County Connection

To: Operations & Scheduling Committee   **Date:** 04/29/2022

From: Rashida Kamara, Director of ADA and Special Services   **Reviewed by:** *WC.*

SUBJECT: Paratransit Executive Summary Report – February and March

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Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided from the beginning of February 2022 through the end of March 2022.

February and March 2022 Performance Report:

Ridership:

Ridership rose back in February to 4,523, after dropping significantly due to the Omicron virus. All thirteen social services agencies that closed causing ridership to drop in December and January reopened this month. In March it continued to rise to 5,743 which happens to be 48% of pre-covid ridership levels.

Productivity:

February productivity rose back up to 1.27 from 1.14 the previous month. In March we saw a further rise in productivity to 1.37 passengers per revenue hour. This marks the highest reported productivity month for the current fiscal year. Although our performance standard is 2.00, we have not reached that since the onset of the pandemic, and even though we continue to operate a shared ride service, vans have not reached full capacity.

On-time Performance**:**

On-time performance went down slightly in February to 97.6% from 98.5% in January and decreased further to 96.5% in March. Despite the decreases in this particular key performance indicator, it is still above the 90% performance standard. As long as ridership is relatively low, it would be expected that on-time performance will continue to be above performance standard.

Customer Satisfaction:

There were a total of four complaints for the month of February—one for timeliness, two for driver complaints, and one for skillfulness of staff. In March, a reported seven total complaints were processed, four of which were attributed to timeliness issues and the remaining three were related to driver complaints. We report a total of 327 commendations in February and an even higher amount of 414 commendations in March.

Safety:

There were no accidents in the months of February and March.

The contractor continues to remain within County Connection's performance standards except for productivity, which is a direct result of ridership trends due to the COVID-19 pandemic.

Additional Updates:

The Board of Directors approved a 3-month pilot extension for LAVTA's paratransit services to continue to be operated by County Connection's contractor, Transdev.

Financial Implications:

A total of $462,279 was spent for February's ADA services, an increase from the $456,240 spent in January. March's total cost for ADA Paratransit services was $516,185. This expense includes any auxiliary services offered such as Meals-on-Wheels or COVID-19 transports for the County. Fuel was $24,450—also a decrease from $29,849 in January. In March we saw a significant increase in fuel cost to a total of $43,901. This 44% increase in fuel from February is attributed to the dramatic increase in fuel overall.

Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: February 2022 MOP

Attachment 2: March 2022 MOP

CCCTA PARATRANSIT
Performance Report: 2/01 through 2/28/2022

LINK and BART Statistics

		FY 21/22 February	Variance from Goal	FY 20/21 February	YTD 21/22
	Ridership Statistics				
1	ADA Passengers	4,523		2,640	38,188
2	Companions	17		38	238
3	*Personal Care Assistants	436		240	3895
4	**SilverRide Pilot**				-
5	Total Passengers	4,976		2,918	42,321
	Scheduling Statistics			.	
6	Total Number of No Shows & Late Cancels	709		416	5,513
7	**SilverRide Pilot No Shows & Late Cancels**	-		-	-
8	Total number of Cancellations	372		261	3,389
9	Same Day Trips	184		89	1,273
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	31		12	251
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,547.62		2,416.00	26,862.29
13	ADA Passengers per RVHr.	1.27		1.09	1.42
14	Average Trip Length (miles)				
15	Average Ride Duration (minutes)				
16	Total Cost per ADA Passenger	$ 102.21		$ 153.99	$ 99.50
17	*Service Miles	57,068.53		40,229	494,167
18	Billable Service Hours	5,742.50		5,539.16	46,858.96
19	**SilverRide Pilot Cost**	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 24,450.01		$ 19,260.87	$ 250,631.54
21	Total Cost	$ 462,279.14		$ 449,353.47	$ 3,799,598.54
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.6%		96.6%	96.4%
23	**SilverRide Pilot OTP**	-		-	-
24	Arrived 15-29 minutes past window	41		23	461
25	Arrived 30-59 minutes past window	6		11	133
26	Arrived 60 minutes past window	0		0	10
27	Total Missed Trips	1		0	11
28	Transfer Trips	261		136	2,021
	One Seat Pilot Data	.			
29	*Total Trips	655		296	5,415
30	*Non-CCCTA Cost (Cost for Agencies)	$ 8,345.79		$ 3,806.35	$ 76,922.11
31	*Non-CCCTA Miles (Agency Miles)	6,477.47		3,211.89	54,061.62
32	*Non-CCCTA Revenue Hours	189.50		82.10	1,584.56
33	*Total Revenue Hours	371.78		150.22	3,188.16
34	*Total Fare Collected	$ 2,843.25		$ 1,564.00	$ 20,966.00
35	*Non-CCCTA Fare Collected	$ 1,635.50		$ 834.00	$ 11,915.00
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	4		2	39
37	Timeliness	1		0	15
38	Driver Complaints	2		2	15
39	Equipment / Vehicle	0		0	3
40	Scheduling/Staff Skill	1		0	6
41	Commendations	327		0	766
42	Ave. wait time in Queue for reservation			0.30	0:00:24
43	Ave. wait time in Queue for customer service			0.16	0:00:26
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
44	Total accidents per 100,000 miles	0.00		0	0.59
45	Roadcalls per 100,000 miles	0		0	3
46	**Eligibility Statistics**				
47	*Total ADA Riders in Data Base	1,770		2,043	2,525
48	*Total Certification Determinations	84		113	786
49	*Initial Denials	0		0	0
50	*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

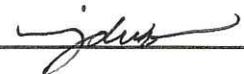Transdev G.M.:

Date: 3/17/2022

Customizing New Phone Reports

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CCCTA PARATRANSIT

Performance Report: 3/01 through 3/31/2022

LINK and BART Statistics

		FY 21/22 March	Variance from Goal	FY 20/21 March	YTD 21/22
	Ridership Statistics				
1	ADA Passengers	5,743		2,640	43,931
2	Companions	41		38	279
3	*Personal Care Assistants	487		240	4382
4	SilverRide Pilot				-
5	Total Passengers	6,271		2,918	48,592
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	864		416	6,377
7	SilverRide Pilot No Shows & Late Cancels	-		-	-
8	Total number of Cancellations	478		261	3,867
9	Same Day Trips	167		89	1,440
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	54		12	305
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,178.24		2,416.00	31,040.53
13	ADA Passengers per RVHr.	1.37		1.09	1.42
14	Average Trip Length (miles)				
15	Average Ride Duration (minutes)				
16	Total Cost per ADA Passenger	$ 89.88		$ 153.99	$ 98.24
17	*Service Miles	63,861.42		40,229	558,028
18	Billable Service Hours	6,425.85		5,539.16	53,284.81
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 43,901.83		$ 19,260.87	$ 294,533.37
21	Total Cost	$ 516,185.47		$ 449,353.47	$ 4,315,784.01
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	96.5%		96.6%	96.4%
23	SilverRide Pilot OTP	-		-	-
24	Arrived 15-29 minutes past window	68		23	529
25	Arrived 30-59 minutes past window	23		11	156
26	Arrived 60 minutes past window	0		0	10
27	Total Missed Trips	0		0	11
28	Transfer Trips	232		136	2,253
	One Seat Pilot Data				
29	*Total Trips	838		309	6,253
30	*Non-CCCTA Cost (Cost for Agencies)	$ 11,581.44		$ 3,593.80	$ 88,503.55
31	*Non-CCCTA Miles (Agency Miles)	8,554.02		2,904.80	62,615.64
32	*Non-CCCTA Revenue Hours	247.43		79.47	1,831.99
33	*Total Revenue Hours	484.33		155.97	3,672.49
34	*Total Fare Collected	$ 3,662.50		$ 1,595.25	$ 24,628.50
35	*Non-CCCTA Fare Collected	$ 2,120.50		$ 800.25	$ 14,035.50
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	7		2	46
37	Timeliness	4		0	19
38	Driver Complaints	3		2	18
39	Equipment / Vehicle	0		0	3
40	Scheduling/Staff Skill	0		0	6
41	Commendations	414		0	1,180
42	Ave. wait time in Queue for reservation	0:02:42		0.30	0:00:57
43	Ave. wait time in Queue for customer service	0:02:02		0.16	0:00:38
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
44	Total accidents per 100,000 miles	0.00		0	0.59
45	Roadcalls per 100,000 miles	0		0	3
46	**Eligibility Statistics**				
47	*Total ADA Riders in Data Base	1,760		2,043	2,640
48	*Total Certification Determinations	115		113	901
49	*Initial Denials	0		0	0
50	*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.: _[signature]_

Date: 4/21/2022