

To: Operations and Scheduling Committee

Date: October 29, 2021

From: Rashida Kamara, Director of ADA and Special Services

Reviewed by: WC.

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### **SUBJECT: Paratransit Executive Summary Report August 2021**

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#### **Paratransit Performance Report August 2021**

As of August 2021, the effects of Covid-19 continue to have a profound effect on the overall performance of our Paratransit service. In March 2020, after the Governors shelter in place order, Paratransit service dropped to 25% of normal levels. As a result, resources were used to serve the community in other ways by delivering meals to seniors, lunch boxes to students, performing emergency services for the county Health department and taking passengers to get vaccines. Paratransit continues to be our core service and below is a summary of our paratransit performance for the month of August 2021:

#### **August 2021 Performance Report:**

*Ridership:* Since March of 2020 due to the COVID-19 pandemic, Paratransit ridership has significantly dropped from previous years. August 2021 represented a full year of that drop and reflects a 40% increase in ridership since August 2020 from 2,613 to 5,062 passengers, which does not include attendants.

*Productivity:* Productivity continues to remain low as a result of decreased ridership at 1.23. In June of 2021, LINK resumed shared ride service but have yet to fill vans to capacity.

*On-time Performance:* On-time performance continues to be above standard at 96.3%, but there has been an increase in late trips due to traffic in the bay area. Staff has discussed the issue of late trips with the contractor and asked them to develop strategies to prevent further late trips.

*Customer Satisfaction:* Two complaints were made for the month of August, and both were against drivers. These complaints were addressed by the contractor, and Customer Service training was instituted in October which is required in accordance with the RFP.

*Safety:* There were no chargeable accidents this month, but there was one road call.

The contractor continues to remain within County Connection performance standards except for productivity which is a direct result of ridership trends due to the COVID pandemic

**Additional Updates:** The SilverRide Program with Choice in Aging has not yet resumed, because Choice in Aging has not reached full capacity at their facilities. Staff continues to meet with them on a weekly

basis as they diligently engage in their reopening plan, and we stand ready to resume this project when they reopen to full capacity.

The One Seat Pilot also continues in operation and the participating transit agencies has expressed a desire to continue the pilot for another year while we continue to work out mapping algorithms and cost allocations.

**Financial Implication:** Paratransit spent \$474,919.90 in ADA services, which includes, meals on wheels and other specialized transportation service, this represents a 3.8% increase over the same services last year. We also spent \$33,992.01 on fuel which represents a 24% increase from the previous year in the same month.

**Recommendation:**

Information only

**Attachments:**

- August 2021 MOP

CCCTA PARATRANSIT  
Performance Report: 8/01 to 8/31/2021

LINK and BART Statistics

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

	FY 21/22 August	Variance from Goal	FY 20/21 August	YTD 21/22
<b>Ridership Statistics</b>				
1	ADA Passengers	5,062	2,613	9,715
2	Companions	23	18	62
3	*Personal Care Assistants	604	235	1245
4	SilverRide Pilot	-	-	-
5	Total Passengers	5,689	2,866	11,022
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	683	340	1,181
7	SilverRide Pilot No Shows & Late Cancels	-	-	-
8	Total number of Cancellations	417	283	714
9	Same Day Trips	178	102	337
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	32	16	53
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,121.30	2,056.50	8,194.90
13	ADA Passengers per RVHr.	1.23	1.27	1.19
14	Average Trip Length (miles)		11.24	
15	Average Ride Duration (minutes)		8.52	
16	Total Cost per ADA Passenger	\$ 93.82	\$ 159.42	\$ 97.26
17	*Service Miles	68,468	40,550	132,778
18	Billable Service Hours	5,803.84	5,555.71	11,540.66
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 33,992.01	\$ 25,972.42	\$ 66,419.05
21	Total Cost	\$ 474,913.90	\$ 456,884.75	\$ 944,883.68
<b>On Time Performance</b>				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	96.3%	94%	97.0%
23	SilverRide Pilot OTP	-	-	-
24	Arrived 15-29 minutes past window	50	40	74
25	Arrived 30-59 minutes past window	20	12	30
26	Arrived 60 minutes past window	1	4	1
27	Total Missed Trips	3	0	3
28	Transfer Trips	278	317	477
<b>One Seat Pilot Data</b>				
23	*Total Trips	684		1,358
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 8,822.05		\$ 17,446.27
25	*Non-CCCTA Miles (Agency Miles)	6,227.45		12,594.61
26	*Non-CCCTA Revenue Hours	182.85		367.34
27	*Total Revenue Hours	403.85		790.45
28	*Total Fare Collected	\$ 3,241.25		\$ 6,553.25
29	*Non-CCCTA Fare Collected	\$ 1,733.75		\$ 3,539.00
<b>Customer Service</b>				
Complaint Standard Goal = 271,000 passengers				
30	Total Complaints	2	0	5
31	Timeliness	0	0	1
32	Driver Complaints	2	0	4
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		0.27	0:00:53
37	Ave. wait time in Queue for customer service		0.26	0:00:30
<b>Safety &amp; Maintenance</b>				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0	0	0
39	Roadcalls per 100,000 miles	0	1	0
<b>Eligibility Statistics</b>				
41	*Total ADA Riders in Data Base	1,832	2,363	1,971
42	*Total Certification Determinations	117	130	232
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

Recording Software did not capture data

Transdev G.M.: *jdus*

Date: *10/12/2021*

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
<b>Ridership Statistics</b>				
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
<b>Scheduling Statistics</b>				
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
<b>On Time Performance</b>				
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
<b>One Seat Pilot Data</b>				
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
<b>Customer Service</b>				
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
<b>Safety &amp; Maintenance</b>				
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
<b>Eligibility Statistics</b>				
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