County Connection

INTER OFFICE MEMO

To:	Operations & Scheduling Committee	**Date:**	06/12/2024
From:	Rosa Noya, Manager of Accessible Services	**Reviewed by:**	JS

SUBJECT: LINK Paratransit Executive Summary Report - April 2024
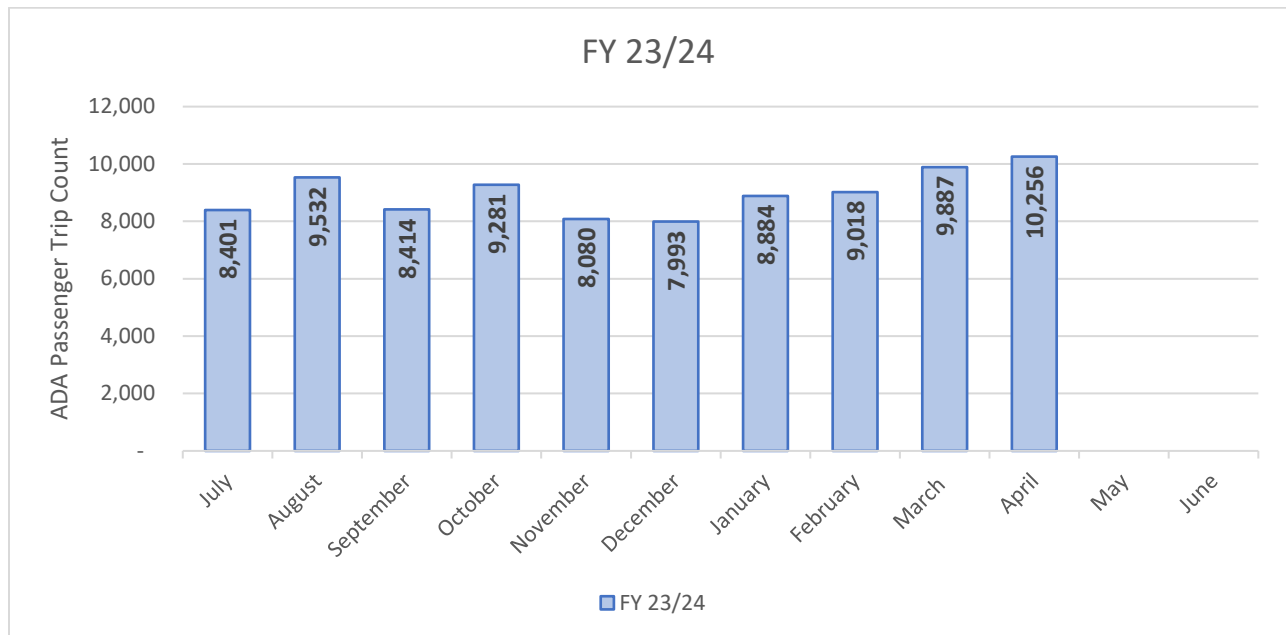

Background:

County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) through its LINK Paratransit program. Presented here is an overview of the Paratransit services rendered during April 2024.

**April 2024 Performance Report:**

Ridership:

In April there were 10,256 ADA passenger trips, showing an increase from the 9,887 trips reported in March.

It's worth noting that the total reported number of ADA passengers in April 2024 represents approximately 85% of pre-pandemic ridership levels observed in April 2019.

FY 23/24 — ADA Passenger Trip Count by month: July 8,401; August 9,532; September 8,414; October 9,281; November 8,080; December 7,993; January 8,884; February 9,018; March 9,887; April 10,256; May; June

Productivity:

In April, the average number of ADA passengers per revenue hour was 1.77, a significant increase from March's 1.46, excluding escorts or attendants. Notably, the LINK Paratransit service aims to maintain a benchmark of at least 1.50 ADA passengers per revenue hour.
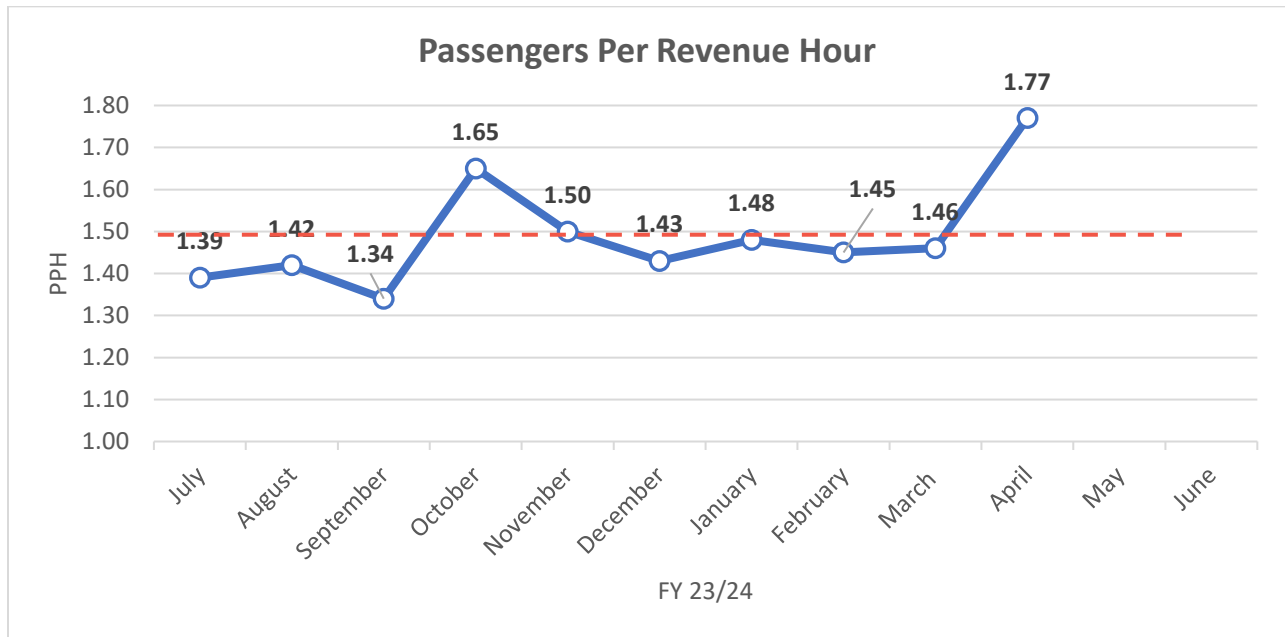

On-time Performance:

In April, the on-time performance of trips averaged 98.6%, slightly higher than March's impressive 98.4%. This consistently exceeds our standard of 92%, reflecting our strong commitment to maintaining superior service quality.
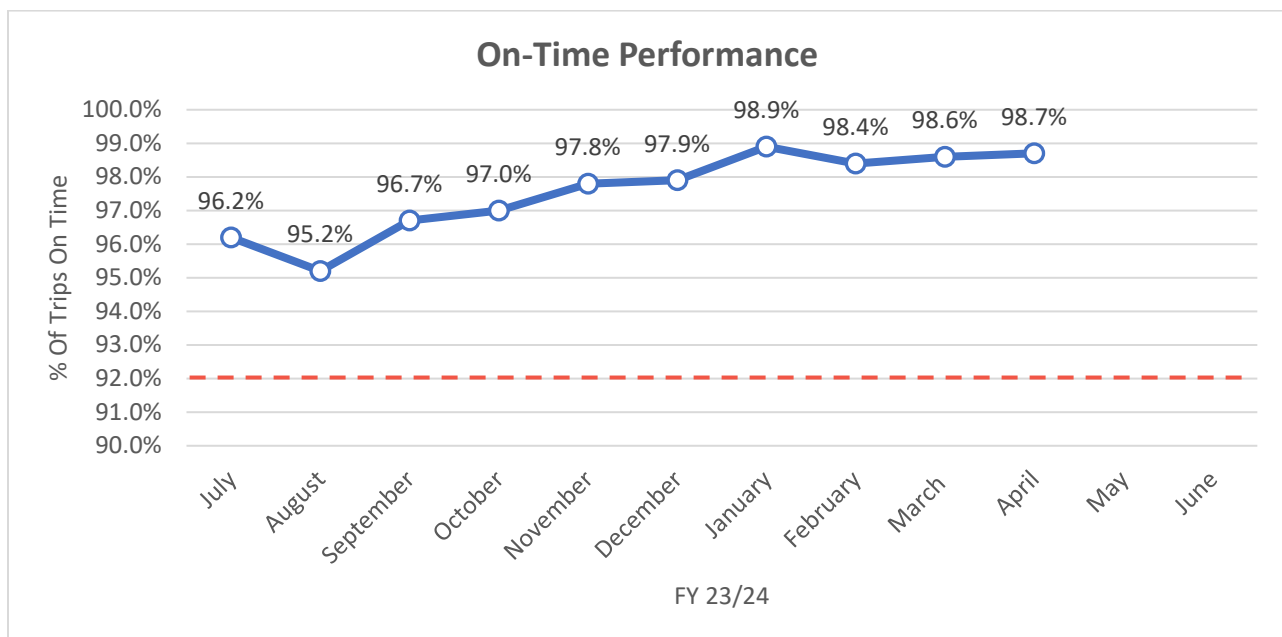
Customer Satisfaction:

In April, a total of 8 complaints were registered, with the majority (5) attributed to timeliness issues, two (2), related to the driver's skill concerns, and the remaining one (1) related to the skill of the scheduling staff.

In April, the LINK paratransit service received 165 commendations, down from 198 in March. Many of these commendations praised the drivers for their exemplary attention to safety and courtesy.
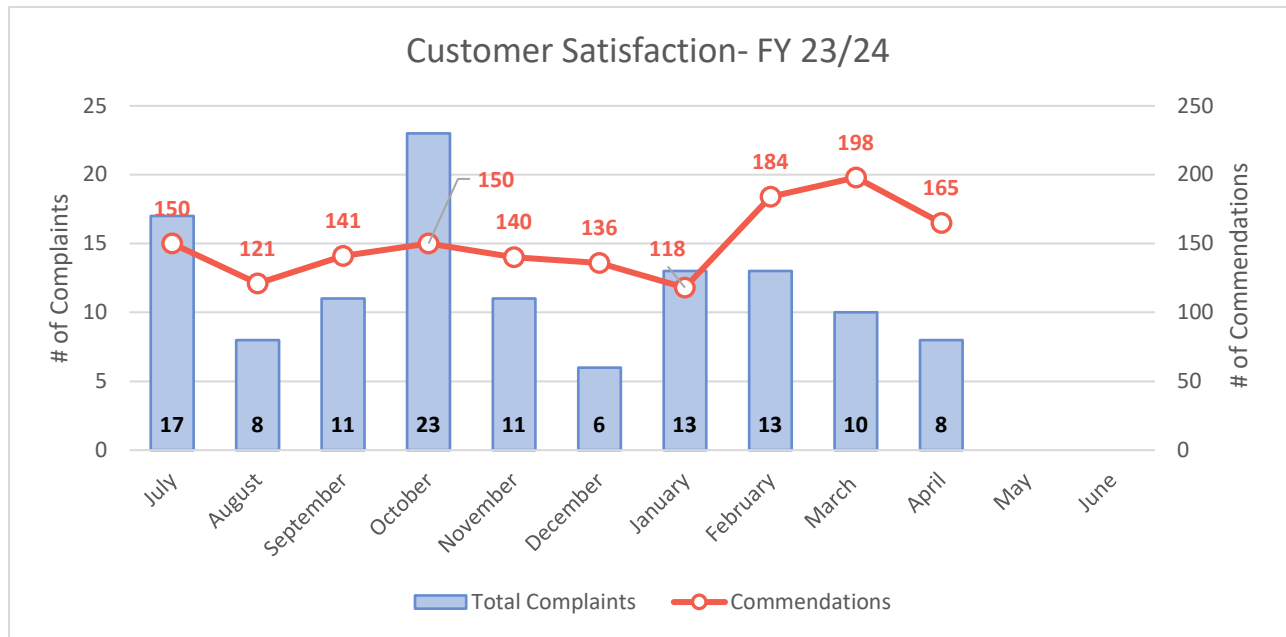

Safety:

In April, there was one reported preventable accident, resulting in a ratio of 0.88 preventable accidents per 100,000 miles. This is higher than our usual trend of no accidents and exceeds our goal of no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of April , LINK Paratransit had a total of 68 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:

In April, the preliminary unaudited total expenditure for LINK paratransit service was $611,108, up from $545,510 in March. Despite this increase, the cost per ADA passenger trip remained relatively stable, with a slight decrease from $71.73 in March to $71.62 in April.

Total Cost- LINK Paratransit Service

FY 2024
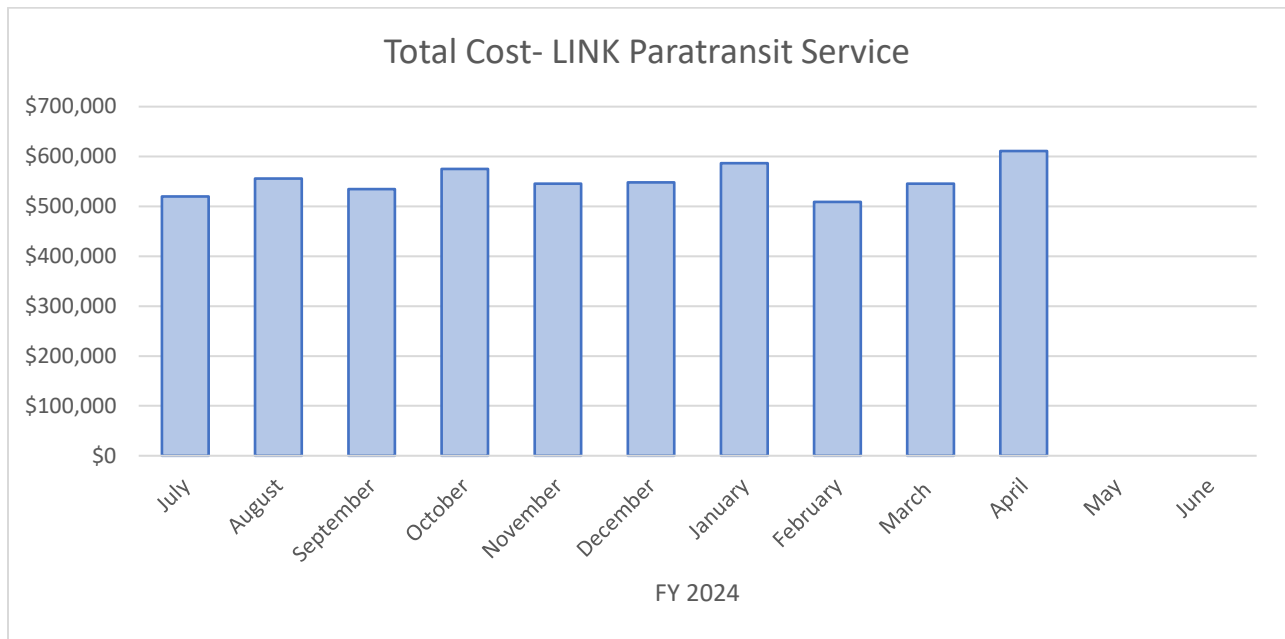
Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: April 2024 MOP

CCCTA PARATRANSIT
Performance Report: 04/01/2024-04/30/2024

LINK and BART Statistics		FY 23/24 April	Variance from Goal	FY 22/23 April	YTD 23/24
Ridership Statistics					
1	***ADA Passengers	8,533		7,065	23,917
2	Companions	62		54	155
3	Personal Care Assistants	458		472	15,842
4	***One Seat Passengers	1,723		1,168	1,816
5	Total Passengers	10,776		8,759	26,160
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	1,119		786	1,774
7	Total Number of Cancellations	1,022		430	3,230
8	Same Day Trips	149		96	378
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	23		28	47
Effectiveness Indicators					
11	***Revenue Hours	5,789.05		4,236.24	17,470.26
12	ADA Passengers per RVHr.	1.77		1.67	1.37
13	Average Trip Length (miles)	12.26			12.26
14	Average Ride Duration (minutes)	20.04			22.14
15	*Total Cost per ADA Passenger	$70.92	$ 69.02	$ 141.70
16	***Service Miles	125,776.00		99,908.00	335,310
17	Billable Service Hours	7,881.00		5,678.30	20,693.30
18	Fuel Cost	$ 61,329.57		$ 38,142.46	$ 145,233.37
19	Total Cost	$ 605,146.03		$ 487,639.29	$ 2,225,010.62
On Time Performance Statistics					
20	Percent on-time	98.7%		78.7%	97.2%
21	Arrived 15-29 minutes past window	36		837	336
22	Arrived 30-59 minutes past window	16		535	158
23	Arrived 60 minutes past window	3		133	21
24	Total Missed Trips	4		7	17
25	Transfer Trips	536		354	1,515
One Seat Pilot Data					
26	Total Trips	3,577		1,168	6,126
27	***Total Cost OS	$ 72,096.75			$ 129,965.82
28	Non-CCCTA Cost (Cost for Agencies)	$ 40,789.89		$ 24,722.40	$ 89,634.35
29	***Total Miles	37,281.70			66,955.30
30	Non-CCCTA Miles (Agency Miles)	20,641.01		13,809.40	65,005.64
31	Non-CCCTA Revenue Hours	662.71		417.83	1,583.59
32	**Total One Seat Revenue Hours	1,190.40		822.86	3,439.45
33	Total Fare Collected	$ 5,748.00		$ 4,143.50	$ 14,991.00
34	Non-CCCTA Fare Collected	$ 3,489.50		$ 2,471.25	$ 8,895.50
Customer Service **Complaint Standard Goal = 2/1,000 passengers**					
35	Total Complaints	8		49	25
36	Timeliness	5		32	16
37	Driver Complaints	2		4	2
38	Equipment / Vehicle	0		3	0
39	Scheduling/Staff Skill	1		0	7
40	Commendations	165		528	315
41	Avg. wait time in Queue for reservation/dispatch	2:24			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	2.64		0.00	1.00
Eligibility Statistics					
44	Total ADA Riders in Data Base	1,864		1,688	7,007
45	Total Certification Determinations	45		73	257
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: 05/21/2024