## **CCCTA PARATRANSIT**

Performance Report: 10/01 to 10/31/19

Ridership Statistics		Performance Report: 10/01 to 10/31/19				
Ridership Statistics				Variance	FY 18/19	FY 19/20
AAA Passengers		LINK and BART Statistics	October	from goal	October	YTD
AAA Passengers			G.			
Companions   56						
Personal Care Assistants						
SilverRide Pilot	2			Control of the Contro	63	251
Total Passengers	3	*Personal Care Assistants	830		1043	4,529
Total Number of No Shows & Late Cancels   1,361   395   39	4	SilverRide Pilot	445			1,717
Total Number of No Shows & Late Cancels   1,361   395   39	5	Total Passengers	13,548		14,051	52,767
Total Number of No Shows & Late Cancels   1,361   3951				The state of the s		
Total number of Cancellations	6		1 261			4.050
Total number of Cancellations   860   2,675						
Same Day Trips						
Denial Trips   Sea Backs/ Re-scheduled   52						
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goat			164			760
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%	9979		- 52			160
Revenue Hours   6,678.00   7,385.00   26,059.60	11	Go Backs/ Re-scheduled	52			109
Revenue Hours		Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal				
ADA Passengers per RVHr.		2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
ADA Passengers per RVHr.	40	Decree Herry	0.070.00		7.005.00	20.000.00
Average Trip Length (miles)				<b>超到10年7月</b>		
Average Ride Duration (minutes)   30.58   31.8   30.69						
Total Cost per ADA Passenger   \$ 47.88   \$ 49.94     Total Cost per ADA Passenger   \$ 111,265   134,150   432,323     Billable Service Hours   \$ 8,147.00   9,320.42   31,680.20     SilverRide Pilot Cost   \$ 15,130.00   \$ 58,378.00     LINK & BART Fuel Cost   \$ 869,769.25   \$ \$225,101.57     Total Cost   \$ \$69,769.25   \$ \$225,101.57     Total Cost   \$ \$606,312.89   \$ 522,037.77   \$ 1,746,443.34     Dn Time Performance   \$ \$200,000   \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$						
Service Miles	200				31.8	
Billable Service Hours	16				<b>通过程度等。</b> 第5	\$ 49.94
SilverRide Pilot Cost   \$ 15,130.00   \$ 58,376.00	17		111,265		134,150	432,323
LINK & BART Fuel Cost   \$69,769.25   \$252,101.57     Total Cost   \$606,312.89   \$522,037.77   \$1,746,443.34     On Time Performance   Standard Goal = 90%; Incentive Goal = 92%	18	Billable Service Hours	8,147.00		9,320.42	31,680.20
Total Cost	19	SilverRide Pilot Cost	\$ 15,130.00			\$ 58,378.00
Dn Time Performance   Standard Goal = 90%; Incentive Goal = 92%	20	LINK & BART Fuel Cost	\$69,769.25			\$252,101.57
Standard Goal = 90%; Incentive Goal = 92%	21	Total Cost	\$606,312.89		\$ 522,037.77	\$1,746,443.34
Percent on-time		On Time Performance		Collection of The Collection		
Percent on-time		Standard Goal = 90%: Incentive Goal = 92%				
SilverRide Pilot OTP	22		92.5%	0.0%	77%	88 5%
Arrived 15-29 minutes past window   243   1302						
Arrived 30-59 minutes past window   77						
Arrived 60 minutes past window   8						
Total Missed Trips		<u> </u>				
Transfer Trips				CONTRACTOR OF THE PROPERTY OF		
Customer Service           Complaint Standard Goal = 2/1,000 passengers           29         Total Complaints         4         0         12         16           30         Timeliness         2         0         3           31         Driver Complaints         2         0         3           32         Equipment / Vehicle         0         0         0           33         Equipment / Vehicle         0         0         0           34         Commendations         3         2         7           35         Ave. wait time in Queue for reservation         1.14         1.15           36         Ave. wait time in Queue for customer service         1.02         0.96           Safety & Maintenance         Accident Standard Goal = .5/100,000 miles; Roadcall           37         Total accidents per 100,000 miles         0         0         0           38         Roadcalls per 100,000 miles         0         0         0         0           38         Total accidents per 100,000 miles         0         0         0         0         0           39         Eligibility Statistics         2         2,612         475         2,612           40					1 155	19 2000
Complaint Standard Goal = 2/1,000 passengers	20		1300		1,100	4000
Total Complaints						
Timeliness   2   0   3   3   3   3   2   0   0   3   3   3   2   0   0   3   3   3   2   0   0   0   0   0   3   3   3   2   0   0   3   3   3   2   0   0   3   3   3   3   3   3   3   3						
Driver Complaints   2   0   3   3   3   2   0   0   3   3   3   3   2   3   3   3   3   3					12	
Equipment / Vehicle						3
Scheduling/Staff Skill						3
Commendations   3   2   7   7   7   7   7   7   7   7   7						0
35       Ave. wait time in Queue for reservation       1.14       1.15         36       Ave. wait time in Queue for customer service       1.02       0.96         Safety & Maintenance         Accident Standard Goal = .5/100,000 miles; Roadcall         37       Total accidents per 100,000 miles       0.00005       0       0       0       0         38       Roadcalls per 100,000 miles       0       0       0       0       0       0         39       Eligibility Statistics       *Total ADA Riders in Data Base       2,475       2,612       4         41       *Total Certification Determinations       137       465         42       *Initial Denials       1       5				0		2
36       Ave. wait time in Queue for customer service       1.02       0.96         Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall         37       Total accidents per 100,000 miles       0.00005       0 </td <td></td> <td></td> <td>3</td> <td>Control of the last</td> <td>2</td> <td>7</td>			3	Control of the last	2	7
Safety & Maintenance   Accident Standard Goal = .5/100,000 miles; Roadcall     Total accidents per 100,000 miles   0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						1.15
Accident Standard Goal = .5/100,000 miles; Roadcall   Total accidents per 100,000 miles   0.00005   0   0   0   0   0   0   38   Roadcalls per 100,000 miles   0   0   0   0   0   0   0   0   0	36	Ave. wait time in Queue for customer service	1.02			0.96
Accident Standard Goal = .5/100,000 miles; Roadcall   Total accidents per 100,000 miles   0.00005   0   0   0   0   0   0   38   Roadcalls per 100,000 miles   0   0   0   0   0   0   0   0   0				A CONTRACT WITH SWITH IN		
37       Total accidents per 100,000 miles       0.00005       0       0       0         38       Roadcalls per 100,000 miles       0       0       0       0         39       Eligibility Statistics         40       *Total ADA Riders in Data Base       2,475       2,612         41       *Total Certification Determinations       137       465         42       *Initial Denials       1       5			1			
38       Roadcalls per 100,000 miles       0       0       0       0         39       Eligibility Statistics         40       *Total ADA Riders in Data Base       2,475       2,612         41       *Total Certification Determinations       137       465         42       *Initial Denials       1       5	37		0.00005	0	0	O
Eligibility Statistics       40     *Total ADA Riders in Data Base     2,475     2,612       41     *Total Certification Determinations     137     465       42     *Initial Denials     1     5						0
40       *Total ADA Riders in Data Base       2,475       2,612         41       *Total Certification Determinations       137       465         42       *Initial Denials       1       5					O O	
41       *Total Certification Determinations       137       465         42       *Initial Denials       1       5			0.475	K-10-Special Confession		0.640
42 *Initial Denials 1 5	30733					
Peliidis Vaveised - 0						5
	43	Demais Meverseu				0]

Not included in previous MOP

Total Passenger Cost includes SilverRide Pilo

Transdev G.M.: Jake: 12/24/19

<sup>\*</sup> Eligibility Statistics audited

<sup>\*</sup> Service Miles are currently being audited.

<sup>\*</sup> Number of PCA is currently being audited.

<sup>\*</sup> Farebox information included in Fare Recon Report.

<sup>\*</sup> YTD ADA Passenger Cost is not based on the Total Cost

<sup>\*</sup> Total Passenger Cost includes SilverRide Pilot

## **CCCTA PARATRANSIT**

Performance Report: 11/01 to 11/30/19

LINK and BART Statistics		Performance Report: 11/01 to 11/30/19				
ADA Passengers		LINK and BART Statistics	FY 19/20 November	Variance from goal	FY 18/19 November	FY 19/20 YTD
ADA Passengers		Ridership Statistics				
Companions	1		10.24	6	10.665	56 516
SilverRide Pilot   3.98	2					
SulverRide Pilot	3	*Personal Care Assistants	55	0	1194	5.079
Total Passengers		SilverRide Pilot	39	8		
Scheduling Statistics	5	Total Passengers	11.26	6	11.929	
Total Number of No Shows & Late Cancels   1,137   5,996	ŭ		,20	<b>国际企业的联系是</b>	,020	0 1,000
SilverRide Pilot No Shows & Late Cancels			4.40	<b>,</b>		5,000
Total number of Cancellations	_					
Same Day Trips						
Denial Trips		The state of the s		The second second second second		
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			200			900
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal   2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			2	4		193
2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours   5,701.20   6,612.00   31,760.80	2.5					
Revenue Hours						
ADA Passengers per RVHr.   1.80		2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
ADA Passengers per RVHr.   1.80   -0.20   1.80   1.78	12	Revenue Hours	5.701.20		6.612.00	31,760.80
44       Average Trip Length (miles)       11.67       11.5       11.41         5       Average Ride Duration (minutes)       31.49       33.5       30.85         17       Service Miles       92.793.87       136.955       525.117         18       Billable Service Hours       6,933.00       8,488.94       38.612.10         9       SilverRide Pilot Cost       \$13,532.00       \$56,780.00         10       LINK & BART Fuel Cost       \$53,867.95       \$305,969.52         10       Total Cost       \$563,260.35       \$483,382.26       \$2,083,071.20         On Time Performance       \$540,000       \$10,000       <	13	ADA Passengers per RVHr.		- Inches		
Total Cost per ADA Passenger   \$ 52.92   \$ 50.53						
Service Miles	15	Average Ride Duration (minutes)				
Billable Service Hours	16	Total Cost per ADA Passenger	\$ 52.92			\$ 50.53
Billable Service Hours   6,933.00   8,488.94   38,612.10	17	*Service Miles	92,793.8	7	136,955	525,117
LINK & BART Fuel Cost   \$53,867.95   \$305,969.52	18	Billable Service Hours	6,933.0	0		
Total Cost	19	SilverRide Pilot Cost	\$ 13,532.00			\$ 56,780.00
On Time Performance   Standard Goal = 90%; Incentive Goal = 92%	20	LINK & BART Fuel Cost	\$53,867.95			\$305,969.52
Standard Goal = 90%; Incentive Goal = 92%	21	Total Cost	\$563,260.3	5	\$ 483,382.26	\$2,083,071.20
Percent on-time		On Time Performance		- Annual Control of the Control of t		
SilverRide Pilot OTP   99.3%   98.1%		Standard Goal = 90%; Incentive Goal = 92%				
24       Arrived 15-29 minutes past window       179       955         25       Arrived 30-59 minutes past window       63       634         26       Arrived 60 minutes past window       6       80         27       Total Missed Trips       12       152         28       Transfer Trips       1014       1,096       5694         Customer Service         Complaint Standard Goal = 2/1,000 passengers         Total Complaints       3       0       14       19         30       Timeliness       1       0       4         4       1       0       4       4         30       Timeliness       1       0       4       4         31       Driver Complaints       2       0       3       3       14       19       4       4       19       3       1       0       4       4       19       3       2       0       3       3       2       0       3       3       2       0       3       3       2       0       3       3       2       0       0       3       3       2       0       0       3       3       3       1 <td< td=""><td></td><td></td><td>93.39</td><td>6 0.0%</td><td>81%</td><td>89.4%</td></td<>			93.39	6 0.0%	81%	89.4%
Arrived 30-59 minutes past window   63   634     Arrived 60 minutes past window   6   80     Total Missed Trips   12   1,096     Total Frips   1014   1,096     Total Complaints   3   0   14   19     Timeliness   1   0   4     Timeliness   1   0   4     Timeliness   1   0   4     Timeliness   1   0   0     Scheduling/Staff Skill   0   0   0     Scheduling/Staff Skill   0   0   0     Ave. wait time in Queue for reservation   1,23   1,16     Ave. wait time in Queue for customer service   1,06   0,98     Safety & Maintenance   Accident Standard Goal = .5/100,000 miles; Roadcall     Total accidents per 100,000 miles   0   0   0   0     Total ADA Riders in Data Base   2,482   2,587     *Total Denials   0   0   5     *Initial Denials   0   0   0     *Ini	23	SilverRide Pilot OTP	99.39	6		98.1%
Arrived 60 minutes past window   6			17	9		955
Total Missed Trips			6	3		
Transfer Trips	26			The second second second second second second		
Customer Service   Complaint Standard Goal = 2/1,000 passengers	27	Total Missed Trips	1	2		152
Total Complaints   3   0   14   19	28		101	4	1,096	5694
Total Complaints   3   0   14   19						
Timeliness						
Driver Complaints					14	
Equipment / Vehicle						4
33   Scheduling/Staff Skill   0   0   2     34   Commendations   1   0   0   8     35   Ave. wait time in Queue for reservation   1.23   1.16     36   Ave. wait time in Queue for customer service   1.06   0.98     37   Safety & Maintenance   Accident Standard Goal = .5/100,000 miles; Roadcall     37   Total accidents per 100,000 miles   0   0   0   0     38   Roadcalls per 100,000 miles   0   0   0   0     39   Eligibility Statistics     40   *Total ADA Riders in Data Base   2,482   2,587     41   *Total Certification Determinations   105   570     42   *Initial Denials   0   5						3
35       Ave. wait time in Queue for reservation       1.23       1.16         36       Ave. wait time in Queue for customer service       1.06       0.98         Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall         37       Total accidents per 100,000 miles       0       0       0       10         38       Roadcalls per 100,000 miles       0       0       0       0         39       Eligibility Statistics         40       *Total ADA Riders in Data Base       2,482       2,587         41       *Total Certification Determinations       105       570         42       *Initial Denials       0       5						0
35       Ave. wait time in Queue for reservation       1.23       1.16         36       Ave. wait time in Queue for customer service       1.06       0.98         Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall         37       Total accidents per 100,000 miles       0       0       0       10         38       Roadcalls per 100,000 miles       0       0       0       0         39       Eligibility Statistics         40       *Total ADA Riders in Data Base       2,482       2,587         41       *Total Certification Determinations       105       570         42       *Initial Denials       0       5						2
36       Ave. wait time in Queue for customer service       1.06       0.98         Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall         37       Total accidents per 100,000 miles       0       0       0       10         38       Roadcalls per 100,000 miles       0       0       0       0       0         39       Eligibility Statistics         40       *Total ADA Riders in Data Base       2,482       2,587         41       *Total Certification Determinations       105       570         42       *Initial Denials       0       5				STATE OF THE PARTY	0	
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall         37       Total accidents per 100,000 miles       0       0       0       10         38       Roadcalls per 100,000 miles       0       0       0       0         39       Eligibility Statistics         40       *Total ADA Riders in Data Base       2,482       2,587         41       *Total Certification Determinations       105       570         42       *Initial Denials       0       5						
Accident Standard Goal = .5/100,000 miles; Roadcall   Total accidents per 100,000 miles   0   0   0   0   0   0   0   0   0	36		1.0	6		0.98
37         Total accidents per 100,000 miles         0         0         0         10           38         Roadcalls per 100,000 miles         0         0         0         0         0           39         Eligibility Statistics         *Total ADA Riders in Data Base         2,482         2,587           41         *Total Certification Determinations         105         570           42         *Initial Denials         0         5						
38     Roadcalls per 100,000 miles     0     0     0       39     Eligibility Statistics       40     *Total ADA Riders in Data Base     2,482     2,587       41     *Total Certification Determinations     105     570       42     *Initial Denials     0     5					P	
Eligibility Statistics       40     *Total ADA Riders in Data Base     2,482     2,587       41     *Total Certification Determinations     105     570       42     *Initial Denials     0     5						
40       *Total ADA Riders in Data Base       2,482       2,587         41       *Total Certification Determinations       105       570         42       *Initial Denials       0       5				0 0	0	0
41       *Total Certification Determinations       105       570         42       *Initial Denials       0       5						
42 *Initial Denials 0 5				And the second second second second second		
				THE RESIDENCE AND ADDRESS OF THE PARTY OF TH		570
43 Penials Reversed 1 1						
	43	*Denials Reversed		1		1

<sup>\*</sup> Eligibility Statistics audited.

Not included in previous MOP

<sup>\*</sup> Service Miles are currently being audited.

<sup>\*</sup> Number of PCA is currently being audited.

<sup>\*</sup> Farebox information included in Fare Recon Report.

<sup>\*</sup> YTD ADA Passenger Cost is not based on the Total Cost