

To: Operations and Scheduling Committee

Date: December 30, 2021

From: Rashida Kamara, Director of ADA and Special Services

Reviewed by: WC.

SUBJECT: Paratransit Executive Summary Report – October 2021

October 2021 Performance Report:

LINK paratransit service continues to feel the effects of the COVID-19 pandemic. Below is a summary of Paratransit and other service updates for the month of October.

Ridership:

Ridership decreased slightly in October to 5,412 which is unusual in the world of paratransit for this month. Prior to COVID-19, October and March tended to represent the highest ridership months. Although COVID-19, continues to affect ridership, October 2021 ridership represents an overall increase of 42.5% from October 2020, which means service is up by 47% as compared to the height of COVID-19. Paratransit services continue to recover, but at a very slow pace.

Productivity:

Productivity decreased to 1.20, from 1.30 the previous month. With ridership still recovering, productivity trends will continue to remain well below the standard goals. As we continue to encourage shared ride, we must realize cost will not decrease since we are maintaining our labor force employed as we await increased recovery.

On-time Performance:

On-time performance went up to 94.4% from 93.3% in the month of September. With productivity dropping slightly on-time performance went up. We continue to work with the contactor to find a balance between productivity and on-time performance.

Customer Satisfaction:

There were nine complaints for the month of October, which is a decrease of three from the previous month. Four were for timeliness, two for drivers, which is a decrease from the previous month and two for scheduling and skill. Commendations were captured in MyTransit and will be on the November 2021 report.

Safety:

There was one chargeable accident for the month, which is an increase from the previous month.

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-19 pandemic.

Additional Updates

Choice in Aging has started their reopening process and has asked County Connection to extend or make permanent the Silver Ride Pilot program. This will be taken to the board from approval. This also means that Choice in Aging and other social agencies are slowly working to increase their participation at their facilities.

The contractor completed required Emergency Planning training with drivers in October. The purpose is to learn best practices for drivers during an emergency, understanding and maintaining our core mission, and how to prepare for Bay Area specific hazards and threats.

Financial Implication:

Paratransit spent \$513,020.86 in ADA services, an increase of 7.8% from the previous month where we spent \$473,894.15. This is primarily due to a reduction in productivity. This cost includes any auxiliary services we may offer, like Meals-on-Wheels or COVID-19 transports for the County. Fuel was \$31,844.14 which is slightly lower than the previous month of \$32,467.05.

Recommendation:

None, for information only.

Attachments:

- October 2021 MOP
- Paratransit Driver Emergency Preparedness Training Unit 1

CCCTA PARATRANSIT
Performance Report: 10/01 to 10/31/2021

LINK and BART Statistics FY 21/22 Variance FY 20/21 YTD 21/22
October from Goal October

Ridership Statistics				
1	ADA Passengers	5,412	3,106	20,671
2	Companions	31	39	142
3	*Personal Care Assistants	487	333	2379
4	SilverRide Pilot	-	-	-
5	Total Passengers	5,930	3,478	23,192
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	761	458	2,633
7	SilverRide Pilot No Shows & Late Cancels	-	-	-
8	Total number of Cancellations	500	357	1,684
9	Same Day Trips	135	128	642
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	45	16	129
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,490.00	2,372.00	12,774.76
13	ADA Passengers per RVHr.	1.20	1.30	1.22
14	Average Trip Length (miles)		10.19	
15	Average Ride Duration (minutes)		12.23	
16	Total Cost per ADA Passenger	\$ 94.79	\$ 138.22	\$ 93.45
17	*Service Miles	73,252	37,984	277,587
18	Billable Service Hours	6,602.23	6,128.30	23,956.75
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 31,844.14	\$ 21,444.24	\$ 130,730.24
21	Total Cost	\$ 513,020.86	\$ 480,716.95	\$ 1,931,798.69
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	94.4%	94%	95.6%
23	SilverRide Pilot OTP	-	-	-
24	Arrived 15-29 minutes past window	99	44	264
25	Arrived 30-59 minutes past window	43	7	73
26	Arrived 60 minutes past window	7	1	9
27	Total Missed Trips	3	3	7
28	Transfer Trips	257	409	994
One Seat Pilot Data				
23	*Total Trips	737		2,799
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 10,849.38		\$ 40,843.39
25	*Non-CCCTA Miles (Agency Miles)	7,401.61		27,288.67
26	*Non-CCCTA Revenue Hours	220.78		809.93
27	*Total Revenue Hours	454.26		1,666.07
28	*Total Fare Collected	\$ 3,052.00		\$ 9,605.25
29	*Non-CCCTA Fare Collected	\$ 1,857.50		\$ 5,396.50
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	9	0	26
31	Timeliness	4	0	10
32	Driver Complaints	2	0	12
33	Equipment / Vehicle	1	0	2
34	Scheduling/Staff Skill	2	0	2
35	Commendations	0	0	0
36	Ave. wait time in Queue for reservation	0:00:27	0.36	0:00:46
37	Ave. wait time in Queue for customer service	0:00:31	0.23	0:00:32
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0.72	1	0.72
39	Roadcalls per 100,000 miles	1	0	0
Eligibility Statistics				
41	*Total ADA Riders in Data Base	1,807	2,208	2,235
42	*Total Certification Determinations	145	124	496
43	*Initial Denials	-	-	0
44	*Denials Reversed	-	-	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
*For October 2021, all passengers rode for Free. This also includes the trips for the One Seat Pilot

Transdev G.M.:

Date: 11/17/2021



UNIT 1

Paratransit Driver Training Purpose, Objectives

PURPOSE

- Learn best practices for drivers during emergency response.
- Learn how to leveraging UASI planning guidance.

OBJECTIVES

- Understand the paratransit mission as it specifically relates to emergency management;
- Learn appropriate steps drivers should take following an onboard emergency or community disaster;
- Identify steps to better prepare for Bay Area hazards and threats.