

To: Operations & Scheduling Committee

Date: 3/22/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RN*

SUBJECT: Paratransit Executive Summary Report –February 2023

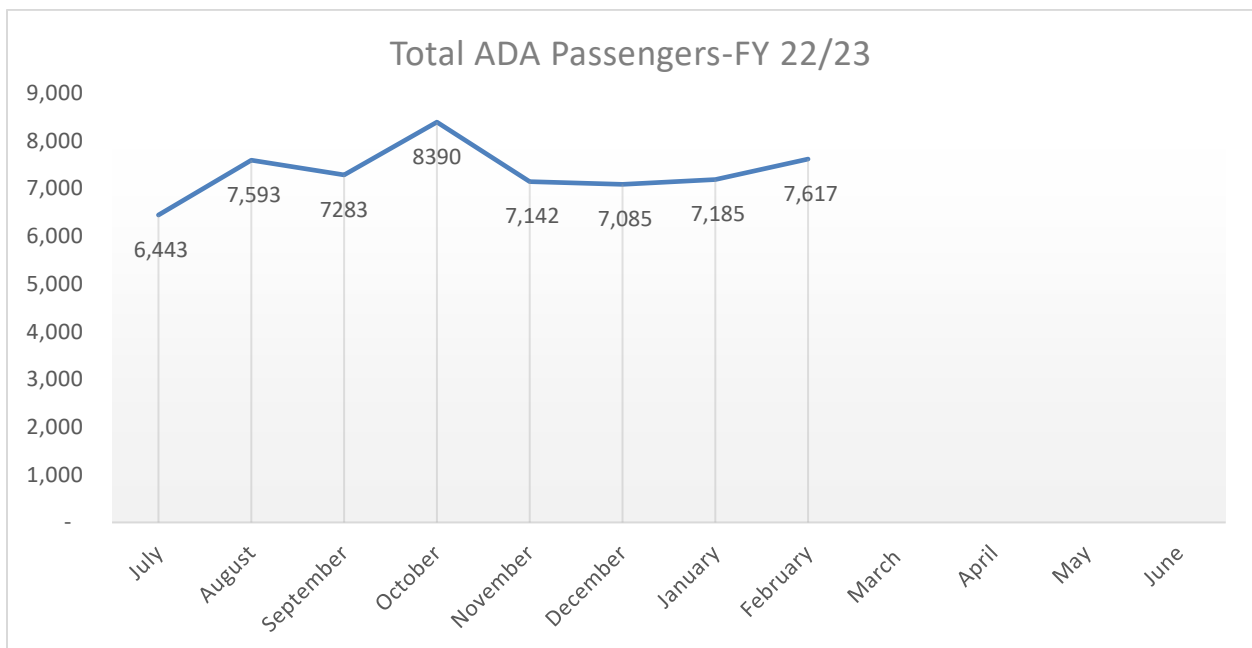
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of February 2023.

February 2023 Performance Report:

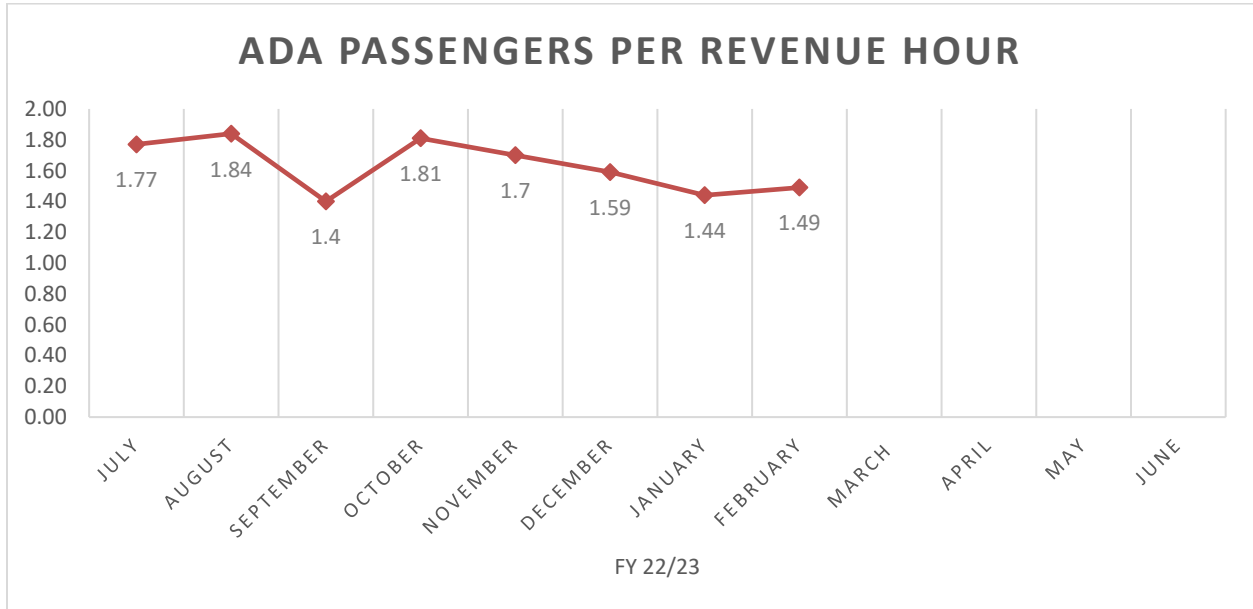
Ridership:

The total reported number of ADA passenger trips in February was 7,617; 432 more trips than in January. The total reported number of ADA Passengers reported in February of 2023 is approximately 63% of pre-pandemic ridership levels (February 2019).



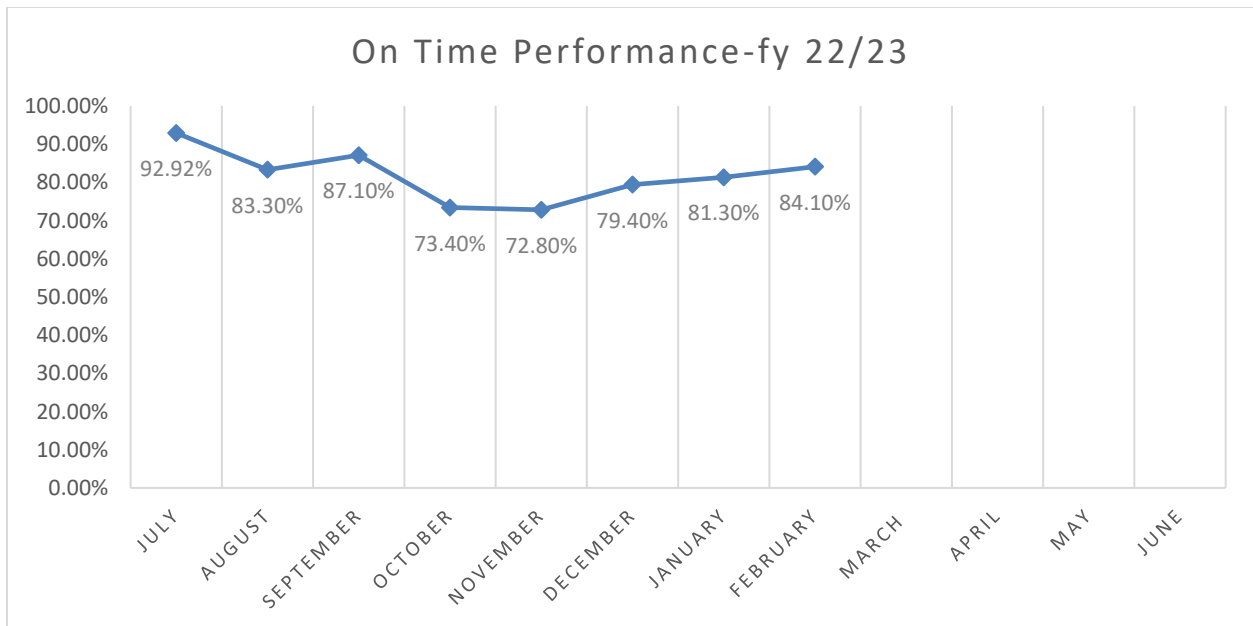
Productivity:

February reported productivity of 1.49 ADA passengers per revenue hour which was slightly higher than January's 1.44. This is below the performance standard of 1.50.



On-time Performance:

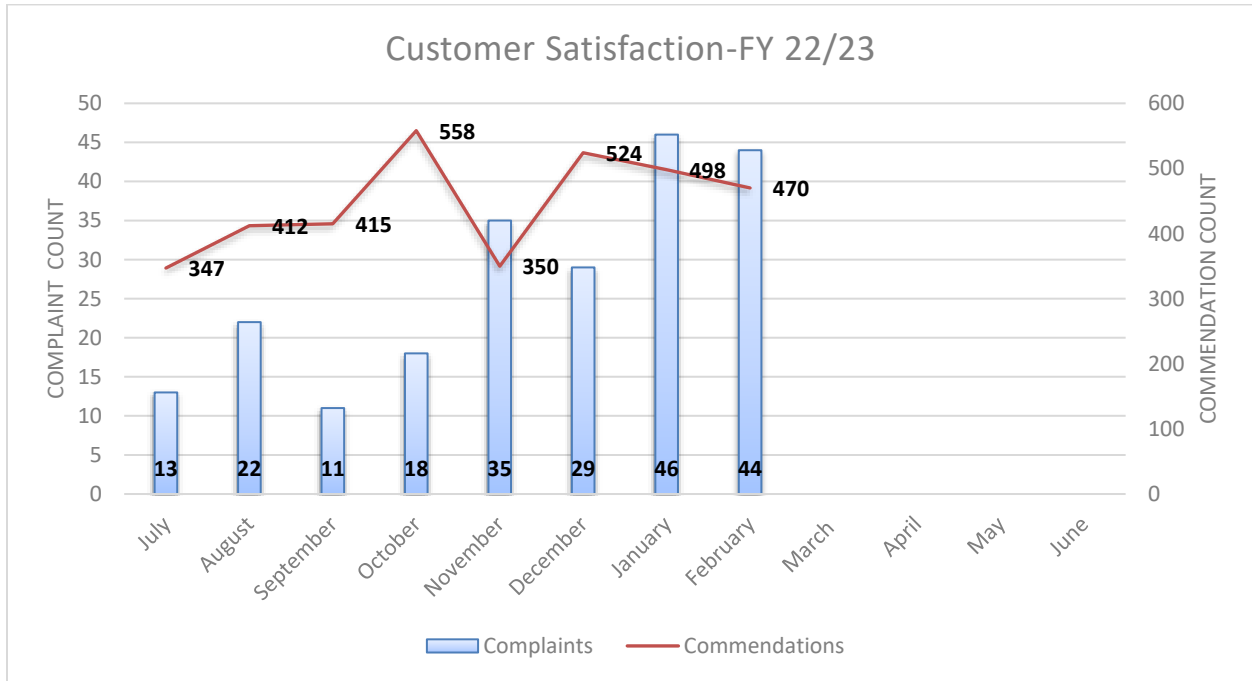
Our on-time performance has increased to 80.1% in February, which is a significant form 81.3% in January. This positive trend suggests that we are moving closer to achieving our standard of 92% om-time performance. To maintain this momentum, Transdev has been conducting monthly job fairs to hire more drivers, and we have added five sedans to our fleet. However, we must be mindful that adding sedans to the fleet means a different license requirement for the drivers. Drivers with a C license can complete the certification process more quickly, but we must ensure that we continue to maintain an accessible fleet for our drivers.



Customer Satisfaction:

There was a slight decrease in complaints from January to February. The 44 complaints received in February were largely attributed to issues with timeliness as reflected by a total of 21 complaints. The remaining complaints were associated with issues with scheduling/staff skill (14 total), and driver complaints (9 total).

The total number of commendations received for February was 470 - a slight decrease from the 498 reported in January of 2023.



Safety:

There were no accidents in the month of February.

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

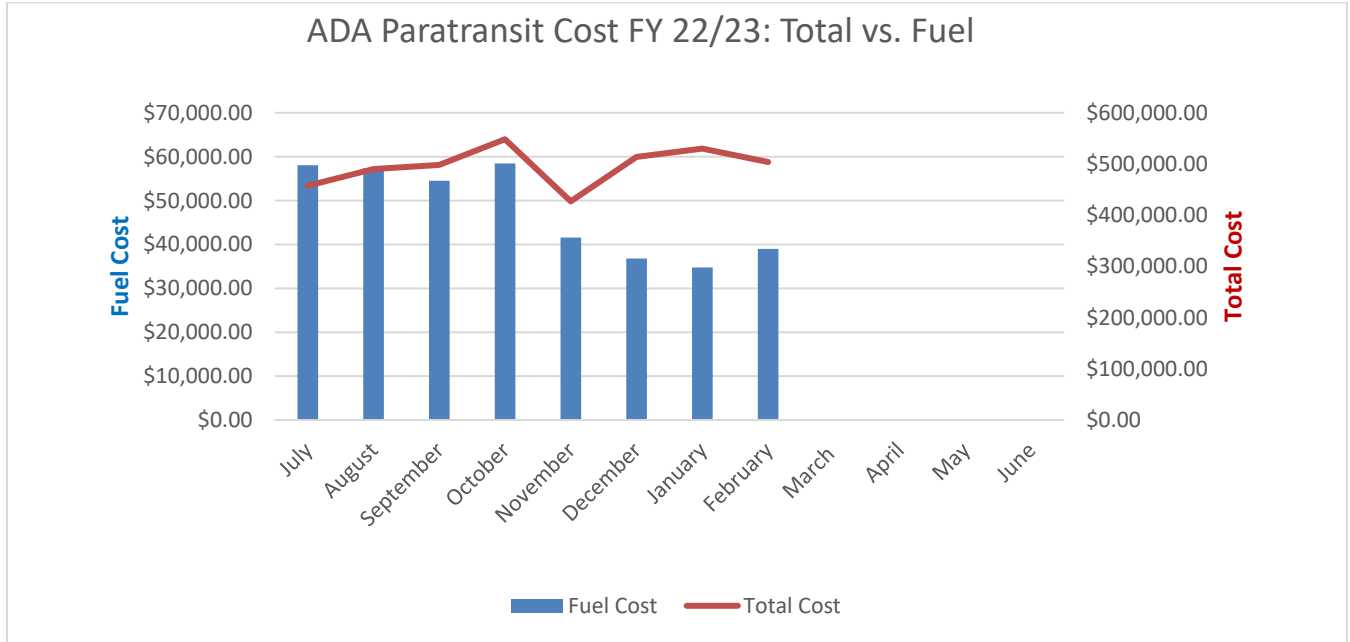
Additional updates:

Transdev, our ADA Paratransit contractor, is in the process of rolling out the latest self-scheduling feature on the MyTransit Manager mobile app. Approximately 31% of our LINK paratransit passengers have downloaded the app and have used the app to set up alerts for upcoming trips, to cancel trips or to confirm location of an approaching vehicle. Now users of the mobile app will be able to schedule trips to already visited destinations in one’s travel history. LINK staff is in the process of disseminating the information to current passengers through various forms of communication mediums including over the phone communication, development of how-to videos, and updating the accompanying written user guides. Since the testing started in December 2022, at least 14 riders have booked over 300 trips using this new feature.

Financial Implications:

An unaudited, preliminary total of \$503,717.48 was spent for February’s ADA paratransit services, a decrease from the \$530,161.25 spent in January.

Fuel costs have slightly increased as demonstrated from the \$34,759.20 spent for the month of January to a reported \$38,974.76 spent in February.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: February 2023 MOP *pre-audited

CCCTA PARATRANSIT

Performance Report: 2/01 through 2/28/2023

LINK and BART Statistics

FY 22/23
February

Variance
from Goal

FY 21/22
February

YTD 22/23

Ridership Statistics				
1	ADA Passengers	6,384	4,523	49,358
2	Companions	81	17	415
3	*Personal Care Assistants	544	436	4111
4	One Seat Passengers	1,233	655	9,380
5	Total Passengers	8,242	5,631	63,264
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	810	709	6,810
7	Total number of Cancellations	421	372	3,663
8	Same Day Trips	80	184	872
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	36	31	378
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	4,285.79	3,547.62	23,465.58
12	ADA Passengers per RVHr.	1.49	1.27	2.10
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 78.90	\$ 102.21	\$ 80.42
16	*Service Miles	96,424.00	57,068.53	641,217
17	Billable Service Hours	5,766.30	5,742.50	35,148.41
18	Fuel Cost	\$ 38,974.76	\$ 24,450.01	\$ 345,740.93
19	Total Cost	\$ 503,717.48	\$ 462,279.14	\$ 3,969,359.67
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
20	Percent on-time	84.1%	97.6%	81.8%
21	Arrived 15-29 minutes past window	535	41	3,666
22	Arrived 30-59 minutes past window	102	6	1,737
23	Arrived 60 minutes past window	19	0	328
24	Total Missed Trips	7	1	52
25	Transfer Trips	362	261	2,436
One Seat Pilot Data				
26	*Total Trips	1,233	655	9,346
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 16,681.47	\$ 8,345.79	\$ 169,698.27
28	*Non-CCCTA Miles (Agency Miles)		6,477.47	85,878.09
29	*Non-CCCTA Revenue Hours	386.06	189.50	3,283.97
30	*Total Revenue Hours	770.21	371.78	6,522.66
31	*Total Fare Collected	\$ 4,387.00	\$ 2,843.25	\$ 31,813.48
32	*Non-CCCTA Fare Collected	\$ 2,440.25	\$ 1,635.50	\$ 17,816.75
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	44	4	218
34	Timeliness	21	1	146
35	Driver Complaints	9	2	29
36	Equipment / Vehicle	0	0	4
37	Scheduling/Staff Skill	14	1	39
38	Commendations	470	327	2,580
39	Ave. wait time in Queue for reservation	0:03:07		0:02:56
40	Ave. wait time in Queue for customer service	0:01:54		0:01:45
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
41	Total accidents per 100,000 miles	0.00	0.00	0.00
42	Roadcalls per 100,000 miles	0.00	0	0
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1,673	1,770	2,439
45	*Total Certification Determinations	91	84	843
46	*Initial Denials	1	0	1
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.:

Data is currently not available

Date: 3/27/2023