County Connection

INTER OFFICE MEMO

To:	Operations & Scheduling Committee	**Date:**	11/28/2023
From:	Rosa Noya, Manager of Accessible Services	**Reviewed by:**	JS

SUBJECT: LINK Paratransit Executive Summary Report - October 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 October 2023.

**October 2023 Performance Report:**

Ridership:

The total reported number of ADA passenger trips in October was 9,281. September reported a total of 8,414. The increase is primarily attributed to several adult day programs returning to operation after several COVID-related shutdowns spanning anywhere from 1-2 weeks. The total reported number of ADA Passengers reported in October of 2023 accounts for approximately 80% of pre-pandemic ridership levels (October 2019).
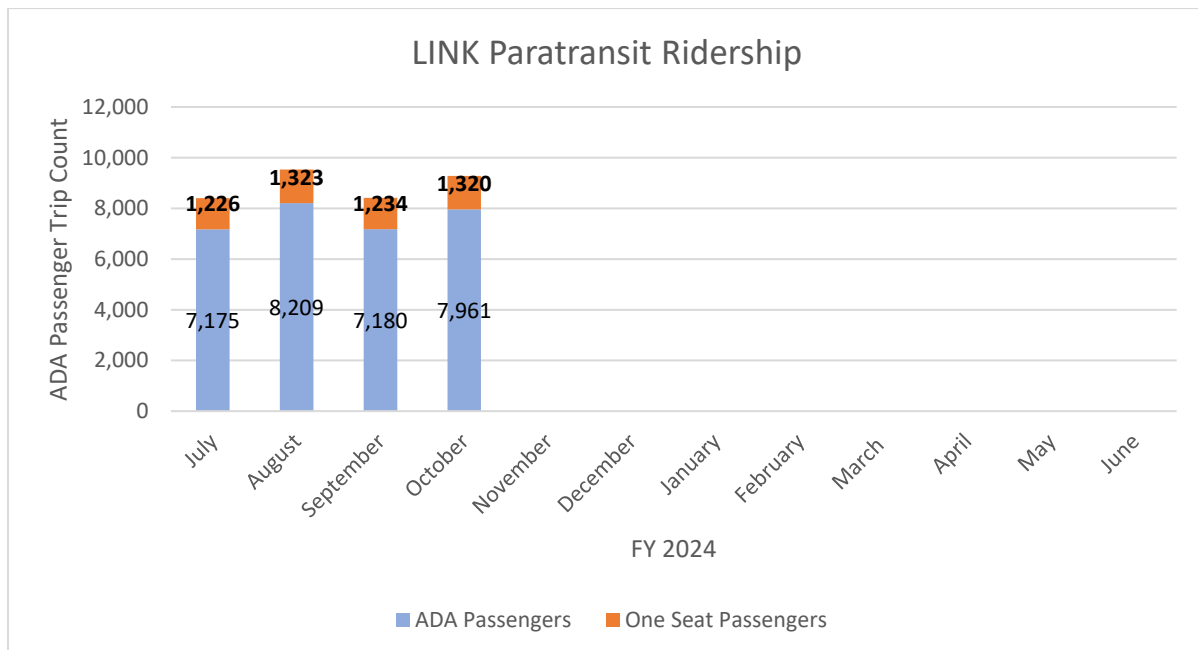
Productivity:

In October, the average number of ADA passengers per revenue hour stood at 1.65, marking a sharp increase compared to September, when the figure was 1.34 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 1.50 ADA passengers per revenue hour. 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.

Passengers Per Revenue Hour
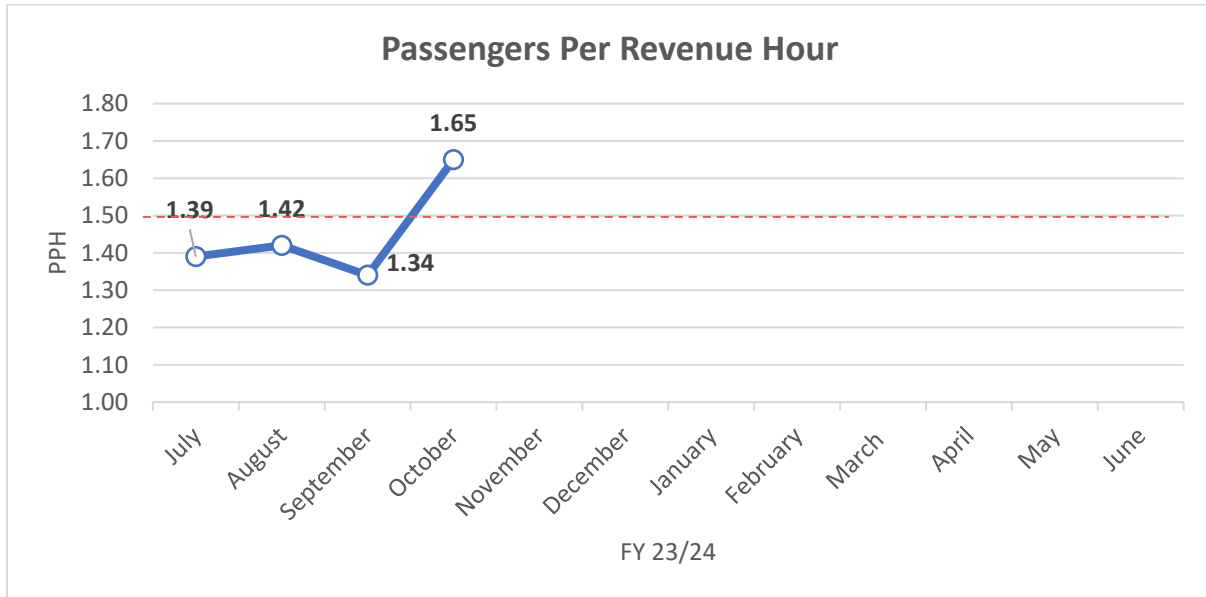
On-time Performance:

In the month of October, the average on-time performance for trips reached an impressive 97.0%. This figure signifies an improvement in on-time performance when compared to the preceding month, which achieved a 96.7% on-time rate for all trips. The performance exhibited in October 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 four months have consistently demonstrated performance surpassing this benchmark.

On-Time Performance
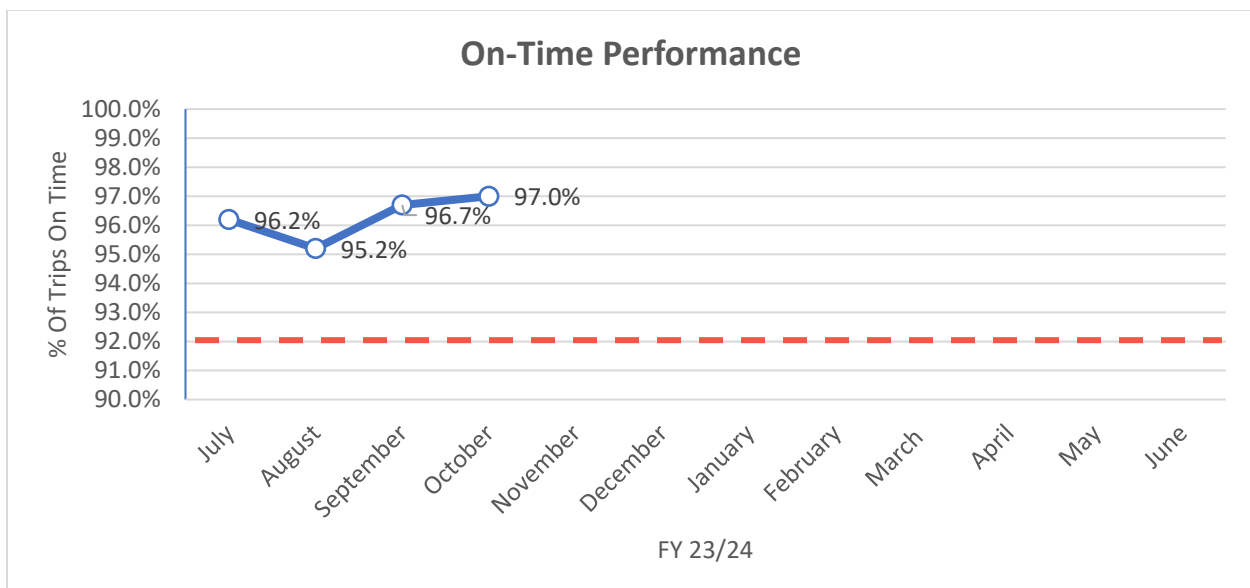
Customer Satisfaction:

In October, a total of 23 complaints were registered, with 15 linked to timeliness issues, four (4) related to driver's skill, two (2), related to the vehicle and/or associated equipment, and the remaining two (2) attributed to scheduling staff's skill concerns. The majority of the complaints this month were related to timeliness in arriving to the destination.

For commendations, the service received a total of 150 in October. The majority of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.
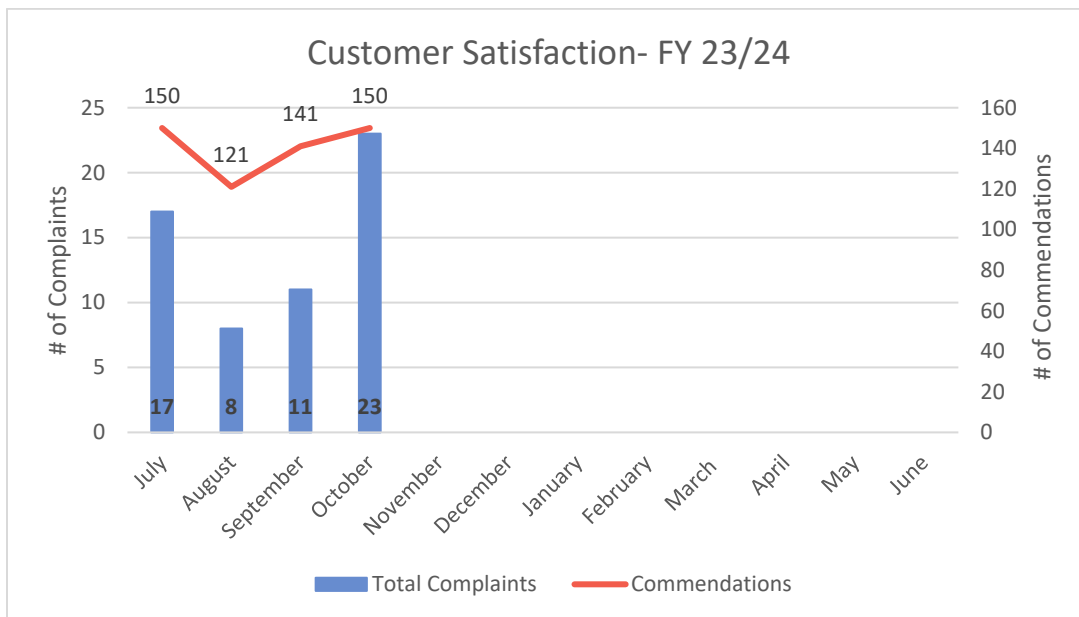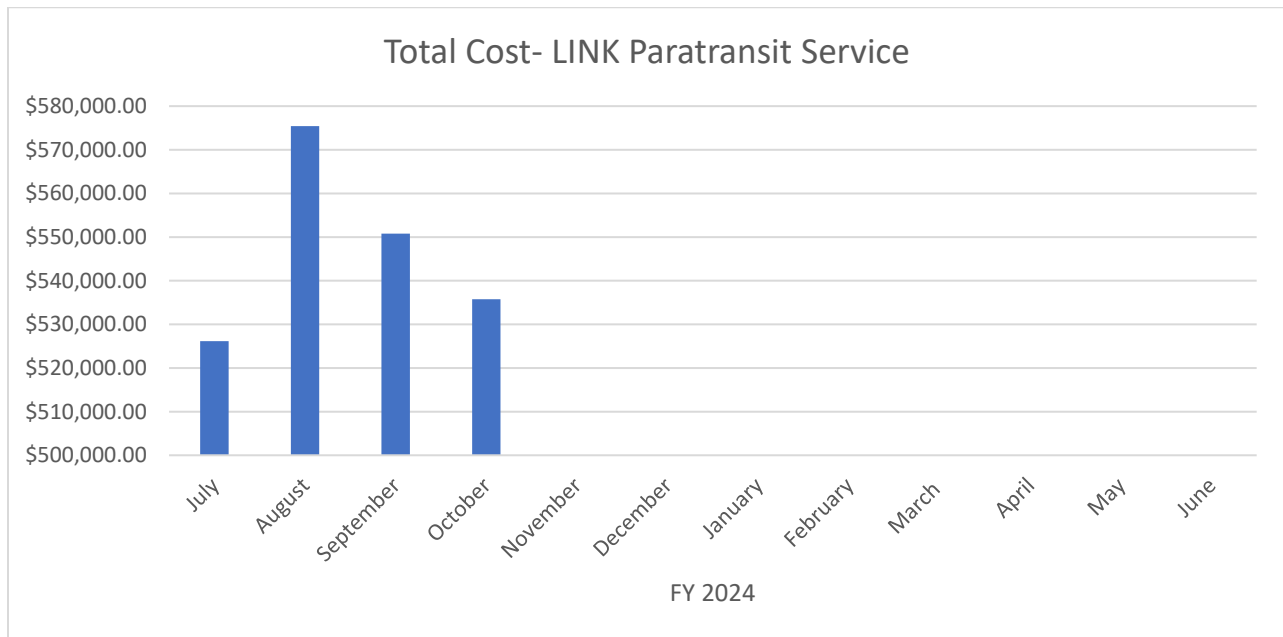

Safety:

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

Staffing:

For the month of October, LINK Paratransit had a total of 52 drivers available to operate routes. Out of this group, five (4) drivers were on a leave of absence or on modified work duty. In response to the ongoing need for an expanded driver pool to accommodate both current and anticipated increases in ridership, Transdev has continued to implement various strategies including 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 $535,772 was spent in October for LINK paratransit service. This reflects a decrease from September's total reported at $555,772.

Total Cost- LINK Paratransit Service

A bar chart titled "Total Cost- LINK Paratransit Service" with the y-axis ranging from $500,000.00 to $580,000.00 in $10,000 increments, and the x-axis showing months July through June (FY 2024). Bars shown: July (~$526,000), August (~$575,000), September (~$551,000), October (~$536,000). No data for November through June.

FY 2024

Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: October 2023 MOP

CCCTA PARATRANSIT
Performance Report: 10/1/2023-10/31/2023

LINK and BART Statistics	FY 23/24 October	Variance from Goal	FY 22/23 October	YTD 23/24
Ridership Statistics				
1	***ADA Passengers	7,961		5,412	23,345
2	Companions	42		31	488
3	Personal Care Assistants	395		487	15,779
4	***One Seat Passengers	1,320		737	9811
5	Total Passengers	9,718		6,667	25,102
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	404		761	1,059
7	Total Number of Cancellations	1,064		357	3,272
8	Same Day Trips	95		128	324
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	31		16	55
Effectiveness Indicators				
11	***Revenue Hours	4,815.52		4,490.00	16,496.73
12	ADA Passengers per RVHr.	1.65		1.23	1.42
13	Average Trip Length (miles)	14.28			14.28
14	Average Ride Duration (minutes)	22.14			22.14
15	*Total Cost per ADA Passenger	$67.30		$ 94.79	$ 138.08
16	***Service Miles	113,647.00		73,252	209,601
17	Billable Service Hours	5,894.32		6,602.23	18,706.62
18	Fuel Cost	$ 54,429.02		$ 31,844.14	$ 138,332.82
19	Total Cost	$ 535,772.74		$ 513,020.85	$ 2,155,637.33
On Time Performance Statistics				
20	Percent on-time	97.0%		94.4%	96.6%
21	Arrived 15-29 minutes past window	110		99	410
22	Arrived 30-59 minutes past window	36		43	178
23	Arrived 60 minutes past window	7		7	25
24	Total Missed Trips	8		3	21
25	Transfer Trips	529		257	1,508
One Seat Pilot Data				
26	Total Trips	1,320		737	3,869
27	***Total Cost OS	$ 57,869.07			$ 115,738.14
28	Non-CCCTA Cost (Cost for Agencies)	$ 23,449.69		$ 10,849.38	$ 72,294.15
29	***Total Miles	29,673.60			59,347.20
30	Non-CCCTA Miles (Agency Miles)	14,859.80		7,401.61	59,224.43
31	Non-CCCTA Revenue Hours	473.44		220.78	1,394.32
32	**Total One Seat Revenue Hours	935.38		454.26	3,184.43
33	Total Fare Collected	$ 4,745.00		$ 3,052.00	$ 13,988.00
34	Non-CCCTA Fare Collected	$ 2,886.00		$ 1,857.50	$ 8,292.00
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
35	Total Complaints	23		9	40
36	Timeliness	15		4	26
37	Driver Complaints	4		2	4
38	Equipment / Vehicle	2		1	2
39	Scheduling/Staff Skill	2		2	8
40	Commendations	150		0	150
41	Avg. wait time in Queue for reservation/dispatch	2:21			2:43
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles;				
Roadcall Standard Goal = 4/100,000 miles				
42	Total accidents per 100,000 miles	0.00		0.72	1.00
43	Roadcalls per 100,000 miles	0.00		1	1.00
Eligibility Statistics				
44	Total ADA Riders in Data Base	1,662		1,807	5,143
45	Total Certification Determinations	67		145	212
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.: *Laura Corona*

Date: 11/15/2023

Revised 11/27/2023 by Laura Corona

To:	Operations & Scheduling Committee	**Date:**	12/20/2023
From:	Rosa Noya, Manager of Accessible Services	**Reviewed by:**	JS

SUBJECT: LINK Paratransit Executive Summary Report - November 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 November 2023.

November 2023 Performance Report:

Ridership:

The total reported number of ADA passenger trips in November was 8,080. October reported a total of 9,281. The decrease is primarily attributed to November having a major holiday wherein several facilities that LINK riders visit close for the Thanksgiving holiday for several days up to a week as well as passengers being on holiday vacations. The total reported number of ADA Passengers reported in November of 2023 accounts for approximately 79% of pre-pandemic ridership levels (November 2019).
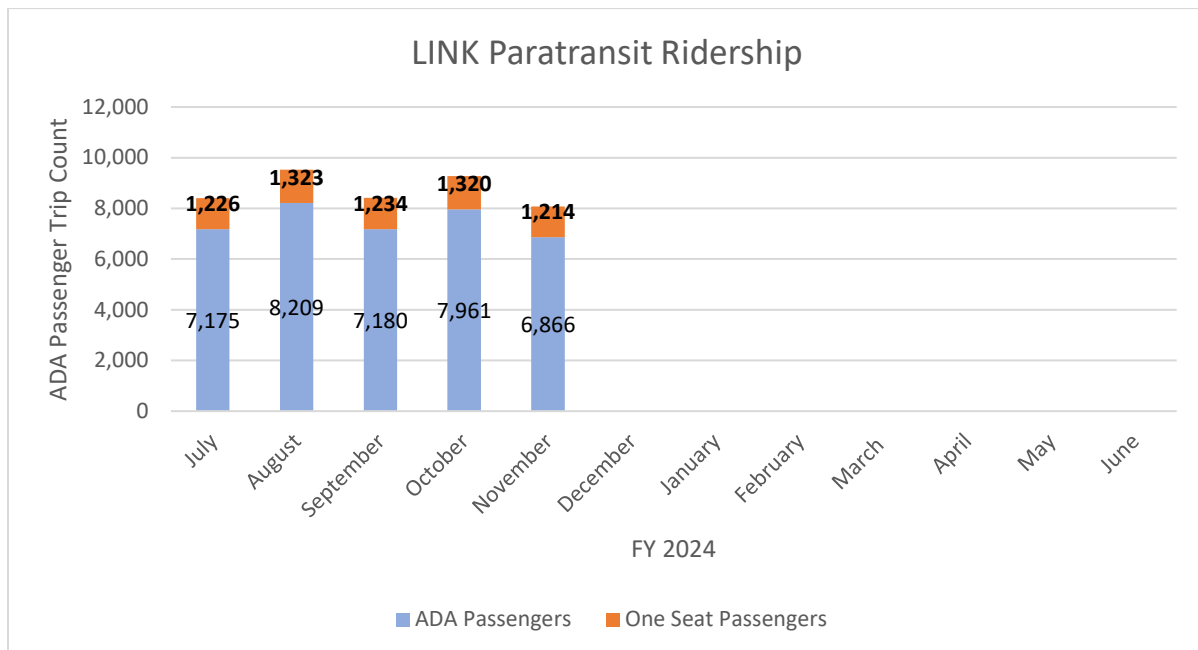
Productivity:

In November, the average number of ADA passengers per revenue hour stood at 1.50, marking a decrease compared to October, when the figure was 1.65 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 1.50 ADA passengers per revenue hour. 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.
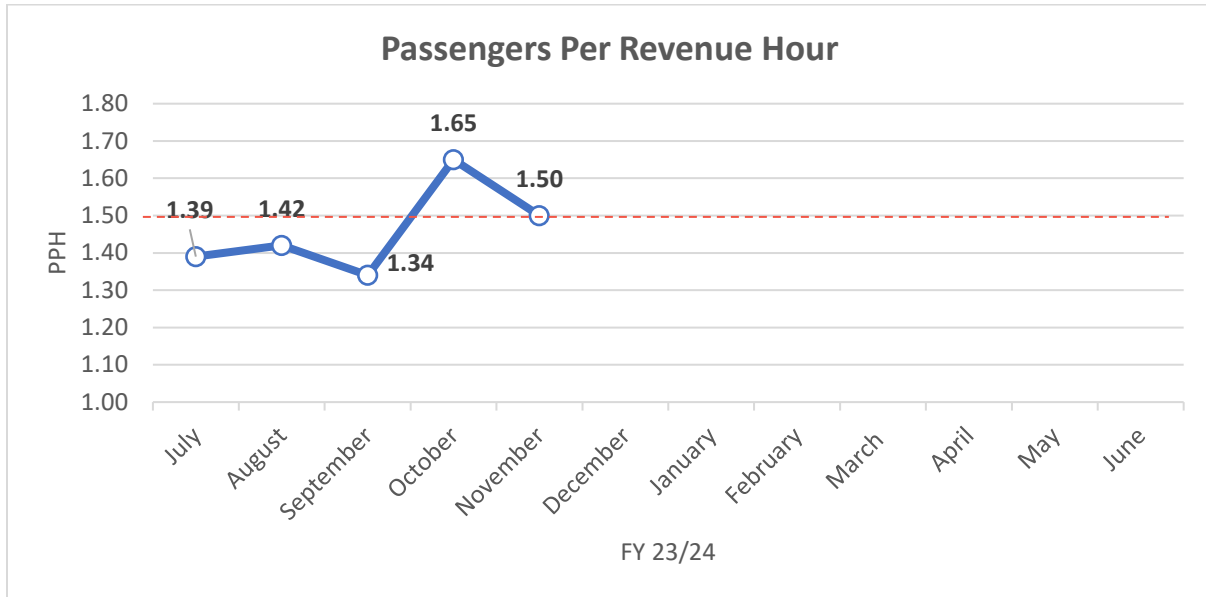

On-time Performance:

In the month of November, the average on-time performance for trips reached an impressive 97.8%. This figure signifies an improvement in on-time performance when compared to the preceding month, which achieved a 97.0% on-time rate for all trips. The performance exhibited in November 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 four months have consistently demonstrated performance surpassing this benchmark.
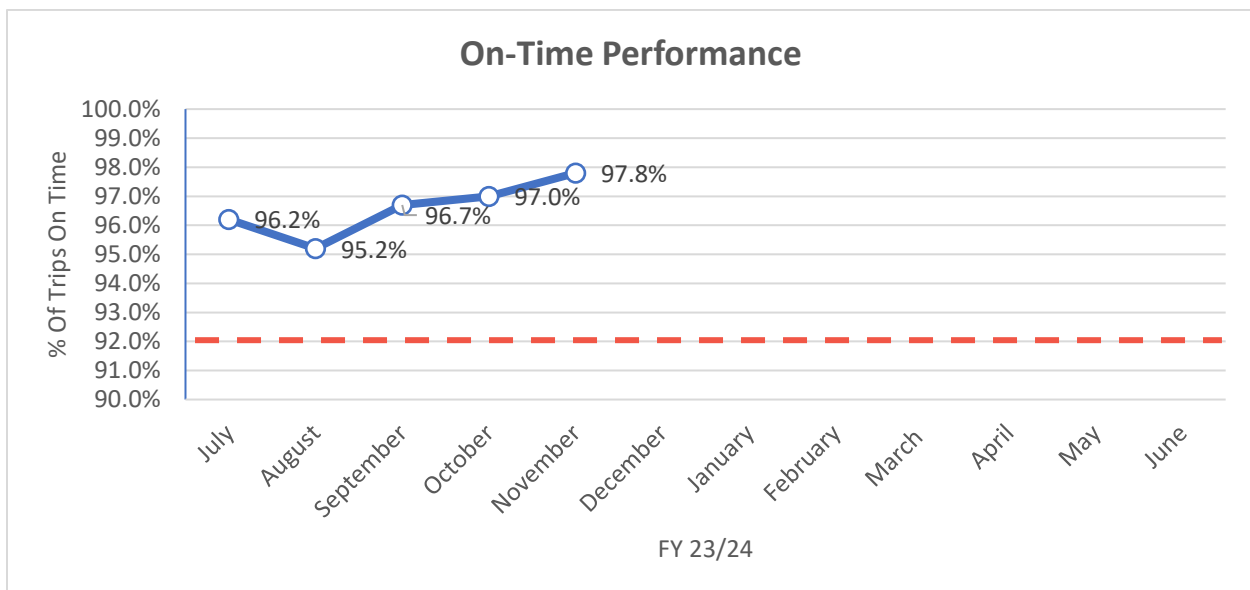
Customer Satisfaction:

In November, a total of 11 complaints were registered, with 9 linked to timeliness issues, one (1), related to the vehicle and/or associated equipment, and the remaining one (1) attributed to scheduling staff's skill concerns. The majority of the complaints this month were related to passengers unhappy with the longer travel time.

For commendations, the service received a total of 140 in November. The majority of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.


Customer Satisfaction- FY 23/24
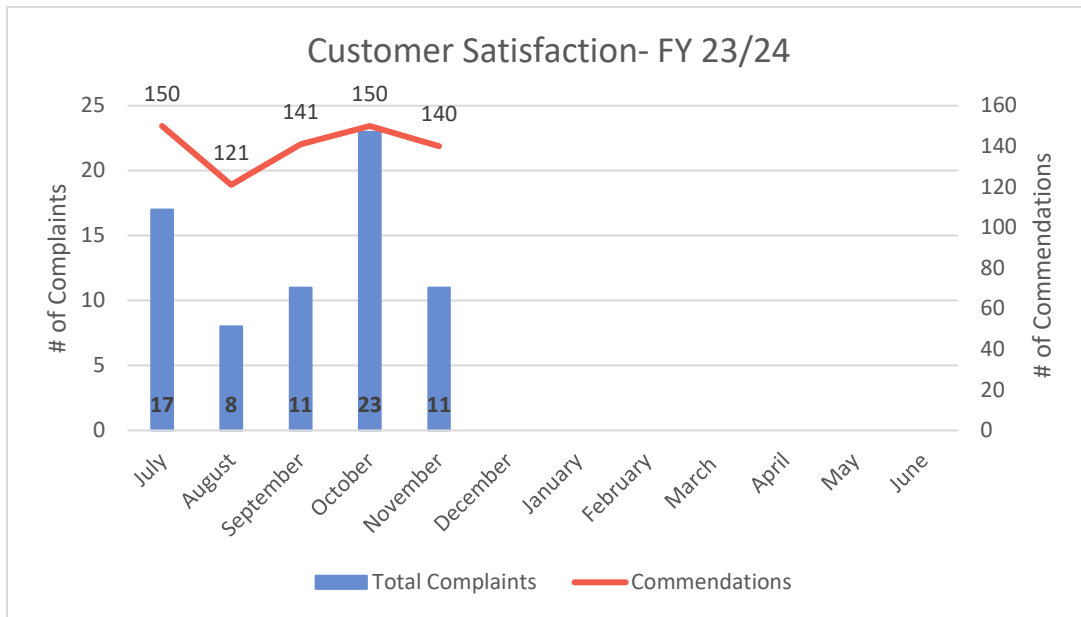
Safety:

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

Staffing:

For the month of November, LINK Paratransit had a total of 56 drivers available to operate routes. Out of this group, three (3) drivers were on a leave of absence or on modified work duty. Transdev has continued to implement various strategies including 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 $511,055 was spent in November for LINK paratransit service. This reflects a decrease from October's total reported at $535,772.
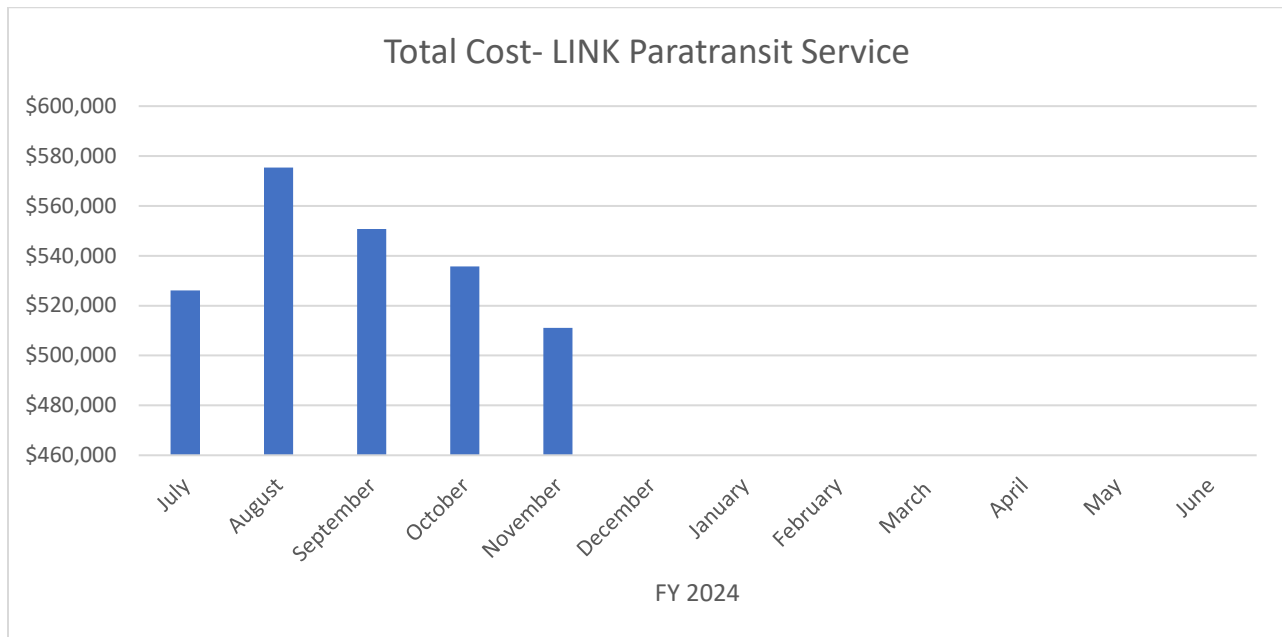
Total Cost- LINK Paratransit Service

Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: November 2023 MOP

CCCTA PARATRANSIT
Performance Report: 11/1/2023-11/30/2023

LINK and BART Statistics	FY 23/24 November	Variance from Goal	FY 22/23 November	YTD 23/24
Ridership Statistics				
1 ***ADA Passengers	6,866		5,412	22,250
2 Companions	33		31	126
3 Personal Care Assistants	391		487	15,775
4 ***One Seat Passengers	1,214		737	1,307
5 Total Passengers	8,504		6,667	23,888
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	225		761	880
7 Total Number of Cancellations	1,292		357	3,500
8 Same Day Trips	105		128	334
9 Denial Trips	-		-	-
10 Go Backs/ Re-scheduled	7		16	31
Effectiveness Indicators				
11 ***Revenue Hours	4,582.33		4,490.00	16,263.54
12 ADA Passengers per RVHr.	1.50		1.23	1.37
13 Average Trip Length (miles)	12.34			12.34
14 Average Ride Duration (minutes)	20.96			22.14
15 *Total Cost per ADA Passenger	$74.43		$ 94.79	$ 145.21
16 ***Service Miles	99,667.00		73,252	309,201
17 Billable Service Hours	5,615.83		6,602.23	18,428.13
18 Fuel Cost	$ 41,127.72		$ 31,844.14	$ 125,031.52
19 Total Cost	$ 511,054.69		$ 513,020.85	$ 2,130,919.28
On Time Performance Statistics				
20 Percent on-time	97.8%		94.4%	96.6%
21 Arrived 15-29 minutes past window	46		99	346
22 Arrived 30-59 minutes past window	19		43	161
23 Arrived 60 minutes past window	3		7	21
24 Total Missed Trips	2		3	15
25 Transfer Trips	404		257	1,383
One Seat Pilot Data				
26 Total Trips	1,320		737	3,869
27 ***Total Cost OS	$ 47,164.29			$ 105,033.36
28 Non-CCCTA Cost (Cost for Agencies)	$ 23,868.06		$ 10,849.38	$ 72,712.52
29 ***Total Miles	25,622.09			55,295.69
30 Non-CCCTA Miles (Agency Miles)	13,301.72		7,401.61	57,666.35
31 Non-CCCTA Revenue Hours	415.02		220.78	1,335.90
32 **Total One Seat Revenue Hours	803.27		454.26	3,052.32
33 Total Fare Collected	$ 4,466.75		$ 3,052.00	$ 13,709.75
34 Non-CCCTA Fare Collected	$ 2,696.50		$ 1,857.50	$ 8,102.50
Customer Service **Complaint Standard Goal = 2/1,000 passengers**				
35 Total Complaints	11		9	28
36 Timeliness	9		4	20
37 Driver Complaints	0		2	0
38 Equipment / Vehicle	1		1	1
39 Scheduling/Staff Skill	1		2	7
40 Commendations	140		0	290
41 Avg. wait time in Queue for reservation/dispatch	2:11			2:43
Safety & Maintenance **Accident Standard Goal = .5/100,000 miles;** **Roadcall Standard Goal = 4/100,000 miles**				
42 Total accidents per 100,000 miles	0.00		0.72	1.00
43 Roadcalls per 100,000 miles	0.00		1	1.00
Eligibility Statistics				
44 Total ADA Riders in Data Base	1,659		1,807	6,802
45 Total Certification Determinations	48		145	260
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.: *Laura Corona*

Date: 12/15/2023