

CCCTA PARATRANSIT

Performance Report: 11/01 through 11/30/2020

LINK and BART Statistics

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

<b>Ridership Statistics</b>					
1	ADA Passengers	2,453		10,246	13,457
2	Companions	16		72	127
3	*Personal Care Assistants	280		550	1299
4	<b>SilverRide Pilot</b>	-		<b>398</b>	-
5	Total Passengers	2,749		11,266	14,937
<b>Scheduling Statistics</b>					
6	Total Number of No Shows & Late Cancels	438		1,137	2,060
7	<b>SilverRide Pilot No Shows &amp; Late Cancels</b>	-		<b>56</b>	<b>0</b>
8	Total number of Cancellations	303		868	1,491
9	Same Day Trips	98		200	554
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	20		24	80
<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	1,994.40		5,701.20	10,490.89
13	ADA Passengers per RVHr.	1.23		1.80	1.25
14	Average Trip Length (miles)			11.67	12.25
15	Average Ride Duration (minutes)			31.49	9.20
16	Total Cost per ADA Passenger	\$ 158.18		\$ 48.45	\$ 134.53
17	*Service Miles	32,796		92,793.87	191,745
18	Billable Service Hours	5,258.48		6,933.00	28,058.47
19	<b>SilverRide Pilot Cost</b>	\$ -		<b>\$ 13,532.00</b>	<b>\$ -</b>
20	LINK & BART Fuel Cost	\$ 18,650.36		\$ 53,867.95	\$ 113,992.34
21	Total Cost	\$ 434,840.88		\$ 545,879.45	\$ 2,438,156.42
<b>On Time Performance</b>					
<b>Standard Goal = 90%; Incentive Goal = 92%</b>					
22	Percent on-time	95%		93.3%	95%
23	<b>SilverRide Pilot OTP</b>	-		<b>99.3%</b>	<b>0%</b>
24	Arrived 15-29 minutes past window	41		179	183
25	Arrived 30-59 minutes past window	11		63	46
26	Arrived 60 minutes past window	1		6	8
27	Total Missed Trips	1		12	5
28	Transfer Trips	332		1014	1,745
<b>One Seat Pilot Data</b>					
23	*Total Trips	79			79
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 1,362.96			\$ 1,362.96
25	*Non-CCCTA Miles (Agency Miles)	909.00			909.00
26	*Non-CCCTA Revenue Hours	2,389.00			2,389.00
27	*Total Revenue Hours	4,690.00			4,690.00
28	*Total Fare Collected	\$ 45.50			\$ 45.50
29	*Non-CCCTA Fare Collected	\$ 45.50			\$ 45.50
<b>Customer Service</b>					
<b>Complaint Standard Goal = 2/1,000 passengers</b>					
30	Total Complaints	0		3	2
31	Timeliness	0		1	0
32	Driver Complaints	0		2	2
33	Equipment / Vehicle	0		0	0
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		1	0
36	Ave. wait time in Queue for reservation	0.37		1.23	0.31
37	Ave. wait time in Queue for customer service	0.19		1.06	0.25
<b>Safety &amp; Maintenance</b>					
<b>Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>					
38	Total accidents per 100,000 miles	1		0	4
39	Roadcalls per 100,000 miles	0		0	3
<b>Eligibility Statistics</b>					
41	*Total ADA Riders in Data Base	2,148		2,482	2,793
42	*Total Certification Determinations	92		105	568
43	*Initial Denials	1		0	3
44	*Denials Reversed	-		1	0

\*Total Cost per ADA Passenger excludes cost of the One Seat Pilot  
 \*One Seat Revenue Hours are total combined hours for all of the Agencies

Transdev G.M.:  
 Date: 2/25/21 

CCCTA PARATRANSIT  
Performance Report: 12/01 through 12/31/2020

LINK and BART Statistics

FY 20/21  
December

Variance  
from Goal

FY 19/20  
December

YTD 20/21

	FY 20/21 December	Variance from Goal	FY 19/20 December	YTD 20/21
<b>Ridership Statistics</b>				
1 ADA Passengers	2,321		10,445	13,457
2 Companions	12		36	139
3 *Personal Care Assistants	216		580	1515
4 SilverRide Pilot			464	-
5 Total Passengers	2,549		11,525	17,698
<b>Scheduling Statistics</b>				
6 Total Number of No Shows & Late Cancels	440		1,254	2,497
7 SilverRide Pilot No Shows & Late Cancels	-		40	-
8 Total number of Cancellations	297		1,007	1,742
9 Same Day Trips	108		208	662
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	18		21	98
<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	1,459.50		5,623.00	12,418.99
13 ADA Passengers per RVHr.	1.06		1.86	1.22
14 Average Trip Length (miles)			11.45	12.25
15 Average Ride Duration (minutes)			30.50	9.20
16 Total Cost per ADA Passenger	\$ 187.32		\$ 47.06	\$ 140.93
17 *Service Miles	33,998		92,805.00	191,745
18 Billable Service Hours	6,086.48		6,886.00	34,144.95
19 SilverRide Pilot Cost	\$ -		\$ 15,776.00	\$ -
20 LINK & BART Fuel Cost	\$ 20,275.19		\$ 50,337.31	\$ 134,267.53
21 Total Cost	\$ 477,476.55		\$ 542,402.14	\$ 2,915,632.97
<b>On Time Performance</b>				
<b>Standard Goal = 90%; Incentive Goal = 92%</b>				
22 Percent on-time	95.7%		91.7%	95%
23 SilverRide Pilot OTP	-		100%	0%
24 Arrived 15-29 minutes past window	29		206	212
25 Arrived 30-59 minutes past window	15		65	61
26 Arrived 60 minutes past window	1		10	9
27 Total Missed Trips	0		9	5
28 Transfer Trips	106		1053	1,851
<b>One Seat Pilot Data</b>				
23 *Total Trips	257			336
24 *Non-CCCTA Cost (Cost for Agencies)	\$ 3,875.16			\$ 5,238.12
25 *Non-CCCTA Miles (Agency Miles)	909.00			1,281.90
26 *Non-CCCTA Revenue Hours	7,419.00			9,808.00
27 *Total Revenue Hours	15,081.00			19,771.00
28 *Total Fare Collected	\$ 323.00			\$ 368.50
29 *Non-CCCTA Fare Collected	\$ 276.00			\$ 321.50
<b>Customer Service</b>				
<b>Complaint Standard Goal = 2/1,000 passengers</b>				
30 Total Complaints	2		6	4
31 Timeliness	0		0	0
32 Driver Complaints	1		6	3
33 Equipment / Vehicle	1		0	1
34 Scheduling/Staff Skill	0		1	0
35 Commendations	0		0	0
36 Ave. wait time in Queue for reservation	0.33		0.30	0.31
37 Ave. wait time in Queue for customer service	0.18		0.50	0.24
<b>Safety &amp; Maintenance</b>				
<b>Accident Standard Goal = 5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>				
38 Total accidents per 100,000 miles	0		0	4
39 Roadcalls per 100,000 miles	1		0	4
<b>Eligibility Statistics</b>				
41 *Total ADA Riders in Data Base	2,111		2,496	2,872
42 *Total Certification Determinations	79		101	647
43 *Initial Denials	0		0	3
44 *Denials Reversed	0		0	0

\*Total Cost per ADA Passenger excludes cost of the One Seat Pilot  
\*One Seat Revenue Hours are total combined hours for all of the Agencies

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