

To: Operations & Scheduling Committee

Date: 08/26/2022

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –June 2022

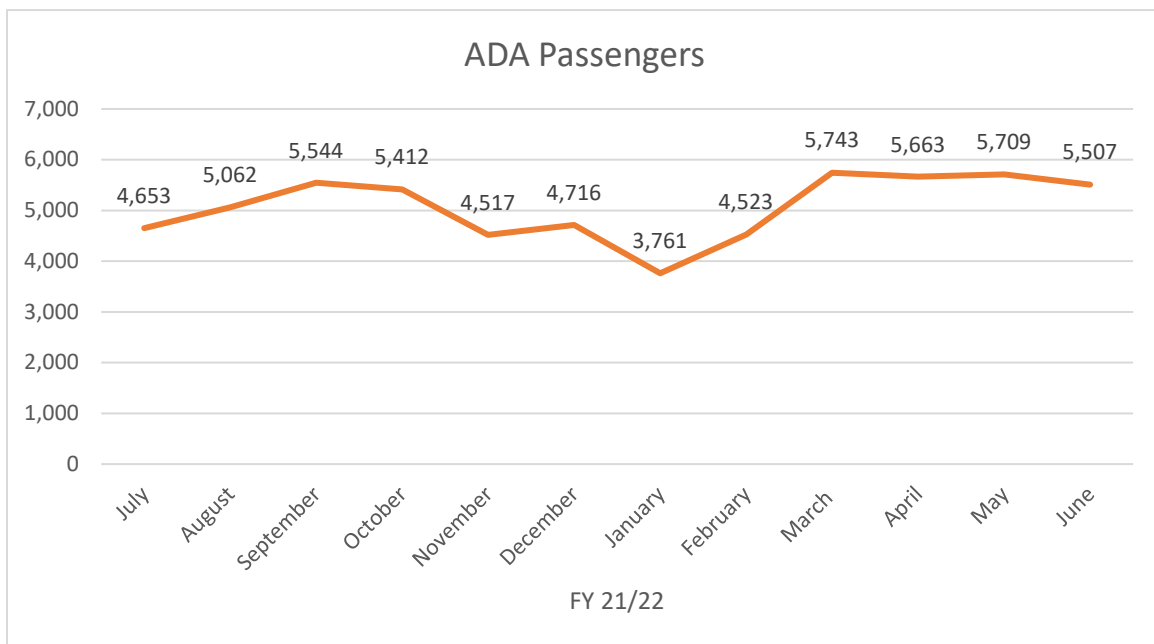
Background:

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

June 2022 Performance Report:

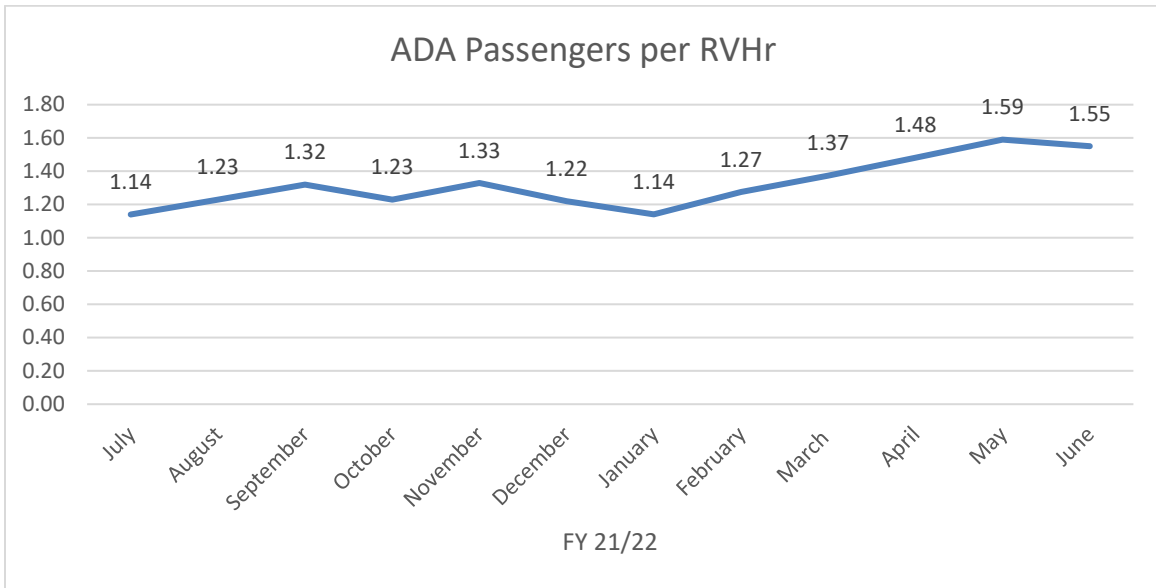
Ridership:

Ridership decreased slightly in June from the prior month. The total reported number of ADA passenger trips in June was 5,507; 202 less trips than in May. Typically, summer months experience a decrease in ridership to account for schools and day programs taking summer breaks as well as riders taking vacations.



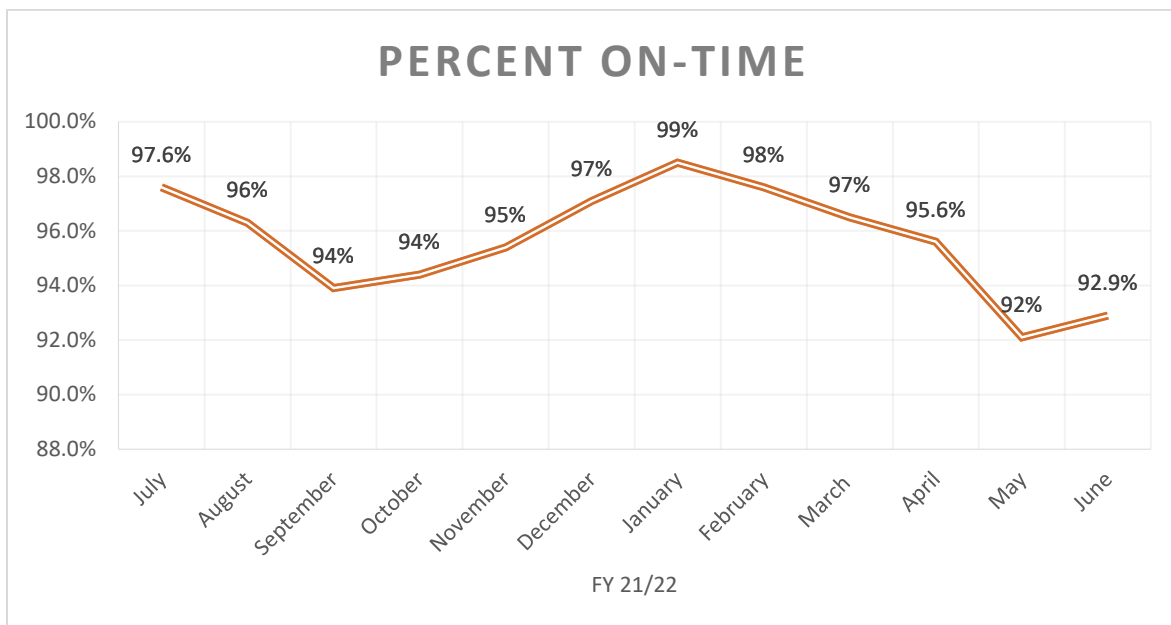
Productivity:

The month of June reflected a slight decrease in productivity with a reported 1.55 ADA passengers per revenue hour compared to the prior's month reported 1.59. The decrease would be expected as some programs that riders attend along with summer vacations are in recess. Despite the slight decrease, this now marks the second highest reported productivity month for the ending fiscal year 2021-2022. Although the 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 trended up in June to 92.9% from 92% in May. The overall average on time performance for FY 21/22 was 95.7% which is well 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.



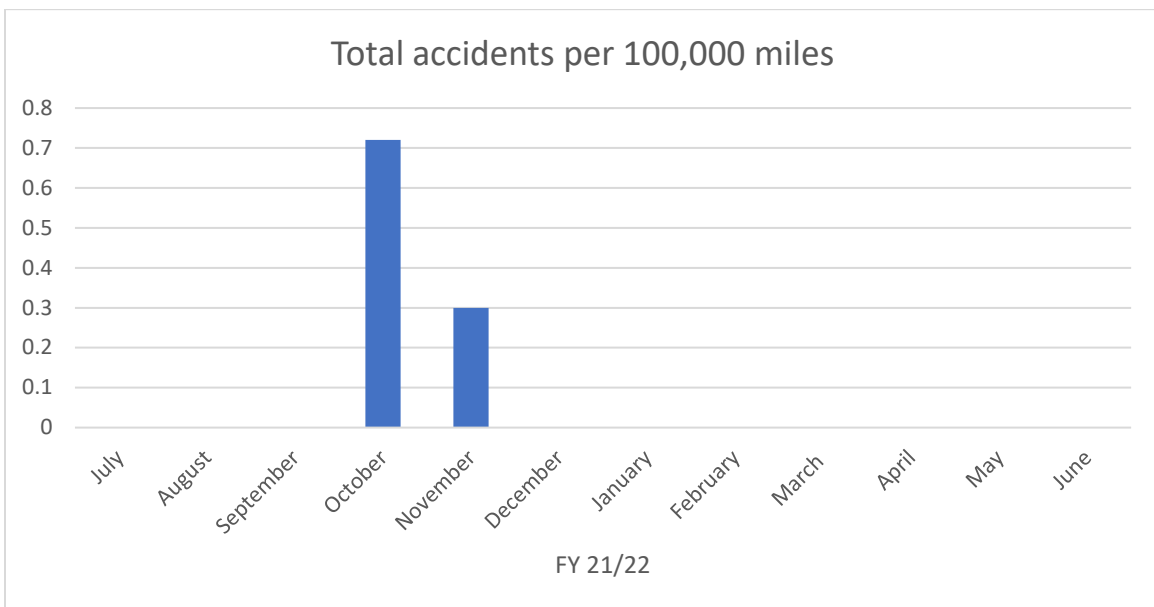
Customer Satisfaction:

There was a total of 11 complaints for the month of June—four for timeliness, five for driver performance, and two for skillfulness of staff. Commendations continue to remain high; we received a total of 407 in the month of June.



Safety:

There were no accidents in the month of June.



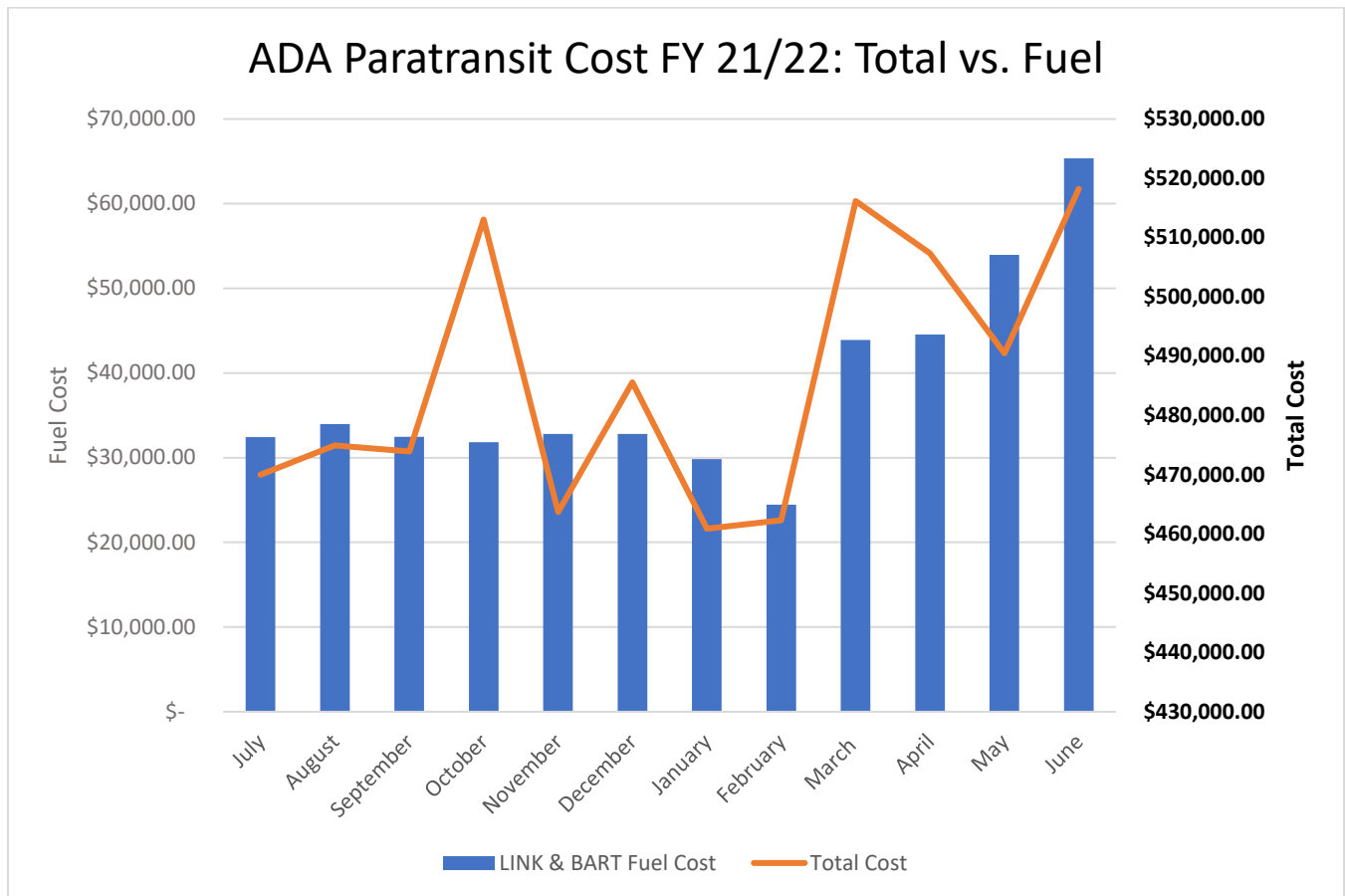
The contractor continues to remain within County Connection’s performance standards except for productivity, which is a direct result of ridership trends due to the COVID-19 pandemic.

Additional updates:

None.

Financial Implications:

A total of \$518,218.4 was spent for June’s ADA services, a decrease from the \$490,456 spent in May. 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 \$65,351.54—an increase from \$53,936.89 in May.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: June 2022 MOP

CCCTA PARATRANSIT

Performance Report: 6/01 through 6/30/2022

LINK and BART Statistics

	FY 21/22 June	Variance from Goal	FY 20/21 June	YTD 21/22
Ridership Statistics				
1 ADA Passengers	5,507		4,060	60,810
2 Companions	350		24	656
3 *Personal Care Assistants	19		561	5143
4 SilverRide Pilot	-		-	699
5 Total Passengers	5,876		4,645	67,308
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	1,017		610	9,121
7 SilverRide Pilot No Shows & Late Cancels	-		-	8
8 Total number of Cancellations	633		367	5,583
9 Same Day Trips	129		188	1,833
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	32		22	401
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	3,551.79		3,737.50	41,998.51
13 ADA Passengers per RVHr.	1.55		1.09	1.45
14 Average Trip Length (miles)				
15 Average Ride Duration (minutes)				
16 Total Cost per ADA Passenger	\$ 94.10		\$ 124.06	\$ 95.91
17 *Service Miles	58,533.77		59,402.00	736,103
18 Billable Service Hours	6,040.75		6,407.82	71,152.82
19 SilverRide Pilot Cost	\$ -		\$ -	\$ -
20 LINK & BART Fuel Cost	\$ 65,351.54		\$ 30,569.70	\$ 458,362.22
21 Total Cost	\$ 518,218.44		\$ 503,687.03	\$ 5,832,315.77
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22 Percent on-time	92.9%		97.7%	95.7%
23 SilverRide Pilot OTP			-	100%
24 Arrived 15-29 minutes past window	155		32	969
25 Arrived 30-59 minutes past window	56		12	301
26 Arrived 60 minutes past window	10		1	37
27 Total Missed Trips	2		0	15
28 Transfer Trips	257		213	3,054
One Seat Pilot Data				
29 *Total Trips	979		511	8,992
30 *Non-CCCTA Cost (Cost for Agencies)	\$ 18,477.24		5,934.08	\$ 135,551.80
31 *Non-CCCTA Miles (Agency Miles)	10,011.50		4,818.20	91,318.79
32 *Non-CCCTA Revenue Hours	323.31		132.73	2,726.76
33 *Total Revenue Hours	631.77		269.13	5,432.39
34 *Total Fare Collected	\$ 3,914.50		\$ 2,444.50	\$ 36,262.00
35 *Non-CCCTA Fare Collected	\$ 2,115.50		\$ 1,390.75	\$ 20,483.00
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
36 Total Complaints	11		1	73
37 Timeliness	4		1	33
38 Driver Complaints	5		0	27
39 Equipment / Vehicle	0		0	3
40 Scheduling/Staff Skill	2		0	10
41 Commendations	407		0	2,003
42 Ave. wait time in Queue for reservation	0:02:55		0:01:02	0:01:25
43 Ave. wait time in Queue for customer service	0:01:53		0:00:24	0:01:00
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
Eligibility Statistics				
47 *Total ADA Riders in Data Base	1,733		1,882	2,923
48 *Total Certification Determinations	101		112	1,184
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: 7/15/2022