

CCCTA PARATRANSIT  
Performance Report: 7/01 through 7/31 /2020

LINK and BART Statistics

July-FY 20/21      Variance  
from Goal      July-FY 19/20      YTD 20/21

<b>Ridership Statistics</b>				
1	ADA Passengers	2,538	11,506	2,538
2	Companions	29	57	29
3	*Personal Care Assistants	241	1,329	241
4	SilverRide Pilot	0	456	0
5	Total Passengers	2,808	12,892	2,808
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	388	1,323	388
7	SilverRide Pilot No Shows & Late Cancels	0	72	0
8	Total number of Cancellations	243	293	243
9	Same Day Trips	79	193	79
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	16	31	16
<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	1,995.20	6,449.50	1,995.20
13	ADA Passengers per RVHr.	1.27	1.77	1.27
14	Average Trip Length (miles)	11.23	11.14	11.23
15	Average Ride Duration (minutes)	8.48	30.29	8.48
16	Total Cost per ADA Passenger	\$ 157.34	\$ 50.94	\$ 157.34
17	*Service Miles	39,607	109,319	39,607
18	Billable Service Hours	5,541.51	7,998.4	5,541.51
19	SilverRide Pilot Cost	\$ -	15,504.00	\$ -
20	LINK & BART Fuel Cost	\$ 28,184.19	\$ 65,688.70	\$ 28,184.19
21	Total Cost	\$ 441,806.34	\$ 609,330.49	\$ 441,806.34
<b>On Time Performance</b>				
<b>Standard Goal = 90%; Incentive Goal = 92%</b>				
22	Percent on-time	97%	82.7%	97%
23	SilverRide Pilot OTP	0%	98.9%	0%
24	Arrived 15-29 minutes past window	18	-	18
25	Arrived 30-59 minutes past window	8	249	8
26	Arrived 60 minutes past window	0	38	0
27	Total Missed Trips	0	38	0
28	Transfer Trips	354	1,062	354
<b>Customer Service</b>				
<b>Complaint Standard Goal = 2/1,000 passengers</b>				
29	Total Complaints	2	5	2
30	Timeliness	0	0	0
31	Driver Complaints	2	3	2
32	Equipment / Vehicle	0	0	0
33	Scheduling/Staff Skill	0	2	0
34	Commendations	0	2	0
35	Ave. wait time in Queue for reservation	0.19	1.0	0.19
36	Ave. wait time in Queue for customer service	0.29	0.53	0.29
<b>Safety &amp; Maintenance</b>				
<b>Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>				
37	Total accidents per 100,000 miles	1	0	0
38	Roadcalls per 100,000 miles	1	0	0
<b>Eligibility Statistics</b>				
40	*Total ADA Riders in Data Base	2,457	2,437	2,457
41	*Total Certification Determinations	91	108	91
42	*Initial Denials	0	0	0
43	*Denials Reversed	0	0	0

\* Total Preventable accidents YTD is 1

\* 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

\* Since taking over the contract the OTP has been improved by 14.3%

\* Productivity was at 2.00 as of January 2020; however due to Covid-19 and social distancing, the number is low.

\* We have three (3) less complaints in July 2020 from July 2019.

Transdev G.M.:

Date: 8/15/2020