

**To:** Operations & Scheduling Committee  
**From:** Rosa Noya, Manager of Accessible Services

**Date:** 11/25/2022  
**Reviewed by:** *RN*

**SUBJECT: Paratransit Executive Summary Report –October 2022**

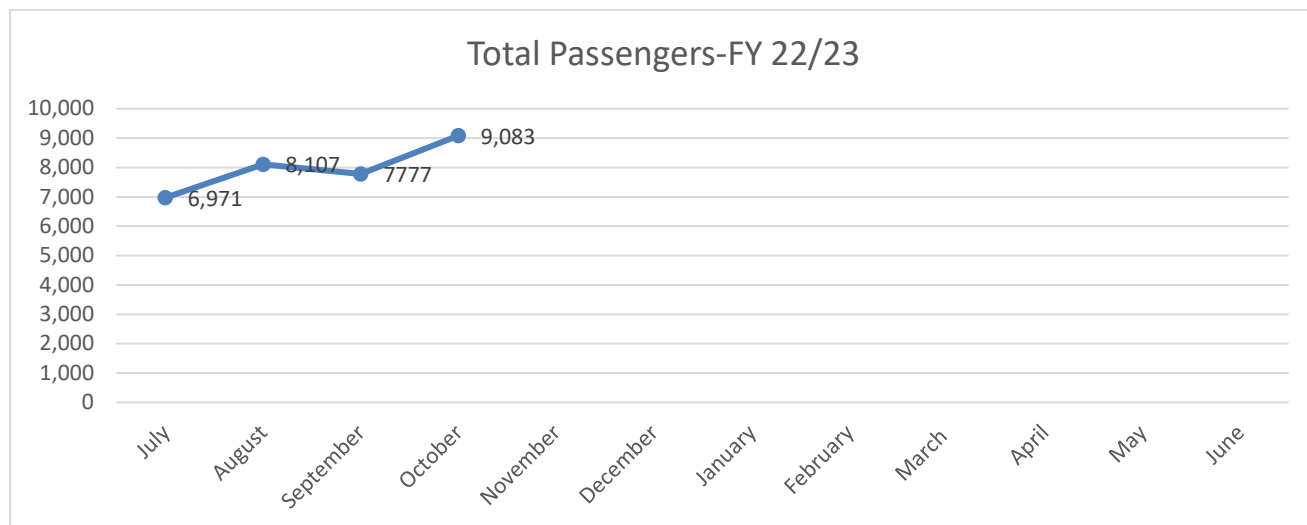
### Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of October 2022 using the new performance standards.

### October 2022 Performance Report:

#### Ridership:

The total reported number of ADA passenger trips in October was 9,083. This increase in ridership most likely is directly correlated to the October free rides promotion. This increase in ridership places LINK Paratransit ridership at approximately 81% of pre-pandemic levels.

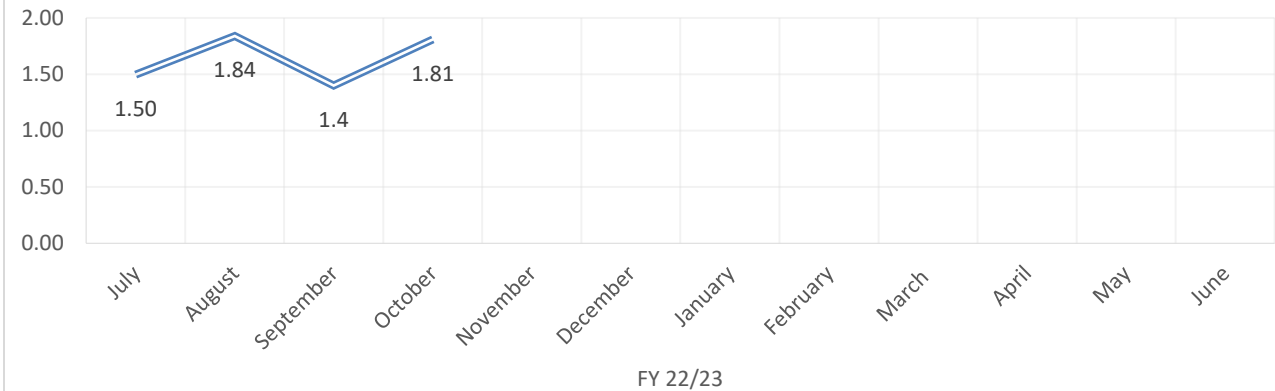


#### Productivity:

Productivity increased in October compared to September. October reported productivity of 1.81 ADA passengers per revenue hour which was higher than September's 1.40 ADA passengers per revenue hour.

Under the current contract, the new performance standard is set to 1.50 ADA Passengers per revenue hour.

## ADA PASSENGERS PER REVENUE HOUR

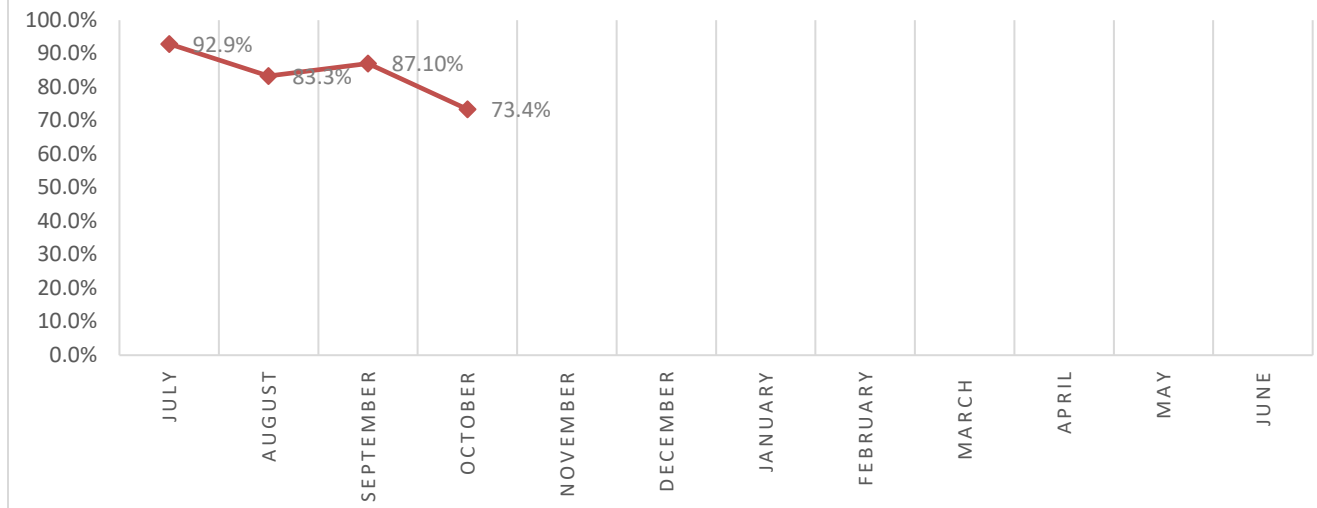


**On-time Performance:**

On time performance in the month of October reflects a decrease from the prior month from 86.5% on time performance in September to the current 73.4% for October.

This noted decrease is largely attributed to the spike in ridership, as more riders accessed the October Free Ride Promotion, coupled with a driver shortage. The established on-time performance objective is to operate a service wherein 92% of trips are reported as on time.

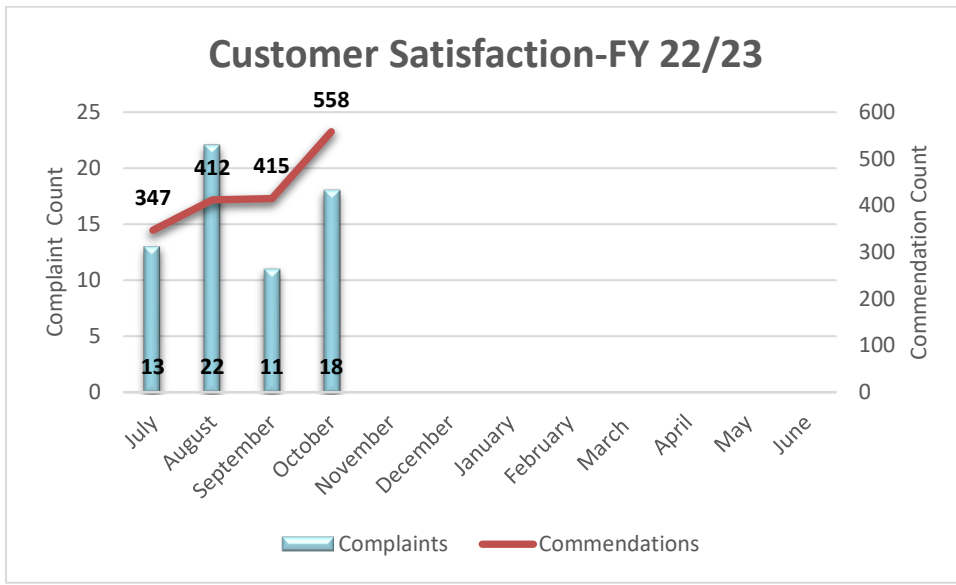
## ON TIME PERFORMANCE-FY 22/23



**Customer Satisfaction:**

There was a noted increase in complaints from August to September. The 18 complaints received in October were largely attributed to issues with late pick up time. The remaining 5 were associated with an issue with Scheduling and Drivers.

Commendations continue to remain high; we received a total of 558 in October 143 a significant increase from September's of 415.



**Safety:**

There were no accidents in the months of October.

The main area of focus for improvement in the contractor’s performance is in the on-time performance criteria.

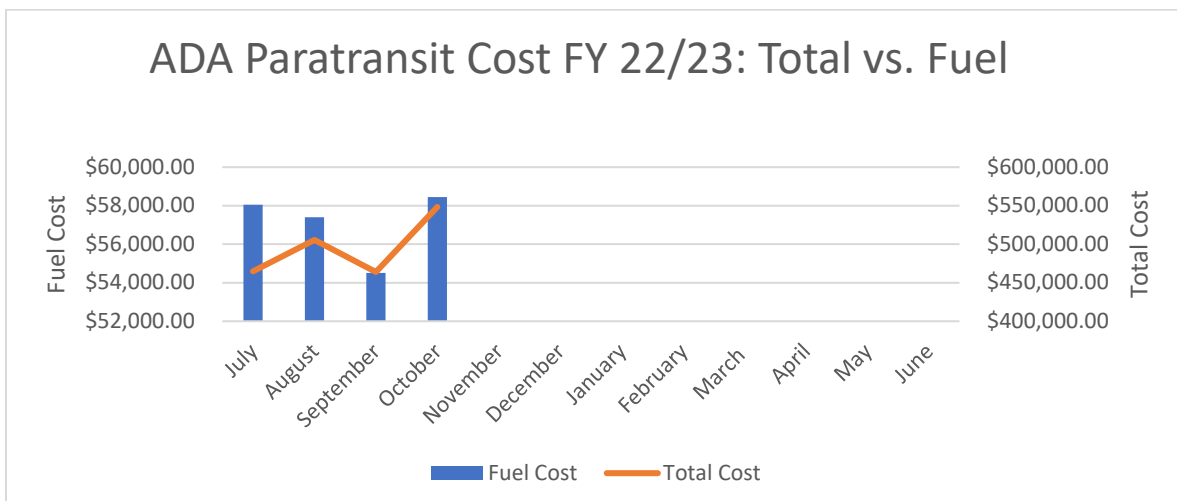
**Additional updates:**

None.

**Financial Implications:**

A preliminary un-audited total of \$ 548,385.60 was spent for October’s ADA paratransit services, an increase from the \$ 463, 917.83 spent in September.

Fuel cost has increased- October had a reported \$58,439.44 cost for fuel.



**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: October 2022 MOP \*pre-audited

CCCTA PARATRANSIT  
Performance Report: 10/01 through 10/31/2022

LINK and BART Statistics

FY 22/23      Variance      FY 21/22      YTD 22/23  
October      from Goal      October

<b>Ridership Statistics</b>					
1	ADA Passengers	7,075		5,412	24,991
2	Companions	56		31	155
3	*Personal Care Assistants	637		487	2074
4	One Seat Passengers	1,315		737	4,718
5	Total Passengers	9,083		6,667	31,938
<b>Scheduling Statistics</b>					
6	Total Number of No Shows & Late Cancels	907		761	3,431
7	Total number of Cancellations	448		357	1,903
8	Same Day Trips	153		128	576
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	58		16	206
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>					
11	Revenue Hours	3,910.93		4,490.00	11,461.64
12	ADA Passengers per RVHr.	1.81		1.23	2.18
13	Average Trip Length (miles)				
14	Average Ride Duration (minutes)				
15	Total Cost per ADA Passenger	\$ 77.51		\$ 94.79	\$ 81.71
16	*Service Miles	89,818.00		73,252	182,762
17	Billable Service Hours	5,427.60		6,602.23	13,735.61
18	Fuel Cost	\$ 58,439.44		\$ 31,844.14	\$ 169,949.64
19	Total Cost	\$ 548,385.60		\$ 513,020.85	\$ 2,042,110.63
<b>On Time Performance</b>					
<b>Standard Goal = 90%; Incentive Goal = 92%</b>					
20	Percent on-time	73.4%		94.4%	84.2%
21	Arrived 15-29 minutes past window	701		99	1545
22	Arrived 30-59 minutes past window	417		43	796
23	Arrived 60 minutes past window	74		7	116
24	Total Missed Trips	6		3	13
25	Transfer Trips	356		257	861
<b>One Seat Pilot Data</b>					
26	*Total Trips	1,315		737	4,718
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 18,997.32		\$ 10,849.38	\$ 92,842.98
28	*Non-CCCTA Miles (Agency Miles)	12,550.00		7,401.61	48,800.99
29	*Non-CCCTA Revenue Hours	434.79		220.78	1,688.19
30	*Total Revenue Hours	863.26		454.26	3,303.74
31	*Total Fare Collected	\$ 3,004.25		\$ 3,052.00	\$ 16,331.00
32	*Non-CCCTA Fare Collected	\$ 2,538.00		\$ 1,857.50	\$ 9,500.00
<b>Customer Service</b>					
<b>Complaint Standard Goal = 2/1,000 passengers</b>					
33	Total Complaints	18		9	64
34	Timeliness	13		4	54
35	Driver Complaints	3		2	3
36	Equipment / Vehicle	0		1	1
37	Scheduling/Staff Skill	2		2	6
38	Commendations	558		0	1,732
39	Ave. wait time in Queue for reservation	0:03:16		0:00:27	0:02:55
40	Ave. wait time in Queue for customer service	0:02:09		0:00:31	0:01:54
<b>Safety &amp; Maintenance</b>					
<b>Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>					
41	Total accidents per 100,000 miles	0.00		0.72	0.00
42	Roadcalls per 100,000 miles	0.00		1	0
<b>Eligibility Statistics</b>					
44	*Total ADA Riders in Data Base	1,678		1,807	2,043
45	*Total Certification Determinations	123		145	447
46	*Initial Denials	0		-	0
47	*Denials Reversed	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: 11/23/2022