

## INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 09/25/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *Rf*

**SUBJECT: LINK Paratransit Executive Summary Report - August 2023**

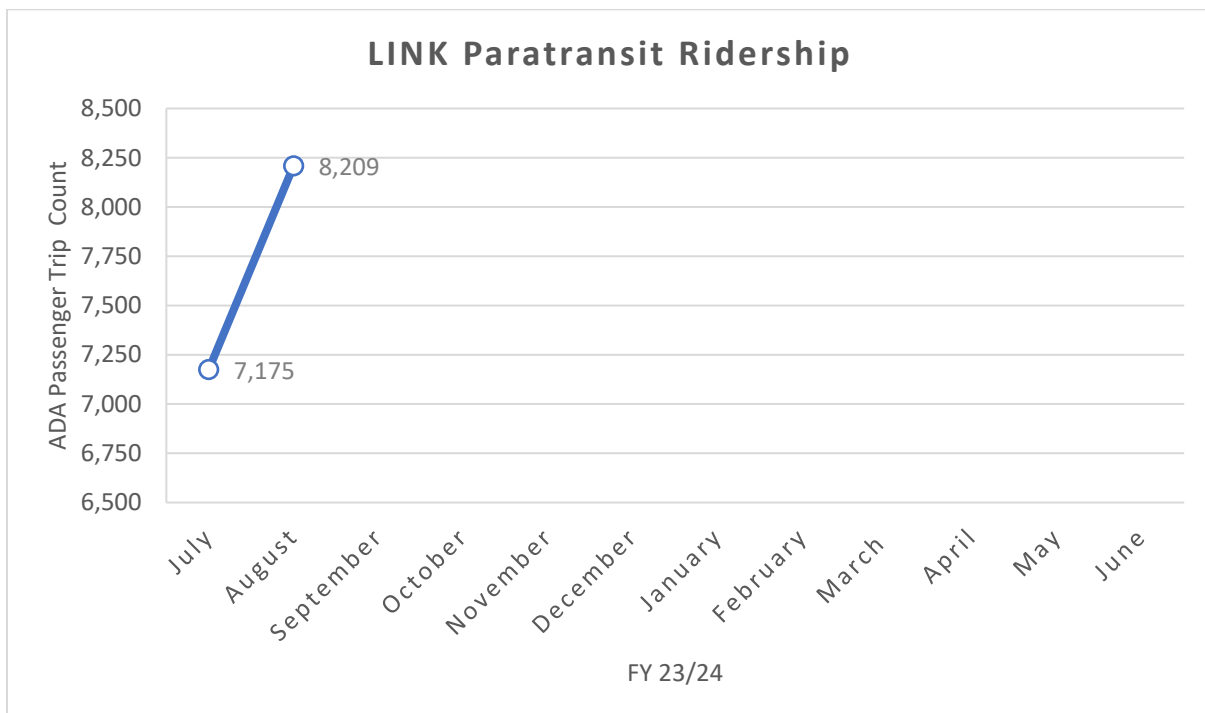
### Background:

County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of August 2023.

### August 2023 Performance Report:

#### Ridership:

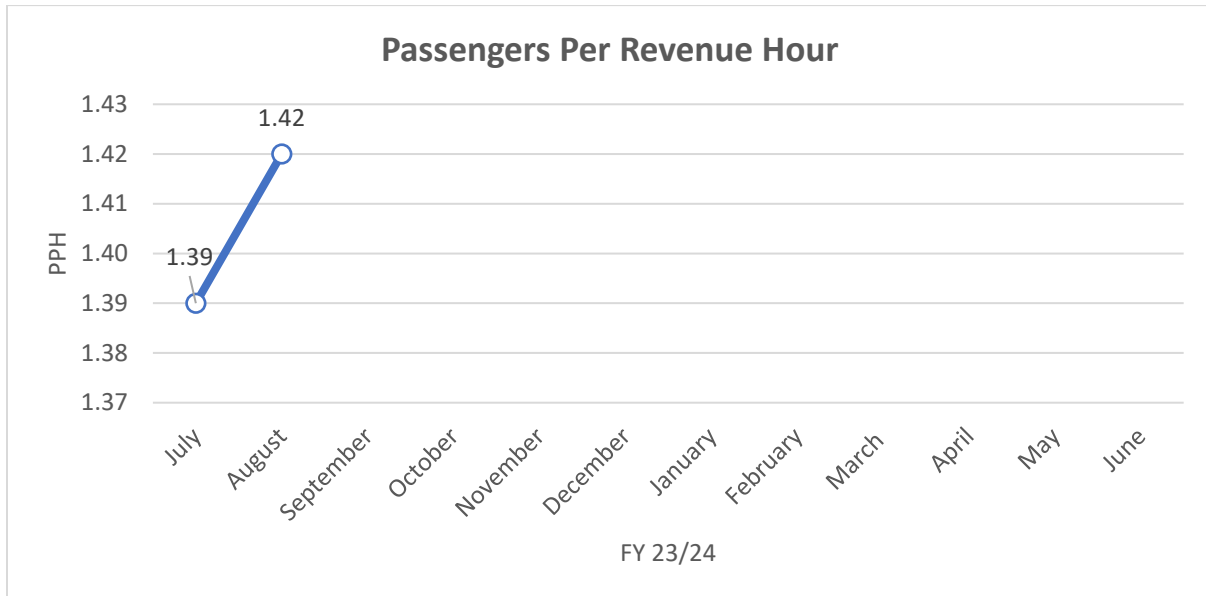
The total reported number of ADA passenger trips in August was 8,209 - the highest reported trip count to date since the start of the COVID-19 pandemic; July reported a total of 7,175. The increase is typical as many academic programs return from the summer recess, including schools and other Adult Day Programs. The total reported number of ADA Passengers reported in August of 2023 accounts for approximately 70% of pre-pandemic ridership levels (August 2019).



\* Data does not include One Seat Regional Ride trips

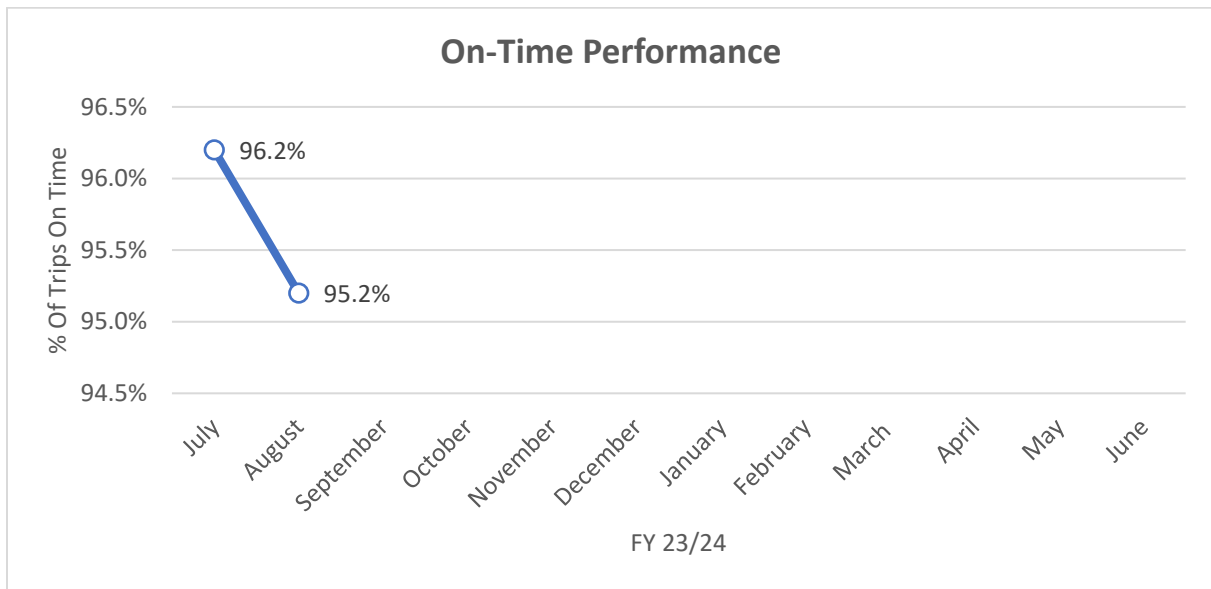
Productivity:

August reported an average of 1.42 ADA passengers per revenue hour. This was an increase from the prior month of July, which had a reported 1.39 ADA passengers per revenue hour. This does not include escorts or attendants. The standard set for the LINK Paratransit service is to maintain a minimum of 1.5 ADA passengers per revenue hour.



On-time Performance:

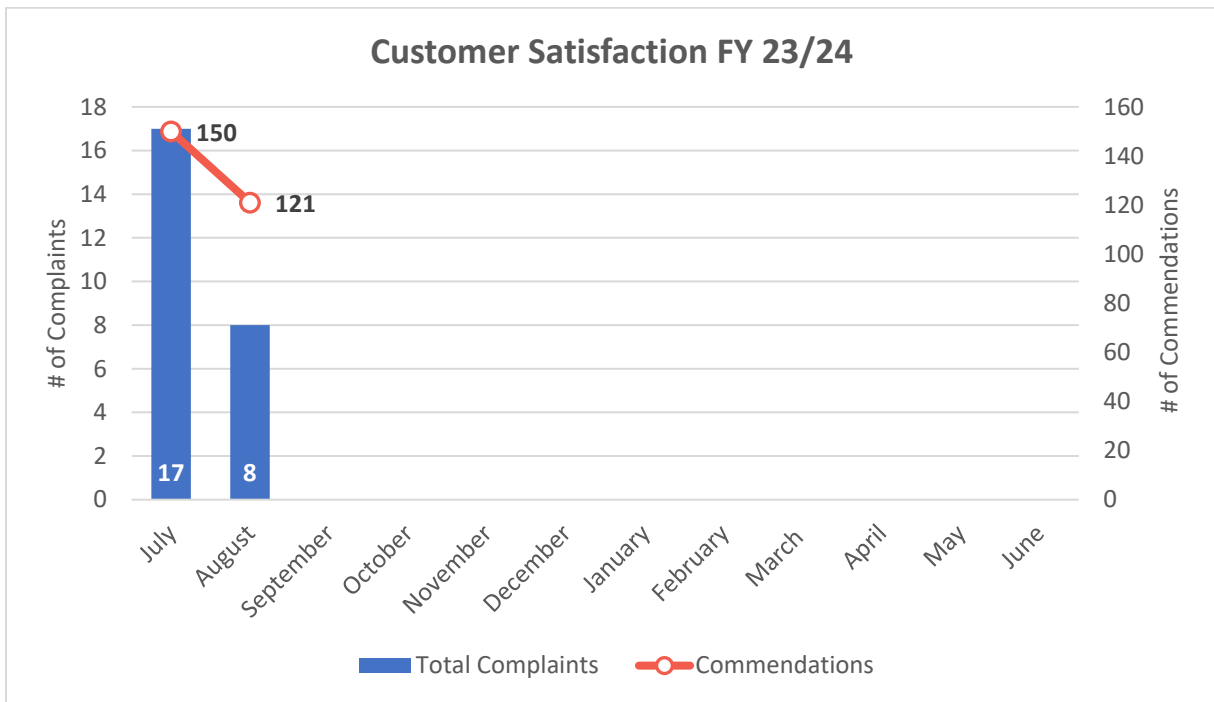
August trips reported an average on-time performance of 95.2% - a slight decrease in on-time performance compared to the prior month, in which 96.2% of the total trips performed on time. Despite the slight decrease, performance in August continues to be a step in the right direction as on-time performance is an indicator of the quality of the service. County Connection holds a standard of 92% and the last two months reflect performance that exceeds the standard. As a result, Transdev for the second time since assuming the beginning of this fiscal year will receive an incentive.



**Customer Satisfaction:**

There continues to be a decrease in the complaints trend for the LINK Paratransit service. There was a total of eight (8) complaints received in August, five (5) of which were attributed to issues of timeliness. The remaining three (3) are attributed to issues with the driver skill and scheduling/staff skill. To address the issues related to driver skills, LINK Paratransit management provides individual, as well as group refresher training on current issues. They have also incorporated certain passengers that have experienced issues and who are willing to join as guest speakers in the monthly safety meetings.

The total number of commendations received in August was 121. The majority of the commendations received are attributed to satisfaction with the performance of the driver with passengers often citing the driver’s attention to safety as well as their courtesy. The other two categories of commendations include satisfaction with the timeliness of the ride and an overall satisfaction with the LINK Paratransit experience.

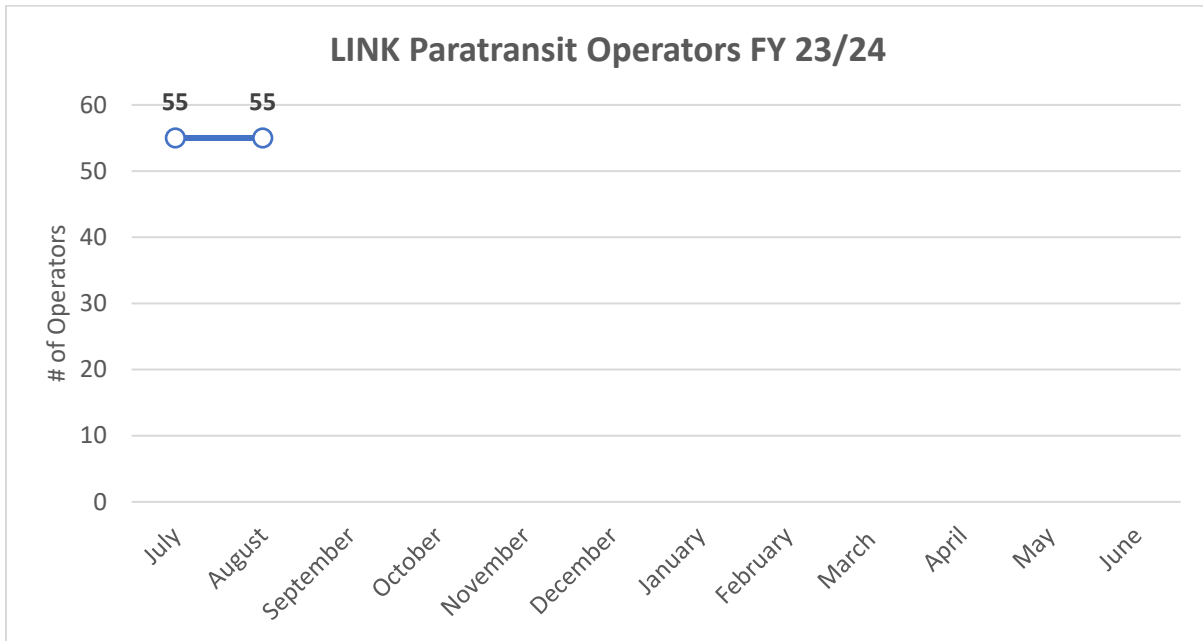


**Safety:**

There was one reported preventable accident in the month of August which equates to an accident ratio of 0.91 preventable accidents per 100,000 miles. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

**Staffing:**

There was a reported total of 55 drivers who comprise the driver pool to operate LINK Paratransit routes for the month of August. Of these, five (5) drivers are on a leave of absence. Ongoing measures have been taken to increase the driver pool to meet current and forecasted ridership increases. Some of the measures taken by Transdev to bolster the driver pool are: on-site job fairs, sign-on bonuses and referral bonuses, and on-site training for newly hired class C drivers to obtain their commercial license with passenger endorsements.

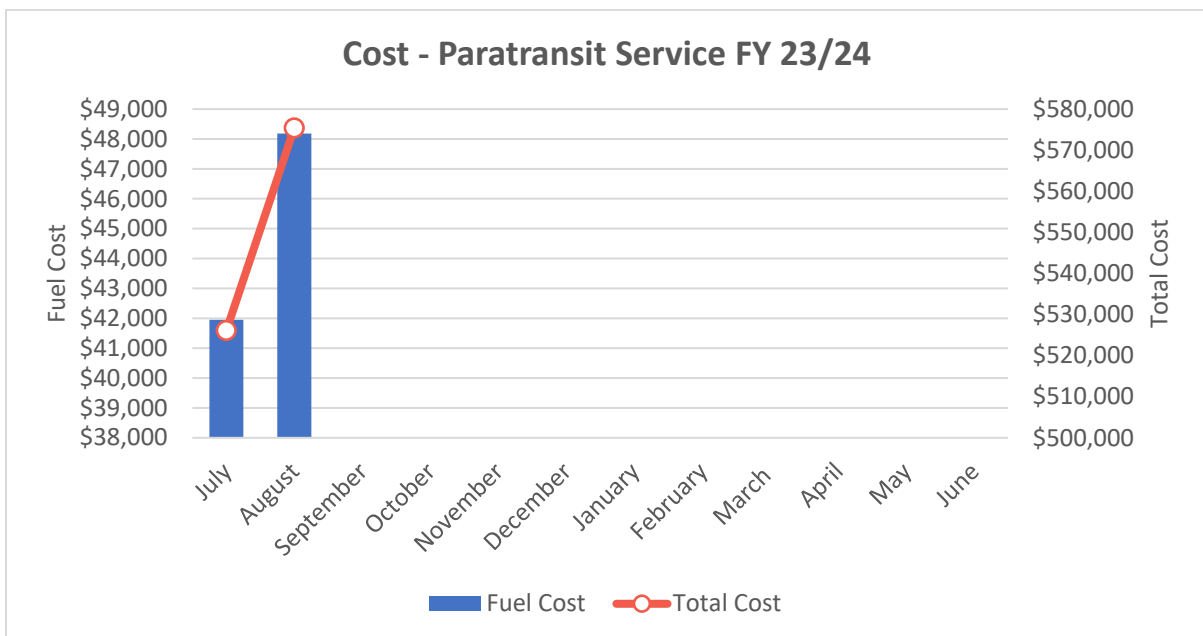


**Financial Implications:**

A preliminary un-audited total of \$575,439 was spent for August’s ADA paratransit service. This reflects an increase from July’s total reported at \$526,139.

Fuel costs have increased, as demonstrated from the \$41,951 spent for the month of July to a reported \$48,181 spent in August.

Overall, the increase in total cost is correlated with increased ridership coupled with rising fuel costs.



**Recommendation:**

None, for Information only.

**Additional updates:**

The main area of focus for improvement in the contractor's performance is to increase productivity as well as to continue to provide a reliable service as indicated by the on-time performance.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: August 2023 MOP

CCCTA PARATRANSIT

Performance Report: 8/01 through 8/31/2023

LINK and BART Statistics FY 23/24 August Variance from Goal FY 22/23 August YTD 23/24

<b>Ridership Statistics</b>				
1	ADA Passengers	8,209	6,355	15,384
2	Companions	27	41	93
3	*Personal Care Assistants	493	472	971
4	One Seat Passengers	1,323	1,238	2,549
5	Total Passengers	10,052	8,106	18,997
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	281	904	655
7	Total number of Cancellations	1,061	529	2,208
8	Same Day Trips	130	122	229
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	16	60	24
<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	5,719.75	3,454.90	10,871.74
12	ADA Passengers per RVHr.	1.44	1.84	1.42
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 70.10	\$ 77.12	\$ 72.08
16	*Service Miles	110,210.00	58,680.98	209,534
17	Billable Service Hours	6,757.10	5,049.06	12,812.30
18	Fuel Cost	\$ 48,181.35	\$ 57,398.39	\$ 90,133.25
19	Total Cost	\$ 575,439.60	\$ 490,073.33	\$ 1,108,944.28
<b>On Time Performance Standard Goal = 92% 2 months in a row incentive</b>				
20	Percent on-time	95.2%	83.3%	96.2%
21	Arrived 15-29 minutes past window	184	375	300
22	Arrived 30-59 minutes past window	96	191	142
23	Arrived 60 minutes past window	8	26	18
24	Total Missed Trips	8	3	13
25	Transfer Trips	555	287	979
<b>One Seat Pilot Data</b>				
26	*Total Trips	1,323	1,238	2,549
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 30,391.04	\$ 32,820.76	\$ 48,844.46
28	*Non-CCCTA Miles (Agency Miles)	15,349.09	13,769.22	29,504.83
29	*Non-CCCTA Revenue Hours	494.06	490.63	920.88
30	*Total Revenue Hours	974.13	962.64	2,249.05
31	*Total Fare Collected	\$ 4,694.75	\$ 4,819.25	\$ 9,243.00
32	*Non-CCCTA Fare Collected	\$ 2,783.75	\$ 2,548.25	\$ 5,406.00
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>				
33	Total Complaints	8	22	25
34	Timeliness	5	21	16
35	Driver Complaints	2	0	4
36	Equipment / Vehicle	0	1	0
37	Scheduling/Staff Skill	1	0	7
38	Commendations	121	412	271
39	Ave. wait time in Queue for reservation/dispatch/scheduling	2:43		2:43
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>				
41	Total accidents per 100,000 miles	0.91	0.00	0.91
42	Roadcalls per 100,000 miles	0.91	0	0.91
<b>Eligibility Statistics</b>				
44	*Total ADA Riders in Data Base	1,742	1,682	3,481
45	*Total Certification Determinations	64	101	145
46	*Initial Denials	0	0	0
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  
 \*The YTD Accident is currently being audited

Transdev G.M.: *Laura Corona*

Date: 9/15/2023

## INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 10/20/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RNF*

**SUBJECT: LINK Paratransit Executive Summary Report - September 2023**

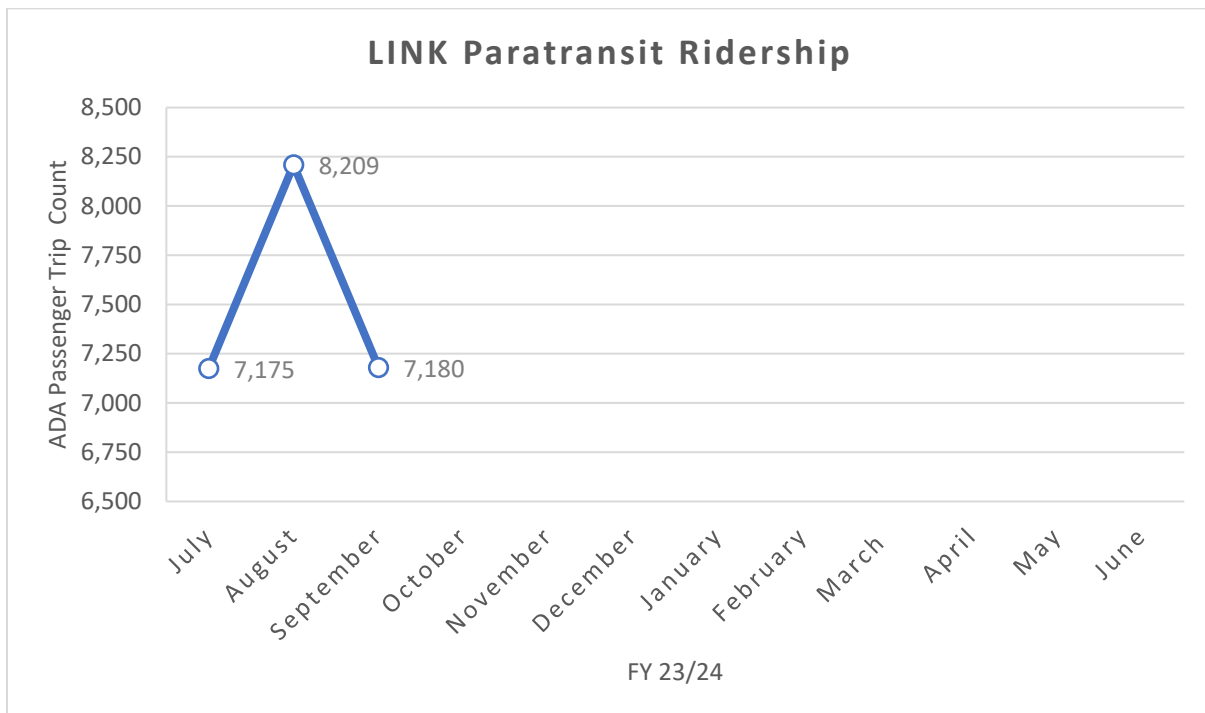
### Background:

County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of September 2023.

### September 2023 Performance Report:

#### Ridership:

The total reported number of ADA passenger trips in September was 7,180. August reported a total of 8,209. The decrease is primarily attributed to academic programs returning from the summer recess earlier in the calendar year. The total reported number of ADA Passengers reported in September of 2023 accounts for approximately 60% of pre-pandemic ridership levels (September 2019).

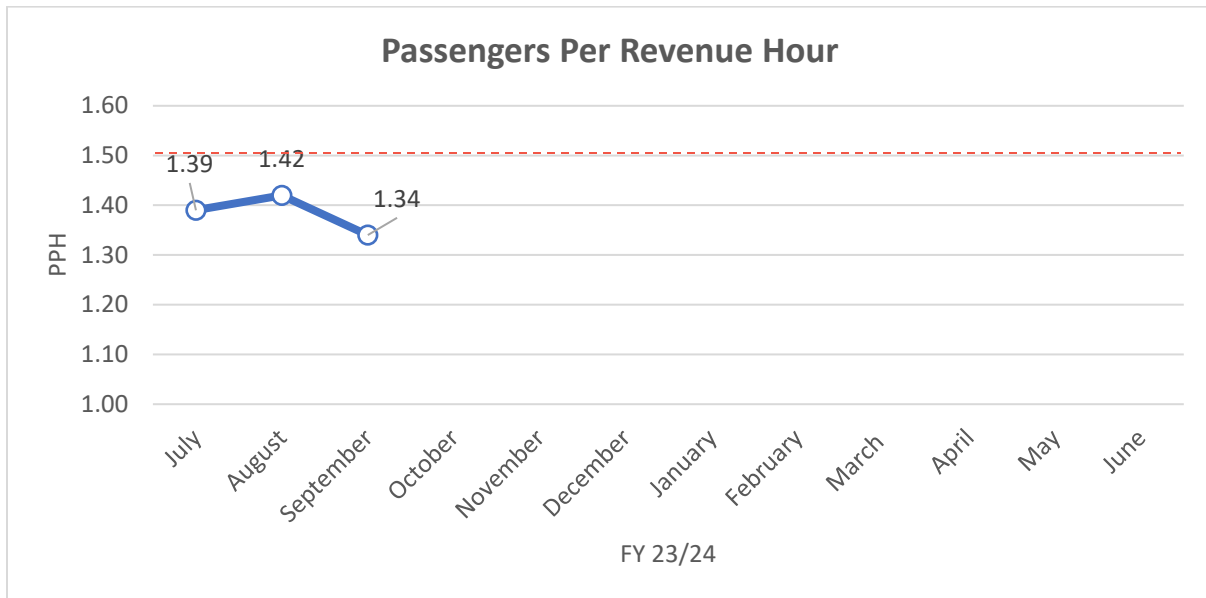


\* Data does not include One Seat Regional Ride trips



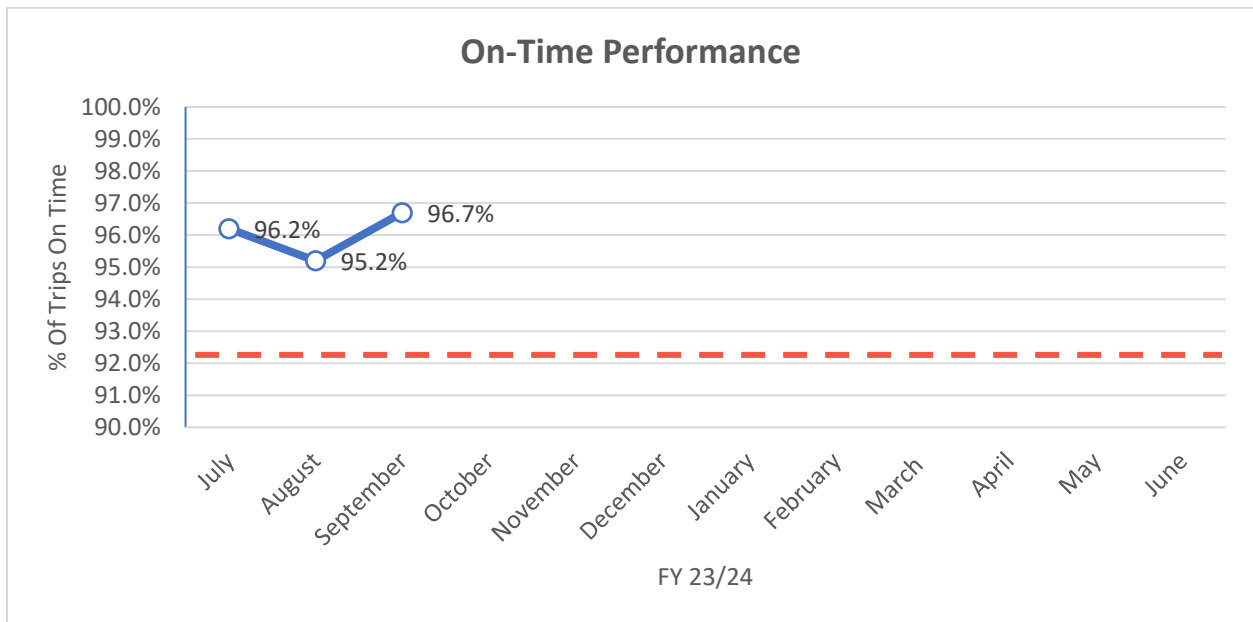
**Productivity:**

In September, the average number of ADA passengers per revenue hour stood at 1.34, marking a decline compared to August, when the figure was 1.42 ADA passengers per revenue hour, excluding escorts or attendants. It's worth noting that the LINK Paratransit service's established benchmark is to uphold a minimum of 1.5 ADA passengers per revenue hour. To enhance productivity and meet this standard, strategies to increase ridership and efficiency may need to be considered. Currently, the contractor has continued working on scheduling efficiencies through providing more comprehensive training to scheduling staff and input gathering from operators on areas for improvement in route efficiencies.



**On-time Performance:**

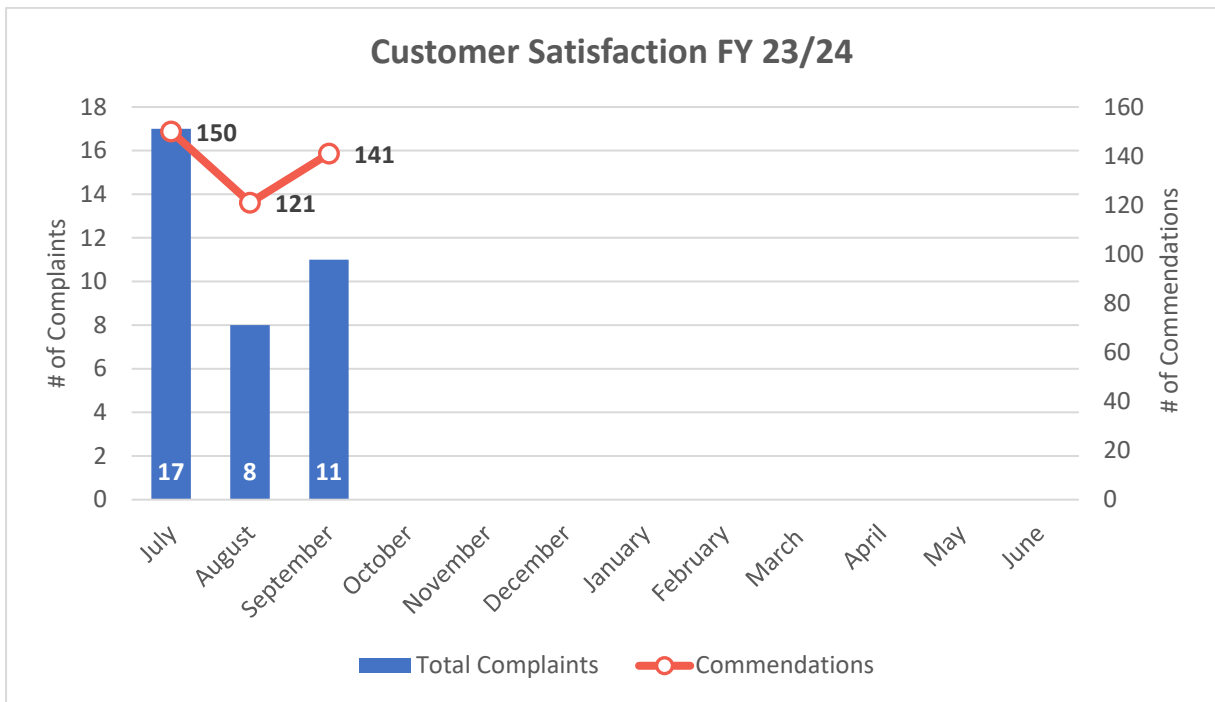
In the month of September, the average on-time performance for trips reached an impressive 96.7%. This figure signifies an improvement in on-time performance when compared to the preceding month, which achieved a 95.2% on-time rate for all trips. The performance exhibited in September signifies a positive trajectory, aligning with the commitment to service quality. It's noteworthy that County Connection's established standard stands at 92%, and the past three months have consistently demonstrated performance surpassing this benchmark.



**Customer Satisfaction:**

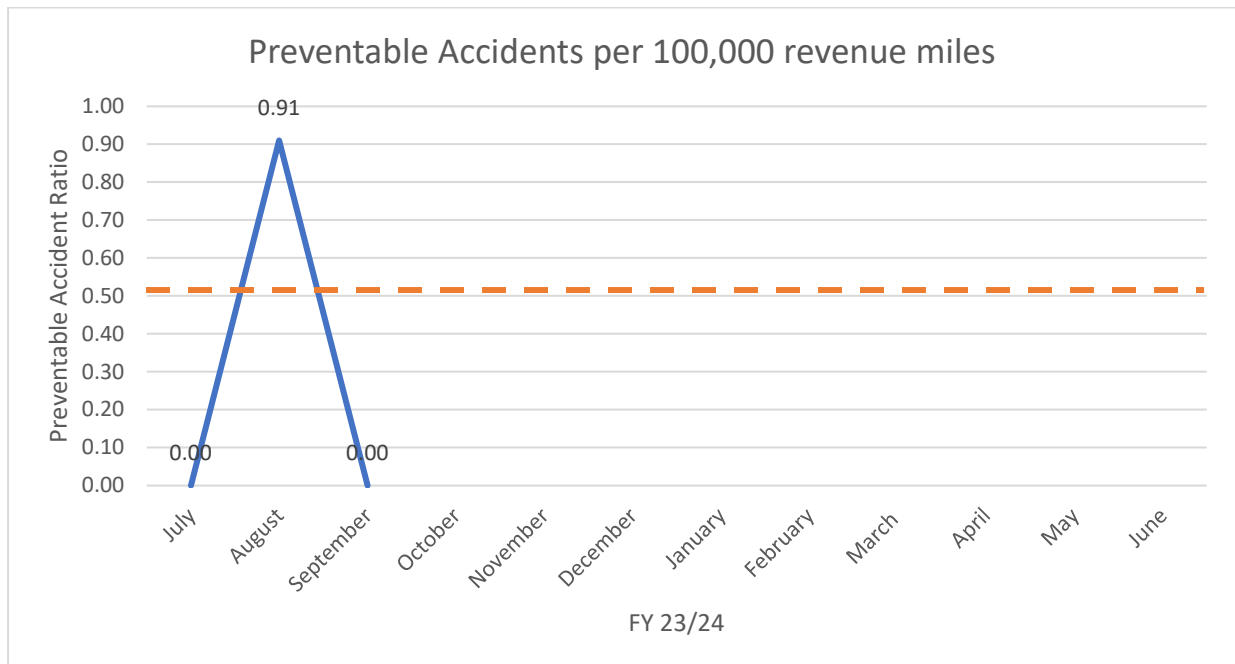
In September, a total of eleven (11) complaints were registered, with ten (10) linked to timeliness issues and the remaining one (1) attributed to driver skill concerns. The majority of the complaints related to timeliness are attributed to longer than anticipated travel times during peak travel time frames. In response to driver skill concerns, the LINK Paratransit management has implemented various initiatives, including individual and group refresher training sessions addressing current issues. Furthermore, they have enlisted willing passengers who have encountered problems as guest speakers in the monthly safety meetings.

For commendations, the service received a total of 141 in September. A significant portion of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy. Additionally, commendations were received in two other categories: timeliness of rides and overall satisfaction with the LINK Paratransit experience.



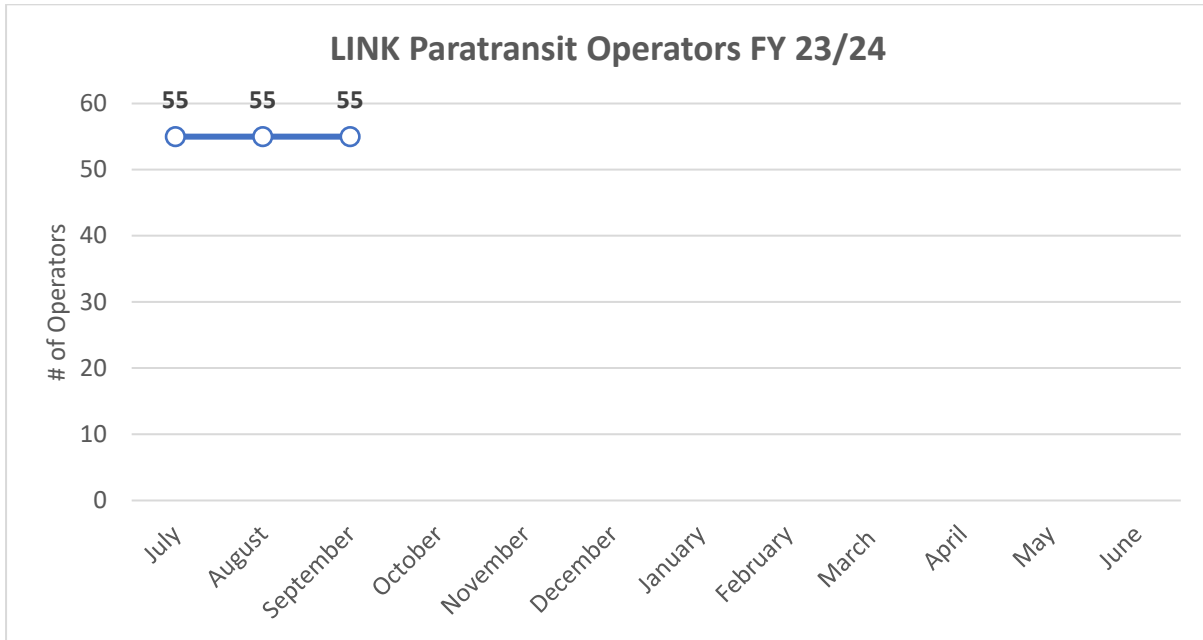
**Safety:**

There were no reported preventable accidents in the month of September. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.



Staffing:

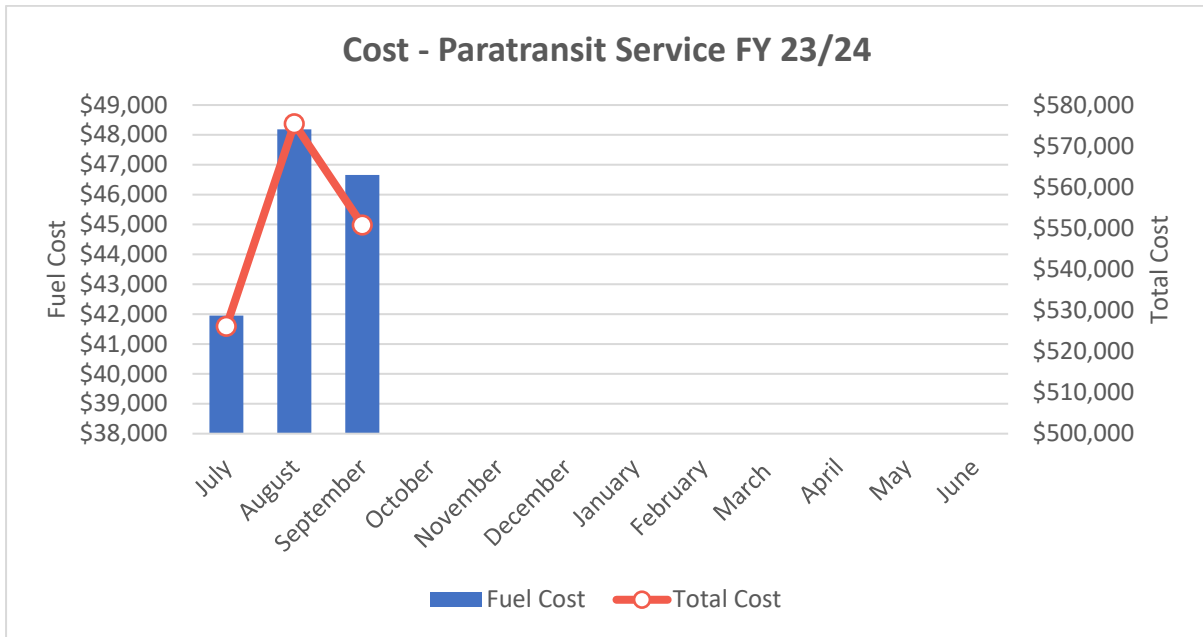
For the month of September, LINK Paratransit had a total of 55 drivers available to operate routes. Out of this group, five (5) drivers were on leave of absence. In response to the need for an expanded driver pool to accommodate both current and anticipated increases in ridership, Transdev has implemented various strategies. These measures include organizing on-site job fairs, offering sign-on bonuses and referral bonuses, and providing on-site training to assist newly hired Class C drivers in obtaining their commercial license with passenger endorsements.



**Financial Implications:**

A preliminary un-audited total of \$550,772 was spent in September for LINK paratransit service. This reflects an increase from August’s total reported at \$575,439.

Fuel costs have decreased, as demonstrated from the \$48,181 spent for the month of August to a reported \$46,655 spent in September.



**Recommendation:**

None, for Information only.

**Additional updates:**

The main area of focus for improvement in the contractor’s performance is to increase productivity.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: September 2023 MOP

CCCTA PARATRANSIT

Performance Report: 9/01 through 9/31/2023

LINK and BART Statistics

FY 23/24    September    Variance from Goal    FY 22/23 September    YTD 23/24

<b>Ridership Statistics</b>					
1	ADA Passengers	7,180		6,151	22,564
2	Companions	47		22	140
3	*Personal Care Assistants	415		499	1386
4	One Seat Passengers	1,234		1,132	3,783
5	Total Passengers	8,876		7,804	18,997
<b>Scheduling Statistics</b>					
6	Total Number of No Shows & Late Cancels	423		832	1,078
7	Total number of Cancellations	1,065		450	3,273
8	Same Day Trips	156		193	385
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	20		47	44
<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	5,364.79		4,390.32	16,236.53
12	ADA Passengers per RVHr.	1.34		1.40	1.39
13	Average Trip Length (miles)				
14	Average Ride Duration (minutes)				
15	Total Cost per ADA Passenger	\$ 69.64		\$ 78.35	\$ 71.31
16	*Service Miles	100,858.00		63,895.00	310,392
17	Billable Service Hours	6,262.00		4,390.32	19,074.30
18	Fuel Cost	\$ 46,655.88		\$ 54,503.73	\$ 136,789.13
19	Total Cost	\$ 500,000.57		\$ 481,903.33	\$ 1,608,944.85
<b>On Time Performance</b>					
<b>Standard Goal = 92% 2 months in a row incentive</b>					
20	Percent on-time	96.7%		87.1%	96.4%
21	Arrived 15-29 minutes past window	112		321	412
22	Arrived 30-59 minutes past window	43		120	185
23	Arrived 60 minutes past window	6		9	24
24	Total Missed Trips	0		3	13
25	Transfer Trips	497		303	1,476
<b>One Seat Pilot Data</b>					
26	*Total Trips	1,234		1,132	3,783
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 26,316.20		\$ 18,028.62	\$ 75,160.66
28	*Non-CCCTA Miles (Agency Miles)	13,745.34		11,776.49	43,250.17
29	*Non-CCCTA Revenue Hours	427.56		408.34	1,348.44
30	*Total Revenue Hours	851.02		788.38	3,100.07
31	*Total Fare Collected	\$ 4,527.75		\$ 4,297.00	\$ 13,770.75
32	*Non-CCCTA Fare Collected	\$ 2,720.50		\$ 2,197.00	\$ 8,126.50
<b>Customer Service</b>					
<b>Complaint Standard Goal = 2/1,000 passengers</b>					
33	Total Complaints	11		11	36
34	Timeliness	10		8	26
35	Driver Complaints	1		0	5
36	Equipment / Vehicle	0		0	0
37	Scheduling/Staff Skill	0		3	7
38	Commendations	141		415	412
39	Ave. wait time in Queue for reservation/dispatch/scheduling	2:27			2:43
<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		0.00	0.91
42	Roadcalls per 100,000 miles	0.91		0	0.91
<b>Eligibility Statistics</b>					
44	*Total ADA Riders in Data Base	1,768		1,686	5,249
45	*Total Certification Determinations	49		99	194
46	*Initial Denials	0		0	0
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

\*The YTD Accident is currently being audited

Transdev G.M.: *Laura Corona*

Date: 10/15/2023

*Revised 10/24*