

CCCTA PARATRANSIT

Performance Report: 04/01/2024-04/30/2024

LINK and BART Statistics

FY 23/24 April Variance from Goal FY 22/23 April YTD 23/24

Ridership Statistics					
1	***ADA Passengers	8,533		7,065	23,917
2	Companions	62		54	155
3	Personal Care Assistants	458		472	15,842
4	***One Seat Passengers	1,723		1,168	1,816
5	Total Passengers	10,776		8,759	26,160
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	1,119		786	1,774
7	Total Number of Cancellations	1,022		430	3,230
8	Same Day Trips	149		96	378
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	23		28	47
Effectiveness Indicators					
11	***Revenue Hours	5,789.05		4,236.24	17,470.26
12	ADA Passengers per RVHr.	1.77		1.67	1.37
13	Average Trip Length (miles)	12.26			12.26
14	Average Ride Duration (minutes)	20.04			22.14
15	*Total Cost per ADA Passenger	\$70.92		\$ 69.02	\$ 141.70
16	***Service Miles	125,776.00		99,908.00	335,310
17	Billable Service Hours	7,881.00		5,678.30	20,693.30
18	Fuel Cost	\$ 61,329.57		\$ 38,142.46	\$ 145,233.37
19	Total Cost	\$ 605,146.03		\$ 487,639.29	\$ 2,225,010.62
On Time Performance Statistics					
20	Percent on-time	98.7%		78.7%	97.2%
21	Arrived 15-29 minutes past window	36		837	336
22	Arrived 30-59 minutes past window	16		535	158
23	Arrived 60 minutes past window	3		133	21
24	Total Missed Trips	4		7	17
25	Transfer Trips	536		354	1,515
One Seat Pilot Data					
26	Total Trips	3,577		1,168	6,126
27	***Total Cost OS	\$ 72,096.75		\$ 129,965.82	
28	Non-CCCTA Cost (Cost for Agencies)	\$ 40,789.89		\$ 24,722.40	\$ 89,634.35
29	***Total Miles	37,281.70			66,955.30
30	Non-CCCTA Miles (Agency Miles)	20,641.01		13,809.40	65,005.64
31	Non-CCCTA Revenue Hours	662.71		417.83	1,583.59
32	**Total One Seat Revenue Hours	1,190.40		822.86	3,439.45
33	Total Fare Collected	\$ 5,748.00		\$ 4,143.50	\$ 14,991.00
34	Non-CCCTA Fare Collected	\$ 3,489.50		\$ 2,471.25	\$ 8,895.50
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
35	Total Complaints	8		49	25
36	Timeliness	5		32	16
37	Driver Complaints	2		4	2
38	Equipment / Vehicle	0		3	0
39	Scheduling/Staff Skill	1		0	7
40	Commendations	165		528	315
41	Avg. wait time in Queue for reservation/dispatch	2:24			2:43
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles;					
Roadcall Standard Goal = 4/100,000 miles					
42	Total accidents per 100,000 miles	0.88		0.00	1.00
43	Roadcalls per 100,000 miles	2.64		0.00	1.00
Eligibility Statistics					
44	Total ADA Riders in Data Base	1,864		1,688	7,007
45	Total Certification Determinations	45		73	257
46	Initial Denials	0		1	0
47	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

***The miles, passenger count and revenue hours for the One Seat have been separated in this report

Transdev G.M.: *Laura Corona*

Date: 05/21/2024