

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 countyconnection.com

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Wednesday, December 6, 2023

8:00 a.m.

Supervisor Andersen Office

309 Diablo Rd, Danville, CA

The committee may take action on each item on the agenda, even items that are listed as “information only”. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the committee.

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of November 1, 2023*
4. I-680 Express Bus & Hydrogen Fueling Station Update*
(Staff will provide an update on the I-680 Express Bus project)
5. Choice in Aging MOU Extension*
(Staff requests authorization to extend the MOU for another year)
6. Spring Bid Update*
(Staff will provide a brief update about the upcoming service changes)
7. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – January 3, 2024 (8:00am at 309 Diablo Rd, Danville, CA)
11. Adjournment

*Enclosure

FY2023/2024 O&S Committee

Dave Hudson – San Ramon, Robert Storer – Danville, Jim Diaz – Clayton

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service, or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Shuttle Service: With advance notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call (925) 938-7433 between 8:00 am and 5:00 pm at least one day before the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, December 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, December 6, 2:00 p.m., 3rd Floor Conference Room
Advisory Committee:	Tuesday, January 9, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, December 7, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

The above meeting schedules are subject to change. Please check the County Connection Website (www.countyconnection.com) or contact County Connection staff at (925) 676-1976 to verify date, time and location prior to attending a meeting.

This agenda is posted on County Connection's Website (www.countyconnection.com) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

**Summary Minutes
Operations & Scheduling Committee
Wednesday, November 1, 8:00 a.m.**

Directors: Robert Storer, Jim Diaz

Staff: Pranjal Dixit, Laura Corona, Rosa Noya

Public: None

Call to Order: Meeting called to order at 8:08 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of September 6, 2023

The Committee approved the minutes.

4. Swiftly Software License Renewal

Mr. Dixit reported that, to improve on-time performance tracking without overhauling the existing CAD/AVL system, staff piloted Swiftly's On-Time Performance and Run Time modules in December 2022. The modules utilize multiple data sources, including GTFS Realtime feed, BusTime API, and CradlePoint routers, to provide accurate and complete bus tracking.

He informed that Swiftly has reduced staff time for analyzing and developing schedule changes, enabling quicker responses to performance issues. Additionally, data from Swiftly will also be used to evaluate the effectiveness of the Transit Signal Priority (TSP) project and identify bus priority improvements.

Furthermore, he reported that the cost of renewing the On-Time Performance and Run Times modules and potentially adding the Speed Maps module for one year will not exceed \$130,000. CCTA will contribute \$20,000, and the remaining cost will be covered by TPI grant funds and TDA for local match which was included in FY24 budget. He requested the Committee recommend to the Board approving the one year license renewal. Directors approved forwarding this item to the Board for license renewal.

5. One-Seat Regional Ride Pilot Update

Ms. Noya reported that in November 2020, a six-month pilot program was approved for the One Seat Regional Ride, a paratransit service for passengers across multiple participating transit agency service area i.e. Tri-Delta Transit, WestCAT, LAVTA, and County Connection. The pilot program eliminated the need for transfers when crossing multiple service areas, ensuring a continuous One Seat Regional ride for passengers.

She reported that the pilot program was extended in April 2021 and again in November 2022 due to its positive reception and the need to address National Transit Database (NTD) reporting challenges. The partners are proposing a one-year extension of the program, incorporating travel training,

mobile app trip management capabilities, and acceptance of paper tickets as a form of payment. She informed that the FY 2024 budget for Paratransit services incorporated the expenses associated with the pilot program at approximately \$600,000 and requested the Committee recommend to the Board an additional one-year extension of the Program through November 2024, or until the trip reporting issues are resolved, whichever comes sooner.

Directors approved forwarding this item to the Board for extension.

6. Monthly Ridership Reports

Mr. Dixit reported that ridership rebounded post-summer, showing a 13% year-over-year increase. Productivity has also been trending upwards, nearing pre-pandemic levels. However, he acknowledged that due to an ongoing operator shortage, restoring service to pre-pandemic levels has been challenging. He also reported that on-time performance has dipped due to increased traffic congestion and that moving forward, Swiftly's data will be utilized for on-time performance tracking due to its enhanced reliability.

Ms. Noya informed the Committee that ridership in September was impacted by the temporary closure of certain programs due to a COVID-19 surge. Staff is currently focused on enhancing productivity to surpass the standard of 1.5 Pax/revenue hour. On-time performance has been improving and exceeded the standard of 92%. In September, 11 timeliness-related complaints were received. Additionally, she announced that the new Director of Director of ADA & Specialized Services, John Sanderson, will begin his tenure on November 6.

7. Committee Comments

None

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for December 6 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA

10. Adjournment – The meeting was adjourned at 8:50 a.m.

Minutes prepared and submitted by: Pranjali Dixit, Manager of Planning

To: Operations & Scheduling Committee

Date: 11/24/2023

From: Melody Reeb, Director of Planning, Marketing, & Innovation

Reviewed by: *Ref*

SUBJECT: I-680 Express Bus & Hydrogen Fueling Station Update

Background:

In March 2022, the Contra Costa Transportation Authority (CCTA), in partnership with County Connection and the Livermore Amador Valley Transit Authority (LAVTA), submitted a grant application to the Transit and Intercity Rail Capital Program (TIRCP) for a zero-emission express bus service along the I-680 corridor between the Martinez Amtrak Station and Dublin/Pleasanton BART. Of the \$124 million funding request, the project was awarded about \$36 million for the purchase of six hydrogen fuel-cell buses (FCEBs), construction of hydrogen fueling stations and maintenance infrastructure at both County Connection and LAVTA's facilities, as well as construction of a shared mobility hub in San Ramon. The award also includes funds for developing the Integrated Transit Plan (ITP), which is currently underway, and for Transit Bus on Shoulder (TBOS) training and testing at GoMentum station.

Express Bus Service:

In 2021, LAVTA completed a study to evaluate potential express bus service along I-680 between the Tri-Valley area and Suisun City, and one of the near-term options identified was to operate an initial segment between Martinez and Dublin/Pleasanton BART, with stops in Walnut Creek and San Ramon and extending to the Pleasanton ACE Station during the commute period. This service would operate hourly on weekdays, and based on pre-pandemic ridership assumptions, was projected to carry about 1,000 daily riders. The service would potentially be operated by both County Connection and LAVTA, to help reduce deadhead by having a bus yard located at either end of the route.

However, the pandemic has shifted travel patterns and reduced the demand for express bus service, which primarily serves commuters who have not returned to offices full time. Table 1 shows a comparison of pre- and post-pandemic ridership on County Connection's existing express routes along I-680. Overall, ridership on those routes is still only 31% of what it used to be, whereas other County Connection routes have recovered closer to 80% of pre-pandemic ridership. In addition, Route 98X, which has seen the most ridership recovery among the five routes, operates more like a local route and serves all local stops through Martinez.

Although the over-the-road hydrogen FCEBs envisioned for the service will not be available for another few years, the grant award included \$600,000 to retrofit six existing buses in order to deploy service more immediately. However, given the ongoing operator shortage, neither County Connection nor LAVTA currently have the resources to operate additional service. Furthermore, operating funds for the new service have not yet been identified. Thus, staff will likely look to current services along the I-680 corridor to find opportunities to restructure existing routes in order to provide some modified version of the service that's more in line with current resources as well as post-pandemic conditions.

Table 1: Average Daily Ridership on Existing I-680 Express Routes

Route	Pre-Pandemic (FY 2020 thru Feb)	Current (FY 2023)	% of Pre-Pandemic
92X	178	16	9%
95X	209	75	36%
96X	499	80	16%
97X	89	23	26%
98X	314	211	67%
Total	1,288	404	31%

Shared Mobility Hub:

About \$10 million in TIRCP funds was awarded for the construction of a Shared Mobility Hub (SMH) in San Ramon at the Bollinger Canyon Park-and-Ride lot, which is located at the southwest corner of the I-680/Bollinger Canyon Rd interchange. However, following Chevron’s departure from Bishop Ranch and subsequent redevelopment plans, CCTA and County Connection staff worked with Sunset Development to identify a new location for the SMH within Bishop Ranch. The new location near Bishop Ranch 3 (BR3) would be closer to the major activity centers in the area, including City Center and the Iron Horse Regional Trail, and would replace the existing Transit Center to the north.

Hydrogen Fueling Station:

The grant award also includes about \$13 million for the construction of hydrogen fueling stations and maintenance infrastructure, which will be split 50/50 between County Connection and LAVTA. However, the source of funds for this component of the project will be federal instead of state, which requires an 11.47% local match as well as environmental clearance under the National Environmental Policy Act (NEPA). County Connection staff is planning to install a skid-mounted fueling station within the existing bus yard, which minimizes the need for construction and provides flexibility for future fleet purchases. Upgrades will also be made to the maintenance facility to provide the safety features necessary to work on hydrogen buses such as sensors and ventilation.

Financial Implications:

County Connection will be responsible for the local match of \$853,966 for the hydrogen fueling and maintenance infrastructure. Staff is planning to use Transportation Development Act (TDA) capital funds for the local match, which will be included in future years’ budgets.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations and Scheduling Committee

Date: 11/27/2023

From: John Sanderson Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: County Connection MOU With Choice in Aging

Background:

Choice in Aging (CiA), an adult social service agency accounted for about 20% of County Connection's daily paratransit trip volume, before the COVID-19 pandemic. In the summer of 2017, under the prior paratransit service contractor, CiA and its clients experienced a number of challenges related to County Connection LINK paratransit service. To address these issues, County Connection retained a consultant to make recommendations to improve communication between County Connection and CiA, and to improve service outcomes for CiA's most vulnerable clients.

One of the solutions proposed by the consultant was that County Connection and CiA work together to provide a more tailored service using an accessible Transportation Network Company (TNC) partner for the small number of CiA clients that were unable to use LINK paratransit to access the CiA program. As a result, in March 2019, the Board approved a six-month pilot project, in which CiA would retain the services of SilverRide.

In January 2022, following a nearly two-year hiatus due to the pandemic, the Board again approved a demonstration pilot project as County Connection staff worked with CiA staff to reopen and identify new passengers. The new pilot also included a same-day booking option for the first time, enabling qualified program participants to book same-day trips to CiA using SilverRide. This same-day option was intended to eliminate unforeseen no-shows to the CiA day program and gave other clients the opportunity to benefit from the program by reducing or eliminating unused program placements.

Project Update:

Staff continues to review the progress of the project. On-time performance has been sustained above 90%, while no-shows due to late rides have significantly decreased. As a result, the growth and the success of the pilot project calls for continued support from County Connection. With the nationwide labor shortage of commercial drivers facing traditional paratransit services, the partnership with CiA and SilverRide has been beneficial for all.

Financial Implications:

County Connection budgeted \$300,000 for FY 23, anticipating the program would ramp up this summer and operate for a full year. The subset of passengers using the SilverRide service has been slower to return than other paratransit passengers resulting in a significant drop in expected expenses. Staff now projects the program expense at not-to-exceed \$250,000 through September 2024 with an average trip cost of \$36.95, per CiA's agreement with SilverRide.

Recommendation:

Due to the success encountered in previous phases of the demonstration project both from a customer service standpoint and a financial perspective, staff recommends extending the MOU with CiA, providing them the ability to extend their contract with SilverRide. This will continue to provide an alternative transportation service, offered by County Connection through CiA which is safe reliable and cost effective for a vulnerable population in our service area.

Action Requested:

Staff respectfully requests the Operations & Scheduling Committee forward to the Board of Directors permission for the General Manager to enter a new one-year MOU with CiA enabling them to extend their contract with SilverRide.

Attachments:

None

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 11/20/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Spring Bid Update

Background:

During the COVID-19 pandemic, staff implemented major service changes to ensure transit availability throughout the service area based on changing demand. As businesses have reopened and employers have required employees to return to the office, ridership has increased steadily, aided by systemwide and regionwide fare promotions such as Monument Free, Summer Youth Pass, Pass2Class, and Clipper START. However, despite extensive recruitment and training efforts, the ongoing operator shortage remains a key hurdle to increasing service. Increasing traffic congestion has also required staff to make frequent schedule adjustments in order to maintain reliable service.

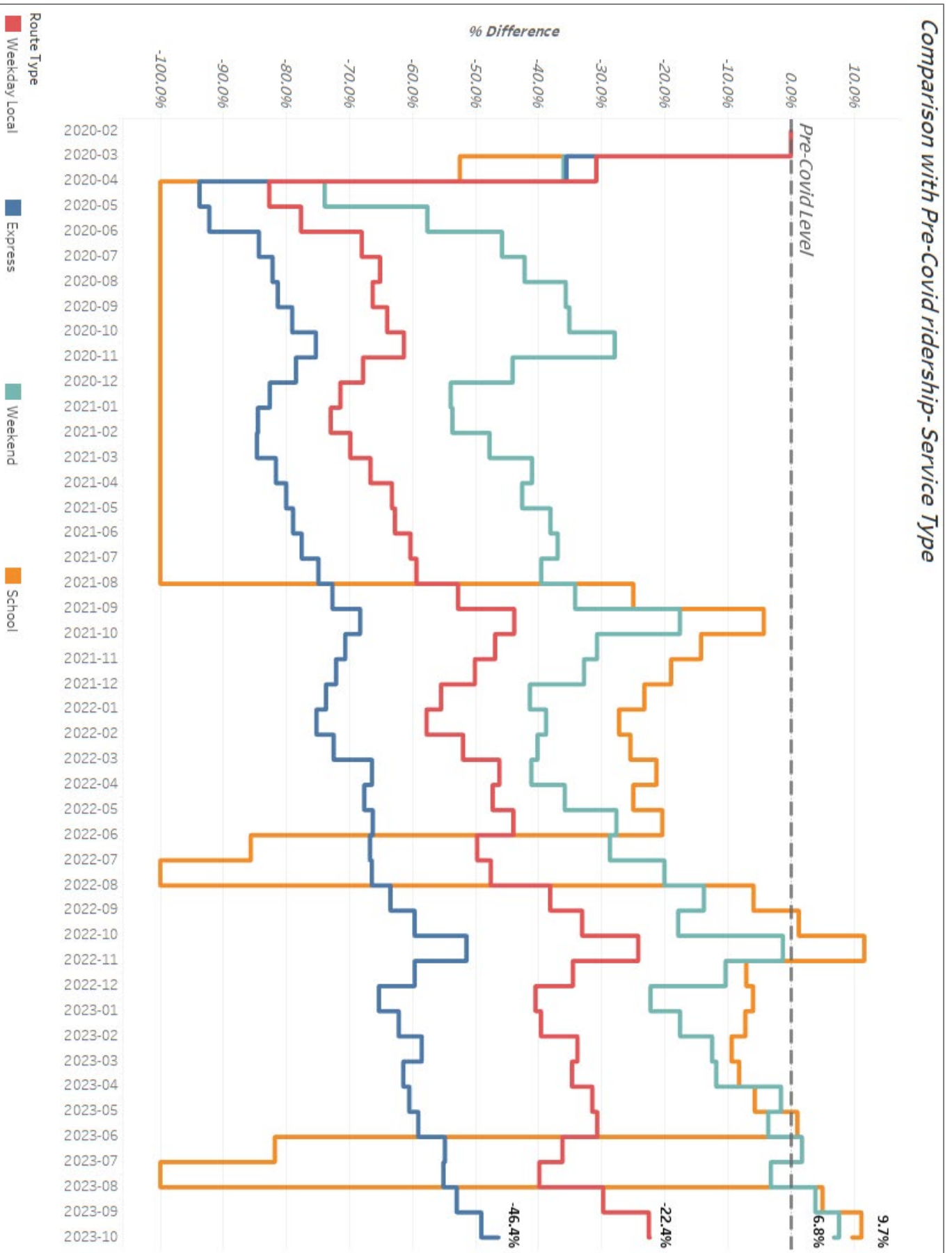
Ridership Trends:

Ridership has been growing steadily year-over-year, with weekend and school ridership showing the strongest recovery as seen in Figure 1. As of October 2023, weekend and school ridership surpassed pre-COVID levels, buoyed by the expansion of the Monument Free and Pass2Class program. Weekday local routes recovered to 78% of pre-COVID ridership, followed by express routes at 54%.

On-Time Performance:

The Fall Bid introduced several changes to improve on-time performance, based on data from Swiftly and operator feedback. Preliminary data from Swiftly has shown that modified routes saw an overall 2.3% increase in on-time performance, with Weekday Local and Express routes improving by 3.5% and 6.2%, respectively. However, Weekend routes decreased by 5%, largely due to ongoing construction in San Ramon, as well as increased weekend traffic to City Center. Routing changes were implemented in November for the Winter Bid to address this issue.

Figure 1: Comparison with Pre-Covid Ridership



Spring Bid:

The Spring bid will be implemented on January 14, 2024 to be consistent with regional coordination efforts to align signup calendars so that schedule changes occur at or around the same time across the Bay Area's transit operators including BART. Historically, the Spring bid has started in February, and staff met with the Amalgamated Transit Union (ATU) who agreed to the January date. Because of the longer duration of the Spring bid, which will be in place until June, staff agreed to the ATU's request to have operators rebid midway through the 6-month signup.

The Spring Bid will include several service adjustments. Along with an analysis of current schedule and ridership levels, these changes were guided by passenger input, operator suggestions and maximizing efficiency of resource usage. The changes will include the following:

- Shifting of 97X trips in the AM to improve connections with other routes at San Ramon Transit Center.
- Schedule and Runtime changes on Route 321 to improve on-time performance.
- Changing the circulation of Route 7 at Pleasant Hill BART based on operator suggestion to improve on-time performance.

Financial Implications:

None. The service levels for the Spring bid are consistent with the proposed FY 2024 budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 11/21/2023

From: Pranjali Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for October 2023

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	251,298	219,266	
Average Weekday	10,375	9,233	
Pass/Rev Hour	15.3	13.9	Standard Goal > 17.0
Missed Trips	0.26%	0.32%	Standard Goal < 0.25%
Miles between Road Calls	27,872	35,546	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

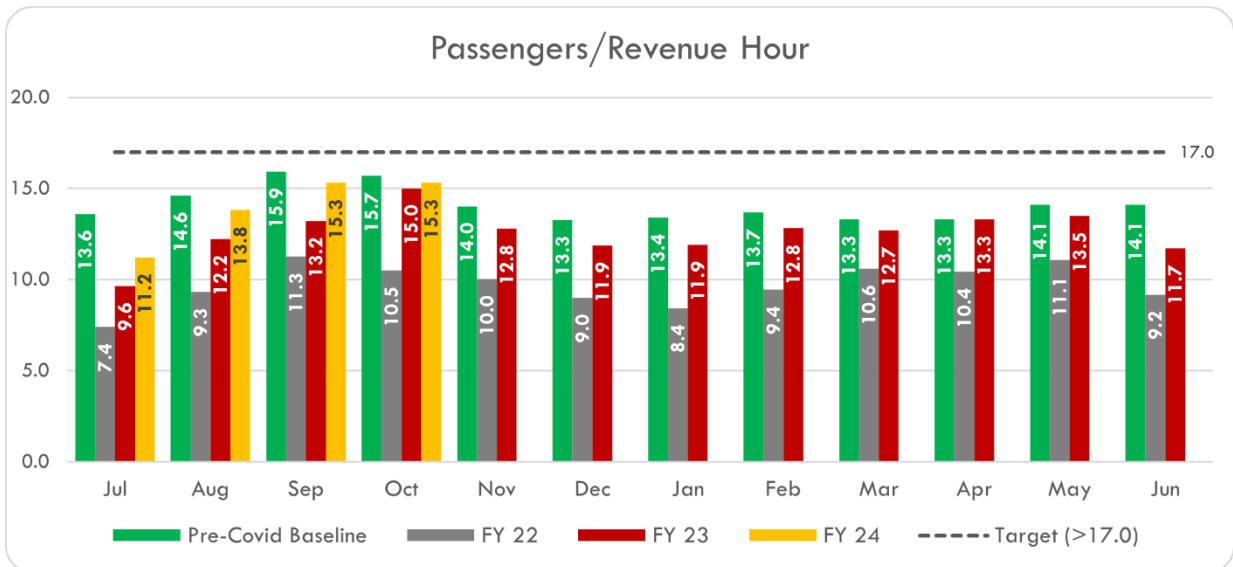
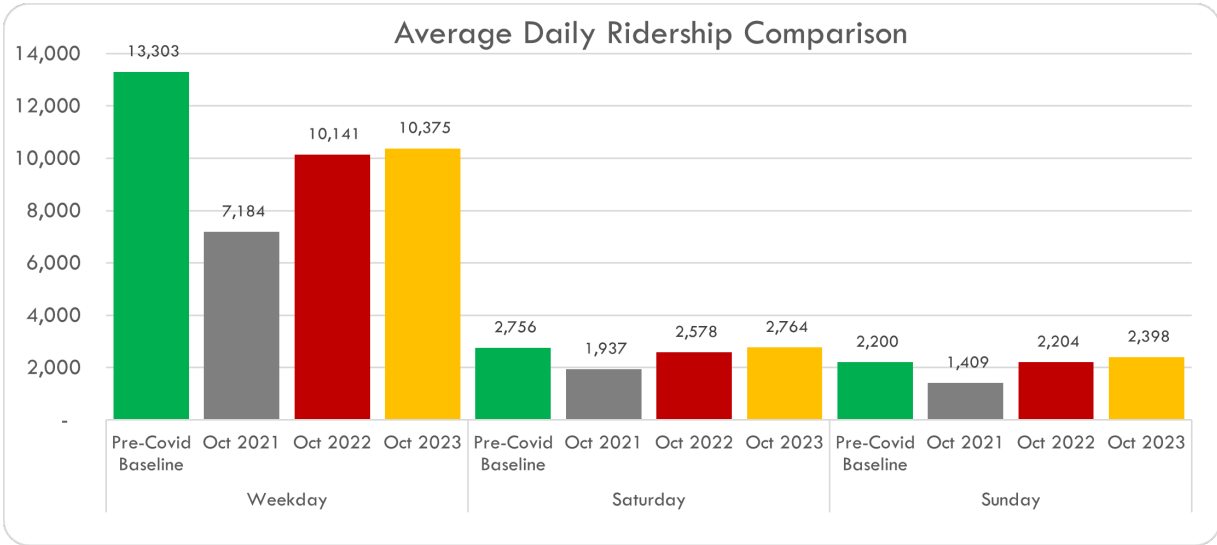
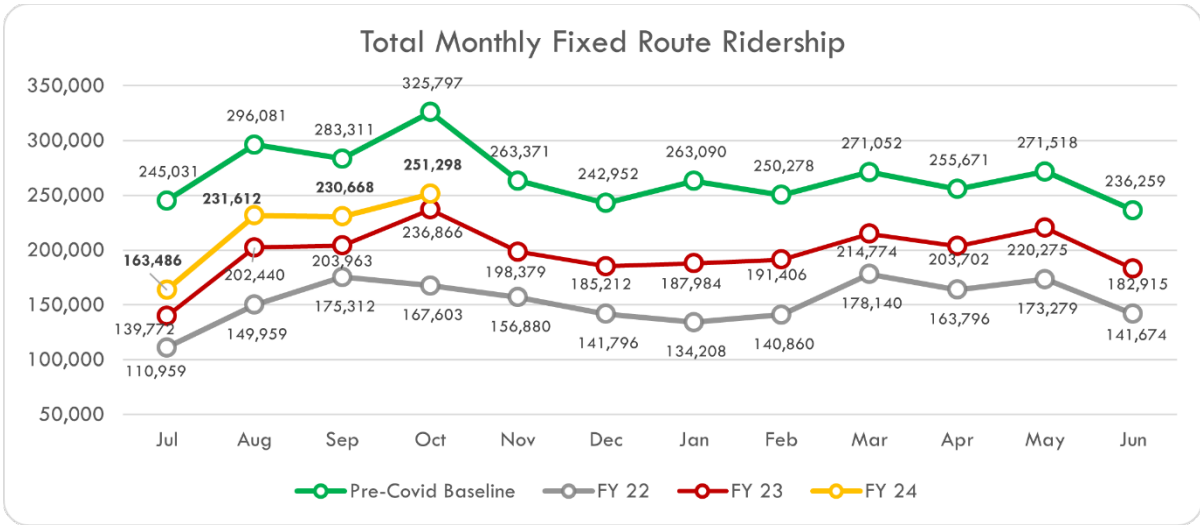
Average weekday ridership was higher in October 2023 (10,375 passengers) than the previous month of September 2023 (10,354 passengers) and is 2.3% higher than October 2022 (10,141 passengers). County Connection also ran a total of four BART Bridges on two weekends in October which served 19,743 passengers.

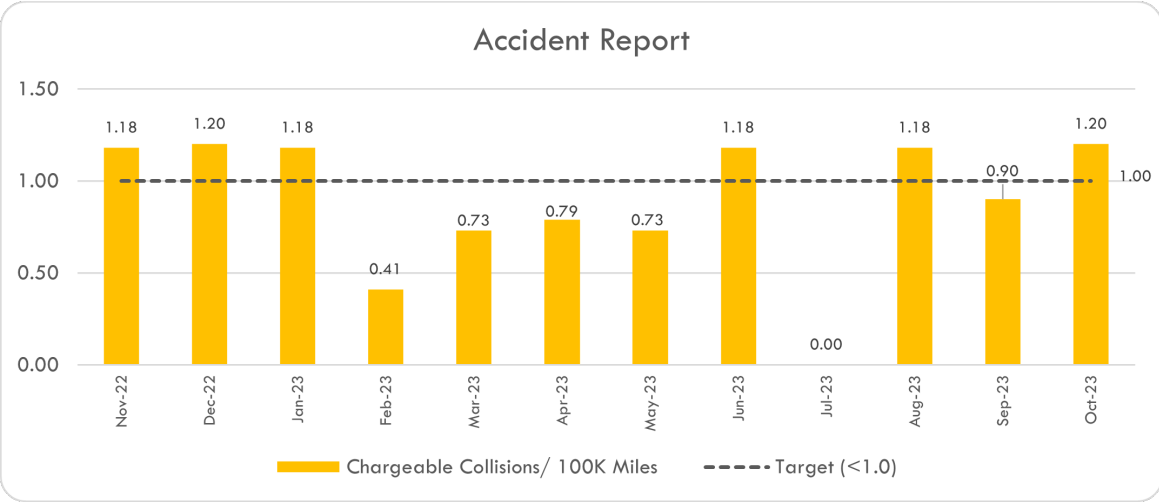
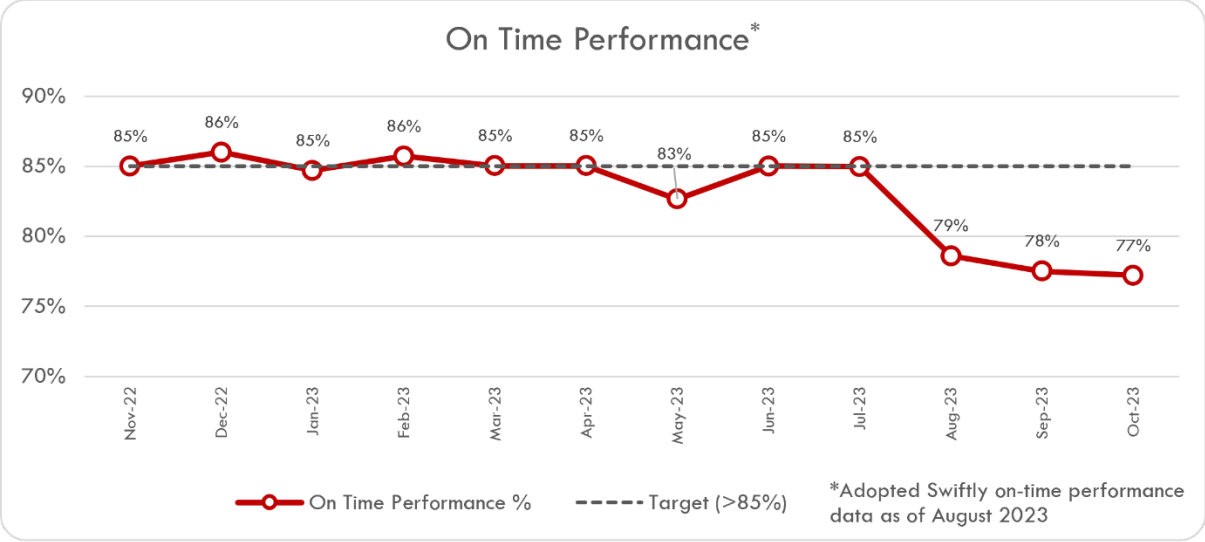
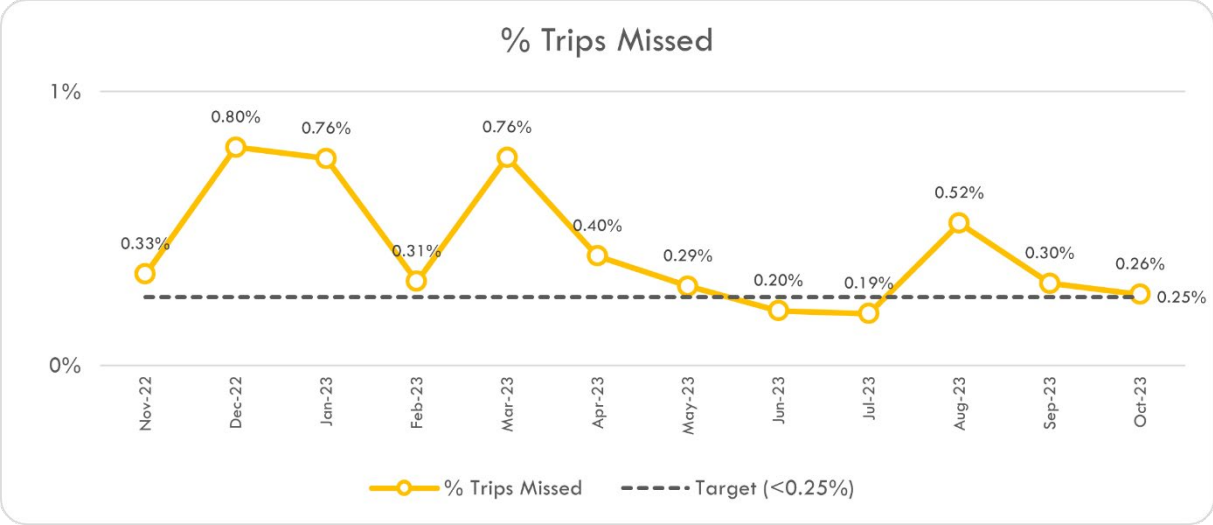
Passengers per hour in October was 15.3, which is the same as September 2023 and higher than October 2022 when passengers per hour was 15.0.

The percentage of missed trips in October was 0.26%, which is lower than the prior month when it was 0.30%.

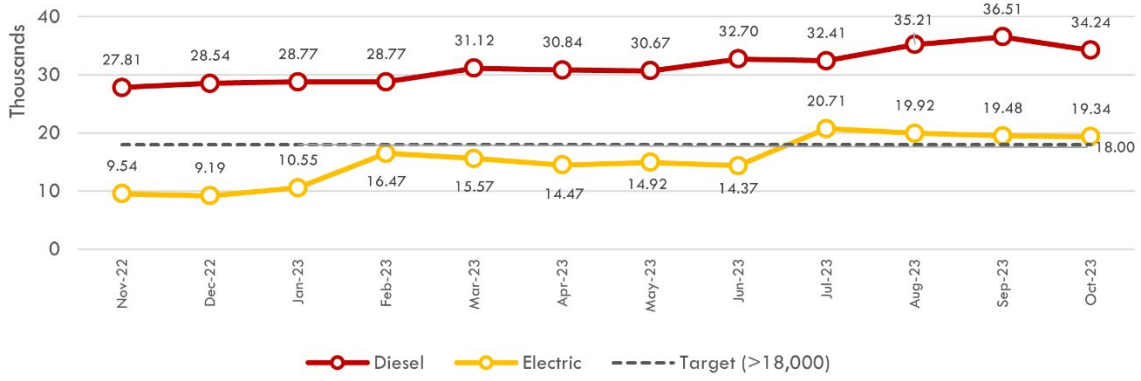
The number of miles between roadcalls was 27,872 miles in October, lower than the prior month in which there were 44,251 miles between roadcalls. The rolling 12-month average is 35,912 miles between roadcalls.

Of a total 251,298 passengers, 119,121 passengers had the potential to use a Clipper card aboard County Connection since 151,920 either used an employer or school pass or were on a free route. About 79.7% of the 119,121 potential Clipper card users paid using Clipper during this month.

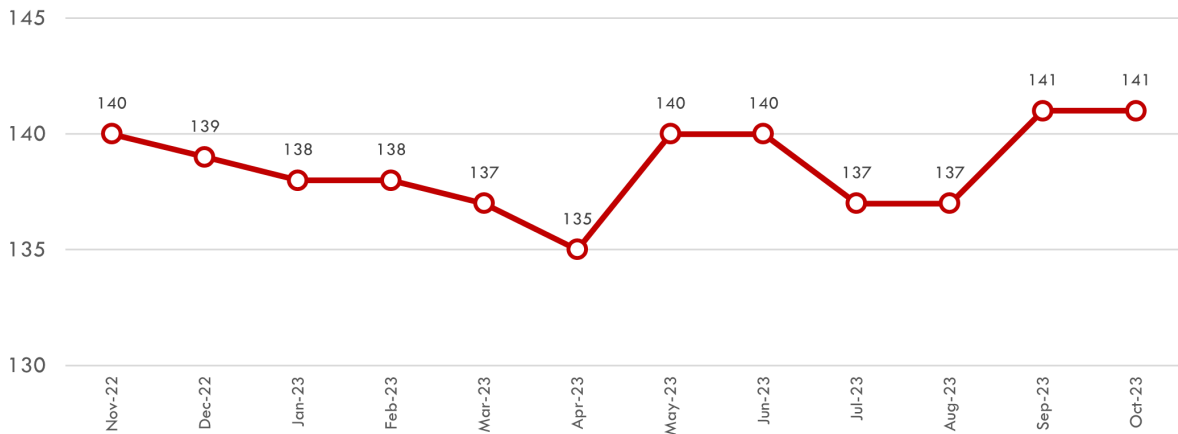




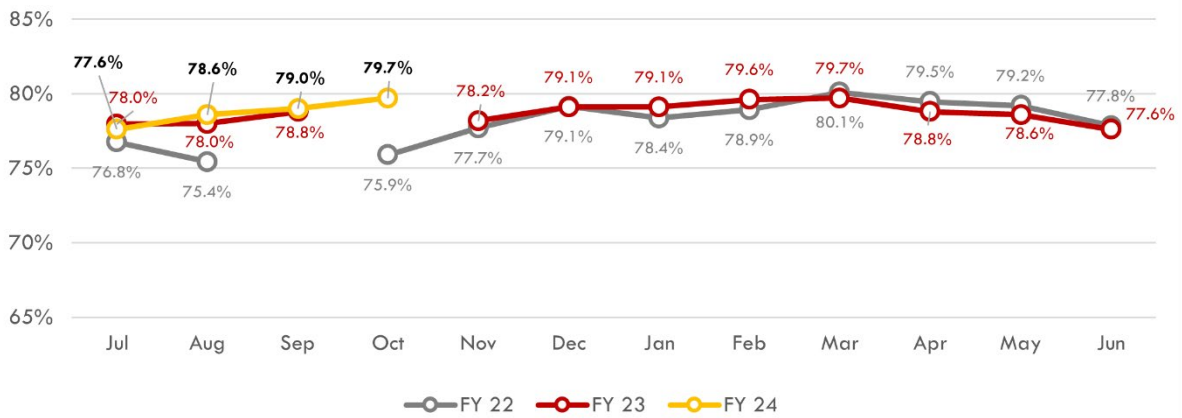
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 11/28/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Executive Summary Report - October 2023

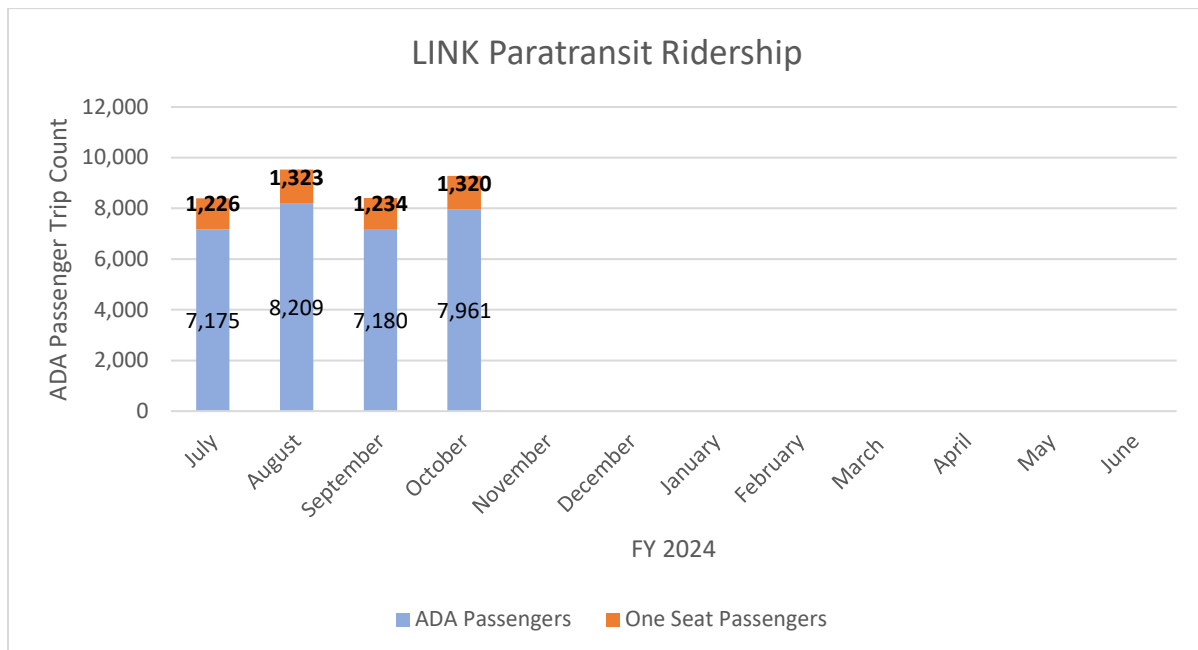
Background:

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 October 2023.

October 2023 Performance Report:

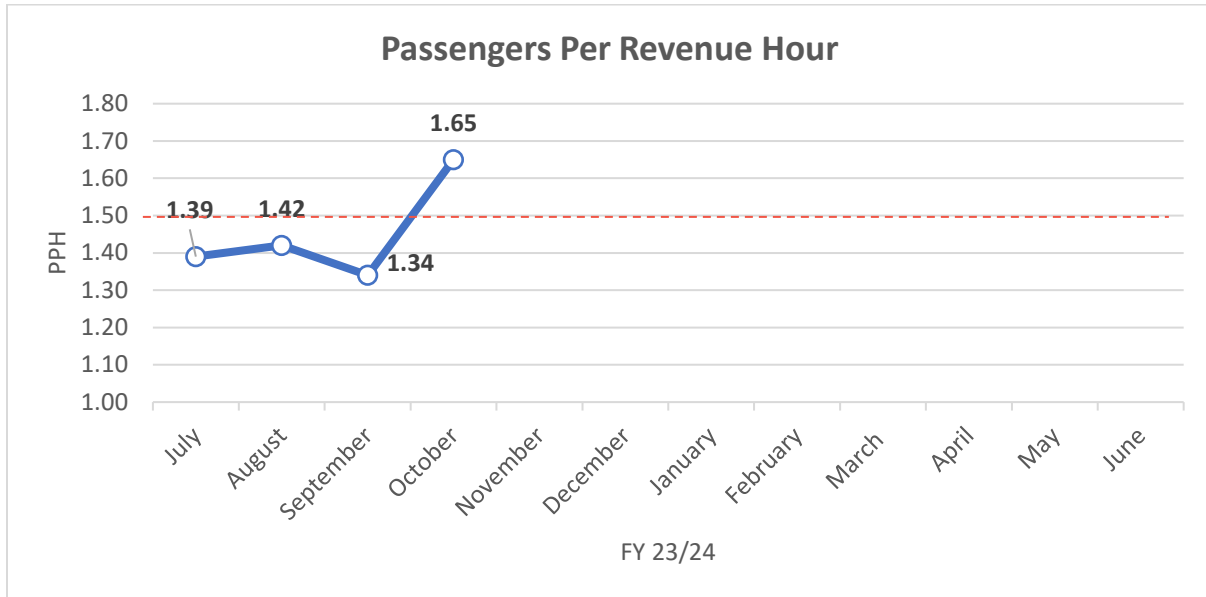
Ridership:

The total reported number of ADA passenger trips in October was 9,281. September reported a total of 8,414. The increase is primarily attributed to several adult day programs returning to operation after several COVID-related shutdowns spanning anywhere from 1-2 weeks. The total reported number of ADA Passengers reported in October of 2023 accounts for approximately 80% of pre-pandemic ridership levels (October 2019).



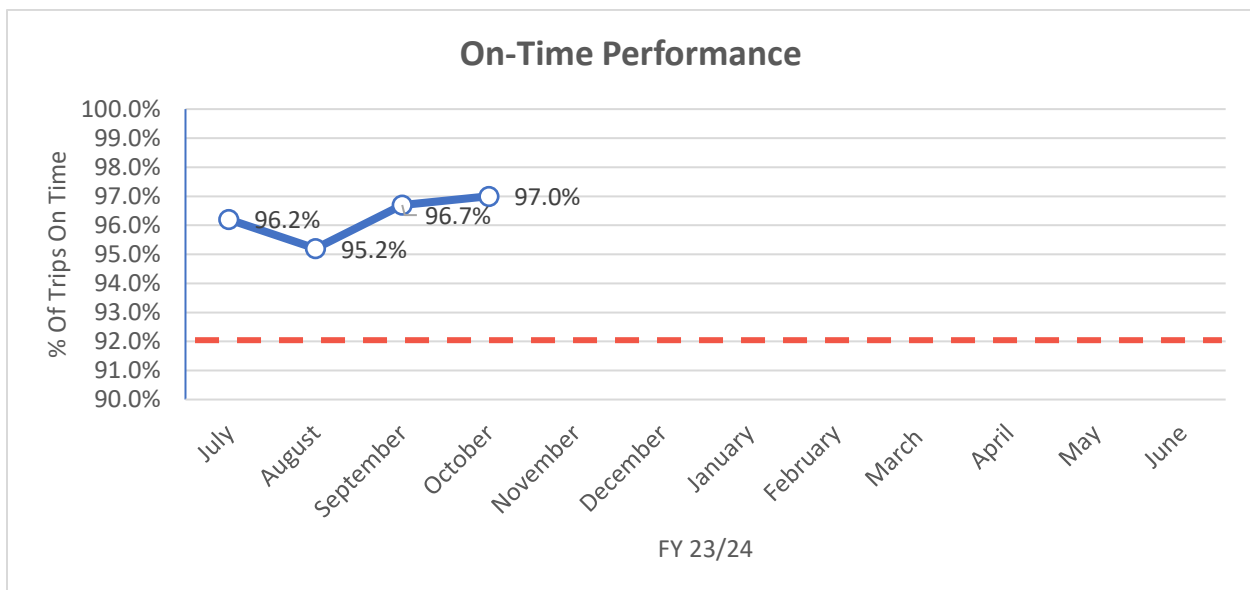
Productivity:

In October, the average number of ADA passengers per revenue hour stood at 1.65, marking a sharp increase compared to September, when the figure was 1.34 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. Currently, the contractor has continued working on scheduling efficiencies through providing more comprehensive training to scheduling staff and input gathering from operators on areas for improvement in route efficiencies.



On-time Performance:

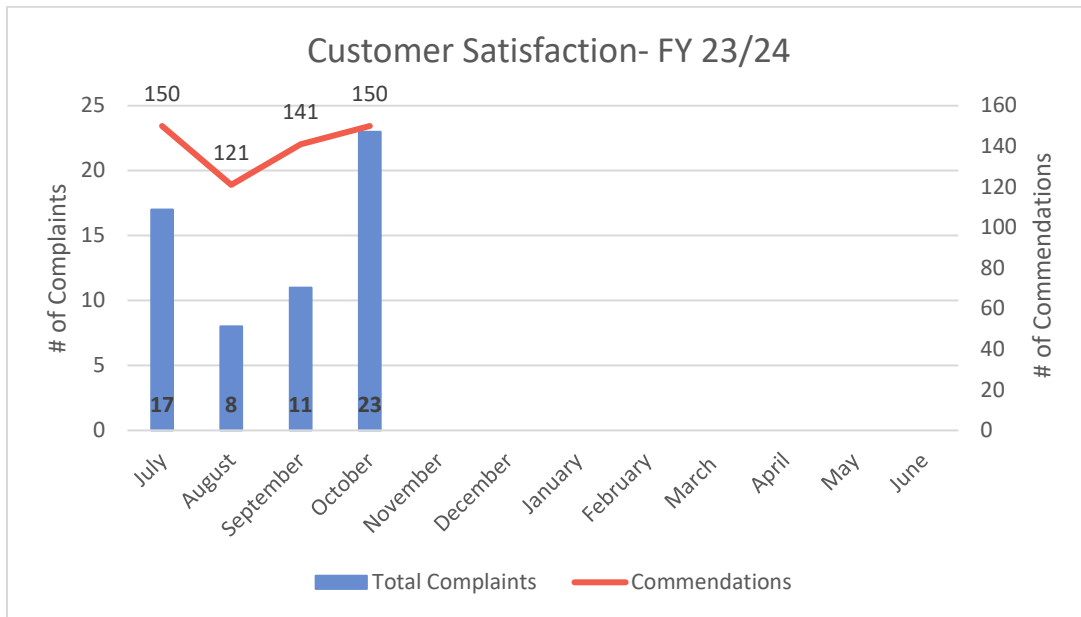
In the month of October, the average on-time performance for trips reached an impressive 97.0%. This figure signifies an improvement in on-time performance when compared to the preceding month, which achieved a 96.7% on-time rate for all trips. The performance exhibited in October signifies a positive trajectory, aligning with the commitment to service quality. It's noteworthy that County Connection's established standard stands at 92%, and the past four months have consistently demonstrated performance surpassing this benchmark.



Customer Satisfaction:

In October, a total of 23 complaints were registered, with 15 linked to timeliness issues, four (4) related to driver’s skill, two (2), related to the vehicle and/or associated equipment, and the remaining two (2) attributed to scheduling staff’s skill concerns. The majority of the complaints this month were related to timeliness in arriving to the destination.

For commendations, the service received a total of 150 in October. The majority of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.



Safety:

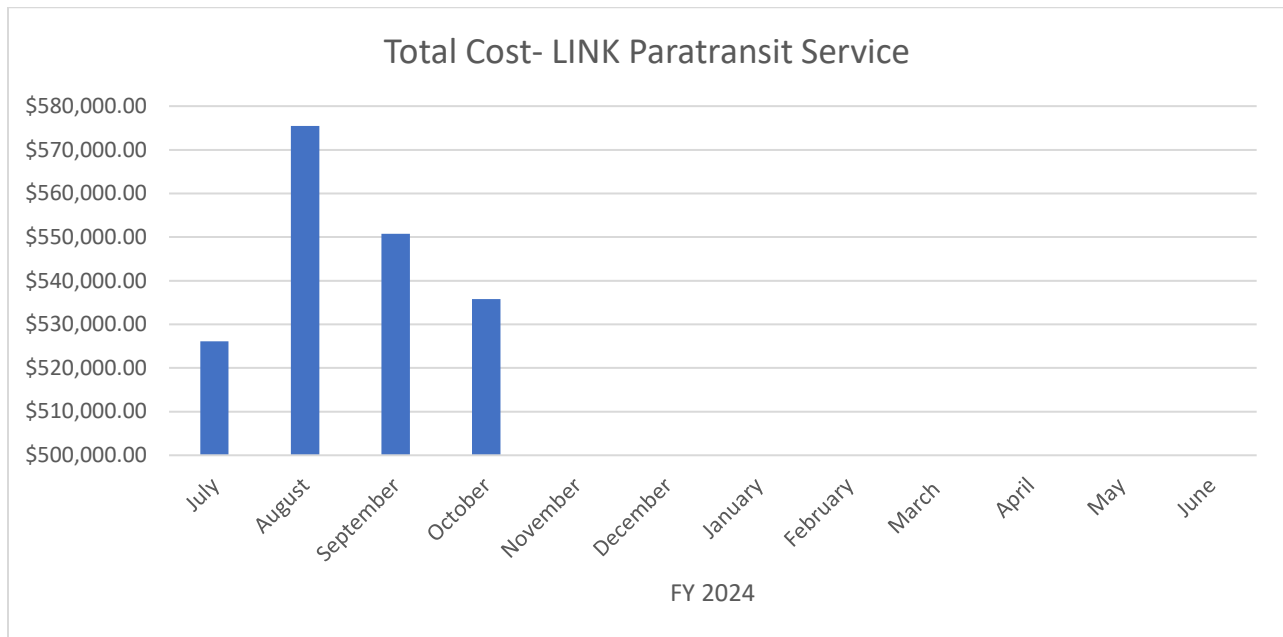
There were no reported preventable accidents in the month of October. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of October, LINK Paratransit had a total of 52 drivers available to operate routes. Out of this group, five (4) drivers were on a leave of absence or on modified work duty. In response to the ongoing need for an expanded driver pool to accommodate both current and anticipated increases in ridership, 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 \$535,772 was spent in October for LINK paratransit service. This reflects a decrease from September’s total reported at \$555,772.



Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: October 2023 MOP

CCCTA PARATRANSIT

Performance Report: 10/1/2023-10/31/2023

LINK and BART Statistics

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

Ridership Statistics					
1	***ADA Passengers	7,961		5,412	23,345
2	Companions	42		31	488
3	Personal Care Assistants	395		487	15,779
4	***One Seat Passengers	1,320		737	9811
5	Total Passengers	9,718		6,667	25,102
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	404		761	1,059
7	Total Number of Cancellations	1,064		357	3,272
8	Same Day Trips	95		128	324
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	31		16	55
Effectiveness Indicators					
11	***Revenue Hours	4,815.52		4,490.00	16,496.73
12	ADA Passengers per RVHr.	1.65		1.23	1.42
13	Average Trip Length (miles)	14.28			14.28
14	Average Ride Duration (minutes)	22.14			22.14
15	*Total Cost per ADA Passenger	\$67.30		\$ 94.79	\$ 138.08
16	***Service Miles	113,647.00		73,252	209,601
17	Billable Service Hours	5,894.32		6,602.23	18,706.62
18	Fuel Cost	\$ 54,429.02		\$ 31,844.14	\$ 138,332.82
19	Total Cost	\$ 535,772.74		\$ 513,020.85	\$ 2,155,637.33
On Time Performance Statistics					
20	Percent on-time	97.0%		94.4%	96.6%
21	Arrived 15-29 minutes past window	110		99	410
22	Arrived 30-59 minutes past window	36		43	178
23	Arrived 60 minutes past window	7		7	25
24	Total Missed Trips	8		3	21
25	Transfer Trips	529		257	1,508
One Seat Pilot Data					
26	Total Trips	1,320		737	3,869
27	***Total Cost OS	\$ 57,869.07			\$ 115,738.14
28	Non-CCCTA Cost (Cost for Agencies)	\$ 23,449.69		\$ 10,849.38	\$ 72,294.15
29	***Total Miles	29,673.60			59,347.20
30	Non-CCCTA Miles (Agency Miles)	14,859.80		7,401.61	59,224.43
31	Non-CCCTA Revenue Hours	473.44		220.78	1,394.32
32	**Total One Seat Revenue Hours	935.38		454.26	3,184.43
33	Total Fare Collected	\$ 4,745.00		\$ 3,052.00	\$ 13,988.00
34	Non-CCCTA Fare Collected	\$ 2,886.00		\$ 1,857.50	\$ 8,292.00
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
35	Total Complaints	23		9	40
36	Timeliness	15		4	26
37	Driver Complaints	4		2	4
38	Equipment / Vehicle	2		1	2
39	Scheduling/Staff Skill	2		2	8
40	Commendations	150		0	150
41	Avg. wait time in Queue for reservation/dispatch	2:21			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	0.00		0.72	1.00
43	Roadcalls per 100,000 miles	0.00		1	1.00
Eligibility Statistics					
44	Total ADA Riders in Data Base	1,662		1,807	5,143
45	Total Certification Determinations	67		145	212
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*