

VICTOR VALLEY TRANSIT AUTHORITY

Expanded Reports for March 2021.

The attached expanded Performance Reports are presented to provide an overview of the transit system's costs and performance.

- Keolia invoice for January 2021.
- Monthly Performance Charts: Passengers Per Revenue Hour.
- Monthly Performance Statistics Systemwide Summary.
- Monthly Ridership Report.
- Program Statistics: Operating Costs and Passenger Revenue.
- Fort Irwin Revenue and Expenses.
- Monthly Complaint and Compliment Reports.
- Lift Deployment and Bike Rack Use Logs.
- Monthly ADA Denial Report.
- On-time Performance Report.
- Miles Between Roadcalls.
- PERMA Loss Detail Report.



Keolis Transit Services

17150 Smoke Tree St
Hesperia Calif. 92345

BILL TO Victor Valley Transit Authority
17150 Smoke Tree St
Hesperia, CA 92345

Attention: Mr. Kevin Kane
Executive Director

DATE

2/5/2021

CONTRACT NAME:
Victor Valley Transit

INVOICE NO. 0060082-IN

MONTH

January

BILLING PERIOD

01/01/2021 - 01/31/2021

	Budgeted Revenue hours	Actual Revenue hours	Variance in Missed Service	Budgeted Expense	Actual Expense	Variance (+ or -)	Budgeted Expense Year-to-date	Actual Expense Year-to-date	Variance (+ or -) Year-to-date
ADA ParaTransit	3,233.00	2,221.41		\$326,242.03	\$224,162.48	(\$102,079.55)	\$1,308,903.61	\$944,405.58	(\$364,498.03)
Subscription	1,172.00	-		\$118,266.52	\$0.00	(\$118,266.52)	\$469,130.59	\$25,123.57	(\$444,007.02)
Regional Fixed Rt	10,856.30	10,840.74	(15.56)	\$947,754.99	\$946,396.60	(\$1,358.39)	\$3,826,372.97	\$3,820,883.54	(\$5,489.43)
County	1,776.00	1,774.45	(1.55)	\$155,044.80	\$154,909.49	(\$135.32)	\$624,292.78	\$623,240.81	(\$1,051.97)
B. V. Link/Lifeline	586.95	583.84	(3.11)	\$51,240.74	\$50,969.23	(\$271.50)	\$209,141.12	\$208,016.70	(\$1,124.42)
Fort Irwin	452.00	448.00	(4.00)	\$41,873.28	\$41,502.72	(\$370.56)	\$175,867.78	\$175,032.17	(\$835.61)
Barstow-Fixed Route	1,832.30	1,830.00	(2.30)	\$159,959.79	\$159,759.00	(\$200.79)	\$644,204.16	\$643,662.90	(\$541.26)
Barstow-County	750.30	749.78	(0.52)	\$65,501.19	\$65,455.79	(\$45.40)	\$264,099.96	\$263,822.34	(\$277.62)
Barstow-DAR	454.00	162.26		\$45,813.14	\$16,373.66	(\$29,439.48)	\$183,252.56	\$66,642.98	(\$116,609.58)
SUBTOTALS	21,112.85	18,610.48		\$1,911,696.48	\$1,659,528.97	-\$252,167.50	\$7,705,265.53	\$6,770,830.59	-\$934,434.94

* County routes include 21,22,23, and 25

TOTAL INVOICE INCLUDING VARIANCE

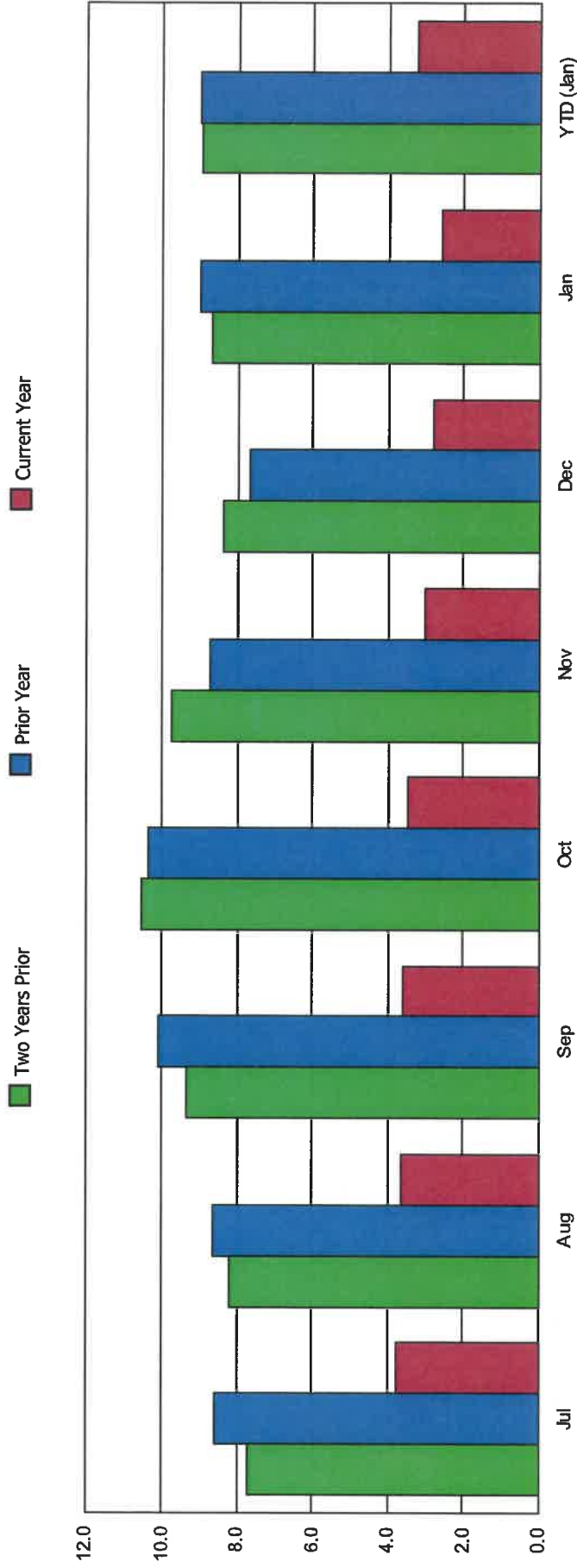
\$1,659,528.97

Please REMIT TO:
Keolis Transit Services, LLC
470 Atlantic Avenue, 5th Floor
Boston, MA 02210

Manager's Signature and Business Phone

FY 2021 -- Monthly Performance Charts
 Program - Regional Routes
 Year-To-Date through January
 All Routes

Passengers Per Revenue Hour
 Target: None

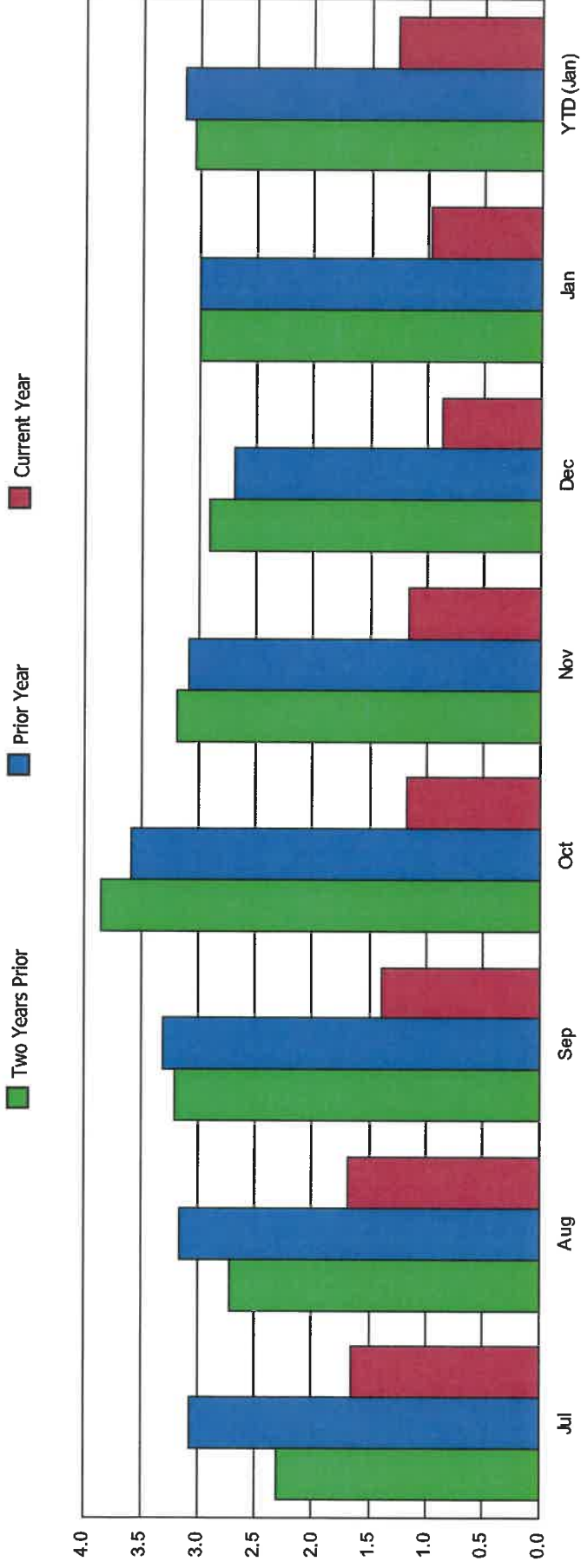


FY 2021 -- Monthly Performance Charts

Program - County Routes
 Year-To-Date through January
 All Routes

Passengers Per Revenue Hour

Target: None

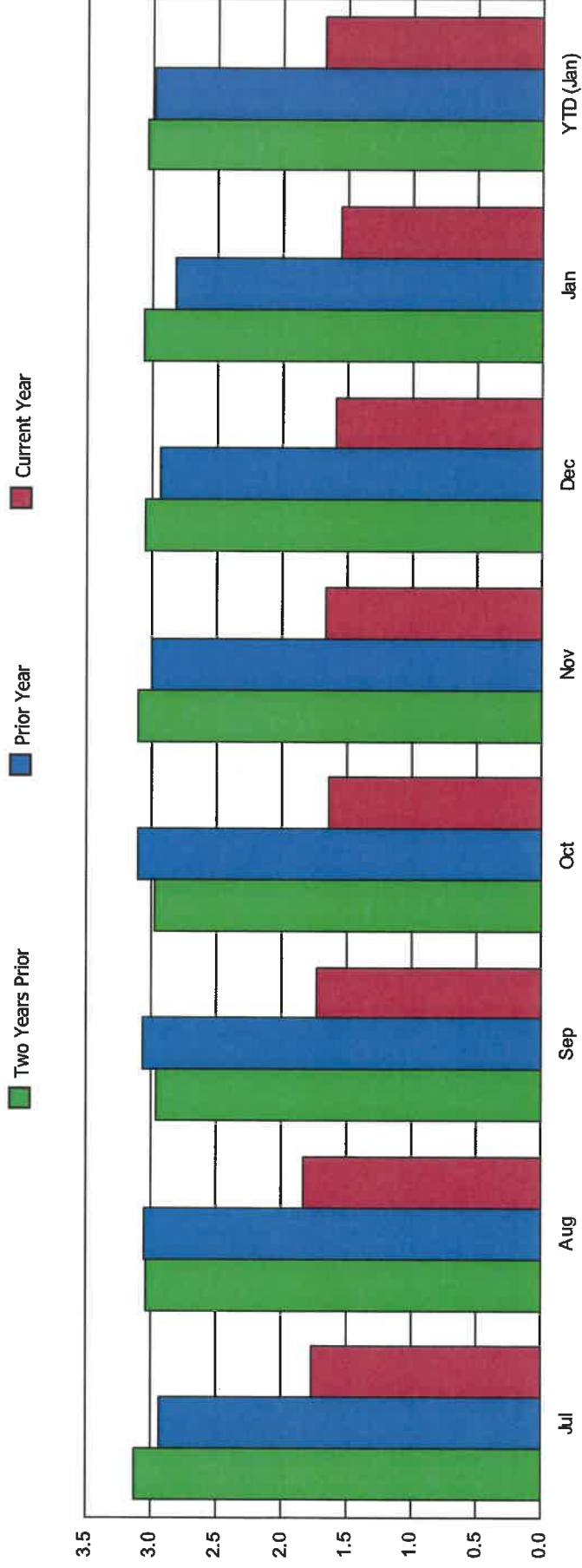


FY 2021 -- Monthly Performance Charts

Program - Community Transit
 Year-To-Date through January
 All Routes

Passengers Per Revenue Hour

Target: None

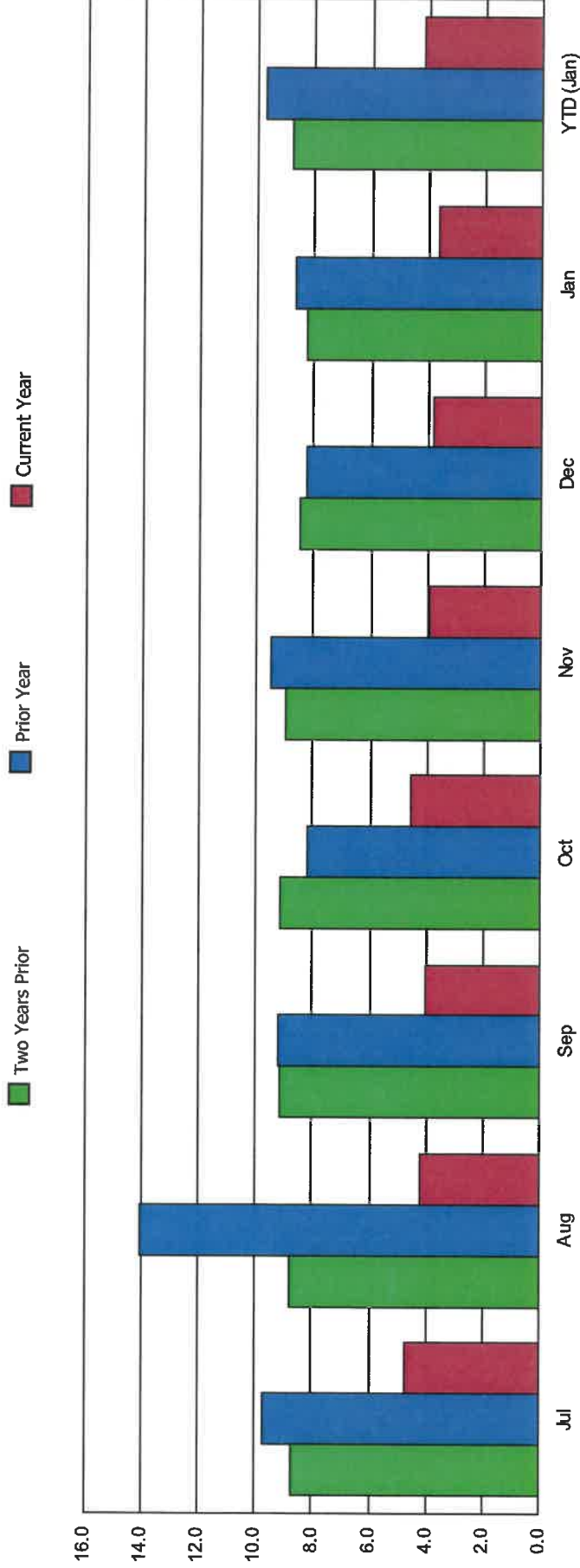


FY 2021 -- Monthly Performance Charts

Program - Intercity
 Year-To-Date through January
 All Routes

Passengers Per Revenue Hour

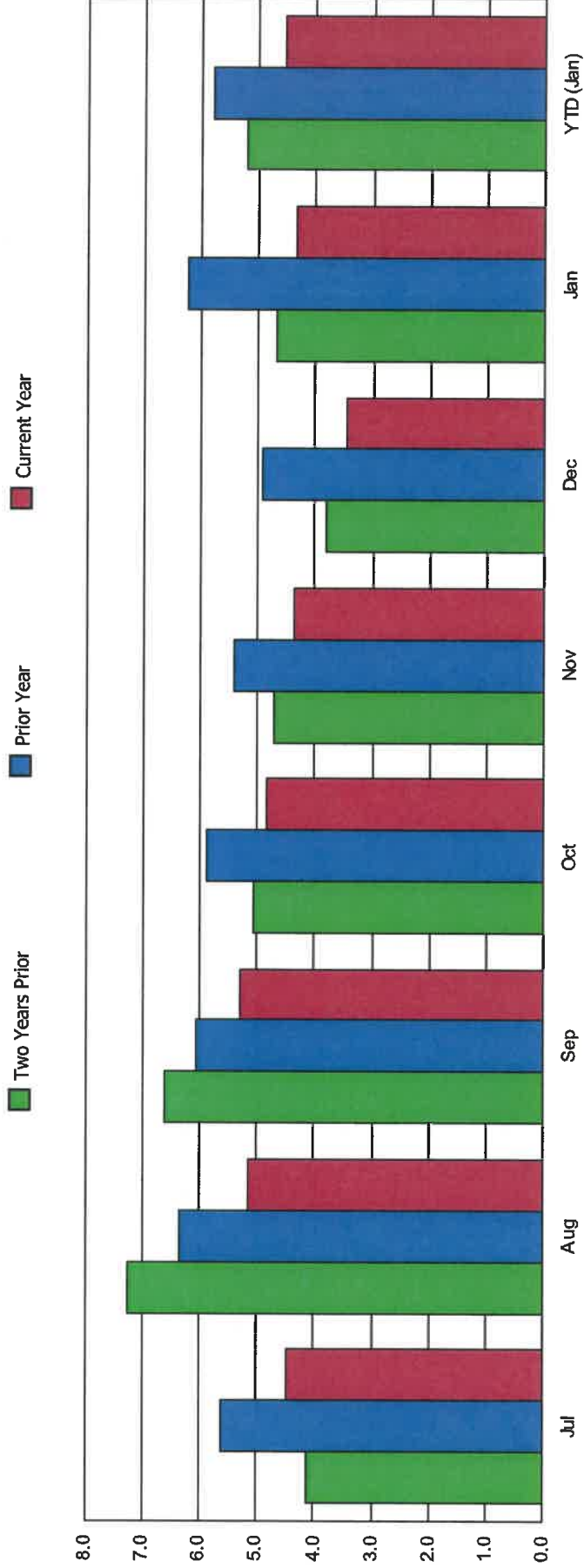
Target: None



FY 2021 -- Monthly Performance Charts
 Program - Commuter Bus
 Year-To-Date through January
 All Routes

Passengers Per Revenue Hour

Target: None

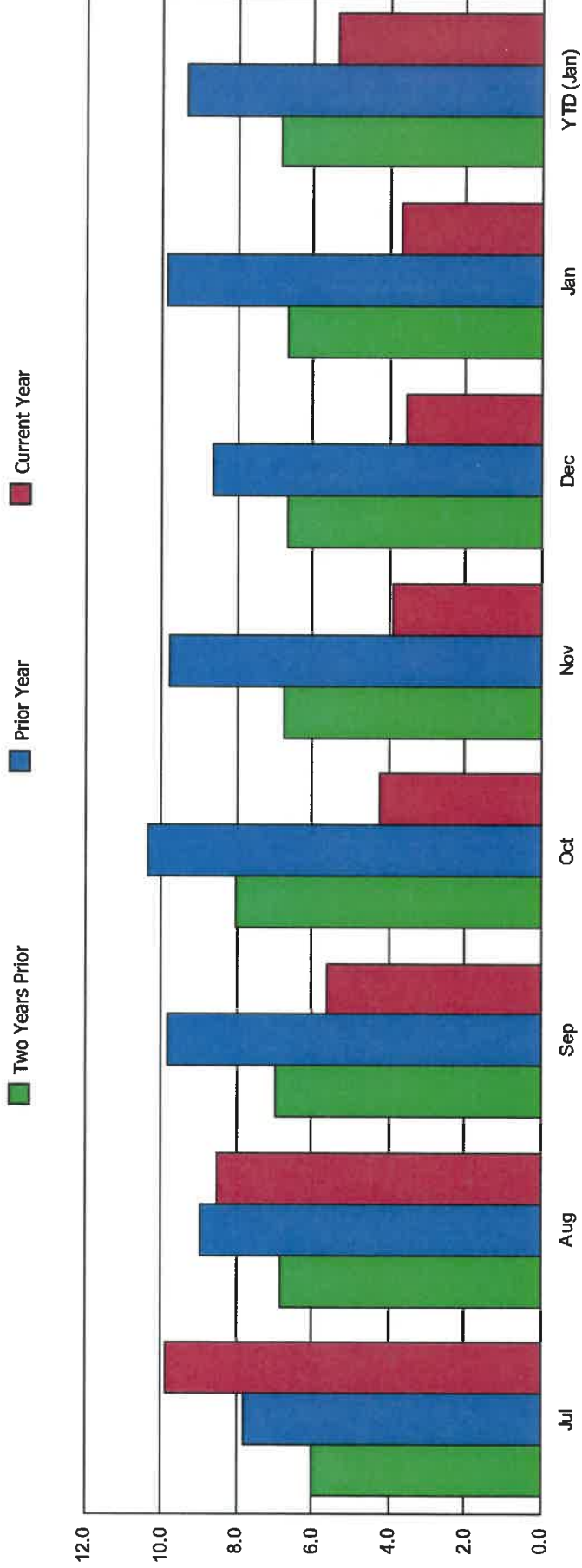


FY 2021 -- Monthly Performance Charts

Program - Barstow City Fixed Routes
 Year-To-Date through January
 All Routes

Passengers Per Revenue Hour

Target: None

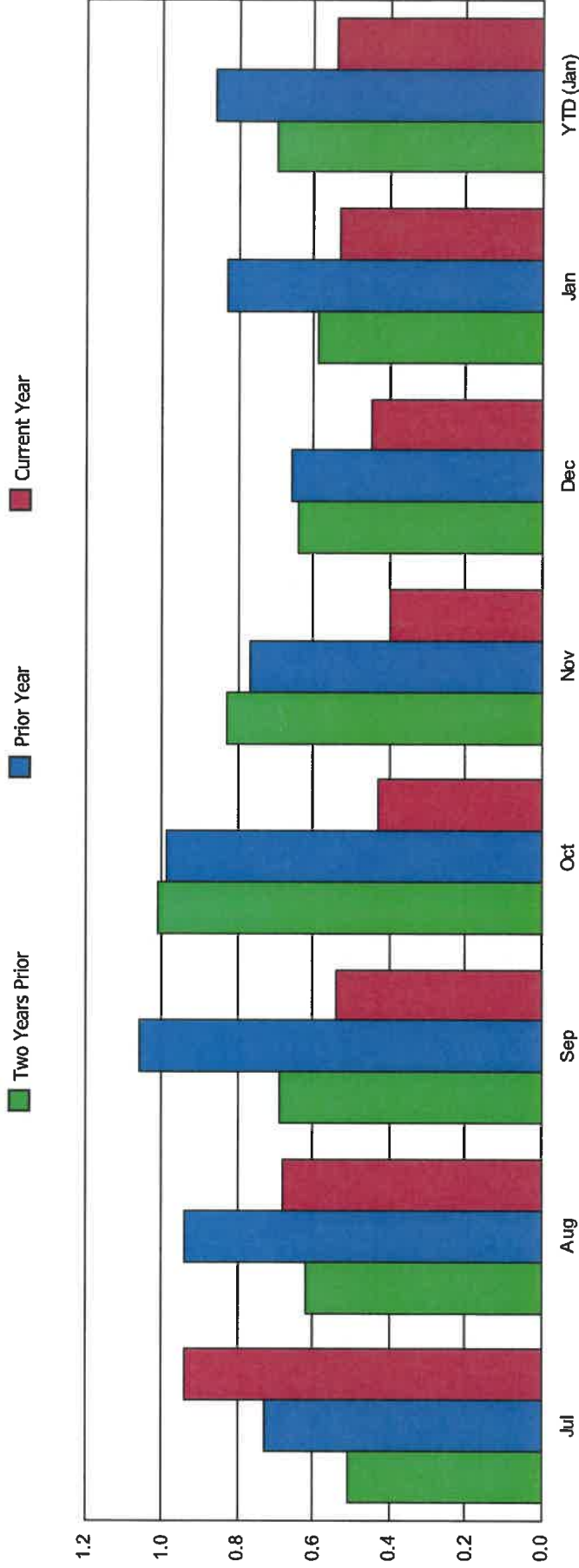


FY 2021 -- Monthly Performance Charts

Program - Barstow County Routes
 Year-To-Date through January
 All Routes

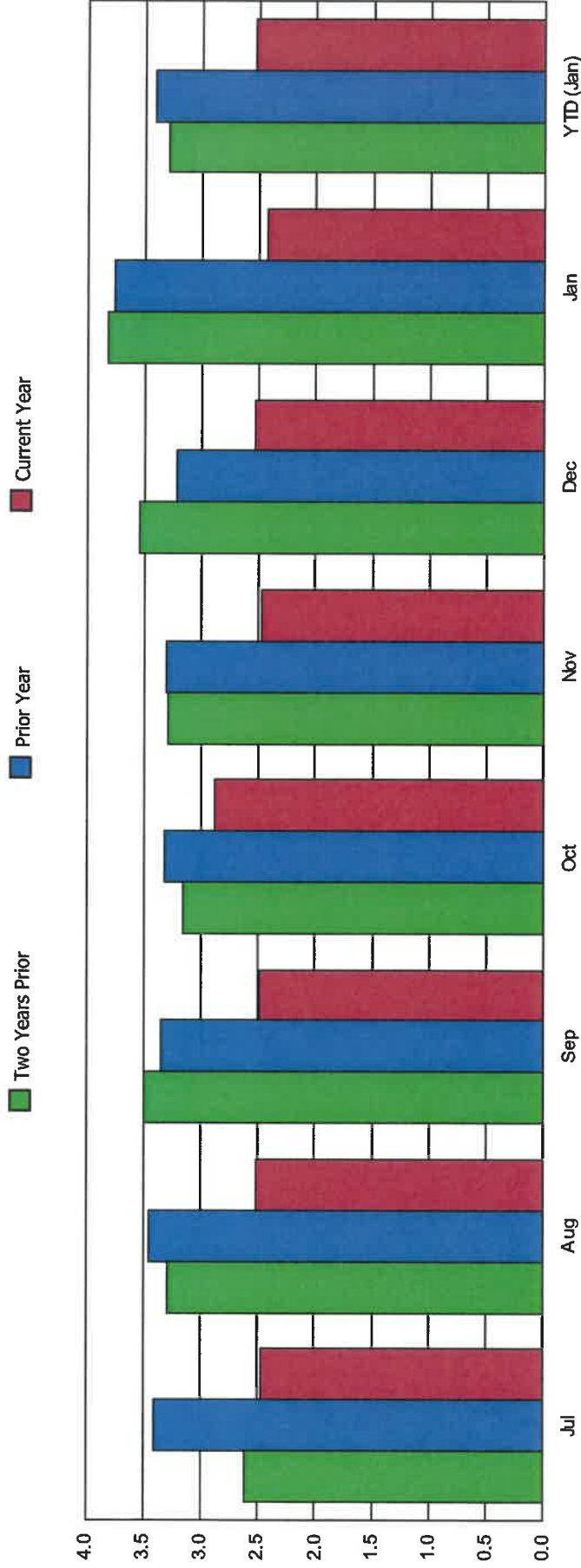
Passengers Per Revenue Hour

Target: None



FY 2021 -- Monthly Performance Charts
 Program - Barstow Demand Response
 Year-To-Date through January
 All Routes

Passengers Per Revenue Hour
 Target: None





FY 2021 -- Monthly Performance Statistics by Mode
Systemwide Summary
All Routes

Performance Statistics for January

Mode	Passengers	Revenue Hours	Operating Costs	Passenger Revenue	Passengers		Operating Cost		Passenger Revenue		Farebox Recovery Ratio
					Per Rev. Hour	Per Passenger	Per Rev. Hour	Per Passenger	Per Rev. Hour	Per Passenger	
Bus (Motorbus)	39,167	15,761.9	\$1,802,367	\$34,305	2.5	\$46.02	\$114.35	\$0.88	\$2.18	1.90%	
Commuter Bus	1,947	447.8	\$59,479	\$30,218	4.3	\$30.55	\$132.82	\$15.52	\$67.48	50.80%	
Demand Response	4,122	2,561.3	\$311,843	\$14,214	1.6	\$75.65	\$121.75	\$3.45	\$5.55	4.56%	
System Total	45,236	18,771.0	\$2,173,689	\$78,737	2.4	\$48.05	\$115.80	\$1.74	\$4.19	3.62%	



Monthly Ridership Report

January, FY 2021

Bus (Motorbus), Commuter Bus, Demand Response Only

Total (All Day Types)

Mode	Passengers		Passengers Per Revenue Hour		Farebox Recovery Ratio	
	Prior Year	Current Year	Prior Year	Current Year	Prior Year	Current Year
Bus (Motorbus)	131,312	39,167	8.0	2.4	18.00%	1.90%
Commuter Bus	3,078	1,947	6.2	4.3	65.92%	50.80%
Demand Response	16,067	4,122	2.8	1.6	8.11%	4.56%
System Total	150,457	45,236	6.7	2.4	16.86%	3.62%

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Regional Routes
 All Routes

Operating Costs						
Month	FY 2020		FY 2021		Budget Variance	% Variance
	Actual Costs	Budget Costs	Actual Costs	Budget Costs		
Jul	\$931,909	\$1,030,799	\$932,274		(\$98,525)	(9.55%)
Aug	\$1,027,778	\$1,030,799	\$938,304		(\$92,495)	(8.97%)
Sep	\$952,942	\$1,030,799	\$994,343		(\$36,456)	(3.53%)
Oct	\$1,027,940	\$1,030,799	\$1,310,245		\$279,447	27.10%
Nov	\$949,384	\$1,030,799	\$1,183,708		\$152,909	14.83%
Dec	\$1,356,322	\$1,030,799	\$1,678,295		\$647,497	62.81%
Jan	\$1,060,191	\$1,030,799	\$1,240,136		\$209,337	20.30%
YTD Total	\$7,306,467	\$7,215,590	\$8,277,305		\$1,061,715	14.71%



FY 2021 -- Program Statistics
 Year-To-Date Through January
 County Routes
 All Routes

Operating Costs					
Target: None					
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance
Jul	\$139,541	\$167,133	\$163,027	(\$4,106)	(2.45%)
Aug	\$154,195	\$167,133	\$161,217	(\$5,916)	(3.53%)
Sep	\$143,061	\$167,133	\$164,253	(\$2,880)	(1.72%)
Oct	\$151,085	\$167,133	\$196,955	\$29,822	17.84%
Nov	\$145,099	\$167,133	\$184,872	\$17,739	10.61%
Dec	\$211,385	\$167,133	\$267,917	\$100,784	60.30%
Jan	\$158,072	\$167,133	\$197,789	\$30,656	18.34%
YTD Total	\$1,102,438	\$1,169,931	\$1,336,030	\$166,099	14.19%



FY 2021 -- Program Statistics
 Year-To-Date Through January
 Community Transit
 All Routes

Operating Costs					
Target: None					
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance
Jul	\$403,391	\$445,146	\$236,923	(\$208,223)	(46.77%)
Aug	\$473,077	\$445,146	\$232,049	(\$213,097)	(47.87%)
Sep	\$435,119	\$445,146	\$249,655	(\$195,491)	(43.91%)
Oct	\$485,551	\$445,146	\$338,934	(\$106,212)	(23.86%)
Nov	\$430,506	\$445,146	\$291,086	(\$154,061)	(34.60%)
Dec	\$624,907	\$445,146	\$418,895	(\$26,251)	(5.89%)
Jan	\$486,701	\$445,146	\$289,097	(\$156,049)	(35.05%)
YTD Total	\$3,339,252	\$3,116,022	\$2,056,638	(\$1,059,384)	(33.99%)



FY 2021 -- Program Statistics
 Year-To-Date Through January
 Intercity
 All Routes

Operating Costs Target: None					
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance
Jul	\$60,267	\$70,716	\$66,410	(\$4,306)	(6.08%)
Aug	\$66,386	\$70,716	\$63,341	(\$7,375)	(10.42%)
Sep	\$59,818	\$70,716	\$64,261	(\$6,456)	(9.12%)
Oct	\$65,100	\$70,716	\$69,717	(\$999)	(1.41%)
Nov	\$64,592	\$70,716	\$65,443	(\$5,273)	(7.45%)
Dec	\$86,951	\$70,716	\$95,946	\$25,230	35.67%
Jan	\$67,855	\$70,716	\$69,535	(\$1,181)	(1.66%)
YTD Total	\$470,969	\$495,013	\$494,653	(\$360)	(0.07%)



FY 2021 -- Program Statistics
 Year-To-Date Through January
 Commuter Bus
 All Routes

Operating Costs					
Target: None					
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance
Jul	\$54,026	\$61,232	\$65,834	\$4,602	7.51%
Aug	\$54,830	\$61,232	\$58,317	(\$2,915)	(4.76%)
Sep	\$50,266	\$61,232	\$60,731	(\$501)	(0.81%)
Oct	\$55,918	\$61,232	\$60,693	(\$539)	(0.88%)
Nov	\$51,365	\$61,232	\$58,343	(\$2,889)	(4.71%)
Dec	\$70,277	\$61,232	\$81,978	\$20,746	33.88%
Jan	\$57,183	\$61,232	\$59,479	(\$1,753)	(2.86%)
YTD Total	\$393,865	\$428,625	\$445,375	\$16,750	3.90%

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Barstow City Fixed Routes
 All Routes

Operating Costs						
Target: None						
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance	
Jul	\$151,892	\$176,124	\$144,743	(\$31,380)	(17.81%)	
Aug	\$165,440	\$176,124	\$138,738	(\$37,385)	(21.22%)	
Sep	\$150,276	\$176,124	\$155,470	(\$20,654)	(11.72%)	
Oct	\$165,911	\$176,124	\$208,149	\$32,026	18.18%	
Nov	\$155,278	\$176,124	\$193,708	\$17,584	9.98%	
Dec	\$156,416	\$176,124	\$208,479	\$32,355	18.37%	
Jan	\$166,781	\$176,124	\$206,793	\$30,670	17.41%	
YTD Total	\$1,111,995	\$1,232,866	\$1,256,081	\$23,215	1.88%	

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Barstow County Routes
 All Routes

Operating Costs Target: None						
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance	
Jul	\$68,476	\$71,983	\$57,505	(\$14,478)	(20.11%)	
Aug	\$71,679	\$71,983	\$55,912	(\$16,071)	(22.32%)	
Sep	\$68,665	\$71,983	\$63,988	(\$7,995)	(11.10%)	
Oct	\$76,123	\$71,983	\$86,093	\$14,110	19.60%	
Nov	\$67,991	\$71,983	\$81,277	\$9,294	12.91%	
Dec	\$68,361	\$71,983	\$87,176	\$15,193	21.10%	
Jan	\$71,021	\$71,983	\$88,113	\$16,130	22.40%	
YTD Total	\$492,316	\$503,881	\$520,063	\$16,182	3.21%	

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Barstow Demand Response
 All Routes

Operating Costs					
Target: None					
Month	FY 2020 Actual Costs	FY 2021 Budget Costs	FY 2021 Actual Costs	Budget Variance	% Variance
Jul	\$27,773	\$30,914	\$25,387	(\$5,527)	(17.87%)
Aug	\$32,341	\$30,914	\$22,313	(\$8,600)	(27.82%)
Sep	\$25,811	\$30,914	\$20,657	(\$10,257)	(33.17%)
Oct	\$34,710	\$30,914	\$22,997	(\$7,917)	(25.60%)
Nov	\$28,058	\$30,914	\$22,144	(\$8,769)	(28.36%)
Dec	\$30,779	\$30,914	\$22,768	(\$8,145)	(26.34%)
Jan	\$33,209	\$30,914	\$22,746	(\$8,167)	(26.42%)
YTD Total	\$212,682	\$216,396	\$159,013	(\$57,383)	(26.51%)

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Regional Routes
 All Routes

Passenger Revenue							
Month	FY 2020		FY 2021		FY 2021 Actual Revenue	Budget Variance	% Variance
	Actual Revenue	Budget Revenue	FY 2021 Budget Revenue	FY 2021 Actual Revenue			
Jul	\$67,816	\$75,148	\$75,148	\$85,660	\$10,512	13.98%	
Aug	\$173,265	\$75,148	\$75,148	\$27,092	(\$48,055)	(63.94%)	
Sep	\$122,743	\$75,148	\$75,148	\$29,043	(\$46,105)	(61.35%)	
Oct	\$149,515	\$75,148	\$75,148	\$88,050	\$12,902	17.16%	
Nov	\$180,729	\$75,148	\$75,148	\$63,942	(\$11,205)	(14.91%)	
Dec	\$83,139	\$75,148	\$75,148	\$33,151	(\$41,996)	(55.88%)	
Jan	\$208,186	\$75,148	\$75,148	\$22,894	(\$52,254)	(69.53%)	
YTD Total	\$985,393	\$526,033	\$526,033	\$349,832	(\$176,201)	(33.49%)	

FY 2021 -- Program Statistics
 Year-To-Date Through January
 County Routes
 All Routes

Passenger Revenue							
Month	FY 2020		FY 2021		FY 2021 Actual Revenue	Budget Variance	% Variance
	Actual Revenue	Budget Revenue	Budget Revenue	Actual Revenue			
Jul	\$11,334	\$15,160	\$15,160	\$2,626	(\$12,535)	(82.68%)	
Aug	\$95,782	\$15,160	\$15,160	\$3,730	(\$11,430)	(75.39%)	
Sep	\$6,300	\$15,160	\$15,160	\$3,560	(\$11,600)	(76.51%)	
Oct	\$8,804	\$15,160	\$15,160	\$3,098	(\$12,062)	(79.56%)	
Nov	\$7,606	\$15,160	\$15,160	\$2,493	(\$12,667)	(83.55%)	
Dec	\$30,008	\$15,160	\$15,160	\$3,905	(\$11,255)	(74.24%)	
Jan	\$36,849	\$15,160	\$15,160	\$2,845	(\$12,315)	(81.23%)	
YTD Total	\$196,682	\$106,122	\$106,122	\$22,258	(\$83,864)	(79.02%)	

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Community Transit
 All Routes

Passenger Revenue						
Month	FY 2020		FY 2021		Budget Variance	% Variance
	Actual Revenue	Budget Revenue	Actual Revenue	Budget Revenue		
Jul	\$41,061	\$25,756	\$4,253		(\$21,503)	(83.48%)
Aug	\$43,104	\$25,756	\$5,592		(\$20,164)	(78.28%)
Sep	\$43,005	\$25,756	\$12,710		(\$13,046)	(50.65%)
Oct	\$42,440	\$25,756	\$11,044		(\$14,712)	(57.12%)
Nov	\$57,411	\$25,756	\$12,008		(\$13,748)	(53.37%)
Dec	\$41,737	\$25,756	\$15,524		(\$10,232)	(39.72%)
Jan	\$39,876	\$25,756	\$13,308		(\$12,448)	(48.33%)
YTD Total	\$308,634	\$180,292	\$74,440		(\$105,852)	(58.71%)

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Intercity
 All Routes

Passenger Revenue						
Target: None						
Month	FY 2020 Actual Revenue	FY 2021 Budget Revenue	FY 2021 Actual Revenue	Budget Variance	% Variance	
Jul	\$16,842	\$12,820	\$9,010	(\$3,809)	(29.71%)	
Aug	\$23,911	\$12,820	\$9,717	(\$3,103)	(24.20%)	
Sep	\$17,888	\$12,820	\$9,874	(\$2,945)	(22.97%)	
Oct	\$25,964	\$12,820	\$10,715	(\$2,105)	(16.41%)	
Nov	\$25,146	\$12,820	\$5,448	(\$7,371)	(57.49%)	
Dec	\$24,969	\$12,820	\$9,392	(\$3,428)	(26.74%)	
Jan	\$15,534	\$12,820	\$7,519	(\$5,301)	(41.34%)	
YTD Total	\$150,255	\$89,738	\$61,675	(\$28,063)	(31.27%)	

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Commuter Bus
 All Routes

Passenger Revenue						
Month	FY 2020		FY 2021		Budget Variance	% Variance
	Actual Revenue	Budget Revenue	Actual Revenue	Budget Revenue		
Jul	\$34,067	\$37,333	\$32,745	\$37,333	(\$4,588)	(12.28%)
Aug	\$34,111	\$37,333	\$31,404	\$37,333	(\$5,929)	(15.88%)
Sep	\$30,833	\$37,333	\$31,178	\$37,333	(\$6,156)	(16.48%)
Oct	\$31,720	\$37,333	\$32,996	\$37,333	(\$4,337)	(11.61%)
Nov	\$34,969	\$37,333	\$28,070	\$37,333	(\$9,264)	(24.81%)
Dec	\$35,344	\$37,333	\$30,090	\$37,333	(\$7,243)	(19.40%)
Jan	\$37,694	\$37,333	\$30,218	\$37,333	(\$7,115)	(19.05%)
YTD Total	\$238,738	\$261,333	\$216,702	\$261,333	(\$44,632)	(17.07%)



FY 2021 -- Program Statistics
 Year-To-Date Through January
 Barstow City Fixed Routes
 All Routes

Passenger Revenue							
Month	FY 2020		FY 2021		FY 2021 Actual Revenue	Budget Variance	% Variance
	Actual Revenue	Budget Revenue	Actual Revenue	Budget Revenue			
Jul	\$5,017	\$5,248	\$5,706	\$458		8.72%	
Aug	\$14,510	\$5,248	\$2,400	(\$2,848)		(54.27%)	
Sep	\$10,523	\$5,248	\$6,858	\$1,611		30.69%	
Oct	\$10,593	\$5,248	\$4,995	(\$253)		(4.81%)	
Nov	\$8,870	\$5,248	\$3,179	(\$2,069)		(39.42%)	
Dec	\$8,739	\$5,248	\$226	(\$5,022)		(95.69%)	
Jan	\$11,029	\$5,248	\$834	(\$4,413)		(84.09%)	
YTD Total	\$69,281	\$36,734	\$24,197	(\$12,537)		(34.12%)	



FY 2021 -- Program Statistics
 Year-To-Date Through January
 Barstow County Routes
 All Routes

Passenger Revenue						
Month	FY 2020		FY 2021		Budget Variance	% Variance
	Actual Revenue	Budget Revenue	Actual Revenue	Budget Revenue		
Jul	\$2,336	\$4,839	\$1,584		(\$3,254)	(67.25%)
Aug	\$2,789	\$4,839	\$852		(\$3,987)	(82.39%)
Sep	\$3,363	\$4,839	\$2,265		(\$2,574)	(53.19%)
Oct	\$2,411	\$4,839	\$1,237		(\$3,602)	(74.44%)
Nov	\$2,450	\$4,839	\$751		(\$4,088)	(84.48%)
Dec	\$2,287	\$4,839	\$12		(\$4,827)	(99.75%)
Jan	\$2,710	\$4,839	\$213		(\$4,626)	(95.60%)
YTD Total	\$18,345	\$33,871	\$6,913		(\$26,958)	(79.59%)

FY 2021 -- Program Statistics
 Year-To-Date Through January
 Barstow Demand Response
 All Routes

Passenger Revenue						
Target: None						
Month	FY 2020 Actual Revenue	FY 2021 Budget Revenue	FY 2021 Actual Revenue	Budget Variance	% Variance	
Jul	\$2,477	\$4,843	\$715	(\$4,128)	(85.23%)	
Aug	\$2,714	\$4,843	\$732	(\$4,111)	(84.88%)	
Sep	\$2,827	\$4,843	\$730	(\$4,113)	(84.92%)	
Oct	\$2,531	\$4,843	\$823	(\$4,019)	(82.99%)	
Nov	\$2,490	\$4,843	\$1,012	(\$3,831)	(79.10%)	
Dec	\$2,851	\$4,843	\$320	(\$4,523)	(93.39%)	
Jan	\$2,305	\$4,843	\$906	(\$3,937)	(81.28%)	
YTD Total	\$18,195	\$33,900	\$5,238	(\$28,661)	(84.54%)	

Victor Valley Transit Authority Monthly Report of Complaints

Fiscal Year: 2019/2020

	SERVICE RELATED COMPLAINTS						DRIVER/DISPATCH RELATED COMPLAINTS						TOTAL COMPLAINTS				
	TIME		ROUTE		VEHICLE		DISCOURTEOUS	UNSAFE	OPERATING	PICKUP	TRANSFER	FAILURE TO	DROP OFF	MISC.	CURRENT MONTH	YEAR TO DATE	
	FAST	SLOW	DESIGN	CONDITION	FARES	MISC.											FAST
January 2021																	
Regional Fixed Route																	
1																0	1
2																0	1
3																0	0
6 Barstow College																1	1
15																1	10
101																1	2
200																0	0
25																0	1
31																1	2
32																0	1
33																1	2
40																0	3
41																0	2
42																0	0
43																0	0
46																0	0
47																0	0
50/50X																0	3
51																0	0
52																0	2
53																0	6
54																0	0
55																0	0
64																0	0
66																0	1
68																1	3
TOTAL REGIONAL FIXED RT	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	6	41
County Routes																	
21 Tri-Comm.																1	2
22 Helendale																0	0
23 Lucerne Valley																0	0
28 Hinkley/Helendale																0	0
29 Yermo/Newberry Springs																0	0
TOTAL COMMUNITY ROUTES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
ADA Paratransit:																	
Direct Access																0	1
Subscription																0	0
TOTAL ADA PARATRANSIT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Personnel																	
Customer Service																0	0
Routing & Scheduling																0	0
Dispatch																0	1
Passenger to Passenger																0	0
TOTAL PERSONNEL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TOTAL COMPLAINTS	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	7	44



Employee Commendations! Month of January 2021

Passenger called in to compliment fixed route driver Kimberly Harris for stopping to allow a pedestrian to cross the street.

Fixed Route driver Daniel received a compliment from a passenger who was having a hard time remembering where he lived; the driver made sure the passenger made it home safely and that it was the correct location.

**LIFT DEPLOYMENT REPORT
FY 20-21**

Route #	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	YTD TOTAL
1	196	247	262	286	267	158	61						1477
101	2	0	0	2	1	1	0						6
2	54	55	99	109	114	58	136						625
200	0	0	0	0	0	0	0						0
3	59	80	87	81	39	52	28						426
6	59	66	61	57	43	58	30						374
15	30	5	12	20	23	13	11						114
21	1	2	4	7	3	16	4						37
22	6	6	1	13	4	9	6						45
23	13	18	24	13	39	7	4						118
25	0	2	2	2	3	0	17						26
28	0	1	2	0	1	2	6						12
29	6	8	22	10	9	18	19						92
31	16	22	23	52	40	32	44						229
32	53	35	39	55	82	55	23						342
33	8	10	5	12	15	3	6						59
40	2	3	5	2	8	1	2						23
41	85	43	33	45	46	32	48						332
42	7	10	9	5	2	1	1						35
43	31	77	54	37	25	18	20						262
47	4	5	6	2	7	4	5						33
50	98	62	92	205	169	117	57						800
51	44	17	40	29	24	35	13						202
52	20	17	23	49	61	54	8						232
53	38	15	29	79	42	36	6						245
54	12	3	11	14	3	1	6						50
55	7	11	12	3	8	12	5						58
64	17	30	24	38	22	16	46						193
66	6	7	10	21	20	21	5						90
68	50	61	42	40	48	49	37						327
TOTAL, CURRENT	851	820	957	1189	1078	793	566	0	0	0	0	0	6864
TOTAL, LAST YEAR	901	1379	1672	1966	1640	1390	1560						10508

There no pass ups in January 2021.

Prepared by: Debi Lorrh

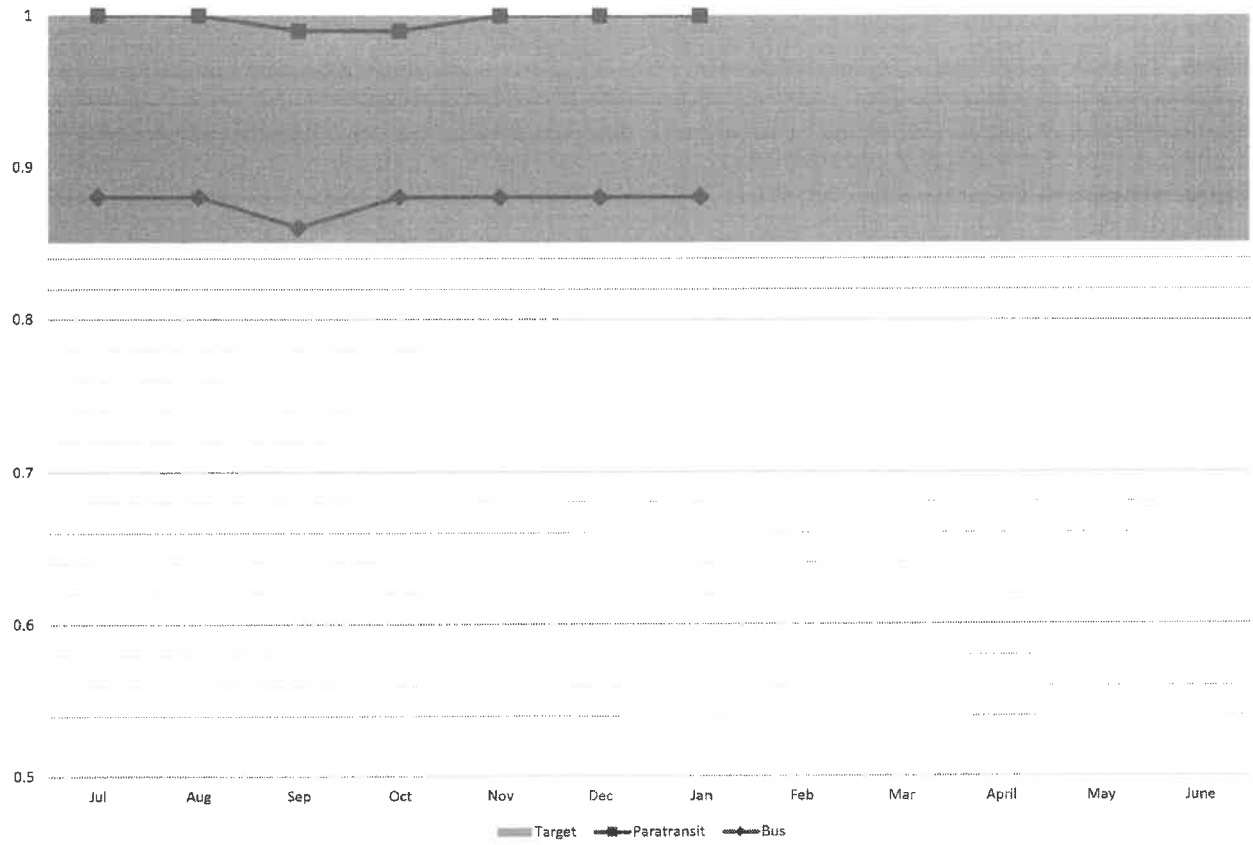
**BIKE RACK REPORT
FY 20-21**

Route #	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	YTD TOTAL
1	51	110	97	52	34	44	53						441
101	23	1	22	8	12	5	4						75
2	15	11	25	17	9	21	5						104
200	0	0	0	0	0	0	0						0
3	47	45	65	41	29	52	64						343
6	39	35	20	25	20	13	19						172
15	161	59	93	174	126	86	144						843
21	67	65	43	10	47	125	44						401
22	42	43	32	68	43	22	31						281
23	85	70	67	45	59	49	72						447
25	1	2	0	3	8	4	2						20
28	2	8	0	0	1	7	12						30
29	9	16	18	30	25	29	25						152
31	61	37	38	109	76	45	199						565
32	198	135	124	176	183	123	99						1038
33	28	55	44	64	55	35	48						329
40	108	35	83	14	43	33	21						337
41	140	140	155	175	189	277	236						1312
42	23	32	39	29	52	41	22						238
43	191	148	129	194	137	150	223						1172
47	16	28	27	32	69	57	21						250
50/50X	125	137	144	392	137	182	126						1243
51	61	77	55	35	132	50	49						459
52	140	87	102	257	222	115	144						1067
53	59	54	56	152	83	62	67						533
54	31	14	41	34	27	20	20						187
55	98	95	92	75	20	71	94						548
54	31	26	56	28	25	40	41						247
65	62	5	44	71	50	68	20						320
68	118	119	95	103	128	86	110						759
TOTAL, CURRENT	2,032	1,889	1,807	2,415	2,041	1,912	2,015	0	0	0	0	0	13,911
TOTAL, LAST YEAR	1,860	3,913	3,874	4,262	3,454	3,229	3,580						24,192

There were no bicycle pass ups in January 2021

Prepared By: Debi Lorrh

FY 21 System Wide Schedule Adherence



January 2021
Major and Non-Major
Miles between road calls - VVTA and Barstow

	Total Miles	Road Calls	Miles Between Road Calls
Demand Response	32,784	4	8,196
Commuter Bus	17,508	1	17,508
Motor Bus	271,100	38	7,134
Total System	321,392	43	7,474

