

To: Operations and Scheduling Committee

Date: 02/25/2022

From: Rashida Kamara, Director of ADA and Special Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –December 2021

December 2021 Performance Report:

Ridership:

Ridership increased slightly in December from 4,517 to 4,716. Although levels of ridership are low, they represent a decrease in demand due to the holidays. In addition, December saw a spike in Omicron cases, which likely contributed to lower ridership. Ridership in December 2021 was up 50% from December 2020, but still represents a 47% decrease in ridership when compared to pre-Covid service levels.

Productivity:

December productivity dipped slightly from 1.33 to 1.23, 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 2.2% from November.

Customer Satisfaction:

There were no complaints in the month of December and we recorded 69 commendations through the MyTransit App.

Safety:

There were also no accidents in the month of December. 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.

Financial Implications:

Paratransit spent \$485,575 in ADA services, an increase of 4.5% from the previous month where we spent \$463,704. This cost includes any auxiliary services we may offer, like Meals-on-Wheels or COVID-19 transports for the County. Fuel was \$32,794 which is higher than the previous month of \$31,807.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: December 2021 MOP

CCCTA PARATRANSIT

Performance Report: 12/01 to 12/31/2021

LINK and BART Statistics FY 21/22 Variance FY 20/21 YTD 21/22
 December from Goal December

Ridership Statistics				
1	ADA Passengers	4,716	2,597	29,904
2	Companions	27	12	191
3	*Personal Care Assistants	371	216	3101
4	SilverRide Pilot	-	-	-
5	Total Passengers	5,114	2,825	33,196
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	837	440	4,105
7	SilverRide Pilot No. Shows & Late Cancels	-	-	-
8	Total number of Cancellations	460	297	2,602
9	Same Day Trips	161	108	976
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	33	18	197
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,856.12	1,459.50	20,018.58
13	ADA Passengers per RVHr.	1.22	1.06	1.24
14	Average Trip Length (miles)			
15	Average Ride Duration (minutes)			
16	Total Cost per ADA Passenger	\$ 102.96	\$ 169.02	\$ 96.34
17	*Service Miles	56,637.19	33,998	391,589
18	Billable Service Hours	6,039.05	6,086.48	35,600.80
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 32,794.48	\$ 20,275.19	\$ 196,332.41
21	Total Cost	\$ 485,575.66	\$ 477,476.55	\$ 2,881,078.42
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.1%	95.7%	95.8%
23	SilverRide Pilot OTP			
24	Arrived 15-29 minutes past window	57	29	396
25	Arrived 30-59 minutes past window	18	15	123
26	Arrived 60 minutes past window	0	1	9
27	Total Missed Trips	0	0	9
28	Transfer Trips	276	106	1,525
One Seat Pilot Data				
29	*Total Trips	643	260	4,166
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 9,025.69	\$ 4,489.78	\$ 61,230.98
31	*Non-CCCTA Miles (Agency Miles)	6,513.84	3,076.94	41,640.50
32	*Non-CCCTA Revenue Hours	189.92	77.62	1,233.12
33	*Total Revenue Hours	384.86	133.18	2,498.52
34	*Total Fare Collected	\$ 2,693.50	\$ 613.75	\$ 15,466.25
35	*Non-CCCTA Fare Collected	\$ 1,567.25	\$ 18.75	\$ 8,765.00
Customer Service Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	0	2	33
37	Timeliness	0	0	13
38	Driver Complaints	0	1	13
39	Equipment / Vehicle	0	1	3
40	Scheduling/Staff Skill	0	0	4
41	Commendations	69	0	144
42	Ave. wait time in Queue for reservation	0:00:42	0.33	0:00:44
43	Ave. wait time in Queue for customer service	0:00:19	0.18	0:00:27
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
44	Total accidents per 100,000 miles	0.00	0	0.59
45	Roadcalls per 100,000 miles	3	1	3
Eligibility Statistics				
47	*Total ADA Riders in Data Base	1,780	2,111	2,441
48	*Total Certification Determinations	106	79	702
49	*Initial Denials	0	0	0
50	*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

Transdev G.M.: 

Date: 1/21/2022