

CCCTA PARATRANSIT

Performance Report: 6/01 through 6/30/2021

LINK and BART Statistics

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

	FY 20/21 June	Variance from Goal	FY 19/20 June	YTD 20/21
Ridership Statistics				
1 ADA Passengers	4,060		2,372	34,552
2 Companions	24		14	362
3 *Personal Care Assistants	561		277	3631
4 SilverRide Pilot	-		0	-
5 Total Passengers	4,645		2,663	38,324
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	610		479	5,301
7 SilverRide Pilot No Shows & Late Cancels	-		0	-
8 Total number of Cancellations	367		365	3,485
9 Same Day Trips	188		118	1,464
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	22		4	190
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	3,737.50		2,382.80	29,221.29
13 ADA Passengers per RVHr.	1.09		1.19	1.15
14 Average Trip Length (miles)			8.21	12.25
15 Average Ride Duration (minutes)			10.75	9.20
16 Total Cost per ADA Passenger	\$ 124.06		\$ 171.51	\$ 140.82
17 *Service Miles	59,402.00		31,296.00	508,127
18 Billable Service Hours	6,407.82		5,993.86	63,484.91
19 SilverRide Pilot Cost	\$ -		\$ -	\$ -
20 LINK & BART Fuel Cost	\$ 30,569.70		\$ 22,025.17	\$ 273,280.66
21 Total Cost	\$ 503,687.03		\$ 456,731.35	\$ 5,604,717.16
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22 Percent on-time	97.7%		95.60%	96%
23 SilverRide Pilot OTP	-		0%	-
24 Arrived 15-29 minutes past window	32		20	366
25 Arrived 30-59 minutes past window	12		5	120
26 Arrived 60 minutes past window	1		13	19
27 Total Missed Trips	0		0	7
28 Transfer Trips	213		277	2,869
One Seat Pilot Data				
23 *Total Trips	511			2,659
24 *Non-CCCTA Cost (Cost for Agencies)	5,934.08			32,164.79
25 *Non-CCCTA Miles (Agency Miles)	4,818.20			26,000.09
26 *Non-CCCTA Revenue Hours	132.73			601.53
27 *Total Revenue Hours	269.13			1,276.14
28 *Total Fare Collected	\$ 2,444.50			\$ 11,889.78
29 *Non-CCCTA Fare Collected	\$ 1,390.75			\$ 6,028.25
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
30 Total Complaints	1		0	13
31 Timeliness	1		0	3
32 Driver Complaints	0		0	8
33 Equipment / Vehicle	0		0	2
34 Scheduling/Staff Skill	0		0	0
35 Commendations	0		0	1
36 Ave. wait time in Queue for reservation	0:01:02		0:00:25	0:00:36
37 Ave. wait time in Queue for customer service	0:00:24		0:00:22	0:00:24
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38 Total accidents per 100,000 miles	0		6	4
39 Roadcalls per 100,000 miles	0		12	4
Eligibility Statistics				
41 *Total ADA Riders in Data Base	1,882		2,526	3,533
42 *Total Certification Determinations	112		1,169	1,308
43 *Initial Denials	0		7	3
44 *Denials Reversed	0		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 participation trips for Eastbay have been added to the trip count; however not added to actual invoice

Transdev G.M.:

Date: 8/27/2021