

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

Ridership Statistics					
1	ADA Passengers	2,532		10,246	13,456
2	Companions	16		72	127
3	*Personal Care Assistants	280		550	1299
4	SilverRide Pilot	-		398	-
5	Total Passengers	2,828		11,266	14,937
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	438		1,137	2,060
7	SilverRide Pilot No Shows & Late Cancels	-		56	0
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
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	1,994.40		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	\$ 153.76		\$ 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	SilverRide Pilot Cost	\$ -		\$ 13,532.00	\$ -
20	LINK & BART Fuel Cost	\$ 18,650.36		\$ 53,867.95	\$ 113,992.34
21	Total Cost	\$ 434,840.88		\$ 545,879.45	\$ 2,282,418.41
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	95%		93.3%	95%
23	SilverRide Pilot OTP	-		99.3%	0%
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	140		1014	1,745
One Seat Pilot Data					
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				
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
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
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
38	Total accidents per 100,000 miles	1		0	4
39	Roadcalls per 100,000 miles	0		0	3
Eligibility Statistics					
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
 *One Seat Data is currently missing, as it is being audited

Transdev G.M.: 
 Date: 1/28/21

CCCTA PARATRANSIT

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

LINK and BART Statistics

FY 20/21
December

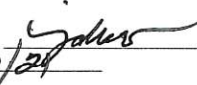
Variance
from Goal

FY 19/20
December

YTD 20/21

	FY 20/21 December	Variance from Goal	FY 19/20 December	YTD 20/21
Ridership Statistics				
1 ADA Passengers	2,597		10,445	16,053
2 Companions	12		36	139
3 *Personal Care Assistants	216		580	1515
4 SilverRide Pilot			464	-
5 Total Passengers	2,825		11,525	17,698
Scheduling Statistics				
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
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	1,459.50		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	\$ 169.02		\$ 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	\$ 2,759,894.96
On Time Performance				
Standard Goal = 96%; Incentive Goal = 92%				
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
One Seat Pilot Data				
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				
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
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
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38 Total accidents per 100,000 miles	0		0	4
39 Roadcalls per 100,000 miles	1		0	4
Eligibility Statistics				
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
 *One Seat Data is currently missing, as it is being audited


Transdev G.M.: 
 Date: 1/28/21

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
Ridership Statistics				
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
Scheduling Statistics				
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
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
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
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
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
One Seat Pilot Data				
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				
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
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
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38 Total accidents per 100,000 miles	0		0.5	4
39 Roadcalls per 100,000 miles	0		1	4
Eligibility Statistics				
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

Ridership Statistics					
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
Scheduling Statistics					
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
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
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
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
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
One Seat Pilot Data					
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				
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
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
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
38	Total accidents per 100,000 miles	0		0.5	4
39	Roadcalls per 100,000 miles	0		1	4
Eligibility Statistics					
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
Ridership Statistics				
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
Scheduling Statistics				
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
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
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
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
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
One Seat Pilot Data				
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				
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
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
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38 Total accidents per 100,000 miles	0		0.5	4
39 Roadcalls per 100,000 miles	0		1	4
Eligibility Statistics				
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

