

To: Operations & Scheduling Committee

Date: 06/21/2022

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report – May 2022

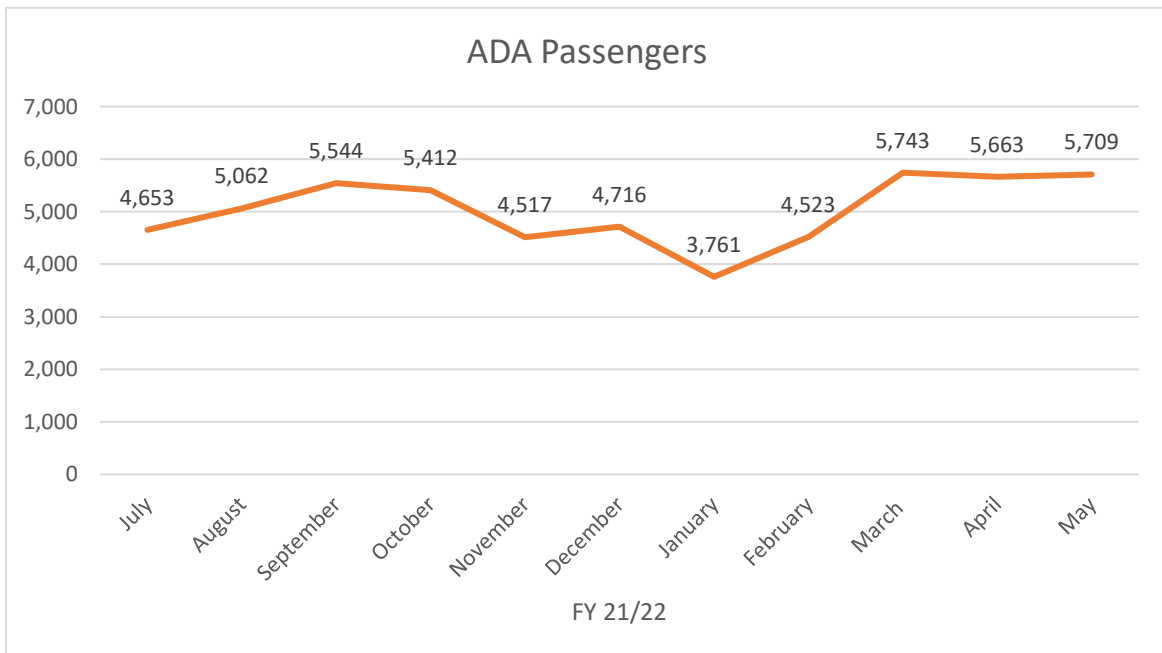
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of May 2022.

May 2022 Performance Report:

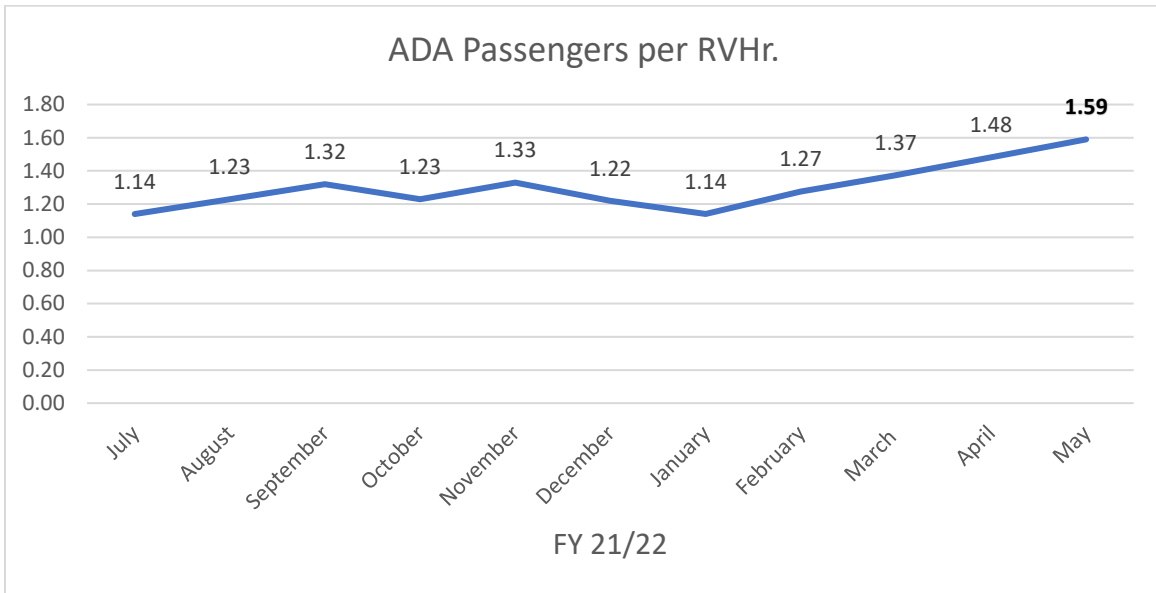
Ridership:

Ridership increased slightly in May from the prior month. The total reported number of ADA passenger trips in May was 5,709; 46 more trips than in April (5,663 passenger trips), which is 46% of Pre-COVID ridership levels.



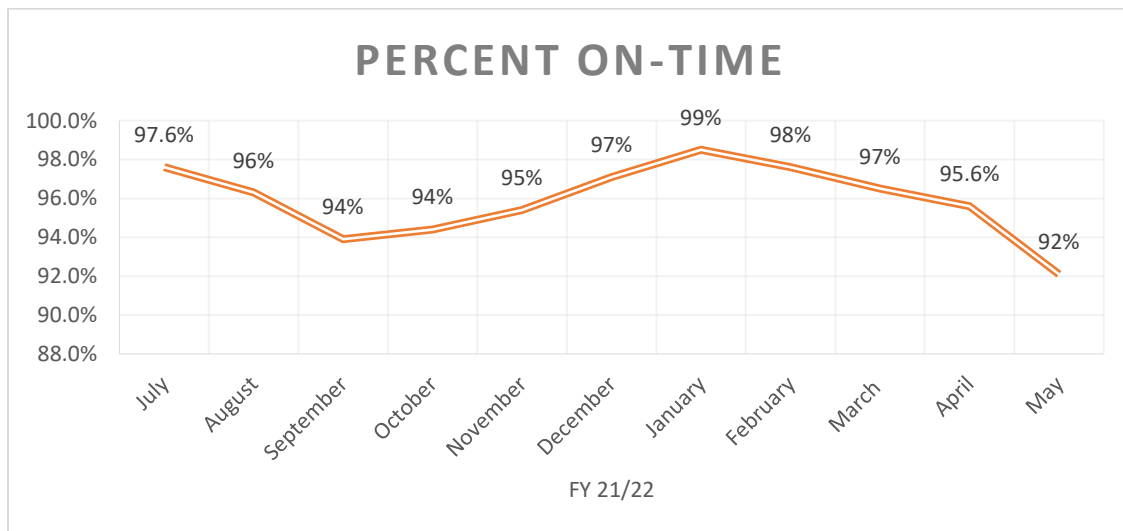
Productivity:

As of January 2022, productivity has continued to trend upward, rising to 1.59 in May, compared to 1.48 in April. This now 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.



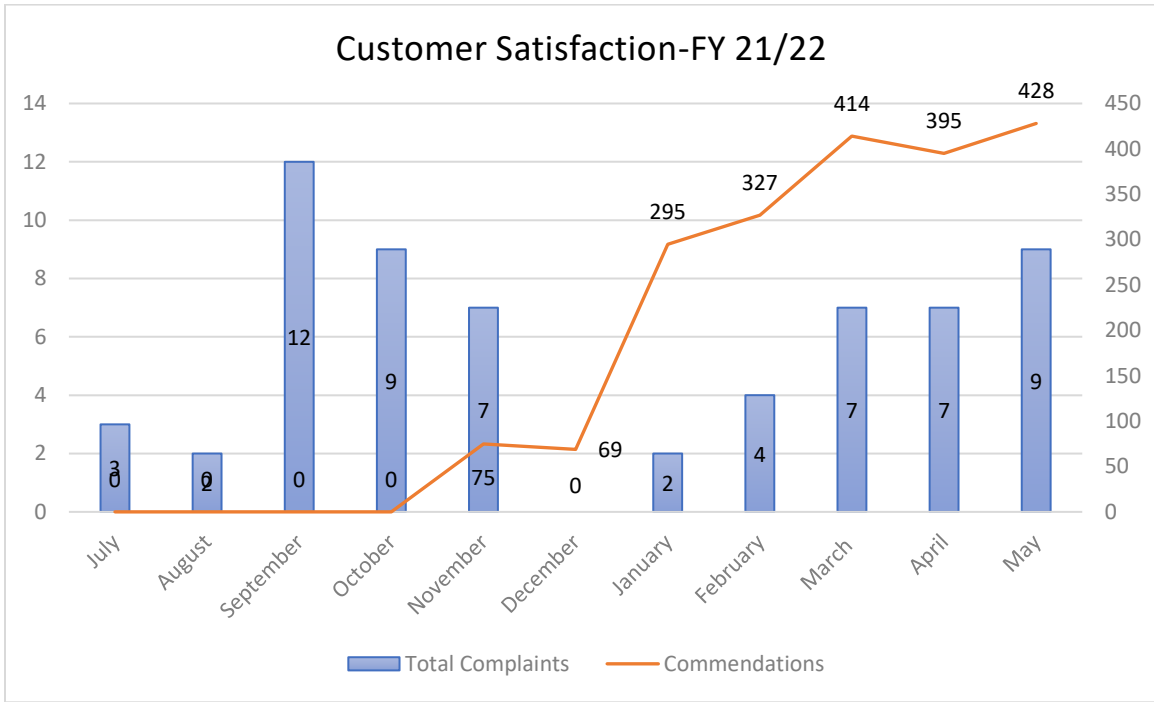
On-time Performance:

On-time performance went down in May to 92% from 95.6% in April. 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.



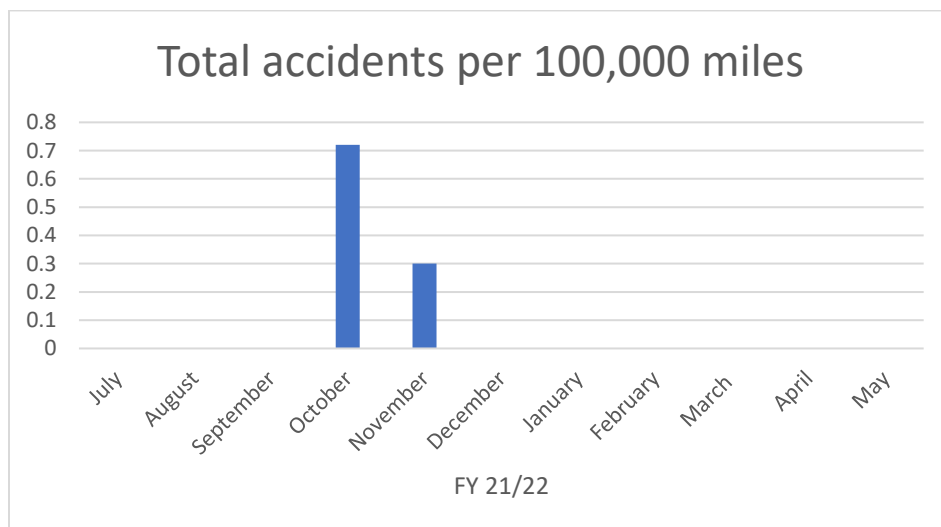
Customer Satisfaction:

There was a total of nine complaints for the month of May—five for timeliness, three for driver performance, and one for skillfulness of staff. Commendations continue to remain high; we received a total of 428 in the month of May.



Safety:

There were no accidents in the month of May.



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:

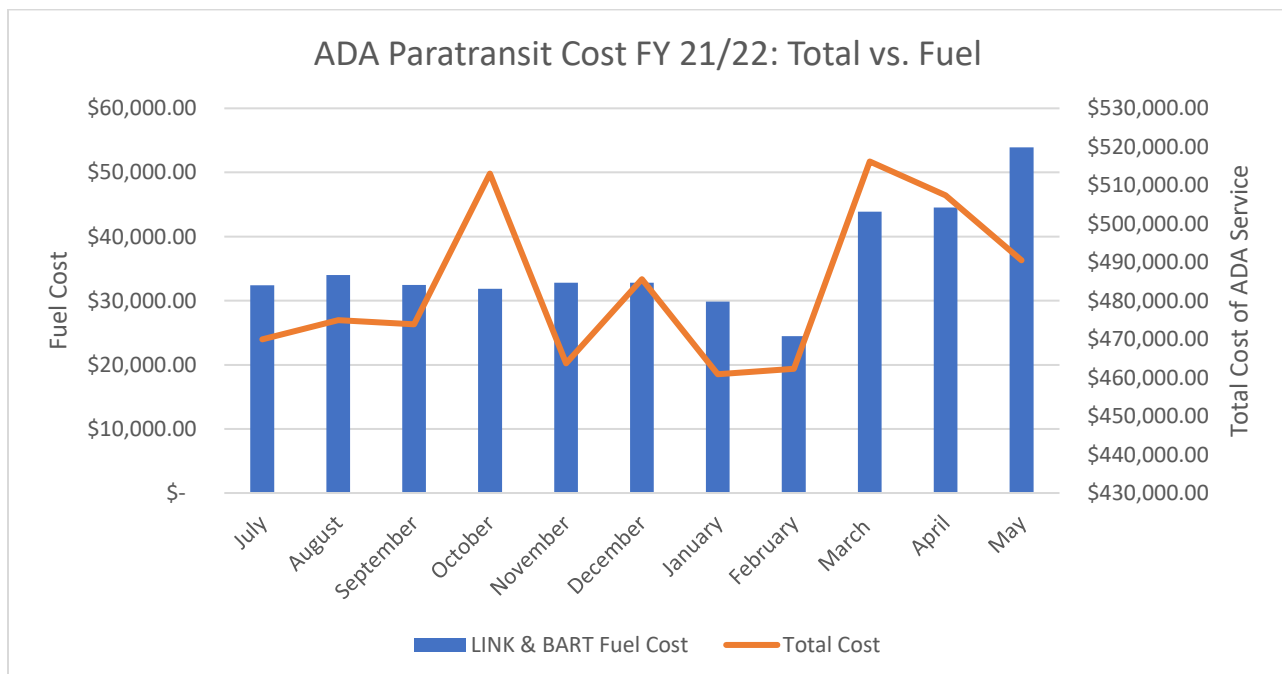
Our Paratransit Contractor, Transdev, rolled out the MyTransit Manager mobile app in November of 2019 to County Connection LINK Paratransit riders. For riders who are familiar with mobile apps, it provides some tools including:

- Ability to monitor trips in real time
- Locate on a map where the paratransit vehicle is located
- Ability to rate a ride/trip
- Ability to receive notifications when a vehicle is about to arrive or if it's waiting at your door
- Allows caretakers/family members similar access to the above-mentioned features
- Ability to cancel rides

Transdev is preparing to launch an additional feature on the MyTransit app. The new ride booking feature will allow riders/users the ability to **schedule rides** directly from their mobile app. A selected beta group of ADA passengers in both the County Connection LINK service area and the LAVTA Wheels Dial A Ride service will undergo testing at the beginning of July to try out the new booking feature. Using the input gathered from the beta testing group, Transdev will plan a final roll out which will include marketing material and educational pieces in varied formats for all ADA Paratransit riders to access and use.

Financial Implications:

A total of \$490,456 was spent for May's ADA services, a decrease from the \$500,936 spent in April. This expense includes any auxiliary services offered such as Meals-on-Wheels or COVID-19 transports for the County. Fuel continues to be a rising cost associated with ADA Paratransit service. Fuel cost was \$53,936.89—an increase from \$44,540.42 in April.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: May 2022 MOP