

INTER OFFICE MEMO

То:	Operations & Scheduling Committee	uling Committee Date: 6/28/2023			
From:	Rashida Kamara, Director of ADA & Special Services	Reviewed by:	RK		

SUBJECT: Paratransit Executive Summary Report – May 2023

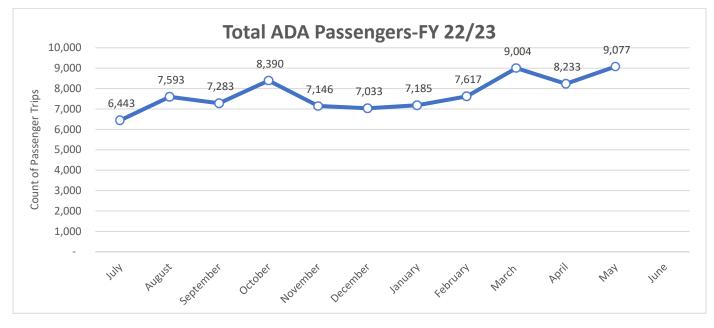
Background:

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:

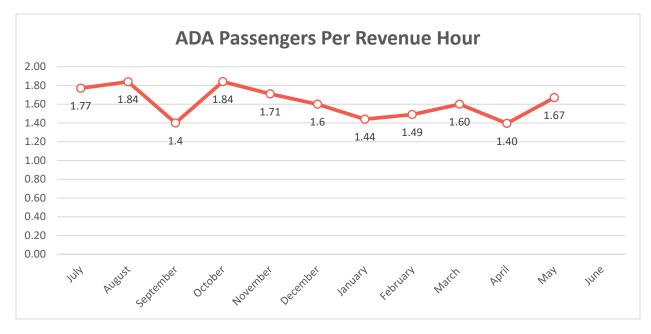
Ridership:

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 prepandemic ridership levels (May 2019).



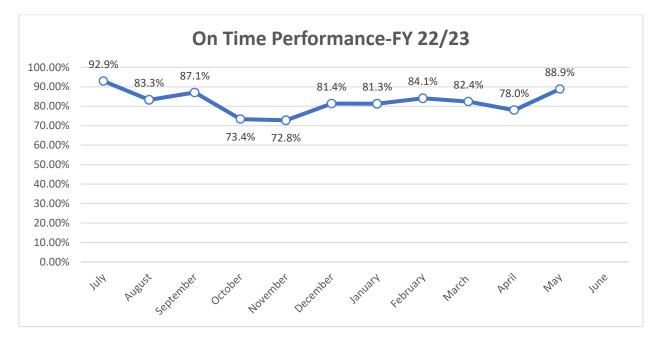
Productivity:

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.

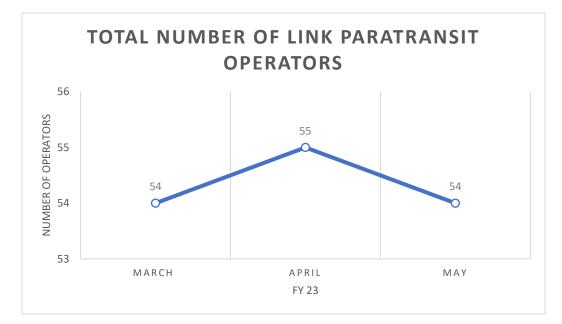


Safety:

There were no accidents in the month of May.

Staffing:

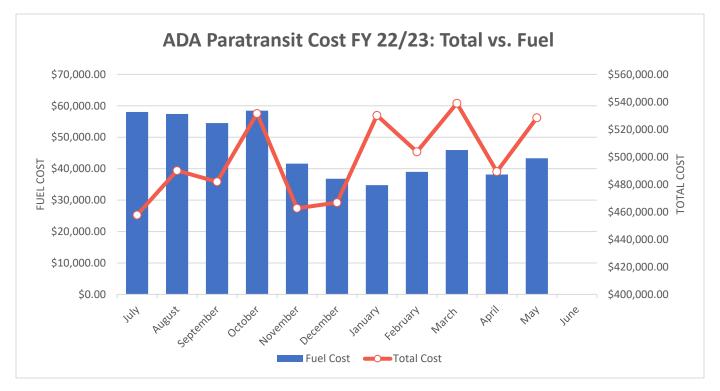
There was a reported total of 54 drivers who operated LINK paratransit routes for the month of May. This was a slight increase from the 55 drivers reported in April of 2023. Ongoing measures have been taken to increase the driver pool to meet current and forecasted ridership increases. These measures 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 May tem Goal May YTD 22/23 ADA Passengers 7,822 4,833 71.9 Companions 70 11 6 ADA Passengers 1,255 900 13.10 Come Seart Passengers 1,255 900 13.10 Scheduling Statistics 90.06 6,138 91,1 Scheduling Statistics 91 900 13.10 Scheduling Statistics 91 900 13.11 Scheduling Statistics 91 900 13.11 Scheduling Statistics 91 91 91 91 Scheduling Statistics 91 91 91 91 91 Go Back Rescheduled 22 34 44 91 91 Go Back Rescheduled 92 93 93 91 91 Average Ride Duration (minutes) 93 91 93 93 93 93 93 93 93 94.99 91 93 94.99 </th <th></th> <th>Performance Report: 5/01 through 5/31/2023</th> <th></th> <th></th> <th></th> <th></th>		Performance Report: 5/01 through 5/31/2023				
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*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.: (10

Date: 6/21/2023