

To: Operations & Scheduling Committee

Date: 01/22/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

**SUBJECT: LINK Paratransit Executive Summary Report - December 2023**

### Background:

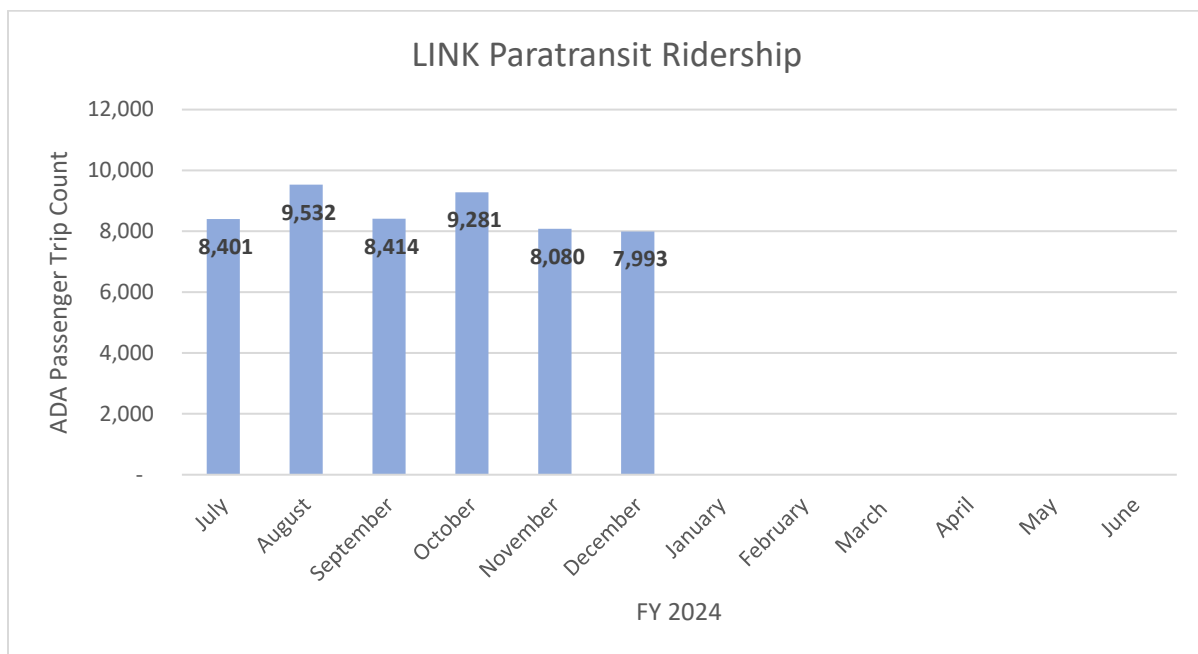
County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of December 2023.

### December 2023 Performance Report:

#### Ridership:

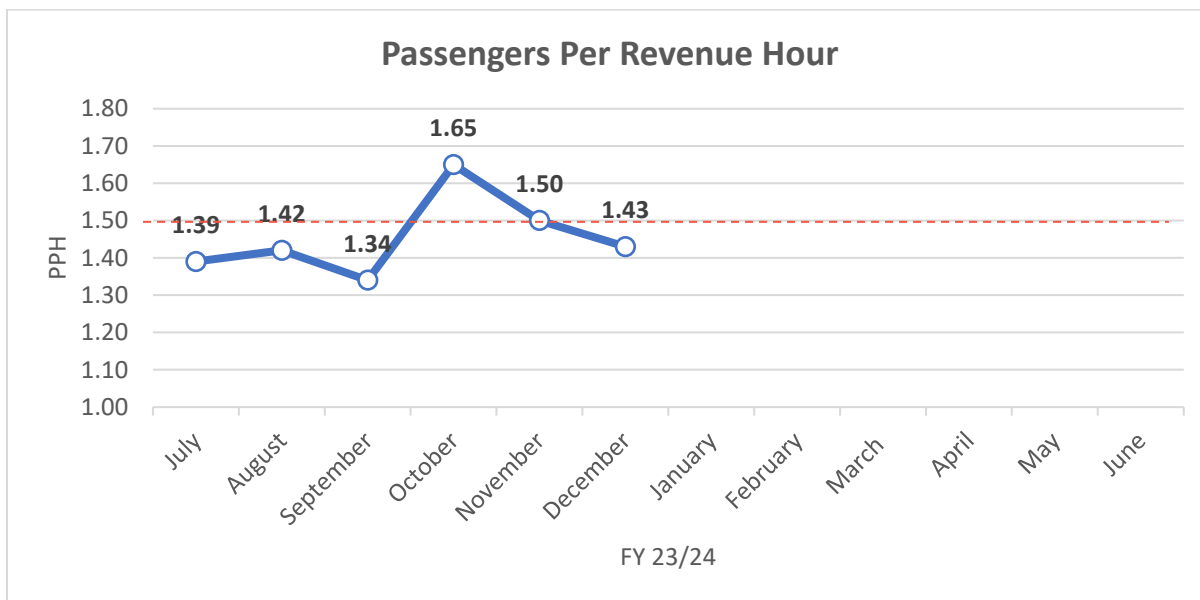
In December, there were 7,993 ADA passenger trips, showing a decrease from the 8,080 trips reported in November. This decline can be primarily attributed to the significant holiday season in December, during which several facilities frequently visited by LINK riders closed for the holidays, along with other facilities shutting down for winter break.

It's worth noting that the total reported number of ADA passengers in December 2023 represents approximately 77% of pre-pandemic ridership levels observed in December 2019.



**Productivity:**

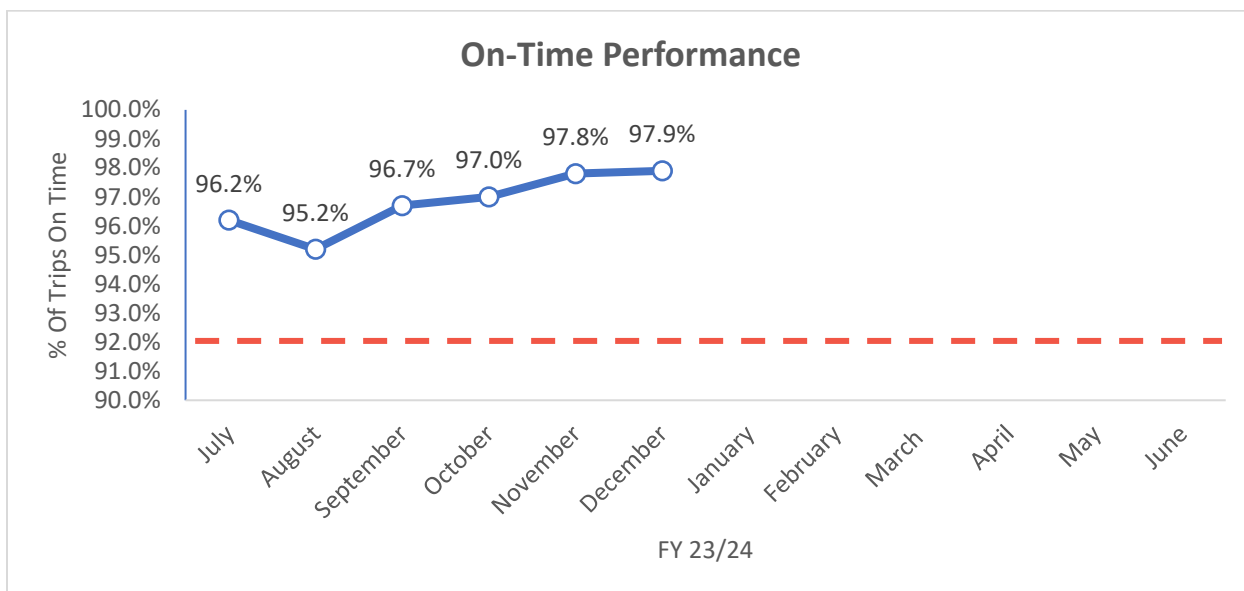
In December, the average number of ADA passengers per revenue hour stood at 1.43, marking a decrease compared to November, when the figure was 1.50 ADA passengers per revenue hour, excluding escorts or attendants. It's worth noting that the LINK Paratransit service's established benchmark is to uphold a minimum of 1.50 ADA passengers per revenue hour. While December saw a slight dip below this benchmark, we are actively monitoring and addressing factors contributing to this change.



**On-time Performance:**

The average on-time performance for trips reached an impressive 97.9%, showcasing an improvement from the previous month's 97.8% on-time rate.

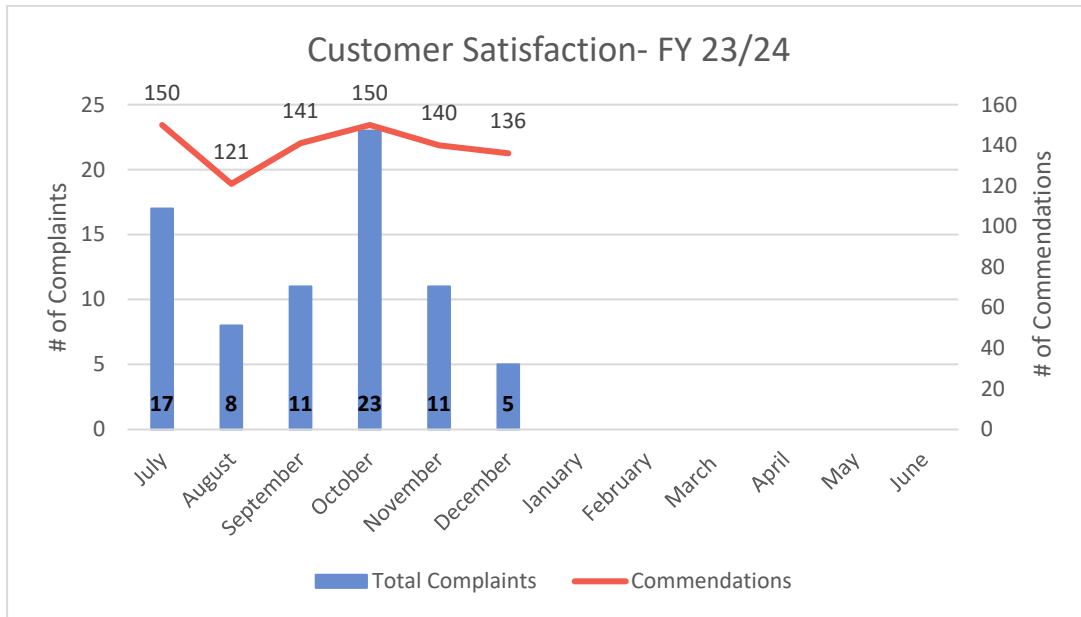
The performance exhibited in December reflects a positive trajectory, in line with our commitment to maintaining service quality. It's worth emphasizing that County Connection's established standard is set at 92%, and the past six months have consistently demonstrated performance exceeding this benchmark.



Customer Satisfaction:

In December, a total of five complaints were registered, with five linked to timeliness issues, one (1), related to the driver’s skill concerns. The majority of the complaints this month were related to passengers unhappy with the drop-off time at their destination.

For commendations, the service received a total of 136 in December. The majority of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.



Safety:

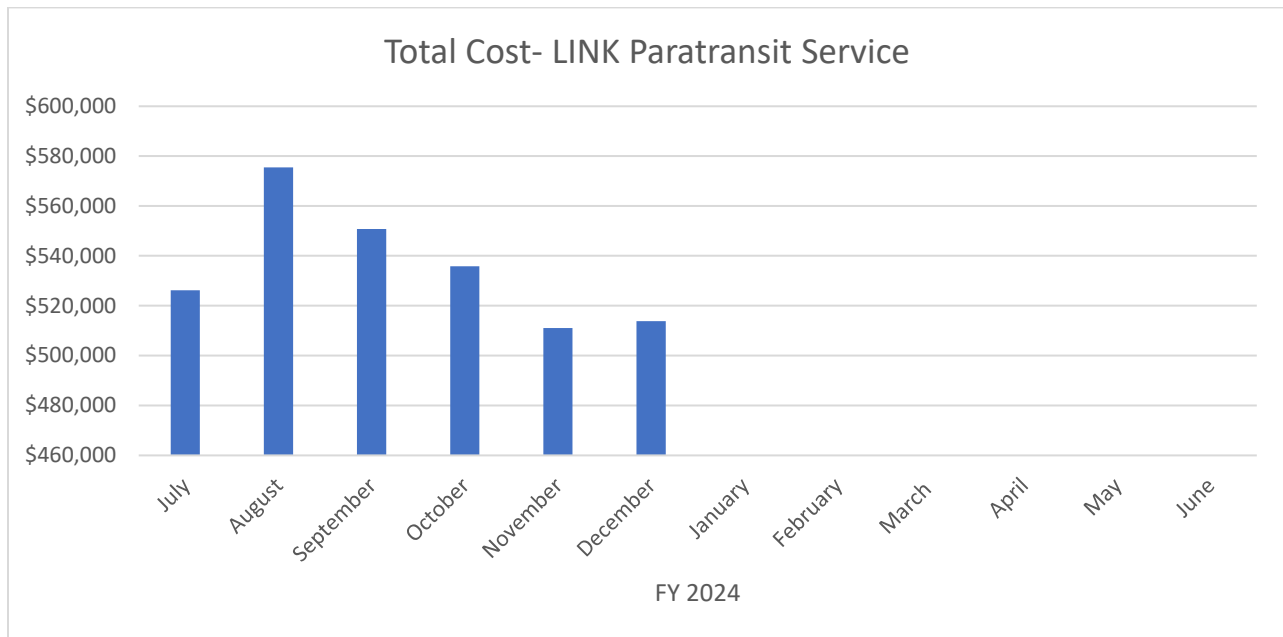
There was one reported preventable accident in the month of December which reflects an accident ratio of 0.88 preventable accidents per 100,000 miles. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of December, LINK Paratransit had a total of 59 drivers. Out of this group, 47 drivers were available and active while the remaining 12 were newly hired, on a leave of absence or on modified work. Transdev has continued to implement various strategies including organizing on-site job fairs, offering sign-on bonuses and referral bonuses, and providing on-site training to assist newly hired Class C drivers in obtaining their commercial license with passenger endorsements.

**Financial Implications:**

A preliminary un-audited total of \$513,765 was spent in December for LINK paratransit service. This reflects an increase from November’s total reported at \$511,055.



**Recommendation:**

None, for Information only.

**Additional updates:**

None.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: December 2023 MOP