

CCCTA PARATRANSIT
Performance Report: 7/01 to 7/31/2021

LINK and BART Statistics

FY 21/22 July Variance from Goal FY 20/21 July YTD 21/22

	FY 21/22 July	Variance from Goal	FY 20/21 July	YTD 21/22
Ridership Statistics				
1 ADA Passengers	4,653		2,538	4,653
2 Companions	39		29	39
3 *Personal Care Assistants	641		241	641
4 SilverRide Pilot	-		0	-
5 Total Passengers	5,333		2,808	5,333
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	498		388	498
7 SilverRide Pilot No Shows & Late Cancels	-		0	-
8 Total number of Cancellations	297		243	297
9 Same Day Trips	159		79	159
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	21		16	21
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	4,073.60		1,995.20	4,073.60
13 ADA Passengers per RVHr.	1.14		1.27	1.14
14 Average Trip Length (miles)			11.23	
15 Average Ride Duration (minutes)			8.48	
16 Total Cost per ADA Passenger	\$ 101.00		\$ 163.25	\$ 101.00
17 *Service Miles	64,310		39,607	64,310
18 Billable Service Hours	5,736.82		5,541.51	5,736.82
19 SilverRide Pilot Cost	\$ -		\$ -	\$ -
20 LINK & BART Fuel Cost	\$ 32,427.04		\$ 28,184.19	\$ 32,427.04
21 Total Cost	\$ 469,969.78		\$ 458,393.19	\$ 469,969.78
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22 Percent on-time	97.6%		97%	97.6%
23 SilverRide Pilot OTP	0%		0%	0%
24 Arrived 15-29 minutes past window	24		18	24
25 Arrived 30-59 minutes past window	10		8	10
26 Arrived 60 minutes past window	0		0	0
27 Total Missed Trips	0		0	0
28 Transfer Trips	199		354	199
One Seat Pilot Data				
23 *Total Trips	674			674
24 *Non-CCCTA Cost (Cost for Agencies)	\$ 8,624.22			\$ 8,624.22
25 *Non-CCCTA Miles (Agency Miles)	6,367.16			6,367.16
26 *Non-CCCTA Revenue Hours	184.49			184.49
27 *Total Revenue Hours	386.60			386.60
28 *Total Fare Collected	\$ 3,312.00			\$ 3,312.00
29 *Non-CCCTA Fare Collected	\$ 1,805.25			\$ 1,805.25
Customer Service Complaint Standard Goal = 2/1,000 passengers				
30 Total Complaints	3		2	3
31 Timeliness	1		0	1
32 Driver Complaints	2		2	2
33 Equipment / Vehicle	0		0	0
34 Scheduling/Staff Skill	0		0	0
35 Commendations	0		0	0
36 Ave. wait time in Queue for reservation	0:00:53		0:19	0:00:53
37 Ave. wait time in Queue for customer service	0:00:30		0:29	0:00:30
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38 Total accidents per 100,000 miles	0		1	0
39 Roadcalls per 100,000 miles	0		1	0
Eligibility Statistics				
41 *Total ADA Riders in Data Base	1,854		2,457	1,854
42 *Total Certification Determinations	115		91	115
43 *Initial Denials	0		0	0
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: 9/16/2021