

**To:** Operations & Scheduling Committee

**Date:** 03/25/2022

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

**Reviewed by:** WC.

---

**SUBJECT: Paratransit Executive Summary Report – January 2022**

---

### **January 2022 Performance Report:**

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

Ridership dropped significantly in January to 3,761 from 4,517 in December. At least 13 social service agencies closed in mid-December due to the Omicron cases and remained closed throughout January. This represented a 60% drop in ridership from pre-COVID levels.

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

January productivity also dropped to 1.14 from 1.22, representing the drop in ridership. This is lower than our normal standards, but within range typically observed during the pandemic. We continue to offer shared ride service.

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

On-time performance went up to 98.5%, which is an increase from 97.1% in December.

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

There were 2 complaints for the month of January—1 for timeliness, and 1 for skillfulness of staff. We report 295 commendations.

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

There were no accidents in the month of January.

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

#### **Financial Implication:**

Paratransit spent \$456,240 in ADA services, a decrease from \$485,575 in December. This expense includes any auxiliary services offered such as Meals-on-Wheels or COVID-19 transports for the County. Fuel was \$29,849—also a decrease from \$32,794 in December.

#### **Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: January 2022 MOP

CCCTA PARATRANSIT

Performance Report: 1/01 through 1/31/2022

LINK and BART Statistics

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

<b>Ridership Statistics</b>				
1	ADA Passengers	3,761	2,345	33,665
2	Companions	30	17	221
3	*Personal Care Assistants	358	222	3459
4	SilverRide Pilot		-	-
5	Total Passengers	4,149	2,584	37,345
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	699	387	4,804
7	SilverRide Pilot No Shows & Late Cancels	-	-	-
8	Total number of Cancellations	415	229	3,017
9	Same Day Trips	113	102	1,089
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	23	5	220
<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	3,296.09	2,089.30	23,314.67
13	ADA Passengers per RVHr.	1.14	1.12	1.23
14	Average Trip Length (miles)			
15	Average Ride Duration (minutes)			
16	Total Cost per ADA Passenger	\$ 121.31	\$ 163.57	\$ 99.13
17	*Service Miles	52,503.46	36,106	437,099
18	Billable Service Hours	5,515.66	5,044.60	41,116.46
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 29,849.12	\$ 17,075.72	\$ 226,181.53
21	Total Cost	\$ 456,240.98	\$ 422,672.77	\$ 3,337,319.40
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>				
22	Percent on-time	98.5%	95.0%	96.2%
23	SilverRide Pilot OTP	-	-	-
24	Arrived 15-29 minutes past window	24	26	420
25	Arrived 30-59 minutes past window	4	14	127
26	Arrived 60 minutes past window	1	4	10
27	Total Missed Trips	1	1	10
28	Transfer Trips	235	121	1,760
<b>One Seat Pilot Data</b>				
29	*Total Trips	594	224	4,760
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 7,345.34	\$ 3,183.00	\$ 68,576.32
31	*Non-CCCTA Miles (Agency Miles)	5,943.65	2,674.90	47,584.15
32	*Non-CCCTA Revenue Hours	161.94	64.19	1,395.06
33	*Total Revenue Hours	317.86	111.85	2,816.38
34	*Total Fare Collected	\$ 2,656.50	\$ 1,103.25	\$ 18,122.75
35	*Non-CCCTA Fare Collected	\$ 1,514.50	\$ 598.25	\$ 10,279.50
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>				
36	Total Complaints	2	1	35
37	Timeliness	1	0	14
38	Driver Complaints	0	1	13
39	Equipment / Vehicle	0	0	3
40	Scheduling/Staff Skill	1	0	5
41	Commendations	295	1	439
42	Ave. wait time in Queue for reservation	0:00:33	1.11	0:00:24
43	Ave. wait time in Queue for customer service	0:00:25	0.19	0:00:26
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>				
44	Total accidents per 100,000 miles	0.00	0	0.59
45	Roadcalls per 100,000 miles	0	0	3
<b>Eligibility Statistics</b>				
47	*Total ADA Riders in Data Base	1,780	2,083	2,441
48	*Total Certification Determinations	106	98	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: 3/02/2022