

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, October 7, 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/88230452962>

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US: +1 669 900 6833 or +1 408 638 0968 or +1 669 444 9171 or +1 719 359 4580 or +1 253 215 8782 or +1 346 248 7799 or +1 646 931 3860 or +1 301 715 8592 or +1 309 205 3325 or +1 312 626 6799 or +1 386 347 5053 or +1 564 217 2000 or +1 646 876 9923

Webinar ID: 882 3045 2962

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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.

Should Zoom not be operational, please check online at: www.countyconnection.com for any updates or further instruction.

FY2022/2023 O&S Committee

Robert Storer – Danville, Mike McCluer – Moraga, Dave Hudson – San Ramon

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 September 2, 2022*
4. Winter Bid Update – Information only*
(Staff to provide information regarding upcoming changes for Winter 2022)
5. One-Seat Regional Ride Pilot Update*
(Staff requests authorization to extend the pilot for another year)
6. Monthly Reports – Information Only
 - a. Fixed-Route*
 - b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – Nov 4, 2022 (8:15am, location to be determined)
10. 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.

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.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, October 20, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, October 5, 2:00 p.m., via teleconference
Advisory Committee:	Tuesday, November 8, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, October 6, 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) 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
Friday, September 2, 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, Candace Andersen, *Don Tatzin (absent)*

Staff: Bill Churchill, Ruby Horta, Rashida Kamara, Amber Johnson, Melody Reeb, Pranjal Dixit, Rosa Noya, Scott Mitchell

Public: None

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 July 1, 2022

The Committee approved the minutes.

4. Fiscal Year 2022 Fixed-Route Performance Report

Mr. Dixit informed that the ridership in FY 22 grew by 61% compared to FY 21 due to various factors like slowdown in new Covid cases, schools/businesses reopening, regionwide fare promotions, relaxing of mask mandates and service changes to improve connections with BART. He also informed that operator shortage continued to be a challenge throughout FY 22 which was reflected in the rise in missed trips. Ms. Melody responded to Director Storer's question about fare promotions that the Summer Youth Pass was run again this year, Pass2Class program for students was being run between August and September and will be followed with Free fare month in October. Mr. Churchill recommended including the report in the consent calendar.

5. Fiscal Year 2022 Paratransit Performance Report

Ms. Rashida informed that Paratransit was trending higher and CARES Act funding were used for LAVTA Pilot Program, One Seat Pilot extension. Additionally, County Connection went through the joint RFP process with LAVTA to consolidate paratransit services. The Paratransit operations expenses came in under the budgeted \$6.4 million but higher FY 21. Ms. Rashida mentioned that passengers seemed to be getting comfortable sharing trips on the vehicle.

6. Lamorinda Spirit Van Program Software Support

Ms. Rashida informed that during the COVID-19 pandemic, many non-profit agencies like Meals on Wheels, Choice in Aging, and the Lamorinda Spirit Van Program (Lamorinda Spirit) found themselves without the fundamental resources to continue operations. County connection provided the software support to help with scheduling, tracking and reporting of their service. Mr. Churchill responded to Director Candace's question regarding ability to let non-profits use our software, that the current contract is based on the volume of trips scheduled and the Lamorinda Spirit Van trips are low enough to be supported by our current software agreement.

7. Purchase of WAVE Inductive Chargers

Mr. Mitchell informed that the two EFACEC battery chargers are no longer supported by the manufacturer and wants to replace with the two 50 kW WAVE inductive chargers like the ones installed at Walnut Creek BART station at the total cost of \$370,000. The cost would be paid through the Low or No-Emission (Low-No) Bus Program Grant received in 2018. He also informed that an approval for construction bid for installation of the chargers will be presented to the committee at a future date. The committee agreed to forward the request to the Board to adopt a resolution authorizing the General Manager to release a purchase order to WAVE Inc. for the purchase of the WAVE system with a price not to exceed \$370,000.

8. Monthly Reports

Mr. Dixit informed that generally ridership in June and July are seasonably low, however, the ridership was up 27-28% on a year over year basis. He also noted that a new methodology was adopted to calculate on time performance in July wherein the buses are considered on time if they are no earlier than a minute early and no later than five minutes at timepoints. He also informed that missed trips were low and Clipper usage was higher.

Ms. Noya informed that ridership in June was slightly lower compared to previous months in line with the seasonal trend. The productivity numbers lower in June, however the overall trend has been rising. Staff also informed that on time performance was trending lower as passenger volumes have increased and was also reflected in the complaints regarding timeliness. Additionally, she also mentioned that fuel costs were higher in response to the rise in overall gas prices across the nation. Staff added that fuel trends are taken into consideration while budgeting for fuel and a cushion is built into it to ride through price surges.

9. Committee Comments

None.

10. Future Agenda Items

None.

11. Next Scheduled Meeting

The next meeting was scheduled for October 7th at 8:15 a.m. via teleconference.

12. Adjournment – The meeting was adjourned at 8:49 a.m.

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

To: Operations & Scheduling Committee

Date: 09/22/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Winter Bid Update

Background:

Over the past year, as the shelter-at-home orders were lifted, mask mandates were relaxed, and schools came back in-person, ridership has seen a steady increase, aided by systemwide and regionwide fare promotions. However, despite extensive recruitment and training efforts, operator shortage remains a key hurdle to increasing service.

Ridership Trends:

Historically, June and July have lower ridership due to schools being closed for the summer. However, the ridership has continued to show strong year-over-year growth, boosted by lower COVID case counts, fare promotions such as the Summer Youth Pass, and expansion of free rides along the Monument Corridor to weekend Routes 311, 314, and 316. The expansion of the Monument Free program in particular contributed towards a big uptick in weekend ridership in July. With the start of Fall Bid on August 7th, ridership reached its highest level since the initial lockdown. As of August, weekday regular routes were down 42% from pre-Covid baseline levels, express routes were down 64%, school routes were down 22%, and weekend routes were down around 15%.



Figure 1: Comparison with Pre-Covid Ridership

Winter Bid

The Winter bid will be implemented on November 13th. The service changes were guided by analysis of current ridership trends and schedule adherence, as well as feedback from passengers and operators.

- Schedules on Routes 10, 321, and 335 are being adjusted to shift layover locations to provide operators easier access to various amenities like bathrooms and restaurants
- Schedules on Routes 35, 622, and 636 are being adjusted to improve on-time performance based on updated traffic conditions
- Route 28 alignment is being modified in response to passenger feedback to provide service along Center Ave, including to Muirwood Apartments, which had been discontinued as part of the Spring 2021 service restructuring.
- Route 608, which was a single school tripper in the afternoon, is being discontinued due to service now being provided by the modified Route 28.

Financial Implications:

None. The service levels for the Winter bid are consistent with the current FY 2023 budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: Operations & Scheduling Committee

Date: 09/30/2022

From: Rashida Kamara Director of ADA & Specialized Services

Reviewed by: WC.

SUBJECT: One-Seat Regional Ride Pilot Program Extension November- 2022

Background:

In November 2020 the Board of Directors approved a six-month pilot to provide a one-seat ride across multiple transit agency service areas to passengers eligible for paratransit service. Participating transit agencies include Eastern Contra Costa Transit Authority (Tri-Delta Transit), Western Contra Costa Transit Authority (WestCAT), Livermore-Amador Valley Transit Authority (LAVTA), Central Contra Costa Transit Authority (County Connection). The pilot program has streamlined regional ride practices by eliminating required transfers for trips that cross multiple transit service areas. When utilizing this service, passengers have a one-seat ride for the entire duration of their trip.

Pilot Extension

The pilot was extended in April of 2021 after having been in operation for six months. The extension allowed partnering agencies to continue to offer a service that passengers voiced immediate customer satisfaction. It also allowed partnering agencies to continue to gather data and work on streamlining certain processes such as billing algorithms and data management as well as incorporating another neighboring paratransit agency, East Bay Paratransit, to provide test trips for their passengers. The collaborative nature of this pilot encompassing multiple transit agencies crossing various urbanized areas (UZAs), as defined by the Federal Transit Administration (FTA) has presented reporting difficulties in the National Transit Database (NTD). County Connection staff is working with staff at the FTA, NTD and the Metropolitan Transportation Commission (MTC) to resolve these reporting issues.

While staff works through the NTD reporting issues, the One Seat Ride partners are proposing to extend the programs pilot status for one more year by modifying the existing program to include a travel training component to better support users of the system. Additionally, Contra Costa County and the Contra Costa Transportation Authority (CCTA) have expressed a strong interest to expand the program to include residents of Contra Costa County that reside outside the jurisdictions of the existing four partners. This would include residents of Richmond, San Pablo, El Cerrito, El Sobrante and Kensington. Staff has been working with both the County and CCTA to secure Measure X funding to allow for the expansion.

Financial Implications:

Projected cost for a one-year extension is approximately \$300,000 which is within our current budget for Paratransit services. The potential additional cost of expanding services to the aforementioned residents in the western part of the county would amount to \$50,000 of which County Connection would use Measure X funding to offset the cost.

Recommendation:

Participating transit agencies have expressed their desire to extend the One-Seat Ride Regional Pilot program for one additional year, and as a result, staff respectfully requests the O&S Committee to recommend to the Board an additional one-year extension of the Program through November 2023, or until the trip reporting issues is resolved, whichever comes sooner.

Action Requested:

Staff respectfully requests the committee approve the one-year extension to the One-Seat Ride Regional Pilot program and forward to the full Board for approval.

Attachments:

None

To: Operations & Scheduling Committee

Date: 09/22/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for August 2022

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

	FY22-23		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	202,440	171,106	
Average Weekday	8,077	7,050	
Pass/Rev Hour	12.2	11.01	Standard Goal > 17.0
Missed Trips	1.50%	1.09%	Standard Goal < 0.25%
Miles between Road Calls	18,289	25,762	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in August (8,077 passengers) than July 2022 (6,023 passengers) and higher than August 2021 (6,172 passengers) or 30.9%.

Passengers per hour in August was 12.2 which is higher than July 2022 at 9.6 and higher than August 2021 when passengers per hour was 9.3.

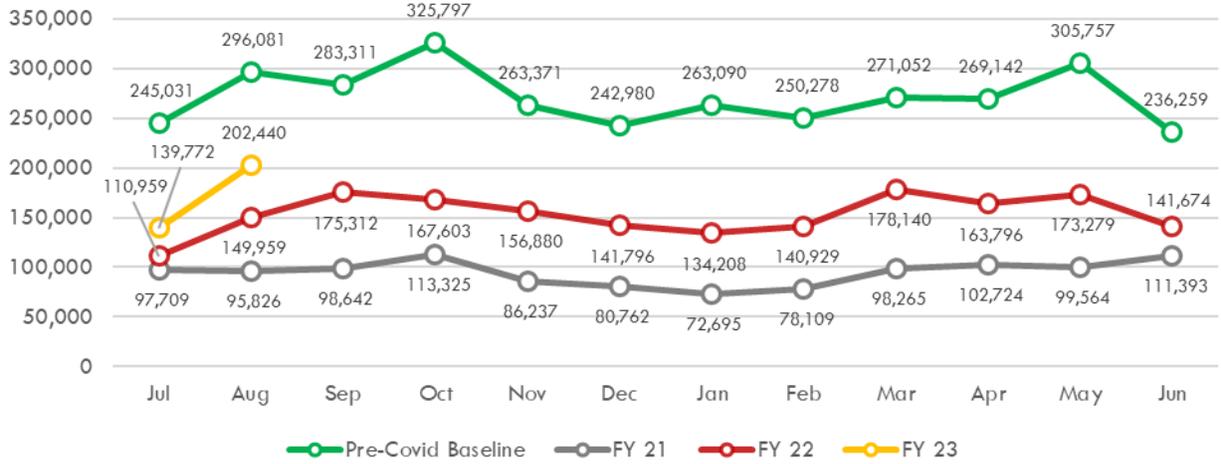
The percentage of missed trips in August was 1.50% which is higher than the prior month when it was 0.63%.

Beginning from July 2022, a new methodology was used to calculate the on-time performance. With the new methodology, a bus is considered on-time only if it arrives no later than 5 minutes after the scheduled time and departs no earlier than 1 minute before the scheduled time.

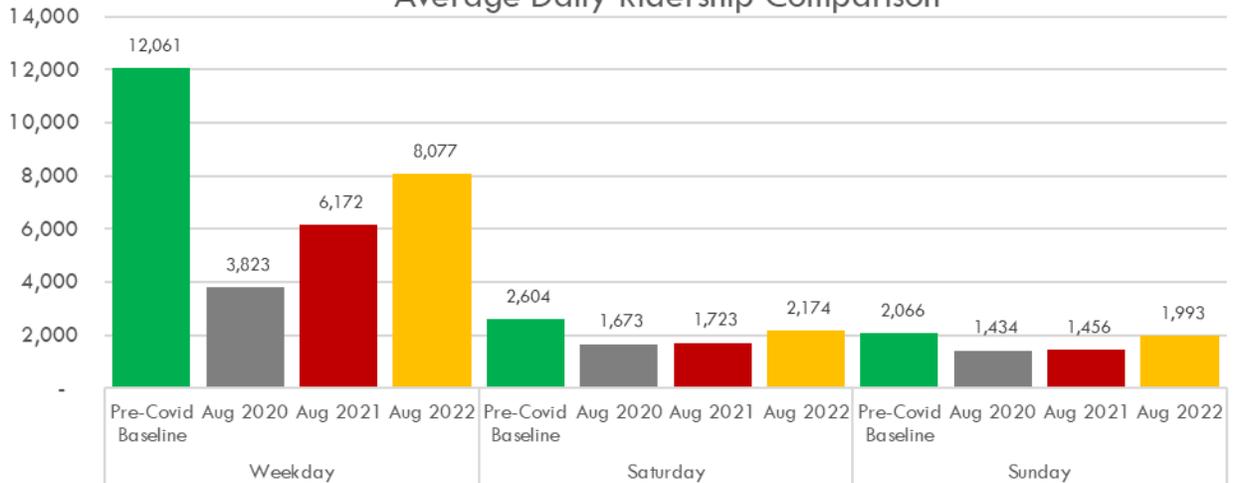
The number of miles between roadcalls was 18,289 miles in August, lower than the prior month in which there were 33,234 miles between roadcalls. The rolling 12-month average is 26,164 miles between roadcalls.

Of a total 202,440 passengers, 107,158 passengers had the potential to use a Clipper card aboard County Connection since 95,282 either used an employer or school pass or were on a free route. About 76.7% of the 202,440 potential Clipper card users paid using Clipper during this month.

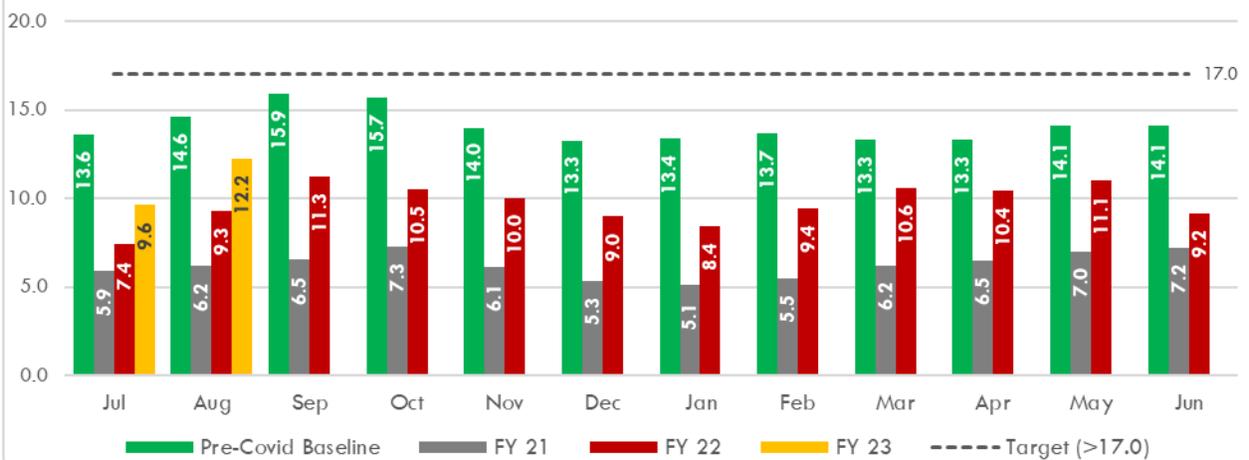
Total Monthly Fixed Route Ridership

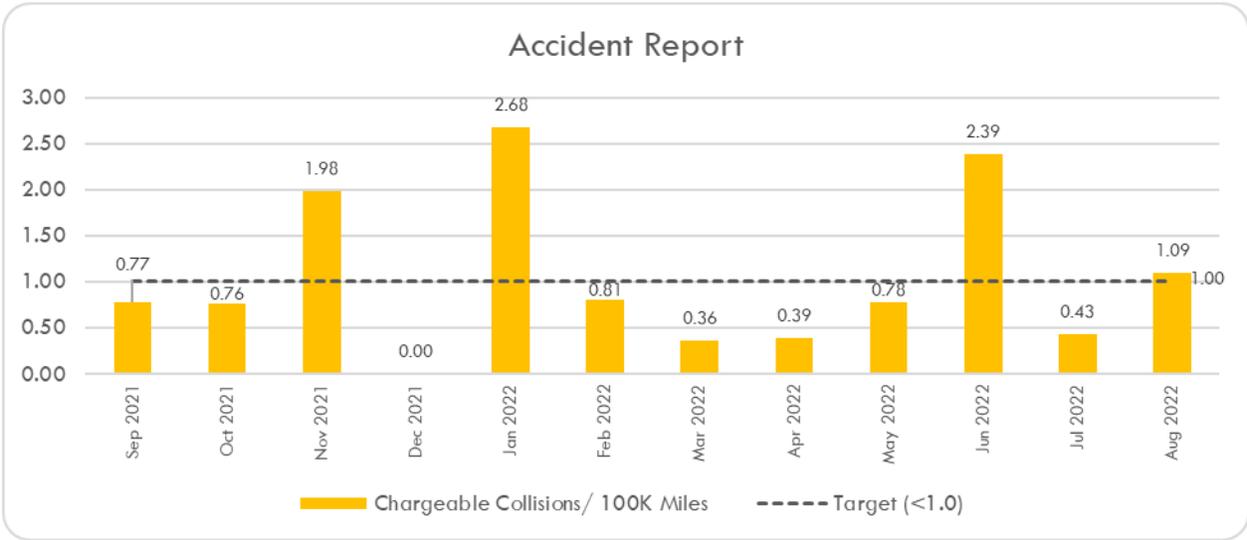
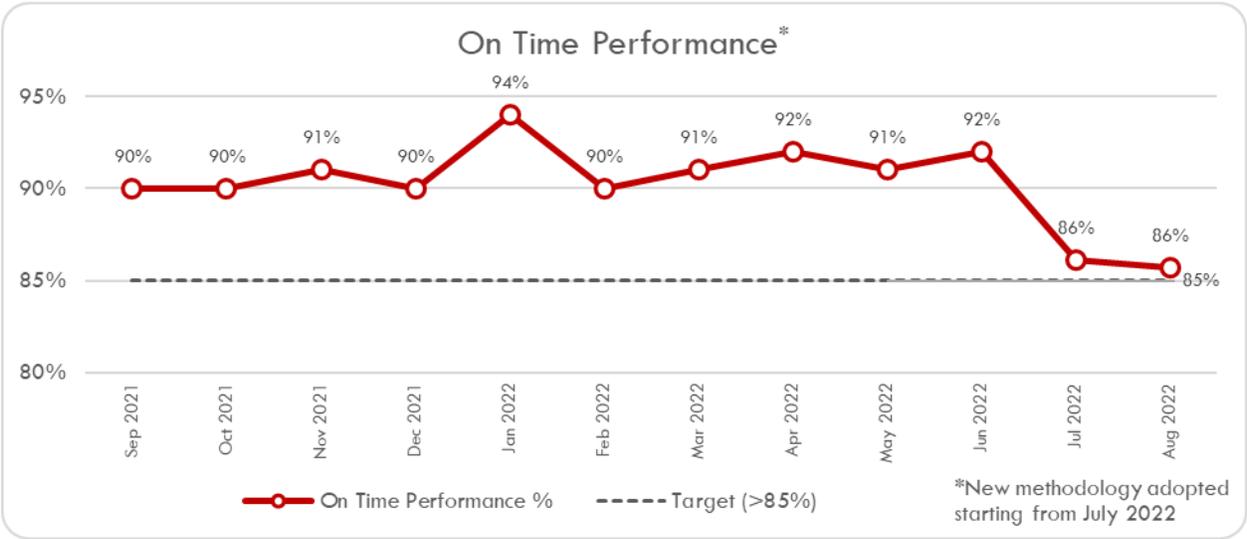
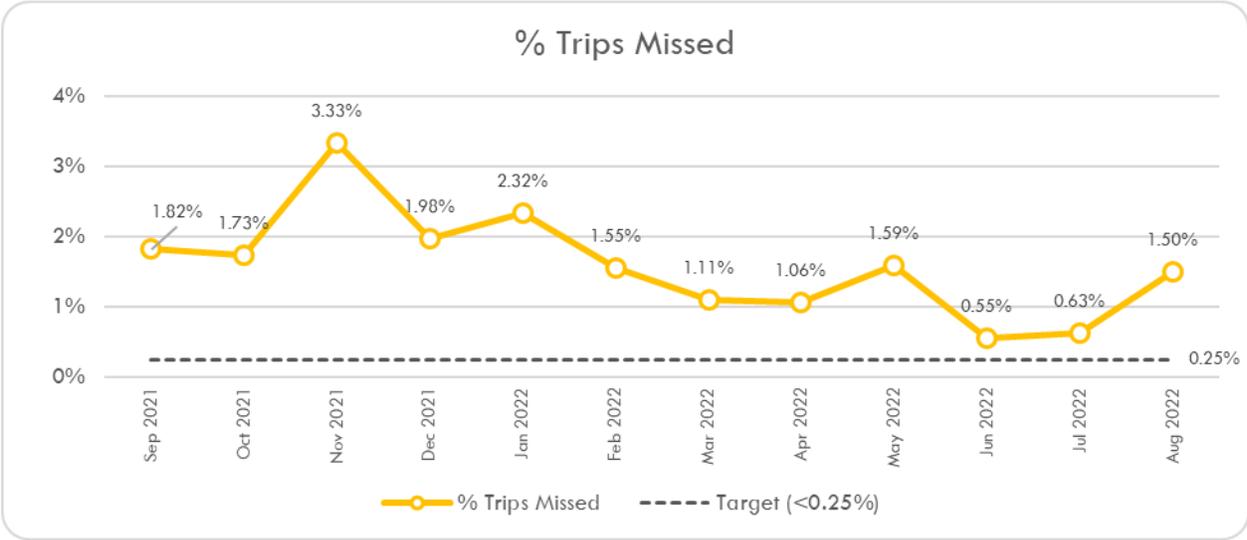


Average Daily Ridership Comparison

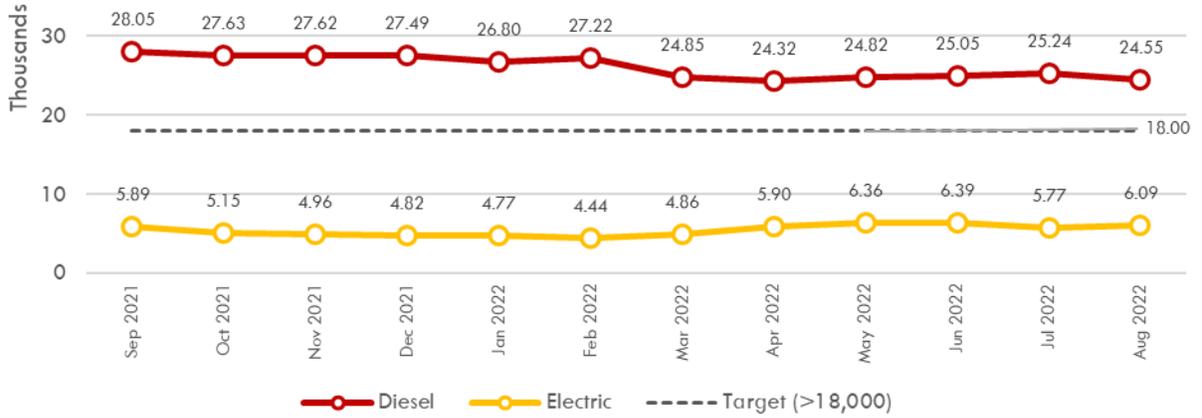


Passengers/Revenue Hour

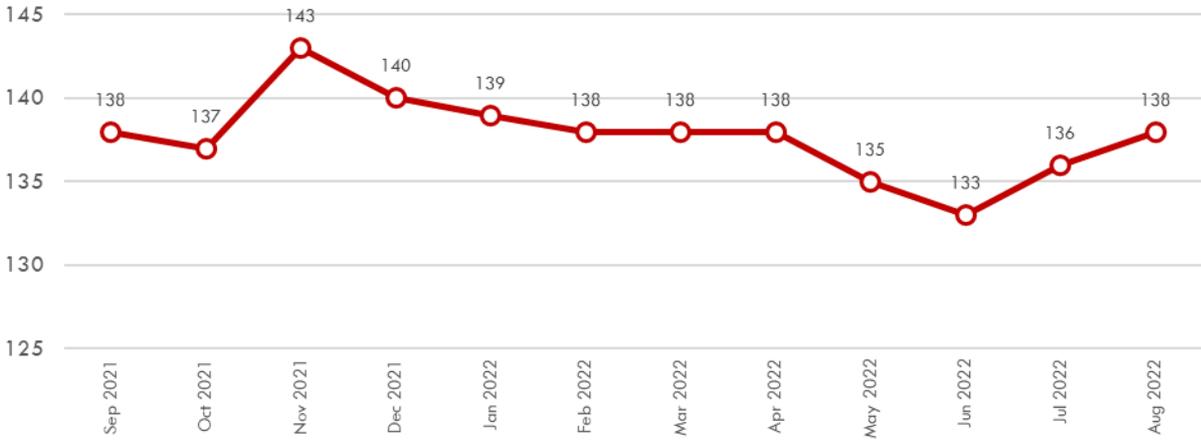




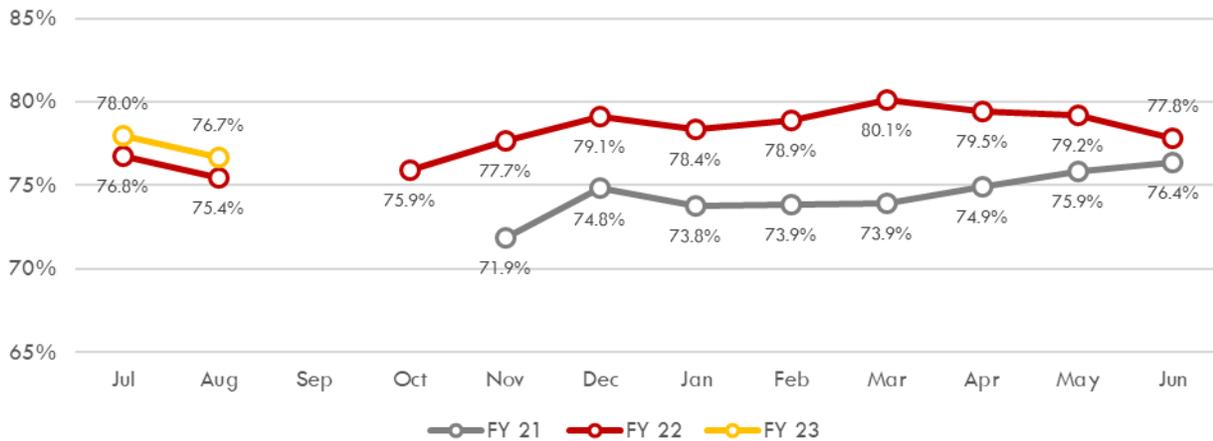
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 09/22/2022

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –July and August 2022

Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. On July 1, 2022, County Connection’s contractor (Transdev) for paratransit services commenced operating under a new contract that includes slightly different performance criteria standards. Please note the following table as a comparison between former and current performance standards:

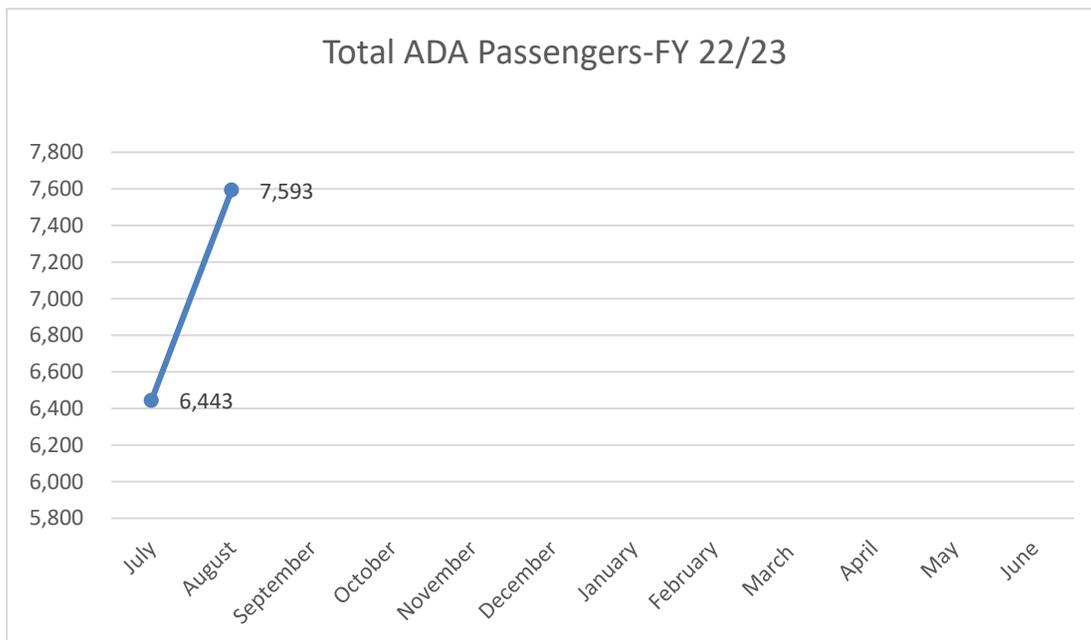
Performance Criteria	Definition	Standard-Former	Standard-New
On-Time Performance (Schedule Adherence)	The percentage of trips when the driver arrives within the 30-min. pick up window within the designated time based on geo validated data.	90%	92%
Passenger Trips Performed Per Revenue Vehicle Hour	The ratio of completed trips per vehicle revenue hour (When calculating productivity guests and attendants will not be counted).	2	1.50
Chargeable (Preventable) Accidents	The ration of preventable accidents to total revenue miles. Preventable(chargeable) is defined as "could have been reasonably avoided by driver."	0.50 per 100,000 miles	0.50 per 100,000 miles
Road Calls	Occurs when a vehicle is required to tow or assist a revenue vehicle while it is in service. It is assumed that these incidents are unplanned occurrences	4.0 per 100,000 miles	4.0 per 100,000 miles
Wheelchair Lift Availability	The percentage of dedicated vehicles that are wheelchair accessible in a transit fleet for ADA passengers using a Wheelchair or other POV.	100%	100%
Customer Complaints	The ratio of service-related complaints to completed trips. Ratio includes all complaints filed that are valid.	2 complaints per 1,000 trips	2 complaints per 1,000 trips
Service Denials	Service Denials result when a rider's trip request is not accepted. Examples include: (1) a rider requests a next day trip and the contractor says it cannot provide the trip, (2) a rider request a next day trip and the contractor offers a trip that is outside the 1 hour negotiating window.	0	0
Ratio of Revenue Hours to Service Hours		83%	83%

This is a summary report of Paratransit services provided for the months of July and August 2022 using the new performance standards.

July-August 2022 Performance Report:

Ridership:

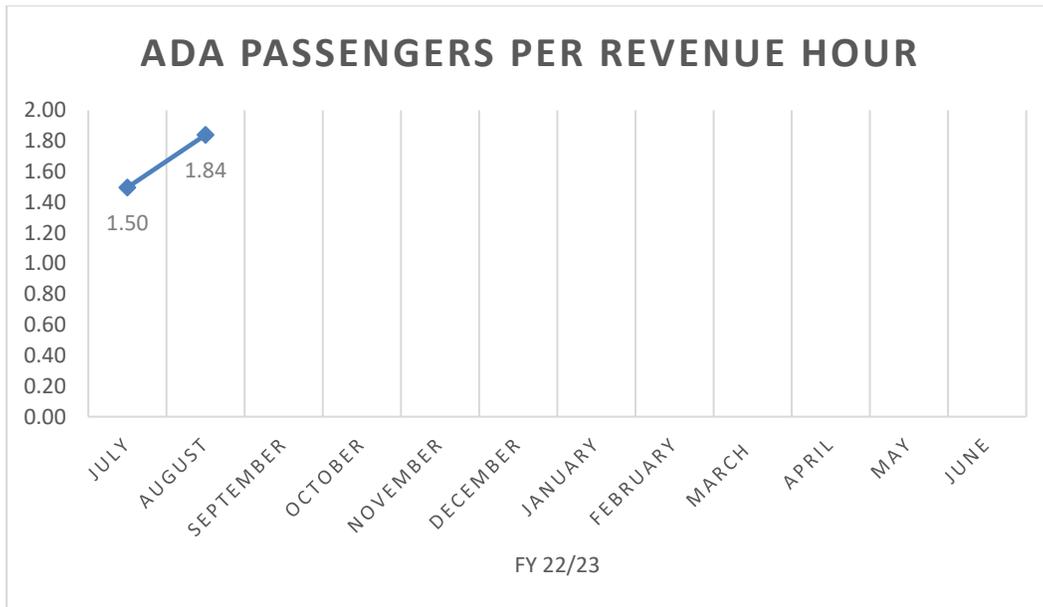
The total reported number of ADA passenger trips in August was 7,593; 1,150 more trips than in July. Although an increase in ridership was anticipated as students return to school, the count of trips was higher than expected as was the month this increase would be anticipated since traditionally we see this increase in September-October.



Productivity:

There was a noted increase in productivity from July to August. July reported a productivity of 1.50 ADA passengers per revenue hour while August saw a major increase to 1.84 ADA passengers per revenue hour.

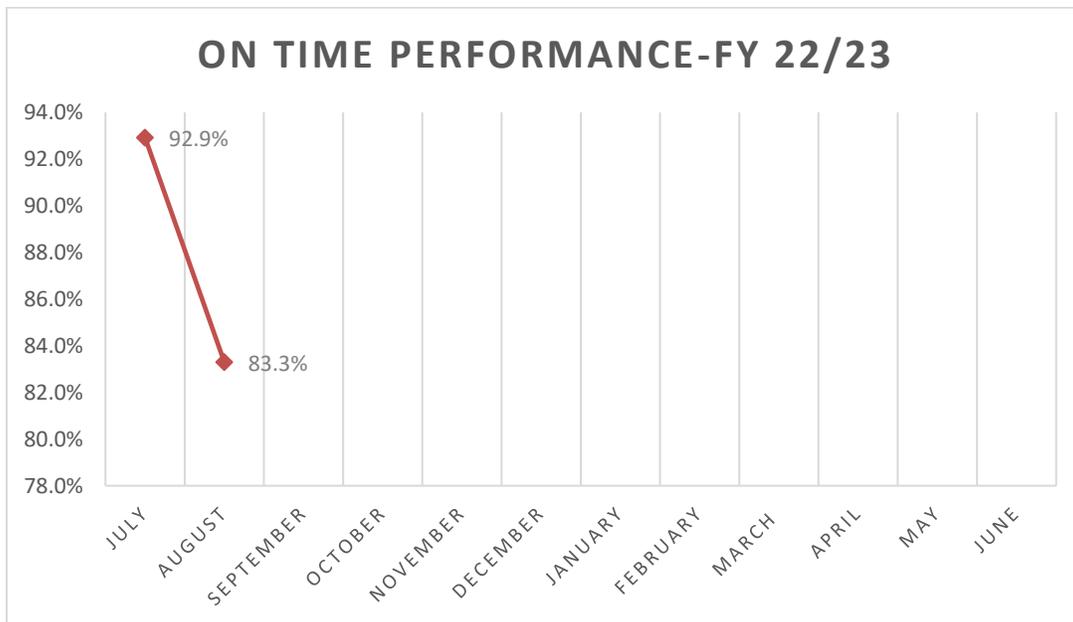
August's productivity statistic now marks the highest reported productivity month for the ending fiscal year 2021-2022. Under the current contract, the new performance standard is set to 1.50 ADA Passengers per revenue hour.



On-time Performance:

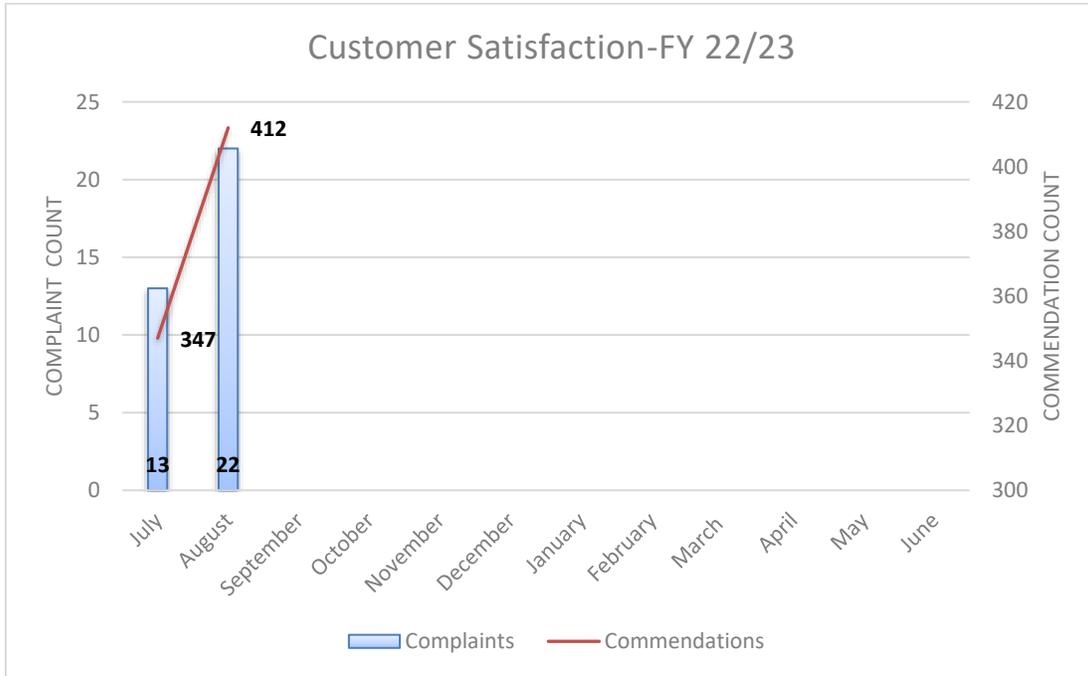
Although the month of July reported the same on-time performance percentage from the prior month (92.9%), the month of August experienced a decrease to 83.3%

This decrease is well below the new performance standard of 92%, which was recently increased with the new ADA Paratransit contract.



Customer Satisfaction:

There was noted increase in complaints from July to August. The 13 complaints received in July were largely attributed to issues with timeliness (12 out of 13 complaints). The month of August reported a total of 22 complaints- 21 of them associated with timeliness and the 1 associated with an issue with equipment/vehicle. This reaffirms the dip in on time performance. Commendations continue to remain high; we received a total of 347 in the month of July and a total of 412 in August.



Safety:

There were no accidents in the months of July nor August.

Overall, the contractor remains within County Connection’s performance standards except for on time performance and complaints which are interrelated as majority of complaints pertain to timeliness.

Additional updates:

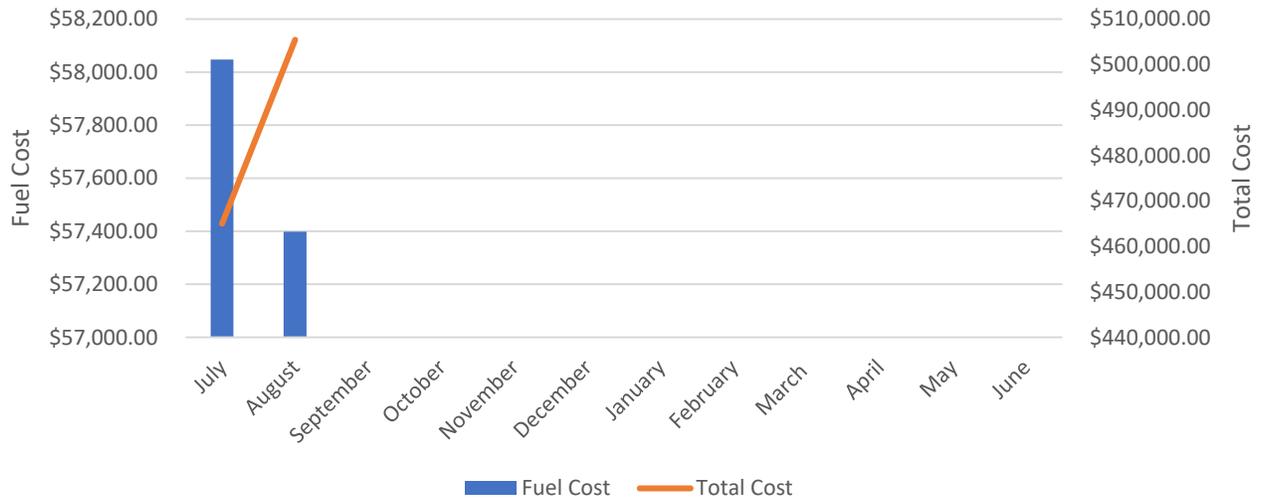
None.

Financial Implications:

A total of \$505,477.76 was spent for August’s ADA paratransit services, an increase from the \$464,981.39 spent in July.

Although fuel cost was \$65,351.54 in June of 2022, subsequent months have reported a decrease in fuel cost with a reported \$58,047.52 for July and \$57,389.39 for August.

ADA Paratransit Cost FY 22/23: Total vs. Fuel



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: July 2022 MOP

Attachment 2: August 2022 MOP

CCCTA PARATRANSIT

Performance Report: 7/01 through 7/31/2022

LINK and BART Statistics

FY 22/23 July Variance from Goal FY 21/22 July YTD 22/23

Ridership Statistics					
1	ADA Passengers	5,410		4,653	5,410
2	Companions	35		39	35
3	*Personal Care Assistants	493		641	493
4	SilverRide Pilot			-	
	One Seat Passengers	1,033			1,033
5	Total Passengers	6,971		5,333	6,971
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	788		498	788
7	SilverRide Pilot No Shows & Late Cancels			-	
8	Total number of Cancellations	476		297	476
9	Same Day Trips	108		159	108
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	41		21	41
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	3,616.42		4,073.60	3,616.42
13	ADA Passengers per RVHr.	1.50		1.14	1.50
14	Average Trip Length (miles)				
15	Average Ride Duration (minutes)				
16	Total Cost per ADA Passenger	\$ 85.95		\$ 101.00	\$ 86.49
17	*Service Miles	60,185.69		64,310	60,186
18	Billable Service Hours	4,305.85		5,736.82	4,305.85
19	SilverRide Pilot Cost	\$ -		\$ -	\$ -
20	Fuel Cost	\$ 58,047.52		\$ 32,427.04	\$ 58,047.52
21	Total Cost	\$ 464,981.39		\$ 469,969.78	\$ 464,981.39
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	92.9%		97.6%	92.9%
23	SilverRide Pilot OTP			0	
24	Arrived 15-29 minutes past window	148		24	148
25	Arrived 30-59 minutes past window	68		10	68
26	Arrived 60 minutes past window	7		0	7
27	Total Missed Trips	1		0	1
28	Transfer Trips	271		199	271
One Seat Pilot Data					
29	*Total Trips	1,033		674	1,033
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 23,963.26		\$ 8,624.22	\$ 23,963.26
31	*Non-CCCTA Miles (Agency Miles)	10,755.28		6,367.16	10,755.28
32	*Non-CCCTA Revenue Hours	354.43		184.49	354.43
33	*Total Revenue Hours	689.46		386.60	689.46
34	*Total Fare Collected	\$ 4,210.50		\$ 3,312.00	\$ 4,210.50
35	*Non-CCCTA Fare Collected	\$ 2,216.75		\$ 1,805.25	\$ 2,216.75
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
36	Total Complaints	13		3	13
37	Timeliness	12		1	12
38	Driver Complaints	0		2	0
39	Equipment / Vehicle	0		0	0
40	Scheduling/Staff Skill	1		0	1
41	Commendations	347		0	347
42	Ave. wait time in Queue for reservation	0:02:47		0:00:53	0:02:47
43	Ave. wait time in Queue for customer service	0:01:49		0:00:30	0:01:49
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	0.00
45	Roadcalls per 100,000 miles	0		0	0
Eligibility Statistics					
47	*Total ADA Riders in Data Base	1,720		1,854	1,720
48	*Total Certification Determinations	124		115	124
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: 9/15/2022

CCCTA PARATRANSIT
Performance Report: 8/01 through 8/31/2022

LINK and BART Statistics

FY 22/23 August Variance from Goal FY 21/22 August YTD 22/23

Ridership Statistics				
1	ADA Passengers	6,355	5,062	11,765
2	Companions	42	23	77
3	*Personal Care Assistants	472	604	965
4	SilverRide Pilot			
	One Seat Passengers	1,238	684	2,271
5	Total Passengers	8,107	6,373	15,078
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	904	683	1,692
7	SilverRide Pilot No Shows & Late Cancels	-	-	-
8	Total number of Cancellations	529	417	1,005
9	Same Day Trips	122	178	230
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	60	32	101
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,454.90	4,121.30	7,071.32
13	ADA Passengers per RVHr.	1.84	1.23	1.66
14	Average Trip Length (miles)			
15	Average Ride Duration (minutes)			
16	Total Cost per ADA Passenger	\$ 79.54	\$ 93.82	\$ 82.48
17	*Service Miles	58,680.98	68,468	118,867
18	Billable Service Hours	5,049.06	5,803.84	9,345.29
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	Fuel Cost	\$ 57,398.39	\$ 33,992.01	\$ 115,445.91
21	Total Cost	\$ 505,447.76	\$ 474,913.90	\$ 970,429.15
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	83.3%	96.3%	88.1%
23	SilverRide Pilot OTP		-	
24	Arrived 15-29 minutes past window	375	50	523
25	Arrived 30-59 minutes past window	191	20	259
26	Arrived 60 minutes past window	26	1	33
27	Total Missed Trips	3	3	4
28	Transfer Trips	287	278	558
One Seat Pilot Data				
29	*Total Trips	1,238	684	2,271
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 31,853.78	\$ 8,822.05	\$ 55,817.04
31	*Non-CCCTA Miles (Agency Miles)	13,769.22	6,227.45	24,524.50
32	*Non-CCCTA Revenue Hours	490.63	182.85	845.06
33	*Total Revenue Hours	962.64	403.85	1,652.10
34	*Total Fare Collected	\$ 4,819.25	\$ 3,241.25	\$ 9,029.75
35	*Non-CCCTA Fare Collected	\$ 2,548.25	\$ 1,733.75	\$ 4,765.00
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	22	2	35
37	Timeliness	21	0	33
38	Driver Complaints	0	2	0
39	Equipment / Vehicle	1	0	1
40	Scheduling/Staff Skill	0	0	1
41	Commendations	412	0	759
42	Ave. wait time in Queue for reservation	0:03:04		0:02:56
43	Ave. wait time in Queue for customer service	0:01:45		0:01:47
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	0.00
45	Roadcalls per 100,000 miles	0	0	0
Eligibility Statistics				
47	*Total ADA Riders in Data Base	1,682	1,832	1,821
48	*Total Certification Determinations	101	117	225
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: 9/15/2022