

CCCTA PARATRANSIT
Performance Report: 7/01 through 7/31 /2020

LINK and BART Statistics

July-FY 20/21 Variance
from Goal July-FY 19/20 YTD 20/21

Ridership Statistics				
1	ADA Passengers	2,538	11,506	2,538
2	Companions	29	57	29
3	*Personal Care Assistants	241	1,329	241
4	SilverRide Pilot	0	456	0
5	Total Passengers	2,808	12,892	2,808
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	388	1,323	388
7	SilverRide Pilot No Shows & Late Cancels	0	72	0
8	Total number of Cancellations	243	293	243
9	Same Day Trips	79	193	79
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	16	31	16
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	1,995.20	6,449.50	1,995.20
13	ADA Passengers per RVHr.	1.27	1.77	1.27
14	Average Trip Length (miles)	11.23	11.14	11.23
15	Average Ride Duration (minutes)	8.48	30.29	8.48
16	Total Cost per ADA Passenger	\$ 157.34	\$ 50.94	\$ 157.34
17	*Service Miles	39,607	109,319	39,607
18	Billable Service Hours	5,541.51	7,998.4	5,541.51
19	SilverRide Pilot Cost	\$ -	15,504.00	\$ -
20	LINK & BART Fuel Cost	\$ 28,184.19	\$ 65,688.70	\$ 28,184.19
21	Total Cost	\$ 441,806.34	\$ 609,330.49	\$ 441,806.34
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97%	82.7%	97%
23	SilverRide Pilot OTP	0%	98.9%	0%
24	Arrived 15-29 minutes past window	18	-	18
25	Arrived 30-59 minutes past window	8	249	8
26	Arrived 60 minutes past window	0	38	0
27	Total Missed Trips	0	38	0
28	Transfer Trips	354	1,062	354
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
29	Total Complaints	2	5	2
30	Timeliness	0	0	0
31	Driver Complaints	2	3	2
32	Equipment / Vehicle	0	0	0
33	Scheduling/Staff Skill	0	2	0
34	Commendations	0	2	0
35	Ave. wait time in Queue for reservation	0.19	1.0	0.19
36	Ave. wait time in Queue for customer service	0.29	0.53	0.29
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
37	Total accidents per 100,000 miles	1	0	0
38	Roadcalls per 100,000 miles	1	0	0
Eligibility Statistics				
40	*Total ADA Riders in Data Base	2,457	2,437	2,457
41	*Total Certification Determinations	91	108	91
42	*Initial Denials	0	0	0
43	*Denials Reversed	0	0	0

* Total Preventable accidents YTD is 1

* 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

* Since taking over the contract the OTP has been improved by 14.3%

* Productivity was at 2.00 as of January 2020; however due to Covid-19 and social distancing, the number is low.

* We have three (3) less complaints in July 2020 from July 2019.

Transdev G.M.:

Date: 8/15/2020

CCCTA PARATRANSIT

Performance Report: 8/01 through 8/31 /2020

LINK and BART Statistics

AUG. FY 20/21 Variance from Goal AUG. FY 19/20 YTD 20/21

Ridership Statistics					
1	ADA Passengers	2,613		11,663	5,151
2	Companions	18		71	47
3	*Personal Care Assistants	235		1,273	476
4	SilverRide Pilot	-		427	-
5	Total Passengers	2,866		13,007	6,101
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	340		1,018	728
7	SilverRide Pilot No Shows & Late Cancels	-		12	0
8	Total number of Cancellations	283		687	526
9	Same Day Trips	102		225	181
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	16		39	32
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	2,056.50		6,834.00	4,051.70
13	ADA Passengers per RVHr.	1.27		1.71	1.27
14	Average Trip Length (miles)	11.24		11.13	11.24
15	Average Ride Duration (minutes)	8.52		31.52	8.50
16	Total Cost per ADA Passenger	\$ 159.42		\$ 50.62	\$ 112.74
17	*Service Miles	40,550		111,225	80,157
18	Billable Service Hours	5,555.71		8187.07	11,097.22
19	SilverRide Pilot Cost	\$ -		\$ 14,518.00	\$ -
20	LINK & BART Fuel Cost	\$ 25,972.42		\$ 60,524.77	\$ 28,184.19
21	Total Cost	\$ 456,884.75		\$ 611,974.47	\$ 733,567.51
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	94%		90.0%	96%
23	SilverRide Pilot OTP	-		95.3%	0%
24	Arrived 15-29 minutes past window	40		237	58
25	Arrived 30-59 minutes past window	12		99	20
26	Arrived 60 minutes past window	4		13	4
27	Total Missed Trips	0		20	0
28	Transfer Trips	317		1176	671
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
29	Total Complaints	0		4	2
30	Timeliness	0		0	0
31	Driver Complaints	0		2	2
32	Equipment / Vehicle	0		0	0
33	Scheduling/Staff Skill	0		2	0
34	Commendations	0		2	0
35	Ave. wait time in Queue for reservation	0.27		1.01	0.23
36	Ave. wait time in Queue for customer service	0.26		1.00	0.28
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	1
38	Roadcalls per 100,000 miles	1		0	1
Eligibility Statistics					
40	*Total ADA Riders in Data Base	2,459		2,363	2,459
41	*Total Certification Determinations	226		130	226
42	*Initial Denials	0		0	0
43	*Denials Reversed	0		0	0

* Total Preventable accidents YTD is 1

* 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

* Productivity was at 2.00 as of January 2020; however due to Covid-19 and social distancing, the number is low.

* We have Zero complaints in August 2020 compared to the four (4) in August 2019.

Transdev G.M.:

Date: 9/15/2020