

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

Tuesday, January 12, 2021

DUE TO COVID-19, THIS MEETING WILL BE CONDUCTED AS A TELECONFERENCE PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDERS N-25-20 AND N-29-20, WHICH SUSPEND CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON.

Join Zoom Meeting

<https://us02web.zoom.us/j/84053450704>

Meeting ID: 840 5345 0704

One tap mobile

+14086380968,,84053450704# US (San Jose)

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Meeting ID: 840 5345 0704

Find your local number: <https://us02web.zoom.us/u/kbB15LEyo2>

Public comment may be submitted via email to: hill@cccta.org. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the committee Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in correspondence that will be provided to the full Board.

The committee may take action on each item on the agenda. 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. Call to Order
2. Roll Call*
3. Agenda Approval
4. Approval of Minutes of November 10, 2020*
5. Public Comment
6. Consent Calendar: None

*Enclosure

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

7. Review of Conditional Eligibility Letter*
8. One Seat Ride Update*
9. 2021 Service Plan Webinar Feedback*
10. Fixed Route Monthly Report
 - a. Fixed Route Ridership Reports – September and October 2020*
 - b. Clipper Trends – September and October 2020*
11. Paratransit Monthly Report – September and October 2020*
12. Committee Member Communications
13. Adjournment – Next Meeting – March 9, 2021

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: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. 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. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@countyconnection.com

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, January 21, 9:00 a.m., via teleconference
Administration & Finance:	Tuesday, January 12, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, March 9, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, January 7, 8:30 a.m., via teleconference
Operations & Scheduling:	Friday, February 5, 8:15 a.m., via teleconference

The above meeting schedules are subject to change. Please check the 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 Administrative Offices, 2477 Arnold Industrial Way, Concord, California

MEMBERSHIP ROSTER/ATTENDANCE REPORT 2020

Member Name	Jurisdiction	Jan-20	Mar-20	May-20	Jul-20	Sep-20	Nov-20	Original Appointment	Term Expires		
Vacant	Clayton		Cancelled	Cancelled							
Rich Eber	Concord	A						A	P	Sep-20	Sep-21
Marjorie McWee	Contra Costa County	P					P	P	P	Jun-20	Jun-21
James Donnelly	Danville	P					P	P	A	Jun-17	Jun-21
Vacant	Lafayette										
Vacant	Martinez										
Vacant	Moraga										
Vacant	Orinda										
Jason Sommers - alternate	Pleasant Hill	P								Jun-20	Jun-21
Matthew Horne	Pleasant Hill	P					P	P	A	Jun-20	Jun-21
Wayne Mortensen	San Ramon	P					P	P	P	Dec-20	Dec-21
Adrian Byram	Walnut Creek						P	P	P	Feb-20	Feb-22

P = Present

A = Absent

Vacant

CCCTA Staff 2020

Member Name	Jurisdiction	Jan-20	Mar-20	May-20	Jul-20	Sep-20	Nov-20		
Bill Churchill	County Connection Staff	P	Cancelled	Cancelled	P	P			
Melody Reeb	County Connection Staff	A				P	A	P	
Sean Hurley	County Connection Staff	P					A		
Rashida Kamara	County Connection Staff	P					P	P	P
Ruby Horta	County Connection Staff	A					P	P	P

P = Present

A = Absent

**Summary Minutes
Advisory Committee
County Connection
Zoom Meeting
Tuesday, November 10, 2020**

Members: Marjorie McWee, Mathew Horne, Wayne Mortensen, Adrian Byram and Rich Eber

Staff: Rashida Kamara, Bill Churchill, Ruby Horta, and Melody Reeb

Public: None

1. Call to Order:

Meeting was called to order at 1:05pm

2. Roll Call

(See Attendance sheet)

3. Approval of Agenda:

The agenda was approved.

4. Approval of minutes of September 8th, 2020:

The minutes were approved with corrected statement that Jim Donnelly will not be attending this meeting and Marjorie McWee will chair.

5. Public Comment:

None

6. Consent Calendar:

None

7. Service Change Proposal:

Ms. Horta gave an update on the fixed route service reduction plan. A service reduction plan that ranges from 3M to 7m in service cuts. The board has approved the public engagement process. Each reduction plan retains school trippers and weekend service. Mr. Mortensen wanted to know if San Ramon is aware of changes. Ms. Horta stated they have been involved in virtual meetings. Mr. Eber wanted to know why we wouldn't keep commuter services. Ms. Horta stated express services were not in use at the time due to many people working from home. Mr. Byram wanted to know if we can reinstate service if need be. Ms. Horta stated we do have extra-board drivers in order to reinstate service. Mr. Eber said what if people started going back to work by March, Ms. Horta said we will reassess our proposals if the situation changes. Ms. McWee stated she was glad CCCTA was mindful of servicing essential workers for Kaiser and the VA. Ms. Horta also mentioned that the board approved a fall 2021 implementation. Ms. McWee wanted to know how the frequent rider would be made aware of changes. Ms. Horta stated, through social media, newsletters, BART Stations.

8. Clipper START and Youth Fare

Ms. Horta gave a report on the clipper start program. A one- year pilot program with MTC. Allowing MTC and small transit agencies to provide low-income adults and students with clipper. It allows for youth to have discount fares. Board approved public comment process to begin in November. Mr. Byram wanted to know how would we know if it were successful? Ms. Horta said well we were going from nothing to something. Mr. Byram wanted to know why we're we doing it, was it to increase ridership or just provide a subsidy? Ms. Horta said MTC is under regional pressure to participate in collaborative programs. This also provides consistency between smaller and larger transit programs.

9. Fare Resumed November 1:

Ms. Horta informed the committee that CCCTA had resumed collecting fare at the beginning of the month.

10. Fiscal Year 2020 Fixed Route Performance Report

Ms. Reeb gave a report on fixed route ridership. Ridership had gone up by 12% in February 2020 even after a fare restructure and a push to clipper use. Clipper use had gone up from 40% to 78% in March 2020 before the pandemic.

11. Fixed Route Monthly Report:

Ms. Reeb reported that fixed route service had dropped about 71%. We are currently not operating school tripper and gave an update on the One Seat Regional Ride Project that the Board approved. She highlighted the importance of the collaboration with the neighboring transit agencies and the benefits to the rider. Mr. Donnelly said such collaborations were the way of the future, when it comes to transportation and a way for transit to make the customer central in transit efforts. Ms. McWee said this is exciting, she notices the difficulty of transitioning from transit agency to another comes up a lot with stake holders and says we will have a lot of support for this initiative. Mr. Byram stated it was a wonderful move forward.

12. Paratransit COVID UPDATE #5:

Ms. Kamara gave an update on Paratransit services, which included Meals on Wheels, school bag lunches and COVID positive transports for the County EOC. Ms. McWee stated she had seen drivers deliver meals in her neighborhood. She thanked us for making a difference. She also wanted to know if we have a transition plan from 1 passenger per ride to more. Ms. Kamara stated we have the capacity to transport up to 3 passengers while implementing social distancing but we are not currently doing that.

13. Review of Conditional Eligibility letter and LINK Information:

Ms. McWee reviewed the letter and it seems too formal, she is willing to help offline. She feels the letter should sound more positive. When someone reads the letter, they cannot tell they have access to both paratransit and Fixed Route service. Letter should read from a new persons' perspective that they now have the best of both worlds. Ms. Kamara stated she will accept suggestions and then run it by the legal department.

14. Paratransit monthly Report: July and August 2020:

Ms. Kamara gave an update on Paratransit's performance. Mr. Eber wanted to know if we could limit trips for essential services only like to Safeway as a priority. Ms. Kamara, informed him that according to ADA law, we could not prioritize trips. As long as fixed route is available to take passengers ADA must also be available.

15. Committee Member Communications:

Mr. Mortensen wanted to know if any studies has been done on what to expect with the services. Ms. McWee said we should stay the course. Continue to be conservative, especially since we are able to turn on a dime, without perfect information. Again, she commended CCCTA for their services.

16. Meeting adjourned at 2:11 PM.

Minutes prepared by Rashida Kamara November 10, 2020.

[Date]

[Client Name]

[Street Address]

[City, State, Zip code]

Dear [Mr./Ms./Mrs. Client Name]:

We have completed our review of your recent request for County Connection LINK paratransit. Based on the information provided, we have determined that you are **CONDITIONALLY ELIGIBLE** for County Connection LINK Paratransit service. This means we determined that you are able to use fixed route bus service under certain conditions and are eligible to use County Connection Link service when you are not able to use fixed route buses. Please review the attached pages, which describes the conditions under which you use the County Connection LINK service as well as the basis for our determination.

We have noted in your rider file that you sometimes travel with a personal care attendant (PCA). A PCA is someone designated or employed specifically to help you meet your personal needs and is different from a guest or a companion. Your PCA may accompany you at no additional charge.

Your eligibility for County Connection LINK is valid through [expiration date], after which you will need to request a continuation of your eligibility. We will notify you in advance of the expiration date to remind you to reapply and will send you a copy of a recertification request form at that time.

Enclosed is a copy of our rider's guide, which explains the County Connection Link paratransit service and how to use it. The rider's guide includes helpful tips for using the service, so please be sure to read it. If you have any questions about the service, please call our Customer Service office at (925) 938-7433

In addition to using County Connection LINK paratransit, this letter of eligibility also entitles you to use similar ADA paratransit services at other transit systems across the country as a visitor for up to 21 days per year. Simply provide the transit agency in the city you plan to visit with a copy of this letter to obtain approval to travel as a visitor.

If you wish to appeal the conditional status of your ADA eligibility, you may do so by filling out the attached appeals form along with a brief explanation within 60 days of the decision stating your reason for your appeal. Send it to LINK Eligibility Appeals, County Connection, 2477 Arnold Industrial Way, Concord, CA 94520, or you may fax it to (925) 852-6719.

If you have any questions regarding your eligibility, please call me at [your number]

Sincerely,

[Your name]
Eligibility Clerk

To: Board of Directors

Date: December 10, 2020

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: One Seat Ride Pilot Update

Background:

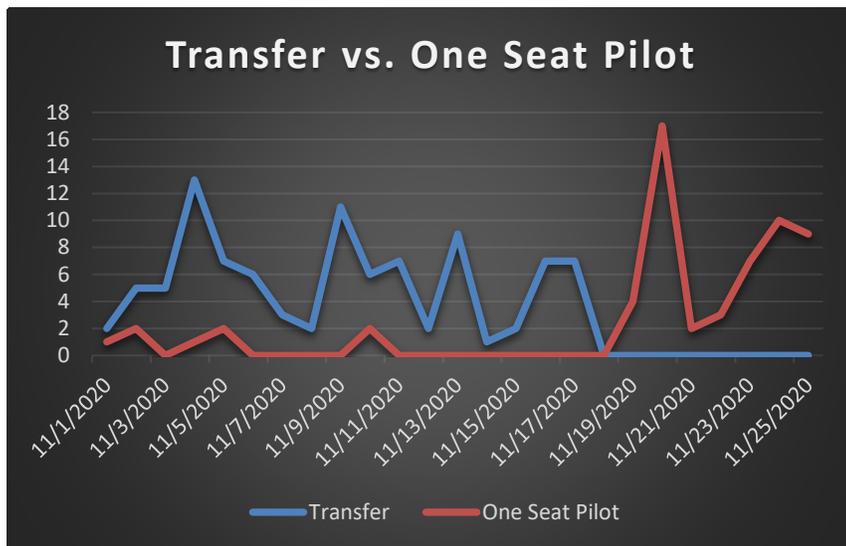
In an effort to make travelling across multiple public transit service areas easier and safer for Paratransit riders, County Connection Board of Directors approved a demonstration project called the “One Seat Regional Ride” program. Participating in the program is Eastern Contra Costa Transit Authority (Tri-Delta Transit), Western Contra Costa Transit Authority (WestCAT), Livermore-Amador Valley Transit Authority (Wheels Bus), and Central Contra Costa Transportation Authority (County Connection LINK). The pilot program aims to streamline current regional ride practices by eliminating required transfers for trips that cross multiple transit service areas. With the new program, passengers can have a one-seat ride for the entire duration of their trip. The program has been in development for quite some time, but amid COVID spread concerns, the implementation date has been accelerated to help minimize interactions between passengers, drivers and vehicles.

One Seat Ride Update:

The One Seat Ride program went into effect on November 1, 2020. It was decided by the participating parties that we would meet often to discuss issues and concerns and address them swiftly to keep the program moving. Initially the participating agencies wanted this to mimic the original idea of making this a “Rider Choice” program with premium fares and special service protocols. Premium service is described as service provided above and beyond the required ADA. As a result we established a premium fare (Which included the base fare for each agency that a passenger transfers with potentially making the fare \$15.50 for a 3 leg one-way trip) , but quickly realized that with free fares still being practiced by some of the participating agencies, many passengers opted to book a traditional transfer trip. Having this as a “Rider Choice” program didn’t mitigate the fact that our main goal was to provide a service that would ease the travel experience of the rider, and minimize the many operational difficulties we experienced in managing wait times, trip coordination failures and lack of resources.

On November 11, 2020, members of the participating agencies met to discuss the need to continue to make the services available to everyone who needed it. After solving the issue of

interagency trips, it seemed clear that persons opting out of using the One Seat, expressly stated that it was too expensive. Very few opted to actually take the One Seat ride. Collectively the members agreed to revamp the fare structure to ensure passengers may actually take advantage of the One Seat solution. Below is a table representing service trends during the first 30 days of the pilot project:



Financial Implication: Staff is yet to quantify financial cost associated with one seat. Staff will work with Transdev to identify cost per trip as a regular transfer and as a one seat ride.

Attachment: One Seat Flyer

Recommendations: None Information Only

It's as easy as

1-2-3...

Reserve Your One-Seat Ride Today!

Introducing a new service that allows you to travel between participating paratransit service agencies without having to transfer or pay an extra fare, saving time and hassle!

1. Call 925-680-2134 to reserve your one-seat ride
2. Pay the driver your total agreed upon fare
3. Travel your One-Seat Ride directly to your destination in a clean, socially distanced and passenger limited vehicle!

- We are eliminating transfers on regional trips and offering a one seat ride during a 6 month pilot project period to gauge interest and demand during the pandemic
- Temporarily, the total fare is simply the paratransit fare of the transit agency that serves the area where you board for your trip
- View the status of your One-Seat Ride at all times using the MyTransitManager App

Participating Agencies:



Watch for additional agencies to join soon!

To: Board of Directors

Date: 12/09/2020

From: Melody Reeb, Manager of Planning

Reviewed by:



SUBJECT: 2021 Service Plan Webinar

Background:

At the October meeting, the Board authorized staff to proceed with the public comment process on three proposed service scenarios for implementation in mid- to late-2021. These scenarios were developed in anticipation of reduced revenues due to COVID-19 and would result in service cuts totaling approximately \$3, \$5, and \$7 million annually. Subsequently, in November, staff presented the public outreach timeline, which included all virtual meetings starting with a webinar in December.

First Webinar:

Staff hosted the first virtual webinar on December 1st, from 5pm-6pm and approximately 22 attendees joined the webinar. Staff provided a high-level overview of the three scenarios, County Connection's financial projects, and concluded with a summary of the timeline before taking questions. The attendees made suggestions about a few routes and inquired about County Connection's funding sources, the likelihood of reinstating service once eliminated, and any potential for layoffs. Staff reiterated that current service levels are largely consistent with the first scenario, the \$3M reduction. If additional savings must be achieved, it is difficult to determine when service could be reinstated and whether layoffs would be required.

Staff also informed those in attendance about the public hearings scheduled in January that will provide more details. Each one-hour virtual meeting will describe service changes specific to one of the following regions:

- North – Martinez, North Concord
- Core – Clayton, Concord, Pleasant Hill, Walnut Creek
- Lamorinda – Lafayette, Moraga, Orinda
- South – Danville, San Ramon, Dublin

Meeting details will be distributed to all city and county staff, as well as transportation and community-based organizations.

Financial Implications:

All costs associated with the public outreach process are included in the FY 2021 promotions budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

TO: O&S Committee

DATE: October 19, 2020

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 2020

1. Monthly Boarding's Data

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

FY20-21

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	98,642	97,392	
Average Weekday	4,100	3,952	
Pass/Rev Hour	6.5	6.2	Standard Goal > 17.0
Missed Trips	0.14%	0.23%	Standard Goal < 0.25%
Miles between Road Calls	20,575	30,208	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in September (4,100 passengers) than August 2020 (3,823 passengers) and lower than September 2019 (14,428 passengers) or -72%. This is the sixth full month of the shelter-in-place order that took effect on March 17th in response to Covid-19.

Passengers per hour in September was 6.5 which is higher than August 2020 at 6.2 and lower than September 2019 when passengers per hour was 18.8.

The percentage of missed trips in September was 0.14% which is lower than the prior month 0.36%.

The number of miles between roadcalls was 20,575 miles in September, lower than the prior month in which there were 33,300 miles between roadcalls. The rolling 12 month average is 39,874 miles between roadcalls.

County Connection stopped collecting fares starting on March 23rd to allow for social distancing. Therefore, all passengers in September were counted as free rides.

County Connection

INTER OFFICE MEMO

TO: O&S Committee

DATE: November 17, 2020

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Reports for October 2020

1. Monthly Boarding's Data

the following represent

FY20-21

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	113,325	101,376	
Average Weekday	4,435	4,073	
Pass/Rev Hour	7.3	6.5	Standard Goal > 17.0
Missed Trips	0.18%	0.22%	Standard Goal < 0.25%
Miles between Road Calls	33,563	31,046	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in October (4,435 passengers) than September 2020 (4,100 passengers) and lower than October 2019 (14,315 passengers) or -69.2%. This is the seventh full month of the shelter-in-place order that took effect on March 17th in response to Covid-19.

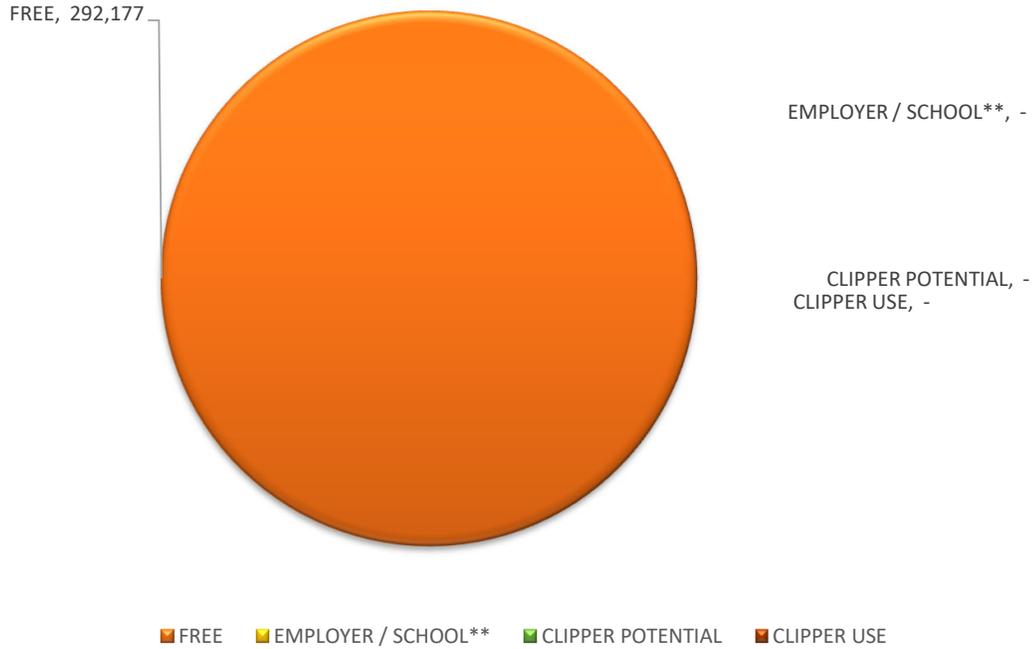
Passengers per hour in October was 7.3 which is higher than September 2020 at 6.5 and lower than October 2019 when passengers per hour was 18.2.

The percentage of missed trips in October was 0.18% which is higher than the prior month 0.14%.

The number of miles between roadcalls was 33,563 miles in October, higher than the prior month in which there were 20,575 miles between roadcalls. The rolling 12 month average is 37,404 miles between roadcalls.

County Connection stopped collecting fares starting on March 23rd to allow for social distancing. Therefore, all passengers in October were counted as free rides.

Clipper Trend

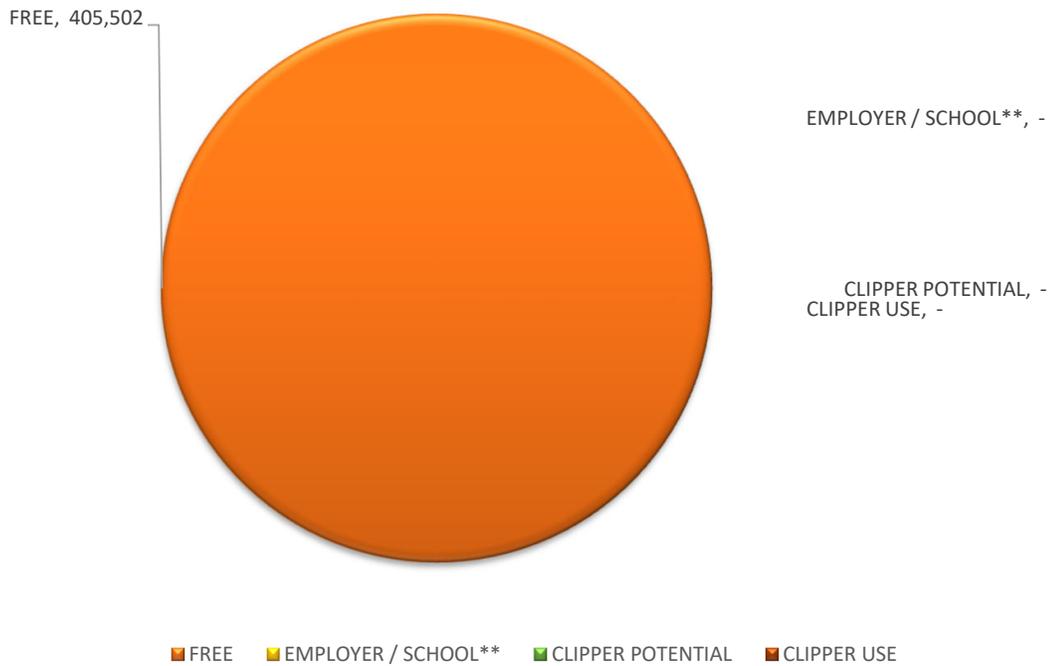


CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-20	97,709	97,709	-	-	-	0.0%
Aug-20	95,826	95,826	-	-	-	0.0%
Sep-20	98,642	98,642	-	-	-	0.0%
Oct-20	-	-	-	-	-	0.0%
Nov-20	-	-	-	-	-	0.0%
Dec-20	-	-	-	-	-	0.0%
Jan-21	-	-	-	-	-	0.0%
Feb-21	-	-	-	-	-	0.0%
Mar-21	-	-	-	-	-	0.0%
Apr-21	-	-	-	-	-	0.0%
May-21	-	-	-	-	-	0.0%
Jun-21	-	-	-	-	-	0.0%
Grand Total	292,177	292,177	-	-	-	0.0%

FREE	Free / Mid-Day Free
EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)

Clipper Trend



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-20	97,709	97,709	-	-	-	0.0%
Aug-20	95,826	95,826	-	-	-	0.0%
Sep-20	98,642	98,642	-	-	-	0.0%
Oct-20	113,325	113,325	-	-	-	0.0%
Nov-20	-	-	-	-	-	0.0%
Dec-20	-	-	-	-	-	0.0%
Jan-21	-	-	-	-	-	0.0%
Feb-21	-	-	-	-	-	0.0%
Mar-21	-	-	-	-	-	0.0%
Apr-21	-	-	-	-	-	0.0%
May-21	-	-	-	-	-	0.0%
Jun-21	-	-	-	-	-	0.0%
Grand Total	405,502	405,502	-	-	-	0.0%

FREE	Free / Mid-Day Free
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EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)
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CCCTA PARATRANSIT

Performance Report: 9/01 through 9/30 /2020

LINK and BART Statistics

FY 20/21 Variance FY 19/20 YTD 20/21
September from Goal September

Ridership Statistics					
1	ADA Passengers	2,667		10,884	7,818
2	Companions	21		67	68
3	*Personal Care Assistants	196		1,097	679
4	SilverRide Pilot	-		389	-
5	Total Passengers	2,884		12,437	8,992
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	436		1,151	1,164
7	SilverRide Pilot No Shows & Late Cancels	-		91	0
8	Total number of Cancellations	305		704	831
9	Same Day Trips	147		178	328
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	12		47	44
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	1,995.40		6,098.10	6,047.10
13	ADA Passengers per RVHr.	1.33		1.79	1.29
14	Average Trip Length (miles)	17.53		11.36	13.33
15	Average Ride Duration (minutes)	8.62		30.37	8.50
16	Total Cost per ADA Passenger	\$ 156.58		\$ 50.31	\$ 127.23
17	*Service Miles	33,586		101,467	113,743
18	Billable Service Hours	5,574.47		7,346.90	16,671.69
19	SilverRide Pilot Cost	\$ -		\$ 13,226.00	\$ -
20	LINK & BART Fuel Cost	\$ 19,741.13		\$ 56,118.85	\$ 73,897.74
21	Total Cost	\$ 451,582.64		\$ 567,116.23	\$ 1,055,384.56
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	94%		88.4%	95%
23	SilverRide Pilot OTP	-		98.7%	0%
24	Arrived 15-29 minutes past window	40		296	98
25	Arrived 30-59 minutes past window	8		146	28
26	Arrived 60 minutes past window	2		15	6
27	Total Missed Trips	1		61	1
28	Transfer Trips	333		1,142	1,004
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
29	Total Complaints	0		3	2
30	Timeliness	0		1	0
31	Driver Complaints	0		2	2
32	Equipment / Vehicle	0		0	0
33	Scheduling/Staff Skill	0		0	0
34	Commendations	0		2	0
35	Ave. wait time in Queue for reservation	0.36		1.34	0.27
36	Ave. wait time in Queue for customer service	0.26		1.27	0.27
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
37	Total accidents per 100,000 miles	1		0.00	2
38	Roadcalls per 100,000 miles	2		0.00	3
Eligibility Statistics					
40	*Total ADA Riders in Data Base	2,286		2,439	2,575
41	*Total Certification Determinations	126		116	352
42	*Initial Denials	-		2	2
43	*Denials Reversed	-		-	0

* Farebox information included in Fare Recon Report.

* YTD ADA Passenger Cost is not based on the Total Cost

*Service Hours are Pre and Post Covid-19 Billable Definition

* Productivity was at 2.00 as of January 2020; however due to Covid-19 and social distancing, the number is low.

* We have Zero complaints in September 2020 compared to the three (3) in September 2019.

* The OTP for September 2020 is at 94% compared to the 88% in September 2019.

Transdev G.M.:

Date: 10/30/20 

CCCTA PARATRANSIT
Performance Report: 10/01 through 10/31/2020

LINK and BART Statistics

	FY 20/21 October	Variance from Goal	FY 19/20 October	YTD 20/21
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	FY 20/21 October	Variance from Goal	FY 19/20 October	YTD 20/21
Ridership Statistics				
1 ADA Passengers	3,106		12,217	10,923
2 Companions	39		56	107
3 *Personal Care Assistants	333		830	1006
4 SilverRide Pilot	-		445	-
5 Total Passengers	3,478		13,548	12,090
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	458		1,361	1,164
7 SilverRide Pilot No Shows & Late Cancels	-		131	0
8 Total number of Cancellations	357		860	831
9 Same Day Trips	128		164	328
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	16		52	44
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	2,372.00		6,678.00	8,424.69
13 ADA Passengers per RVHr.	1.30		1.83	1.29
14 Average Trip Length (miles)	10.19		11.67	13.33
15 Average Ride Duration (minutes)	12.23		30.58	9.46
16 Total Cost per ADA Passenger	\$ 138.22		\$ 48.96	\$ 127.23
17 *Service Miles	37,984		111,265	151,725
18 Billable Service Hours	6,128.30		8,147.00	22,799.99
19 SilverRide Pilot Cost	\$ -		\$ 15,130.00	\$ -
20 LINK & BART Fuel Cost	\$ 21,444.24		\$ 69,769.25	\$ 95,341.98
21 Total Cost	\$ 480,716.95		\$ 619,963.29	\$ 1,847,577.53
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22 Percent on-time	94%		92.5%	95%
23 SilverRide Pilot OTP	-		100.0%	0%
24 Arrived 15-29 minutes past window	44		243	98
25 Arrived 30-59 minutes past window	7		77	28
26 Arrived 60 minutes past window	1		8	6
27 Total Missed Trips	3		21	1
28 Transfer Trips	409		1300	1,004
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
29 Total Complaints	0		4	2
30 Timeliness	0		2	0
31 Driver Complaints	0		2	2
32 Equipment / Vehicle	0		0	0
33 Scheduling/Staff Skill	0		0	0
34 Commendations	0		3	0
35 Ave. wait time in Queue for reservation	0.36		1.14	0.30
36 Ave. wait time in Queue for customer service	0.23		1.02	0.26
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
37 Total accidents per 100,000 miles	1		0	3
38 Roadcalls per 100,000 miles	0		0	3
Eligibility Statistics				
40 *Total ADA Riders in Data Base	2,208		2,475	2,701
41 *Total Certification Determinations	124		137	476
42 *Initial Denials	-		1	2
43 *Denials Reversed	-		0	0

* Farebox information included in Fare Recon Report.
 * YTD ADA Passenger Cost is not based on the Total Cost
 * Service Hours are Pre and Post Covid-19 Billable Definition
 * Productivity was at 2.00 as of January 2020; however due to Covid-19 and social distancing, the number is low.
 * We have Zero complaints in October 2020 compared to the four (4) in October 2019.
 * The OTP for October 2020 is at 94% compared to the 92.5% in October 2019.

Transdev G.M.: 
 Date: 12/17/2020