

CCCTA PARATRANSIT

Performance Report: 5/01 through 5/31/2020

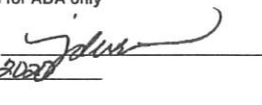
LINK and BART Statistics

	FY 19/20 May	Variance from Goal	FY 18/19 May	19/20 YTD
Ridership Statistics				
1	ADA Passengers	1,984	12,469	98,859
2	Companions	24	46	528
3	*Personal Care Assistants	254	1153	7,761
4	SilverRide Pilot	0		3,742
5	Total Passengers	2,262	13,668	110,890
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	307	3,198	11,543
7	SilverRide Pilot No Shows & Late Cancels	0		749
8	Total number of Cancellations	216	2,948	7,775
9	Same Day Trips	89		1,880
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	1		290
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	1,904.90	6,772.00	55,392.70
13	ADA Passengers per RVHr.	1.04	1.84	1.70
14	Average Trip Length (miles)	10.95	9.40	11.20
15	Average Ride Duration (minutes)	31.71	30.02	32.45
16	Total Cost per ADA Passenger	\$ 187.60		\$ 77.71
17	*Service Miles	27,482.00	129,145.00	985,950.46
18	Billable Service Hours	5,405.88	8,537.00	79,425.48
19	SilverRide Pilot Cost	\$ -		\$ 127,228.00
20	LINK & BART Fuel Cost	\$ 17,057.98		\$ 524,713.69
21	Total Cost	\$424,358.42	\$ 485,629.12	\$3,984,581.99
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.10%	78.0%	90.80%
23	SilverRide Pilot OTP	0%		99%
24	Arrived 15-29 minutes past window	14		1667
25	Arrived 30-59 minutes past window	4		800
26	Arrived 60 minutes past window	3		104
27	Total Missed Trips	0		170
28	Transfer Trips	266	1,139	10200
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
29	Total Complaints	0	18	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	0.28		0.74
36	Ave. wait time in Queue for customer service	0.17		0.63
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
37	Total accidents per 100,000 miles	0	0	0.00
38	Roadcalls per 100,000 miles	0	0	0.00
Eligibility Statistics				
40	*Total ADA Riders in Data Base	2,472		3,004
41	*Total Certification Determinations	69		1,078
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 only

Transdev G.M.:

Date: 7/15/2020



CCCTA PARATRANSIT
Performance Report: 6/01 through 6/30/2020

LINK and BART Statistics

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

Ridership Statistics					
1	ADA Passengers	2,372		10,354	101,231
2	Companions	14		79	542
3	*Personal Care Assistants	277		1136	8,038
4	SilverRide Pilot	0			3,742
5	Total Passengers	2,663		11,569	113,553
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	479		81	11,543
7	SilverRide Pilot No Shows & Late Cancels	0			749
8	Total number of Cancellations	365		1,952	7,775
9	Same Day Trips	118			1,880
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	4			290
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	2,382.80		5,657.00	55,392.70
13	ADA Passengers per RVHr.	1.19		1.83	1.65
14	Average Trip Length (miles)	8.21		9.10	10.95
15	Average Ride Duration (minutes)	10.75		27.08	30.65
16	Total Cost per ADA Passenger	\$ 171.51			\$ 85.53
17	*Service Miles	31,296.00		105,239.00	1,017,246.46
18	Billable Service Hours	5,993.86		7,064.00	85,393.35
19	SilverRide Pilot Cost	\$ -			\$ 127,228.00
20	LINK & BART Fuel Cost	\$ 22,025.17			\$ 546,738.86
21	Total Cost	\$456,731.35		\$ 417,149.35	\$4,262,744.41
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	95.60%		81.0%	90.90%
23	SilverRide Pilot OTP	0%			99%
24	Arrived 15-29 minutes past window	20			1687
25	Arrived 30-59 minutes past window	5			805
26	Arrived 60 minutes past window	13			117
27	Total Missed Trips	0			170
28	Transfer Trips	277		923	10477
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
29	Total Complaints	0		5	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	0.25			0.69
36	Ave. wait time in Queue for customer service	0.22			0.59
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
37	Total accidents per 100,000 miles	0		0	0.00
38	Roadcalls per 100,000 miles	0		0	0.00
Eligibility Statistics					
40	*Total ADA Riders in Data Base	2,457			2,548
41	*Total Certification Determinations	91			1,169
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 only

Transdev G.M.:
Date: 7/22/2020 