

# County Connection

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

**OPERATIONS & SCHEDULING COMMITTEE  
MEETING AGENDA  
Friday, May 6, 2022  
8:15 a.m.**

**PURSUANT TO THE PROVISIONS OF ASSEMBLY BILL 361, WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT, THIS MEETING WILL BE CONDUCTED AS A TELECONFERENCE.**

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

Committee Directors, staff and the public may participate remotely by calling:

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/81342992893>

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Webinar ID: 813 4299 2893

Public comment may be submitted via email to: [hill@cccta.org](mailto: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.

Should Zoom not be operational, please check online at: [www.countyconnection.com](http://www.countyconnection.com) for any updates or further instruction.

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FY2021/2022 O&S Committee

Don Tatzin – Lafayette, Robert Storer – Danville, Candace Andersen – Contra Costa County

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

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

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. Approval of Agenda
2. Public Communication
3. Approval of Minutes of April 1, 2022\*
4. Purchase of 40 (Forty) 40' Buses\*  
(Staff will request authorization for a vehicle replacement purchase of forty 40' clean diesel vehicles.)
5. Steam Room Lift Upgrade\*  
(Staff will request authorization for the purchase of a new Steam Room lift.)
6. Consolidation of CCCTA/LAVTA Paratransit RFP Update – Information Only\*  
(Staff will provide a brief update on the RFP process and next steps)
7. Monthly Reports – Information Only
  - a. Fixed-Route\*
  - b. Paratransit\*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – June 3, 2022 (8:15am, location to be determined)
11. Adjournment

## General Information

**Public Comment:** If you wish to address the Committee, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

**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](http://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](mailto: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.

### Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, May 19, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, May 4, 2:00 p.m., via teleconference
Advisory Committee:	Tuesday, May 10, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, May 5, 8:30 a.m., via teleconference

**The above meeting schedules are subject to change and may be conducted as teleconference meetings. Please check the County Connection Website ([www.countyconnection.com](http://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](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes  
Operations & Scheduling Committee  
Friday, April 1, 8:15 a.m.**

*Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of Assembly Bill 361.*

**Directors:** Robert Storer, Don Tatzin, Candace Andersen

**Staff:** Bill Churchill, Ruby Horta, Scott Mitchell, Rashida Kamara, Melody Reeb, Rosa Noya, Julie Sherman

**Public:** Brian Bornstein

**Call to Order:** Meeting called to order at 8:15 a.m. by Director Storer.

### **1. Approval of Agenda**

The Committee approved the agenda.

### **2. Public Communication**

None

### **3. Approval of Minutes of March 4, 2022**

The Committee approved the minutes.

### **4. Zero Emission Bus Fleet Transition Recommendation**

Ms. Horta informed the Committee that after further evaluation of the ZEB rollout scenarios, staff is proposing to move forward with the mixed fleet scenario, which would include both battery-electric and hydrogen fuel cell buses. She noted that adjustments to the plan can be made as needed on an ongoing basis and that the exact composition of the fleet does not need to be determined yet. Director Tatzin asked if staff will be looking at a comparison of greenhouse gas reductions and cost. Mr. Churchill responded that staff is working with CCTA on the analysis. Director Andersen stressed the importance of having flexibility in the plan as technologies develop to ensure that buses are reliable. The Committee agreed to forward a recommendation to the Board to move forward with the mixed fleet scenario.

### **5. Request for 3-month Pilot Extension of Consolidation of CCCTA/LAVTA Paratransit Programs**

Ms. Kamara informed the Committee that the initial one-year term of the pilot program to consolidate paratransit services with LAVTA will be ending before the operations contract with Transdev expires on June 30<sup>th</sup>. Because of that, staff is requesting to extend the pilot for three more months until the new contract for the consolidated services starts July 1<sup>st</sup>. The Committee agreed to forward a recommendation to the Board to extend the pilot for three months until June 30, 2022.

## **6. Monthly Reports**

Ms. Reeb reported that fixed-route ridership in February recovered slightly, as COVID-19 cases started to decline. Service reliability also improved slightly with 1.5% of scheduled trips missed in February. However, on-time performance declined as ridership picked back up.

Ms. Kamara reported that ridership dropped significantly in January due to the continuing Omicron surge. Productivity also dropped from 1.22 to 1.14, while on-time performance increased due to lower ridership.

## **7. Committee Comments**

None

## **8. Future Agenda Items**

None

## **9. Next Scheduled Meeting**

The next meeting was scheduled for May 6<sup>th</sup> at 8:15 a.m. via teleconference.

**10. Adjournment** – The meeting was adjourned at 8:36 a.m.

Minutes prepared and submitted by: Melody Reeb, Director of Planning, Marketing & Innovation

## INTER OFFICE MEMO

**To:** Operations & Scheduling Committee

**Date:** 04/21/2022

**From:** J. Scott Mitchell, Chief Operating Officer

**Reviewed by:** *W.C.*

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**SUBJECT: Purchase of 40 (Forty) 40' Buses**

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### Background:

County Connection needs to replace forty (40), 40' fixed route vehicles purchased in 2009. The Authority is eligible to receive federal funds for vehicle replacement projects at an 80/20 (federal/local) split. The vehicle replacement project is in County Connection's Capital Replacement Plan and has been approved by the Metropolitan Transportation Commission (MTC). Additionally, this procurement complies with the Board adopted Innovative Clean Transit (ICT) Rollout Plan approved in April 2022.

### Vehicle Purchase:

Staff recommends purchasing forty (40) Gillig clean diesel buses using the Washington State Cooperative Purchasing Contract No. 06719. Using the existing cooperative agreement will expedite delivery, defray the costs of attorney fees, advertising costs, and staff time associated with going out to bid.

### Financial Implications:

Federal funds have been approved for the replacement of forty (40), 40' fixed route vehicles. The federal grant will cover 80% of the cost with a 20% local match required. County Connection will utilize Transportation Development Act (TDA) funds to cover the local match.

Federal 5307	\$18,048,000
Local Match TDA	<u>\$ 4,512,000</u>
	\$22,560,000

### Recommendations:

Staff recommends that the O&S Committee approve the vehicle replacement purchase of forty (40), 40' clean diesel vehicles, which is consistent with the April 2022 Board approved ICT Rollout Plan

### Action Requested:

Staff requests that the O&S Committee forward the staff recommendation to the Board for approval at its May 19, 2022. A resolution authorizing the General Manager to full the vehicle replacement order will be available at the May 2022 Board meeting.

## INTER OFFICE MEMO

**To:** Operations & Scheduling Committee

**Date:** 04/15/2022

**From:** J. Scott Mitchell, Chief Operating Officer

**Reviewed by:** *WC.*

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**SUBJECT: Steam Room Lift Upgrade**

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### **Background:**

The Steam Room Rotary Platform Lift is a critical piece of equipment that enables maintenance staff to properly clean engines and the undercarriages of buses. This is an important element of our preventative maintenance program. The current lift is at the end of its useful life and needs to be replaced.

### **Summary of Issues:**

County Connection often uses Sourcewell to streamline significant procurements. Fortunately, Sourcewell has a Rotary Platform Lift that has been competitively bid allowing staff to use Sourcewell for a new lift procurement. The lift replacement is a two-part project requiring a lift purchase initially and a separate small construction project to remove the old lift and install the new lift. The lead time required to order the lift requires staff to conduct the procurement first and will then bid out the construction component at a later date.

### **Financial Implications:**

Based on the Sourcewell cooperative contract price list, staff anticipates that the cost of the Steam Room Rotary Platform Lift will not exceed \$135,000. County Connection has Prop 1B Grant funds available for this project.

### **Recommendations:**

Staff requests the O&S Committee recommend to the Board of Directors to authorize the General Manager to purchase the Steam Room lift off the Sourcewell contract with a Price not to exceed \$135,000.

### **Action Requested:**

Staff requests and recommends that the O&S Committee recommend that the Board of Directors at its May 19, 2022, meeting adopt a Resolution authorizing the General Manager to purchase a new Steam Room lift off the Sourcewell contract for the upgrade of the Steam Room lift.

**To:** Operations & Scheduling Committee

**Date:** 04/29/2022

**From:** Rashida Kamara, Director of ADA & Special services

**Reviewed by:** *WC.*

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**SUBJECT: Consolidation of CCCTA/LAVTA Paratransit RFP Update**

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### Background:

In December 2021, the County Connection Board of Directors approved a joint Request for Proposals (RFP) to consolidate paratransit services with the Livermore Amador Valley Transit Authority (LAVTA) using one contractor. In January 2022, an RFP was released, and operators were invited to review the RFP and provide a proposal based on best value. Several prospective bidders participated in the question-and-answer portion of the process. Two transportation companies submitted proposals on time on April 6, 2022, including Transdev, which currently operates our paratransit program, and RydeTrans.

Neighboring transit agencies were invited to participate as panel members to interview the proposers. The panel was comprised of Jeanne Krieg (Tri Delta Transit), Rob Thompson (WestCAT), Christian Kent (Consulting), Toan Tran (LAVTA), and Rashida Kamara (CCCTA). Standard questions were presented to proposers beforehand to help them prepare for the panel interview. The panel was equipped with scoresheet that incorporated the following criteria in order to determine the “best value” proposer:

Criteria	Points
Financial viability, firm experience, and corporate support	250
Qualification/experience of key personnel, thoughtful leadership	250
Creative approach/integration and value added	100
Service improvement/implementation plan	200
Reasonable cost	200
Retention of current employees	Bonus Points 100

### Selection:

Using the criteria described above, RydeTrans scored 828 and Transdev 1010 average across the evaluation team. Both companies had something of value to offer in their proposals. RydeTrans’ proposal included the following: locally based company, offered ten vehicles to operate LAVTA service area, matched existing wages, but did not offer a One Seat Regional Ride solution. Transdev offered the TNC partnership, upgrades to our technology like the passenger smart app, higher wages, on-going review of one seat expansion, and higher cost. Although pricing was higher than staff expected as compared to the current draft budget, the panel chose Transdev which had a higher cost of the two.



**Update:**

Although Transdev was selected by the panel, staff is still in the negotiation process. Transdev was asked to give their “Best and Final” offer, and staff is working with them to finalize pricing. Originally, staff was planning to bring a final recommendation to the Board in May, but because negotiations are still ongoing, staff will not bring its final recommendation until pricing has been firmed up.

**Financial Implication:**

Although this is a “Best Value” proposal, it is important to continue to be fiscally responsible as we put out a sustainable paratransit program. Staff continues to work with Transdev in the negotiation process and will provide final numbers for the committee and board to make approve a recommendation.

**Recommendation:**

None, for information only.

**Action Requested:**

Staff requests that the O&S Committee forward this update to the Board for information only.

**Attachment:**

None

## INTER OFFICE MEMO

**To:** Operations & Scheduling Committee

**Date:** 04/26/2022

**From:** Pranjali Dixit, Manager of Planning

**Reviewed by:** MR

**SUBJECT: Fixed Route Operating Reports for March 2022**

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

	FY21-22		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
<b>Total Passengers</b>	178,158	150,597	
<b>Average Weekday</b>	7,250	6,450	
<b>Pass/Rev Hour</b>	10.6	9.6	Standard Goal > 17.0
<b>Missed Trips</b>	1.11%	2.0%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	18,545	23,977	Standard Goal > 18,000

*\* Based on current standards from updated SRTP*

### Analysis:

Average weekday ridership was higher in March (7,250 passengers) than February 2022 (6,467 passengers) and higher than March 2021 (3,781 passengers) or 91.75%. This month marks 2 years since the first shelter-in-place order took effect in response to Covid-19.

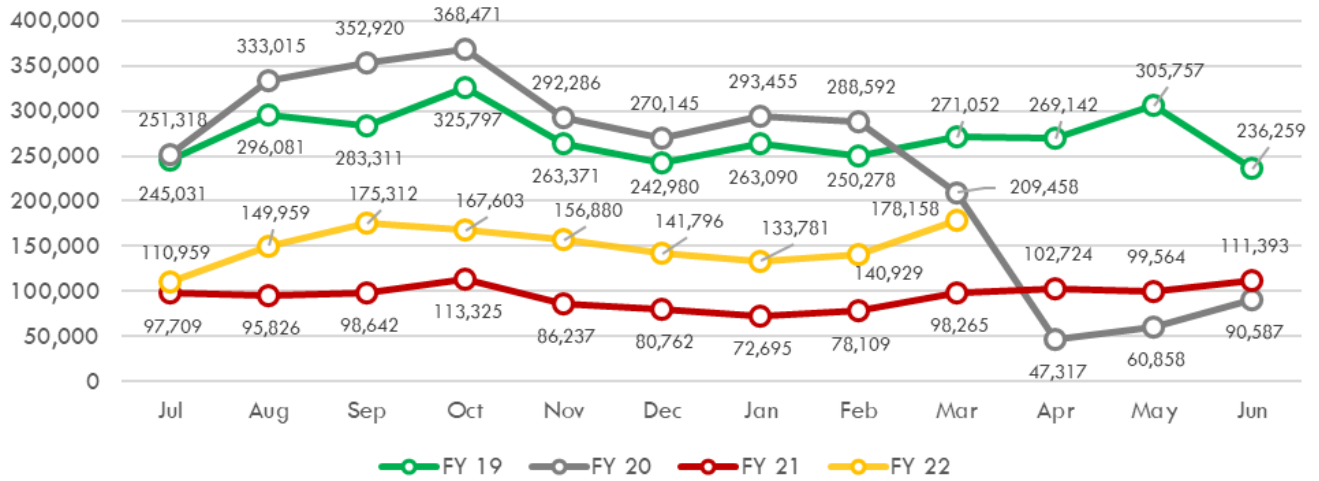
Passengers per hour in March was 10.6 which is higher than February 2022 at 9.4 and higher than March 2021 when passengers per hour was 6.2.

The percentage of missed trips in March was 1.11% which is lower than the prior month when it was 1.55%.

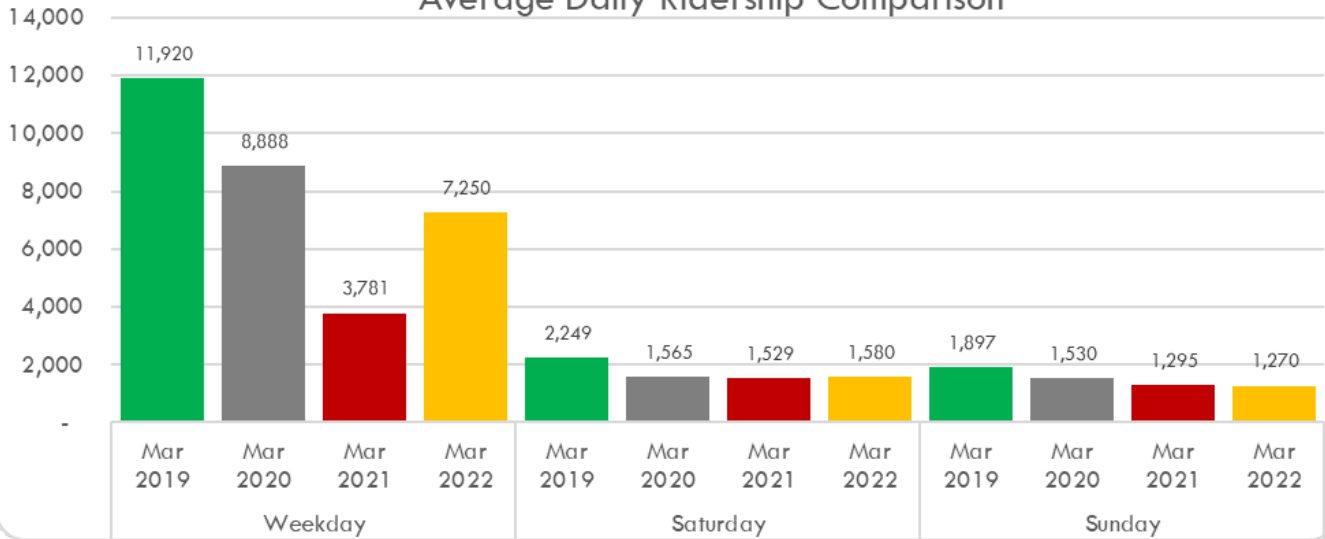
The number of miles between roadcalls was 18,545 miles in March, lower than the prior month in which there were 19,016 miles between roadcalls. The rolling 12-month average is 24,602 miles between roadcalls.

Of a total 178,158 passengers, 112,125 passengers had the potential to use a Clipper card aboard County Connection since 66,033 either used an employer or school pass or were on a free route. About 80.1% of the 112,125 potential Clipper card users paid using Clipper during this month.

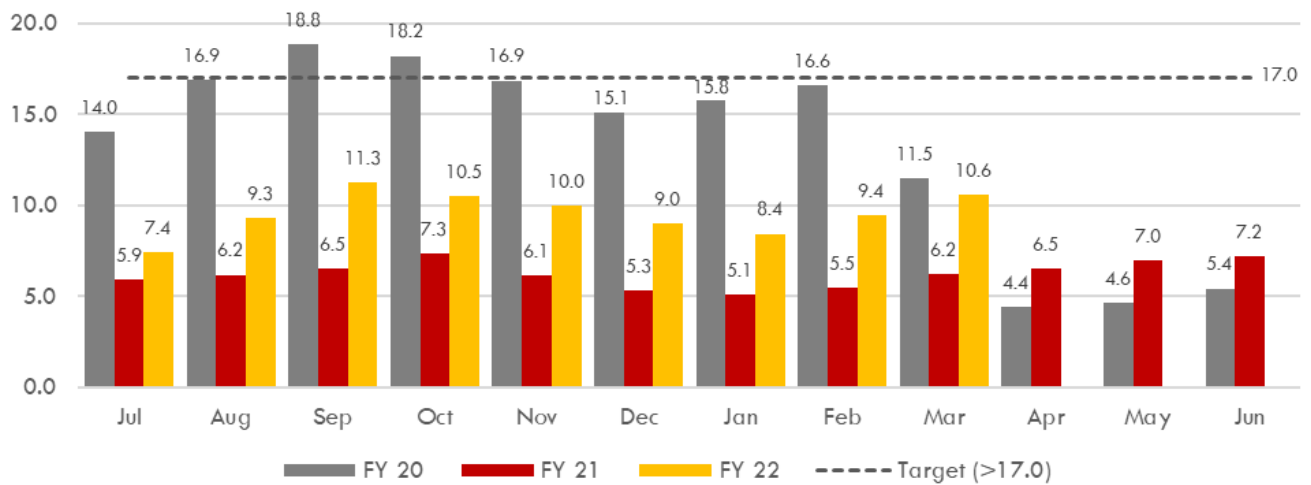
### Total Monthly Fixed Route Ridership



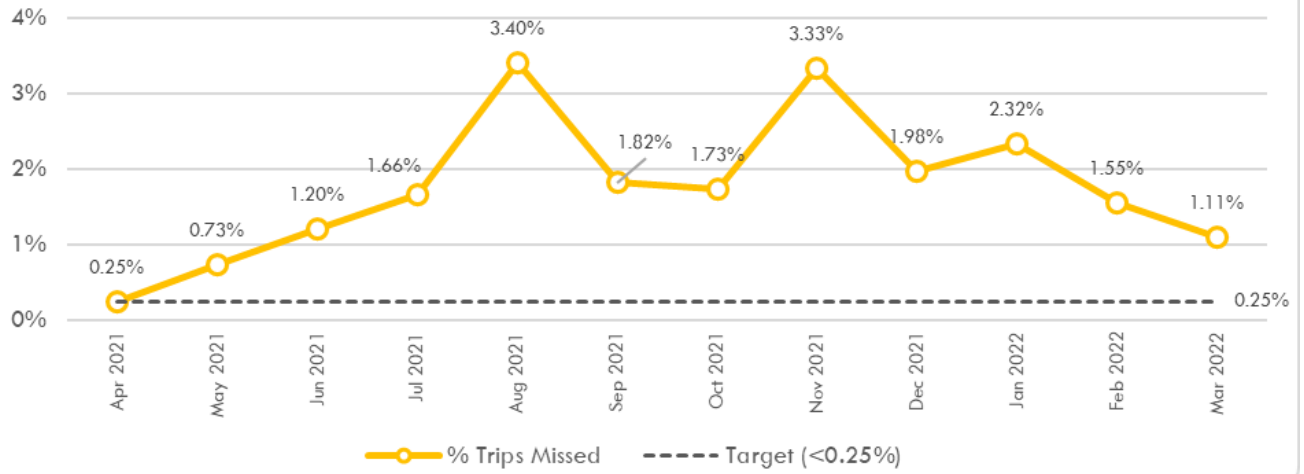
### Average Daily Ridership Comparison



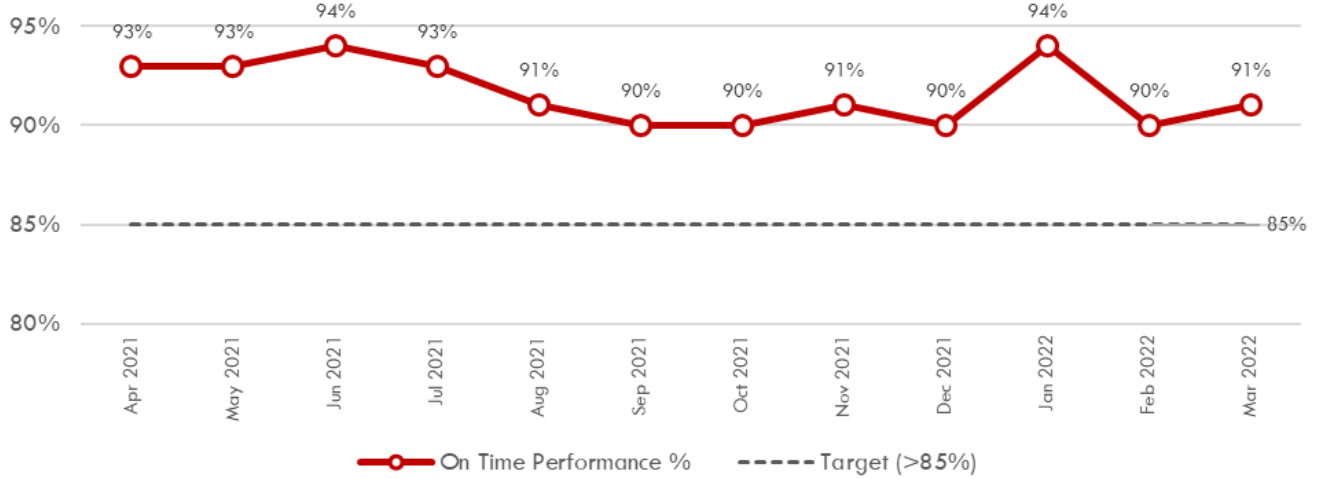
### Passengers/Revenue Hour



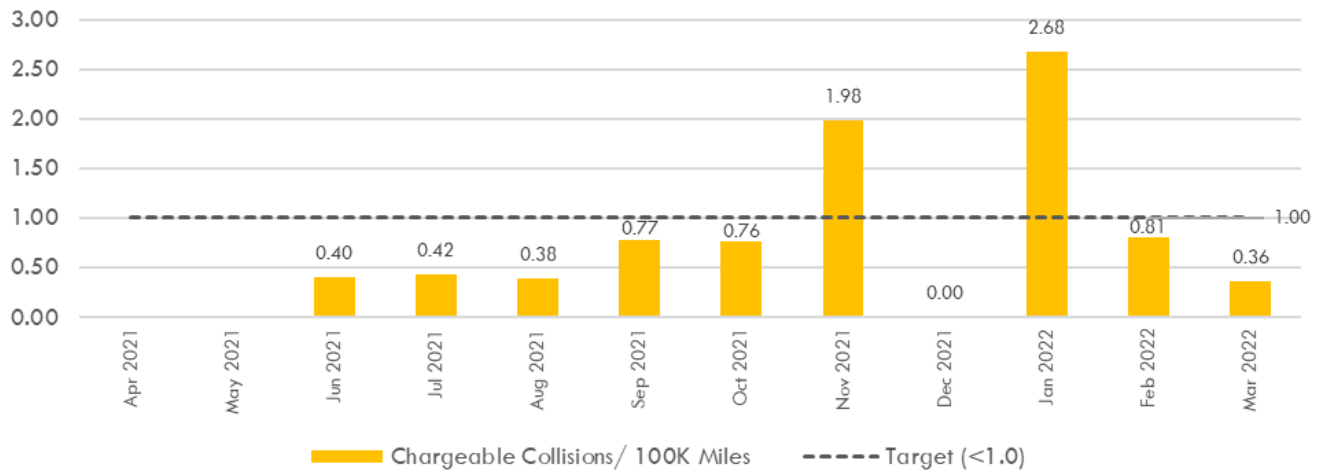
### % Trips Missed



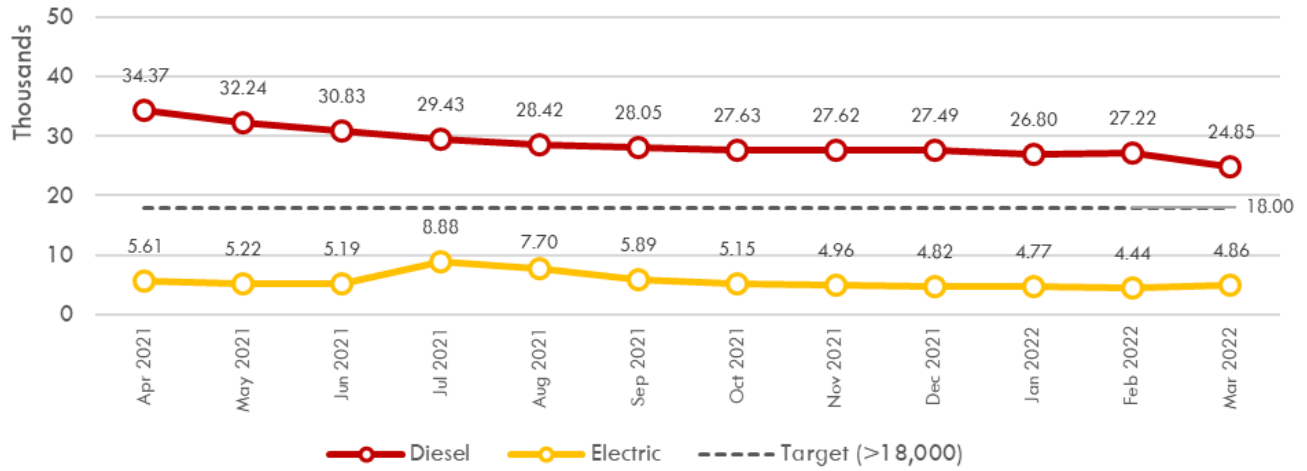
### On Time Performance



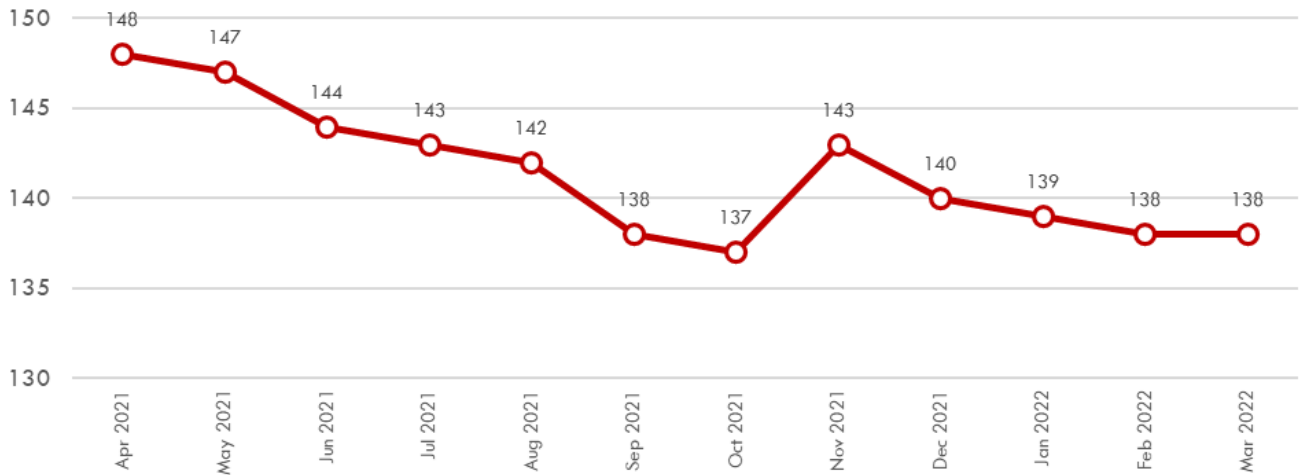
### Accident Report



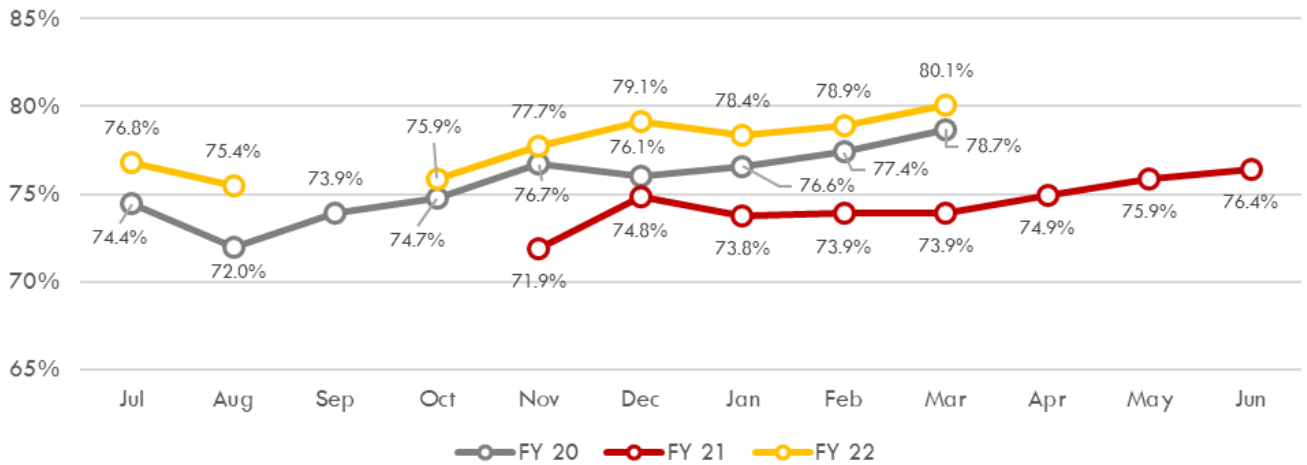
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



**To:** Operations & Scheduling Committee

**Date:** 04/29/2022

**From:** Rashida Kamara, Director of ADA and Special Services

**Reviewed by:** WC.

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**SUBJECT: Paratransit Executive Summary Report – February and March**

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### **Background:**

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided from the beginning of February 2022 through the end of March 2022.

### **February and March 2022 Performance Report:**

#### Ridership:

Ridership rose back in February to 4,523, after dropping significantly due to the Omicron virus. All thirteen social services agencies that closed causing ridership to drop in December and January reopened this month. In March it continued to rise to 5,743 which happens to be 48% of pre-covid ridership levels.

#### Productivity:

February productivity rose back up to 1.27 from 1.14 the previous month. In March we saw a further rise in productivity to 1.37 passengers per revenue hour. This marks the highest reported productivity month for the current fiscal year. Although our performance standard is 2.00, we have not reached that since the onset of the pandemic, and even though we continue to operate a shared ride service, vans have not reached full capacity.

#### On-time Performance:

On-time performance went down slightly in February to 97.6% from 98.5% in January and decreased further to 96.5% in March. Despite the decreases in this particular key performance indicator, it is still above the 90% performance standard. As long as ridership is relatively low, it would be expected that on-time performance will continue to be above performance standard.

#### Customer Satisfaction:

There were a total of four complaints for the month of February—one for timeliness, two for driver complaints, and one for skillfulness of staff. In March, a reported seven total complaints were processed, four of which were attributed to timeliness issues and the remaining three were related to driver complaints. We report a total of 327 commendations in February and an even higher amount of 414 commendations in March.

#### Safety:

There were no accidents in the months of February and March.

The contractor continues to remain within County Connection's performance standards except for productivity, which is a direct result of ridership trends due to the COVID-19 pandemic.

Additional Updates:

The Board of Directors approved a 3-month pilot extension for LAVTA's paratransit services to continue to be operated by County Connection's contractor, Transdev.

**Financial Implications:**

A total of \$462,279 was spent for February's ADA services, an increase from the \$456,240 spent in January. March's total cost for ADA Paratransit services was \$516,185. This expense includes any auxiliary services offered such as Meals-on-Wheels or COVID-19 transports for the County. Fuel was \$24,450—also a decrease from \$29,849 in January. In March we saw a significant increase in fuel cost to a total of \$43,901. This 44% increase in fuel from February is attributed to the dramatic increase in fuel overall.

**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: February 2022 MOP

Attachment 2: March 2022 MOP

CCCTA PARATRANSIT

Performance Report: 2/01 through 2/28/2022

LINK and BART Statistics

FY 21/22 February      Variance from Goal      FY 20/21 February      YTD 21/22

Ridership Statistics				
1	ADA Passengers	4,523	2,640	38,188
2	Companions	17	38	238
3	*Personal Care Assistants	436	240	3895
4	SilverRide Pilot			-
5	Total Passengers	4,976	2,918	42,321
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	709	416	5,513
7	SilverRide Pilot No Shows & Late Cancels	-	-	-
8	Total number of Cancellations	372	261	3,389
9	Same Day Trips	184	89	1,273
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	31	12	251
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 32% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,547.62	2,416.00	26,862.29
13	ADA Passengers per RVHr.	1.27	1.09	1.42
14	Average Trip Length (miles)			
15	Average Ride Duration (minutes)			
16	Total Cost per ADA Passenger	\$ 102.21	\$ 153.99	\$ 99.50
17	*Service Miles	57,068.53	40,229	494,167
18	Billable Service Hours	5,742.50	5,539.16	46,858.96
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 24,450.01	\$ 19,260.87	\$ 250,631.54
21	Total Cost	\$ 462,279.14	\$ 449,353.47	\$ 3,799,598.54
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.6%	96.6%	96.4%
23	SilverRide Pilot OTP	-	-	-
24	Arrived 15-29 minutes past window	41	23	461
25	Arrived 30-59 minutes past window	6	11	133
26	Arrived 60 minutes past window	0	0	10
27	Total Missed Trips	1	0	11
28	Transfer Trips	261	136	2,021
One Seat Pilot Data				
29	*Total Trips	655	296	5,415
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 8,345.79	\$ 3,806.35	\$ 76,922.11
31	*Non-CCCTA Miles (Agency Miles)	6,477.47	3,211.89	54,061.62
32	*Non-CCCTA Revenue Hours	189.50	82.10	1,584.56
33	*Total Revenue Hours	371.78	150.22	3,188.16
34	*Total Fare Collected	\$ 2,843.25	\$ 1,564.00	\$ 20,966.00
35	*Non-CCCTA Fare Collected	\$ 1,635.50	\$ 834.00	\$ 11,915.00
Customer Service Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	4	2	39
37	Timeliness	1	0	15
38	Driver Complaints	2	2	15
39	Equipment / Vehicle	0	0	3
40	Scheduling/Staff Skill	1	0	6
41	Commendations	327	0	766
42	Ave. wait time in Queue for reservation		0.30	0:00:24
43	Ave. wait time in Queue for customer service		0.16	0:00:26
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
44	Total accidents per 100,000 miles	0.00	0	0.59
45	Roadcalls per 100,000 miles	0	0	3
Eligibility Statistics				
47	*Total ADA Riders in Data Base	1,770	2,043	2,525
48	*Total Certification Determinations	84	113	786
49	*Initial Denials	0	0	0
50	*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.:

*J. Davis*  
3/17/2022

Customizing New Phone Reports

Date:



CCCTA PARATRANSIT  
Performance Report: 3/01 through 3/31/2022

LINK and BART Statistics

	FY 21/22 March	Variance from Goal	FY 20/21 March	YTD 21/22
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	FY 21/22 March	Variance from Goal	FY 20/21 March	YTD 21/22
<b>Ridership Statistics</b>				
1 ADA Passengers	5,743		2,640	43,931
2 Companions	41		38	279
3 *Personal Care Assistants	487		240	4382
4 SilverRide Pilot				-
5 Total Passengers	6,271		2,918	48,592
<b>Scheduling Statistics</b>				
6 Total Number of No Shows & Late Cancels	864		416	6,377
7 SilverRide Pilot No Shows & Late Cancels	-		-	-
8 Total number of Cancellations	478		261	3,867
9 Same Day Trips	167		89	1,440
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	54		12	305
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>				
12 Revenue Hours	4,178.24		2,416.00	31,040.53
13 ADA Passengers per RVHr.	1.37		1.09	1.42
14 Average Trip Length (miles)				
15 Average Ride Duration (minutes)				
16 Total Cost per ADA Passenger	\$ 89.88		\$ 153.99	\$ 98.24
17 *Service Miles	63,861.42		40,229	558,028
18 Billable Service Hours	6,425.85		5,539.16	53,284.81
19 SilverRide Pilot Cost	\$ -		\$ -	\$ -
20 LINK & BART Fuel Cost	\$ 43,901.83		\$ 19,260.87	\$ 294,533.37
21 Total Cost	\$ 516,185.47		\$ 449,353.47	\$ 4,315,784.01
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>				
22 Percent on-time	96.5%		96.6%	96.4%
23 SilverRide Pilot OTP	-		-	-
24 Arrived 15-29 minutes past window	68		23	529
25 Arrived 30-59 minutes past window	23		11	156
26 Arrived 60 minutes past window	0		0	10
27 Total Missed Trips	0		0	11
28 Transfer Trips	232		136	2,253
<b>One Seat Pilot Data</b>				
29 *Total Trips	838		309	6,253
30 *Non-CCCTA Cost (Cost for Agencies)	\$ 11,581.44		\$ 3,593.80	\$ 88,503.55
31 *Non-CCCTA Miles (Agency Miles)	8,554.02		2,904.80	62,615.64
32 *Non-CCCTA Revenue Hours	247.43		79.47	1,831.99
33 *Total Revenue Hours	484.33		155.97	3,672.49
34 *Total Fare Collected	\$ 3,662.50		\$ 1,595.25	\$ 24,628.50
35 *Non-CCCTA Fare Collected	\$ 2,120.50		\$ 800.25	\$ 14,035.50
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>				
36 Total Complaints	7		2	46
37 Timeliness	4		0	19
38 Driver Complaints	3		2	18
39 Equipment / Vehicle	0		0	3
40 Scheduling/Staff Skill	0		0	6
41 Commendations	414		0	1,180
42 Ave. wait time in Queue for reservation	0:02:42		0:30	0:00:57
43 Ave. wait time in Queue for customer service	0:02:02		0:16	0:00:38
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>				
44 Total accidents per 100,000 miles	0.00		0	0.59
45 Roadcalls per 100,000 miles	0		0	3
<b>Eligibility Statistics</b>				
47 *Total ADA Riders in Data Base	1,760		2,043	2,640
48 *Total Certification Determinations	115		113	901
49 *Initial Denials	0		0	0
50 *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.: 

Date: 4/21/2022