

CCCTA PARATRANSIT

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

LINK and BART Statistics

FY 20/21  
September

Variance  
from Goal

FY 19/20  
September

YTD 20/21

	FY 20/21 September	Variance from Goal	FY 19/20 September	YTD 20/21
<b>Ridership Statistics</b>				
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
<b>Scheduling Statistics</b>				
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
<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	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
<b>On Time Performance</b>				
<b>Standard Goal = 90%; Incentive Goal = 92%</b>				
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
<b>Customer Service</b>				
<b>Complaint Standard Goal = 2/1,000 passengers</b>				
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
<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	1	0.00	2
38	Roadcalls per 100,000 miles	2	0.00	3
<b>Eligibility Statistics</b>				
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


CCCTA PARATRANSIT  
Performance Report: 10/01 through 10/31/2020

LINK and BART Statistics

	FY 20/21 October	Variance from Goal	FY 19/20 October	YTD 20/21
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	FY 20/21 October	Variance from Goal	FY 19/20 October	YTD 20/21
<b>Ridership Statistics</b>				
1 ADA Passengers	3,106		12,217	10,923
2 Companions	39		56	107
3 *Personal Care Assistants	333		830	1006
4 SilverRide Pilot	-		445	-
5 Total Passengers	3,478		13,548	12,090
<b>Scheduling Statistics</b>				
6 Total Number of No Shows & Late Cancels	458		1,361	1,164
7 SilverRide Pilot No Shows & Late Cancels	-		131	0
8 Total number of Cancellations	357		860	831
9 Same Day Trips	128		164	328
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	16		52	44
<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	2,372.00		6,678.00	8,424.69
13 ADA Passengers per RVHr.	1.30		1.83	1.29
14 Average Trip Length (miles)	10.19		11.67	13.33
15 Average Ride Duration (minutes)	12.23		30.58	9.46
16 Total Cost per ADA Passenger	\$ 138.22		\$ 48.96	\$ 127.23
17 *Service Miles	37,984		111,265	151,725
18 Billable Service Hours	6,128.30		8,147.00	22,799.99
19 SilverRide Pilot Cost	\$ -		\$ 15,130.00	\$ -
20 LINK & BART Fuel Cost	\$ 21,444.24		\$ 69,769.25	\$ 95,341.98
21 Total Cost	\$ 480,716.95		\$ 619,963.29	\$ 1,847,577.53
<b>On Time Performance</b>				
<b>Standard Goal = 90%; Incentive Goal = 92%</b>				
22 Percent on-time	94%		92.5%	95%
23 SilverRide Pilot OTP	-		100.0%	0%
24 Arrived 15-29 minutes past window	44		243	98
25 Arrived 30-59 minutes past window	7		77	28
26 Arrived 60 minutes past window	1		8	6
27 Total Missed Trips	3		21	1
28 Transfer Trips	409		1300	1,004
<b>Customer Service</b>				
<b>Complaint Standard Goal = 2/1,000 passengers</b>				
29 Total Complaints	0		4	2
30 Timeliness	0		2	0
31 Driver Complaints	0		2	2
32 Equipment / Vehicle	0		0	0
33 Scheduling/Staff Skill	0		0	0
34 Commendations	0		3	0
35 Ave. wait time in Queue for reservation	0.36		1.14	0.30
36 Ave. wait time in Queue for customer service	0.23		1.02	0.26
<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	1		0	3
38 Roadcalls per 100,000 miles	0		0	3
<b>Eligibility Statistics</b>				
40 *Total ADA Riders in Data Base	2,208		2,475	2,701
41 *Total Certification Determinations	124		137	476
42 *Initial Denials	-		1	2
43 *Denials Reversed	-		0	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 October 2020 compared to the four (4) in October 2019.  
 \* The OTP for October 2020 is at 94% compared to the 92.5% in October 2019.

Transdev G.M.:   
 Date: 12/17/2020