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

	LAVTA Statistics	FY 21/22 April	Variance from Goal	YTD 21/22
	Ridership Statistics			
1	ADA Passengers	1,158		1,158
2	Companions	15		15
3	*Personal Care Assistants	90		90
4	Total Passengers	1,263		1,263
	Scheduling Statistics			
5	Total Number of No Shows & Late Cancels	121		121
6	Total number of Cancellations	64		64
7	Same Day Trips	16		16
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	7		7
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			
10	Revenue Hours	1,164.11		1,164.11
11	ADA Passengers per RVHr.	1.00		1.00
12	Average Trip Length (miles)	9.26		9.26
13	Average Ride Duration (minutes)	14:52		14:52
14	Total Cost per ADA Passenger	\$ 84.73		\$ 84.73
15	*Service Miles	13,806		13,806
16	Billable Service Hours	1,304.00		1,304.00
17	Total Cost	\$ 98,112.49		\$ 98,112.49
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%			
18	Percent on-time	98.5%		98.5%
19	Arrived 15-29 minutes past window	6	•	6
20	Arrived 30-59 minutes past window	1		1
21	Arrived 60 minutes past window	0		0
22	Total Missed Trips	0		0
23	Transfer Trips	45		45
	Customer Service			
	Complaint Standard Goal = 2/1,000 passengers			
24	Total Complaints	1		1
25	Timeliness	1		1
26	Driver Complaints	0		0
27	Equipment / Vehicle	0		0
28	Scheduling/Staff Skill	0		0
29	Commendations	1		1
30	Ave. wait time in Queue for reservation	0:00:26		0:00:26
31	Ave. wait time in Queue for customer service	0:00:17		0:00:17
	Safety & Maintenance			
	Accident Standard Goal = .5/100,000 miles; Roadcall			
	Standard Goal = 4/100,000 miles			
	Total accidents per 100,000 miles	1		1
33	Roadcalls per 100,000 miles	0		0

Performance Report: 5/01 through 5/31/2021

	LAVTA Statistics	FY 21/22 May	Variance from Goal	YTD 21/22
	Ridership Statistics			
1	ADA Passengers	1,240		2,398
2	Companions	10		15
3	*Personal Care Assistants	67		157
4	Total Passengers	1,317		2,570
	Scheduling Statistics			·
5	Total Number of No Shows & Late Cancels	91		212
6	Total number of Cancellations	52		116
7	Same Day Trips	16		32
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	3		10
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			
10	Revenue Hours	1,166.89		2,331.00
11	ADA Passengers per RVHr.	1.00		1.00
12	Average Trip Length (miles)	9.49		9.38
13	Average Ride Duration (minutes)	8.46		11:45
14	Total Cost per ADA Passenger	\$ 78.67		\$ 81.59
15	*Service Miles	13,850		27,656
16	Billable Service Hours	1,291.00		2,579.90
4 -		\$ 97,549.53		\$ 195,662.02
17	Total Cost	\$ 97,549.55		\$ 195,662.02
17	On Time Performance	\$ 97,549.55		\$ 195,662.02
17		\$ 97,349.33		\$ 1 9 5,662.02
	On Time Performance	98.4%		98.5%
	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window			
18	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time	98.4%		98.5%
18 19	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window	98.4% 5		<u>98.5%</u> 11
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips	98.4% 5 0 0 0		98.5% 11 1 0 0
18 19 20 21	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips	98.4% 5 0 0		<u>98.5%</u> <u>11</u> 1 0
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service	98.4% 5 0 0 0		98.5% 11 1 0 0
18 19 20 21 22 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	98.4% 5 0 0 0 35		98.5% 11 1 0 0 80
18 19 20 21 22 23 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints	98.4% 5 0 0 0 35 2		98.5% 11 1 0 0 80 3
18 19 20 21 22 23 23 24 25	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness	98.4% 5 0 0 0 35 2 1		<u>98.5%</u> 11 1 0 0 80 <u>3</u> 2
18 19 20 21 22 23 24 25 26	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints	98.4% 5 0 0 0 35 2 1 0		<u>98.5%</u> <u>11</u> 1 0 0 80 <u>3</u> 2 0
18 19 20 21 22 23 24 25 26 27	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle	98.4% 5 0 0 0 35 2 1 0 0		<u>98.5%</u> 11 1 0 0 80 <u>3</u> 2 0 0
18 19 20 21 22 23 24 25 26 27 28	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill	98.4% 5 0 0 0 35 2 1 0 0 1		<u>98.5%</u> <u>11</u> <u>1</u> <u>0</u> <u>0</u> <u>80</u> <u>3</u> <u>2</u> <u>0</u> <u>0</u> <u>1</u>
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Scheduling/Staff Skill	98.4% 5 0 0 0 35 2 1 0 0 1 1 1		98.5% 11 1 0 0 80 3 2 0 0 1 2
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation	98.4% 5 0 0 0 35 2 1 0 0 1 1 0.00:32		98.5% 11 1 0 0 80 3 2 0 0 0 1 2 0:00:29
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service	98.4% 5 0 0 0 35 2 1 0 0 1 1 1		98.5% 11 1 0 0 80 3 2 0 0 1 2
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation	98.4% 5 0 0 0 35 2 1 0 0 1 1 0.00:32		98.5% 11 1 0 0 80 3 2 0 0 0 1 2 0:00:29
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles	98.4% 5 0 0 0 35 2 1 0 0 1 1 0.00:32		98.5% 11 1 0 0 80 3 2 0 0 0 1 2 0:00:29
18 19 20 21 22 23 24 25 26 27 28 29 30 31 32	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall	98.4% 5 0 0 35 2 1 0 0 1 1 0:00:32 0:00:15		98.5% 11 1 0 0 80 3 2 0 0 0 1 2 0:00:29

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

	LAVTA Statistics	FY 21/22 June	Variance from Goal	YTD 21/22
	Ridership Statistics			
1	ADA Passengers	1,508		3,906
2	Companions	14		29
3	*Personal Care Assistants	80		237
4	Total Passengers	1,602		4,172
-	Scheduling Statistics	1,002		1,172
5	Total Number of No Shows & Late Cancels	110		322
6	Total number of Cancellations	63		179
7	Same Day Trips	6		38
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	5		15
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			
10	Revenue Hours	1,174.63		3,505.63
11	ADA Passengers per RVHr.	1.28		1.09
12	Average Trip Length (miles)	9.63		9.46
13	Average Ride Duration (minutes)	10.11		11.03
14	Total Cost per ADA Passenger	\$ 65.15		\$ 75.25
15	*Service Miles	16,469		44,125
16	Billable Service Hours	1,301.30		3,896.30
17	Total Cost	\$ 98,246.51		\$ 293,908.53
17	On Time Performance	\$ 98,246.51		\$ 293,908.53
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%			
18	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time	98.4%		98.5%
18 19	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window	98.4% 5		<u>98.5%</u> 11
18 19 20	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window	98.4% 5 0		98.5% 11 1
18 19 20 21	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window	98.4% 5 0 0		98.5% 11 1 0
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips	98.4% 5 0 0 0		98.5% 11 1 0 0
18 19 20 21	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips	98.4% 5 0 0		98.5% 11 1 0
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips	98.4% 5 0 0 0		98.5% 11 1 0 0
18 19 20 21 22 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	98.4% 5 0 0 0 35		98.5% 11 1 0 0 115
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service	98.4% 5 0 0 0		98.5% 11 1 0 0 115 3
18 19 20 21 22 23 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness	98.4% 5 0 0 0 35 2		98.5% 11 1 0 0 115
18 19 20 21 22 23 23 24 25 26	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints	98.4% 5 0 0 0 35 2 1		98.5% 11 1 0 0 115 3 2
18 19 20 21 22 23 23 24 25 26	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness	98.4% 5 0 0 0 35 2 1 0		98.5% 11 1 0 0 115 3 2 0
18 19 20 21 22 23 24 25 26 27	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Equipment / Vehicle	98.4% 5 0 0 0 35 2 1 0 0 0		98.5% 11 1 0 0 115 3 2 0 0 0
18 19 20 21 22 23 24 25 26 27 28	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill	98.4% 5 0 0 0 35 2 1 0 0 1		98.5% 11 1 0 0 115 3 2 0 0 0 1
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations	98.4% 5 0 0 0 35 2 1 0 0 1 1		98.5% 11 1 0 0 115 3 2 0 0 0 1 2
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard	98.4% 5 0 0 0 35 2 1 0 0 1 1 0:00:16		98.5% 11 1 0 0 115 3 2 0 0 1 2 0:00:24
18 19 20 21 22 23 24 25 26 27 28 29 30 31 32	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles	98.4% 5 0 0 0 35 2 1 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0		98.5% 11 1 0 0 115 3 2 0 0 1 2 0:00:24 0:00:16 1
18 19 20 21 22 23 24 25 26 27 28 29 30 31 32	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard	98.4% 5 0 0 0 35 2 1 0 0 0 1 1 0:00:16 0:00:17		98.5% 11 1 0 0 115 3 2 0 0 1 2 0:00:24

Performance Report: 7/01 through 7/31/2021

			Mandanaa	
	LAVTA Statistics	FY 21/22 July	Variance from Goal	YTD 21/22
	Ridership Statistics			
1	ADA Passengers	1.681		5,587
2	Companions	6		35
3	*Personal Care Assistants	83		320
4	Total Passengers	1,770		5,942
	Scheduling Statistics			i
5	Total Number of No Shows & Late Cancels	124		446
6	Total number of Cancellations	64		243
7	Same Day Trips	10		48
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	3		18
Ū		•		
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			
10	Revenue Hours	1,258.80		4,764.43
	ADA Passengers per RVHr.	1.34		1.16
12	Average Trip Length (miles)	8.78		9.29
13	Average Ride Duration (minutes)	11.32		11.10
14	Total Cost per ADA Passenger	\$ 60.89		\$ 70.67
15	*Service Miles	17,772		61,897
16	Billable Service Hours	1,383.67		5,284.11
				,
17	Total Cost	\$ 102,349.45		\$ 394,820.33
17		\$ 102,349.45		\$ 394,820.33
17	On Time Performance	\$ 102,349.45		\$ 394,820.33
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%			
18	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time	97.8%		98.3%
18 19	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window	97.8% 7		98.3% 29
18 19 20	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window	97.8% 7 3		98.3% 29 4
18 19 20 21	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window	97.8% 7 3 0		98.3% 29 4 0
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips	97.8% 7 3		98.3% 29 4
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window	97.8% 7 3 0 2		98.3% 29 4 0 2
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips	97.8% 7 3 0 2		98.3% 29 4 0 2
18 19 20 21 22 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	97.8% 7 3 0 2 58		98.3% 29 4 0 2 173
18 19 20 21 22 23 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints	97.8% 7 3 0 2 58 2		98.3% 29 4 0 2 173 7
18 19 20 21 22 23 23 24 25	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness	97.8% 7 3 0 2 58 2 1		98.3% 29 4 0 2 173 7 4
18 19 20 21 22 23 24 25 26	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints	97.8% 7 3 0 2 58 2 1 1		98.3% 29 4 0 2 173 7 4 1
18 19 20 21 22 23 24 25 26 27	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle	97.8% 7 3 0 2 58 2 1 1 1 0		98.3% 29 4 0 2 173 7 4 1 0
18 19 20 21 22 23 24 25 26 27 28	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill	97.8% 7 3 0 2 58 2 1 1		98.3% 29 4 0 2 173 7 4 1 0 2
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations	97.8% 7 3 0 2 58 2 1 1 1 0 0 0		98.3% 29 4 0 2 173 7 4 1 0 2 3
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation	97.8% 7 3 0 2 58 2 1 1 1 0 0 0 0 0:00:44		98.3% 29 4 0 2 173 7 4 1 0 2 3 0:00:29
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Ave. wait time in Queue for customer service	97.8% 7 3 0 2 58 2 1 1 1 0 0 0		98.3% 29 4 0 2 173 7 4 1 0 2 3
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance	97.8% 7 3 0 2 58 2 1 1 1 0 0 0 0 0:00:44		98.3% 29 4 0 2 173 7 4 1 0 2 3 0:00:29
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard	97.8% 7 3 0 2 58 2 1 1 1 0 0 0 0 0:00:44		98.3% 29 4 0 2 173 7 4 1 0 2 3 0:00:29
18 19 20 21 22 23 24 25 26 27 28 29 30 31	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard	97.8% 7 3 0 2 58 2 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		98.3% 29 4 0 2 173 7 4 1 0 2 3 0:00:29
18 19 20 21 22 23 24 25 26 27 28 29 30 31 32	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard	97.8% 7 3 0 2 58 2 1 1 1 0 0 0 0 0:00:44		98.3% 29 4 0 2 173 7 4 1 0 2 3 0:00:29

Performance Report: 8/01 through 8/31/2021

LAVTA Statistics	FY 21/22 August	Variance from Goal	YTD 21/22
Ridership Statistics			
ADA Passengers	1,946		7,533
Companions	24		59
*Personal Care Assistants	155		475
Total Passengers	2,125		8,067
Scheduling Statistics			
Total Number of No Shows & Late Cancels	177		623
Total number of Cancellations			348
			79
			-
Go Backs/ Re-scheduled	11		29
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			
	1,308.40		6,072.83
	1.49		1.22
			9.02
			11.10
	\$ 55.31		\$ 66.70
*Service Miles	20,782		82,679
Billable Service Hours	1,490.90		6,775.01
Total Cost	\$ 107,635.99		\$ 502,456.32
On Time Performance	\$ 107,635.99		\$ 502,456.32
On Time Performance Standard Goal = 90%; Incentive Goal = 92%			
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time	95.9%		97.8%
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window	95.9% 28		97.8% 57
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window	95.9% 28 4		97.8% 57 8
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window	95.9% 28 4 1		97.8% 57 8 1
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips	95.9% 28 4 1 2		97.8% 57 8 1 4
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips	95.9% 28 4 1		97.8% 57 8 1
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service	95.9% 28 4 1 2		97.8% 57 8 1 4
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	95.9% 28 4 1 2 128		97.8% 57 8 1 4 301
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints	95.9% 28 4 1 2 128 7		97.8% 57 8 1 4 301
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness	95.9% 28 4 1 2 128 7 2		97.8% 57 8 1 4 301 14 6
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints	95.9% 28 4 1 2 128 7 2 5		97.8% 57 8 1 4 301 14 6 6
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Equipment / Vehicle	95.9% 28 4 1 2 128 7 2 5 0		97.8% 57 8 1 4 301 14 6 6 6 0
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill	95.9% 28 4 1 2 128 7 2 5 0 0 0		97.8% 57 8 1 4 301 14 6 6 6 0 2
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations	95.9% 28 4 1 2 128 7 2 5 0 0 0 0		97.8% 57 8 1 4 301 14 6 6 6 0 2 3
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation	95.9% 28 4 1 2 128 7 2 5 0 0 0 0 0 0 0:00:24		97.8% 57 8 1 4 301 14 6 6 6 0 2 3 0:00:28
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall	95.9% 28 4 1 2 128 7 2 5 0 0 0 0		97.8% 57 8 1 4 301 14 6 6 6 0 2 3
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles	95.9% 28 4 1 2 128 7 2 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		97.8% 57 8 1 4 301 14 6 6 6 0 2 3 0:00:28
On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall	95.9% 28 4 1 2 128 7 2 5 0 0 0 0 0 0 0:00:24		97.8% 57 8 1 4 301 14 6 6 6 0 2 3 0:00:28
	LAVTA Statistics Ridership Statistics ADA Passengers Companions *Personal Care Assistants Total Passengers Scheduling Statistics Total Number of No Shows & Late Cancels Total number of Cancellations Same Day Trips Denial Trips Go Backs/ Re-scheduled Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal	LAVTA StatisticsFY 21/22 AugustRidership Statistics1,946ADA Passengers1,946Companions24*Personal Care Assistants155Total Passengers2,125Scheduling Statistics177Total Number of No Shows & Late Cancels177Total number of Cancellations105Same Day Trips31Denial TripsGo Backs/ Re-scheduled11Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal1,308.40ADA Passengers per RVHr.1.49Average Trip Length (miles)7.92Average Ride Duration (minutes)11.10Total Cost per ADA Passenger\$ 55.31*Service Miles20,782	LAVTA StatisticsFY 21/22 AugustVariance from GoalRidership Statistics1,946ADA Passengers1,946Companions24*Personal Care Assistants155Total Passengers2,125Scheduling Statistics177Total Number of No Shows & Late Cancels177Total number of Cancellations105Same Day Trips31Denial Trips-Go Backs/ Re-scheduled11Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%Revenue Hours1,308.40ADA Passengers per RVHr.1.49Average Trip Length (miles)7.92Average Ride Duration (minutes)11.10Total Cost per ADA Passenger\$ 55.31*Service Miles20,782

*Billable Service Hours are defined as Driver Payroll Hours

*Total Collected Fares are found in the Monthly Trip Reconciliation Report

Performance Report: 9/01 through 9/30/2021

	LAVTA Statistics	FY 21/22 September	Variance from Goal	YTD 21/22
	Ridership Statistics			
1	ADA Passengers	2,170		9,703
2	Companions	28		87
3	*Personal Care Assistants	166		641
4	Total Passengers	2,364		10,431
	Scheduling Statistics	, , , , , , , , , , , , , , , , , , ,		· · · ·
5	Total Number of No Shows & Late Cancels	177		623
6	Total number of Cancellations	128		476
7	Same Day Trips	13		92
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	3		32
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			
	Revenue Hours	1,345.76		6,072.83
	ADA Passengers per RVHr.	1.61		1.29
12	Average Trip Length (miles)	7.26		8.72
13	Average Ride Duration (minutes)	13.06		11.43
14	Total Cost per ADA Passenger	\$ 50.64		\$ 63.11
15	*Service Miles	19,850		102,529
16	Billable Service Hours	1,500.37		8,275.38
17	Total Cost	\$ 109,887.22		\$ 612,343.54
17	Total Cost On Time Performance	\$ 109,887.22		\$ 612,343.54
17		\$ 109,887.22		\$ 612,343.54
	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time	\$ 109,887.22 95.5%		\$ 612,343.54 97.4%
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%			
18	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time	95.5% 31 17		97.4% 88 25
18 19 20 21	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window	95.5% 31 17 3		97.4% 88 25 4
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips	95.5% 31 17 3 2		97.4% 88 25 4 6
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips	95.5% 31 17 3		97.4% 88 25 4
18 19 20 21 22 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	95.5% 31 17 3 2 134		97.4% 88 25 4 6 435
18 19 20 21 22 23 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints	95.5% 31 17 3 2 134 4		97.4% 88 25 4 6 435 14
18 19 20 21 22 23 23 24 25	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness	95.5% 31 17 3 2 134 4 1		97.4% 88 25 4 6 435 14 7
18 19 20 21 22 23 23 24 25 26	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints	95.5% 31 17 3 2 134 4 1 1		97.4% 88 25 4 6 435 14 7 7
18 19 20 21 22 23 24 25 26 27	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Equipment / Vehicle	95.5% 31 17 3 2 134 4 1 1 1 1		97.4% 88 25 4 6 435 14 7 7 1
18 19 20 21 22 23 24 25 26 27 28	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill	95.5% 31 17 3 2 134 4 1 1 1 1 1		97.4% 88 25 4 6 435 14 7 7 1 3
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Scheduling/Staff Skill	95.5% 31 17 3 2 134 4 1 1 1 1 1 0		97.4% 88 25 4 6 435 14 7 7 1 3 3 3
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation	95.5% 31 17 3 2 134 4 1 1 1 1 1 0 0:00:44		97.4% 88 25 4 6 435 14 7 7 1 3 3 0:00:31
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Ave. wait time in Queue for customer service	95.5% 31 17 3 2 134 4 1 1 1 1 1 0		97.4% 88 25 4 6 435 14 7 7 1 3 3 3
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard	95.5% 31 17 3 2 134 4 1 1 1 1 1 0 0:00:44		97.4% 88 25 4 6 435 14 7 7 1 3 3 0:00:31
18 19 20 21 22 23 24 25 26 27 28 29 30 31 32	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard	95.5% 31 17 3 2 134 4 1 1 1 1 1 0 0:00:44		97.4% 88 25 4 6 435 14 7 7 1 3 3 0:00:31

Performance Report: 10/01 through 10/31/2021

	LAVTA Statistics	FY 21/22 October	Variance from Goal	YTD 21/22
	Ridership Statistics			
1	ADA Passengers	1,964		11,667
2	Companions	35		122
3	*Personal Care Assistants	127		768
4	Total Passengers	2,126		12,557
	Scheduling Statistics	, -		,
5	Total Number of No Shows & Late Cancels	192		815
6	Total number of Cancellations	108		584
7	Same Day Trips	16		108
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	5		37
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			
10	Revenue Hours	1,271.50		7,381.69
11	ADA Passengers per RVHr.	1.54		1.32
12	Average Trip Length (miles)	7.45		8.54
13	Average Ride Duration (minutes)	11.14		11.39
14	Total Cost per ADA Passenger	\$ 52.58		\$ 61.34
15	*Service Miles	18,118		120,647
16	Billable Service Hours	1,404.80		9,680.18
17	Total Cost	\$ 103,261.08		\$ 715,604.62
17	On Time Performance	\$ 103,261.08		\$ 715,604.62
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%			
18	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time	95.5%		97.4%
18 19	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window	95.5% 22		97.4% 110
18 19 20	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window	95.5% 22 8		97.4% 110 33
18 19 20 21	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window	95.5% 22		97.4% 110 33 5
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips	95.5% 22 8 1 1		97.4% 110 33 5 7
18 19 20 21	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips	95.5% 22 8		97.4% 110 33 5
18 19 20 21 22	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service	95.5% 22 8 1 1		97.4% 110 33 5 7
18 19 20 21 22 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers	95.5% 22 8 1 1 91		97.4% 110 33 5 7 526
18 19 20 21 22 23 23	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints	95.5% 22 8 1 1 91 3		97.4% 110 33 5 7 526 17
18 19 20 21 22 23 24 25	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints	95.5% 22 8 1 1 91 3 1		97.4% 110 33 5 7 526 17 8
18 19 20 21 22 23 23 24 25 26	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints	95.5% 22 8 1 1 91 3 1 1 1		97.4% 110 33 5 7 526 17 8 8 8
18 19 20 21 22 23 24 25 26 27	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle	95.5% 22 8 1 1 91 3 1		97.4% 110 33 5 7 526 17 8 8 1
18 19 20 21 22 23 24 25 26 27 28	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill	95.5% 22 8 1 1 91 91 3 1 1 0 1		97.4% 110 33 5 7 526 17 8 8 8 1 4
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations	95.5% 22 8 1 1 91 91 3 1 1 0 1 0		97.4% 110 33 5 7 526 17 8 8 1 4 3
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation	95.5% 22 8 1 1 91 3 1 1 0 1 0 0:00:44		97.4% 110 33 5 7 526 17 8 8 1 4 3 0:00:31
18 19 20 21 22 23 24 25 26 27 28 29	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Ave. wait time in Queue for customer service	95.5% 22 8 1 1 91 91 3 1 1 0 1 0		97.4% 110 33 5 7 526 17 8 8 1 4 3
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles	95.5% 22 8 1 1 91 3 1 1 0 1 0 0:00:44		97.4% 110 33 5 7 526 17 8 8 1 4 3 0:00:31
18 19 20 21 22 23 24 25 26 27 28 29 30	On Time Performance Standard Goal = 90%; Incentive Goal = 92% Percent on-time Arrived 15-29 minutes past window Arrived 30-59 minutes past window Arrived 60 minutes past window Arrived 60 minutes past window Total Missed Trips Transfer Trips Customer Service Complaint Standard Goal = 2/1,000 passengers Total Complaints Timeliness Driver Complaints Equipment / Vehicle Scheduling/Staff Skill Commendations Ave. wait time in Queue for reservation Ave. wait time in Queue for customer service Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall	95.5% 22 8 1 1 91 3 1 1 0 1 0 0:00:44		97.4% 110 33 5 7 526 17 8 8 1 4 3 0:00:31

*Billable Service Hours are defined as Driver Payroll Hours

*Total Collected Fares are found in the Monthly Trip Reconciliation Report

Performance Report: 11/01 through 11/30/2021

	LAVTA Statistics	FY 21/22 November	Variance from Goal	YTD 21/22
	Ridership Statistics			
1	ADA Passengers	1,901		13,568
2	Companions	17		139
3	*Personal Care Assistants	119		887
4	Total Passengers	2,037		14,594
	Scheduling Statistics			
5	Total Number of No Shows & Late Cancels	171		986
6	Total number of Cancellations	107		691
7	Same Day Trips	24		132
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	2		39
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%			
10	Revenue Hours	1,164.80		8,546.49
11	ADA Passengers per RVHr.	1.63		1.36
12	Average Trip Length (miles)	7.97		8.54
13	Average Ride Duration (minutes)	20.23		12.49
14	Total Cost per ADA Passenger	\$ 48.03		\$ 59.47
15	*Service Miles	18,248		138,895
16	Billable Service Hours	1,164.80		10,844.98
17	Total Cost	\$ 91,299.03		\$ 806,903.65
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%			
18	Percent on-time	95.1%		97.1%
-	Arrived 15-29 minutes past window	24		134
	Arrived 30-59 minutes past window	12		45
	Arrived 60 minutes past window	0		5
22	Total Missed Trips	1		8
23	Transfer Trips	101		627
	Customer Service			
	Complaint Standard Goal = 2/1,000 passengers			
24	Total Complaints	3		24
	Timeliness	1		8
26	Driver Complaints	1		8
27	Equipment / Vehicle	0		1
28	Scheduling/Staff Skill	1		4
29	Commendations	95		98
30	Ave. wait time in Queue for reservation	0:00:27		0:00:30
31	Ave. wait time in Queue for customer service	0:00:23		0:00:18
	Safety & Maintenance			
	Accident Standard Goal = .5/100,000 miles; Roadcall			
	Standard Goal = 4/100,000 miles			
	Total accidents per 100,000 miles	0		1
33	Roadcalls per 100,000 miles	0		0

*Billable Service Hours are defined as Driver Payroll Hours

*Total Collected Fares are found in the Monthly Trip Reconciliation Report