

To: Operations & Scheduling Committee

Date: 03/22/2024

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Executive Summary Report - February 2024

Background:

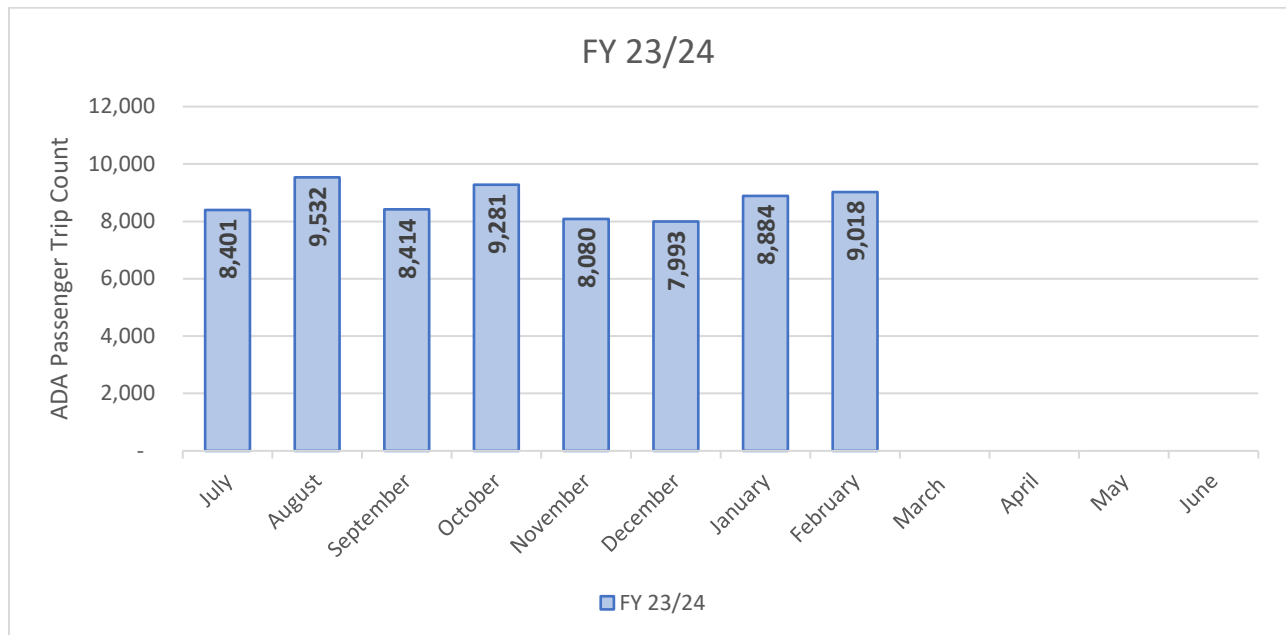
County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of February 2024.

February 2024 Performance Report:

Ridership:

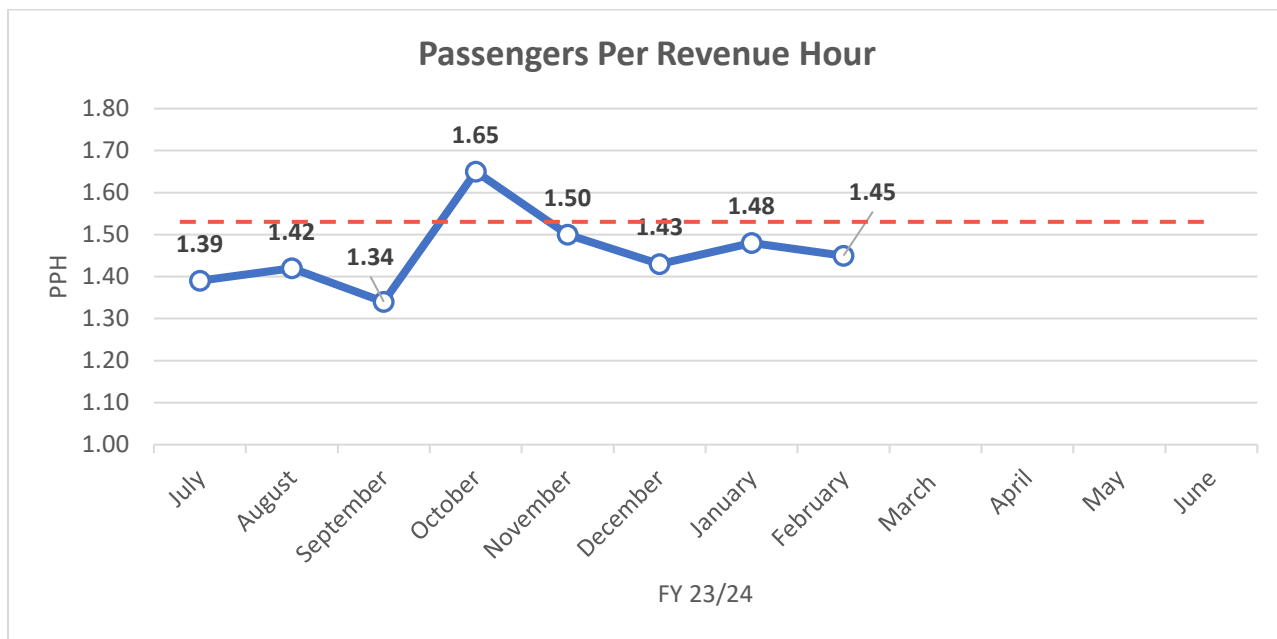
In February there were 9,018 ADA passenger trips, showing a slight increase from the 8,884 trips reported in January. This increase in ridership in February is traditionally not expected as February tends to be a shorter month that contain some federal holidays.

It's worth noting that the total reported number of ADA passengers in February 2024 represents approximately 83% of pre-pandemic ridership levels observed in February 2019.



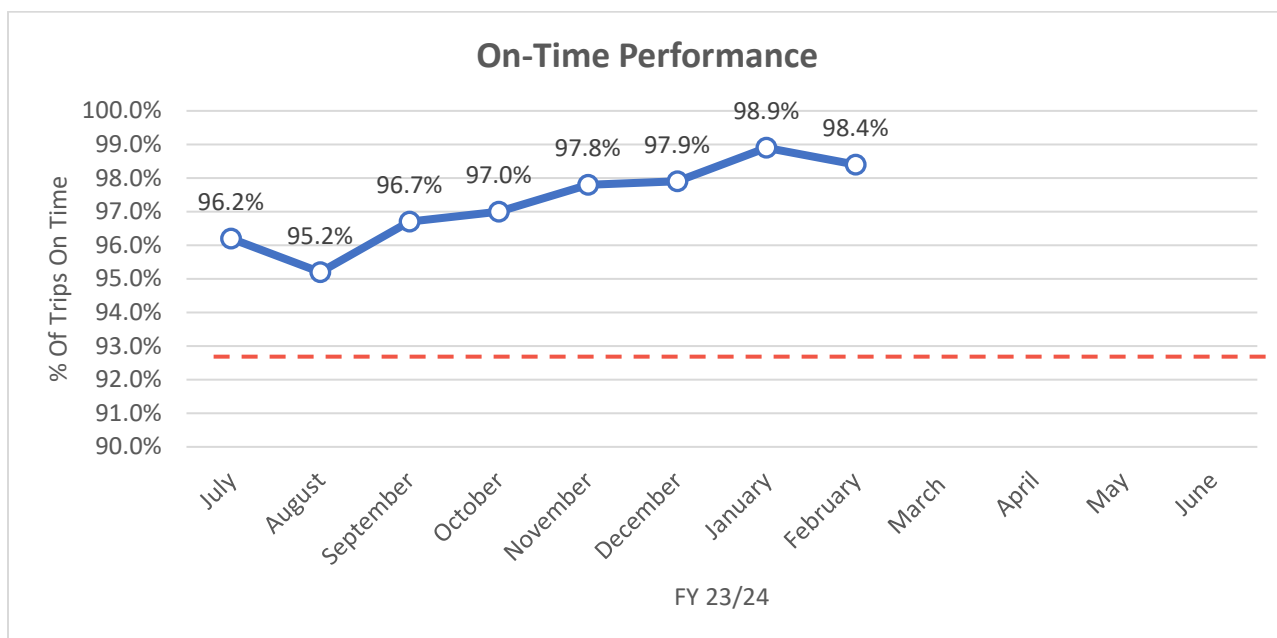
Productivity:

In February, the average number of ADA passengers per revenue hour was 1.45, showing a decrease from January's 1.48 ADA passengers per revenue hour, excluding escorts or attendants. It's important to highlight that the LINK Paratransit service's standard benchmark is to maintain a minimum of 1.50 ADA passengers per revenue hour. Although February fell slightly below this benchmark, we are proactively monitoring and addressing factors influencing this decrease.



On-time Performance:

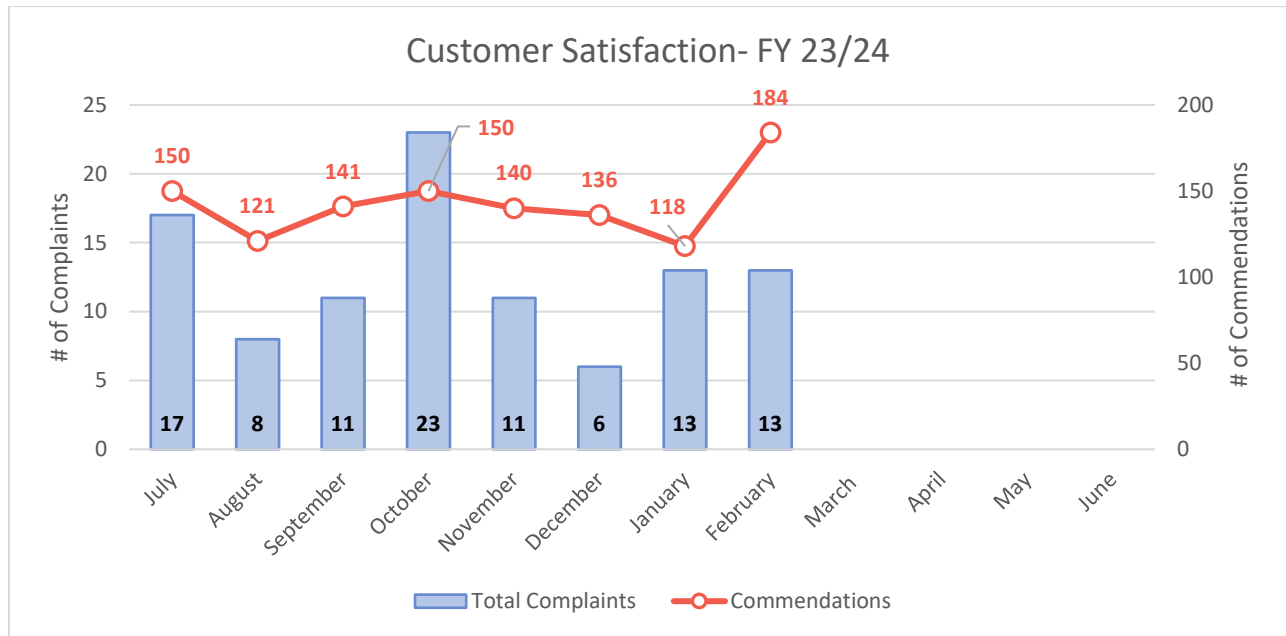
In February, the average on-time performance for trips remained robust at 98.4%, slightly lower than January's exceptional 98.9%. However, this still surpasses our established standard of 92%, reaffirming our dedication to maintaining high service quality.



Customer Satisfaction:

In February, a total of 13 complaints were registered, with six (6) linked to timeliness issues, four (4), related to the driver’s skill concerns, and the remaining three (3) related to the skill of the scheduling staff. Most 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 184 in February- a noted increase from the 118 reported in January. Many of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.



Safety:

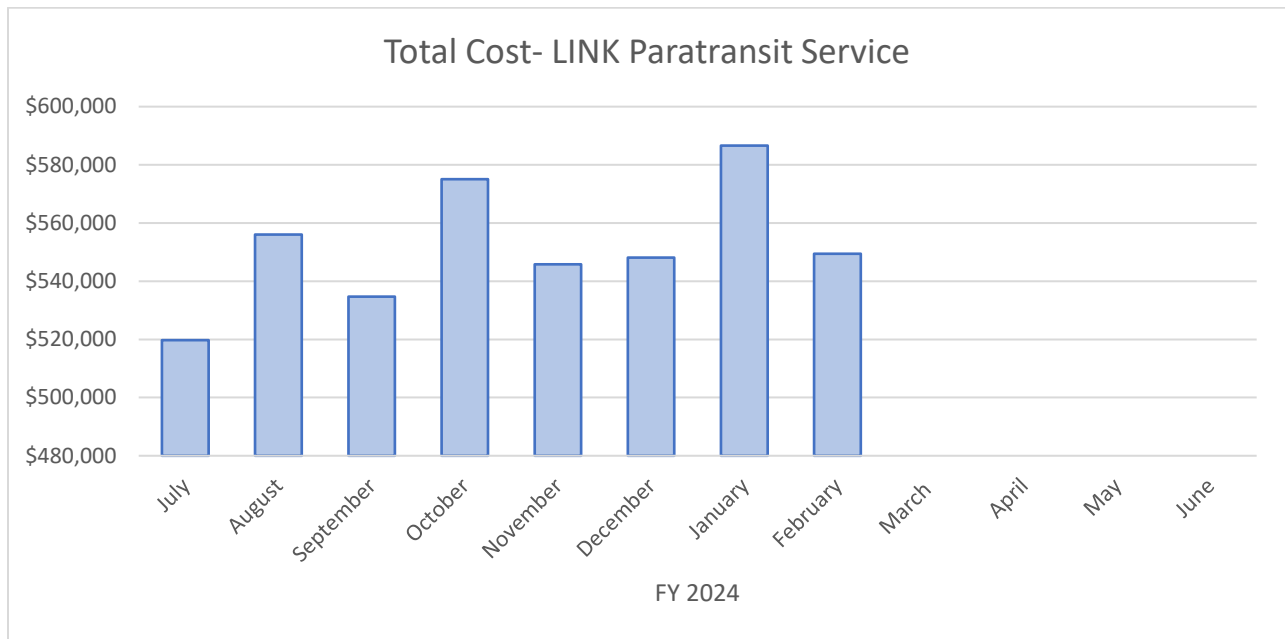
There was one reported preventable accident in the month of February which reflects an accident ratio of 0.88 preventable accidents per 100,000 miles. This is higher than the usual trend of having no accidents to report. The inclement weather may contribute to a higher rate of accidents during the wet months. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of February , LINK Paratransit had a total of 70 drivers. Our contractor had a successful hiring month in February and has reached a staffing level that will not require any further recruitment for the time being.

Financial Implications:

A preliminary un-audited total of \$549,431 was spent in February for the LINK paratransit service. This reflects a decrease from January’s total reported at \$586,598.



Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: February 2024 MOP

CCCTA PARATRANSIT

Performance Report: 02/01/2024-02/29/2024

LINK and BART Statistics

FY 23/24 February Variance from Goal FY 22/23 February YTD 23/24

	FY 23/24	Variance from Goal	FY 22/23	YTD 23/24
Ridership Statistics				
1	***ADA Passengers	7,470	6,422	22,854
2	Companions	40	81	133
3	Personal Care Assistants	459	544	15,843
4	***One Seat Passengers	1,548	1,195	1,641
5	Total Passengers	9,517	8,242	24,901
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	490	810	1,145
7	Total Number of Cancellations	1,182	421	3,390
8	Same Day Trips	156	80	385
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	27	36	51
Effectiveness Indicators				
11	***Revenue Hours	5,147.16	4,228.15	16,828.37
12	ADA Passengers per RVHr.	1.45	1.52	1.36
13	Average Trip Length (miles)	12.38		12.38
14	Average Ride Duration (minutes)	19.90		22.14
15	*Total Cost per ADA Passenger	\$73.55	\$ 77.31	\$ 144.33
16	***Service Miles	111,600.00	98,049.00	321,134
17	Billable Service Hours	6,410.56	5,767.20	19,222.86
18	Fuel Cost	\$ 39,775.36	\$ 38,974.76	\$ 123,679.16
19	Total Cost	\$ 549,430.74	\$ 496,470.48	\$ 2,169,295.33
On Time Performance Statistics				
20	Percent on-time	98.4%	84.1%	97.2%
21	Arrived 15-29 minutes past window	29	691	329
22	Arrived 30-59 minutes past window	20	416	162
23	Arrived 60 minutes past window	3	84	21
24	Total Missed Trips	0	7	13
25	Transfer Trips	467	362	1,446
One Seat Pilot Data				
26	Total Trips	3,153	1,195	5,702
27	***Total Cost OS	\$ 65,209.13		\$ 123,078.20
28	Non-CCCTA Cost (Cost for Agencies)	\$ 34,869.99	\$ 25,487.71	\$ 83,714.45
29	***Total Miles	33,798.90		63,472.50
30	Non-CCCTA Miles (Agency Miles)	18,092.55	\$ 12,919.88	62,457.18
31	Non-CCCTA Revenue Hours	566.52	\$ 417.36	1,487.40
32	**Total One Seat Revenue Hours	1,059.44	384.86	3,308.49
33	Total Fare Collected	\$ 5,649.00	\$ 4,270.75	\$ 14,892.00
34	Non-CCCTA Fare Collected	\$ 3,255.00	\$ 1,864.13	\$ 8,661.00
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
35	Total Complaints	13	44	30
36	Timeliness	6	21	17
37	Driver Complaints	4	9	4
38	Equipment / Vehicle	0	0	0
39	Scheduling/Staff Skill	3	14	9
40	Commendations	184	470	334
41	Avg. wait time in Queue for reservation/dispatch	1:54		2:43
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
42	Total accidents per 100,000 miles	0.88	0.00	1.00
43	Roadcalls per 100,000 miles	0.88	0.00	1.00
Eligibility Statistics				
44	Total ADA Riders in Data Base	1,849	1,673	6,992
45	Total Certification Determinations	50	91	262
46	Initial Denials	0	1	0
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.: *Laura Corona*

Date: 03/15/2024