

### INTER OFFICE MEMO

| То:   | Operations & Scheduling Committee                  | uling Committee Date: 6/28/2023 |    |  |  |
|-------|--|---------------------------------|----|--|--|
| From: | Rashida Kamara, Director of ADA & Special Services | Reviewed by:                    | RK |  |  |
|       |  |                                 |    |  |  |

### SUBJECT: Paratransit Executive Summary Report – May 2023

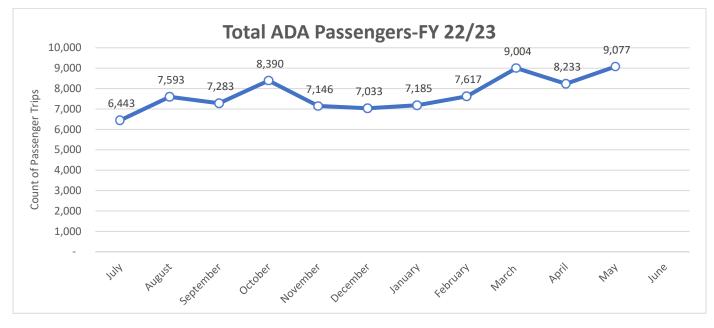
#### Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of May 2023.

### May 2023 Performance Report:

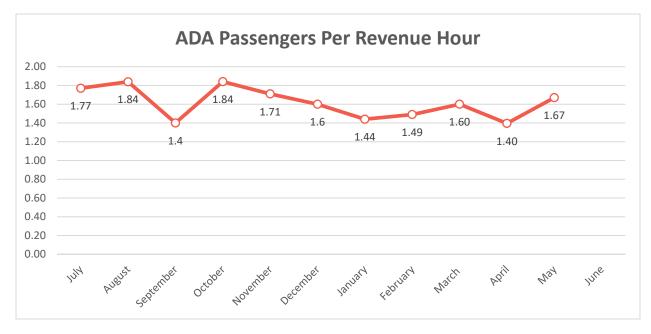
#### Ridership:

The total reported number of ADA passenger trips in May was 9,077; 844 more trips than in April. The total reported number of ADA Passengers reported in May of 2023 is approximately 73% of prepandemic ridership levels (May 2019).



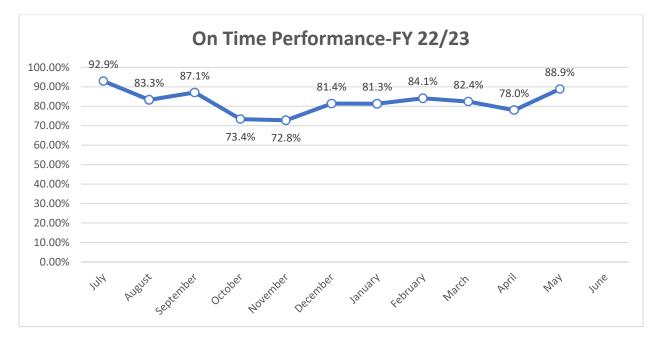
### Productivity:

May reported productivity of 1.67 ADA passengers (does not include escorts or attendants) per revenue hour which was an increase from the reported 1.40 ADA Passengers/Rev Hr. in April. The standard set for the LINK service is to maintain a minimum of 1.5 ADA passengers per revenue hour.



### **On-time Performance:**

In May, our on-time performance increased to 88.9% from 78.0% in April. This significant increase is a step in the correct direction as on-time performance is an indicator of the quality of the service. County Connection holds a high standard when it comes to customer satisfaction, and as such, our contractor is responsible for making needed adjustments to ensure satisfactory service performance.



# Customer Satisfaction:

There was a decrease in complaints from April to May. The 40 complaints received in May were largely attributed to issues with timeliness as reflected by a total of 25 complaints. The remaining complaints were associated with issues with equipment (1 total) and driver complaints (14 total).

The total number of commendations received for May was 602. Our highest month for commendations this 2023. Although on-time performance is low, most of these commendations are attributed to the overall service provided by drivers.

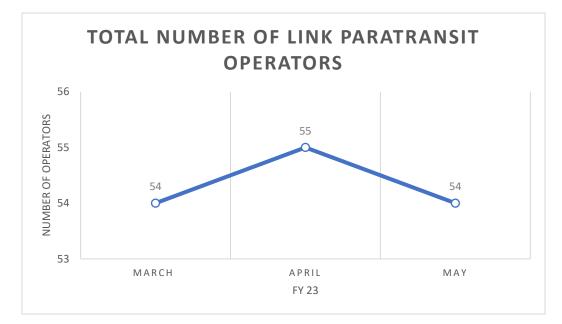


# Safety:

There were no accidents in the month of May.

# Staffing:

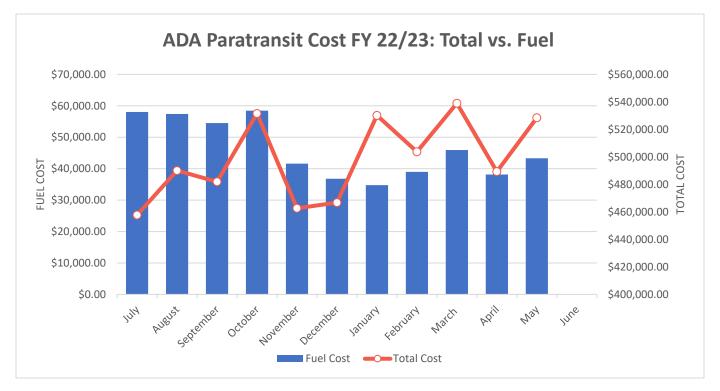
There was a reported total of 54 drivers who operated LINK paratransit routes for the month of May. This was a slight increase from the 55 drivers reported in April of 2023. Ongoing measures have been taken to increase the driver pool to meet current and forecasted ridership increases. These measures include conducting monthly on-site job fairs, hiring Class C to operate noncommercial vehicles as well as hiring Class C drivers to train to operate commercial vehicles.



### **Financial Implications:**

An unaudited, preliminary total of \$528,447.80 was spent for May's ADA paratransit services, an increase from the \$489,270.41 spent in April.

Fuel costs have also slightly increased, as demonstrated from the \$38,142.46 spent for the month of April to a reported \$43,298.29 spent in May.



## **Recommendation:**

None, for Information only.

# Additional updates:

The main area of focus for improvement in the contractor's performance continues to be the on-time performance criteria.

# **Action Requested:**

None, for information only.

## Attachments:

Attachment 1: May 2023 MOP \*pre-audited

CCCTA PARATRANSIT

Performance Report: 5/01 through 5/31/2023

| LINK and BART Statistics         May         tem Goal         May         YTD 22/23           ADA Passengers         7,822         4,833         71.9           Companions         70         11         6           ADA Passengers         1,255         900         13.10           Come Seart Passengers         1,255         900         13.10           Scheduling Statistics         90.06         6,138         91,1           Scheduling Statistics         91         900         13.10           Scheduling Statistics         91         900         13.11           Scheduling Statistics         91         900         13.11           Scheduling Statistics         91         91         91         91           Scheduling Statistics         91         91         91         91         91           Go Back Rescheduled         22         34         44         91         91           Go Back Rescheduled         92         93         93         91         91           Average Ride Duration (minutes)         93         91         93         93         93         93         93         93         93         94.99         91         93         94.99 </th <th></th> <th>Performance Report: 5/01 through 5/31/2023</th> <th></th> <th></th> <th></th> <th></th>   |              | Performance Report: 5/01 through 5/31/2023                 |                 |   |               |                 |
|--|--------------|--|-----------------|---|---------------|-----------------|
| 1         AbA Passengers         7,822         4,838         71,9           2         Companions         70         11         66           3         Personal Care Assistants         459         337         55           4         One Seat Passengers         1,255         900         13,11           5         Scheduling Statistics         96,666         6,136         91,11           5         Total Number of Nohows & Late Cancels         94,40         865         96,6           7         Total Number of Nohows & Late Cancels         94,40         866         5,22           8         Sama Day Trips         76         12,31         1,1           9         Denial Trips         -         -         -         -           10         Denial Trips         -         -         -         -           11         Revenue Hours         4,683,85         3,585,51         44,222.           12         ADA Passengers per RVHr.         1,67         1,35         1.           13         Average Trip Length (miles)         -         -         -         -           14         Revenue Hours         \$ 6,75,6         \$ 101,38         76,652         59,537 </td <td></td> <td>LINK and BART Statistics</td> <td>FY 22/23<br/>May</td> <td></td> <td></td> <td>YTD 22/23</td>  |              | LINK and BART Statistics                                   | FY 22/23<br>May |   |               | YTD 22/23       |
| 1         AbA Passengers         7,822         4,838         71,9           2         Companions         70         11         66           3         Personal Care Assistants         459         337         55           4         One Seat Passengers         1,255         900         13,11           5         Scheduling Statistics         96,666         6,136         91,11           5         Total Number of Nohows & Late Cancels         94,40         865         96,6           7         Total Number of Nohows & Late Cancels         94,40         866         5,22           8         Sama Day Trips         76         12,31         1,1           9         Denial Trips         -         -         -         -           10         Denial Trips         -         -         -         -           11         Revenue Hours         4,683,85         3,585,51         44,222.           12         ADA Passengers per RVHr.         1,67         1,35         1.           13         Average Trip Length (miles)         -         -         -         -           14         Revenue Hours         \$ 6,75,6         \$ 101,38         76,652         59,537 </td <td></td> <td>Ridership Statistics</td> <td>1</td> <td></td> <td></td> <td></td>  |              | Ridership Statistics                                       | 1               |   |               |                 |
| 2         Companions         170         111         16           3         Personal Care Assistants         459         331         65           1         Cone Seat Passengers         1,256         900         13,10           5         Total Passengers         9,606         6,136         91,11           Scheduling Statistics         944         895         96.6           6         Total Number of No Shows & Late Cancels         9944         895         96.6           7         Total number of Cancellations         550         560         52.2           7         Total number of Cancellations         550         560         52.2           8         Samdard Geals, Preductivity Standard Geal = 2.0;<br>Incentre Geals 2.0 + 292. OTP; Ratio of Revolue Hours         4.683.86         3.585.51         44,222.0           14         Average Ride Duration (minutes)         -         -         -         -           14         Average Ride Duration (minutes)         -         -         -         -           16         Total Cost         \$ 43,288.29         \$ 53,336.89         \$ 507.682.2         55,587.5           16         Total Cost         \$ 43,288.29         \$ 53,336.89         \$ 52,526.555.5  | 1            |  | 7.822           | Carl Line                                     | 4 838         | 71,942          |
| 9         Personal Care Assistants         4.59         3.67         55           4         One Seat Passengers         1.255         90.0         13.11           Scheduling Statistics   |              |  |                 | Contract of Contract of Contract of Contract  |               | 623             |
| 4         One Seat Passengers         1,255         9000         13,10           5         Total Passengers         9,606         6,136         91,1           Scheduling Statistics         9         806         6,136         91,1           Cotal Number of No Shows & Late Cancels         994         805         96           Total Number of Cancellations         550         556         52           Co Back Re-scheduled         22         34         4           Sended Re-scheduled         22         34         4           Sended Re-scheduled         22         34         4           Sender Hours         4,683.85         3,585.51         44,222.6           Average Ride Duration (minutes)         -         -         -           Average Ride Duration (minutes)         -         -         -           Average Ride Duration (minutes)         -         -         -           Fuel Cost         \$ 42,294.29         \$ 53,393.69         \$ 507,68.2           Fuel Cost         \$ 43,294.29         \$ 53,393.69         \$ 507,68.2           Arrived 30-59 minutes past window         636         172         5.6           Arrived 30-60 minutes past window         78         3  | 3            |  |                 | PROPERTY CONTRACTORIES                        |               | 5502            |
| Total Passengers         9,000         0,136         0,136         0,11           Scheduling Statistics  |              |  |                 |   |               |                 |
| Scheduling Statistics         0.001         0.001           6         Total Number of No Shows & Late Cancels         984         895         9.6           7         Total Number of Cancellations         550         560         522           8         Same Day Trips         76         123         1.1           Denial Trips         -         -         -         -           10         Ge Backs/Rescheduled         22         34         4           Standard Goals, Productivity Standard Goal = 2.0;<br>Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours         4.683.85         3.585.51         44.222.4           11         Average Ride Duration (minutes)         -         -         -         -           12         AdA Passengers per RVHr.         1.67         1.35         1.1           14         Average Ride Duration (minutes)         -         -         -           14         Average Ride Duration (minutes)         -         -         -         -           15         Total Cost Der ADA Passenger         \$ 67.56         \$ 101.38         76.62.5         -           16         Fiservice Milles         93.077.00         58.73.64         94.49.49         -         -         -         -  |              | -  |                 |   |               |                 |
| 6         Total Number of No Shows & Late Cancels         994         905         906           7         Total number of Cancellations         550         560         562           8         Same Day Trips         76         123         1,1           9         Denial Trips         -         -         -           10         Back Rescheduled         22         34         4           Standard Goals, Productivity Standard Goal = 2.0;<br>Incentive Goal 2.0 + 92%, OTP; Ratio of Revenue Hours         1.67         1.35         1.4,222.1           11         Average Trip Length (miles)         -         -         -         -           12         ADA Passengers per RVHr.         1.67         1.35         1.4,222.1           13         Average Kiele Duration (minutes)         -         -         -           14         Average Kiele Duration (minutes)         -         -         -           15         Total Cost per ADA Passenger         \$ 67,56         \$ 101.38         7.66           16         Total Goal 5 90%; Incentive Goal = 92%         9         \$ 53,936.80         90,456.11         \$ 526,055.51           10         Total Cost         \$ 528,447.80         \$ 490,456.11         \$ 526,055.51 <t< td=""><td>э</td><td></td><td>9,606</td><td>and the second</td><td>6,136</td><td>91,167</td></t<>   | э            |  | 9,606           | and the second                                | 6,136         | 91,167          |
| 7       Total number of Cancellations       550       500       500         8       Same Day Trips       76       1.23       1.1         9       Denial Trips       -       -       -       -         10       Ge Backs/Rescheduled       22       34       4         Standard Goals, Productivity Standard Goal = 2.0;<br>Incentive Goal 2.0 + 92%, OTP; Ratio of Revenue Hours       22       34       4         11       Revenue Hours       4,683.85       3,585.51       44,222.6         12       ADA Passengers per RVHr.       1.67       1.35       1.1         13       Average Ride Duration (minutes)       -       -       -         14       Average Ride Duration (minutes)       -       -       -         15       Total Cost       \$ 67.56       \$ 101.38       507.66.2       59.67.86.2         16       Billable Service Hours       6,401.10       5,77.16.52       59.67.86.2       53.936.89       \$ 507.86.2         17       Total Cost       \$ 528.447.80       \$ 490.496.611       \$ 5,526.055.1         18       Total Cost       \$ 528.447.80       \$ 490.456.11       \$ 5,526.055.1         20       Percent on-time       88.9%       92.1%       82.1%   |              |  | -               |   |               |                 |
| 8         Same Day Trips         76         123         1,1           9         Denial Trips         -         -         -           10         Go Backs/ Re-scheduled         22         34         4           Standard Goals, Productivity Standard Goal = 2.0;<br>incentive Goal 2.0 + 29X, OTP, Ratio of Revenue Hours         4         22         34         4           Revenue Hours         4,663.85         3,585.51         44,222.1         34         4           Revenue Hours         4,663.85         3,585.51         44,222.1         34         4           Average Ride Duration (minutes)         1.67         1.35         1.1         35         1.1           Average Ride Duration (minutes)         6,401.10         5,77.65.2         59,987.82         53,936.69         59,937.86.2           17         Billable Service Hours         6,401.10         5,77.65.2         59,937.86.2         59,786.2           17         Total Cost         \$ 43,294.29         \$ 53,936.89         52,936.61         \$ 5,526,055.3           0         Percent on-time         88.9%         92.1%         82.2           17         Total Cost         \$ 52,94.404         266         3.6           24         Arrived 30-59 minutes past wind  |              | Total Number of No Shows & Late Cancels                    | 984             | the first of                                  | 895           | 9,665           |
| 9         Denial Trips         -           - <t< td=""><td></td><td></td><td>550</td><td>and the second</td><td>560</td><td>5,257</td></t<>  |              |  | 550             | and the second                                | 560           | 5,257           |
| 10         Co Backs/ Re-scheduled         22         34         4           Standard Goals, Productivity Standard Goal = 2.0;<br>incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours<br>to Service Hours 83%         4,683.85         3,585.51         4,4222.8           12         ADA Passengers per RVHr.         1.67         1.35         1.           13         Average Trip Length (miles)         1.67         1.35         1.           14         Average Ride Duration (minutes)         6.401.10         5.716.62         59.957.           16         Total Cost per ADA Passenger         6.401.10         5.716.62         59.957.           16         Total Cost         \$ 43,298.29         \$ 53,986.89         \$ 507,862.5           17         Total Cost         S 528,447.80         \$ 490,456.11         \$ 5,526,055.5           17         Total Cost         S 528,447.80         \$ 490,456.11         \$ 5,526,055.5           17         Total Missed Trips         10         2         2           20         Percent on-time         88.9%         92.1%         82.7           21         Arrived 0.99 minutes past window         78         3         6           21         Total Missed Trips         10         2         2           25 </td <td></td> <td></td> <td>76</td> <td></td> <td>123</td> <td>1,137</td> |              |  | 76              |   | 123           | 1,137           |
| Standard Goal = 2.0;<br>Incentive Goal 2.0 + 92% OTF; Ratio of Revenue Hours<br>to Service Hours 8'/>           17         Revenue Hours 3'/>(Arrived Sesengers per RVHr.         1.67         1.35         1.1           13         Average Trip Length (miles)   |              |  |                 |   |               |                 |
| Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours           Revenue Hours         4,683.85         3,585.51         44,222.6           ADA Passengers per RVHr.         1.67         1.35         1.           Average Ride Duration (minutes)  | 10           |  | 22              | and the                                       | 34            | 455             |
| bit Service Hours 83%           11         Revenue Hours         4,683.85         3,585.51         44,222.4           ADA Passengers per RVHr.         1.67         1.35         1.           Average Trip Length (miles)  |              |  |                 |   |               |                 |
| 11       Revenue Hours       4,683.85       3,585.51       44,222.6         12       ADA Passengers per RVHr.       1.67       1.35       1.4         14       Average Ride Duration (minutes)       1.67       1.35       1.138         14       Average Ride Duration (minutes)       1.67       1.35       1.138       76.4         15       Total Cost per ADA Passenger       \$ 67.56       \$ 101.38       76.4       944.9         17       Billable Service Murs       6.401.10       5,716.52       59.597.862.5       59.597.862.5         17       Total Cost       \$ 43.298.29       \$ 53.936.89       \$ 50.7662.5       59.567.862.5         17       Total Cost       \$ 528,447.80       \$ 490,456.11       \$ 5,526,055.4         17       Total Ost       \$ 528,447.80       \$ 490,456.11       \$ 5,526,055.4         16       Tarrived 15-28 minutes past window       636       17.79       5.6       3.02         21       Arrived 30-98 minutes past window       78       3       66       0.02       0.02       0.02       0.02         22       Total Mised Trips       10       2       0.02       0.02       0.02       0.02       0.02       0.02       0.02       0.02 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>  |              |  |                 |   |               |                 |
| 12         ADA Passengers per RVHr.         1.67         1.67         1.35         1.           13         Average Trip Length (miles)   |              |  |                 |   |               |                 |
| 13       Average Trip Length (miles)       100       100         14       Average Ride Duration (minutes)       100       100         15       Total Cost per ADA Passenger       \$ 67.56       \$ 101.38       \$ 76.6         16       Service Miles       93.077.00       58.735.64       944.9         17       Billable Service Hours       6.401.10       5.716.52       59.867.         17       Fuel Cost       \$ 43.298.29       \$ 53.336.89       \$ 507.862.         19       Total Cost       \$ 528.447.80       \$ 4490.456.11       \$ 5.526.055.4         00       Percent on-dime       88.9%       92.1%       82.7         21       Arrived 30-59 minutes past window       636       179       5.6         23       Arrived 30-59 minutes past window       78       3       6         24       Traixed 52.29 minutes past window       78       3       6         25       Transfer Trips       10       2       5         26       Total Missed Trips       1,255       900       13.00         27       Non-CCCTA Miles (Agency Miles)       1,4702.06       9.466.60       128.307.7         27       Non-CCCTA Revenue Hours       908.25       602.25   |              |  |                 | Since and Sector                              |               | 44,222.80       |
| 14       Average Ride Duration (minutes)       1         15       Total Cost per ADA Passenger       \$ 67,56       \$ 101,38       \$ 76.6         15       Total Cost per ADA Passenger       \$ 67,56       \$ 101,38       \$ 76.6         16       Service Miles       93,077.00       58,735.64       944,9         17       Billable Service Hours       \$ 6,401,10       5,716.52       59,587.         17       Fuel Cost       \$ 43,288,29       \$ 53,936.89       \$ 507,862.2         17       Total Cost       \$ 528,447.80       \$ 490,456.11       \$ 5,526,055.7         0n Time Performance       88.9%       92.1%       82.7         21       Arrived 15-29 minutes past window       436       179       5.66         23       Arrived 15-29 minutes past window       78       3       6         24       Total Missed Trips       10       2       1         25       Transfer Trips       464       266       3.6         0me-CCCTA Cost (Cost for Agencies)       \$ 27,058.24       \$ 15,725.07       \$ 24,6736.4         26       Total Trips       1,4702.06       9,466.60       128,307.5         27       Mon-CCCTA Miles (Agency Miles)       14,702.06       9,466.60   |              |  | 1.67            |   | 1.35          | 1.63            |
| 15       Total Cost per ADA Passenger       \$ 67,56       \$ 101.38       \$ 76.4         16       *Service Miles       93,077.00       58,735.64       944.9         9       Billable Service Hours       6,401.10       57,716.52       59,587.         18       Fuel Cost       \$ 43,298.29       \$ 53,936.89       \$ 507,662.9         19       Total Cost       \$ 528,447.80       \$ 490,456.11       \$ 5,526,055.9         On Time Performance       Standard Goal = 90%; Incentive Goal = 92%       \$ 430,456.11       \$ 5,526,055.9         20       Percent on-time       88.9%       92.1%       82.7         21       Arrived 30-59 minutes past window       471       58       3.00         23       Arrived 30-59 minutes past window       78       3       6         24       Arrived 10 minutes past window       778       3       6         25       Transfer Trips       464       266       3.6         26       Total Trips       1,255       900       13.07         27       Non-CCCTA Miles (Agency Miles)       14,702.06       9.466.60       128.307         29       Non-CCCTA Miles (Agency Miles)       4,597.75       \$ 3,763.75       \$ 45,002.7         20  |              |  |                 |   |               |                 |
| 16         Service Miles         0         93,077.00         58,735.64         944,9           17         Billable Service Hours         6,401.10         5,716.52         59,587.           18         Fuel Cost         \$ 43,298.29         \$ 53,396.89         \$ 507,662.2           18         Fuel Cost         \$ 528,447.80         \$ 490,456.11         \$ 5,526,055.4           00         Time Performance         \$ 528,447.80         \$ 490,456.11         \$ 5,526,055.4           01         Teat Cost         \$ 53,936.89         \$ 507,662.2         \$ 490,456.11         \$ 5,526,055.4           01         Percent on-time         88.9%         92.1%         82.7           20         Percent on-time         88.9%         92.1%         82.7           21         Arrived 60 minutes past window         78         3         6           22         Arrived 30-59 minutes past window         78         3         6           23         Transef Trips         10         2         1           24         Total Missed Trips         1,255         900         13,07           26         Total Kasen Trips         1,255         900         13,07           27         Non-CCCTA Miles (Agency Miles)  |              |  |                 |   |               |                 |
| Billable Service Hours         0.0011.00         5.716.52         59.537.           18         Fuel Cost         \$ 43,298.29         \$ 53,936.89         \$ 507,862.1           19         Total Cost         \$ 528,447.80         \$ 490,456.11         \$ 5,526,055.5           On Time Performance<br>Standard Goal = 90%; Incentive Goal = 92%         Percent on-time         88.9%         92.1%         82.1           20         Percent on-time         88.9%         92.1%         82.1         83.30           21         Arrived 60 minutes past window         636         179         5.6           22         Arrived 60 minutes past window         78         3         6           24         Total Missed Trips         10         2         10         2           25         Transfer Trips         1,255         900         13,00           26         Total Miss (Agency Miles)         14,702.06         9,466.60         128,307.           26         Total Revenue Hours         908.25         602.25         8,714.           27         Total Revenue Hours         908.25         602.25         8,714.           27         Total Revenue Hours         908.25         602.25         8,714.           27         To   | 15           |  |                 |   | \$ 101.38     | \$ 76.81        |
| 18       Fuel Cost       \$ 43,298.29       \$ 53,936.89       \$ 507,662.2         19       Total Cost       \$ 528,447.80       \$ 490,456.11       \$ 5,526,055.5         Om Time Performance<br>Standard Goal = 90%; Incentive Goal = 92%       Percent on-time       88.9%       92.1%       82.7         20       Percent on-time       88.9%       92.1%       82.7         21       Arrived 30-59 minutes past window       471       58       30.0         23       Arrived 60 minutes past window       471       58       30.0         24       Total Missed Trips       10       2       10       2         25       Transfer Trips       464       266       3,6       0me Seat Pilot Data       700       13,07         26       Total Trips       1,255       900       13,07       Non-CCCTA Acots (Cost for Agencies)       \$ 27,058.24       \$ 15,725.07       \$ 246,736.6         28       Non-CCCTA Alles (Agency Miles)       14,702.06       9,466.60       128,307.7         29       Non-CCCTA Face Collected       \$ 4,597.75       \$ 3,763.75       \$ 45,002.7         21       Non-CCCTA Face Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         23       Total Revenue Hours       906.2  | 16           | *Service Miles   | 93,077.00       |   | 58,735.64     | 944,974         |
| 19       Total Cost       \$ 528,447.80       \$ 490,456.11       \$ 5,526,055.4         On Time Performance<br>Standard Goal = 90%; Incentive Goal = 92%  | 17           | Billable Service Hours                                     | 6,401.10        |   | 5,716.52      | 59,587.98       |
| On Time Performance<br>Standard Goal = 90%; Incentive Goal = 92%           Percent on-time         88.9%         92.1%         82.1           Arrived 15-29 minutes past window         636         179         5,6           Arrived 30-59 minutes past window         471         58         3,0           Arrived 30-59 minutes past window         78         3         6           Arrived 60 minutes past window         78         3         6           Total Trips         10         2         7           Transfer Trips         1,255         900         13,07           *Non-CCTA Cost (Cost for Agencies)         \$ 27,058,24         \$ 15,725,07         \$ 246,736,8           *Non-CCTA Revenue Hours         460,79         298,47         5,127           *Non-CCTA Revenue Hours         908,25         602,25         8,714           *Total Fare Collected         \$ 4,597,75         \$ 3,763,75         \$ 45,002.1           *Non-CCTA Fare Collected         \$ 2,871,50         \$ 2,093,25         \$ 25,737.0           Customer Service         Complaint         \$ 40         9         3           Total Complaints         14         3         3         5           Scheduling/Staff Skill         0         1         0   | 18           | Fuel Cost  | \$ 43,298.29    |   | \$ 53,936.89  | \$ 507,862.99   |
| Standard Goal = 90%; Incentive Goal = 92%           20         Percent on-time         88.9%         92.1%         82.1           21         Arrived 30-59 minutes past window         636         179         5,6           23         Arrived 30-59 minutes past window         78         3         6           23         Arrived 30-59 minutes past window         78         3         6           24         Total Missed Trips         10         2         2           5         Transfer Trips         464         266         3,6           5         One Seat Pilot Data         1,255         900         13,00           6         Total Trips         1,255         900         13,00           7         Non-CCCTA Revenue Hours         14,702.06         9,466.60         128,307           9         Non-CCCTA Revenue Hours         908.25         602.25         8,714.4           *Total Fare Collected         \$ 4,597.75         \$ 3,763.75         \$ 45,002.7           7         Total Fare Collected         \$ 2,871.50         \$ 2,093.25         \$ 25,737.0           5         Driver Complaints         14         3         2           33         Total Complaints         14 <t< td=""><td>19</td><td>Total Cost</td><td>\$ 528,447.80</td><td></td><td>\$ 490,456.11</td><td>\$ 5,526,055.58</td></t<>                  | 19           | Total Cost   | \$ 528,447.80   |   | \$ 490,456.11 | \$ 5,526,055.58 |
| 20         Percent on-time         88.9%         92.1%         82.1           21         Arrived 15-29 minutes past window         636         179         5,6           22         Arrived 30-59 minutes past window         471         58         3,00           3         Arrived 60 minutes past window         78         3         6           4         Total Missed Trips         10         2         7           7         Transfer Trips         464         266         3,60           0         Deset Pilot Data         1,255         900         13,07           7         Non-CCCTA Cost (Cost for Agencies)         \$ 27,058.24         \$ 15,725.07         \$ 246,736.8           28         Non-CCCTA Revenue Hours         460.79         298.47         15,127.           7         Total Revenue Hours         908.25         602.25         8,714.           14         Total Revenue Hours         908.25         5         22,871.50         \$ 2,993.25         \$ 25,737.0           20         Twon-CCCTA Recollected         \$ 2,871.50         \$ 2,093.25         \$ 2,573.0         Customer Service         ConcCCTA Fare Collected         \$ 2,871.50         \$ 2,093.25         \$ 2,573.0           31         Timelinen   |              | On Time Performance  | 1               | New York Charles Street Street                |               |                 |
| 20         Percent on-time         88.9%         92.1%         82.1           21         Arrived 15-29 minutes past window         636         179         5,6           22         Arrived 30-59 minutes past window         471         58         3,00           3         Arrived 60 minutes past window         78         3         6           4         Total Missed Trips         10         2         7           7         Transfer Trips         464         266         3,60           0         Deset Pilot Data         1,255         900         13,07           7         Non-CCCTA Cost (Cost for Agencies)         \$ 27,058.24         \$ 15,725.07         \$ 246,736.8           28         Non-CCCTA Revenue Hours         460.79         298.47         15,127.           7         Total Revenue Hours         908.25         602.25         8,714.           14         Total Revenue Hours         908.25         5         22,871.50         \$ 2,993.25         \$ 25,737.0           20         Twon-CCCTA Recollected         \$ 2,871.50         \$ 2,093.25         \$ 2,573.0         Customer Service         ConcCCTA Fare Collected         \$ 2,871.50         \$ 2,093.25         \$ 2,573.0           31         Timelinen   |              | Standard Goal = 90%: Incentive Goal = 92%                  | 1               |   |               |                 |
| 21       Arrived 15-29 minutes past window       636       179       5,6         22       Arrived 30-59 minutes past window       71       5,8       3,0         23       Arrived 60 minutes past window       78       3       6         24       Total Missed Trips       10       2       2         25       Transfer Trips       464       266       3,6         One Seat Pilot Data   | 20           |  | 88.9%           |   | 92.1%         | 82.1%           |
| 22         Arrived 30-59 minutes past window         471         58         3,0           23         Arrived 60 minutes past window         78         3         6           24         Total Missed Trips         10         2         7           25         Transfer Trips         464         266         3,6           26         Transfer Trips         1,255         900         13,07           27         Non-CCCTA Cost (Cost for Agencies)         \$ 27,058,24         \$ 15,725.07         \$ 246,736.8           27         Non-CCCTA Revenue Hours         908,25         602,25         8,714.           * Total Revenue Hours         908,25         602,25         8,714.           * Total Revenue Hours         908,25         5         2,093,25         \$ 25,737.0           2         *Non-CCCTA Fare Collected         \$ 2,871.50         \$ 2,093,25         \$ 25,737.0           2         Complaint Standard Goal = 2/1,000 passengers         5         2         2           31         Total Complaints         14         3         3         6           2         Driver Complaints         14         3         3         6           32         Driver Complaints         602         428  |              | Arrived 15-29 minutes past window                          |                 |   |               | 5,634           |
| 23       Arrived 60 minutes past window       78       3       66         24       Total Missed Trips       10       2       10       2         25       Transfer Trips       464       266       3,6         One Seat Pilot Data       1,255       900       13,07         26       *Total Trips       1,255       900       13,07         27       'Non-CCCTA Cost (Cost for Agencies)       \$ 27,058,24       \$ 15,725,07       \$ 246,736,8         28       *Non-CCCTA Miles (Agency Miles)       14,702,06       9,466,60       128,307         29       'Non-CCCTA Revenue Hours       908,25       602,25       8,714         31       *Total Revenue Hours       908,25       602,25       8,714         32       *Non-CCCTA Fare Collected       \$ 2,871,50       \$ 2,093,25       \$ 25,737,00         33       Total Complaints       40       9       3         34       Timeliness       25       5       2         35       Driver Complaints       14       3       3         34       Commendations       602       428       3,7         35       Driver Complaints       14       0       3         36  |              |  |                 |   |               | 3,051           |
| 24         Total Missed Trips         10         2           25         Transfer Trips         464         266         3,6           One Seat Pilot Data   | 23           |  |                 |   |               | 602             |
| 25       Transfer Trips       464       266       3,6         One Seat Pilot Data       *       *       1,255       900       13,07         26       *Total Trips       1,255       900       13,07         27       *Non-CCCTA Cost (Cost for Agencies)       \$ 27,058.24       \$ 15,725.07       \$ 246,736.6         27       *Non-CCCTA Revenue Hours       14,702.06       9,466.60       128,307         29       *Non-CCCTA Revenue Hours       908.25       602.25       8,714.         30       *Total Fare Collected       \$ 4,597.75       \$ 3,763.75       \$ 45,002.7         30       *Total Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         31       Total Complaints       40       9       3         33       Total Complaints       14       3       3         34       Timeliness       25       5       2         35       Driver Complaints       14       3       3         36       Equipment / Vehicle       1       0       1         37       Scheduling/Staff Skill       0       1       0         38       Commendations       602       428       3,7   | - 102202 - 1 |  |                 |   |               | 68              |
| One Seat Pilot Data           **Total Trips         1,255         900         13,07           *Non-CCCTA Cost (Cost for Agencies)         \$ 27,058.24         \$ 15,725.07         \$ 246,736.8           28         *Non-CCCTA Miles (Agency Miles)         14,702.06         9,466.60         128,307.           *Non-CCCTA Revenue Hours         460.79         298.47         5,127.           *Non-CCCTA Revenue Hours         908.25         602.25         8,714.           *Total Fare Collected         \$ 4,597.75         \$ 3,763.75         \$ 45,002.7           *Non-CCCTA Fare Collected         \$ 2,871.50         \$ 2,093.25         \$ 25,737.0           Customer Service         Complaints         40         9         3           7otal Complaints         40         9         3         3           34         Timeliness         25         5         2         2           35         Driver Complaints         14         0         1         3           36         Equipment / Vehicle         1         0         1         3           36         Gomplaints         602         428         3,7           37         Ave. wait time in Queue for reservation         0:02:43         0:02:32         <  | 25           | Transfer Trips   |                 |   |               | 3,663           |
| 26       *Total Trips       1,255       900       13,07         *Non-CCCTA Cost (Cost for Agencies)       \$ 27,058.24       \$ 15,725.07       \$ 246,736.2         28       *Non-CCCTA Miles (Agency Miles)       14,702.06       9,466.60       128,307.         29       *Non-CCCTA Revenue Hours       460.79       298.47       5,127.         *Non-CCCTA Revenue Hours       908.25       602.25       8,714.         *Total Revenue Hours       908.25       602.25       8,714.         *Total Fare Collected       \$ 4,597.75       \$ 3,763.75       \$ 45,002.7         *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         Customer Service       Complaint Standard Goal = 2/1,000 passengers       25       5       22         34       Timeliness       25       5       23       5       23         Driver Complaints       14       3       3       3       3       3         36       Equipment / Vehicle       1       0       1       3       3         37       Ave. wait time in Queue for reservation       0:02:43       0:02:32       0:03         37       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:01   | 0.0160       |  |                 | Environment in Constant and an                |               | -1              |
| 27       *Non-CCCTA Cost (Cost for Agencies)       \$ 27,058.24       \$ 15,725.07       \$ 246,736.8         28       *Non-CCCTA Miles (Agency Miles)       14,702.06       9,466.60       128,307.         29       *Non-CCCTA Revenue Hours       460.79       298.47       5,127.         30       *Total Revenue Hours       908.25       602.25       8,714.         31       *Total Fare Collected       \$ 4,597.75       \$ 3,763.75       \$ 45,002.1         32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         33       Total Complaints       40       9       33         34       Timeliness       25       5       22         35       Driver Complaints       14       3       3         36       Equipment / Vehicle       1       0       1         37       Ave. wait time in Queue for reservation       0:02:43       0:02:03       0:011         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:011         36  | 26           |  | 1,255           | The second                                    | 900           | 13,072          |
| 28       *Non-CCCTA Miles (Agency Miles)       14,702.06       9,466.60       128,307.         29       *Non-CCCTA Revenue Hours       460.79       298.47       5,127.         30       *Total Revenue Hours       908.25       602.25       8,714.         31       *Total Fare Collected       \$ 4,597.75       \$ 3,763.75       \$ 45,002.1         32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         33       Total Complaints       40       9       3         34       Timeliness       25       5       22         35       Driver Complaints       14       3       3         36       Equipment / Vehicle       1       0       1         37       Scheduling/Staff Skill       0       1       3         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:011         39       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:011         39       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:011         30       Safety & Maintenance  |              |  |                 |   |               |                 |
| 29       *Non-CCCTA Revenue Hours       460.79       298.47       5,127.         30       *Total Revenue Hours       908.25       602.25       8,714.         31       *Total Fare Collected       \$ 4,597.75       \$ 3,763.75       \$ 45,002.75         32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.05         32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.05         33       Total Complaint Standard Goal = 2/1,000 passengers       25       5       22         34       Timeliness       25       5       22         35       Driver Complaints       14       3       3         36       Equipment / Vehicle       1       0       1         37       Scheduling/Staff Skill       0       1       3         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for reservation       0:02:43       0:02:03       0:01         39       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:01         30       Safety & Maintenance       Accident Standard Goal = .5/100,000 miles;       Roadcall Standard Goal = .5/100,000 miles       0.00   | 28           |  |                 |   |               | 128,307.50      |
| 30       *Total Revenue Hours       908.25       602.25       8,714.         31       *Total Fare Collected       \$ 4,597.75       \$ 3,763.75       \$ 45,002.75         32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         33       Total Complaint Standard Goal = 2/1,000 passengers   | 201212       |  |                 | Concession and the statement of the survey of |               | 5,127.17        |
| 31       *Total Fare Collected       \$ 4,597.75       \$ 3,763.75       \$ 45,002.3         32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         33       Total Complaint Standard Goal = 2/1,000 passengers       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         33       Total Complaints       40       9       33         34       Timeliness       25       5       22         35       Driver Complaints       14       3       3         36       Equipment / Vehicle       1       0       1         37       Scheduling/Staff Skill       0       1       3         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for reservation       0:02:43       0:02:03       0:011         39       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:011         30       Safety & Maintenance       Accident Standard Goal = .5/100,000 miles;       Roadcall Standard Goal = .5/100,000 miles;       0.00       0.00       0.00         41       Total accidents per 100,000 miles       0.00       0.00       0.00       0.00         42       Roadcalls per 100,000 miles  | 30           | *Total Revenue Hours                                       |                 |   |               | 8,714.33        |
| 32       *Non-CCCTA Fare Collected       \$ 2,871.50       \$ 2,093.25       \$ 25,737.0         Customer Service<br>Complaint Standard Goal = 2/1,000 passengers       40       9       33         33       Total Complaints       40       9       33         34       Timeliness       25       5       22         35       Driver Complaints       14       3       3         36       Equipment / Vehicle       1       0       1         37       Scheduling/Staff Skill       0       1       3         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for reservation       0:02:43       0:02:32       0:03:         40       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:011:         Safety & Maintenance<br>Accident Standard Goal = .5/100,000 miles;<br>Roadcall Standard Goal = .5/100,000 miles;       0.00       0.00       0.00         41       Total accidents per 100,000 miles       0.00       0.00       0.00         42       Koadcalls per 100,000 miles       0.00       0       0.00         44       *Total ADA Riders in Data Base       1,708       1,747       2,67  | 31           | *Total Fare Collected                                      | \$ 4,597.75     | State Street                                  |               |                 |
| Customer Service<br>Complaint Standard Goal = 2/1,000 passengers         33       Total Complaints         34       Timeliness         35       Driver Complaints         36       Equipment / Vehicle         37       Scheduling/Staff Skill         38       0         39       Ave. wait time in Queue for reservation         00       1         39       Ave. wait time in Queue for customer service         0:02:43       0:02:32         0:02:03       0:01:         Safety & Maintenance<br>Accident Standard Goal = .5/100,000 miles;<br>Roadcall Standard Goal = .5/100,000 miles;         Roadcalls per 100,000 miles       0.00         41       Total accidents per 100,000 miles         42       N.00         44       *Total ADA Riders in Data Base         1,708       1,747   | 32           | *Non-CCCTA Fare Collected                                  | \$ 2,871.50     |   | \$ 2.093.25   |                 |
| 33       Total Complaints       40       9       33         34       Timeliness       25       5       2         35       Driver Complaints       14       3       3         36       Equipment / Vehicle       1       0       3         37       Scheduling/Staff Skill       0       1       3         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for reservation       0:02:43       0:02:32       0:03:         40       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:01:         Safety & Maintenance       Accident Standard Goal = .5/100,000 miles;       Roadcall Standard Goal = .5/100,000 miles;       0.00       0.00       0.00         41       Total accidents per 100,000 miles       0.00       0.00       0.00       0.00         42       Roadcalls per 100,000 miles       0.00       0       0.00       0.00       0.00         44       *Total ADA Riders in Data Base       1,708       1,747       2,67   |              | Customer Service   |                 |   |               |                 |
| 34       Timeliness       25       5       2         35       Driver Complaints       14       3         36       Equipment / Vehicle       1       0         37       Scheduling/Staff Skill       0       1         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for reservation       0:02:43       0:02:32       0:03:         40       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:01:         Safety & Maintenance       Accident Standard Goal = .5/100,000 miles;       Roadcall Standard Goal = .4/100,000 miles;       0.00       0.00       0.00         41       Total accidents per 100,000 miles       0.00       0.00       0.00         42       *Total ADA Riders in Data Base       1,708       1,747       2,67   |              | Complaint Standard Goal = 2/1,000 passengers               |                 |   |               |                 |
| 34       Timeliness       25       5       2         35       Driver Complaints       14       3         36       Equipment / Vehicle       1       0         37       Scheduling/Staff Skill       0       1         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for reservation       0:02:43       0:02:32       0:03:         40       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:01:         Safety & Maintenance       Accident Standard Goal = .5/100,000 miles;       Roadcall Standard Goal = .4/100,000 miles;       0.00       0.00       0.00         41       Total accidents per 100,000 miles       0.00       0.00       0.00         42       *Total ADA Riders in Data Base       1,708       1,747       2,67   | 33           |  | 40              |   | a             | 344             |
| 35         Driver Complaints         14         3           36         Equipment / Vehicle         1         0           37         Scheduling/Staff Skill         0         1           38         Commendations         602         428         3,7           39         Ave. wait time in Queue for reservation         0:02:43         0:02:32         0:03           40         Ave. wait time in Queue for customer service         0:02:18         0:02:03         0:01           Safety & Maintenance         Accident Standard Goal = .5/100,000 miles;         Roadcall Standard Goal = .4/100,000 miles;         7           Roadcalls per 100,000 miles         0.00         0.00         0.00           41         Total accidents per 100,000 miles         0.00         0.00           42         *Total ADA Riders in Data Base         1,708         1,747         2,67   | 622-633      |  |                 |   |               | 267             |
| 36       Equipment / Vehicle       1       0         37       Scheduling/Staff Skill       0       1         38       Commendations       602       428       3,7         39       Ave. wait time in Queue for reservation       0:02:43       0:02:32       0:03:         40       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:01:         Safety & Maintenance       Accident Standard Goal = .5/100,000 miles;       0:00       0:00       0:01:         41       Total accidents per 100,000 miles       0.00       0.00       0.00         42       Roadcalls per 100,000 miles       0.00       0.00       0.00         43       Eligibility Statistics       44       *Total ADA Riders in Data Base       1,708       1,747       2,67  | 10.0000      |  |                 | CONTRACTOR AND ADDRESS OF                     |               | 50              |
| 37         Scheduling/Staff Skill         0         1           38         Commendations         602         428         3,7           39         Ave. wait time in Queue for reservation         0:02:43         0:02:32         0:03:           40         Ave. wait time in Queue for customer service         0:02:18         0:02:03         0:01:           Safety & Maintenance         Accident Standard Goal = .5/100,000 miles;         0:00         0:00         0:01:           41         Total accidents per 100,000 miles         0.00         0.00         0.00         0.00           42         Roadcalls per 100,000 miles         0.00         0.00         0.00         0.00           43         Eligibility Statistics         44         *Total ADA Riders in Data Base         1,708         1,747         2,67   |              |  |                 |   |               | 11              |
| 38         Commendations         602         428         3,7           39         Ave. wait time in Queue for reservation         0:02:43         0:02:32         0:03           40         Ave. wait time in Queue for customer service         0:02:18         0:02:03         0:01           Safety & Maintenance<br>Accident Standard Goal = .5/100,000 miles;<br>Roadcall Standard Goal = .4/100,000 miles         0:00         0:00         0.00           41         Total accidents per 100,000 miles         0:00         0:00         0.00           42         Roadcalls per 100,000 miles         0:00         0:00         0.00           43         Eligibility Statistics         44         *Total ADA Riders in Data Base         1,708         1,747         2,67  |              |  |                 |   |               | 30              |
| 39       Ave. wait time in Queue for reservation       0:02:43       0:02:32       0:03:         40       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:01:         Safety & Maintenance       Accident Standard Goal = .5/100,000 miles;       0:02:18       0:02:03       0:01:         41       Total accidents per 100,000 miles       0.00       0.00       0.00         42       Roadcalls per 100,000 miles       0.00       0.00       0.00         43       Eligibility Statistics       44       *Total ADA Riders in Data Base       1,708       1,747       2,60  |              |  |                 | 1 C   |               | 3,734           |
| 40       Ave. wait time in Queue for customer service       0:02:18       0:02:03       0:01:0         Safety & Maintenance       Accident Standard Goal = .5/100,000 miles;       0:02:18       0:02:03       0:01:0         Accident Standard Goal = .5/100,000 miles;       Roadcall Standard Goal = .4/100,000 miles       0.00       0.00       0.00         41       Total accidents per 100,000 miles       0.00       0.00       0.00         42       Roadcalls per 100,000 miles       0.00       0.00       0.00         43       Eligibility Statistics       4       *Total ADA Riders in Data Base       1,708       1,747       2,667   | 200-000      |  |                 |   | 50 STORE 100  |                 |
| Safety & Maintenance         Accident Standard Goal = .5/100,000 miles;         Roadcall Standard Goal = .4/100,000 miles         41       Total accidents per 100,000 miles         0.00       0.00         42       Roadcalls per 100,000 miles         0.00       0.00         43       Eligibility Statistics         44       *Total ADA Riders in Data Base         1,708       1,747  |              |  |                 | Company of the second second                  |               |                 |
| Accident Standard Goal = .5/100,000 miles;<br>Roadcall Standard Goal = 4/100,000 miles           41         Total accidents per 100,000 miles         0.00         0.00         0.00           42         Roadcalls per 100,000 miles         0.00         0         0.00         0.00           43         Eligibility Statistics         44         *Total ADA Riders in Data Base         1,708         1,747         2,67  | 40           |  | 0:02:18         |   | 0:02:03       | 0:01:50         |
| Roadcall Standard Goal = 4/100,000 miles           41         Total accidents per 100,000 miles         0.00         0.00           42         Roadcalls per 100,000 miles         0.00         0         0.00           43         Eligibility Statistics   | 2            |  |                 |   |               |                 |
| 41         Total accidents per 100,000 miles         0.00         0.00         0.00           42         Roadcalls per 100,000 miles         0.00         0         0.00         0           43         Eligibility Statistics         1,708         1,747         2,66  |              |  |                 |   |               |                 |
| 42         Roadcalls per 100,000 miles         0.00         0         0.01           43         Eligibility Statistics         44         *Total ADA Riders in Data Base         1,708         1,747         2,61  | 44           |  | 0.00            |   | 0.00          | 0.00            |
| 43       Eligibility Statistics         44       *Total ADA Riders in Data Base       1,708         1,707       2,61   |              |  |                 |   |               | 0.00            |
| 44 *Total ADA Riders in Data Base 1,708 1,747 2,67   |              |  | 0.00            | Concerning and the                            | 0             | 0.40            |
|  | 2223         |  |                 | in minipipipina and                           |               |                 |
| 45 Internet internetions 62 Manual 400 400   |              |  |                 | Contraction of the                            |               | 2,671           |
|  | 45           | *Total Certification Determinations                        | 63              | Contraining of the                            | 103           | 1,012           |
| 46 *Initial Denials 1 0  | 201          |  |                 |   |               | 1               |
| 47 *Denials Reversed 0 0   | 4/           | Denials Reversed   | 0               | Add Strange                                   | 0             | 0               |
| Lotal Cost por ADA Passonger evolution cost of the One Sect Bilet  | 1            | *Total Cost per ADA Passenger excludes cost of the One Sea | t Dilot         |   |               |                 |

\*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.: ( 10

Date: 6/21/2023