Total Cost	\$482,355.43		\$506,492.90	\$3,238,841.57
<b>On Time Performance</b>				
<b>Standard Goal = 90%, Incentive Goal = 82%</b>				
22 Percent on-time	91.88%		79.0%	90.50%
23 SilverRide Pilot OTP	99%			99%
24 Arrived 15-29 minutes past window	114			1641
25 Arrived 30-59 minutes past window	25			790
26 Arrived 60 minutes past window	3			98
27 Total Missed Trips	1			170
28 Transfer Trips	718		1091	9703
<b>Customer Service</b>				
<b>Complaint Standard Goal = 21,000 passengers</b>				
29 Total Complaints	3		20	43
30 Timeliness	2			20
31 Driver Complaints	1			19
32 Equipment / Vehicle	0			0
33 Scheduling/Staff Skill	0			2
34 Commendations	0			12
35 Ave. wait time in Queue for reservation	0.20			0.84
36 Ave. wait time in Queue for customer service	0.14			0.75
<b>Safety &amp; Reliability</b>				
<b>Accident Standard Goal = 5,000,000 miles, Roadcall</b>				
37 Total accidents per 100,000 miles	0		1	0.00
38 Roadcalls per 100,000 miles	1		1	0.00
<b>Eligibility Statistics</b>				
40 *Total ADA Riders in Data Base	2,513			2,859
41 *Total Certification Determinations	79			933
42 *Initial Denials	0			7
43 *Denials Reversed	0			1

- \* 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
- \* Service Hours are Pre and Post Covid-19 Billable Definition

Transdev G.M.   
 Date: 4/28/2020