

INTER OFFICE MEMO

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:

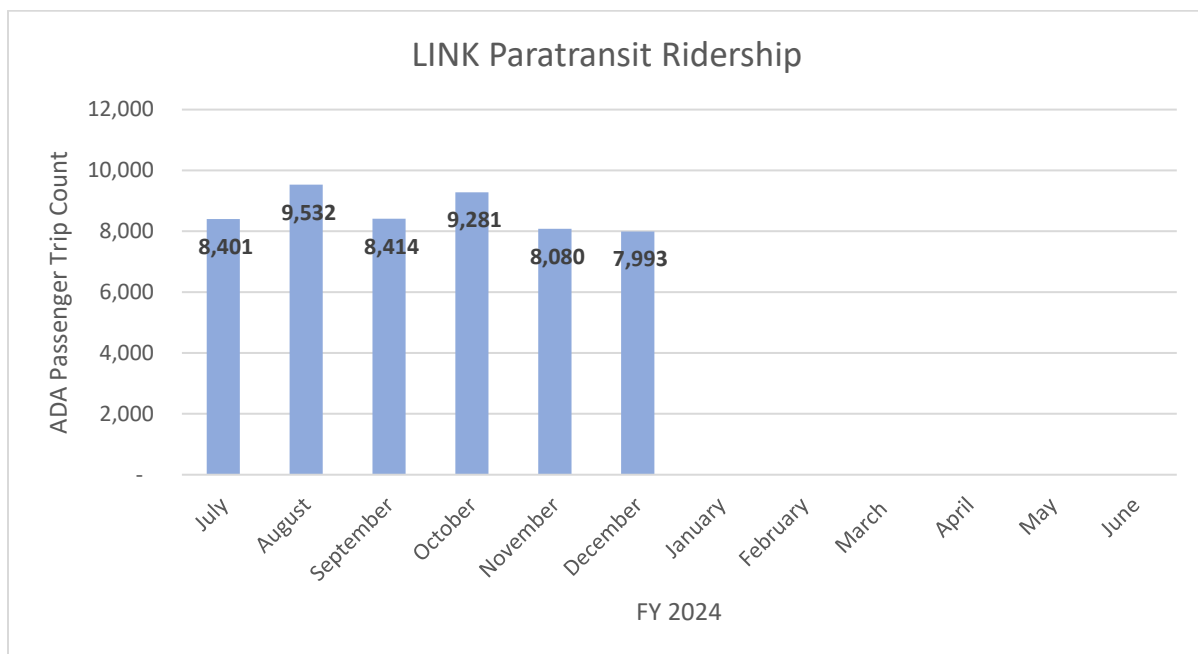
County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of December 2023.

December 2023 Performance Report:

Ridership:

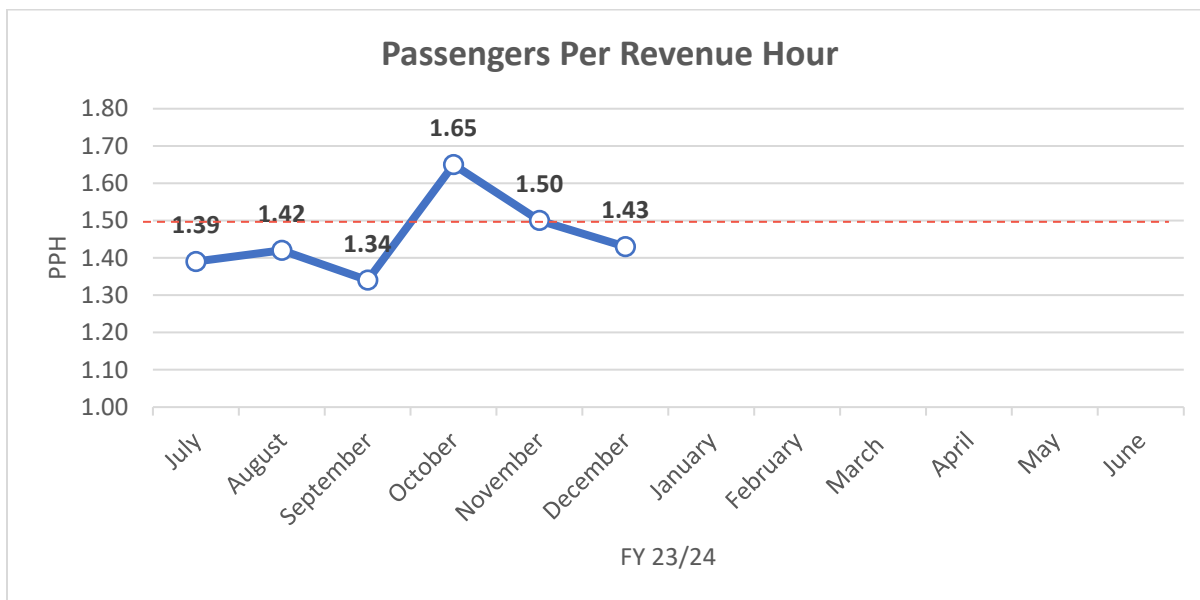
In December, there were 7,993 ADA passenger trips, showing a decrease from the 8,080 trips reported in November. This decline can be primarily attributed to the significant holiday season in December, during which several facilities frequently visited by LINK riders closed for the holidays, along with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

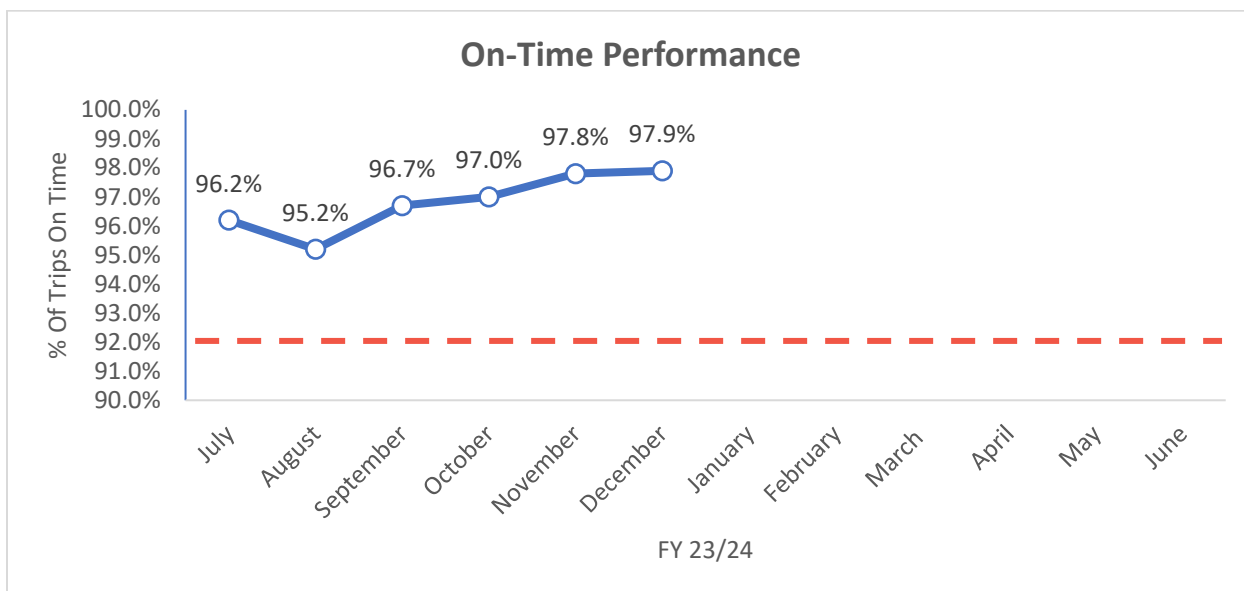
In December, the average number of ADA passengers per revenue hour stood at 1.43, marking a decrease compared to November, when the figure was 1.50 ADA passengers per revenue hour, excluding escorts or attendants. It's worth noting that the LINK Paratransit service's established benchmark is to uphold 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.

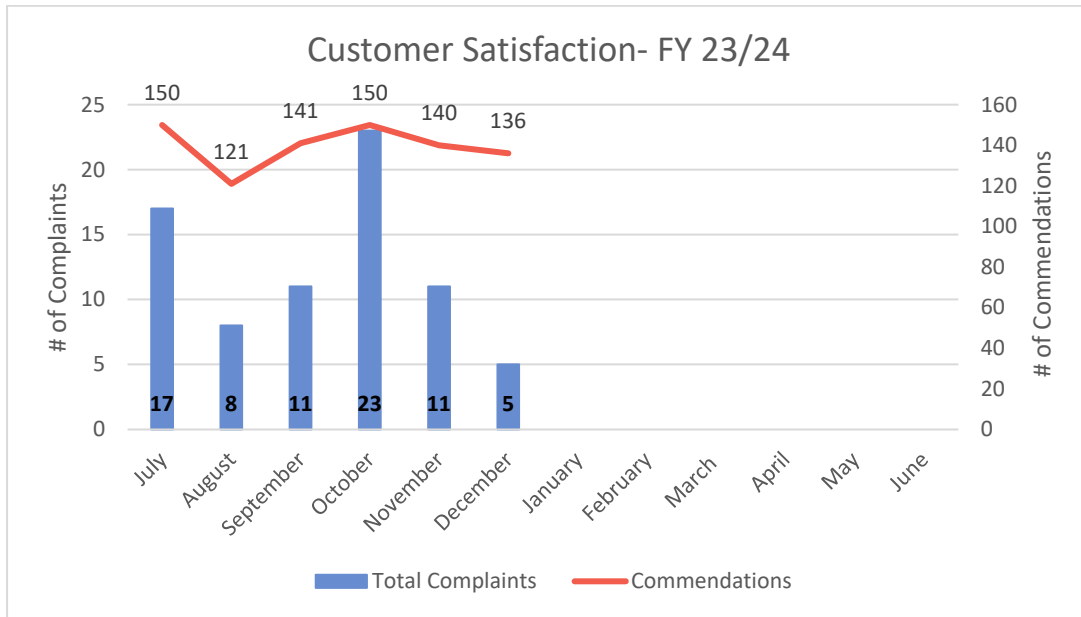
The performance exhibited in December reflects a positive trajectory, in line with our commitment to maintaining service quality. It's worth emphasizing that County Connection's established standard is set at 92%, and the past six months have consistently demonstrated performance exceeding this benchmark.



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:

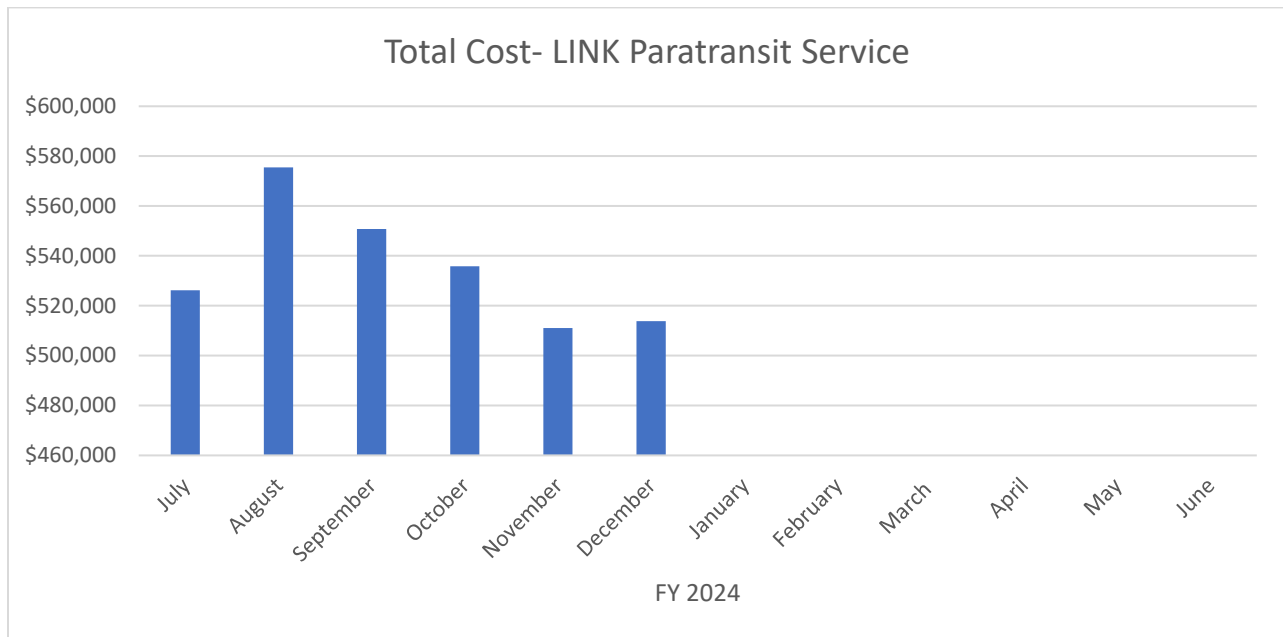
There was one reported preventable accident in the month of December which reflects an accident ratio of 0.88 preventable accidents per 100,000 miles. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

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

CCCTA PARATRANSIT
Performance Report: 12/1/2023-12/31/2023

LINK and BART Statistics

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

	FY 23/24	Variance from Goal	FY 22/23	YTD 23/24
Ridership Statistics				
1	***ADA Passengers	6,880	4,714	22,264
2	Companions	38	27	131
3	Personal Care Assistants	411	371	15,795
4	***One Seat Passengers	1,113	643	1,206
5	Total Passengers	8,442	5,755	23,826
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	378	837	1,033
7	Total Number of Cancellations	1,441	460	3,649
8	Same Day Trips	104	161	333
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	21	33	45
Effectiveness Indicators				
11	***Revenue Hours	4,812.50	3,856.12	16,493.71
12	ADA Passengers per RVHr.	1.43	1.22	1.35
13	Average Trip Length (miles)	11.92		11.92
14	Average Ride Duration (minutes)	18.71		22.14
15	*Total Cost per ADA Passenger	\$74.68	\$ 90.64	\$ 145.46
16	***Service Miles	95,301.00	56,637	304,835
17	Billable Service Hours	5,789.40	6,039.05	18,601.70
18	Fuel Cost	\$ 33,408.07	\$ 32,794.48	\$ 117,311.87
19	Total Cost	\$ 513,765.36	\$ 485,575.66	\$ 2,133,629.95
On Time Performance Statistics				
20	Percent on-time	97.9%	97.1%	96.6%
21	Arrived 15-29 minutes past window	2	57	302
22	Arrived 30-59 minutes past window	28	18	170
23	Arrived 60 minutes past window	62	0	80
24	Total Missed Trips	0	0	13
25	Transfer Trips	299	276	1,278
One Seat Pilot Data				
26	Total Trips	2,275	643	4,824
27	***Total Cost OS	\$ 43,352.05		\$ 101,221.12
28	Non-CCCTA Cost (Cost for Agencies)	\$ 22,513.61	\$ 9,025.69	\$ 71,358.07
29	***Total Miles	22,649.60		52,323.20
30	Non-CCCTA Miles (Agency Miles)	11,777.37	6,513.84	56,142.00
31	Non-CCCTA Revenue Hours	366.00	189.92	1,286.88
32	**Total One Seat Revenue Hours	703.90	384.86	2,952.95
33	Total Fare Collected	\$ 3,925.50	\$ 2,693.50	\$ 13,168.50
34	Non-CCCTA Fare Collected	\$ 2,394.75	\$ 1,567.25	\$ 7,800.75
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
35	Total Complaints	6	0	23
36	Timeliness	5	0	16
37	Driver Complaints	1	0	1
38	Equipment / Vehicle	0	0	0
39	Scheduling/Staff Skill	0	0	6
40	Commendations	136	69	286
41	Avg. wait time in Queue for reservation/dispatch	1:56		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	0.00	3	1.00
Eligibility Statistics				
44	Total ADA Riders in Data Base	1,811	1,780	6,954
45	Total Certification Determinations	40	106	252
46	Initial Denials	0	-	0
47	Denials Reversed	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: 01/15/2024

*Accident Revised
1/22/24
GC*

To: Operations & Scheduling Committee

Date: 02/28/2024

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Executive Summary Report - January 2024

Background:

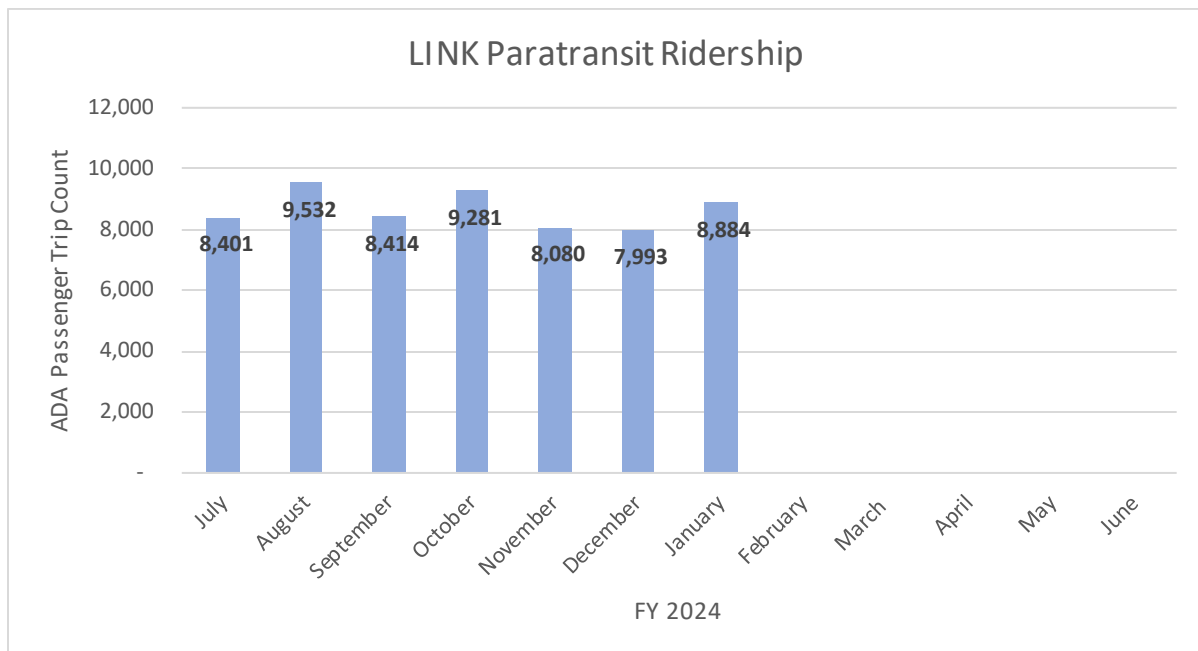
County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of January 2024.

January 2024 Performance Report:

Ridership:

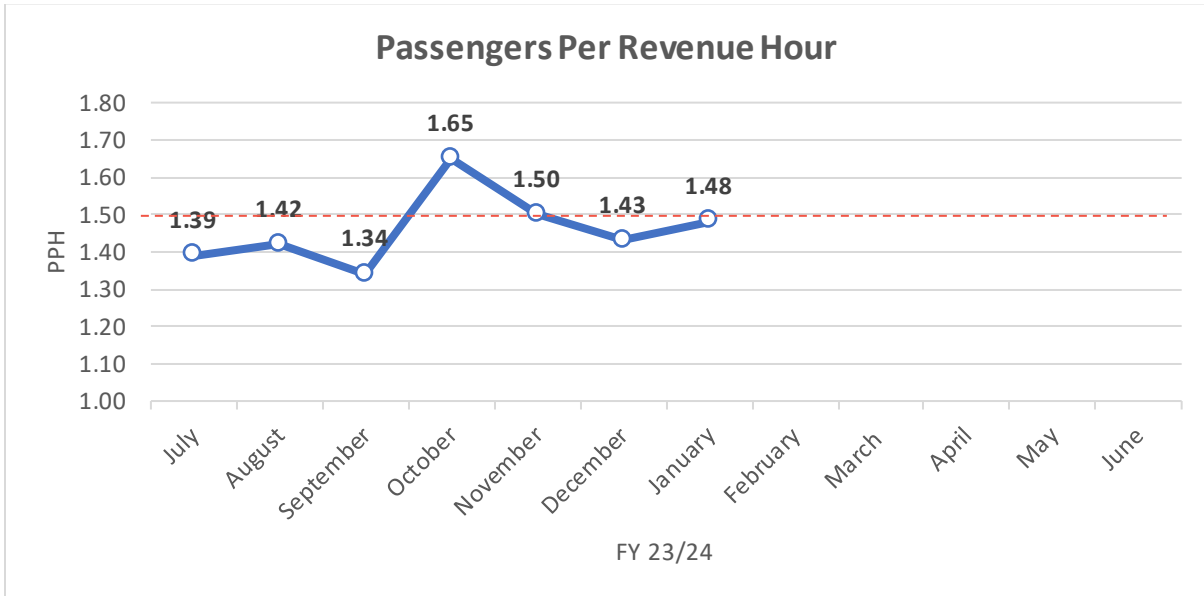
In January there were 8,884 ADA passenger trips, showing an increase from the 7,993 trips reported in December. This increase can be primarily attributed to the many paratransit riders returning from the holiday season in December.

It's worth noting that the total reported number of ADA passengers in January 2024 represents approximately 80% of pre-pandemic ridership levels observed in January 2019.



Productivity:

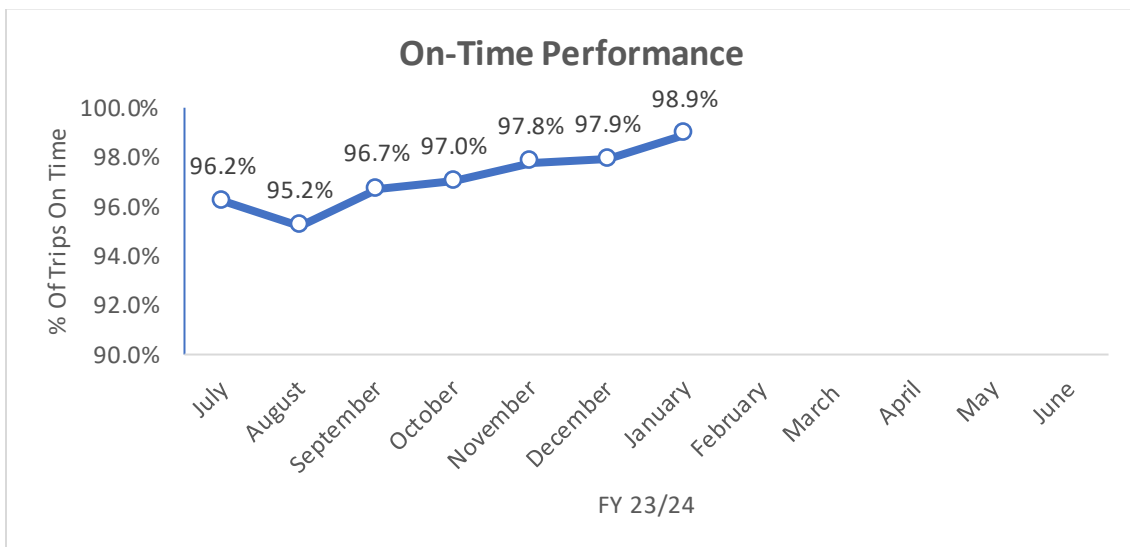
In January, the average number of ADA passengers per revenue hour stood at 1.48, marking an increase compared to December, when the figure was 1.43 ADA passengers per revenue hour, excluding escorts or attendants. It's worth noting that the LINK Paratransit service's established benchmark is to uphold a minimum of 1.50 ADA passengers per revenue hour. While January 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 98.9%, showcasing an improvement from the previous month's 97.9% on-time rate.

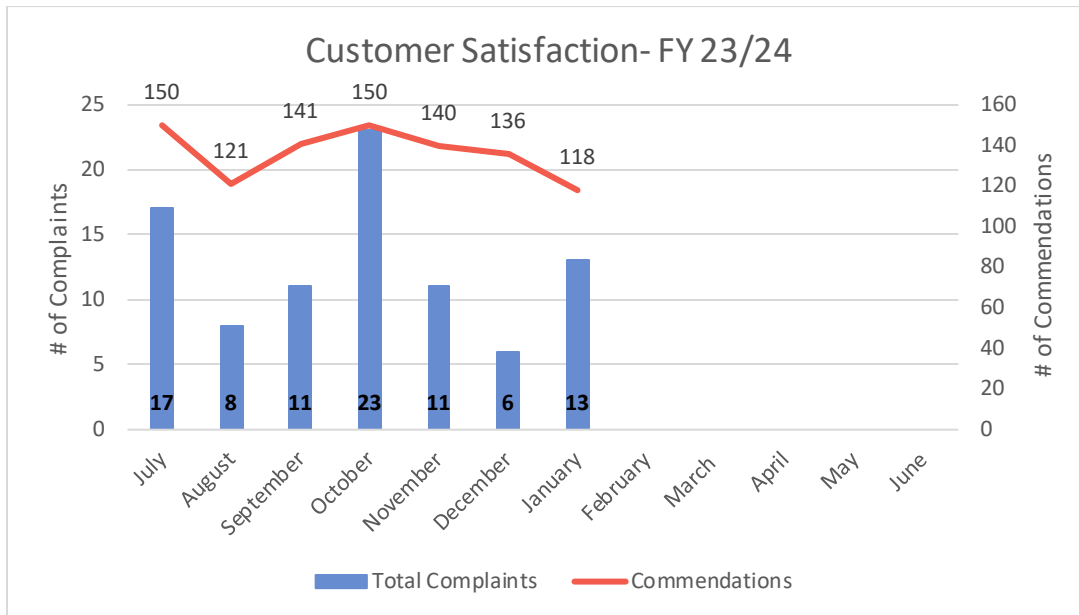
The performance exhibited in January reflects a positive trajectory, in line with our commitment to maintaining service quality. It's worth emphasizing that County Connection's established standard is set at 92%, and the past six months have consistently demonstrated performance exceeding this benchmark.



Customer Satisfaction:

In January, a total of 13 complaints were registered, with eight linked to timeliness issues, two (2), related to the driver’s skill concerns, and the remaining related to 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 118 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:

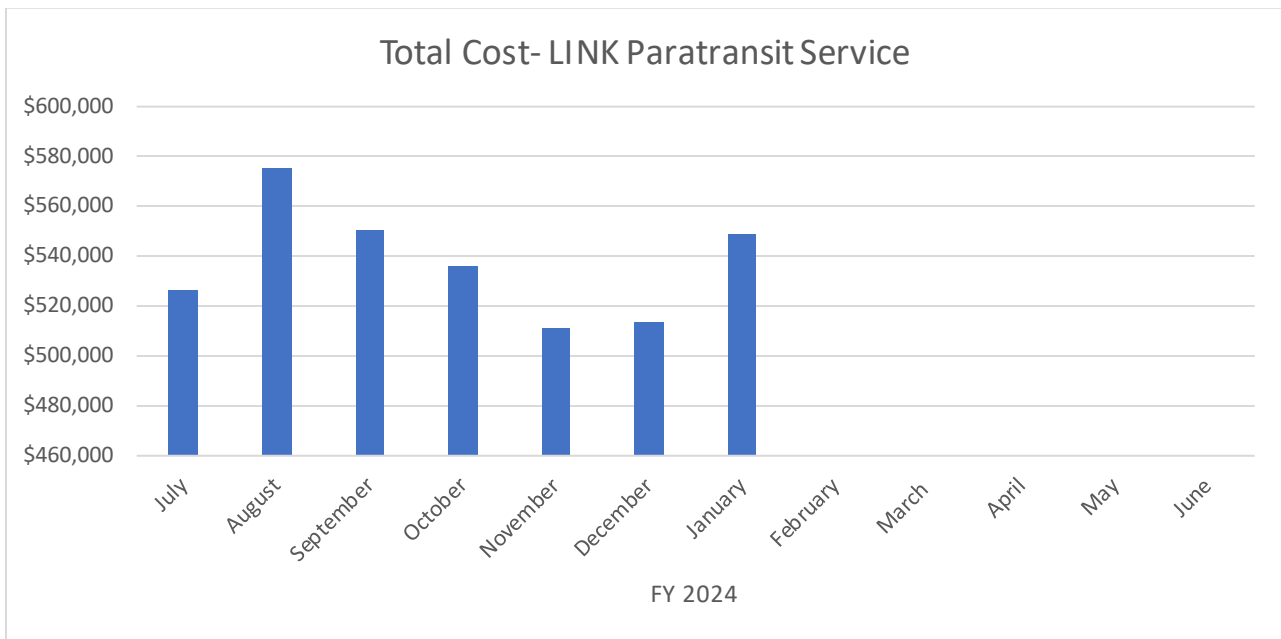
There were two reported preventable accidents in the month of January which reflects an accident ratio of 1.78 preventable accidents per 100,000 miles. This is higher than the usual trend of having no accidents to report. The inclement weather may contribute to a higher rate of accidents during the wet months. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of January , LINK Paratransit had a total of 67 drivers. Our contractor had a successful hiring month in January 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 \$549,153 was spent in January for LINK paratransit service. This reflects an increase from December’s total reported at \$513,765.



Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: January 2024 MOP

CCCTA PARATRANSIT

Performance Report: 01/01/2024-01/31/2024

LINK and BART Statistics

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

	FY 23/24	January	Variance from Goal	FY 22/23	January	YTD 23/24
Ridership Statistics						
1	***ADA Passengers	7,487		4,714		22,871
2	Companions	52		27		145
3	Personal Care Assistants	356		371		15,740
4	***One Seat Passengers	1,397		643		1,490
5	Total Passengers	9,292		5,755		24,676
Scheduling Statistics						
6	Total Number of No Shows & Late Cancels	148		837		803
7	Total Number of Cancellations	1,249		460		3,457
8	Same Day Trips	116		161		345
9	Denial Trips	-		-		-
10	Go Backs/ Re-scheduled	25		33		49
Effectiveness Indicators						
11	***Revenue Hours	5,114.57		3,856.12		16,795.78
12	ADA Passengers per RVHr.	1.48		1.22		1.36
13	Average Trip Length (miles)	12.13				12.13
14	Average Ride Duration (minutes)	19.14				22.14
15	*Total Cost per ADA Passenger	\$73.35		\$ 90.64		\$ 144.13
16	***Service Miles	107,743.00		56,637		317,277
17	Billable Service Hours	6,360.07		6,039.05		19,172.37
18	Fuel Cost	\$ 40,601.27		\$ 32,794.48		\$ 124,505.07
19	Total Cost	\$ 549,153.32		\$ 485,575.66		\$ 2,169,017.91
On Time Performance Statistics						
20	Percent on-time	98.9%		97.1%		96.6%
21	Arrived 15-29 minutes past window	29		57		329
22	Arrived 30-59 minutes past window	13		18		155
23	Arrived 60 minutes past window	1		0		19
24	Total Missed Trips	0		0		13
25	Transfer Trips	401		276		1,380
One Seat Pilot Data						
26	Total Trips	2,848		643		5,397
27	***Total Cost OS	\$ 56,117.19		\$ 113,986.26		\$ 78,563.72
28	Non-CCCTA Cost (Cost for Agencies)	\$ 29,719.26		\$ 9,025.69		\$ 59,102.51
29	***Total Miles	29,428.91		6,513.84		60,024.53
30	Non-CCCTA Miles (Agency Miles)	15,659.90		189.92		1,403.73
31	Non-CCCTA Revenue Hours	482.85		384.86		3,160.78
32	**Total One Seat Revenue Hours	911.73		2,693.50		14,390.25
33	Total Fare Collected	\$ 5,147.25		\$ 1,567.25		\$ 8,377.25
34	Non-CCCTA Fare Collected	\$ 2,971.25		\$ 1,567.25		\$ 8,377.25
Customer Service						
Complaint Standard Goal = 2/1,000 passengers						
35	Total Complaints	13		0		30
36	Timeliness	8		0		19
37	Driver Complaints	2		0		2
38	Equipment / Vehicle	0		0		0
39	Scheduling/Staff Skill	3		0		9
40	Commendations	118		69		268
41	Avg. wait time in Queue for reservation/dispatch	1:48				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	1.76		0.00		1.00
43	Roadcalls per 100,000 miles	0.88		3		1.00
Eligibility Statistics						
44	Total ADA Riders in Data Base	1,833		1,780		6,976
45	Total Certification Determinations	51		106		263
46	Initial Denials	0		-		0
47	Denials Reversed	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: 02/15/2024

CCCTA PARATRANSIT

Performance Report: 01/01/2024-01/31/2024

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