CCCTA PARATRANSIT

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

	130 72020				
	LINK and BART Statistics	FY 20/21 September	Variance from Goal	FY 19/20 September	YTD 20/21
	Ridership Statistics	1			
1	ADA Passengers	2,667		10.004	
2	Companions	21		10,884	7,818
3	*Personal Care Assistants	196			68
4	SilverRide Pilot	190		1,097	679
5	Total Passengers	2.004		389	•
	Scheduling Statistics	2,884		12,437	8,992
6	Total Number of No Shows & Late Cancels				
7	SilverRide Pilot No Shows & Late Cancels	436		1,151	1,164
8	Total number of Cancellations	205		91	0
9	Same Day Trips	305 147		704	831
10		147		178	328
11	Go Backs/ Re-scheduled	12		- 47	
12	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2. + 92% OTP; Ratio of Revenue Hours to Service Hours 83% Revenue Hours	0		47	44
	ADA Passengers per RVHr.	1,995.40		6,098.10	6,047.10
14		1.33		1.79	1.29
	Average Ride Duration (minutes)	17.53		11.36	13.33
16	Total Cost per ADA Passenger	8.62	445 6 6 6	30.37	8.50
17	*Service Miles	\$ 156.58		\$ 50.31	\$ 127.23
18	Billable Service Hours	33,586		101,467	113,743
19	SilverRide Pilot Cost	5,574.47		7,346.90	16,671.69
20	LINK & BART Fuel Cost	\$ -			\$ -
21	Total Cost	\$ 19,741.13	10000		\$ 73,897.74
	On Time Performance	\$ 451,582.64		\$567,116.23	\$ 1,055,384.56
	Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	0.404			
23	SilverRide Pilot OTP	94%	19, 46, 10	88.4%	95%
24	Arrived 15-29 minutes past window	40		98.7%	0%
25	Arrived 30-59 minutes past window	40 8	(47) (10) (44)	296	98
26	Arrived 60 minutes past window	2		146	28
27	Total Missed Trips	1		15	6
28	Transfer Trips	333		1,142	1 224
	Customer Service	000		1,142	1,004
	Complaint Standard Goal = 2/1,000 passengers				
29	Total Complaints	0			
	Timeliness	0		3	2
	Driver Complaints	0		1 2	0
32	Equipment / Vehicle	0		0	2
	Scheduling/Staff Skill	0	AND 100 100 1	0	0
34	Commendations	0		2	0
35	Ave. wait time in Queue for reservation	0.36		1.34	
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	0.20		1.27	0.27
3/	Total accidents per 100,000 miles	1		0.00	2
20	Roadcalls per 100,000 miles	2		0.00	3
	Eligibility Statistics				J
	*Total ADA Riders in Data Base	2,286		2,439	2,575
	*Total Certification Determinations	126		116	352
	*Initial Denials	- 7/		2	2
100000000000000000000000000000000000000	*Denials Reversed	- 2			0
	* Farebox information included in Fare Recon Report.	-			J

Farebox information included in Fare Recon Report.

Transdev G.M.:
Date: 10 3 0

^{*} 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.

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
	Ridership Statistics	1			
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	- 1000
5	Total Passengers			13,548	West and the second
5		3,478	100	13,548	12,090
	Scheduling Statistics		Market State of State		
6	Total Number of No Shows & Late Cancels	458	5 3 A 7 L	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	SKANE TO SE	164	328
10 11	Denial Trips Go Backs/ Re-scheduled	16		52	- 44
11	Go Backs/ Re-scrieduled	10		52	44
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
	Revenue Hours	2,372.00		6,678.00	8,424.69
	ADA Passengers per RVHr.	1.30		1.83	1.29
	Average Trip Length (miles)	10.19		11.67	13.33
	Average Ride Duration (minutes)	12.23	of the Spirit	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
	On Time Performance				
12/12	Standard Goal = 90%; Incentive Goal = 92%		shired territory brother		
	Percent on-time	94%		92.5%	95%
23	SilverRide Pilot OTP	-		100.0%	0%
	Arrived 15-29 minutes past window Arrived 30-59 minutes past window	44		243	98
25 26	Arrived 60 minutes past window	7	MESSAGE AND SERVICE		
27		1	Article States	77	28
21		1		8	6
28	Total Missed Trips	3		8 21	6
28	Total Missed Trips Transfer Trips			8	
28	Total Missed Trips Transfer Trips Customer Service	3		8 21	6
Cardaes	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	3 409		8 21 1300	6 1 1,004
29	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints	3 409 0		8 21 1300	6 1 1,004
Cardaes	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	3 409 0 0		8 21 1300 4 2	1 1,004
29 30	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness	3 409 0		8 21 1300 4 2 2	2 0 2
29 30 31	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints	3 409 0 0		8 21 1300 4 2	2 0 2 0
29 30 31 32	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle	3 409 0 0 0		8 21 1300 4 2 2 2	2 0 2
29 30 31 32 33 34	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations	3 409 0 0 0 0 0 0		8 21 1300 4 2 2 2 0 0	2 0 2 0 0 0
29 30 31 32 33 34 35	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation	3 409 0 0 0 0 0 0 0 0		8 21 1300 4 2 2 2 0 0 0 3 1.14	2 0 2 0 0 0 0 0 0
29 30 31 32 33 34 35	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service	3 409 0 0 0 0 0 0		8 21 1300 4 2 2 2 0 0	2 0 2 0 0 0
29 30 31 32 33 34 35	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance	3 409 0 0 0 0 0 0 0 0		8 21 1300 4 2 2 2 0 0 0 3 1.14	2 0 2 0 0 0 0 0 0
29 30 31 32 33 34 35	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall	3 409 0 0 0 0 0 0 0 0		8 21 1300 4 2 2 2 0 0 0 3 1.14	2 0 2 0 0 0 0 0 0
29 30 31 32 33 34 35	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles	3 409 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		8 21 1300 4 2 2 0 0 0 3 1.14 1.02	6 1 1,004 2 0 2 0 0 0 0 0 0.30 0.26
29 30 31 32 33 34 35 36	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles	3 409 0 0 0 0 0 0 0 0		8 21 1300 4 2 2 2 0 0 0 3 1.14	6 1 1,004 2 0 2 0 0 0 0 0.30 0.26
29 30 31 32 33 34 35 36	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles Total accidents per 100,000 miles	3 409 0 0 0 0 0 0 0 0 0 0 0 0 2 3 6 0 0 2 3		8 21 1300 4 2 2 0 0 0 3 1.14 1.02	6 1 1,004 2 0 2 0 0 0 0 0 0.30 0.26
29 30 31 32 33 34 35 36	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles Total accidents per 100,000 miles Roadcalls per 100,000 miles	3 409 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2 3 6 0 0 2 3 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		8 21 1300 4 2 2 0 0 0 3 1.14 1.02	6 1 1,004 2 0 2 0 0 0 0 0 0.30 0.26
29 30 31 32 33 34 35 36	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles Total accidents per 100,000 miles Roadcalls per 100,000 miles Eligibility Statistics *Total ADA Riders in Data Base	3 409 0 0 0 0 0 0 0 0 0 0 0 0 2,23		8 21 1300 4 2 2 0 0 3 1.14 1.02	6 1 1,004 2 0 2 0 0 0 0 0.30 0.26
29 30 31 32 33 34 35 36	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles Total accidents per 100,000 miles Roadcalls per 100,000 miles Eligibility Statistics *Total ADA Riders in Data Base *Total Certification Determinations	3 409 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2 3 6 0 0 2 3 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		8 21 1300 4 2 2 0 0 0 3 1.14 1.02	6 1 1,004 2 0 2 0 0 0 0 0.30 0.26
29 30 31 32 33 34 35 36 37 38 39 40 41 42	Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles Total accidents per 100,000 miles Roadcalls per 100,000 miles Eligibility Statistics *Total ADA Riders in Data Base *Total Certification Determinations	3 409 0 0 0 0 0 0 0 0 0 0 0 0 2,23		8 21 1300 4 2 2 0 0 3 1.14 1.02	6 1 1,004 2 0 2 0 0 0 0 0.30 0.26

EV 10/20

EV 20/24

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^{*} We have Zero complaints in October 2020 compared to the four (4) in October 2019.

 $^{^{\}star}$ The OTP for October 2020 is at 94% compared to the 92.5% in October 2019.