CCCTA PARATRANSIT

Performance Report: 10/01 through 10/31/2020

LINK and BART Statistics

		FY 20/21 October	Variance from Goal	FY 19/20 October	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	3,106		12,217	10,923
2	Companions	39		56	107
3	*Personal Care Assistants	333		830	1006
4	SilverRide Pilot	-		445	-
5	Total Passengers	3,478		13,548	12,090
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	458		1,361	1,164
7	SilverRide Pilot No Shows & Late Cancels	-		131	0
8	Total number of Cancellations	357		860	831
9	Same Day Trips	128		164	328
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	16		52	44
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	2,372.00		6,678.00	8,424.69
13	ADA Passengers per RVHr.	1.30		1.83	1.29
14	Average Trip Length (miles)	10.19		11.67	13.33
15	Average Ride Duration (minutes)	12.23		30.58	9.46
16	Total Cost per ADA Passenger	$ 138.22		$ 48.96	$ 127.23
17	*Service Miles	37,984		111,265	151,725
18	Billable Service Hours	6,128.30		8,147.00	22,799.99
19	SilverRide Pilot Cost	$ -		$ 15,130.00	$ -
20	LINK & BART Fuel Cost	$ 21,444.24		$69,769.25	$ 95,341.98
21	Total Cost	$ 480,716.95		$619,963.29	$ 1,847,577.53
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	94%		92.5%	95%
23	SilverRide Pilot OTP	-		100.0%	0%
24	Arrived 15-29 minutes past window	44		243	98
25	Arrived 30-59 minutes past window	7		77	28
26	Arrived 60 minutes past window	1		8	6
27	Total Missed Trips	3		21	1
28	Transfer Trips	409		1300	1,004
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
29	Total Complaints	0		4	2
30	Timeliness	0		2	0
31	Driver Complaints	0		2	2
32	Equipment / Vehicle	0		0	0
33	Scheduling/Staff Skill	0		0	0
34	Commendations	0		3	0
35	Ave. wait time in Queue for reservation	0.36		1.14	0.30
36	Ave. wait time in Queue for customer service	0.23		1.02	0.26
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
37	Total accidents per 100,000 miles	1		0	3
38	Roadcalls per 100,000 miles	0		0	3
39	**Eligibility Statistics**				
40	*Total ADA Riders in Data Base	2,208		2,475	2,701
41	*Total Certification Determinations	124		137	476
42	*Initial Denials	-		1	2
43	*Denials Reversed	-		0	0

* 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

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

* We have Zero complaints in October 2020 compared to the four (4) in October 2019.

* The OTP for October 2020 is at 94% compared to the 92.5% in October 2019.

CCCTA PARATRANSIT
Performance Report: 11/01 through 11/30/2020

	LINK and BART Statistics	FY 20/21 November	Variance from Goal	FY 19/20 November	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	2,532		10,246	13,456
2	Companions	16		72	127
3	*Personal Care Assistants	280		550	1299
4	SilverRide Pilot	-		398	-
5	Total Passengers	2,828		11,266	14,937
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	438		1,137	2,060
7	SilverRide Pilot No Shows & Late Cancels	-		56	0
8	Total number of Cancellations	303		868	1,491
9	Same Day Trips	98		200	554
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	20		24	80
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	1,994.40		5,701.20	10,490.89
13	ADA Passengers per RVHr.	1.23		1.80	1.25
14	Average Trip Length (miles)			11.67	12.25
15	Average Ride Duration (minutes)			31.49	9.20
16	Total Cost per ADA Passenger	$ 153.76		$ 48.45	$ 134.53
17	*Service Miles	32,796		92,793.87	191,745
18	Billable Service Hours	5,258.48		6,933.00	28,058.47
19	SilverRide Pilot Cost	$ -		$ 13,532.00	$ -
20	LINK & BART Fuel Cost	$ 18,650.36		$53,867.95	$ 113,992.34
21	Total Cost	$ 434,840.88		$545,879.45	$ 2,282,418.41
	On Time Performance **Standard Goal = 90%; Incentive Goal = 92%**				
22	Percent on-time	95%		93.3%	95%
23	SilverRide Pilot OTP	-		99.3%	0%
24	Arrived 15-29 minutes past window	41		179	183
25	Arrived 30-59 minutes past window	11		63	46
26	Arrived 60 minutes past window	1		6	8
27	Total Missed Trips	1		12	5
28	Transfer Trips	140		1014	1,745
	One Seat Pilot Data				
23	*Total Trips				
24	*Non-CCCTA Cost (Cost for Agencies)				
25	*Non-CCCTA Miles (Agency Miles)				
26	*Non-CCCTA Revenue Hours				
27	*Total Revenue Hours				
28	*Total Fare Collected				
29	*Non-CCCTA Fare Collected				
	Customer Service **Complaint Standard Goal = 2/1,000 passengers**				
30	Total Complaints	0		3	2
31	Timeliness	0		1	0
32	Driver Complaints	0		2	2
33	Equipment / Vehicle	0		0	0
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		1	0
36	Ave. wait time in Queue for reservation	0.37		1.23	0.31
37	Ave. wait time in Queue for customer service	0.19		1.06	0.25
	Safety & Maintenance **Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles**				
38	Total accidents per 100,000 miles	1		0	4
39	Roadcalls per 100,000 miles	0		0	3
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	2,148		2,482	2,793
42	*Total Certification Determinations	92		105	568
43	*Initial Denials	1		0	3
44	*Denials Reversed	-		1	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot
*One Seat Revenue Hours are total combined hours for all of the Agencies
*One Seat Data is currently missing, as it is being audited

CCCTA PARATRANSIT

Performance Report: 12/01 through 12/31/2020

	LINK and BART Statistics	FY 20/21 December	Variance from Goal	FY 19/20 December	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	2,597		10,445	16,053
2	Companions	12		36	139
3	*Personal Care Assistants	216		580	1515
4	SilverRide Pilot			464	-
5	Total Passengers	2,825		11,525	17,698
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	440		1,254	2,497
7	SilverRide Pilot No Shows & Late Cancels	-		40	-
8	Total number of Cancellations	297		1,007	1,742
9	Same Day Trips	108		208	662
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	18		21	98
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	1,459.50		5,623.00	12,418.99
13	ADA Passengers per RVHr.	1.06		1.86	1.22
14	Average Trip Length (miles)			11.45	12.25
15	Average Ride Duration (minutes)			30.50	9.20
16	Total Cost per ADA Passenger	$ 169.02		$ 47.06	$ 140.93
17	*Service Miles	33,998		92,805.00	191,745
18	Billable Service Hours	6,086.48		6,886.00	34,144.95
19	SilverRide Pilot Cost	$ -		$ 15,776.00	$ -
20	LINK & BART Fuel Cost	$ 20,275.19		$ 50,337.31	$ 134,267.53
21	Total Cost	$ 477,476.55		$542,402.14	$ 2,759,894.96
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	95.7%		91.7%	95%
23	SilverRide Pilot OTP	-		100%	0%
24	Arrived 15-29 minutes past window	29		206	212
25	Arrived 30-59 minutes past window	15		65	61
26	Arrived 60 minutes past window	1		10	9
27	Total Missed Trips	0		9	5
28	Transfer Trips	106		1053	1,851
	One Seat Pilot Data				
23	*Total Trips				
24	*Non-CCCTA Cost (Cost for Agencies)				
25	*Non-CCCTA Miles (Agency Miles)				
26	*Non-CCCTA Revenue Hours				
27	*Total Revenue Hours				
28	*Total Fare Collected				
29	*Non-CCCTA Fare Collected				
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	2		6	4
31	Timeliness	0		0	0
32	Driver Complaints	1		6	3
33	Equipment / Vehicle	1		0	1
34	Scheduling/Staff Skill	0		1	0
35	Commendations	0		0	0
36	Ave. wait time in Queue for reservation	0.33		0.30	0.31
37	Ave. wait time in Queue for customer service	0.18		0.50	0.24
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0		0	4
39	Roadcalls per 100,000 miles	1		0	4
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	2,111		2,496	2,872
42	*Total Certification Determinations	79		101	647
43	*Initial Denials	0		0	3
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*One Seat Data is currently missing, as it is being audited

CCCTA PARATRANSIT
Performance Report: 1/01 through 1/31/2021

	LINK and BART Statistics	FY 21/22 January	Variance from Goal	FY 19/20 January	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	2,345		11,079	18,398
2	Companions	17		64	139
3	*Personal Care Assistants	222		586	1515
4	SilverRide Pilot	-		432	-
5	Total Passengers	2,584		12,161	17,486
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	387		1,204	2,500
7	SilverRide Pilot No Shows & Late Cancels	-		72	-
8	Total number of Cancellations	229		941	1,788
9	Same Day Trips	102		213	662
10	Denial Trips			-	-
11	Go Backs/ Re-scheduled	5		15	98
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	2,089.30		5,548.06	11,950.39
13	ADA Passengers per RVHr.	1.12		2.00	1.22
14	Average Trip Length (miles)			11.26	12.25
15	Average Ride Duration (minutes)			31.87	9.20
16	Total Cost per ADA Passenger	$ 163.57		$ 43.24	$ 140.93
17	*Service Miles	36,106		94,600.39	225,743
18	Billable Service Hours	5,044.60		6,868.90	39,189.55
19	SilverRide Pilot Cost	$ -		$ 14,688.00	$ -
20	LINK & BART Fuel Cost	$ 17,075.72		$ 50,346.24	$ 151,343.25
21	Total Cost	$ 422,672.77		$525,838.04	$ 3,182,567.73
	On Time Performance **Standard Goal = 90%; Incentive Goal = 92%**				
22	Percent on-time	95.0%		93.2%	95%
23	SilverRide Pilot OTP	-		100%	0%
24	Arrived 15-29 minutes past window	26		154	212
25	Arrived 30-59 minutes past window	14		20	61
26	Arrived 60 minutes past window	4		1	9
27	Total Missed Trips	1		3	5
28	Transfer Trips	121		1,152	1,972
	One Seat Pilot Data				
23	*Total Trips				
24	*Non-CCCTA Cost (Cost for Agencies)				
25	*Non-CCCTA Miles (Agency Miles)				
26	*Non-CCCTA Revenue Hours				
27	*Total Revenue Hours				
28	*Total Fare Collected				
29	*Non-CCCTA Fare Collected				
	Customer Service **Complaint Standard Goal = 2/1,000 passengers**				
30	Total Complaints	1		7	5
31	Timeliness	0		3	0
32	Driver Complaints	1		4	4
33	Equipment / Vehicle	0		0	1
34	Scheduling/Staff Skill	0		0	0
35	Commendations	1		2	1
36	Ave. wait time in Queue for reservation	1.11		0.38	0.43
37	Ave. wait time in Queue for customer service	0.19		0.45	0.23
	Safety & Maintenance **Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles**				
38	Total accidents per 100,000 miles	0		0.5	4
39	Roadcalls per 100,000 miles	0		1	4
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	2,083		2,503	2,970
42	*Total Certification Determinations	98		91	745
43	*Initial Denials	0		1	3
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*One Seat Data is currently missing, as it is being audited

CCCTA PARATRANSIT

Performance Report: 2/01 through 2/28/2021

	LINK and BART Statistics	FY 21/22 February	Variance from Goal	FY 19/20 February	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	2,640		10,606	21,038
2	Companions	38		55	194
3	*Personal Care Assistants	240		578	1977
4	SilverRide Pilot			402	-
5	Total Passengers	2,918		11,641	22,988
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	416		1,179	3,303
7	SilverRide Pilot No Shows & Late Cancels	-		35	-
8	Total number of Cancellations	261		802	2,278
9	Same Day Trips	89		163	853
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	12		46	115
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	2,416.00		5,223.80	16,455.69
13	ADA Passengers per RVHr.	1.09		2.03	1.19
14	Average Trip Length (miles)			11.46	12.25
15	Average Ride Duration (minutes)			27.89	9.20
16	Total Cost per ADA Passenger	$ 153.99		$ 44.77	$ 145.39
17	*Service Miles	40,229		90,870.00	302,078
18	Billable Service Hours	5,539.16		6,514.20	44,728.71
19	SilverRide Pilot Cost	$ -		$ 13,668.00	$ -
20	LINK & BART Fuel Cost	$ 19,260.87		$ 48,555.36	$ 170,604.12
21	Total Cost	$ 449,353.47		$521,182.59	$ 3,631,921.20
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	96.6%		91.4%	95%
23	SilverRide Pilot OTP	-		100%	0%
24	Arrived 15-29 minutes past window	23		212	261
25	Arrived 30-59 minutes past window	11		46	86
26	Arrived 60 minutes past window	0		4	13
27	Total Missed Trips	0		5	6
28	Transfer Trips	136		1086	2,108
	One Seat Pilot Data				
23	*Total Trips				
24	*Non-CCCTA Cost (Cost for Agencies)				
25	*Non-CCCTA Miles (Agency Miles)				
26	*Non-CCCTA Revenue Hours				
27	*Total Revenue Hours				
28	*Total Fare Collected				
29	*Non-CCCTA Fare Collected				
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	2		8	7
31	Timeliness	0		6	0
32	Driver Complaints	2		2	6
33	Equipment / Vehicle	0		0	1
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		2	1
36	Ave. wait time in Queue for reservation	0.30			0.41
37	Ave. wait time in Queue for customer service	0.16			0.22
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0		0	4
39	Roadcalls per 100,000 miles	0		3	4
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	2,043		2,516	3,083
42	*Total Certification Determinations	113		92	858
43	*Initial Denials	0		0	3
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*One Seat Data is currently missing, as it is being audited

CCCTA PARATRANSIT

Performance Report: 3/01 through 3/31/2021

	LINK and BART Statistics	FY 21/22 March	Variance from Goal	FY 19/20 March	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	3,064		6,402	24,102
2	Companions	67		14	261
3	*Personal Care Assistants	297		421	2274
4	SilverRide Pilot			329	-
5	Total Passengers	3,428		7,166	26,416
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	487		1,145	3,790
7	SilverRide Pilot No Shows & Late Cancels	-		151	-
8	Total number of Cancellations	309		906	2,587
9	Same Day Trips	116		164	969
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	13		14	128
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	2,878.80		3,615.00	19,334.49
13	ADA Passengers per RVHr.	1.06		1.77	1.18
14	Average Trip Length (miles)			10.72	12.25
15	Average Ride Duration (minutes)			31.74	9.20
16	Total Cost per ADA Passenger	$ 145.12		$ 67.31	$ 145.39
17	*Service Miles	46,359		67,794.00	348,437
18	Billable Service Hours	6,423.84		6,076.11	44,728.71
19	SilverRide Pilot Cost	$ -		$ 11,186.00	$ -
20	LINK & BART Fuel Cost	$ 23,544.18		$ 32,629.57	$ 194,148.30
21	Total Cost	$ 497,454.99		$482,355.43	$ 4,129,376.19
	On Time Performance **Standard Goal = 90%; Incentive Goal = 92%**				
22	Percent on-time	96.9%		91.88%	95%
23	SilverRide Pilot OTP	-		99%	0%
24	Arrived 15-29 minutes past window	21		114	282
25	Arrived 30-59 minutes past window	6		25	92
26	Arrived 60 minutes past window	1		3	14
27	Total Missed Trips	0		1	6
28	Transfer Trips	192		718	2,300
	One Seat Pilot Data				
23	*Total Trips				
24	*Non-CCCTA Cost (Cost for Agencies)				
25	*Non-CCCTA Miles (Agency Miles)				
26	*Non-CCCTA Revenue Hours				
27	*Total Revenue Hours				
28	*Total Fare Collected				
29	*Non-CCCTA Fare Collected				
	Customer Service **Complaint Standard Goal = 2/1,000 passengers**				
30	Total Complaints	3		3	10
31	Timeliness	1		2	1
32	Driver Complaints	1		1	7
33	Equipment / Vehicle	1		0	2
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	1
36	Ave. wait time in Queue for reservation	0.20		0.20	0.39
37	Ave. wait time in Queue for customer service	0.41		0.14	0.24
	Safety & Maintenance **Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles**				
38	Total accidents per 100,000 miles	0		0	4
39	Roadcalls per 100,000 miles	0		1	4
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,980		2,513	3,211
42	*Total Certification Determinations	128		79	986
43	*Initial Denials	0		0	3
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*One Seat Data is currently missing, as it is being audited

CCCTA PARATRANSIT
Performance Report: 4/01 through 4/30/2021

	LINK and BART Statistics	FY 21/22 April	Variance from Goal	FY 19/20 April	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	3,136		1,827	27,238
2	Companions	50		12	311
3	*Personal Care Assistants	409		263	2683
4	SilverRide Pilot	-		-	-
5	Total Passengers	3,595		2,102	30,011
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	440		458	4,230
7	SilverRide Pilot No Shows & Late Cancels	-		0	-
8	Total number of Cancellations	254		360	2,841
9	Same Day Trips	153		83	1,122
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	13		0	141
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	2,973.70		1,722.19	22,308.19
13	ADA Passengers per RVHr.	1.06		1.06	1.17
14	Average Trip Length (miles)			10.41	12.25
15	Average Ride Duration (minutes)			49.04	9.20
16	Total Cost per ADA Passenger	$ 136.68		$ 216.02	$ 144.42
17	*Service Miles	47,924		28,501.00	396,361
18	Billable Service Hours	6,291.70		4,486.87	51,020.41
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 23,991.11		$ 19,817.71	$ 218,139.41
21	Total Cost	$ 491,357.02		$384,283.09	$ 4,620,733.21
	On Time Performance **Standard Goal = 90%; Incentive Goal = 92%**				
22	Percent on-time	97.7%		98.30%	96%
23	SilverRide Pilot OTP	-		0%	0%
24	Arrived 15-29 minutes past window	30		12	282
25	Arrived 30-59 minutes past window	7		6	92
26	Arrived 60 minutes past window	1		3	14
27	Total Missed Trips	0		0	6
28	Transfer Trips	188		231	2,300
	One Seat Pilot Data				
23	*Total Trips				
24	*Non-CCCTA Cost (Cost for Agencies)				
25	*Non-CCCTA Miles (Agency Miles)				
26	*Non-CCCTA Revenue Hours				
27	*Total Revenue Hours				
28	*Total Fare Collected				
29	*Non-CCCTA Fare Collected				
	Customer Service **Complaint Standard Goal = 2/1,000 passengers**				
30	Total Complaints	2		0	12
31	Timeliness	1		0	2
32	Driver Complaints	1		0	8
33	Equipment / Vehicle	0		0	2
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	1
36	Ave. wait time in Queue for reservation	0.28		0.42	0.38
37	Ave. wait time in Queue for customer service	0.23		0.15	0.24
	Safety & Maintenance **Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles**				
38	Total accidents per 100,000 miles	0		0	4
39	Roadcalls per 100,000 miles	0		1	4
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,934		2,502	3,316
42	*Total Certification Determinations	105		76	1,091
43	*Initial Denials	0		0	3
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot
*One Seat Revenue Hours are total combined hours for all of the Agencies
*One Seat Data is currently missing, as it is being audited

CCCTA PARATRANSIT

Performance Report: 5/01 through 5/31/2021

	LINK and BART Statistics	FY 21/22 May	Variance from Goal	FY 19/20 May	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	3,254		1,984	30,492
2	Companions	27		24	338
3	*Personal Care Assistants	387		254	3070
4	SilverRide Pilot			-	-
5	Total Passengers	3,668		2,262	33,679
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	461		307	4,230
7	SilverRide Pilot No Shows & Late Cancels	-		0	-
8	Total number of Cancellations	277		216	2,841
9	Same Day Trips	154		89	1,122
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	27		1	141
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,175.60		1,904.90	25,483.79
13	ADA Passengers per RVHr.	1.02		1.04	1.15
14	Average Trip Length (miles)			10.95	12.25
15	Average Ride Duration (minutes)			31.71	9.20
16	Total Cost per ADA Passenger	$ 130.94		$ 187.70	$ 142.25
17	*Service Miles	52,364		27,482.00	448,725
18	Billable Service Hours	6,056.68		5,410.61	57,077.09
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 24,571.55		$ 17,057.98	$ 242,710.96
21	Total Cost	$ 480,296.92		$424,578.88	$ 5,101,030.13
	On Time Performance **Standard Goal = 90%; Incentive Goal = 92%**				
22	Percent on-time	97.4%		97.10%	96%
23	SilverRide Pilot OTP	-		-	-
24	Arrived 15-29 minutes past window	22		14	334
25	Arrived 30-59 minutes past window	9		4	114
26	Arrived 60 minutes past window	3		3	20
27	Total Missed Trips	1		0	8
28	Transfer Trips	168		266	2,654
	One Seat Pilot Data				
23	*Total Trips				
24	*Non-CCCTA Cost (Cost for Agencies)				
25	*Non-CCCTA Miles (Agency Miles)				
26	*Non-CCCTA Revenue Hours				
27	*Total Revenue Hours				
28	*Total Fare Collected				
29	*Non-CCCTA Fare Collected				
	Customer Service **Complaint Standard Goal = 2/1,000 passengers**				
30	Total Complaints	0		0	12
31	Timeliness	0		0	2
32	Driver Complaints	0		0	8
33	Equipment / Vehicle	0		0	2
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	1
36	Ave. wait time in Queue for reservation	0.28		0.28	0.38
37	Ave. wait time in Queue for customer service	0.21		0.17	2.13
	Safety & Maintenance **Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles**				
38	Total accidents per 100,000 miles	0		0	4
39	Roadcalls per 100,000 miles	0		0	4
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,912		2,472	3,421
42	*Total Certification Determinations	105		69	1,196
43	*Initial Denials	0		0	3
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*One Seat Data is currently missing, as it is being audited

CCCTA PARATRANSIT

Performance Report: 6/01 through 6/30/2021

	LINK and BART Statistics	FY 20/21 June	Variance from Goal	FY 19/20 June	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	4,060		2,372	34,552
2	Companions	24		14	362
3	*Personal Care Assistants	561		277	3631
4	SilverRide Pilot	-		0	-
5	Total Passengers	4,645		2,663	38,324
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	610		479	5,301
7	SilverRide Pilot No Shows & Late Cancels	-		0	-
8	Total number of Cancellations	367		365	3,485
9	Same Day Trips	188		118	1,464
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	22		4	190
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,737.50		2,382.80	29,221.29
13	ADA Passengers per RVHr.	1.09		1.19	1.15
14	Average Trip Length (miles)			8.21	12.25
15	Average Ride Duration (minutes)			10.75	9.20
16	Total Cost per ADA Passenger	$ 124.06		$ 171.51	$ 140.82
17	*Service Miles	59,402.00		31,296.00	508,127
18	Billable Service Hours	6,407.82		5,993.86	63,484.91
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 30,569.70		$ 22,025.17	$ 273,280.66
21	Total Cost	$ 503,687.03		$456,731.35	$ 5,604,717.16
	On Time Performance **Standard Goal = 90%; Incentive Goal = 92%**				
22	Percent on-time	97.7%		95.60%	96%
23	SilverRide Pilot OTP	-		0%	-
24	Arrived 15-29 minutes past window	32		20	366
25	Arrived 30-59 minutes past window	12		5	120
26	Arrived 60 minutes past window	1		13	19
27	Total Missed Trips	0		0	7
28	Transfer Trips	213		277	2,869
	One Seat Pilot Data				
23	*Total Trips	511			2,659
24	*Non-CCCTA Cost (Cost for Agencies)	5,934.08			32,164.79
25	*Non-CCCTA Miles (Agency Miles)	4,818.20			26,000.09
26	*Non-CCCTA Revenue Hours	132.73			601.53
27	*Total Revenue Hours	269.13			1,276.14
28	*Total Fare Collected	$ 2,444.50			$ 11,889.78
29	*Non-CCCTA Fare Collected	$ 1,390.75			$ 6,028.25
	Customer Service **Complaint Standard Goal = 2/1,000 passengers**				
30	Total Complaints	1		0	13
31	Timeliness	1		0	3
32	Driver Complaints	0		0	8
33	Equipment / Vehicle	0		0	2
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	1
36	Ave. wait time in Queue for reservation	0:01:02		0:00:25	0:00:36
37	Ave. wait time in Queue for customer service	0:00:24		0:00:22	0:00:24
	Safety & Maintenance **Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles**				
38	Total accidents per 100,000 miles	0		6	4
39	Roadcalls per 100,000 miles	0		12	4
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,882		2,526	3,533
42	*Total Certification Determinations	112		1,169	1,308
43	*Initial Denials	0		7	3
44	*Denials Reversed	0		1	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

* One Seat participation trips for Eastbay have been added to the trip count; however not added to actual invoice

CCCTA PARATRANSIT

Performance Report: 7/01 to 7/31/2021

	LINK and BART Statistics	FY 21/22 July	Variance from Goal	FY 20/21 July	YTD 21/22
	Ridership Statistics				
1	ADA Passengers	4,653		2,538	4,653
2	Companions	39		29	39
3	*Personal Care Assistants	641		241	641
4	SilverRide Pilot	-		0	-
5	Total Passengers	5,333		2,808	5,333
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	498		388	498
7	SilverRide Pilot No Shows & Late Cancels	-		0	-
8	Total number of Cancellations	297		243	297
9	Same Day Trips	159		79	159
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	21		16	21
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,073.60		1,995.20	4,073.60
13	ADA Passengers per RVHr.	1.14		1.27	1.14
14	Average Trip Length (miles)			11.23	
15	Average Ride Duration (minutes)			8.48	
16	Total Cost per ADA Passenger	$ 101.00		$ 163.25	$ 101.00
17	*Service Miles	64,310		39,607	64,310
18	Billable Service Hours	5,736.82		5,541.51	5,736.82
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 32,427.04		$ 28,184.19	$ 32,427.04
21	Total Cost	$ 469,969.78		$ 458,393.19	$ 469,969.78
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.6%		97%	97.6%
23	SilverRide Pilot OTP	0%		0%	0%
24	Arrived 15-29 minutes past window	24		18	24
25	Arrived 30-59 minutes past window	10		8	10
26	Arrived 60 minutes past window	0		0	0
27	Total Missed Trips	0		0	0
28	Transfer Trips	199		354	199
	One Seat Pilot Data				
23	*Total Trips	674			674
24	*Non-CCCTA Cost (Cost for Agencies)	$ 8,624.22			$ 8,624.22
25	*Non-CCCTA Miles (Agency Miles)	6,367.16			6,367.16
26	*Non-CCCTA Revenue Hours	184.49			184.49
27	*Total Revenue Hours	386.60			386.60
28	*Total Fare Collected	$ 3,312.00			$ 3,312.00
29	*Non-CCCTA Fare Collected	$ 1,805.25			$ 1,805.25
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	3		2	3
31	Timeliness	1		0	1
32	Driver Complaints	2		2	2
33	Equipment / Vehicle	0		0	0
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	0
36	Ave. wait time in Queue for reservation	0:00:53		0.19	0:00:53
37	Ave. wait time in Queue for customer service	0:00:30		0.29	0:00:30
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0		1	0
39	Roadcalls per 100,000 miles	0		1	0
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,854		2,457	1,854
42	*Total Certification Determinations	115		91	115
43	*Initial Denials	0		0	0
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*One Seat Data is currently missing, as it is being audited

CCCTA PARATRANSIT

Performance Report: 8/01 to 8/31/2021

	LINK and BART Statistics	FY 21/22 August	Variance from Goal	FY 20/21 August	YTD 21/22
	Ridership Statistics				
1	ADA Passengers	5,062		2,613	9,715
2	Companions	23		18	62
3	*Personal Care Assistants	604		235	1245
4	SilverRide Pilot	-		-	-
5	Total Passengers	5,689		2,866	11,022
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	683		340	1,181
7	SilverRide Pilot No Shows & Late Cancels	-		-	-
8	Total number of Cancellations	417		283	714
9	Same Day Trips	178		102	337
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	32		16	53
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,121.30		2,056.50	8,194.90
13	ADA Passengers per RVHr.	1.23		1.27	1.19
14	Average Trip Length (miles)			11.24	
15	Average Ride Duration (minutes)			8.52	
16	Total Cost per ADA Passenger	$ 93.82		$ 159.42	$ 97.26
17	*Service Miles	68,468		40,550	132,778
18	Billable Service Hours	5,803.84		5,555.71	11,540.66
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 33,992.01		$ 25,972.42	$ 66,419.05
21	Total Cost	$ 474,913.90		$ 456,884.75	$ 944,883.68
	On Time Performance **Standard Goal = 90%; Incentive Goal = 92%**				
22	Percent on-time	96.3%		94%	97.0%
23	SilverRide Pilot OTP	-		-	-
24	Arrived 15-29 minutes past window	50		40	74
25	Arrived 30-59 minutes past window	20		12	30
26	Arrived 60 minutes past window	1		4	1
27	Total Missed Trips	3		0	3
28	Transfer Trips	278		317	477
	One Seat Pilot Data				
23	*Total Trips	684			1,358
24	*Non-CCCTA Cost (Cost for Agencies)	$ 8,822.05			$ 17,446.27
25	*Non-CCCTA Miles (Agency Miles)	6,227.45			12,594.61
26	*Non-CCCTA Revenue Hours	182.85			367.34
27	*Total Revenue Hours	403.85			790.45
28	*Total Fare Collected	$ 3,241.25			$ 6,553.25
29	*Non-CCCTA Fare Collected	$ 1,733.75			$ 3,539.00
	Customer Service **Complaint Standard Goal = 2/1,000 passengers**				
30	Total Complaints	2		0	5
31	Timeliness	0		0	1
32	Driver Complaints	2		0	4
33	Equipment / Vehicle	0		0	0
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	0
36	Ave. wait time in Queue for reservation			0.27	0:00:53
37	Ave. wait time in Queue for customer service			0.26	0:00:30
	Safety & Maintenance **Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles**				
38	Total accidents per 100,000 miles	0		0	0
39	Roadcalls per 100,000 miles	0		1	0
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,832		2,363	1,971
42	*Total Certification Determinations	117		130	232
43	*Initial Denials	0		0	0
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

Recording Software did not capture data

CCCTA PARATRANSIT

Performance Report: 9/01 to /30/2021

	LINK and BART Statistics	FY 21/22 September	Variance from Goal	FY 20/21 September	YTD 21/22
	Ridership Statistics				
1	ADA Passengers	5,544		2,667	15,259
2	Companions	49		21	111
3	*Personal Care Assistants	647		196	1892
4	SilverRide Pilot	-		-	-
5	Total Passengers	6,240		2,884	17,262
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	691		436	1,872
7	SilverRide Pilot No Shows & Late Cancels	-		-	-
8	Total number of Cancellations	470		305	1,184
9	Same Day Trips	170		147	507
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	31		12	84
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,211.16		1,995.40	8,284.76
13	ADA Passengers per RVHr.	1.32		1.33	1.23
14	Average Trip Length (miles)			17.53	
15	Average Ride Duration (minutes)			8.62	
16	Total Cost per ADA Passenger	$ 85.48		$ 156.58	$ 92.98
17	*Service Miles	71,557		33,586	204,335
18	Billable Service Hours	5,813.86		5,574.47	17,354.52
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 32,467.05		$ 19,741.13	$ 98,886.10
21	Total Cost	$ 473,894.15		$ 451,582.64	$ 1,418,777.83
	On Time Performance				
	Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	93.9%		94%	95.9%
23	SilverRide Pilot OTP	-		-	-
24	Arrived 15-29 minutes past window	91		40	165
25	Arrived 30-59 minutes past window	43		8	73
26	Arrived 60 minutes past window	1		2	2
27	Total Missed Trips	1		1	4
28	Transfer Trips	260		333	737
	One Seat Pilot Data				
23	*Total Trips	704			2,062
24	*Non-CCCTA Cost (Cost for Agencies)	$ 12,547.74			$ 29,994.01
25	*Non-CCCTA Miles (Agency Miles)	7,292.45			19,887.06
26	*Non-CCCTA Revenue Hours	221.81			589.15
27	*Total Revenue Hours	421.36			1,211.81
28	*Total Fare Collected	$ -			$ 6,553.25
29	*Non-CCCTA Fare Collected	$ -			$ 3,539.00
	Customer Service				
	Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	12		0	17
31	Timeliness	5		0	6
32	Driver Complaints	6		0	10
33	Equipment / Vehicle	1		0	1
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	0
36	Ave. wait time in Queue for reservation	0:00:58		0.36	0:00:56
37	Ave. wait time in Queue for customer service	0:00:32		0.26	0:00:31
	Safety & Maintenance				
	Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0		0	0
39	Roadcalls per 100,000 miles	0		1	0
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,825		2,363	2,090
42	*Total Certification Determinations	119		130	351
43	*Initial Denials	-		0	0
44	*Denials Reversed	-		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*For September 2021, all passengers rode fro Free. This also includes the trips for the One Seat Pilot

CCCTA PARATRANSIT
Performance Report: 10/01 to 10/31/2021

	LINK and BART Statistics	FY 21/22 October	Variance from Goal	FY 20/21 October	YTD 21/22
	Ridership Statistics				
1	ADA Passengers	5,412		3,106	20,671
2	Companions	31		39	142
3	*Personal Care Assistants	487		333	2379
4	SilverRide Pilot	-		-	-
5	Total Passengers	5,930		3,478	23,192
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	761		458	2,633
7	SilverRide Pilot No Shows & Late Cancels	-		-	-
8	Total number of Cancellations	500		357	1,684
9	Same Day Trips	135		128	642
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	45		16	129
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,490.00		2,372.00	12,774.76
13	ADA Passengers per RVHr.	1.23		1.30	1.22
14	Average Trip Length (miles)			10.19	
15	Average Ride Duration (minutes)			12.23	
16	Total Cost per ADA Passenger	$ 94.79		$ 138.22	$ 93.45
17	*Service Miles	73,252		37,984	277,587
18	Billable Service Hours	6,602.23		6,128.30	23,956.75
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 31,844.14		$ 21,444.24	$ 130,730.24
21	Total Cost	$ 513,020.86		$ 480,716.95	$ 1,931,798.69
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	94.4%		94%	95.6%
23	SilverRide Pilot OTP	-		-	-
24	Arrived 15-29 minutes past window	99		44	264
25	Arrived 30-59 minutes past window	43		7	73
26	Arrived 60 minutes past window	7		1	9
27	Total Missed Trips	3		3	7
28	Transfer Trips	257		409	994
	One Seat Pilot Data				
23	*Total Trips	737			2,799
24	*Non-CCCTA Cost (Cost for Agencies)	$ 10,849.38			$ 40,843.39
25	*Non-CCCTA Miles (Agency Miles)	7,401.61			27,288.67
26	*Non-CCCTA Revenue Hours	220.78			809.93
27	*Total Revenue Hours	454.26			1,666.07
28	*Total Fare Collected	$ 3,052.00			$ 9,605.25
29	*Non-CCCTA Fare Collected	$ 1,857.50			$ 5,396.50
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	9		0	26
31	Timeliness	4		0	10
32	Driver Complaints	2		0	12
33	Equipment / Vehicle	1		0	2
34	Scheduling/Staff Skill	2		0	2
35	Commendations	0		0	0
36	Ave. wait time in Queue for reservation	0:00:27		0.36	0:00:46
37	Ave. wait time in Queue for customer service	0:00:31		0.23	0:00:32
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0.72		1	0.72
39	Roadcalls per 100,000 miles	1		0	0
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,807		2,208	2,235
42	*Total Certification Determinations	145		124	496
43	*Initial Denials	-		-	0
44	*Denials Reversed	-		-	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*For September 2021, all passengers rode for Free. This also includes the trips for the One Seat Pilot