

CCCTA PARATRANSIT

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

LINK and BART Statistics

	FY 19/20 June	Variance from Goal	FY 18/19 June	19/20 YTD	FY 18/19 YTD
<b>Ridership Statistics</b>					
1 ADA Passengers	2,372		10,354	101,231	138,734
2 Companions	14		79	542	703
3 *Personal Care Assistants	277		1,136	8,038	13,169
4 SilverRide Pilot	0		342	3,744	342
5 Total Passengers	2,663		11,911	113,555	152,948
<b>Scheduling Statistics</b>					
6 Total Number of No Shows & Late Cancels	479		2,043	11,543	36,366
7 SilverRide Pilot No Shows & Late Cancels	0			749	18
8 Total number of Cancellations	365		1,952	7,775	35,042
9 Same Day Trips	118		139	1,880	1764
10 Denial Trips	-		-	-	-
11 Go Backs/ Re-scheduled	4			290	
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>					
12 Revenue Hours	2,382.80		5,657.00	55,392.70	79,565.00
13 ADA Passengers per RVHr.	1.19		1.83	1.65	1.92
14 Average Trip Length (miles)	8.21		9.10	10.95	9.70
15 Average Ride Duration (minutes)	10.75		27.08	30.65	31.50
16 Total Cost per ADA Passenger	\$ 171.51			\$ 85.53	41.16
17 *Service Miles	31,296.00		105,239.00	1,017,246.46	1,475,793.00
18 Billable Service Hours	5,993.86		7,064.00	85,393.35	101,256.00
19 SilverRide Pilot Cost	\$ -		\$ 12,180.00	\$ 127,228.00	\$12,180.00
20 LINK & BART Fuel Cost	\$ 22,025.17			\$ 546,738.86	
21 Total Cost	\$456,731.35		\$ 417,149.35	\$4,262,744.41	\$ 6,296,163.52
<b>On Time Performance</b>					
<b>Standard Goal = 90%; Incentive Goal = 92%</b>					
22 Percent on-time	95.60%		81%	90.90%	79%
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	10,477	12,659
<b>Customer Service</b>					
<b>Complaint Standard Goal = 2/1,000 passengers</b>					
29 Total Complaints	0		5	43	146
30 Timeliness	0			20	
31 Driver Complaints	0			19	
32 Equipment / Vehicle	0			0	
33 Scheduling/Staff Skill	0			2	
34 Commendations	0		0	12	8
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	
<b>Safety &amp; Maintenance</b>					
<b>Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>					
37 Total accidents per 100,000 miles	0		0	6	8
38 Roadcalls per 100,000 miles	0		0	12	26
<b>Eligibility Statistics</b>					
40 *Total ADA Riders in Data Base	2,457		2,395	2,526	2,443
41 *Total Certification Determinations	91		124	1,169	867
42 *Initial Denials	0		0	7	10
43 *Denials Reversed	0		0	1	1


\* 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: 8/20/2020