CCCTA PARATRANSIT

Performance Report: 2/01 through 2/29/2020

	Performance Report: 2/01 through 2/29/2020	FY 19/20		EV 40/40	19/20
	LINK and BART Statistics	February	Variance from Goal	FY 18/19 February	YTD
	Ridership Statistics				
1	ADA Passengers	10,606	THE SE.	10,957	88,646
2	Companions	55		45	478
3	*Personal Care Assistants	578		1035	6,823
4	SilverRide Pilot	402			3,413
5	Total Passengers	11,641		12,037	99,360
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	1,179		3,005	9,633
7	SilverRide Pilot No Shows & Late Cancels	35		3,003	598
8	Total number of Cancellations	802		2,925	5,491
9	Same Day Trips	163		0	1,544
10	Denial Trips	-	California de		-
11	Go Backs/ Re-scheduled	46			275
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
	Revenue Hours	5,223.80		6,781.00	48,156.20
	ADA Passengers per RVHr.	2.03		1.78	1.85
14	Average Trip Length (miles)	11.46		10.60	11.39
	Average Ride Duration (minutes)	27.89		31.92	30.95
16	Total Cost per ADA Passenger	\$ 44.77			\$ 47.91
17	*Service Miles	90,870.00		101,673.00	804,345.26
18	Billable Service Hours	6,514.20		8,781.00	58,881.20
19	SilverRide Pilot Cost	\$ 13,668.00			\$ 116,042.00
20	LINK & BART Fuel Cost	\$ 48,555.36			\$455,208.43
21	Total Cost	\$521,182.59		\$496,953.16	\$3,043,589.95
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%	4			
22	Standard Goal = 90%; Incentive Goal = 92% Percent on-time	91.4%	7	78.0%	90.4%
22 23	Standard Goal = 90%; Incentive Goal = 92%	91.4% 100%		78.0%	90.4% 99%
23	Standard Goal = 90%; Incentive Goal = 92% Percent on-time			78.0%	
23 24 25	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window	100%		78.0%	99%
23 24 25 26	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window	100% 212 46 4		78.0%	99% 1527
23 24 25 26 27	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips	100% 212 46 4 5	164		99% 1527 765 95 169
23 24 25 26	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips	100% 212 46 4		78.0% 981	99% 1527 765 95
23 24 25 26 27	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service	100% 212 46 4 5			99% 1527 765 95 169
23 24 25 26 27 28	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	100% 212 46 4 5			99% 1527 765 95 169
23 24 25 26 27 28	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints	100% 212 46 4 5 1086			99% 1527 765 95 169 7932
23 24 25 26 27 28	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932
23 24 25 26 27 28 29 30 31	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932 40 18
23 24 25 26 27 28 29 30 31 32	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932 40 18
23 24 25 26 27 28 29 30 31 32 33	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932 40 18
23 24 25 26 27 28 29 30 31 32 33 34	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932 40 18 18 0 2
23 24 25 26 27 28 29 30 31 32 33 34 35	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932 40 18 18 0 2 12
23 24 25 26 27 28 29 30 31 32 33 34	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932 40 18 18 0 2
23 24 25 26 27 28 29 30 31 32 33 34 35	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932 40 18 18 0 2 12
23 24 25 26 27 28 29 30 31 32 33 34 35 36	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service	100% 212 46 4 5 1086 8 6 2 0 0		981	99% 1527 765 95 169 7932 40 18 18 0 2 12 0.93 0.83
23 24 25 26 27 28 29 30 31 32 33 34 35 36	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Total accidents per 100,000 miles	100% 212 46 4 5 1086		981	99% 1527 765 95 169 7932 40 18 18 0 2 12
23 24 25 26 27 28 29 30 31 32 33 34 35 36	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Total accidents per 100,000 miles Roadcalls per 100,000 miles	100% 212 46 4 5 1086 8 6 2 0 0		981	99% 1527 765 95 169 7932 40 18 18 0 2 12 0.93 0.83
23 24 25 26 27 28 29 30 31 32 33 34 35 36	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Total accidents per 100,000 miles	100% 212 46 4 5 1086 8 6 2 0 0 2		981	99% 1527 765 95 169 7932 40 18 18 0 2 12 0.93 0.83
23 24 25 26 27 28 29 30 31 32 33 34 35 36	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Total accidents per 100,000 miles Roadcalls per 100,000 miles Eligibility Statistics *Total ADA Riders in Data Base	100% 212 46 4 5 1086 8 6 2 0 0 2		981	99% 1527 765 95 169 7932 40 18 18 0 2 12 0.93 0.83
23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Total accidents per 100,000 miles Etigibility Statistics	100% 212 46 4 5 1086 8 6 2 0 0 2		981	99% 1527 765 95 169 7932 40 18 18 0 2 12 0.93 0.83
23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41	Standard Goal = 90%; Incentive Goal = 92% Percent on-time SilverRide Pilot OTP Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Total accidents per 100,000 miles Roadcalls per 100,000 miles Eligibility Statistics *Total ADA Riders in Data Base *Total Certification Determinations	100% 212 46 4 5 1086 8 6 2 0 0 2 2 3		981 13 2 2	99% 1527 765 95 169 7932 40 18 18 0 2 12 0.93 0.83

^{*} Total Preventable accidents YTD is 6

Transdev G.M.: Jalusan Date: 3/25/2020

Phone Report is down

^{*} 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