

CCCTA PARATRANSIT

Performance Report: 3/01 through 3/31/2020

LINK and BART Statistics

FY 19/20 Variance FY 18/19 19/20
March from Goal March YTD

Ridership Statistics				
1	ADA Passengers	6,402	12,001	95,048
2	Companions	14	51	492
3	*Personal Care Assistants	421	1047	7,244
4	SilverRide Pilot	329		3,742
5	Total Passengers	7,166	13,099	106,526
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	1,145	2,707	9,533
7	SilverRide Pilot No Shows & Late Cancels	151		598
8	Total number of Cancellations	906	2,630	6,293
9	Same Day Trips	164	166	1,544
10	Denial Trips	-	0	-
11	Go Backs/ Re-scheduled	14		275
Standard Goals, Productivity Standard Goal = 2.8, Incentive Goal 2.8 = 82% OTP, Ratio of Revenue Hours to Service Hours 82%				
12	Revenue Hours	3,615.00	7,000.00	48,156.20
13	ADA Passengers per RVHr.	1.77	1.87	1.84
14	Average Trip Length (miles)	10.72	9.80	11.39
15	Average Ride Duration (minutes)	31.74	32.48	30.56
16	Total Cost per ADA Passenger	\$ 67.31		\$ 50.06
17	*Service Miles	67,794.00	127,857.00	865,965.26
18	Billable Service Hours	6,076.11	8,966.00	63,425.90
19	SilverRide Pilot Cost	\$ 11,188.00		\$ 127,228.00
20	LINK & BART Fuel Cost	\$ 32,629.57		\$487,838.00
21	Total Cost	\$482,355.43	\$506,492.90	\$3,238,841.57
On Time Performance Standard Goal = 90%, Incentive Goal = 82%				
22	Percent on-time	91.88%	79.0%	90.50%
23	SilverRide Pilot OTP	99%		99%
24	Arrived 15-29 minutes past window	114		1641
25	Arrived 30-59 minutes past window	25		790
26	Arrived 60 minutes past window	3		98
27	Total Missed Trips	1		170
28	Transfer Trips	718	1091	9703
Customer Service Complaint Standard Goal = 21,000 passengers				
29	Total Complaints	3	20	43
30	Timeliness	2		20
31	Driver Complaints	1		19
32	Equipment / Vehicle	0		0
33	Scheduling/Staff Skill	0		2
34	Commendations	0		12
35	Ave. wait time in Queue for reservation	0.20		0.84
36	Ave. wait time in Queue for customer service	0.14		0.75
Safety & Reliability Accident Standard Goal = 5,000,000 miles, Roadcall				
37	Total accidents per 100,000 miles	0	1	0.00
38	Roadcalls per 100,000 miles	1	1	0.00
Eligibility Statistics				
40	*Total ADA Riders in Data Base	2,513		2,859
41	*Total Certification Determinations	79		933
42	*Initial Denials	0		7
43	*Denials Reversed	0		1

- * Total Preventable accidents YTD is 6
- * 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
- * Service Hours are Pre and Post Covid-19 Billable Definition

Transdev G.M.

Date: 4/28/2020