

CCCTA PARATRANSIT

Performance Report: 9/01 through 9/30 /2020

LINK and BART Statistics

FY 20/21 Variance FY 19/20 YTD 20/21
September from Goal September

Ridership Statistics					
1	ADA Passengers	2,667		10,884	7,818
2	Companions	21		67	68
3	*Personal Care Assistants	196		1,097	679
4	SilverRide Pilot	-		389	-
5	Total Passengers	2,884		12,437	8,992
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	436		1,151	1,164
7	SilverRide Pilot No Shows & Late Cancels	-		91	0
8	Total number of Cancellations	305		704	831
9	Same Day Trips	147		178	328
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	12		47	44
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	1,995.40		6,098.10	6,047.10
13	ADA Passengers per RVHr.	1.33		1.79	1.29
14	Average Trip Length (miles)	17.53		11.36	13.33
15	Average Ride Duration (minutes)	8.62		30.37	8.50
16	Total Cost per ADA Passenger	\$ 156.58		\$ 50.31	\$ 127.23
17	*Service Miles	33,586		101,467	113,743
18	Billable Service Hours	5,574.47		7,346.90	16,671.69
19	SilverRide Pilot Cost	\$ -		\$ 13,226.00	\$ -
20	LINK & BART Fuel Cost	\$ 19,741.13		\$ 56,118.85	\$ 73,897.74
21	Total Cost	\$ 451,582.64		\$ 567,116.23	\$ 1,055,384.56
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	94%		88.4%	95%
23	SilverRide Pilot OTP	-		98.7%	0%
24	Arrived 15-29 minutes past window	40		296	98
25	Arrived 30-59 minutes past window	8		146	28
26	Arrived 60 minutes past window	2		15	6
27	Total Missed Trips	1		61	1
28	Transfer Trips	333		1,142	1,004
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
29	Total Complaints	0		3	2
30	Timeliness	0		1	0
31	Driver Complaints	0		2	2
32	Equipment / Vehicle	0		0	0
33	Scheduling/Staff Skill	0		0	0
34	Commendations	0		2	0
35	Ave. wait time in Queue for reservation	0.36		1.34	0.27
36	Ave. wait time in Queue for customer service	0.26		1.27	0.27
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
37	Total accidents per 100,000 miles	1		0.00	2
38	Roadcalls per 100,000 miles	2		0.00	3
Eligibility Statistics					
40	*Total ADA Riders in Data Base	2,286		2,439	2,575
41	*Total Certification Determinations	126		116	352
42	*Initial Denials	-		2	2
43	*Denials Reversed	-		-	0

* 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 September 2020 compared to the three (3) in September 2019.

* The OTP for September 2020 is at 94% compared to the 88% in September 2019.

Transdev G.M.:

Date: 10/30/20 