

**To:** Operations & Scheduling Committee

**Date:** 10/27/2022

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** *RK*

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

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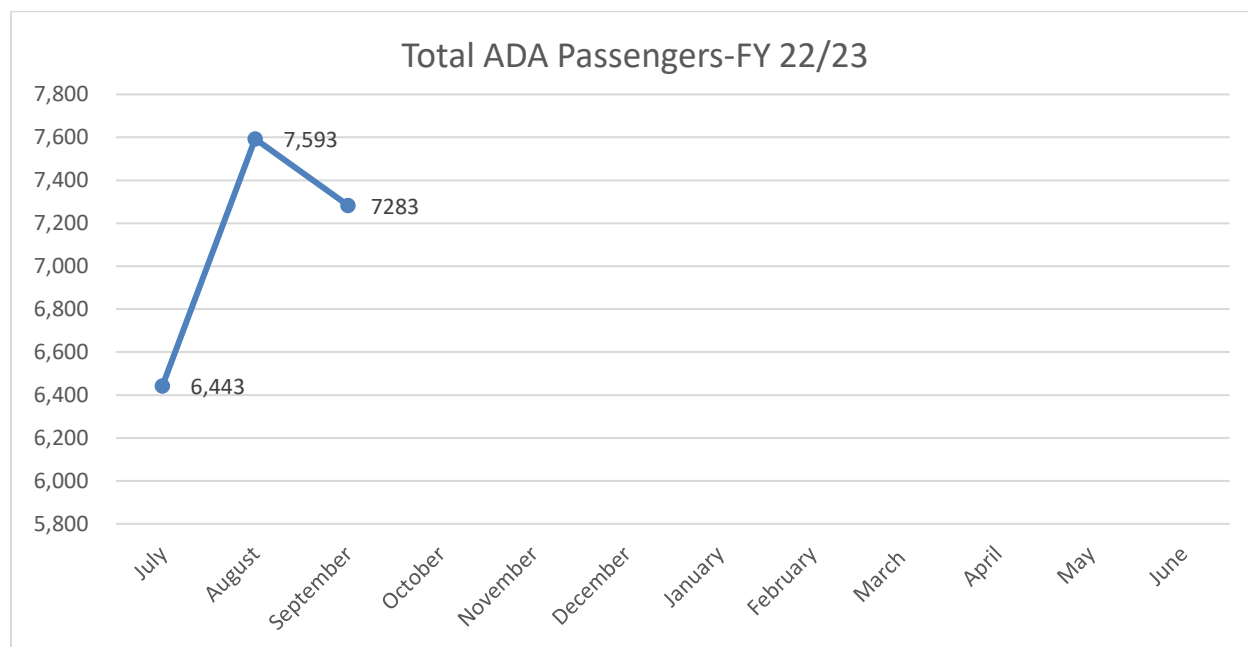
### Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of September 2022 using the new performance standards.

### July-August 2022 Performance Report:

#### Ridership:

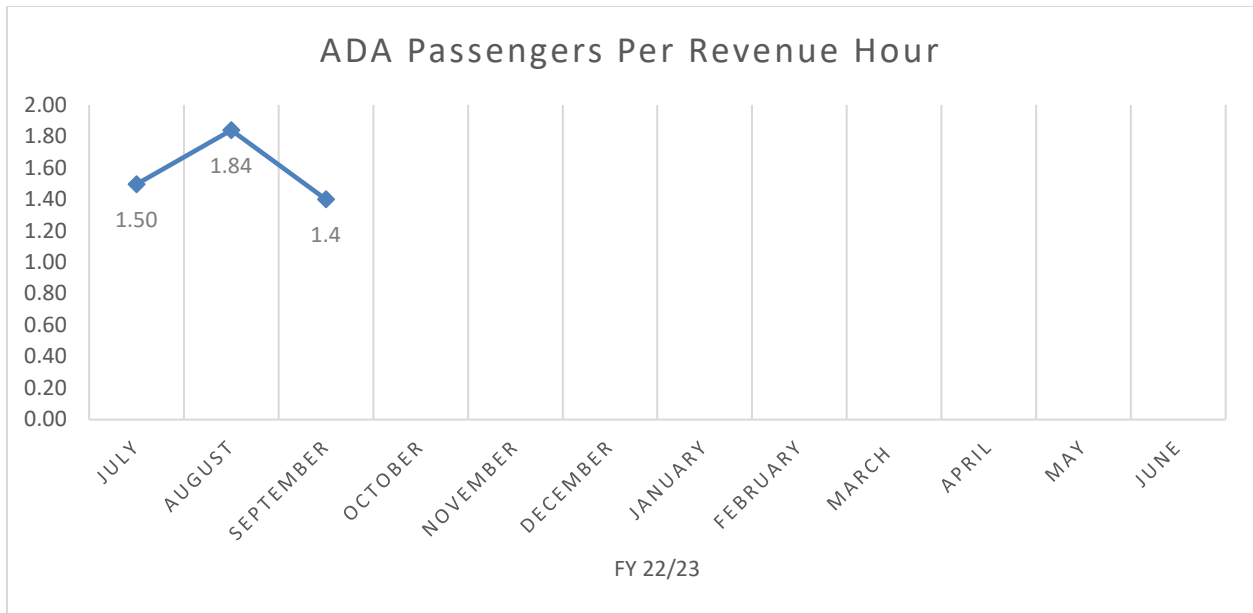
The total reported number of ADA passenger trips in September was 7,283; 310 less trips than in August.



#### Productivity:

Productivity decreased in September compared to August. September reported productivity of 1.40 ADA passengers per revenue hour which was significantly lower than August's 1.84 ADA passengers per revenue hour.

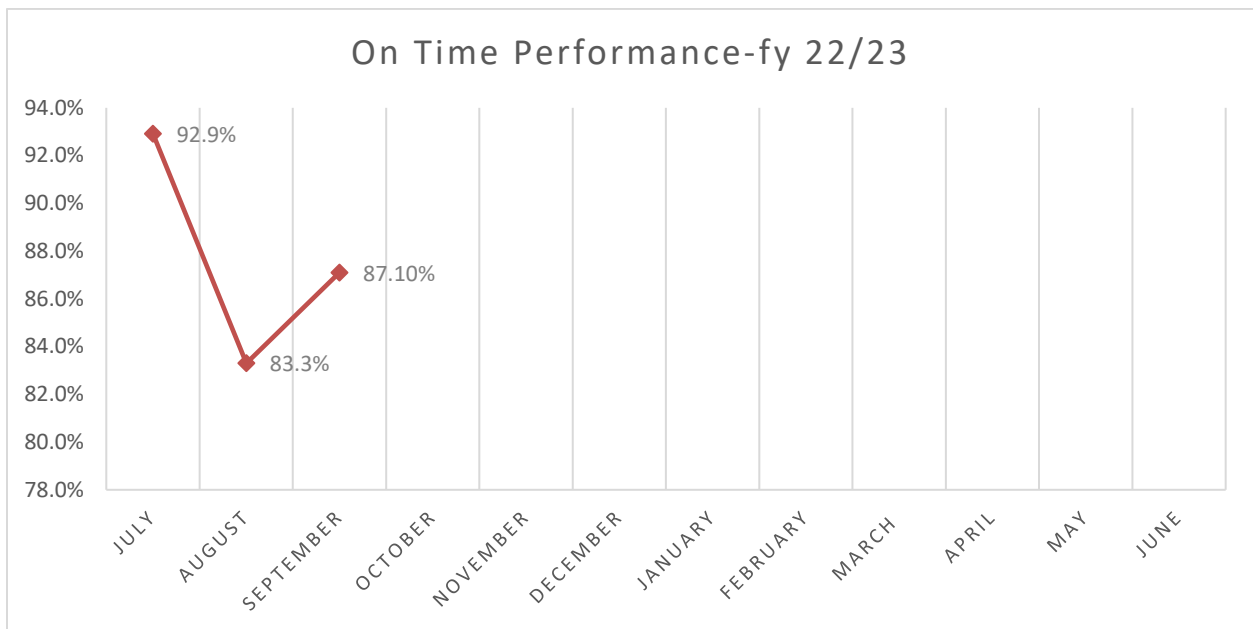
Under the current contract, the new performance standard is set to 1.50 ADA Passengers per revenue hour.



**On-time Performance:**

On time performance in the month of September reflects an increase from the prior month from 83.3% on time performance in August to the current 87.1% for September.

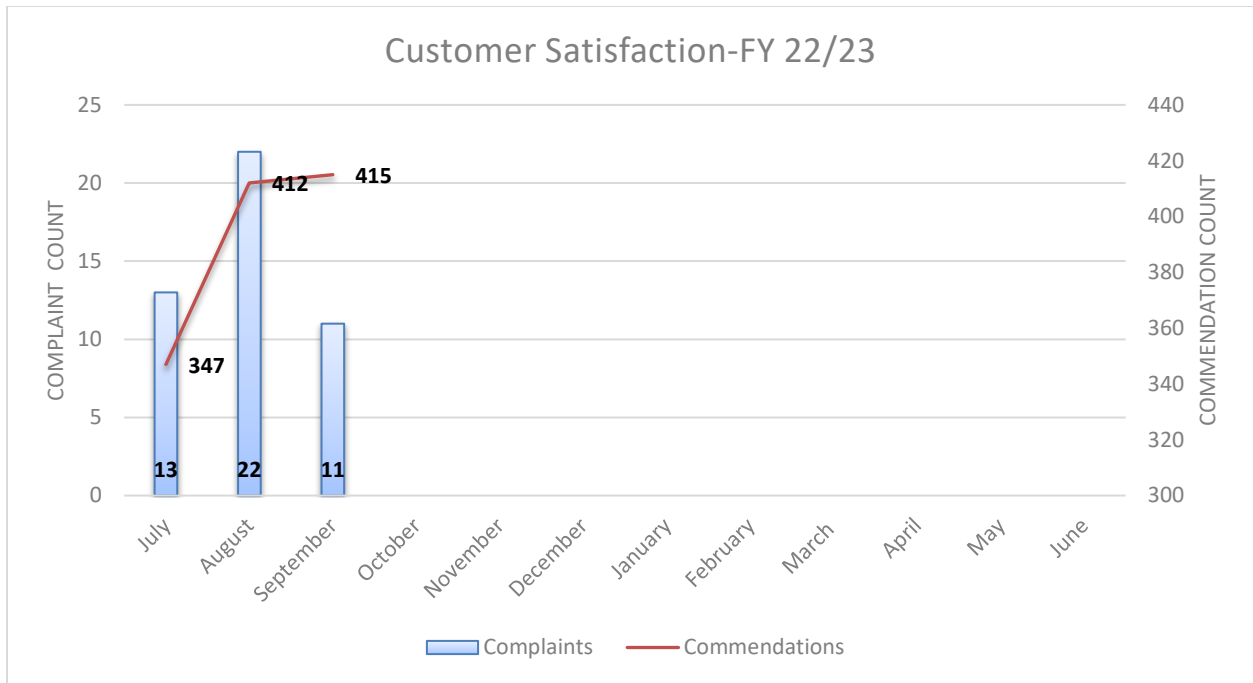
This is trending up as is needed in order to obtain the standard of 92% on time performance.



**Customer Satisfaction:**

There was noted decrease in complaints from August to September. The 11 complaints received in September were largely attributed to issues with timeliness (8 out of 11 complaints). The remaining 3 were associated with an issue with scheduling/staff skill.

Commendations continue to remain high; we received a total of 415 in August- a slight increase from August's 412.



**Safety:**

There were no accidents in the months of September.

The main area of focus for improvement in the contractor’s performance is in the on-time performance criteria.

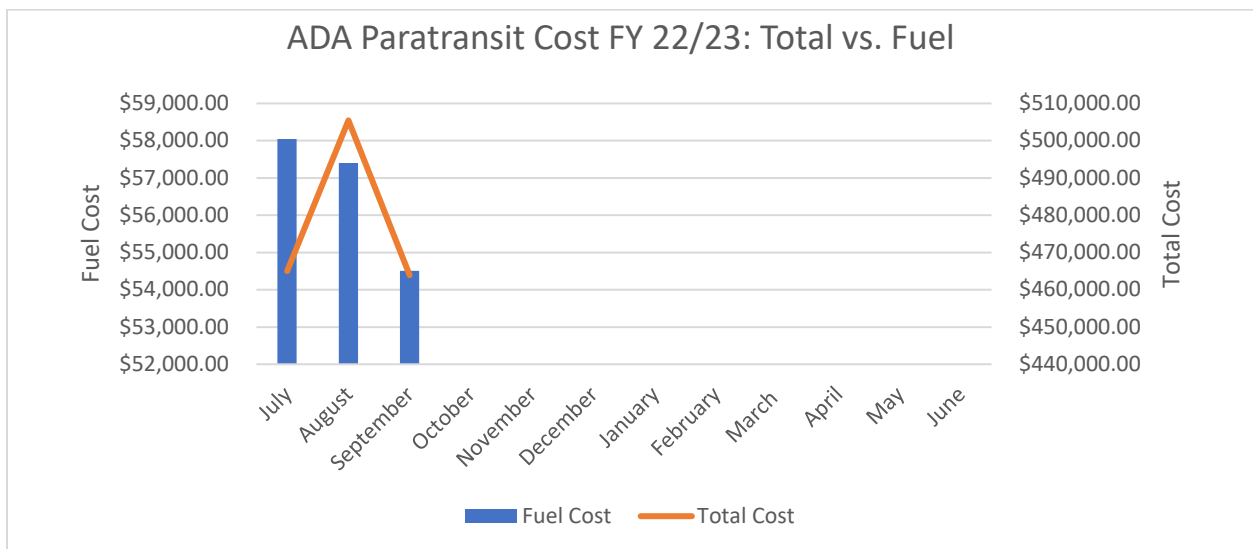
**Additional updates:**

None.

**Financial Implications:**

A preliminary un-audited total of \$463,917.83 was spent for September’s ADA paratransit services, an increase from the \$505,447.76 spent in August.

Fuel cost has decreased from \$57,389.39 for the month of August to a reported \$54,503.73 in September.



**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: September 2022 MOP \*pre-audited