

CCCTA PARATRANSIT

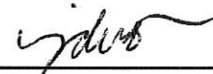
Performance Report: 4/01 through 4/30/2021

LINK and BART Statistics

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

	FY 21/22 April	Variance from Goal	FY 19/20 April	YTD 20/21
Ridership Statistics				
1 ADA Passengers	3,136		1,827	27,238
2 Companions	50		12	311
3 *Personal Care Assistants	409		263	2683
4 SilverRide Pilot	-		-	-
5 Total Passengers	3,595		2,102	30,011
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	440		458	4,230
7 SilverRide Pilot No Shows & Late Cancels	-		0	-
8 Total number of Cancellations	254		360	2,841
9 Same Day Trips	153		83	1,122
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	13		0	141
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	2,973.70		1,722.19	22,308.19
13 ADA Passengers per RVHr.	1.06		1.06	1.17
14 Average Trip Length (miles)			10.41	12.25
15 Average Ride Duration (minutes)			49.04	9.20
16 Total Cost per ADA Passenger	\$ 136.68		\$ 216.02	\$ 144.42
17 *Service Miles	47,924		28,501.00	396,361
18 Billable Service Hours	6,291.70		4,486.87	51,020.41
19 SilverRide Pilot Cost	\$ -		\$ -	\$ -
20 LINK & BART Fuel Cost	\$ 23,991.11		\$ 19,817.71	\$ 218,139.41
21 Total Cost	\$ 491,357.02		\$384,283.09	\$ 4,620,733.21
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22 Percent on-time	97.7%		98.30%	96%
23 SilverRide Pilot OTP	-		0%	0%
24 Arrived 15-29 minutes past window	30		12	282
25 Arrived 30-59 minutes past window	7		6	92
26 Arrived 60 minutes past window	1		3	14
27 Total Missed Trips	0		0	6
28 Transfer Trips	188		231	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	2		0	12
31 Timeliness	1		0	2
32 Driver Complaints	1		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	0.28		0.42	0.38
37 Ave. wait time in Queue for customer service	0.23		0.15	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	0		1	4
Eligibility Statistics				
41 *Total ADA Riders in Data Base	1,934		2,502	3,316
42 *Total Certification Determinations	105		76	1,091
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: 5/17/2021