

To: Operations & Scheduling Committee

Date: 04/29/2022

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RN*

SUBJECT: Paratransit Executive Summary Report – April 2022

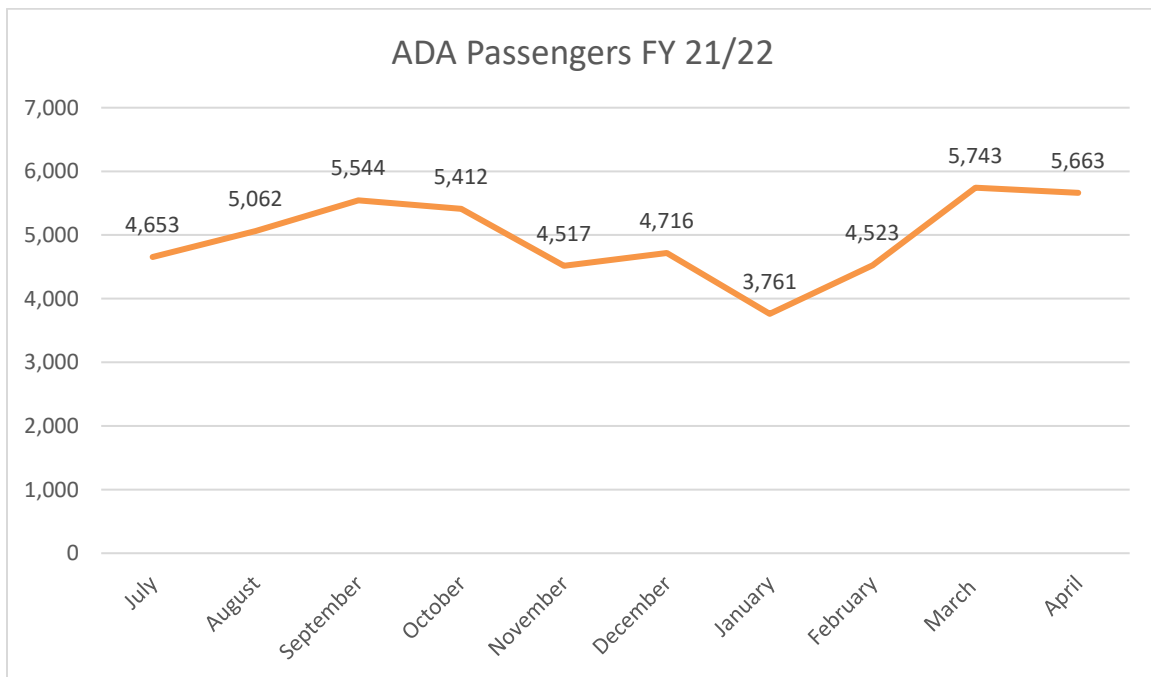
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided in the month of April 2022.

April 2022 Performance Report:

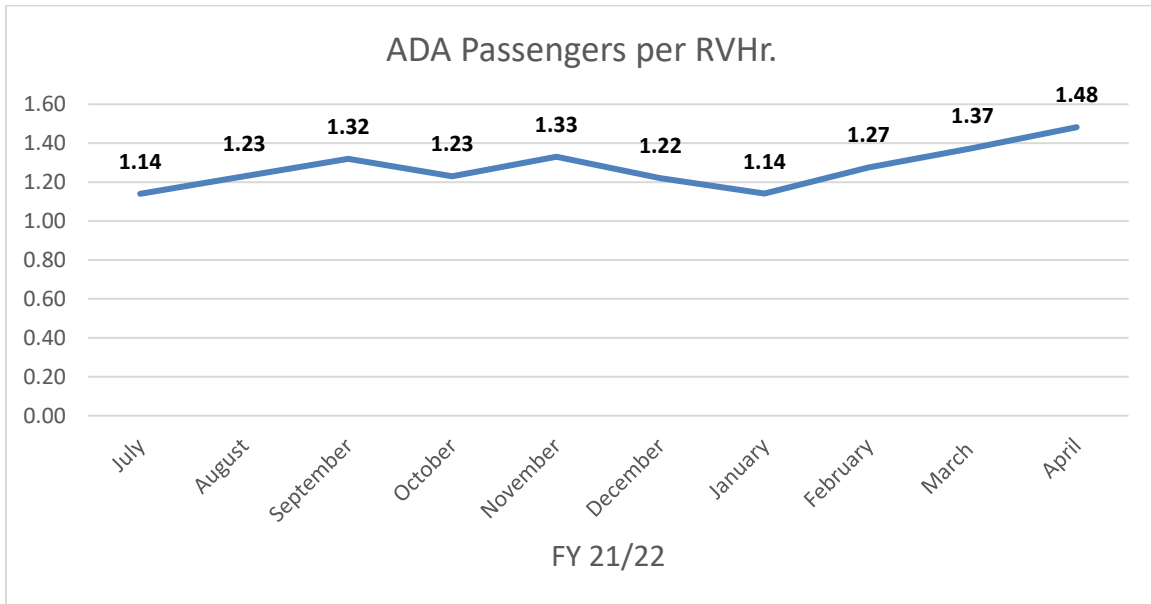
Ridership:

Ridership slightly declined in April from the prior month in March. A noted impact would be that several riders were affected by Spring Breaks and accompanying vacations. The total reported number of ADA Passenger trips in April was 5,663; 80 less trips than in March (5,743 passenger trips) which happens to be 47% of pre-covid ridership levels.



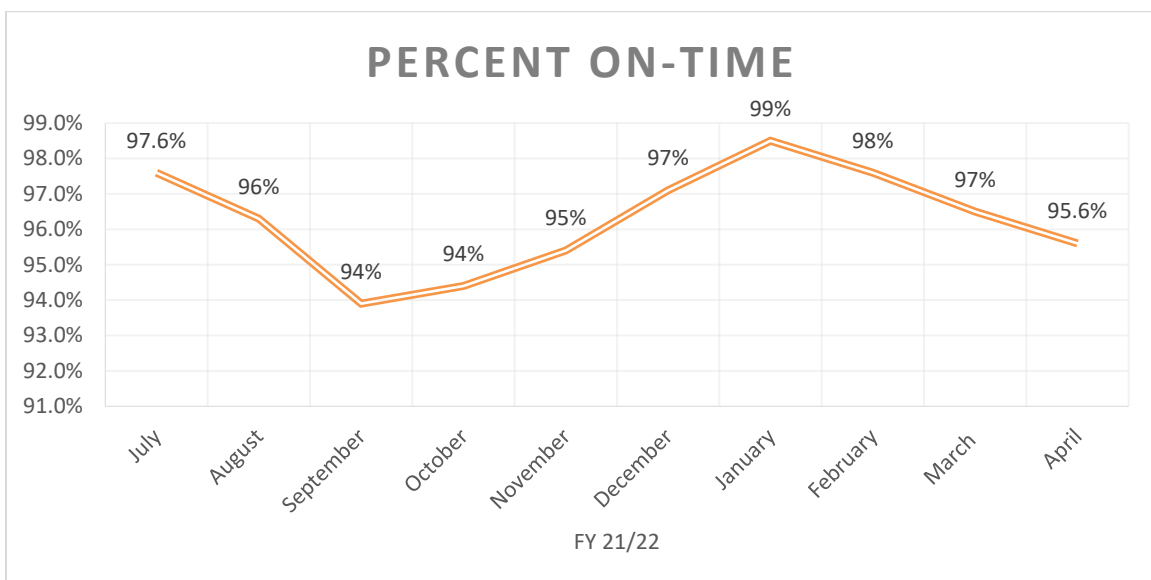
Productivity:

April's productivity rose back up to 1.48 from 1.37 the previous month. This marks the highest reported productivity month for the current fiscal year. Although our performance standard is 2.00, we have not reached that since the onset of the pandemic, and even though we continue to operate a shared ride service, vans have not reached full capacity.



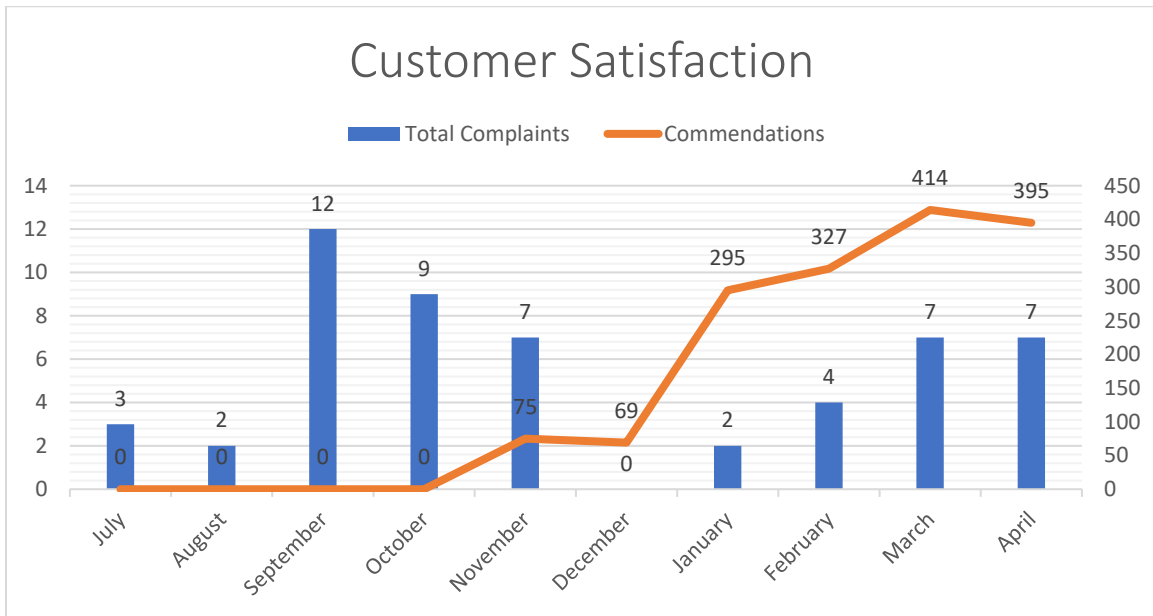
On-time Performance:

On-time performance went down slightly in April to 95.6% from 96.5% in March. Despite the decreases in this particular key performance indicator, it is still above the 90% performance standard. As long as ridership is relatively low, it would be expected that on-time performance will continue to be above performance standard.



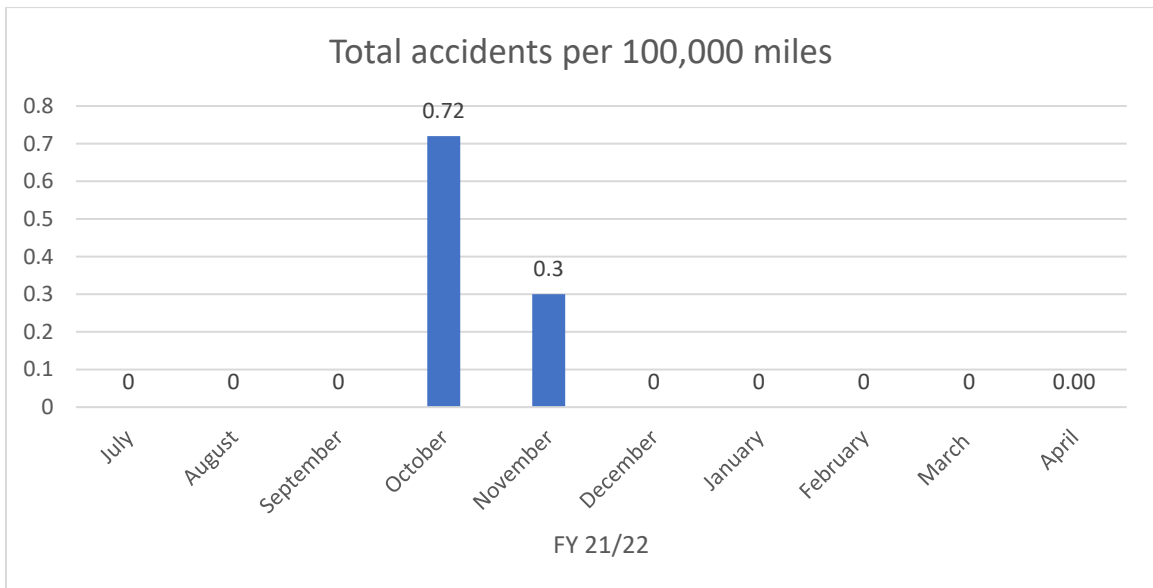
Customer Satisfaction:

There was a total of seven complaints for the month of April—five for timeliness, one for driver performance, and one for skillfulness of staff. We received a total of 395 commendations in April.



Safety:

There were no accidents in the month of April.



The contractor continues to remain within County Connection’s performance standards except for productivity, which is a direct result of ridership trends due to the COVID-19 pandemic.

Additional Updates:

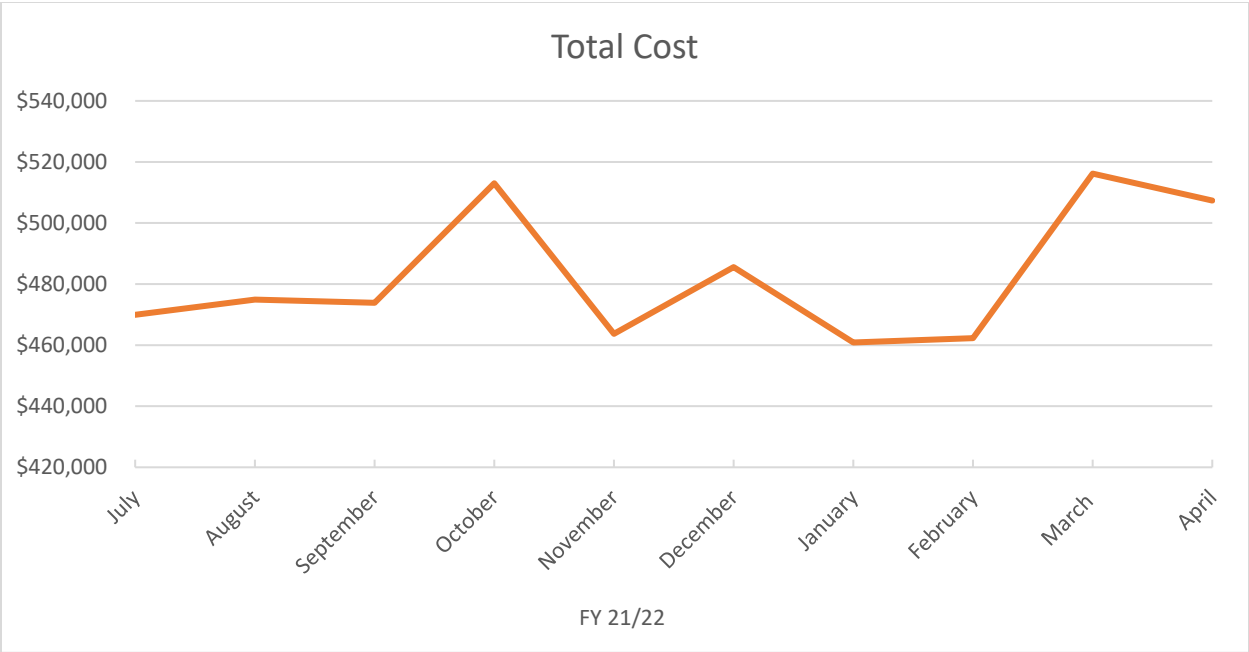
County Connection’s Paratransit Contractor is preparing to launch beta testing for the new paratransit ride booking feature on their My Transit App. A selected beta group of ADA passengers in both County Connection’s Paratransit service and LAVTA’s Wheels service will undergo testing in coming weeks to try out the new booking feature. Once input is received from beta tester group, Transdev will plan final roll out which will include marketing material and educational pieces in varied formats for all ADA LINK and Wheels Passengers to use.

On May 26, 2022, County Connection and Transdev hosted a celebratory luncheon to congratulate all staff associated with the County Connection LINK Paratransit Program for having contributed to its designation from CALACT as the Outstanding Paratransit Program of 2022. The event was held midday and in attendance where frontline staff, management from both County Connection and Transdev, the Advisory Committee Chair- Marji McWee, the management Team from LAVTA, the ATU Union President, and administrative staff involved in LINK Paratransit Operations! It was a great turnout to celebrate such a momentous award.



Financial Implications:

A total of \$500,936 was spent for April’s ADA services, a decrease from the \$516,185 spent in March. This expense includes any auxiliary services offered such as Meals-on-Wheels or COVID-19 transports for the County. Fuel was \$44,540—a slight increase from \$43,901 in March.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: April 2022 MOP

CCCTA PARATRANSIT
Performance Report: 4/01 through 4/30/2022

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

	FY 21/22 April	Variance from Goal	FY 20/21 April	YTD 21/22
Ridership Statistics				
1 ADA Passengers	5,663		3,136	49,594
2 Companions	16		50	295
3 *Personal Care Assistants	355		409	4737
4 SilverRide Pilot	91		-	334
5 Total Passengers	6,125		3,595	54,960
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	832		440	7,209
7 SilverRide Pilot No Shows & Late Cancels	29		-	29
8 Total number of Cancellations	523		254	4,390
9 Same Day Trips	141		153	1,581
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	30		13	335
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	3,820.68		2,973.70	34,861.21
13 ADA Passengers per RVHr.	1.48		1.06	1.42
14 Average Trip Length (miles)				
15 Average Ride Duration (minutes)				
16 Total Cost per ADA Passenger	\$ 88.46		\$ 136.68	\$ 97.12
17 *Service Miles	60,805.06		47,924	618,834
18 Billable Service Hours	6,110.74		6,291.70	59,395.55
19 SilverRide Pilot Cost	\$ -		\$ -	\$ -
20 LINK & BART Fuel Cost	\$ 44,540.42		\$ 23,991.11	\$ 339,073.79
21 Total Cost	\$ 500,936.21		\$ 491,357.02	\$ 4,816,720.22
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22 Percent on-time	95.6%		97.7%	96.3%
23 SilverRide Pilot OTP	100.0%		-	99%
24 Arrived 15-29 minutes past window	106		30	635
25 Arrived 30-59 minutes past window	31		7	187
26 Arrived 60 minutes past window	4		1	20
27 Total Missed Trips	0		0	11
28 Transfer Trips	278		188	2,531
One Seat Pilot Data				
29 *Total Trips	860		408	6,253
30 *Non-CCCTA Cost (Cost for Agencies)	\$ 12,845.94		\$ 4,614.23	\$ 88,503.55
31 *Non-CCCTA Miles (Agency Miles)	9,225.05		3,739.57	62,615.64
32 *Non-CCCTA Revenue Hours	272.99		99.44	1,831.99
33 *Total Revenue Hours	525.88		199.60	3,672.49
34 *Total Fare Collected	\$ 3,955.25		\$ 2,080.50	\$ 24,628.50
35 *Non-CCCTA Fare Collected	\$ 2,238.75		\$ 1,115.50	\$ 14,035.50
Customer Service Complaint Standard Goal = 2/1,000 passengers				
36 Total Complaints	7		2	53
37 Timeliness	5		1	24
38 Driver Complaints	1		1	19
39 Equipment / Vehicle	0		0	3
40 Scheduling/Staff Skill	1		0	7
41 Commendations	395		0	1,575
42 Ave. wait time in Queue for reservation	0:02:33		0:28	0:01:08
43 Ave. wait time in Queue for customer service	0:02:02		0:23	0:00:48
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	0		0	3
Eligibility Statistics				
47 *Total ADARiders in Data Base	1,751		1,934	2,719
48 *Total Certification Determinations	79		105	980
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: 5/17/2022