

To: Operations & Scheduling Committee

Date: 4/26/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –March 2023

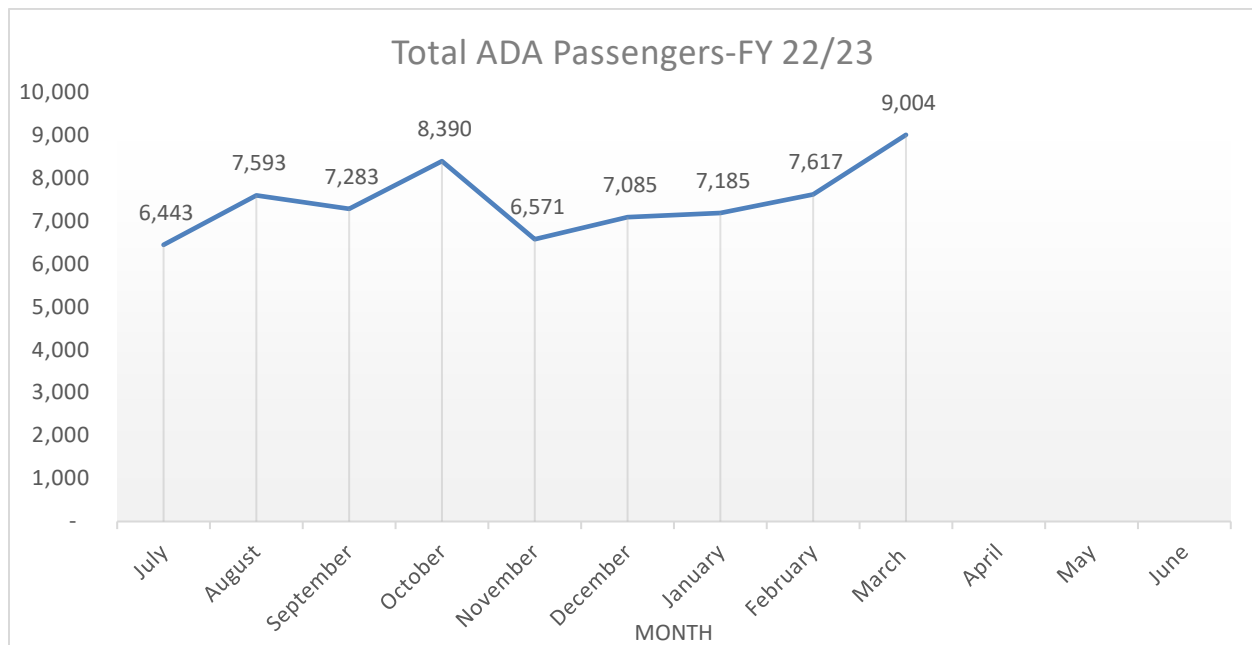
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of March 2023.

March 2023 Performance Report:

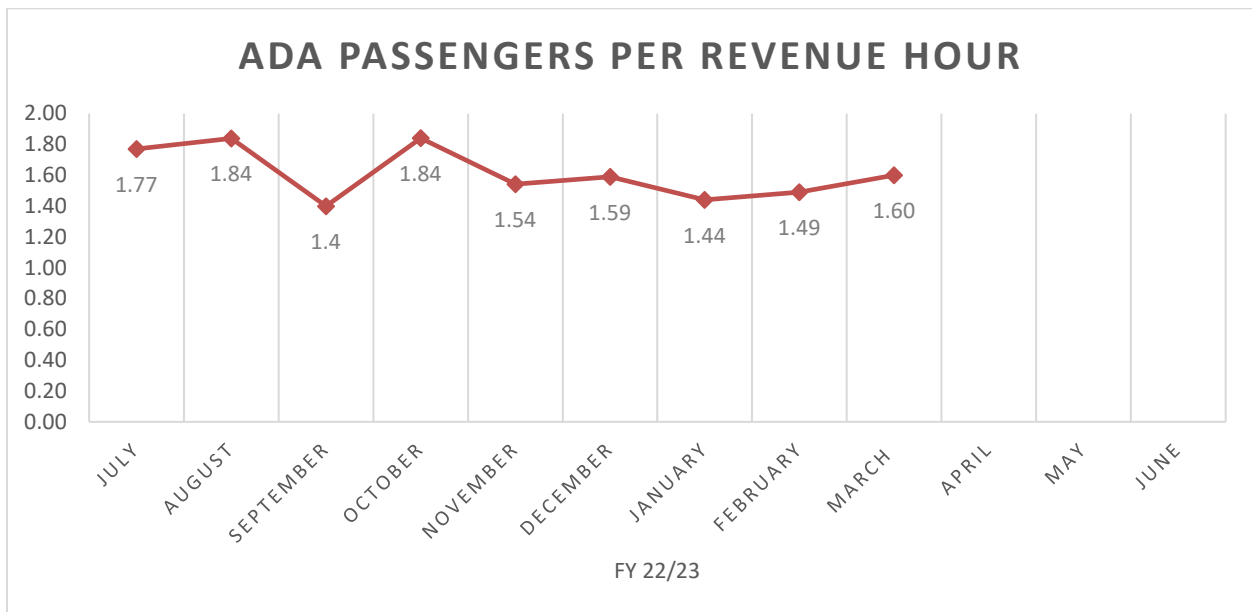
Ridership:

The total reported number of ADA passenger trips in March was 9,004; 1,387 more trips than in February. The total reported number of ADA Passengers reported in March of 2023 is approximately 75% of pre-pandemic ridership levels (March 2019). This increase in ridership may be attributed to a sudden change in weather conditions making it more amenable for passengers to venture out.



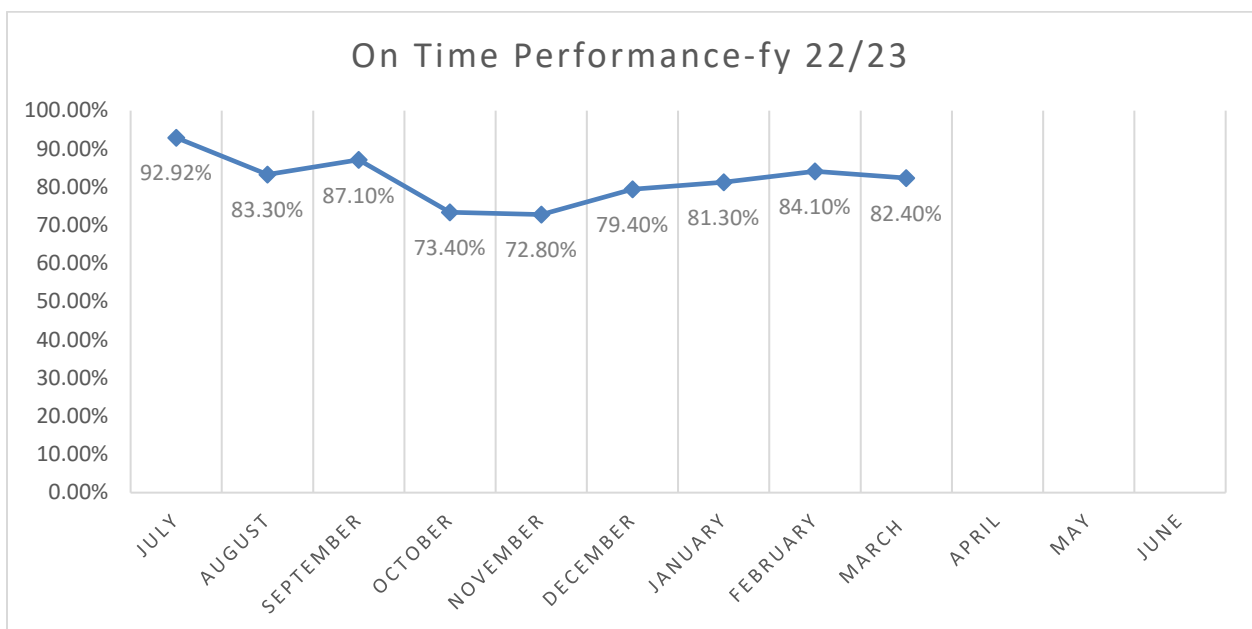
Productivity:

March reported productivity of 1.60 ADA passengers per revenue hour which was an increase from the reported 1.49 ADA Passengers/Rev Hr. in February. This exceeds the performance standard of 1.50.



On-time Performance:

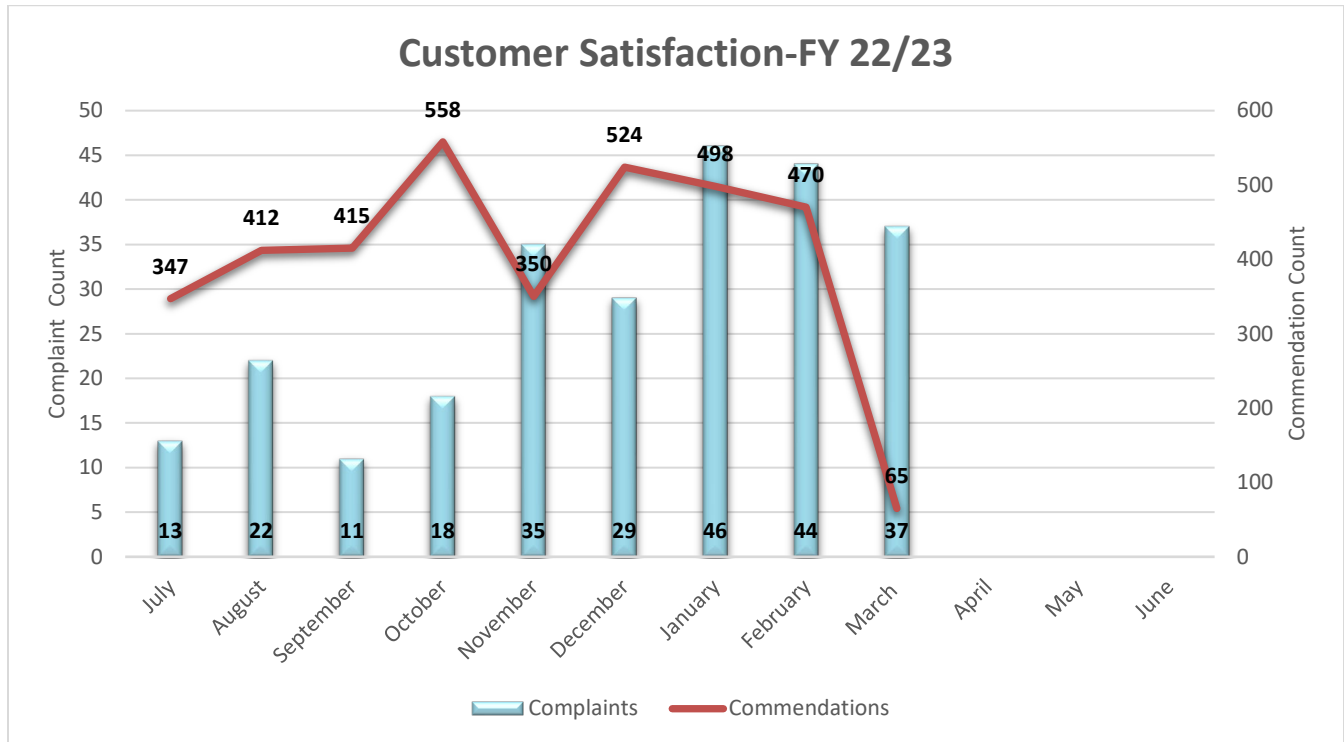
In March, our on-time performance decreased to 82.4% from 84.1% in February. This is due to increased ridership and the need to hire more drivers while maximizing all available resources. However, our goal remains to achieve a standard of 92% on-time performance. To meet this objective, our LINK paratransit contractor, Transdev, has implemented several measures. They conduct monthly on-site job fairs, provide extensive training to newly hired drivers without a commercial license to obtain one, and have added sedans to their sub-contractor's fleet to increase both fleet and driver pool demands. Additionally, new technology features and reports will be rolled out to improve efficiency.



Customer Satisfaction:

There was a slight decrease in complaints from February to March. The 37 complaints received in March were largely attributed to issues with timeliness as reflected by a total of 27 complaints. The remaining complaints were associated with issues with scheduling/staff skill (4 total), equipment (3 total) and driver complaints (3 total).

The unaudited total number of commendations received for March was 65. This is a tentative number that does not include the total number of commendations received via the MyTransit mobile app ratings feature.



Safety:

There were no accidents in the month of March.

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

Additional updates:

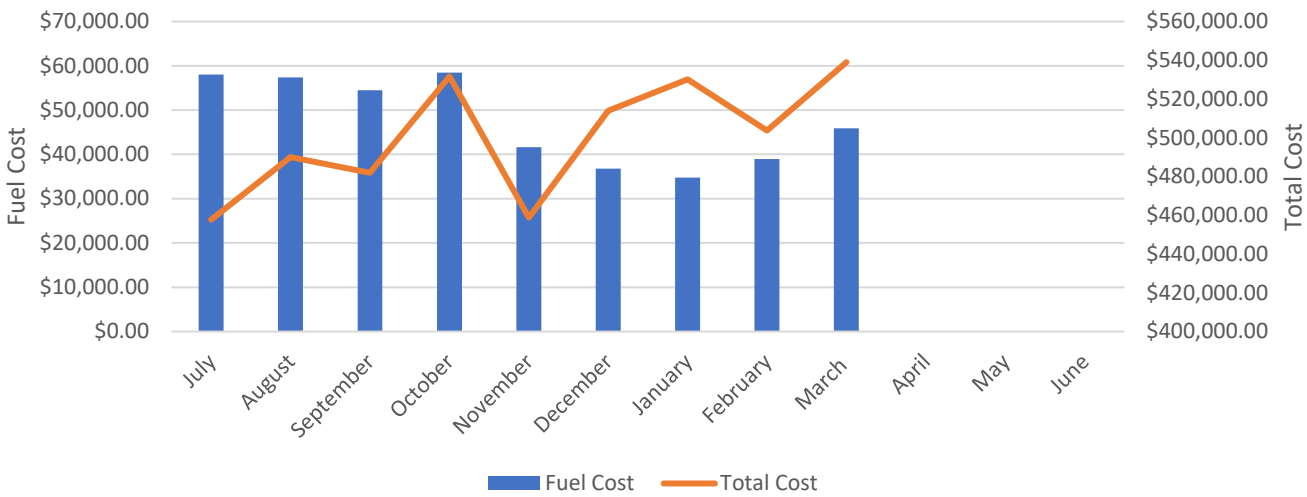
None.

Financial Implications:

An unaudited, preliminary total of \$538,977.70 was spent for March’s ADA paratransit services, an increase from the \$503,717.48 spent in February.

Fuel costs have slightly increased, as demonstrated from the \$38,974.76 spent for the month of February to a reported \$,45,922.11 spent in March.

ADA Paratransit Cost FY 22/23: Total vs. Fuel



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: March 2023 MOP *pre-audited

CCCTA PARATRANSIT

Performance Report: 2/01 through 2/28/2023

LINK and BART Statistics

FY 22/23
March

Variance
from Goal

FY 21/22
March

YTD 22/23

Ridership Statistics				
1	ADA Passengers	7 707	5 727	50 135
2	Companions	84	41	499
3	*Personal Care Assistants	460	487	4571
4	One Seat Passengers	1 297	201	10 677
5	Total Passengers	9 548	6 456	65 882
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	471	864	7 281
7	Total number of Cancellations	1 991	478	5 654
8	Same Day Trips	93	167	965
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	27	54	405
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	4 831,97	4 178,24	27 324,01
12	ADA Passengers per RVHr.	1,60	1,37	1,83
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 69,93	\$ 90,13	\$ 89,92
16	*Service Miles	110 806,00	63 861,42	752 023
17	Billable Service Hours	6 580,30	6 425,85	41 728,71
18	Fuel Cost	\$ 45 922,11	\$ 43 901,83	\$ 391 663,04
19	***Total Cost	\$ 538 977,70	\$ 516 185,47	\$ 4 508 337,37
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
20	Percent on-time	82,4%	96,5%	81,9%
21	Arrived 15-29 minutes past window	495	68	4 161
22	Arrived 30-59 minutes past window	308	23	2 045
23	Arrived 60 minutes past window	63	0	391
24	Total Missed Trips	5	0	57
25	Transfer Trips	409	232	2 845
One Seat Pilot Data				
26	*Total Trips	1 297	838	10 643
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 23 886,52	\$ 11 581,44	\$ 169 698,27
28	*Non-CCCTA Miles (Agency Miles)	15 317,84	8 554,02	109 764,61
29	*Non-CCCTA Revenue Hours	973,53	247,43	4 257,50
30	*Total Revenue Hours	482,26	484,33	7 004,92
31	*Total Fare Collected	\$ 4 431,75	\$ 3 662,50	\$ 36 245,23
32	*Non-CCCTA Fare Collected	\$ 2 555,75	\$ 2 120,50	\$ 17 816,75
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	37	7	255
34	Timeliness	27	4	173
35	Driver Complaints	3	3	32
36	Equipment / Vehicle	3	0	7
37	Scheduling/Staff Skill	4	0	43
38	Commendations	65	414	2 645
39	Ave. wait time in Queue for reservation	0:02:55	0:02:42	0:02:52
40	Ave. wait time in Queue for customer service	0:00:44	0:02:02	0:00:49
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
41	Total accidents per 100,000 miles	0,00	0,00	0,00
42	Roadcalls per 100,000 miles	1,80	0	0,40
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1 678	1 760	2 535
45	*Total Certification Determinations	96	115	939
46	*Initial Denials	1	0	1
47	*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

***Total Cost estimated at 7% increase over prior month, based 13% increase in revenue hours.

Transdev G.M.

[Handwritten signature] Johanna Duran

Data is currently not available

Date: 4/25/2023

[Handwritten date] 4/26/2023