County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee **Date:** 09/22/2022

From: Rosa Noya, Manager of Accessible Services **Reviewed by:** *RK*

SUBJECT: Paratransit Executive Summary Report –July and August 2022

Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. On July 1, 2022, County Connection's contractor (Transdev) for paratransit services commenced operating under a new contract that includes slightly different performance criteria standards. Please note the following table as a comparison between former and current performance standards:

Performance Criteria	Definition	Standard-Former	Standard-New
On-Time Performance (Schedule Adherence)	**The percentage of trips when the driver arrives within the 30-min. pick up window within the designated time based on geo validated data.**	**90%**	**92%**
Passenger Trips Performed Per Revenue Vehicle Hour	**The ratio of completed trips per vehicle revenue hour (When calculating productivity guests and attendants will not be counted).**	**2**	**1.50**
Chargeable (Preventable) Accidents	The ration of preventable accidents to total revenue miles. Preventable(chargeable) is defined as "could have been reasonably avoided by driver."	0.50 per 100,000 miles	0.50 per 100,000 miles
Road Calls	Occurs when a vehicle is required to tow or assist a revenue vehicle while it is in service. It is assumed that these incidents are unplanned occurrences	4.0 per 100,000 miles	4.0 per 100,000 miles
Wheelchair Lift Availability	The percentage of dedicated vehicles that are wheelchair accessible in a transit fleet for ADA passengers using a Wheelchair or other POV.	100%	100%
Customer Complaints	The ratio of service-related complaints to completed trips. Ratio includes all complaints filed that are valid.	2 complaints per 1,000 trips	2 complaints per 1,000 trips
Service Denials	Service Denials result when a rider's trip request is not accepted. Examples include: (1) a rider requests a next day trip and the contractor says it cannot provide the trip, (2) a rider request a next day trip and the contractor offers a trip that is outside the 1 hour negotiating window.	0	0
Ratio of Revenue Hours to Service Hours		83%	83%

This is a summary report of Paratransit services provided for the months of July and August 2022 using the new performance standards.

**July-August 2022 Performance Report:**

Ridership:

The total reported number of ADA passenger trips in August was 7,593; 1,150 more trips than in July. Although an increase in ridership was anticipated as students return to school, the count of trips was higher than expected as was the month this increase would be anticipated since traditionally we see this increase in September-October.

Total ADA Passengers-FY 22/23

July: 6,443
August: 7,593
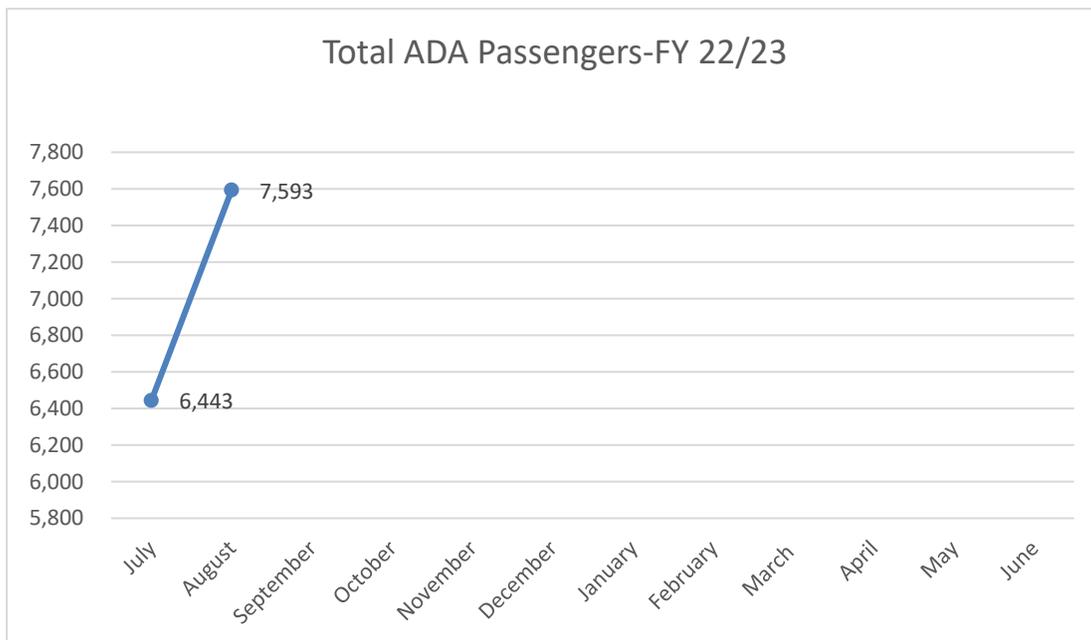
Productivity:

There was a noted increase in productivity from July to August. July reported a productivity of 1.50 ADA passengers per revenue hour while August saw a major increase to 1.84 ADA passengers per revenue hour.

August's productivity statistic now marks the highest reported productivity month for the ending fiscal year 2021-2022. Under the current contract, the new performance standard is set to 1.50 ADA Passengers per revenue hour.

ADA PASSENGERS PER REVENUE HOUR

Chart showing ADA Passengers per Revenue Hour for FY 22/23 with values: JULY 1.50, AUGUST 1.84
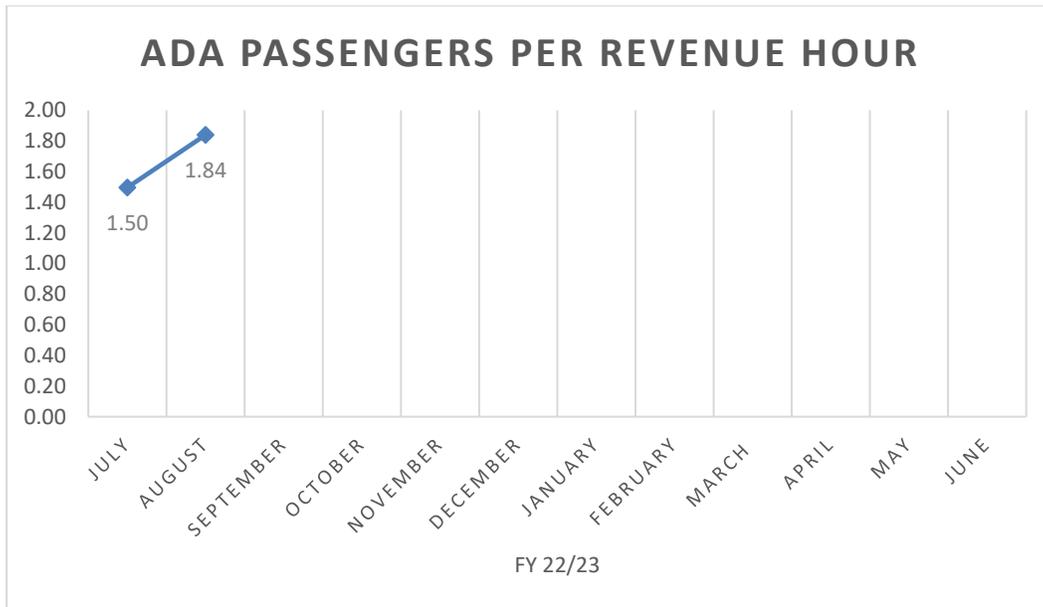
On-time Performance:

Although the month of July reported the same on-time performance percentage from the prior month (92.9%), the month of August experienced a decrease to 83.3%

This decrease is well below the new performance standard of 92%, which was recently increased with the new ADA Paratransit contract.

ON TIME PERFORMANCE-FY 22/23

Chart showing On Time Performance for FY 22/23 with values: JULY 92.9%, AUGUST 83.3%
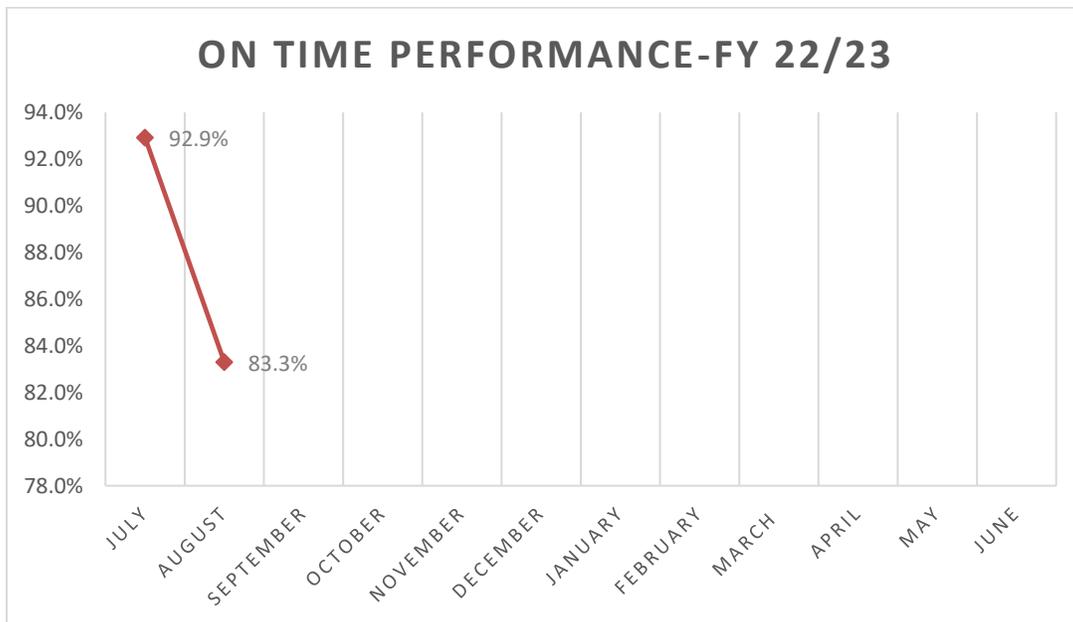
Customer Satisfaction:

There was noted increase in complaints from July to August. The 13 complaints received in July were largely attributed to issues with timeliness (12 out of 13 complaints). The month of August reported a total of 22 complaints- 21 of them associated with timeliness and the 1 associated with an issue with equipment/vehicle. This reaffirms the dip in on time performance. Commendations continue to remain high; we received a total of 347 in the month of July and a total of 412 in August.

Customer Satisfaction-FY 22/23
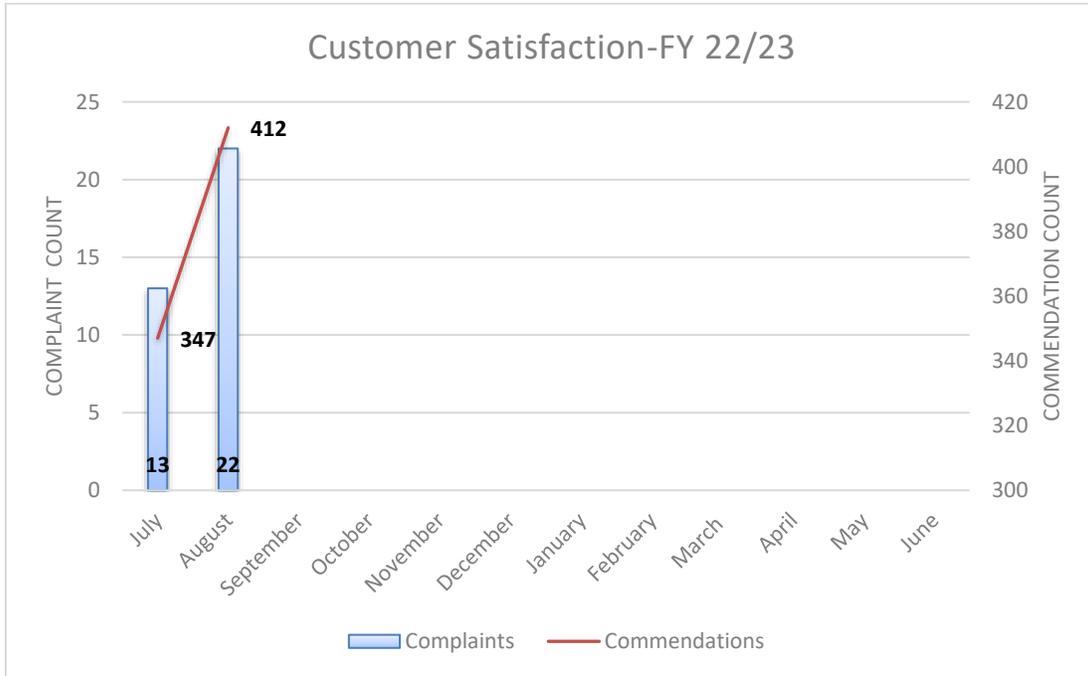
Safety:

There were no accidents in the months of July nor August.

Overall, the contractor remains within County Connection's performance standards except for on time performance and complaints which are interrelated as majority of complaints pertain to timeliness.

Additional updates:

None.

Financial Implications:

A total of $505,477.76 was spent for August's ADA paratransit services, an increase from the $464,981.39 spent in July.

Although fuel cost was $65,351.54 in June of 2022, subsequent months have reported a decrease in fuel cost with a reported $58,047.52 for July and $57,389.39 for August.

ADA Paratransit Cost FY 22/23: Total vs. Fuel
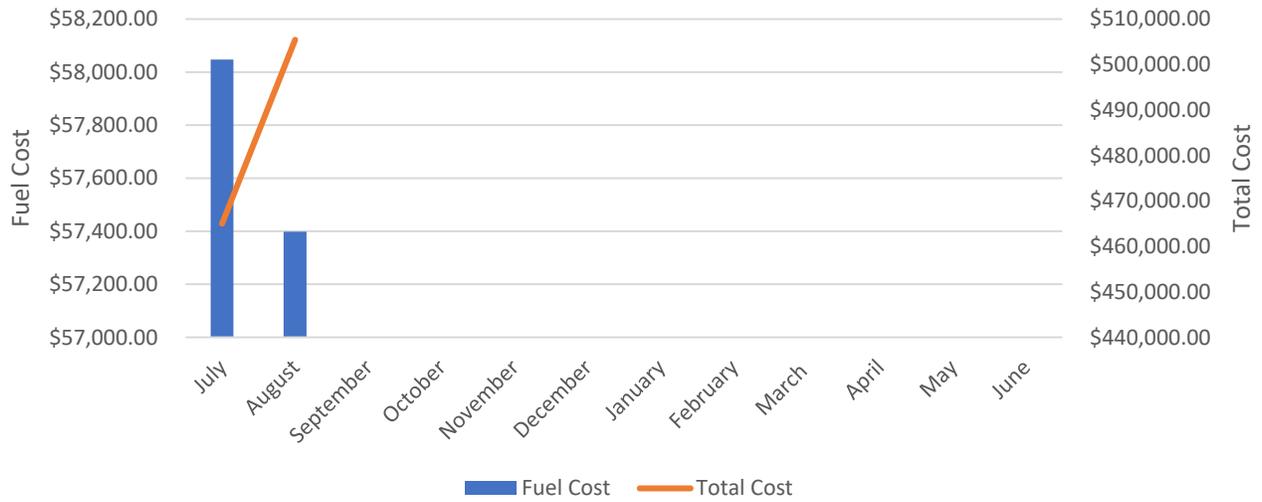
Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: July 2022 MOP

Attachment 2: August 2022 MOP

CCCTA PARATRANSIT

Performance Report: 7/01 through 7/31/2022

LINK and BART Statistics

#		FY 22/23 July	Variance from Goal	FY 21/22 July	YTD 22/23
	Ridership Statistics				
1	ADA Passengers	5,410		4,653	5,410
2	Companions	35		39	35
3	*Personal Care Assistants	493		641	493
4	**SilverRide Pilot**			-	
	One Seat Passengers	1,033			1,033
5	Total Passengers	6,971		5,333	6,971
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	788		498	788
7	**SilverRide Pilot No Shows & Late Cancels**			-	
8	Total number of Cancellations	476		297	476
9	Same Day Trips	108		159	108
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	41		21	41
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,616.42		4,073.60	3,616.42
13	ADA Passengers per RVHr.	1.50		1.14	1.50
14	Average Trip Length (miles)				
15	Average Ride Duration (minutes)				
16	Total Cost per ADA Passenger	$ 85.95		$ 101.00	$ 86.49
17	*Service Miles	60,185.69		64,310	60,186
18	Billable Service Hours	4,305.85		5,736.82	4,305.85
19	**SilverRide Pilot Cost**	$ -		$ -	$ -
20	Fuel Cost	$ 58,047.52		$ 32,427.04	$ 58,047.52
21	Total Cost	$ 464,981.39		$ 469,969.78	$ 464,981.39
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	92.9%		97.6%	92.9%
23	**SilverRide Pilot OTP**			0	
24	Arrived 15-29 minutes past window	148		24	148
25	Arrived 30-59 minutes past window	68		10	68
26	Arrived 60 minutes past window	7		0	7
27	Total Missed Trips	1		0	1
28	Transfer Trips	271		199	271
	One Seat Pilot Data				
29	*Total Trips	1,033		674	1,033
30	*Non-CCCTA Cost (Cost for Agencies)	$ 23,963.26		$ 8,624.22	$ 23,963.26
31	*Non-CCCTA Miles (Agency Miles)	10,755.28		6,367.16	10,755.28
32	*Non-CCCTA Revenue Hours	354.43		184.49	354.43
33	*Total Revenue Hours	689.46		386.60	689.46
34	*Total Fare Collected	$ 4,210.50		$ 3,312.00	$ 4,210.50
35	*Non-CCCTA Fare Collected	$ 2,216.75		$ 1,805.25	$ 2,216.75
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	13		3	13
37	Timeliness	12		1	12
38	Driver Complaints	0		2	0
39	Equipment / Vehicle	0		0	0
40	Scheduling/Staff Skill	1		0	1
41	Commendations	347		0	347
42	Ave. wait time in Queue for reservation	0:02:47		0:00:53	0:02:47
43	Ave. wait time in Queue for customer service	0:01:49		0:00:30	0:01:49
	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	0.00
45	Roadcalls per 100,000 miles	0		0	0
46	**Eligibility Statistics**				
47	*Total ADA Riders in Data Base	1,720		1,854	1,720
48	*Total Certification Determinations	124		115	124
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: 9/15/2022

CCCTA PARATRANSIT
Performance Report: 8/01 through 8/31/2022

	LINK and BART Statistics	FY 22/23 August	Variance from Goal	FY 21/22 August	YTD 22/23
	Ridership Statistics				
1	ADA Passengers	6,355		5,062	11,765
2	Companions	42		23	77
3	*Personal Care Assistants	472		604	965
4	**SilverRide Pilot**			-	
	One Seat Passengers	1,238		684	2,271
5	Total Passengers	8,107		6,373	15,078
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	904		683	1,692
7	**SilverRide Pilot No Shows & Late Cancels**	-		-	
8	Total number of Cancellations	529		417	1,005
9	Same Day Trips	122		178	230
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	60		32	101
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,454.90		4,121.30	7,071.32
13	ADA Passengers per RVHr.	1.84		1.23	1.66
14	Average Trip Length (miles)				
15	Average Ride Duration (minutes)				
16	Total Cost per ADA Passenger	$ 79.54		$ 93.82	$ 82.48
17	*Service Miles	58,680.98		68,468	118,867
18	Billable Service Hours	5,049.06		5,803.84	9,345.29
19	**SilverRide Pilot Cost**	$ -		$ -	$ -
20	Fuel Cost	$ 57,398.39		$ 33,992.01	$ 115,445.91
21	Total Cost	$ 505,447.76		$ 474,913.90	$ 970,429.15
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	83.3%		96.3%	88.1%
23	**SilverRide Pilot OTP**			-	
24	Arrived 15-29 minutes past window	375		50	523
25	Arrived 30-59 minutes past window	191		20	259
26	Arrived 60 minutes past window	26		1	33
27	Total Missed Trips	3		3	4
28	Transfer Trips	287		278	558
	One Seat Pilot Data				
29	*Total Trips	1,238		684	2,271
30	*Non-CCCTA Cost (Cost for Agencies)	$ 31,853.78		$ 8,822.05	$ 55,817.04
31	*Non-CCCTA Miles (Agency Miles)	13,769.22		6,227.45	24,524.50
32	*Non-CCCTA Revenue Hours	490.63		182.85	845.06
33	*Total Revenue Hours	962.64		403.85	1,652.10
34	*Total Fare Collected	$ 4,819.25		$ 3,241.25	$ 9,029.75
35	*Non-CCCTA Fare Collected	$ 2,548.25		$ 1,733.75	$ 4,765.00
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	22		2	35
37	Timeliness	21		0	33
38	Driver Complaints	0		2	0
39	Equipment / Vehicle	1		0	1
40	Scheduling/Staff Skill	0		0	1
41	Commendations	412		0	759
42	Ave. wait time in Queue for reservation	0:03:04			0:02:56
43	Ave. wait time in Queue for customer service	0:01:45			0:01:47
	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	0.00
45	Roadcalls per 100,000 miles	0		0	0
	Eligibility Statistics				
47	*Total ADA Riders in Data Base	1,682		1,832	1,821
48	*Total Certification Determinations	101		117	225
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

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