

To: Operations & Scheduling Committee

Date: 5/31/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –April 2023

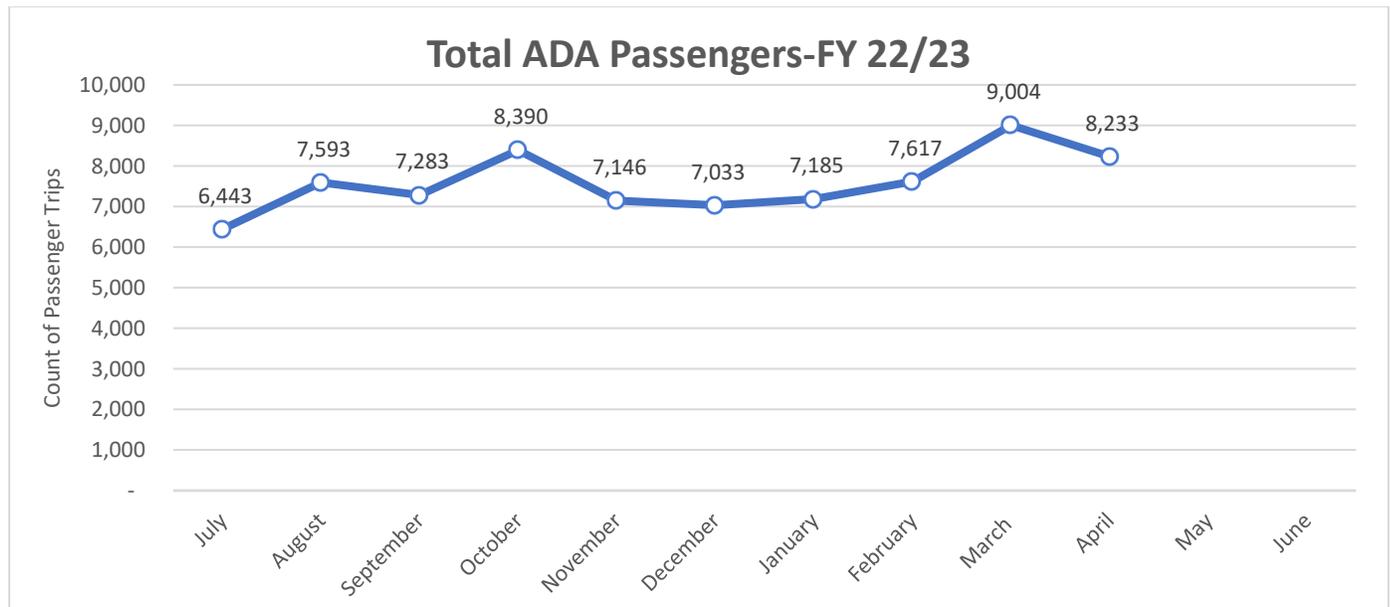
Background:

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

April 2023 Performance Report:

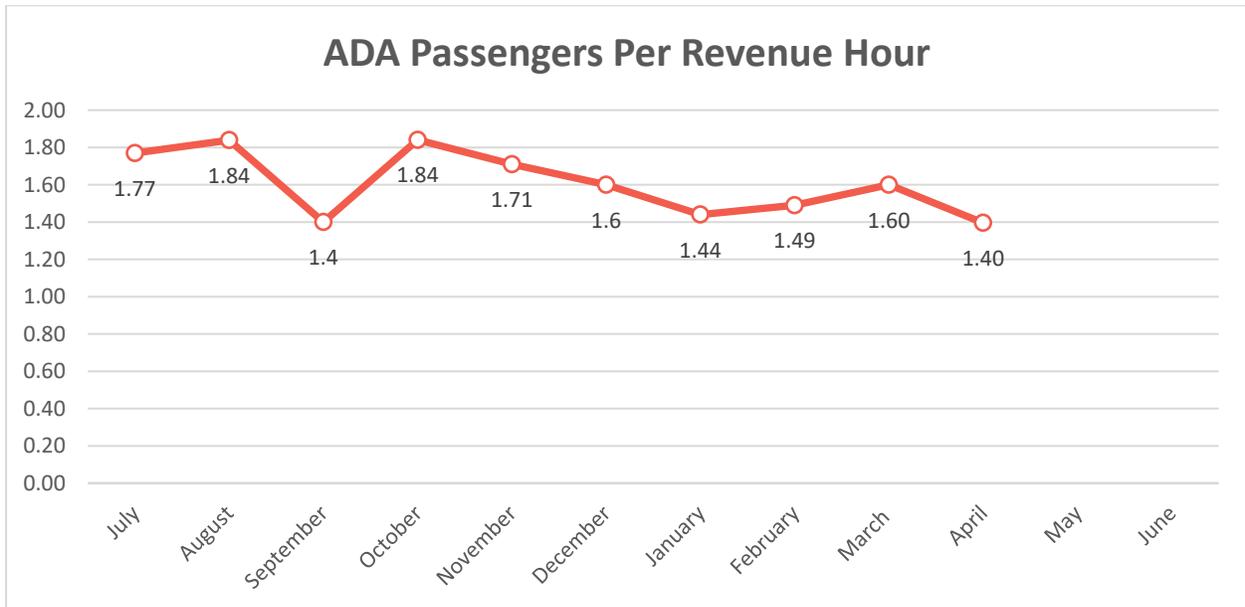
Ridership:

The total reported number of ADA passenger trips in April was 8233; 771 less trips than in March. The total reported number of ADA Passengers reported in April of 2023 is approximately 68% of pre-pandemic ridership levels (April 2019). The decline in ridership correlates with when certain riders encounter spring break.



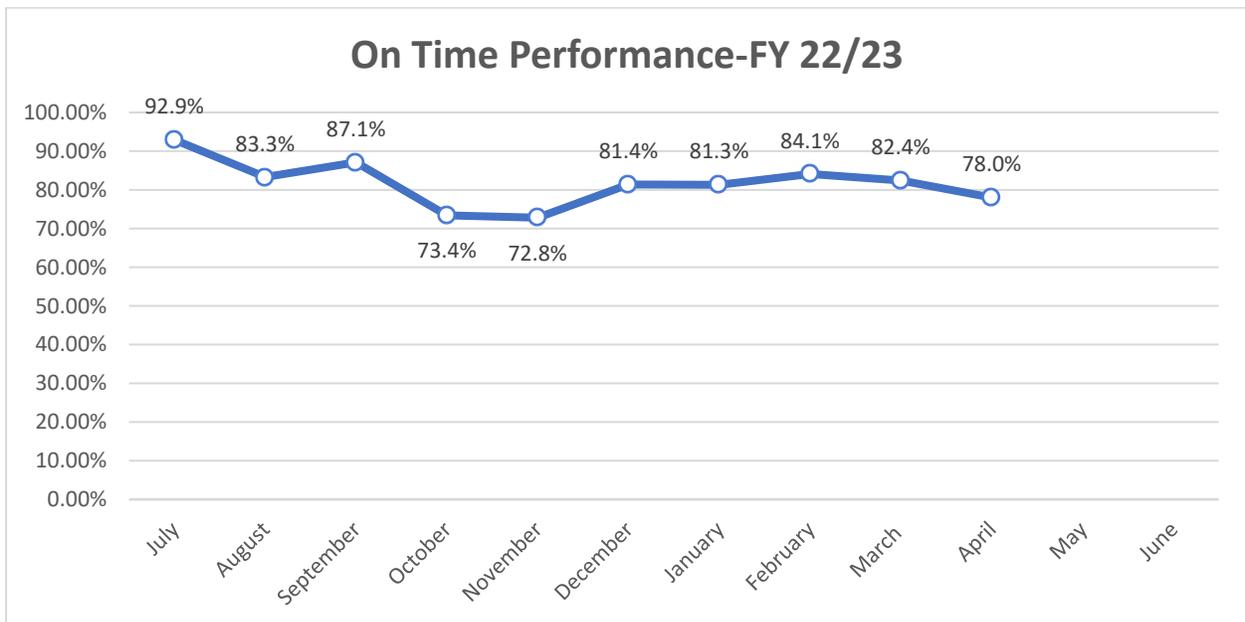
Productivity:

April reported productivity of 1.40 ADA passengers per revenue hour which was a decrease from the reported 1.60 ADA Passengers/Rev Hr. in March.



On-time Performance:

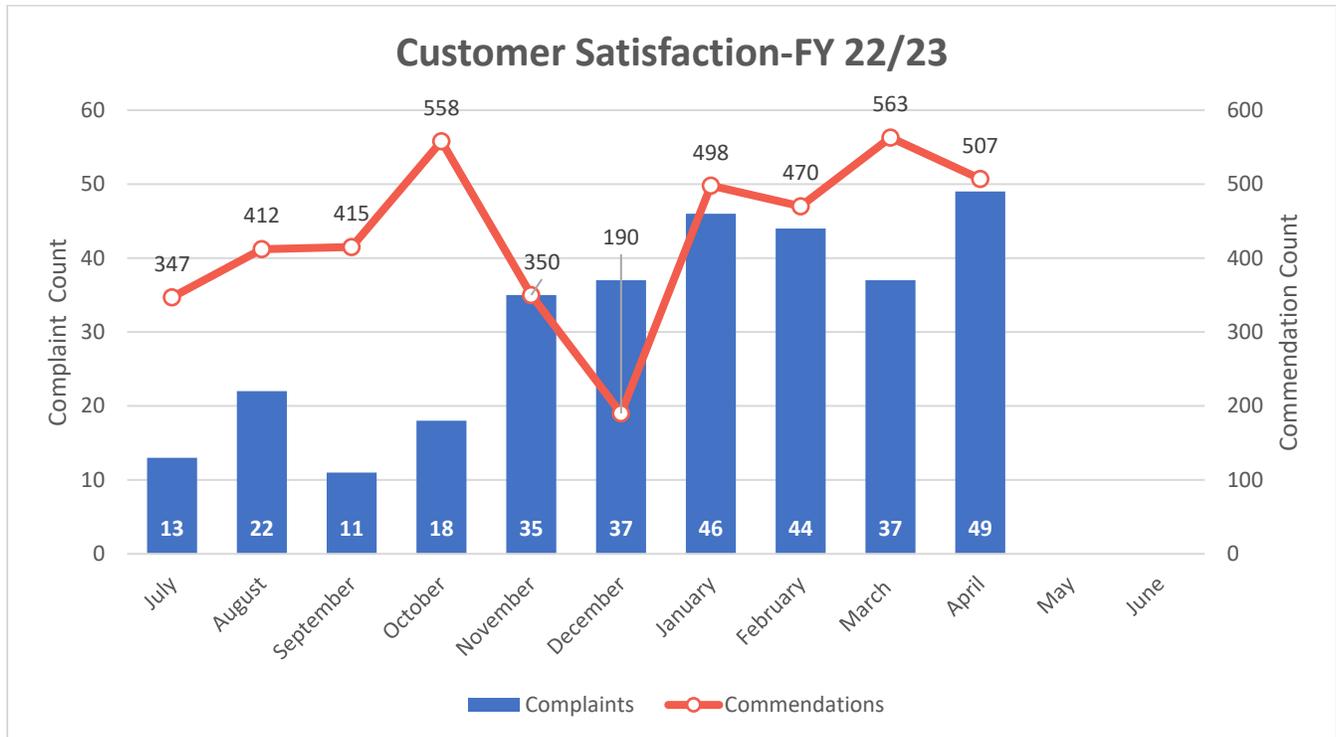
In April, our on-time performance decreased to 78% from 82% in March. We are still working with Transdev staff to determine the cause. This significant drop has a negative impact on passengers. County Connection holds a high standard when it comes to customer satisfaction, and as such, our contractor is responsible for making needed adjustments to ensure satisfactory service performance.



Customer Satisfaction:

There was an increase in complaints from March to April. The 49 complaints received in April were largely attributed to issues with timeliness as reflected by a total of 32 complaints. The remaining complaints were associated with issues with equipment (3 total) and driver complaints (4 total).

The total number of commendations received for April was 552. Our second 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. Passengers get very attached to drivers, as they play an important role in their lives. Most commendations list drivers as friendly, pleasant, and helpful. Drivers must assure passengers that they will get to their destination safely and apologize for any tardiness.



Safety:

There were no accidents in the month of April.

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

Staffing:

There was a reported total of 55 drivers who operated LINK paratransit routes for the month of April. This was a slight increase from the 54 drivers reported in March 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 non commercial vehicles as well as hiring Class C drivers to train to operate commercial vehicles.

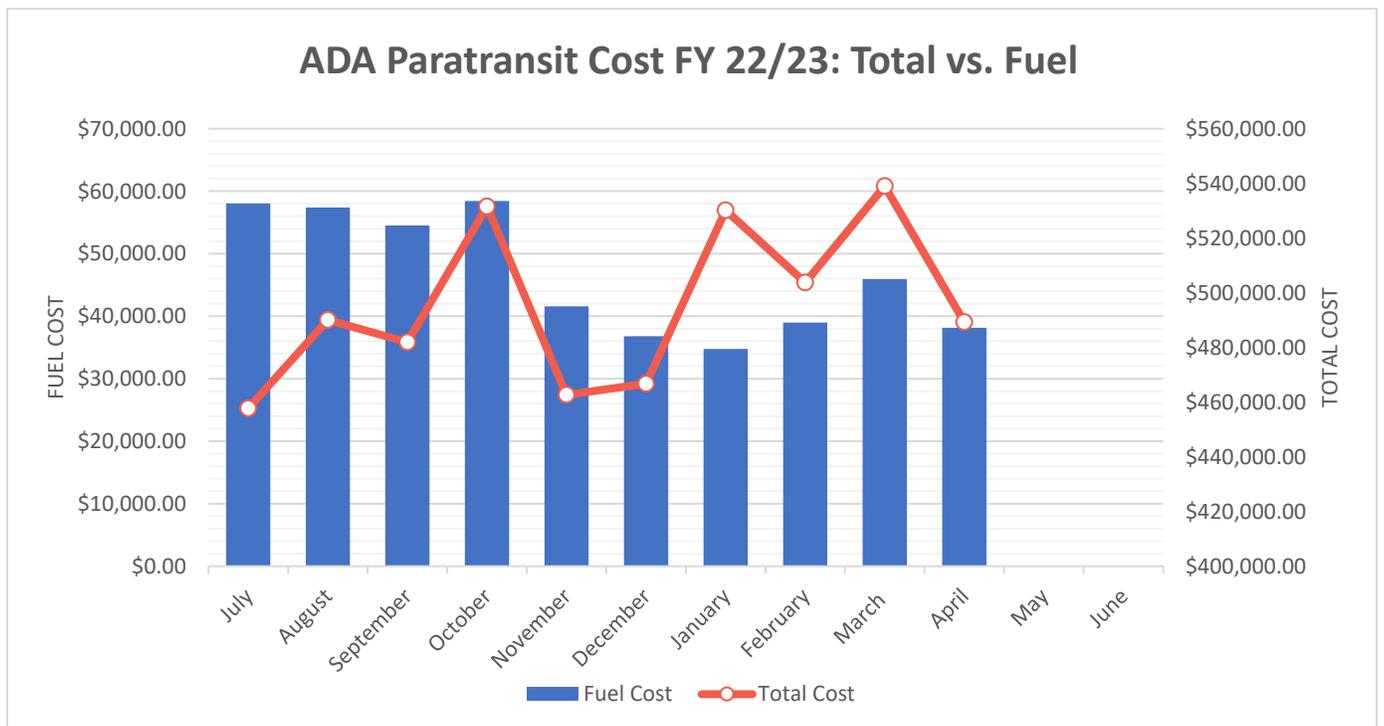
Additional updates:

Transdev, the LINK paratransit contractor, has been formally notified in writing of the ongoing deficiencies in services and the imperative need to improve immediately. The formal written notification was delivered on May 19th and includes a request to present a performance improvement plan.

Financial Implications:

An unaudited, preliminary total of \$489,270.41 was spent for April’s ADA paratransit services, a decrease from the \$538,977.70 spent in March.

Fuel costs have decreased, as demonstrated from the \$45,922.11 spent for the month of March to a reported \$38,142.46 spent in April.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: April 2023 MOP *pre-audited

RK

CCCTA PARATRANSIT
Performance Report: 4/01 through 4/30/2023

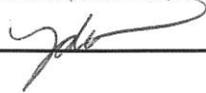
LINK and BART Statistics

FY 22/23 Variance FY 21/22 YTD 22/23
April from Goal April

Ridership Statistics					
1	ADA Passengers	7,055		5,727	64,130
2	Companions	54		41	553
3	*Personal Care Assistants	472		487	5043
4	One Seat Passengers	1,178		838	11,845
5	Total Passengers	8,759		7,093	81,571
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	787		709	8,681
7	Total number of Cancellations	431		372	4,707
8	Same Day Trips	96		184	1,061
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	28		31	433
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
11	Revenue Hours	5,054.90		4,178.24	28,297.55
12	ADA Passengers per RVHr.	1.40		1.37	2.27
13	Average Trip Length (miles)				
14	Average Ride Duration (minutes)				
15	Total Cost per ADA Passenger	\$ 69.35		\$ 90.13	\$ 70.30
16	*Service Miles	99,874.00		63,861.42	851,897
17	Billable Service Hours	5,679.80		6,425.85	40,828.21
18	Fuel Cost	\$ 38,142.46		\$ 43,901.83	\$ 391,663.04
19	Total Cost	\$ 489,270.41		\$ 516,185.47	\$ 4,508,337.37
On Time Performance Standard Goal = 90%; Incentive Goal = 92%					
20	Percent on-time	78.0%		96.5%	81.5%
21	Arrived 15-29 minutes past window	837		68	4,998
22	Arrived 30-59 minutes past window	535		23	2,580
23	Arrived 60 minutes past window	133		0	524
24	Total Missed Trips	1		0	58
25	Transfer Trips	354		232	3,199
One Seat Pilot Data					
26	*Total Trips	1,174		838	11,817
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 26,093.85		\$ 11,581.44	\$ 219,678.64
28	*Non-CCCTA Miles (Agency Miles)	12,409.51		8,554.02	113,605.44
29	*Non-CCCTA Revenue Hours	408.88		247.43	4,666.38
30	*Total Revenue Hours	801.16		484.33	7,806.08
31	*Total Fare Collected	\$ 4,159.75		\$ 3,662.50	\$ 40,404.98
32	*Non-CCCTA Fare Collected	\$ 2,493.00		\$ 2,120.50	\$ 22,865.50
Customer Service Complaint Standard Goal = 2/1,000 passengers					
33	Total Complaints	49		7	304
34	Timeliness	32		4	242
35	Driver Complaints	4		3	36
36	Equipment / Vehicle	3		0	10
37	Scheduling/Staff Skill	0		0	30
38	Commendations	552		414	3,132
39	Ave. wait time in Queue for reservation	0:03:55		0:02:42	0:03:04
40	Ave. wait time in Queue for customer service	0:01:52		0:02:02	0:01:46
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	1,688		1,760	2,608
45	*Total Certification Determinations	73		115	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
* The Total Cost and OS cost are estimated, as data is being reconciled.

Data is currently not available

Transdev G.M.: 
Date: 5/16/2023