

To: Operations & Scheduling Committee

Date: 2/20/23

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

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**SUBJECT: Paratransit Executive Summary Report –January 2023**

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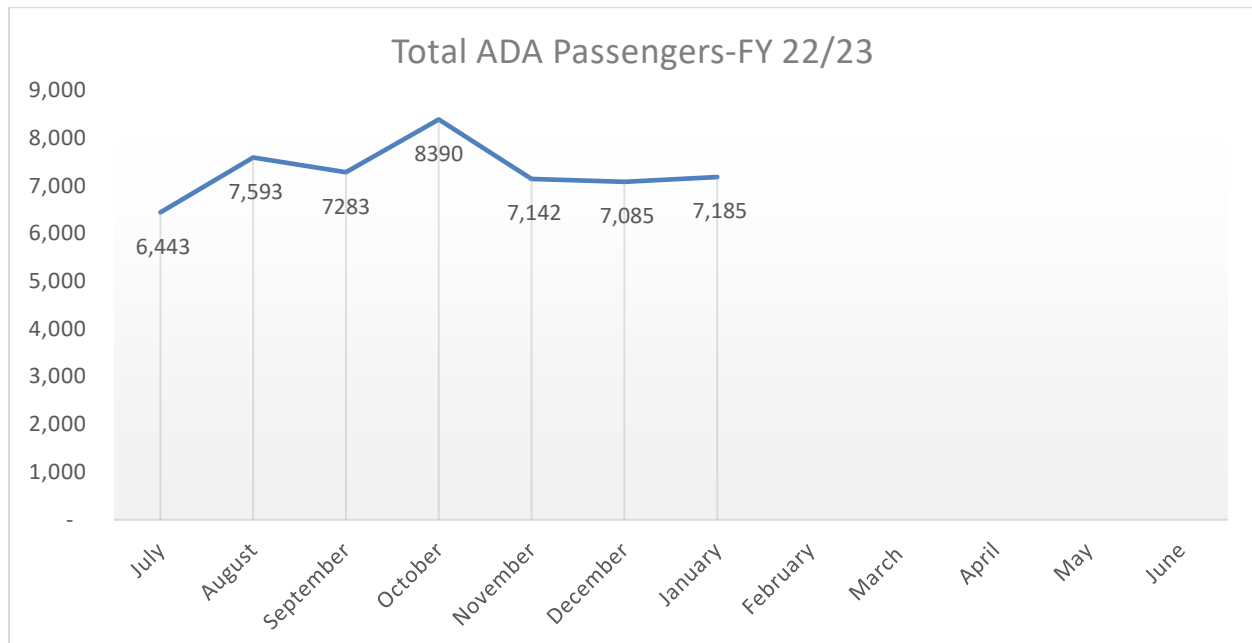
### Background:

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

### January 2023 Performance Report:

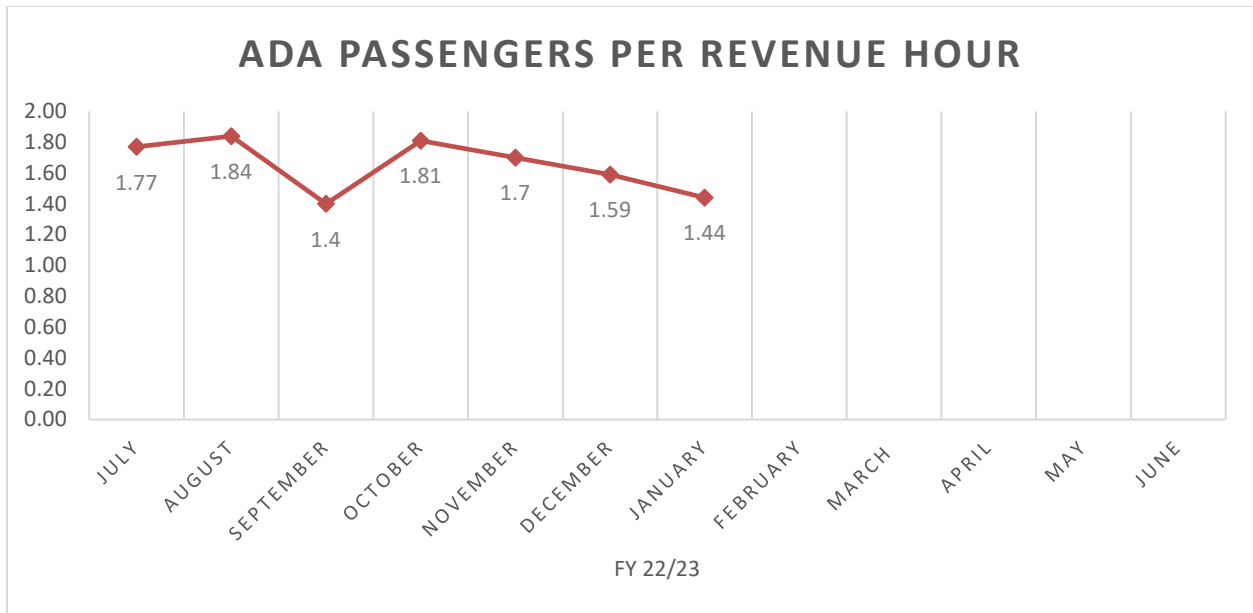
#### Ridership:

The total reported number of ADA passenger trips in January was 7,185; 100 more trips than in December. The total reported number of ADA Passengers reported in January of 2023 is approximately 59% of pre-pandemic ridership levels (January 2020).



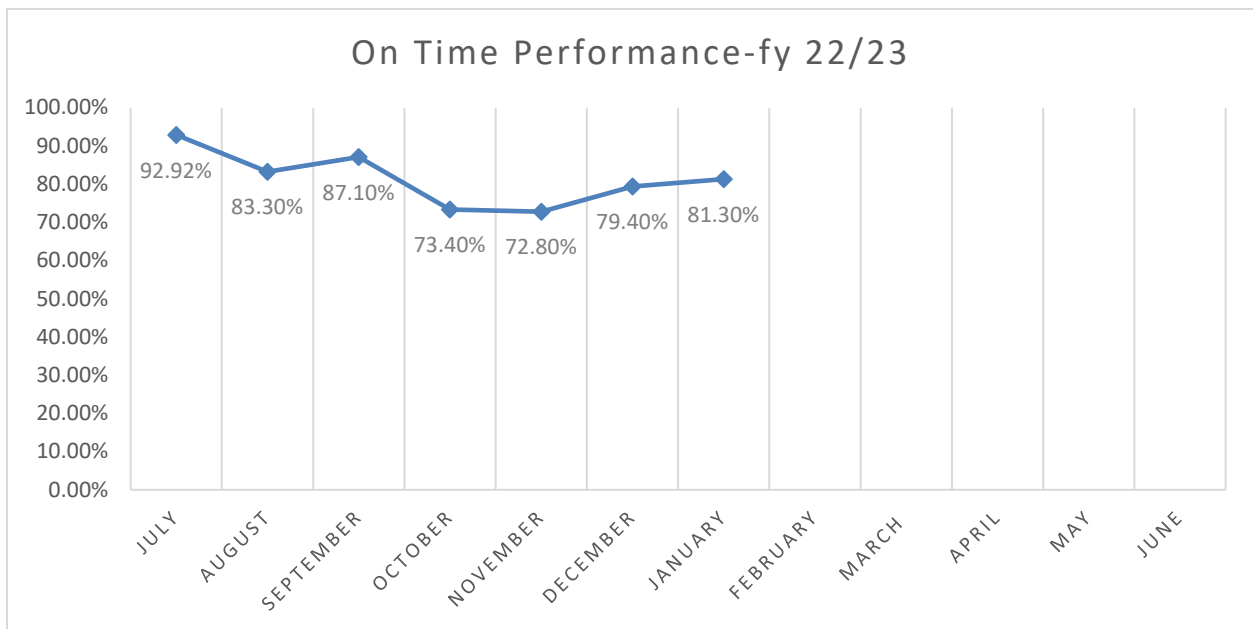
#### Productivity:

Productivity decreased in January compared to December. January reported productivity of 1.44 ADA passengers per revenue hour which was lower than December's 1.59 ADA passengers per revenue hour. January reported productivity below the performance standard of 1.50 ADA Passengers per revenue hour.



**On-time Performance:**

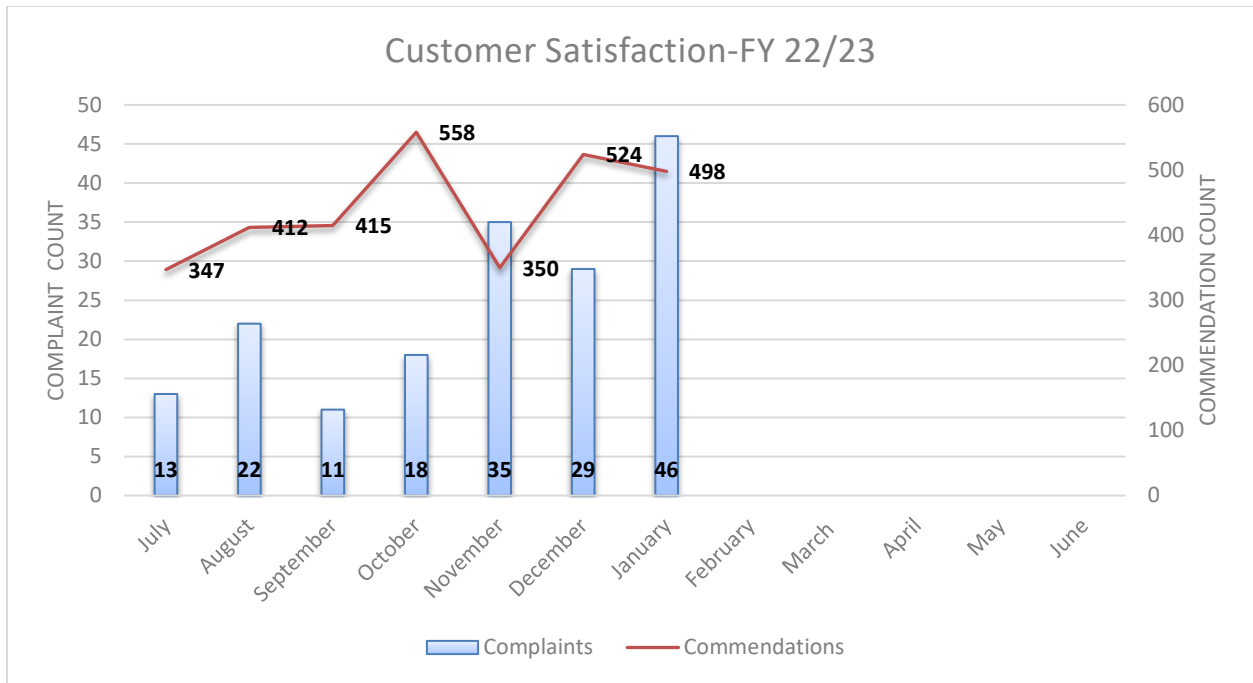
On-time performance has increased to 81.3% in the month of January-a 2% jump from 79.4% in December. This also means we are trending upwards towards the standard of 92% on time performance.



**Customer Satisfaction:**

There was an increase in complaints from December to January. The 46 complaints received in January were largely attributed to issues with timeliness 30 out of 46 complaints). The remaining complaints were associated with issues with scheduling/staff skill (8 total), and driver complaints (7 total).

The total number of commendations received for January was 498- a slight decrease from the 524 reported in December of 2022.



**Safety:**

There were no accidents in the month of January.

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

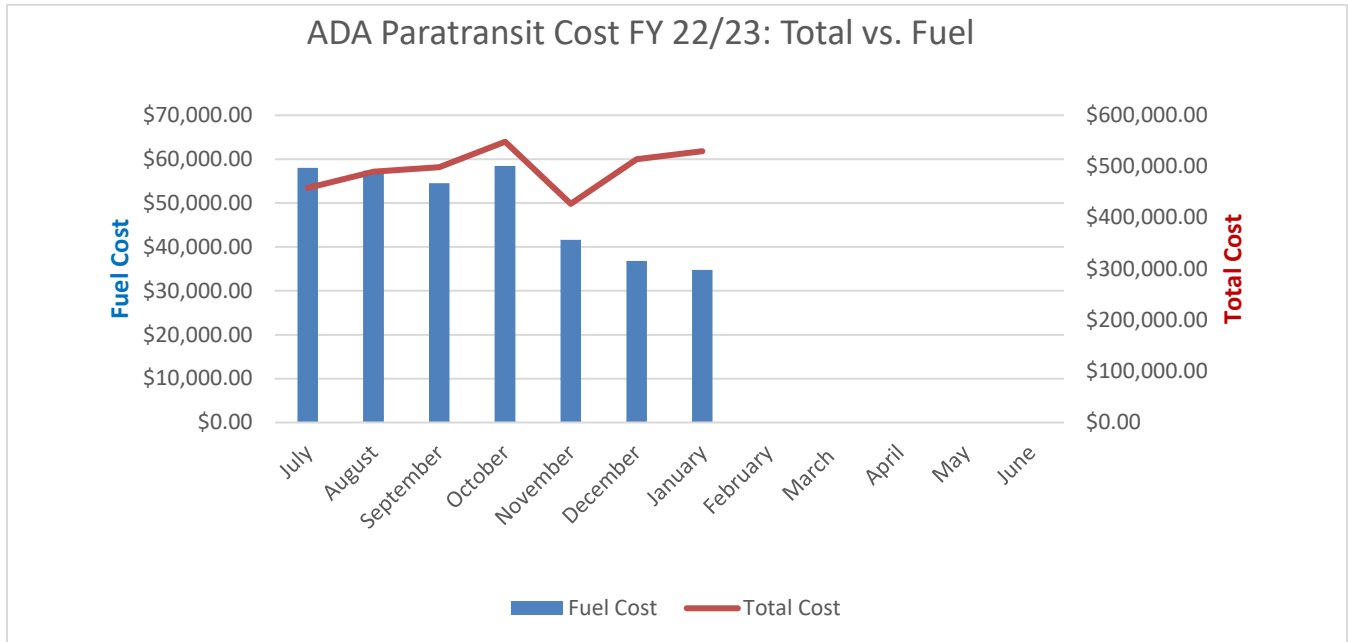
**Additional updates:**

As more COVID-19 related restrictions are being lifted including the most recent that had affected Brown Act meetings and the temporary allowance to meet via teleconference, the need to find suitable space to conduct varied operational processes including Paratransit driver training and in person interview assessments for ADA Paratransit eligibility- both of which pre-pandemic took place in the County Connection Boardroom. As the need to hire more drivers for the LINK paratransit service is present, the need to have an available space to conduct more frequent driver training is also needed. Staff is looking for a location that includes indoor space for up to 10-12 people at a time and a space for drivers to perform driver skills training involving a wheelchair accessible vehicle. In seeking to collaborate with community agencies in the area, staff is looking at locations that both Choice in Aging and the City of Pleasant Hill may be able to provide. The City of San Ramon has offered some office space at the San Ramon Senior Center to allow prospective applicants for LINK Paratransit residing in the area of San Ramon and neighboring cities to complete an in-person interview if needed without having to travel to County Connection’s offices in Concord. This will allow for an improved experience for applicants who will not have to take the journey down the 680 corridor and conversely allow our driver and vehicle resources to be concentrated in a specific area.

**Financial Implications:**

An unaudited, preliminary total of \$530,161.25 was spent for January’s ADA paratransit services, an increase from the \$513,965.87 spent in December.

Fuel costs have continued to decrease as demonstrated from the \$36,784.91 spent for the month of December to a reported \$34,759.20 spent in January.



**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: January 2023 MOP \*pre-audited

CCCTA PARATRANSIT

Performance Report: 1/01 through 1/31/2023

LINK and BART Statistics

FY 22/23  
January

Variance  
from Goal

FY 21/22  
January

YTD 22/23

	FY 22/23 January	Variance from Goal	FY 21/22 January	YTD 22/23
<b>Ridership Statistics</b>				
1	ADA Passengers	6,054	3,759	42,974
2	Companions	57	30	334
3	*Personal Care Assistants	480	358	3567
4	One Seat Passengers	1,131	130	8,147
5	Total Passengers	7,722	4,277	55,022
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	893	699	6,000
7	Total number of Cancellations	492	415	3,242
8	Same Day Trips	66	113	792
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	43	23	342
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>				
11	Revenue Hours	4,206.21	3,296.09	19,179.79
12	ADA Passengers per RVHr.	1.44	1.14	2.24
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 87.57	\$ 121.37	\$ 80.65
16	*Service Miles	93,314.00	52,503.46	544,793
17	Billable Service Hours	5,789.10	5,515.66	29,382.11
18	Fuel Cost	\$ 34,759.20	\$ 29,849.12	\$ 306,766.17
19	Total Cost	\$ 530,161.25	\$ 456,240.98	\$ 3,465,642.19
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>				
20	Percent on-time	81.3%	98.5%	81.5%
21	Arrived 15-29 minutes past window	441	24	3131
22	Arrived 30-59 minutes past window	227	4	1635
23	Arrived 60 minutes past window	35	1	309
24	Total Missed Trips	6	1	45
25	Transfer Trips	313	235	2074
<b>One Seat Pilot Data</b>				
26	*Total Trips	1,131	594	8,113
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 16,233.49	\$ 7,345.34	\$ 153,016.80
28	*Non-CCCTA Miles (Agency Miles)	12,355.00	5,943.65	85,878.09
29	*Non-CCCTA Revenue Hours	371.77	161.94	2,897.91
30	*Total Revenue Hours	768.89	317.86	5,752.45
31	*Total Fare Collected	\$ 3,999.25	\$ 2,656.50	\$ 27,426.48
32	*Non-CCCTA Fare Collected	\$ 2,180.75	\$ 1,514.50	\$ 15,376.50
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>				
33	Total Complaints	46	2	128
34	Timeliness	30	1	95
35	Driver Complaints	7	0	13
36	Equipment / Vehicle	1	0	3
37	Scheduling/Staff Skill	8	1	17
38	Commendations	498	295	2,580
39	Ave. wait time in Queue for reservation	0:03:07	0:00:33	0:02:55
40	Ave. wait time in Queue for customer service	0:01:52	0:00:25	0:01:44
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>				
41	Total accidents per 100,000 miles	0.00	0.00	0.00
42	Roadcalls per 100,000 miles	0.00	0	0
<b>Eligibility Statistics</b>				
44	*Total ADA Riders in Data Base	1,673	1,780	2,348
45	*Total Certification Determinations	104	106	752
46	*Initial Denials	0	0	0
47	*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: 2/21/2023