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

LINK and BART Statistics

| | | FY 19/20 October | Variance from goal | FY 18/19 October | FY 19/20 YTD |
|---|---|---|---|---|---|
| | **Ridership Statistics** | | | | |
| 1 | ADA Passengers | 12,217 | | 12,945 | 46,270 |
| 2 | Companions | 56 | | 63 | 251 |
| 3 | *Personal Care Assistants | 830 | | 1043 | 4,529 |
| 4 | SilverRide Pilot | 445 | | | 1,717 |
| 5 | Total Passengers | 13,548 | | 14,051 | 52,767 |
| | **Scheduling Statistics** | | | | |
| 6 | Total Number of No Shows & Late Cancels | 1,361 | | | 4,859 |
| 7 | SilverRide Pilot No Shows & Late Cancels | 131 | | | 395 |
| 8 | Total number of Cancellations | 860 | | | 2,675 |
| 9 | Same Day Trips | 164 | | | 760 |
| 10 | Denial Trips | - | | | - |
| 11 | Go Backs/ Re-scheduled | 52 | | | 169 |
| | **Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%** | | | | |
| 12 | Revenue Hours | 6,678.00 | | 7,385.00 | 26,059.60 |
| 13 | ADA Passengers per RVHr. | 1.83 | -0.17 | 1.90 | 1.77 |
| 14 | Average Trip Length (miles) | 11.67 | | 9.5 | 9.06 |
| 15 | Average Ride Duration (minutes) | 30.58 | | 31.8 | 30.69 |
| 16 | Total Cost per ADA Passenger | $ 47.88 | | | $ 49.94 |
| 17 | *Service Miles | 111,265 | | 134,150 | 432,323 |
| 18 | Billable Service Hours | 8,147.00 | | 9,320.42 | 31,680.20 |
| 19 | SilverRide Pilot Cost | $ 15,130.00 | | | $ 58,378.00 |
| 20 | LINK & BART Fuel Cost | $69,769.25 | | | $252,101.57 |
| 21 | Total Cost | $606,312.89 | | $ 522,037.77 | $1,746,443.34 |
| | **On Time Performance** **Standard Goal = 90%; Incentive Goal = 92%** | | | | |
| 22 | Percent on-time | 92.5% | 0.0% | 77% | 88.5% |
| 23 | SilverRide Pilot OTP | 100.0% | | | 98.3% |
| 24 | Arrived 15-29 minutes past window | 243 | | | 1302 |
| 25 | Arrived 30-59 minutes past window | 77 | | | 574 |
| 26 | Arrived 60 minutes past window | 8 | | | 76 |
| 27 | Total Missed Trips | 21 | | | 144 |
| 28 | Transfer Trips | 1300 | | 1,155 | 4680 |
| | **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 | Scheduling/Staff Skill | 0 | 0 | | 2 |
| 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 | 0.00005 | 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 |
| 43 | *Denials Reversed | - | | | 0 |

Not included in previous MOP

* Eligibility Statistics audited
* Service Miles are currently being audited.
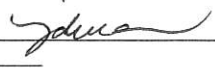* Number of PCA is currently being audited.
* Farebox information included in Fare Recon Report.
* YTD ADA Passenger Cost is not based on the Total Cost
* Total Passenger Cost includes SilverRide Pilot

Transdev G.M.: _____
Date: 12/24/19

**CCCTA PARATRANSIT**

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

**LINK and BART Statistics**

| | | FY 19/20 November | Variance from goal | FY 18/19 November | FY 19/20 YTD |
|---|---|---|---|---|---|
| | **Ridership Statistics** | | | | |
| 1 | ADA Passengers | 10,246 | | 10,665 | 56,516 |
| 2 | Companions | 72 | | 70 | 323 |
| 3 | *Personal Care Assistants | 550 | | 1194 | 5,079 |
| 4 | SilverRide Pilot | 398 | | | 2,115 |
| 5 | Total Passengers | 11,266 | | 11,929 | 64,033 |
| | **Scheduling Statistics** | | | | |
| 6 | Total Number of No Shows & Late Cancels | 1,137 | | | 5,996 |
| 7 | SilverRide Pilot No Shows & Late Cancels | 56 | | | 451 |
| 8 | Total number of Cancellations | 868 | | | 3,543 |
| 9 | Same Day Trips | 200 | | | 960 |
| 10 | Denial Trips | - | | | - |
| 11 | Go Backs/ Re-scheduled | 24 | | | 193 |
| | **Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%** | | | | |
| 12 | Revenue Hours | 5,701.20 | | 6,612.00 | 31,760.80 |
| 13 | ADA Passengers per RVHr. | 1.80 | -0.20 | 1.80 | 1.78 |
| 14 | Average Trip Length (miles) | 11.67 | | 11.5 | 11.44 |
| 15 | Average Ride Duration (minutes) | 31.49 | | 33.5 | 30.85 |
| 16 | Total Cost per ADA Passenger | $ 52.92 | | | $ 50.53 |
| 17 | *Service Miles | 92,793.87 | | 136,955 | 525,117 |
| 18 | Billable Service Hours | 6,933.00 | | 8,488.94 | 38,612.10 |
| 19 | SilverRide Pilot Cost | $ 13,532.00 | | | $ 56,780.00 |
| 20 | LINK & BART Fuel Cost | $53,867.95 | | | $305,969.52 |
| 21 | Total Cost | $563,260.35 | | $ 483,382.26 | $2,083,071.20 |
| | **On Time Performance** **Standard Goal = 90%; Incentive Goal = 92%** | | | | |
| 22 | Percent on-time | 93.3% | 0.0% | 81% | 89.4% |
| 23 | SilverRide Pilot OTP | 99.3% | | | 98.1% |
| 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** | | | | |
| 29 | Total Complaints | 3 | 0 | 14 | 19 |
| 30 | Timeliness | 1 | 0 | | 4 |
| 31 | Driver Complaints | 2 | 0 | | 3 |
| 32 | Equipment / Vehicle | 0 | 0 | | 0 |
| 33 | Scheduling/Staff Skill | 0 | 0 | | 2 |
| 34 | Commendations | 1 | | 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 |
| | **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 |
| 43 | *Denials Reversed | 1 | | | 1 |

Not included in previous MOP

* 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

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Date: 12/24/19