

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 6/28/2023

From: Rashida Kamara, Director of ADA & Special Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –May 2023

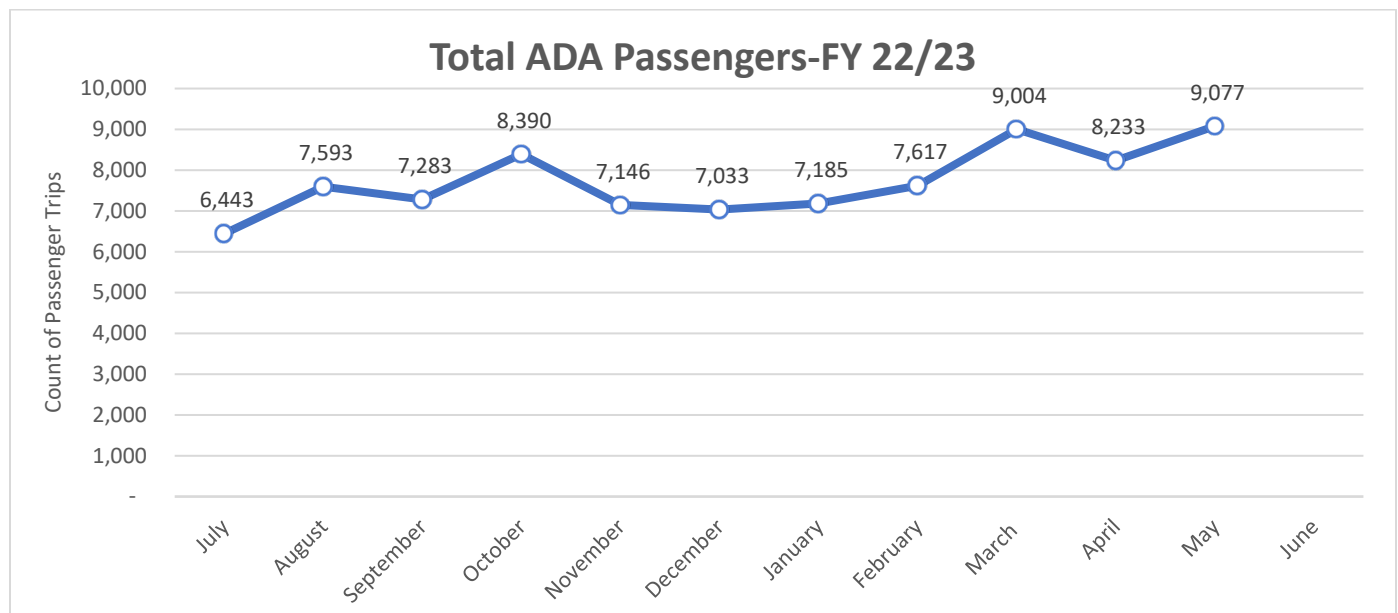
Background:

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

May 2023 Performance Report:

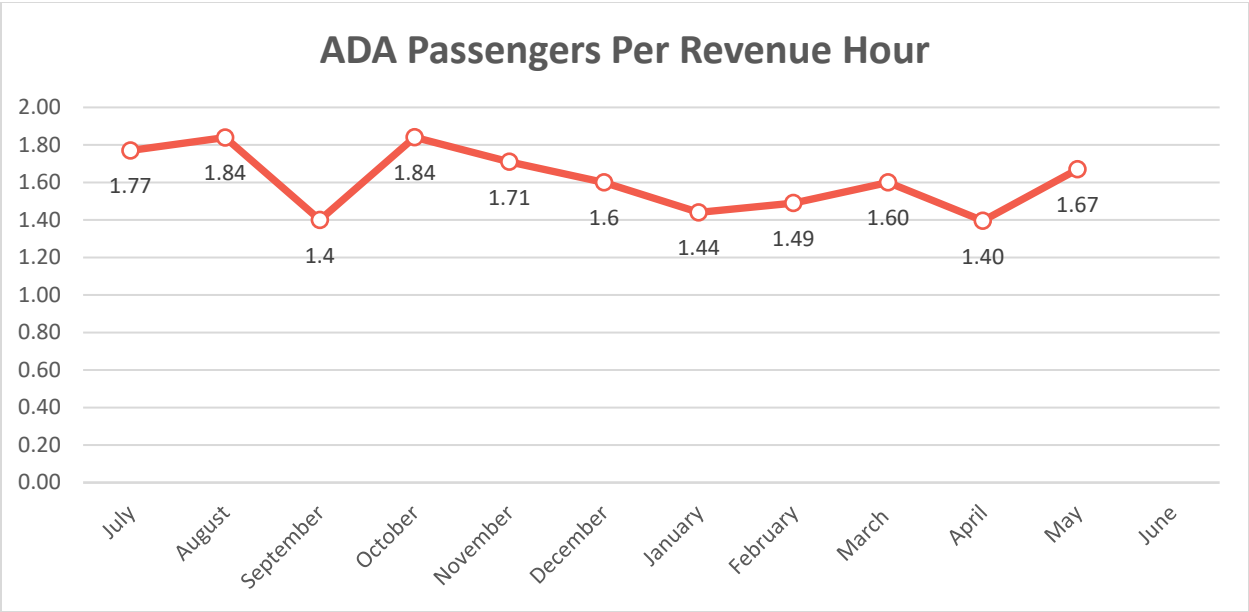
Ridership:

The total reported number of ADA passenger trips in May was 9,077; 844 more trips than in April. The total reported number of ADA Passengers reported in May of 2023 is approximately 73% of pre-pandemic ridership levels (May 2019).



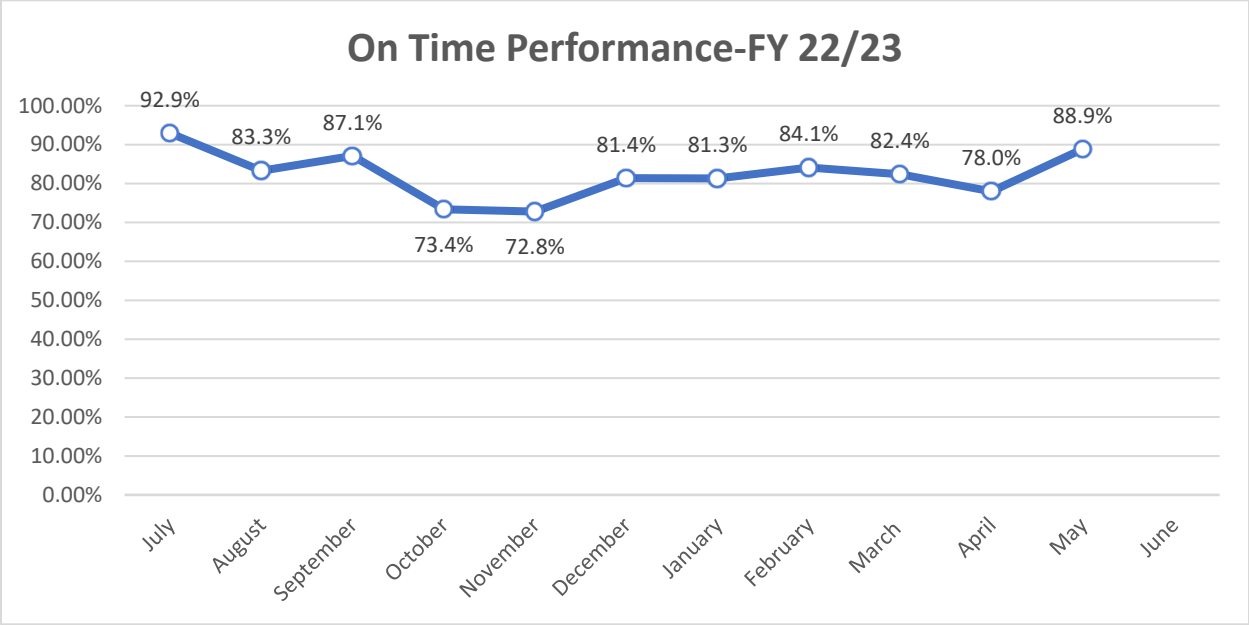
Productivity:

May reported productivity of 1.67 ADA passengers (does not include escorts or attendants) per revenue hour which was an increase from the reported 1.40 ADA Passengers/Rev Hr. in April. The standard set for the LINK service is to maintain a minimum of 1.5 ADA passengers per revenue hour.



On-time Performance:

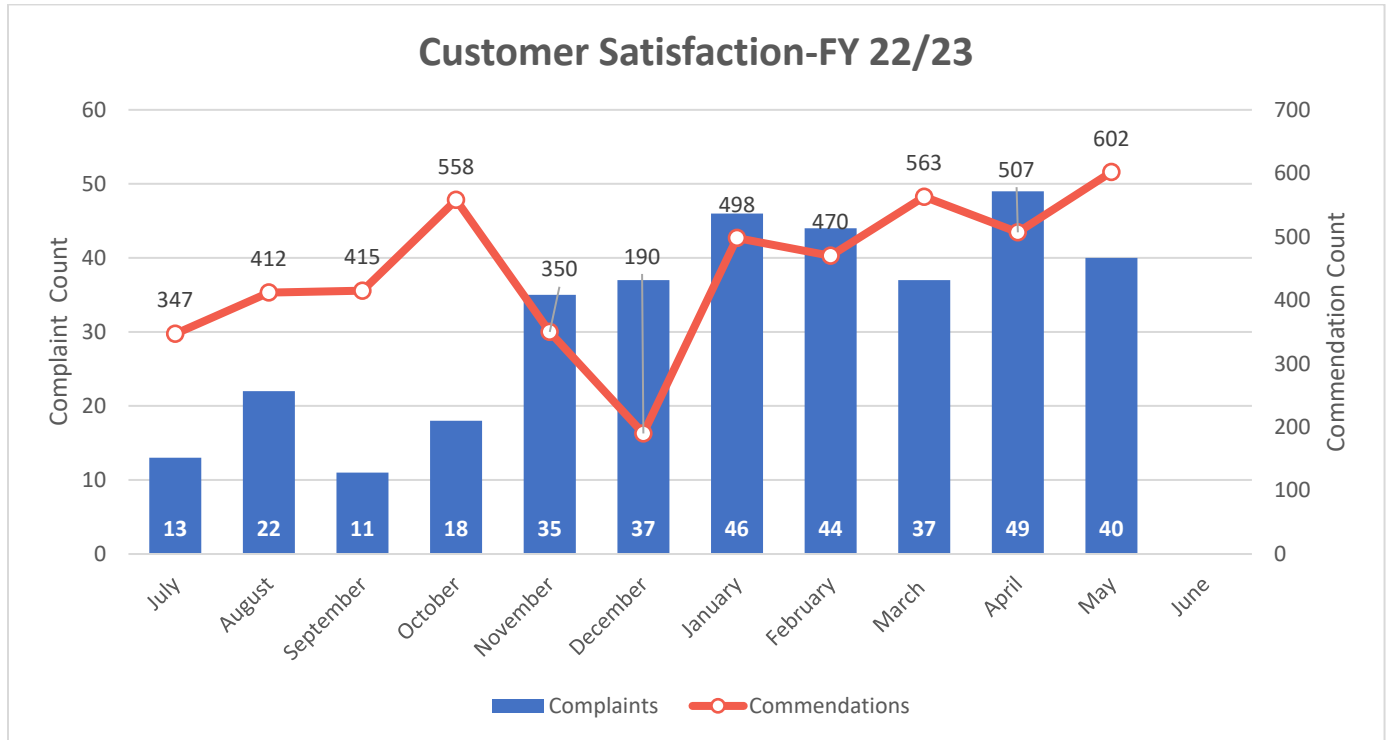
In May, our on-time performance increased to 88.9% from 78.0% in April. This significant increase is a step in the correct direction as on-time performance is an indicator of the quality of the service. County Connection holds a high standard when it comes to customer satisfaction, and as such, our contractor is responsible for making needed adjustments to ensure satisfactory service performance.



Customer Satisfaction:

There was a decrease in complaints from April to May. The 40 complaints received in May were largely attributed to issues with timeliness as reflected by a total of 25 complaints. The remaining complaints were associated with issues with equipment (1 total) and driver complaints (14 total).

The total number of commendations received for May was 602. Our highest month for commendations this 2023. Although on-time performance is low, most of these commendations are attributed to the overall service provided by drivers.

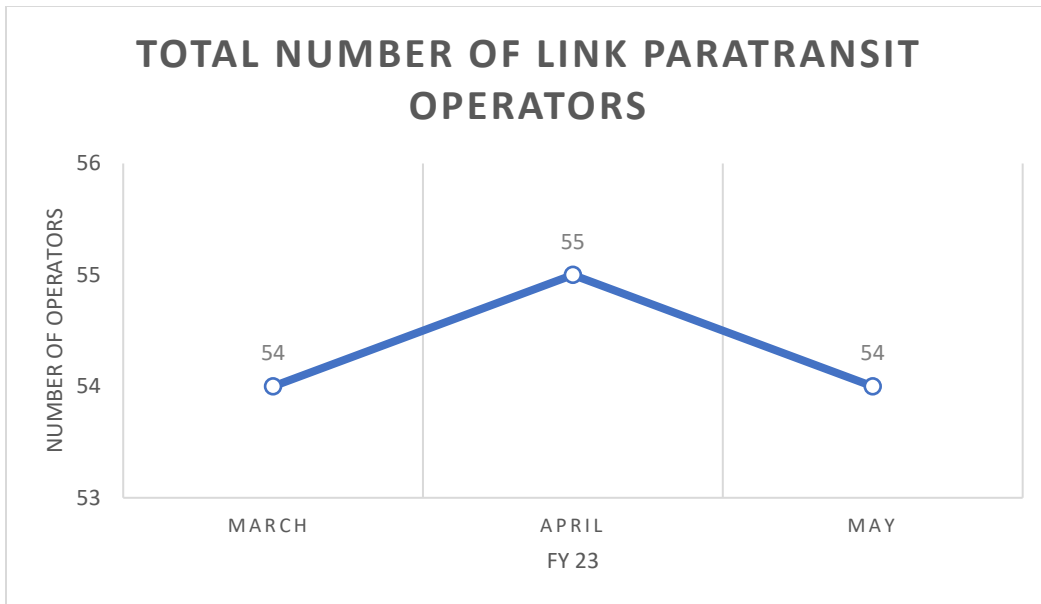


Safety:

There were no accidents in the month of May.

Staffing:

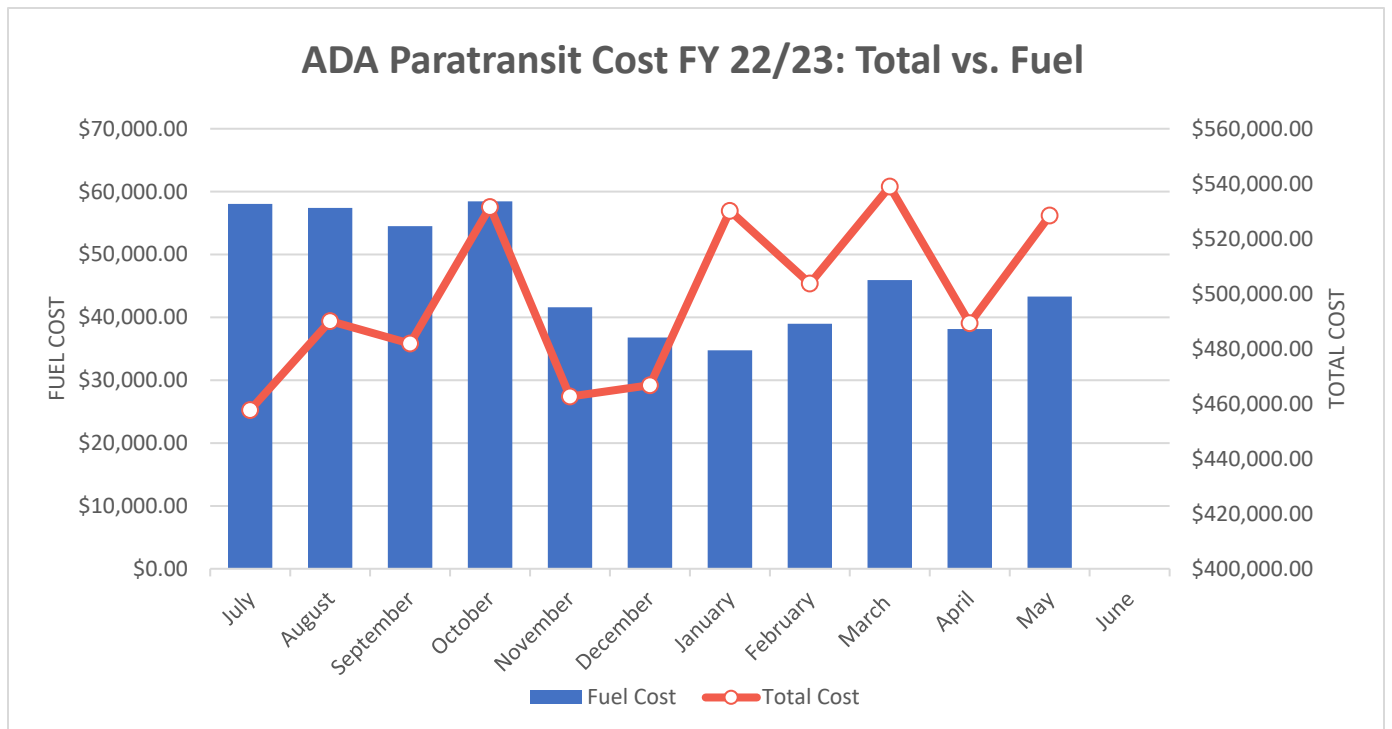
There was a reported total of 54 drivers who operated LINK paratransit routes for the month of May. This was a slight increase from the 55 drivers reported in April of 2023. Ongoing measures have been taken to increase the driver pool to meet current and forecasted ridership increases. These measures include conducting monthly on-site job fairs, hiring Class C to operate noncommercial vehicles as well as hiring Class C drivers to train to operate commercial vehicles.



Financial Implications:

An unaudited, preliminary total of \$528,447.80 was spent for May's ADA paratransit services, an increase from the \$489,270.41 spent in April.

Fuel costs have also slightly increased, as demonstrated from the \$38,142.46 spent for the month of April to a reported \$43,298.29 spent in May.



Recommendation:

None, for Information only.

Additional updates:

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

Action Requested:

None, for information only.

Attachments:

Attachment 1: May 2023 MOP *pre-audited

CCCTA PARATRANSIT
Performance Report: 5/01 through 5/31/2023

LINK and BART Statistics

	FY 22/23 May	Variance from Goal	FY 21/22 May	YTD 22/23
Ridership Statistics				
1	ADA Passengers	7,822	4,838	71,942
2	Companions	70	11	623
3	*Personal Care Assistants	459	387	5502
4	One Seat Passengers	1,255	900	13,100
5	Total Passengers	9,606	6,136	91,167
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	984	895	9,665
7	Total number of Cancellations	550	560	5,257
8	Same Day Trips	76	123	1,137
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	22	34	455
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	4,683.85	3,585.51	44,222.80
12	ADA Passengers per RVHr.	1.67	1.35	1.63
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 67.56	\$ 101.38	\$ 76.81
16	*Service Miles	93,077.00	58,735.64	944,974
17	Billable Service Hours	6,401.10	5,716.52	59,587.98
18	Fuel Cost	\$ 43,298.29	\$ 53,936.89	\$ 507,862.99
19	Total Cost	\$ 528,447.80	\$ 490,456.11	\$ 5,526,055.58
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
20	Percent on-time	88.9%	92.1%	82.1%
21	Arrived 15-29 minutes past window	636	179	5,634
22	Arrived 30-59 minutes past window	471	58	3,051
23	Arrived 60 minutes past window	78	3	602
24	Total Missed Trips	10	2	68
25	Transfer Trips	464	266	3,663
One Seat Pilot Data				
26	*Total Trips	1,255	900	13,072
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 27,058.24	\$ 15,725.07	\$ 246,736.88
28	*Non-CCCTA Miles (Agency Miles)	14,702.06	9,466.60	128,307.50
29	*Non-CCCTA Revenue Hours	460.79	298.47	5,127.17
30	*Total Revenue Hours	908.25	602.25	8,714.33
31	*Total Fare Collected	\$ 4,597.75	\$ 3,763.75	\$ 45,002.73
32	*Non-CCCTA Fare Collected	\$ 2,871.50	\$ 2,093.25	\$ 25,737.00
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	40	9	344
34	Timeliness	25	5	267
35	Driver Complaints	14	3	50
36	Equipment / Vehicle	1	0	11
37	Scheduling/Staff Skill	0	1	30
38	Commendations	602	428	3,734
39	Ave. wait time in Queue for reservation	0:02:43	0:02:32	0:03:01
40	Ave. wait time in Queue for customer service	0:02:18	0:02:03	0:01:50
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	0.40
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1,708	1,747	2,671
45	*Total Certification Determinations	63	103	1,012
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.:

Date: 6/21/2023