


CCCTA PARATRANSIT  
Performance Report: 1/01 through 1/31/2021

LINK and BART Statistics

	FY 21/22 January	Variance from Goal	FY 19/20 January	YTD 20/21
<b>Ridership Statistics</b>				
1	ADA Passengers	2,345	11,079	18,398
2	Companions	17	64	139
3	*Personal Care Assistants	222	586	1515
4	SilverRide Pilot	-	432	-
5	Total Passengers	2,584	12,161	17,486
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	387	1,204	2,500
7	SilverRide Pilot No Shows & Late Cancels	-	72	-
8	Total number of Cancellations	229	941	1,788
9	Same Day Trips	102	213	662
10	Denial Trips		-	-
11	Go Backs/ Re-scheduled	5	15	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	2,089.30	5,548.06	11,950.39
13	ADA Passengers per RVHr.	1.12	2.00	1.22
14	Average Trip Length (miles)		11.26	12.25
15	Average Ride Duration (minutes)		31.87	9.20
16	Total Cost per ADA Passenger	\$ 163.57	\$ 43.24	\$ 140.93
17	*Service Miles	36,106	94,600.39	225,743
18	Billable Service Hours	5,044.60	6,868.90	39,189.55
19	SilverRide Pilot Cost	\$ -	\$ 14,688.00	\$ -
20	LINK & BART Fuel Cost	\$ 17,075.72	\$ 50,346.24	\$ 151,343.25
21	Total Cost	\$ 422,672.77	\$ 525,838.04	\$ 3,182,567.73
<b>On Time Performance</b>				
<b>Standard Goal = 90%; Incentive Goal = 92%</b>				
22	Percent on-time	95.0%	93.2%	95%
23	SilverRide Pilot OTP	-	100%	0%
24	Arrived 15-29 minutes past window	26	154	212
25	Arrived 30-59 minutes past window	14	20	61
26	Arrived 60 minutes past window	4	1	9
27	Total Missed Trips	1	3	5
28	Transfer Trips	121	1,152	1,972
<b>One Seat Pilot Data</b>				
23	*Total Trips			
24	*Non-CCCTA Cost (Cost for Agencies)			
25	*Non-CCCTA Miles (Agency Miles)			
26	*Non-CCCTA Revenue Hours			
27	*Total Revenue Hours			
28	*Total Fare Collected			
29	*Non-CCCTA Fare Collected			
<b>Customer Service</b>				
<b>Complaint Standard Goal = 2/1,000 passengers</b>				
30	Total Complaints	1	7	5
31	Timeliness	0	3	0
32	Driver Complaints	1	4	4
33	Equipment / Vehicle	0	0	1
34	Scheduling/Staff Skill	0	0	0
35	Commendations	1	2	1
36	Ave. wait time in Queue for reservation	1.11	0.38	0.43
37	Ave. wait time in Queue for customer service	0.19	0.45	0.23
<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	0.5	4
39	Roadcalls per 100,000 miles	0	1	4
<b>Eligibility Statistics</b>				
41	*Total ADA Riders in Data Base	2,083	2,503	2,970
42	*Total Certification Determinations	98	91	745
43	*Initial Denials	0	1	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  
\*One Seat Data is currently missing, as it is being audited

Transdev G.M.:   
Date: 4/28/21

CCCTA PARATRANSIT


Performance Report: 2/01 through 2/28/2021

LINK and BART Statistics

FY 21/22 February Variance from Goal FY 19/20 February YTD 20/21

	FY 21/22 February	Variance from Goal	FY 19/20 February	YTD 20/21
<b>Ridership Statistics</b>				
1 ADA Passengers	2,640		11,079	21,038
2 Companions	38		64	194
3 *Personal Care Assistants	240		586	1977
4 SilverRide Pilot			432	-
5 Total Passengers	2,918		12,161	22,988
<b>Scheduling Statistics</b>				
6 Total Number of No Shows & Late Cancels	416		1,204	3,303
7 SilverRide Pilot No Shows & Late Cancels	-		72	-
8 Total number of Cancellations	261		941	2,278
9 Same Day Trips	89		213	853
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	12		15	115
<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	2,416.00		5,548.06	16,455.69
13 ADA Passengers per RVHr.	1.09		2.00	1.19
14 Average Trip Length (miles)			11.26	12.25
15 Average Ride Duration (minutes)			31.87	9.20
16 Total Cost per ADA Passenger	\$ 153.99		\$ 43.24	\$ 145.39
17 *Service Miles	40,229		94,600.39	302,078
18 Billable Service Hours	5,539.16		6,868.90	44,728.71
19 SilverRide Pilot Cost	\$ -		\$ 14,688.00	\$ -
20 LINK & BART Fuel Cost	\$ 19,260.87		\$ 50,346.24	\$ 170,604.12
21 Total Cost	\$ 449,353.47		\$ 525,838.04	\$ 3,631,921.20
<b>On Time Performance</b>				
<b>Standard Goal = 90%; Incentive Goal = 92%</b>				
22 Percent on-time	96.6%		93.2%	95%
23 SilverRide Pilot OTP	-		100%	0%
24 Arrived 15-29 minutes past window	23		154	261
25 Arrived 30-59 minutes past window	11		20	86
26 Arrived 60 minutes past window	0		1	13
27 Total Missed Trips	0		3	6
28 Transfer Trips	136		1,152	2,108
<b>One Seat Pilot Data</b>				
23 *Total Trips				
24 *Non-CCCTA Cost (Cost for Agencies)				
25 *Non-CCCTA Miles (Agency Miles)				
26 *Non-CCCTA Revenue Hours				
27 *Total Revenue Hours				
28 *Total Fare Collected				
29 *Non-CCCTA Fare Collected				
<b>Customer Service</b>				
<b>Complaint Standard Goal = 2/1,000 passengers</b>				
30 Total Complaints	2		7	7
31 Timeliness	0		3	0
32 Driver Complaints	2		4	6
33 Equipment / Vehicle	0		0	1
34 Scheduling/Staff Skill	0		0	0
35 Commendations	0		2	1
36 Ave. wait time in Queue for reservation	0.30		0.38	0.41
37 Ave. wait time in Queue for customer service	0.16		0.45	0.22
<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		0.5	4
39 Roadcalls per 100,000 miles	0		1	4
<b>Eligibility Statistics</b>				
41 *Total ADA Riders in Data Base	2,043		2,503	3,083
42 *Total Certification Determinations	113		91	858
43 *Initial Denials	0		1	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  
 \*One Seat Data is currently missing, as it is being audited

Transdev G.M.:   
 Date: 4/28/21

CCCTA PARATRANSIT  
Performance Report: 3/01 through 3/31/2021

LINK and BART Statistics

FY 21/22      Variance      FY 19/20      YTD 20/21  
March      from Goal      March

	FY 21/22 March	Variance from Goal	FY 19/20 March	YTD 20/21
<b>Ridership Statistics</b>				
1 ADA Passengers	3,064		11,079	24,102
2 Companions	67		64	261
3 *Personal Care Assistants	297		586	2274
4 SilverRide Pilot			432	-
5 Total Passengers	3,428		12,161	26,416
<b>Scheduling Statistics</b>				
6 Total Number of No Shows & Late Cancels	487		1,204	3,790
7 SilverRide Pilot No Shows & Late Cancels	-		72	-
8 Total number of Cancellations	309		941	2,587
9 Same Day Trips	116		213	969
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	13		15	128
<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	2,878.80		5,548.06	19,334.49
13 ADA Passengers per RVHr.	1.06		2.00	1.18
14 Average Trip Length (miles)			11.26	12.25
15 Average Ride Duration (minutes)			31.87	9.20
16 Total Cost per ADA Passenger	\$ 145.12		\$ 43.24	\$ 145.39
17 *Service Miles	46,359		94,600.39	348,437
18 Billable Service Hours	6,423.84		6,868.90	44,728.71
19 SilverRide Pilot Cost	\$ -		\$ 14,688.00	\$ -
20 LINK & BART Fuel Cost	\$ 23,544.18		\$ 50,346.24	\$ 194,148.30
21 Total Cost	\$ 497,454.99		\$ 525,838.04	\$ 4,129,376.19
<b>On Time Performance</b>				
<b>Standard Goal = 90%; Incentive Goal = 92%</b>				
22 Percent on-time	96.9%		93.2%	95%
23 SilverRide Pilot OTP	-		100%	0%
24 Arrived 15-29 minutes past window	21		154	282
25 Arrived 30-59 minutes past window	6		20	92
26 Arrived 60 minutes past window	1		1	14
27 Total Missed Trips	0		3	6
28 Transfer Trips	192		1,152	2,300
<b>One Seat Pilot Data</b>				
23 *Total Trips				
24 *Non-CCCTA Cost (Cost for Agencies)				
25 *Non-CCCTA Miles (Agency Miles)				
26 *Non-CCCTA Revenue Hours				
27 *Total Revenue Hours				
28 *Total Fare Collected				
29 *Non-CCCTA Fare Collected				
<b>Customer Service</b>				
<b>Complaint Standard Goal = 2/1,000 passengers</b>				
30 Total Complaints	3		7	10
31 Timeliness	1		3	1
32 Driver Complaints	1		4	7
33 Equipment / Vehicle	1		0	2
34 Scheduling/Staff Skill	0		0	0
35 Commendations	0		2	1
36 Ave. wait time in Queue for reservation	0.20		0.38	0.39
37 Ave. wait time in Queue for customer service	0.41		0.45	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		0.5	4
39 Roadcalls per 100,000 miles	0		1	4
<b>Eligibility Statistics</b>				
41 *Total ADA Riders in Data Base	1,980		2,503	3,211
42 *Total Certification Determinations	128		91	986
43 *Initial Denials	0		1	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  
\*One Seat Data is currently missing, as it is being audited

Transdev G.M.:  
Date: 4/25/21

