

**To:** Operations and Scheduling Committee

**Date:** January 28, 2022

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

**Reviewed by:** *RK*

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**SUBJECT: Paratransit Executive Summary Report – November 2021**

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### **November 2021 Performance Report:**

#### ***Ridership:***

Ridership decreased from 5,412 in October to 4,517 in November. This represents a normal drop-in service as we enter the holiday months. Total ridership is up 50% from November 2020, but still represents a 52% decrease in trips when compared to Pre-COVID levels.

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

November productivity increased from 1.23 to 1.33, from the previous month. This is still below our normal performance standards but is representative of the overall trend during the pandemic. We continue to offer shared ride service.

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

On-time performance was 95.4%, which is an increase of 1.4% from October.

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

There were seven complaints for the month of November, which is three fewer than the previous month. Of the seven, three were for timeliness, one referenced driver, which is a decrease from the previous month, one for scheduling, one vehicle related and one for skill, which is also a decrease. Commendations were captured from the MyTransit app. A total of seventy-five (75) individual positive ratings were noted. Customer satisfaction is rated from 1 being the lowest or poor to 5, being excellent. All 75 ratings were commendations.

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

There was one chargeable accident for the 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-19 pandemic.

#### **Additional Updates:**

The Board of Directors approved a new Choice in Aging Demonstration project. This project is similar to the old pilot in which passengers would be picked up by SilverRide. This new pilot allows for more flexibility by allowing Choice in Aging to book same day trips for passengers who decided to visit the center that day especially if there is a cancellation.

**Financial Implications:**

Paratransit spent \$463,704 in ADA services, a decrease of 9.6% from the previous month where we spent \$513,020. This cost includes any auxiliary services we may offer, like Meals-on-Wheels or COVID-19 transports for the County. Fuel was \$32,807 which is slightly lower than the previous month of \$31,844.

**Recommendation:**

None, for information only.

**Attachments:**

Attachment 1: November 2021 MOP

# ATTACHMENT 1

CCCTA PARATRANSIT  
Performance Report: 11/01 to 11/30/2021

LINK and BART Statistics

	FY 21/22 November	Variance from Goal	FY 20/21 November	YTD 21/22
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	FY 21/22 November	Variance from Goal	FY 20/21 November	YTD 21/22
<b>Ridership Statistics</b>				
1	ADA Passengers		2,532	25,188
2	Companions		16	164
3	*Personal Care Assistants		280	2730
4	SilverRide Pilot		-	-
5	Total Passengers		2,828	28,082
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels		438	3,268
7	SilverRide Pilot No Shows & Late Cancels		-	-
8	Total number of Cancellations		303	2,142
9	Same Day Trips		98	815
10	Denial Trips		-	-
11	Go Backs/ Re-scheduled		20	164
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>				
12	Revenue Hours		1,994.40	16,162.46
13	ADA Passengers per RVHr.		1.23	1.24
14	Average Trip Length (miles)			
15	Average Ride Duration (minutes)			
16	Total Cost per ADA Passenger		\$ 153.76	\$ 95.10
17	*Service Miles		32,796	334,952
18	Billable Service Hours		5,258.48	29,561.75
19	SilverRide Pilot Cost		\$ -	\$ -
20	LINK & BART Fuel Cost		\$ 18,650.36	\$ 163,537.93
21	Total Cost		\$ 434,840.88	\$ 2,395,502.76
<b>On Time Performance</b>				
<b>Standard Goal = 90%; Incentive Goal = 92%</b>				
22	Percent on-time		95%	95.5%
23	SilverRide Pilot OTP		-	-
24	Arrived 15-29 minutes past window		41	339
25	Arrived 30-59 minutes past window		11	88
26	Arrived 60 minutes past window		1	9
27	Total Missed Trips		1	9
28	Transfer Trips		140	1,249
<b>One Seat Pilot Data</b>				
23	*Total Trips		78	3,523
24	*Non-CCCTA Cost (Cost for Agencies)		\$ 1,319.05	\$ 52,205.29
25	*Non-CCCTA Miles (Agency Miles)		945.40	35,126.66
26	*Non-CCCTA Revenue Hours		22.96	1,043.20
27	*Total Revenue Hours		37.58	2,113.66
28	*Total Fare Collected		\$ 212.75	\$ 12,772.75
29	*Non-CCCTA Fare Collected		\$ 17.75	\$ 7,197.75
<b>Customer Service</b>				
<b>Complaint Standard Goal = 2/1,000 passengers</b>				
30	Total Complaints		0	33
31	Timeliness		0	13
32	Driver Complaints		0	13
33	Equipment / Vehicle		0	3
34	Scheduling/Staff Skill		0	4
35	Commendations		0	75
36	Ave. wait time In Queue for reservation		0.37	0:00:45
37	Ave. wait time In Queue for customer service		0.19	0:00:29
<b>Safety &amp; Maintenance</b>				
<b>Accident Standard Goal = .5/100,000 miles; Roadcalls Standard Goal = 4/100,000 miles</b>				
38	Total accidents per 100,000 miles		1	0.65
39	Roadcalls per 100,000 miles		0	0
40	<b>Eligibility Statistics</b>			
41	*Total ADA Riders in Data Base		2,148	2,335
42	*Total Certification Determinations		92	596
43	*Initial Denials		1	0
44	*Denials Reversed		-	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: 12/21/2021