

**To:** Operations and Scheduling Committee

**Date:** November 26, 2021

**From:** Rashida Kamara, Director of ADA and Special Services

**Reviewed by:** WC.

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### **SUBJECT: Paratransit Executive Summary Report September 2021**

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#### **Paratransit Performance Report September 2021**

LINK paratransit service continues to feel the effects of COVID19 pandemic. Below is a summary of Paratransit and other service updates for the month of September.

#### **September 2021 Performance Report:**

*Ridership:* Ridership has increased for the month of September to 5,544, which is an 8.7% increase from the previous month of 5,062 and a 52% increase from the same month last year. Although ridership is increasing, our core-paratransit service is still 50% lower than pre-COVID levels.

#### ***Productivity:***

Productivity has increased slightly to 1.32, which is an increase from 1.23 from the previous month. With ridership on the rise, the contractor is able to accommodate more shared ride trips. The productivity standard is 2.00 and the last time we experienced such was February 2020, just before the pandemic. We continue to encourage shared rides whenever we can, but we are still unable to fill the vans to capacity.

#### ***On-time Performance:***

Although on-time performance is above the standard of 90%, it has dropped to 93.9% from the previous month of 96.3%. This of course has to do with shared ride service and increased traffic. We also noticed an increase in late trips. The contractor is working to minimize those trips.

#### ***Customer Satisfaction:***

There were 12 complaints for the month of September, an 80% increase from the prior month. Six were attributed to drivers, five to timeliness and one to vehicle equipment. These complaints were forwarded to the contractor to address. In addition, we noticed commendations section was empty. Most, if not all, of the commendations come in through the MyTransit App. Unfortunately, we have not been reporting commendations in the monthly report but, effective next month they will be included.

#### ***Safety:***

There were no chargeable accidents or road calls for this month.

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

**Additional Updates**

We continue to work with Meals on Wheels to provide transportation to seniors by delivering meals. We no longer provide this service monthly but on an as needed basis, and only if we have drivers available. The county health department has asked County Connection to help transport individuals that were previously transported a few months ago from shelters to hotels when placed on quarantine to a new location. Providing this service is another way County Connection continues to be engaged in the Emergency function with Contra Costa County.

The Board approved the one-year extension of the one-seat pilot. Staff is working to finalize the MOU with the participating agencies. In addition, staff presented to the ATS Taskforce a presentation on the one-seat and interest in providing funds through the new Measure X program has grown.

**Financial Implication:**

Paratransit spent \$473,894.15 in ADA services, which is a 0.3% decrease from the previous month of which we spent \$474,919.90. This was due to the slight increase in productivity. This cost does include any auxiliary services we may offer, like Meals on Wheels or COVID transports for the county as mentioned earlier. Fuel was \$32,467.05, which is slightly lower than last month of which we spent \$33,992.01.

**Recommendation:**

Information only

**Attachments:**

- September 2021 MOP

CCCTA PARATRANSIT

Performance Report: 9/01 to 9/30/2021

FY 21/22 September      Variance from Goal      FY 20/21 September      YTD 21/22

LINK and BART Statistics

Ridership Statistics				
1	ADA Passengers	5,544	2,667	15,259
2	Companions	49	21	111
3	*Personal Care Assistants	647	196	1892
4	SilverRide Pilot	-	-	-
5	Total Passengers	6,240	2,884	17,262
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	691	436	1,872
7	SilverRide Pilot No Shows & Late Cancels	-	-	-
8	Total number of Cancellations	470	305	1,184
9	Same Day Trips	170	147	507
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	31	12	84
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,211.16	1,995.40	8,284.76
13	ADA Passengers per RVHr.	1.32	1.33	1.23
14	Average Trip Length (miles)		17.53	
15	Average Ride Duration (minutes)		8.62	
16	Total Cost per ADA Passenger	\$ 85.48	\$ 156.58	\$ 92.98
17	*Service Miles	71,557	33,586	204,335
18	Billable Service Hours	5,813.86	5,574.47	17,354.52
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 32,467.05	\$ 19,741.13	\$ 98,886.10
21	Total Cost	\$ 473,894.15	\$ 451,582.64	\$ 1,418,777.83
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	93.9%	94%	95.9%
23	SilverRide Pilot OTP	-	-	-
24	Arrived 15-29 minutes past window	91	40	165
25	Arrived 30-59 minutes past window	43	8	73
26	Arrived 60 minutes past window	1	2	2
27	Total Missed Trips	1	1	4
28	Transfer Trips	260	333	737
One Seat Pilot Data				
23	*Total Trips	704		2,062
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 12,547.74		\$ 29,994.01
25	*Non-CCCTA Miles (Agency Miles)	7,292.45		19,887.06
26	*Non-CCCTA Revenue Hours	221.81		589.15
27	*Total Revenue Hours	421.36		1,211.81
28	*Total Fare Collected	\$ -		\$ -
29	*Non-CCCTA Fare Collected	\$ -		\$ 3,539.00
Customer Service				
Complaint Standard Goal = 21,000 passengers				
30	Total Complaints	12	0	17
31	Timeliness	5	0	6
32	Driver Complaints	6	0	10
33	Equipment / Vehicle	1	0	1
34	Scheduling/Staff Skill	0	0	0
35	Commendations	0	0	0
36	Ave. wait time in Queue for reservation	0:00:58	0:36	0:00:56
37	Ave. wait time in Queue for customer service	0:00:32	0:26	0:00:31
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0	0	0
39	Roadcalls per 100,000 miles	0	1	0
Denial Statistics				
41	*Total ADA Riders in Data Base	1,825	2,363	2,090
42	*Total Certification Determinations	119	130	351
43	*Initial Denials	-	0	0
44	*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  
 \*For September 2021, all passengers rode for Free. This also includes the trips for the One Seat Pilot

Transdev G.M.:   
 Date: 11/03/2021