

CCCTA PARATRANSIT

Performance Report: 4/01 through 4/30/2020

LINK and BART Statistics

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

| Ridership Statistics | | | | |
|--|--|--------------|---------------|----------------|
| 1 | ADA Passengers | 1,827 | 12,090 | 95,048 |
| 2 | Companions | 12 | 46 | 492 |
| 3 | *Personal Care Assistants | 263 | 1178 | 7,244 |
| 4 | SilverRide Pilot | 0 | | 3,742 |
| 5 | Total Passengers | 2,102 | 13,314 | 106,526 |
| Scheduling Statistics | | | | |
| 6 | Total Number of No Shows & Late Cancels | 458 | 5,260 | 10,778 |
| 7 | SilverRide Pilot No Shows & Late Cancels | 0 | | 749 |
| 8 | Total number of Cancellations | 360 | 2,716 | 7,199 |
| 9 | Same Day Trips | 83 | | 1,708 |
| 10 | Denial Trips | - | - | - |
| 11 | Go Backs/ Re-scheduled | 0 | | 289 |
| Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83% | | | | |
| 12 | Revenue Hours | 1,722.19 | 6,835.00 | 53,487.80 |
| 13 | ADA Passengers per RVHr. | 1.06 | 1.95 | 1.76 |
| 14 | Average Trip Length (miles) | 10.41 | 8.50 | 11.22 |
| 15 | Average Ride Duration (minutes) | 49.04 | 31.05 | 30.69 |
| 16 | Total Cost per ADA Passenger | \$ 216.02 | | \$ 66.66 |
| 17 | *Service Miles | 28,501.00 | 112,505.00 | 933,759.26 |
| 18 | Billable Service Hours | 4,486.87 | 8,681.00 | 69,502.01 |
| 19 | SilverRide Pilot Cost | \$ - | | \$ 127,228.00 |
| 20 | LINK & BART Fuel Cost | \$ 19,817.71 | | \$ 487,838.00 |
| 21 | Total Cost | \$384,283.09 | \$ 492,296.25 | \$3,522,049.06 |
| On Time Performance Standard Goal = 90%; Incentive Goal = 92% | | | | |
| 22 | Percent on-time | 98.30% | 81.0% | 90.50% |
| 23 | SilverRide Pilot OTP | 0% | | 99% |
| 24 | Arrived 15-29 minutes past window | 12 | | 1641 |
| 25 | Arrived 30-59 minutes past window | 6 | | 790 |
| 26 | Arrived 60 minutes past window | 3 | | 98 |
| 27 | Total Missed Trips | 0 | | 170 |
| 28 | Transfer Trips | 231 | 1138 | 9703 |
| Customer Service Complaint Standard Goal = 2/1,000 passengers | | | | |
| 29 | Total Complaints | 0 | 19 | 43 |
| 30 | Timeliness | 0 | | 20 |
| 31 | Driver Complaints | 0 | | 19 |
| 32 | Equipment / Vehicle | 0 | | 0 |
| 33 | Scheduling/Staff Skill | 0 | | 2 |
| 34 | Commendations | 0 | | 12 |
| 35 | Ave. wait time in Queue for reservation | 0.42 | | 0.79 |
| 36 | Ave. wait time in Queue for customer service | 0.15 | | 0.68 |
| Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall | | | | |
| 37 | Total accidents per 100,000 miles | 0 | 0 | 0.00 |
| 38 | Roadcalls per 100,000 miles | 0.5 | 1 | 0.00 |
| Eligibility Statistics | | | | |
| 40 | *Total ADA Riders in Data Base | 2,502 | | 2,935 |
| 41 | *Total Certification Determinations | 76 | | 1,009 |
| 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

*Service Miles are for ADA, MOW, Covid-19, and Lunches

Transdev G.M.; 
Date: 4/11/2020