

LAVTA PARATRANSIT

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

LAVTA Statistics

FY 21/22  
April

Variance  
from Goal

YTD 21/22

<b>Ridership Statistics</b>			
1	ADA Passengers	1,158	1,158
2	Companions	15	15
3	*Personal Care Assistants	90	90
4	<b>Total Passengers</b>	<b>1,263</b>	<b>1,263</b>
<b>Scheduling Statistics</b>			
5	Total Number of No Shows & Late Cancels	121	121
6	Total number of Cancellations	64	64
7	Same Day Trips	16	16
8	Denial Trips	-	-
9	Go Backs/ Re-scheduled	7	7
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>			
10	Revenue Hours	1,164.11	1,164.11
11	ADA Passengers per RVHr.	1.00	1.00
12	Average Trip Length (miles)	9.26	9.26
13	Average Ride Duration (minutes)	14:52	14:52
14	Total Cost per ADA Passenger	\$ 84.73	\$ 84.73
15	*Service Miles	13,806	13,806
16	Billable Service Hours	1,304.00	1,304.00
17	<b>Total Cost</b>	<b>\$ 98,112.49</b>	<b>\$ 98,112.49</b>
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>			
18	Percent on-time	98.5%	98.5%
19	Arrived 15-29 minutes past window	6	6
20	Arrived 30-59 minutes past window	1	1
21	Arrived 60 minutes past window	0	0
22	Total Missed Trips	0	0
23	Transfer Trips	45	45
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>			
24	Total Complaints	1	1
25	Timeliness	1	1
26	Driver Complaints	0	0
27	Equipment / Vehicle	0	0
28	Scheduling/Staff Skill	0	0
29	Commendations	1	1
30	Ave. wait time in Queue for reservation	0:00:26	0:00:26
31	Ave. wait time in Queue for customer service	0:00:17	0:00:17
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>			
32	Total accidents per 100,000 miles	1	1
33	Roadcalls per 100,000 miles	0	0

\*Billable Service Hours are defined as Driver Payroll Hours

\*Total Collected Fares are found in the Monthly Trip Reconciliation Report

LAVTA PARATRANSIT

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

LAVTA Statistics

FY 21/22  
May

Variance  
from Goal

YTD 21/22

<b>Ridership Statistics</b>			
1	ADA Passengers	1,240	2,398
2	Companions	10	15
3	*Personal Care Assistants	67	157
4	<b>Total Passengers</b>	<b>1,317</b>	<b>2,570</b>
<b>Scheduling Statistics</b>			
5	Total Number of No Shows & Late Cancels	91	212
6	Total number of Cancellations	52	116
7	Same Day Trips	16	32
8	Denial Trips	-	-
9	Go Backs/ Re-scheduled	3	10
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>			
10	Revenue Hours	1,166.89	2,331.00
11	ADA Passengers per RVHr.	1.00	1.00
12	Average Trip Length (miles)	9.49	9.38
13	Average Ride Duration (minutes)	8.46	11:45
14	Total Cost per ADA Passenger	\$ 78.67	\$ 81.59
15	*Service Miles	13,850	27,656
16	Billable Service Hours	1,291.00	2,579.90
17	<b>Total Cost</b>	<b>\$ 97,549.53</b>	<b>\$ 195,662.02</b>
<b>On Time Performance</b>			
<b>Standard Goal = 90%; Incentive Goal = 92%</b>			
18	Percent on-time	98.4%	98.5%
19	Arrived 15-29 minutes past window	5	11
20	Arrived 30-59 minutes past window	0	1
21	Arrived 60 minutes past window	0	0
22	Total Missed Trips	0	0
23	Transfer Trips	35	80
<b>Customer Service</b>			
<b>Complaint Standard Goal = 2/1,000 passengers</b>			
24	Total Complaints	2	3
25	Timeliness	1	2
26	Driver Complaints	0	0
27	Equipment / Vehicle	0	0
28	Scheduling/Staff Skill	1	1
29	Commendations	1	2
30	Ave. wait time in Queue for reservation	0:00:32	0:00:29
31	Ave. wait time in Queue for customer service	0:00:15	0:00:16
<b>Safety &amp; Maintenance</b>			
<b>Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>			
32	Total accidents per 100,000 miles	0	1
33	Roadcalls per 100,000 miles	0	0

\*Billable Service Hours are defined as Driver Payroll Hours

\*Total Collected Fares are found in the Monthly Trip Reconciliation Report

LAVTA PARATRANSIT

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

LAVTA Statistics		FY 21/22 June	Variance from Goal	YTD 21/22
<b>Ridership Statistics</b>				
1	ADA Passengers	1,508		3,906
2	Companions	14		29
3	*Personal Care Assistants	80		237
4	Total Passengers	1,602		4,172
<b>Scheduling Statistics</b>				
5	Total Number of No Shows & Late Cancels	110		322
6	Total number of Cancellations	63		179
7	Same Day Trips	6		38
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	5		15
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>				
10	Revenue Hours	1,174.63		3,505.63
11	ADA Passengers per RVHr.	1.28		1.09
12	Average Trip Length (miles)	9.63		9.46
13	Average Ride Duration (minutes)	10.11		11.03
14	Total Cost per ADA Passenger	\$ 65.15		\$ 75.25
15	*Service Miles	16,469		44,125
16	Billable Service Hours	1,301.30		3,896.30
17	Total Cost	\$ 98,246.51		\$ 293,908.53
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>				
18	Percent on-time	98.4%		98.5%
19	Arrived 15-29 minutes past window	5		11
20	Arrived 30-59 minutes past window	0		1
21	Arrived 60 minutes past window	0		0
22	Total Missed Trips	0		0
23	Transfer Trips	35		115
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>				
24	Total Complaints	2		3
25	Timeliness	1		2
26	Driver Complaints	0		0
27	Equipment / Vehicle	0		0
28	Scheduling/Staff Skill	1		1
29	Commendations	1		2
30	Ave. wait time in Queue for reservation	0:00:16		0:00:24
31	Ave. wait time in Queue for customer service	0:00:17		0:00:16
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>				
32	Total accidents per 100,000 miles	0		1
33	Roadcalls per 100,000 miles	0		0

\*Billable Service Hours are defined as Driver Payroll Hours

\*Total Collected Fares are found in the Monthly Trip Reconciliation Report

LAVTA PARATRANSIT

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

LAVTA Statistics

FY 21/22 July Variance from Goal YTD 21/22

<b>Ridership Statistics</b>			
1	ADA Passengers	1,681	5,587
2	Companions	6	35
3	*Personal Care Assistants	83	320
4	Total Passengers	1,770	5,942
<b>Scheduling Statistics</b>			
5	Total Number of No Shows & Late Cancels	124	446
6	Total number of Cancellations	64	243
7	Same Day Trips	10	48
8	Denial Trips	-	-
9	Go Backs/ Re-scheduled	3	18
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>			
10	Revenue Hours	1,258.80	4,764.43
11	ADA Passengers per RVHr.	1.34	1.16
12	Average Trip Length (miles)	8.78	9.29
13	Average Ride Duration (minutes)	11.32	11.10
14	Total Cost per ADA Passenger	\$ 60.89	\$ 70.67
15	*Service Miles	17,772	61,897
16	Billable Service Hours	1,383.67	5,284.11
17	Total Cost	\$ 102,349.45	\$ 394,820.33
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>			
18	Percent on-time	97.8%	98.3%
19	Arrived 15-29 minutes past window	7	29
20	Arrived 30-59 minutes past window	3	4
21	Arrived 60 minutes past window	0	0
22	Total Missed Trips	2	2
23	Transfer Trips	58	173
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>			
24	Total Complaints	2	7
25	Timeliness	1	4
26	Driver Complaints	1	1
27	Equipment / Vehicle	0	0
28	Scheduling/Staff Skill	0	2
29	Commendations	0	3
30	Ave. wait time in Queue for reservation	0:00:44	0:00:29
31	Ave. wait time in Queue for customer service	0:00:19	0:00:17
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>			
32	Total accidents per 100,000 miles	0	1
33	Roadcalls per 100,000 miles	0	0

\*Billable Service Hours are defined as Driver Payroll Hours

\*Total Collected Fares are found in the Monthly Trip Reconciliation Report

LAVTA PARATRANSIT

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

LAVTA Statistics

FY 21/22  
August

Variance  
from Goal

YTD 21/22

<b>Ridership Statistics</b>			
1	ADA Passengers	1,946	7,533
2	Companions	24	59
3	*Personal Care Assistants	155	475
4	<b>Total Passengers</b>	<b>2,125</b>	<b>8,067</b>
<b>Scheduling Statistics</b>			
5	Total Number of No Shows & Late Cancels	177	623
6	Total number of Cancellations	105	348
7	Same Day Trips	31	79
8	Denial Trips	-	-
9	Go Backs/ Re-scheduled	11	29
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>			
10	Revenue Hours	1,308.40	6,072.83
11	ADA Passengers per RVHr.	1.49	1.22
12	Average Trip Length (miles)	7.92	9.02
13	Average Ride Duration (minutes)	11.10	11.10
14	Total Cost per ADA Passenger	\$ 55.31	\$ 66.70
15	*Service Miles	20,782	82,679
16	Billable Service Hours	1,490.90	6,775.01
17	<b>Total Cost</b>	<b>\$ 107,635.99</b>	<b>\$ 502,456.32</b>
<b>On Time Performance</b>			
<b>Standard Goal = 90%; Incentive Goal = 92%</b>			
18	Percent on-time	95.9%	97.8%
19	Arrived 15-29 minutes past window	28	57
20	Arrived 30-59 minutes past window	4	8
21	Arrived 60 minutes past window	1	1
22	Total Missed Trips	2	4
23	Transfer Trips	128	301
<b>Customer Service</b>			
<b>Complaint Standard Goal = 2/1,000 passengers</b>			
24	Total Complaints	7	14
25	Timeliness	2	6
26	Driver Complaints	5	6
27	Equipment / Vehicle	0	0
28	Scheduling/Staff Skill	0	2
29	Commendations	0	3
30	Ave. wait time in Queue for reservation	0:00:24	0:00:28
31	Ave. wait time in Queue for customer service	0:00:19	0:00:17
<b>Safety &amp; Maintenance</b>			
<b>Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>			
32	Total accidents per 100,000 miles	0	1
33	Roadcalls per 100,000 miles	0	0

\*Billable Service Hours are defined as Driver Payroll Hours

\*Total Collected Fares are found in the Monthly Trip Reconciliation Report

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

LAVTA PARATRANSIT

Performance Report: 9/01 through 9/30/2021

LAVTA Statistics

FY 21/22  
September

Variance  
from Goal

YTD 21/22

<b>Ridership Statistics</b>			
1	ADA Passengers	2,170	9,703
2	Companions	28	87
3	*Personal Care Assistants	166	641
4	Total Passengers	2,364	10,431
<b>Scheduling Statistics</b>			
5	Total Number of No Shows & Late Cancels	177	623
6	Total number of Cancellations	128	476
7	Same Day Trips	13	92
8	Denial Trips	-	-
9	Go Backs/ Re-scheduled	3	32
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>			
10	Revenue Hours	1,345.76	6,072.83
11	ADA Passengers per RVHr.	1.61	1.29
12	Average Trip Length (miles)	7.26	8.72
13	Average Ride Duration (minutes)	13.06	11.43
14	Total Cost per ADA Passenger	\$ 50.64	\$ 63.11
15	*Service Miles	19,850	102,529
16	Billable Service Hours	1,500.37	8,275.38
17	Total Cost	\$ 109,887.22	\$ 612,343.54
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>			
18	Percent on-time	95.5%	97.4%
19	Arrived 15-29 minutes past window	31	88
20	Arrived 30-59 minutes past window	17	25
21	Arrived 60 minutes past window	3	4
22	Total Missed Trips	2	6
23	Transfer Trips	134	435
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>			
24	Total Complaints	4	14
25	Timeliness	1	7
26	Driver Complaints	1	7
27	Equipment / Vehicle	1	1
28	Scheduling/Staff Skill	1	3
29	Commendations	0	3
30	Ave. wait time in Queue for reservation	0:00:44	0:00:31
31	Ave. wait time in Queue for customer service	0:00:20	0:00:17
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>			
32	Total accidents per 100,000 miles	0	1
33	Roadcalls per 100,000 miles	0	0

\*Billable Service Hours are defined as Driver Payroll Hours

\*Total Collected Fares are found in the Monthly Trip Reconciliation Report

LAVTA PARATRANSIT

Performance Report: 10/01 through 10/31/2021

LAVTA Statistics

FY 21/22  
October

Variance  
from Goal

YTD 21/22

<b>Ridership Statistics</b>			
1	ADA Passengers	1,964	11,667
2	Companions	35	122
3	*Personal Care Assistants	127	768
4	<b>Total Passengers</b>	<b>2,126</b>	<b>12,557</b>
<b>Scheduling Statistics</b>			
5	Total Number of No Shows & Late Cancels	192	815
6	Total number of Cancellations	108	584
7	Same Day Trips	16	108
8	Denial Trips	-	-
9	Go Backs/ Re-scheduled	5	37
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>			
10	Revenue Hours	1,271.50	7,381.69
11	ADA Passengers per RVHr.	1.54	1.32
12	Average Trip Length (miles)	7.45	8.54
13	Average Ride Duration (minutes)	11.14	11.39
14	Total Cost per ADA Passenger	\$ 52.58	\$ 61.34
15	*Service Miles	18,118	120,647
16	Billable Service Hours	1,404.80	9,680.18
17	<b>Total Cost</b>	<b>\$ 103,261.08</b>	<b>\$ 715,604.62</b>
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>			
18	Percent on-time	95.5%	97.4%
19	Arrived 15-29 minutes past window	22	110
20	Arrived 30-59 minutes past window	8	33
21	Arrived 60 minutes past window	1	5
22	Total Missed Trips	1	7
23	Transfer Trips	91	526
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>			
24	Total Complaints	3	17
25	Timeliness	1	8
26	Driver Complaints	1	8
27	Equipment / Vehicle	0	1
28	Scheduling/Staff Skill	1	4
29	Commendations	0	3
30	Ave. wait time in Queue for reservation	0:00:44	0:00:31
31	Ave. wait time in Queue for customer service	0:00:20	0:00:17
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>			
32	Total accidents per 100,000 miles	0	1
33	Roadcalls per 100,000 miles	0	0

\*Billable Service Hours are defined as Driver Payroll Hours

\*Total Collected Fares are found in the Monthly Trip Reconciliation Report

LAVTA PARATRANSIT

Performance Report: 11/01 through 11/30/2021

LAVTA Statistics

FY 21/22  
November

Variance  
from Goal

YTD 21/22

<b>Ridership Statistics</b>			
1	ADA Passengers	1,901	13,568
2	Companions	17	139
3	*Personal Care Assistants	119	887
4	Total Passengers	2,037	14,594
<b>Scheduling Statistics</b>			
5	Total Number of No Shows & Late Cancels	171	986
6	Total number of Cancellations	107	691
7	Same Day Trips	24	132
8	Denial Trips	-	-
9	Go Backs/ Re-scheduled	2	39
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>			
10	Revenue Hours	1,164.80	8,546.49
11	ADA Passengers per RVHr.	1.63	1.36
12	Average Trip Length (miles)	7.97	8.54
13	Average Ride Duration (minutes)	20.23	12.49
14	Total Cost per ADA Passenger	\$ 48.03	\$ 59.47
15	*Service Miles	18,248	138,895
16	Billable Service Hours	1,164.80	10,844.98
17	Total Cost	\$ 91,299.03	\$ 806,903.65
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>			
18	Percent on-time	95.1%	97.1%
19	Arrived 15-29 minutes past window	24	134
20	Arrived 30-59 minutes past window	12	45
21	Arrived 60 minutes past window	0	5
22	Total Missed Trips	1	8
23	Transfer Trips	101	627
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>			
24	Total Complaints	3	24
25	Timeliness	1	8
26	Driver Complaints	1	8
27	Equipment / Vehicle	0	1
28	Scheduling/Staff Skill	1	4
29	Commendations	95	98
30	Ave. wait time in Queue for reservation	0:00:27	0:00:30
31	Ave. wait time in Queue for customer service	0:00:23	0:00:18
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>			
32	Total accidents per 100,000 miles	0	1
33	Roadcalls per 100,000 miles	0	0

\*Billable Service Hours are defined as Driver Payroll Hours

\*Total Collected Fares are found in the Monthly Trip Reconciliation Report