

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE

### MEETING AGENDA

Wednesday, July 3, 2024

8:00 a.m.

Supervisor Andersen Office

309 Diablo Rd, Danville, CA

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

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of June 5, 2024\*
4. Swiftly Modules\*  
(Staff will request authorization to procure additional Swiftly Modules)
5. Fall Bid Update – Information Only\*  
(Staff will provide an update on the upcoming Fall service changes)
6. Automated Driving Systems (ADS) Demonstration Project Update – Information Only\*  
(Staff will provide an update on the ADS Project in Martinez)
7. Monthly Reports – Information Only
  - a. Fixed Route\*
  - b. Paratransit\*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – September 4, 2024 (8:00am at 309 Diablo Rd, Danville, CA)
11. Adjournment

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\*Enclosure

FY2023/2024 O&S Committee

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

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

## General Information

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

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

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

**Availability of Public Records:** The agenda and enclosures for this meeting are posted also on our website at [www.countyconnection.com](http://www.countyconnection.com).

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

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

### Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, July 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, July 10, 2:00 p.m., 3rd Floor Conference Room
Advisory Committee:	Tuesday, July 9, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, July 11, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

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

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

**Summary Minutes**  
**Operations & Scheduling Committee**  
**Wednesday, June 5, 8:00 a.m.**

**Directors:** Robert Storer, Jim Diaz, Dave Hudson

**Staff:** Bill Churchill, Ruby, Horta, Scott Mitchell, John Sanderson, Marcel Longmire, Pranjal Dixit, Rosa Noya, Laura Corona

**Public:** None

**Call to Order:** Meeting called to order at 8:00 a.m. by Director Storer.

**1. Approval of Agenda**

The Committee approved the agenda.

**2. Public Communication**

None.

**3. Approval of Minutes of April 3, 2024**

The Committee approved the minutes.

**4. Go San Ramon Update**

Mr. Dixit provided an update on the Go San Ramon Program. He informed that with growing demand and limited funding availability, staff worked with City of San Ramon to readjust the boundaries for the next phase of the pilot. The boundaries have been changed to minimize overlap with new bus routes implemented by LAVTA in March 2024 along with reducing service south of I-580 where there is ample existing fixed route service provided by LAVTA. He informed that subsidies would continue to be paid by City of San Ramon through Measure J and TFCA funds for FY 25.

**5. Bus Aid Update**

Mr. Dixit informed that Metropolitan Transportation Commission (MTC) launched the Bus Accelerated Infrastructure Delivery (BusAID) program in 2023 to provide funding for quick-build solutions for areas with frequent delays, such as dedicated bus lanes, improved traffic signals for buses, and optimized bus stop locations. County Connection's proposal to enhance reliability and accessibility of bus stops on Monument Boulevard was awarded \$385,000 from OBAG 3 funding. County Connection will also contribute \$49,880 in local matching funds from TDA.

**6. Electric Bus Update**

Mr. Longmire provided an update on the battery electric fleet focusing on low vehicle availability in 2023. Low availability stemmed from parts shortages and persistent battery problems. Additionally, rising electricity rates pushed BEB operating costs from \$1.22 per mile in 2022 to \$2.01. Mr. Mitchell elaborated that parts for older, first-generation BEBs are becoming obsolete and difficult to replace, with vendors offering limited support for outdated battery sub-systems. Finally, Mr. Churchill addressed the critical role of public transit during emergencies, highlighting the challenges posed by BEV unreliability.

**7. Monthly Ridership Reports**

Mr. Dixit shared that the ridership in April was up about 15% compared to a year ago. He also noted that productivity was higher when compared to pre-pandemic levels and operator counts dipped

slightly. He informed that on time performance was flat however, service changes to improve were being implemented in June.

Ms. Noya shared that there was an increase in ridership in March compared to February. She highlighted that productivity fell slightly below the standard of 1.5 passengers per hour and on-time performance well above the standard of 92%. Furthermore, Ms. Noya reported that one accident was reported in February. Ms. Noya responded to Director Hudson's question about types of vehicles used by stating that while majority of trips are done via cutaways, the subcontractors also utilized a fleet of minivans and sedans to provide paratransit service.

**8. Committee Comments**

None

**9. Future Agenda Items**

None

**10. Next Scheduled Meeting**

The next meeting was scheduled for July 3 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA.

**11. Adjournment** – The meeting was adjourned at 9:09 a.m.

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

**To:** Operations & Scheduling Committee

**Date:** 06/21/2023

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

**Reviewed by:** *Ref*

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**SUBJECT: Swiftly Modules**

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### Background:

In the fall of 2022, agency staff embarked on a search for alternative solutions to improve data collection for on-time performance (OTP) tracking. The goal was to achieve this enhancement without requiring a complete overhaul of the existing Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system. This led to exploring options provided by Swiftly, a cloud-based transit data platform.

Swiftly integrates seamlessly with existing hardware on buses, offering robust data analytics and visualizations. Staff implemented two key modules: On-Time Performance and Run Times. These modules provide a comprehensive picture of service delivery.

### Swiftly:

Swiftly leverages a strategic combination of three data sources to track real-time bus location and calculate on-time performance and run times at every stop along each route – General Transit Feed Specification (GTFS) Realtime feed, BusTime Application Programming Interface (API) coming from the existing Clever Devices system, the platform collects vehicle location data from the CradlePoint routers already installed on the buses to help fill in gaps from the other two data sources.

In addition to higher frequency of data, the data from the routers has much lower latency (i.e., the delay between the data being generated and received), which means it more closely reflects real-time conditions. Swiftly's platform was able to provide 40% more stop-level data and recover 7% of data that would have otherwise been discarded due to missing operator login information and has been instrumental in analyzing system performance and developing targeted service changes for optimization.

Staff has recently begun testing additional functionalities within Swiftly. This ongoing exploration focused on identifying modules that can further enhance the capabilities of Operations, Customer Service teams as well as customers.

### Modules:

#### Live Operations/Real-time Passenger Predictions

This module provides operations staff with a central hub for monitoring bus health and performance. Key features include:

- **Live Vehicle Tracking:** Updates every 5-10 seconds, giving dispatchers a clear picture of bus locations throughout the system.
- **Fleet Optimization:** Quickly identifies unassigned vehicles and facilitates efficient deployment based on real-time needs.

- **On-Time Performance Monitoring:** Enables proactive measures to address delays and improve overall schedule adherence.
- **Dynamic Stop Predictions:** Provides accurate arrival estimates for riders, even when buses are rerouted, allowing for better trip planning.
- **Enhanced Customer Service:** Equips call center staff with real-time data to effectively respond to customer inquiries about bus locations and arrival times.

A recent system outage highlighted the critical importance of this module. When traditional tracking methods were unavailable, temporary access to the module proved to be an essential resource. It allowed operations staff to maintain bus monitoring and customer service staff to continue assisting riders during the disruption.

#### GPS Playback

This module is a powerful tool that transforms raw location data into dynamic map visualization. It replays the historical movements of every vehicle in your transit network, allowing agency staff to rewind time and see the location of any bus during a specific period. This data can be further used for:

- **Vehicle Identification:** Block and trip IDs for easy route and schedule reference.
- **Driver Information:** Assign accountability and personalize performance reviews.
- **Performance Metrics:** Monitor adherence to schedules, headways, and speed limits to identify areas for improvement or recognize exemplary service.
- **Investigate Missed Stops:** Quickly investigate and resolve passenger complaints when passengers get passed up by buses.

#### Service Adjustments

This module empowers staff to adapt to unexpected situations and proactively manage service disruptions, all in real-time.

- **Dynamic Adjustments:** Instantly enact detours, modify departure times, add or cancel trips, close stops, and create temporary stops – all on the fly.
- **Real-Time Updates:** Changes made through Service Adjustments are reflected immediately in Swiftly's real-time predictions, keeping both customers and staff informed.

This is the first and only transit tool to share real-time detour information, including detour shapes and temporary stops, with third-party rider apps. This is achieved through Trip-Modifications, a cutting-edge update to the GTFS-rt TripUpdates specification. Additionally, our current partnership with Transit Royale allows us to leverage this innovative functionality and display real-time detour shapes directly within Transit's mobile app – empowering riders with the information they need, when they need it.

#### **Financial Implications:**

The one-year cost for the Live Operations/Real-time Passenger Predictions, GPS Playback and Service Adjustments modules is \$181,000. Staff plans to use TDA funds to cover the cost, which has already been included in the FY 2025 budget.

#### **Recommendation:**

Staff recommends acquiring the additional three modules from Swiftly for one year at a cost not to exceed \$181,000.

**Action Requested:**

Staff requests that the O&S Committee forward the proposed one-year contract with Swiftly to the Board for approval.

**Attachments:**

None

**To:** Operations & Scheduling Committee

**Date:** 06/21/2024

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

**Reviewed by:** *Ref*

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**SUBJECT:** Fall Bid Update

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### **Background:**

The COVID-19 pandemic necessitated significant service changes to maintain transit accessibility across the service area in response to fluctuating ridership. As businesses have reopened and some in-office work has resumed, ridership has shown steady growth. This growth has been further supported by system-wide and regional fare promotions like Monument Free, Summer Youth Pass, Pass2Class, and Clipper START. However, ongoing challenges persist. Despite dedicated recruitment and training efforts, operator shortage and retention remain a significant barrier to expanding service levels. Additionally, increased traffic congestion necessitates frequent schedule adjustments to ensure reliable service delivery.

### **Ridership Trends:**

Ridership has been growing steadily year-over-year as seen in Figure 1. This positive trend is particularly pronounced for weekend and school ridership, as illustrated in Figure 1. Notably, weekend ridership has surpassed pre-pandemic levels as of May 2024, likely due in part to the expansion of the Monument Free program and shift in travel patterns. School ridership has also shown significant recovery, reaching 98% of pre-pandemic levels. Weekday ridership currently sits at 74% of pre-pandemic levels for local routes and 49% for express routes.

### **On-Time Performance:**

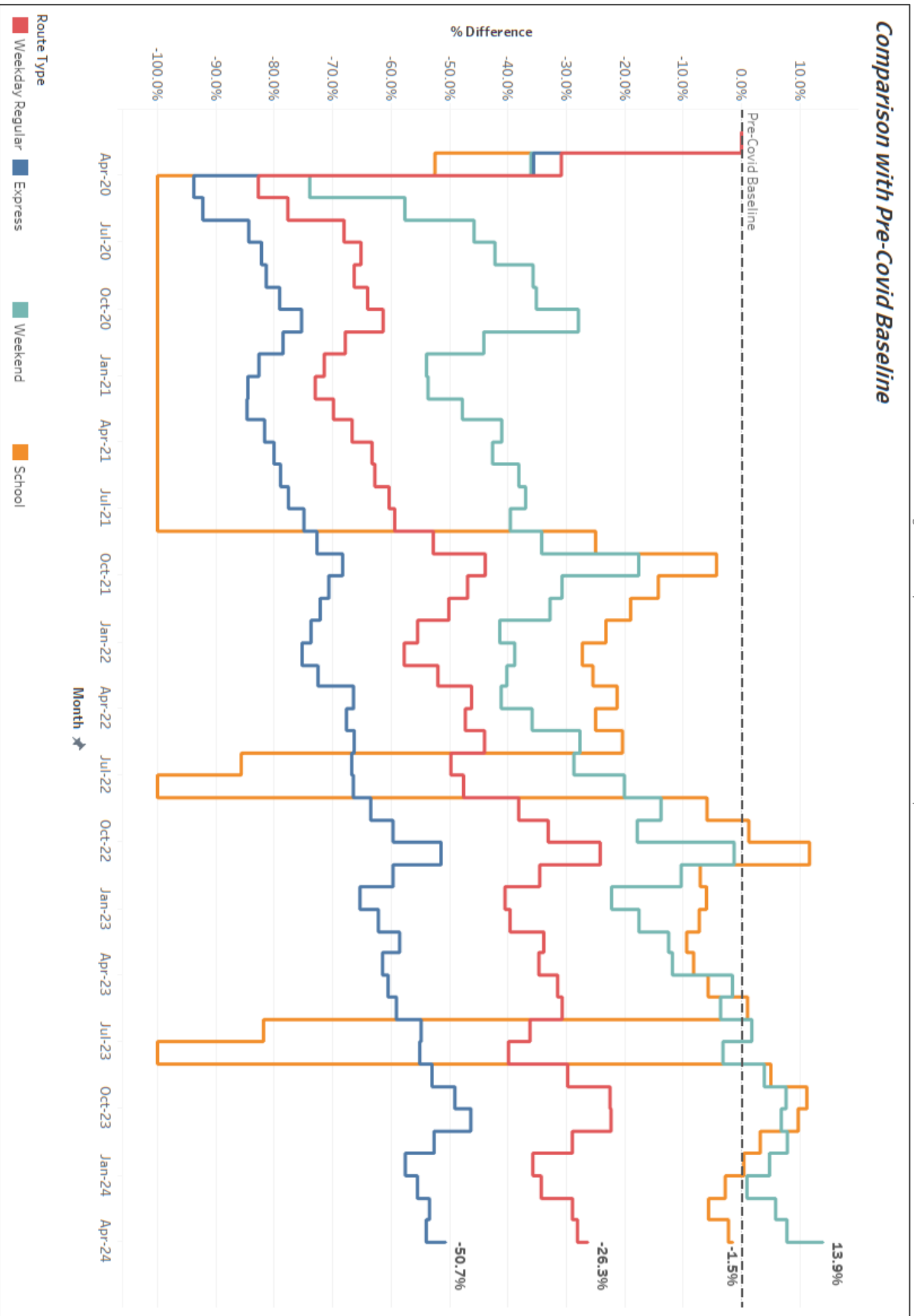
Several changes were implemented during the Summer Bid in response to operator suggestions and to improve on-time performance. These included the following route adjustments:

- Routes 5, 10, 20, 91X, 98X, 321, and 335 schedule and runtimes were adjusted with the primary goal of improving on-time performance.
- The service frequency on Route 91X was reduced from 30 minutes to 40 minutes.
- Service on Routes 10 and 20 was scaled back after 6PM to better align with ridership.

Staff is monitoring the performance and will make changes accordingly after further analysis.



Figure 1: Comparison with Pre-Covid Ridership



**Fall Bid:**

The Fall bid will be implemented on August 11, 2024, and will include several service adjustments. Along with an analysis of current schedule and ridership levels, these changes were guided by passenger input, operator suggestions and maximizing efficiency of resource usage. The changes will include the following:

- Routes 6 will experience adjustments to schedules during peak hours particularly aimed at improving on-time performance and recovery time for operators.
- Route 91X routing will be modified slightly to eliminate a segment on private property.
- Minor trip adjustment is being made on Route 93X during peak hour to improve on-time performance.

**Financial Implications:**

None. The service levels for the Fall bid are consistent with the proposed FY 2025 budget.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None

**To:** Operations and Scheduling Committee

**Date:** 06/26/2024

**From:** John Sanderson, Director of ADA and Specialized Services

**Reviewed by:** *Ref*

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**SUBJECT: Automated Driving Systems (ADS) Program Update**

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### Background:

The Contra Costa Transportation Authority (CCTA), County Connection and May Mobility, Inc. will jointly be conducting a demonstration pilot project, which will provide limited transportation service in Martinez using Autonomous Vehicles (AVs). For the past several months, County Connection staff have been working closely with CCTA and May Mobility to develop an operationally feasible scope of work for the pilot that satisfies project requirements without duplicating County Connection bus service. The program will operate for one year starting Summer 2024. CCTA is the project sponsor, May Mobility is providing the AVs, and County Connection has committed to providing union-represented drivers to operate the AVs. The committee previously received an update about the ADS project in April 2024.

### Project Update:

In May 2024, following several months of discussion and negotiation, staff were able to execute a three-party agreement with CCTA and May Mobility outlining roles and responsibilities, as well as the actual scope of services that the program will provide. Under the agreement, County Connection will provide all drivers for the project, through our paratransit contract. The first three driver positions will be paid for by County Connection, and CCTA will fund the additional drivers and other contracted labor as needed.

The Automated Driving Systems (ADS) program will consist of a daytime component that will help select passengers obtain access from the Contra Costa Regional Medical Center to nutrition and medication resources, and an evening component that will provide point to point service for the public after County Connection's service in the area stops running. Service will be available Monday through Friday, and the evening service will be limited to the hours between 6:00 PM and 10:00 PM. The schedule for the daytime nutrition/medication access component has not yet been finalized. Preliminary plans are currently under development for a launch event, to be held in Martinez in July, as well as a promotional campaign to publicize and attract riders for the pilot program.

In support of the project, staff has also negotiated terms for a contract amendment with Transdev to cover the cost of the operators and other support staff. The terms negotiated are based on Transdev's fully burdened labor costs for drivers and other personnel. The three drivers will be recruited from Transdev's current pool of paratransit drivers and will be selected based on a combination of seniority and aptitude. Additional drivers will be selected through open recruitment. Once selected, each driver must complete a rigorous Autonomous Vehicle Operator (AVO) training course conducted by May

Mobility. The AVO training course consists of online and classroom components, as well as closed course and public road behind the wheel training.

**Financial Implications:**

County Connection has committed to funding three full-time AVO positions for one year in support of the project. The cost has been included in the FY 2025 budget.

**Recommendation:**

None. Information Only.

**Action Requested:**

None. Information Only.

**Attachments:**

None

To: Operations & Scheduling Committee

Date: 6/24/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: *Ref*

**SUBJECT: Fixed Route Operating Reports for May 2024**

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

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
<b>Total Passengers</b>	246,372	220,207	
<b>Average Weekday</b>	10,180	9,282	
<b>Pass/Rev Hour</b>	15.2	13.9	Standard Goal > 17.0
<b>Missed Trips</b>	0.60%	0.30%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	29,928	35,141	Standard Goal > 18,000

\* Based on current standards from updated SRTP

### Analysis

Average weekday ridership was higher in May 2024 (10,180 passengers) than the previous month of April 2024 (9,722 passengers) and is 11.1% higher than May 2023 (9,165 passengers). County Connection also ran emergency BART Bridges on one day in May serving 392 passengers.

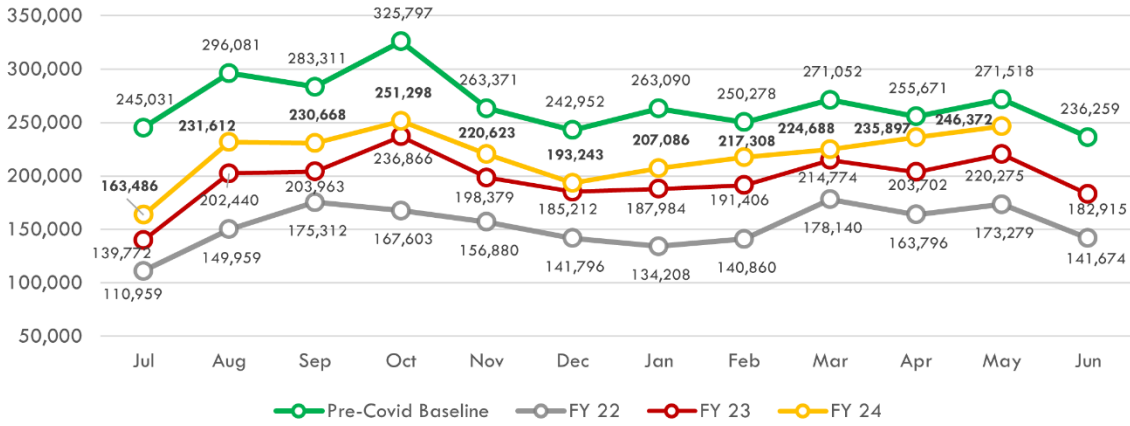
Passengers per hour in May was 15.2, which is higher than April 2024 and higher than May 2023 when passengers per hour was 13.5.

The percentage of missed trips in May was 0.60%, which is higher than the prior month when it was 0.18%.

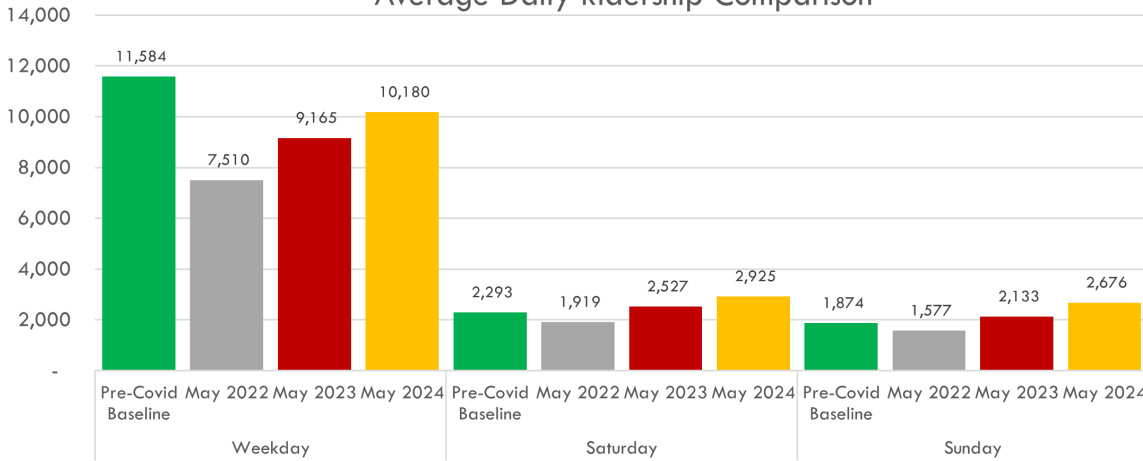
The number of miles between roadcalls was 29,928 miles in May, higher than the prior month in which there were 24,812 miles between roadcalls. The rolling 12-month average is 35,742 miles between roadcalls.

Of a total 246,764 passengers, 133,383 passengers had the potential to use a Clipper card aboard County Connection since 113,381 either used an employer or school pass or were on a free route. About 80.6% of the 133,383 potential Clipper card users paid using Clipper during this month.

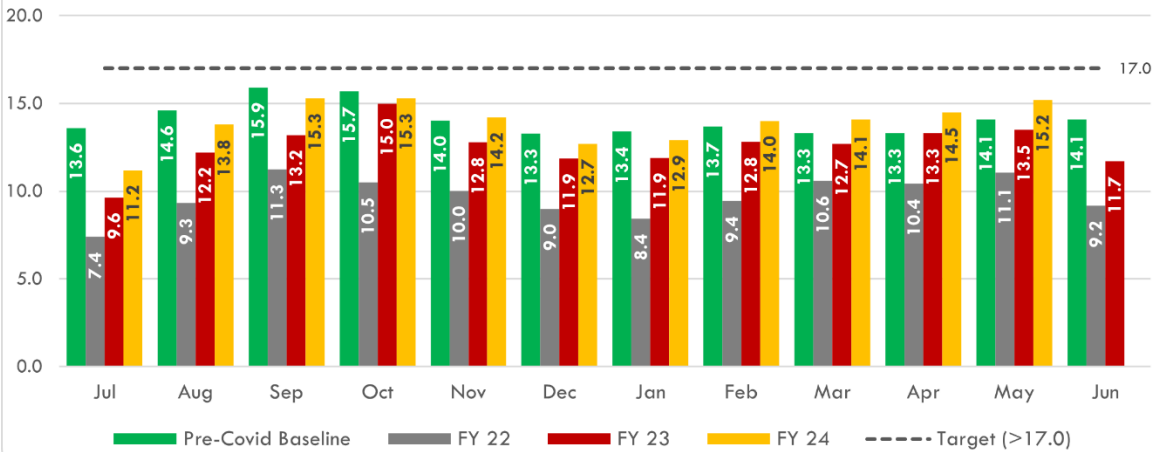
### Total Monthly Fixed Route Ridership

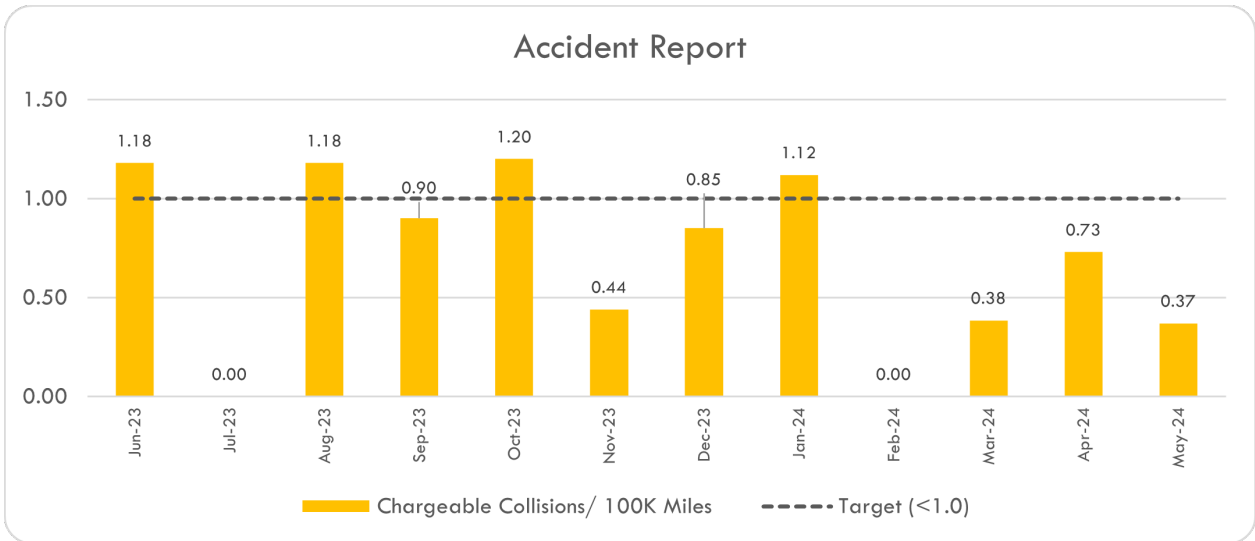
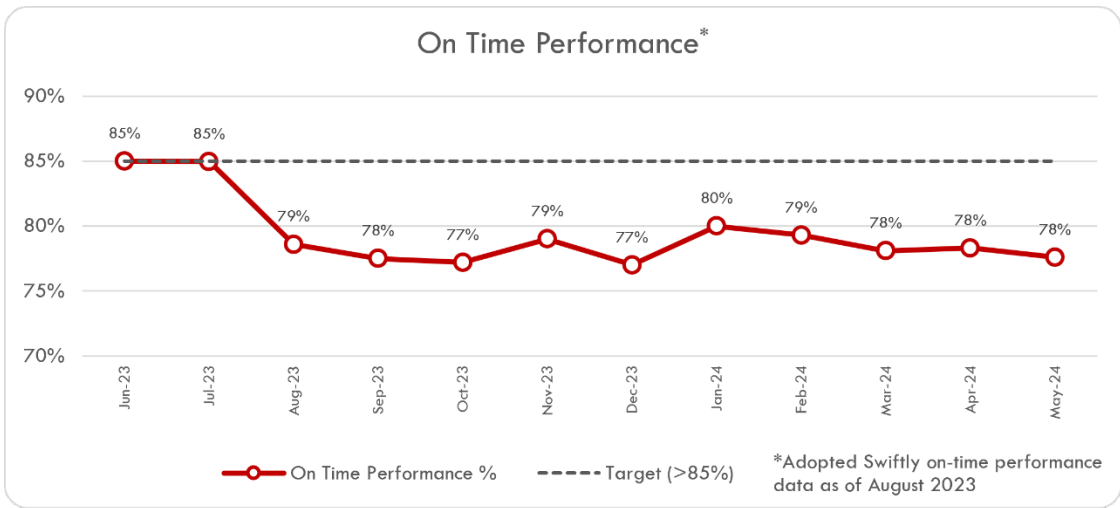
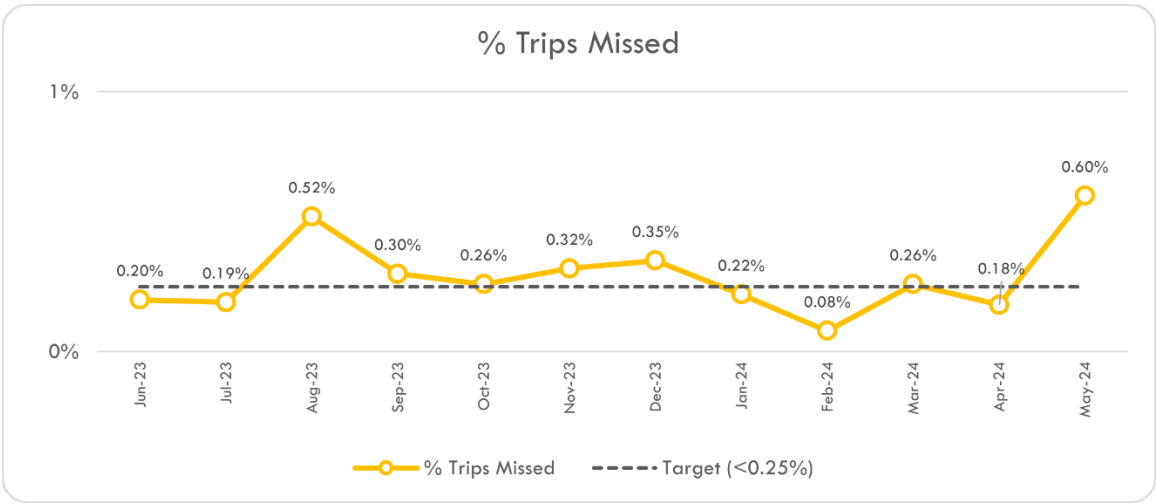


### Average Daily Ridership Comparison

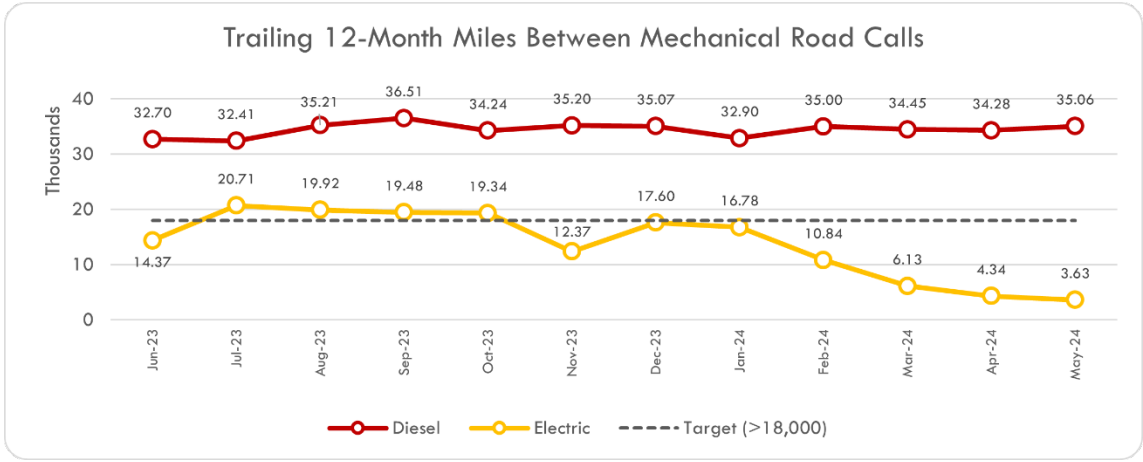


### Passengers/Revenue Hour

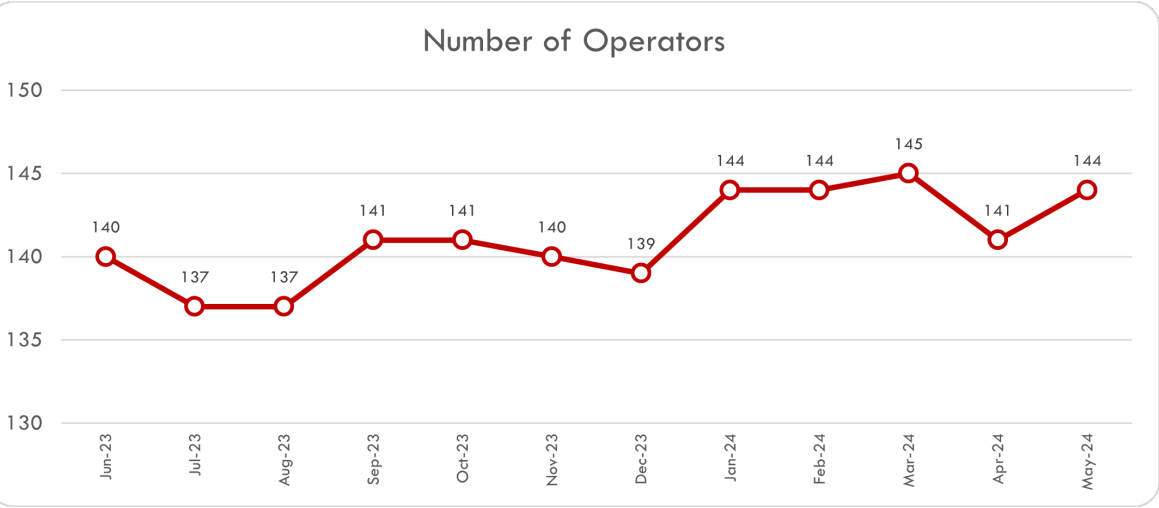




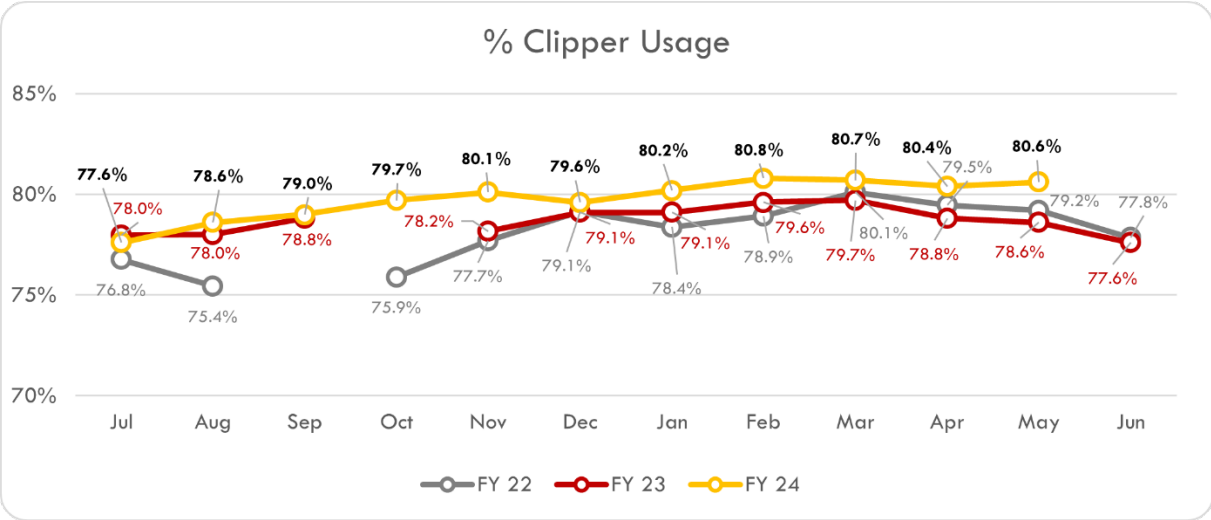
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage





To: Operations & Scheduling Committee

Date: 06/12/2024

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *JS*

**SUBJECT: LINK Paratransit Executive Summary Report - April 2024**

### Background:

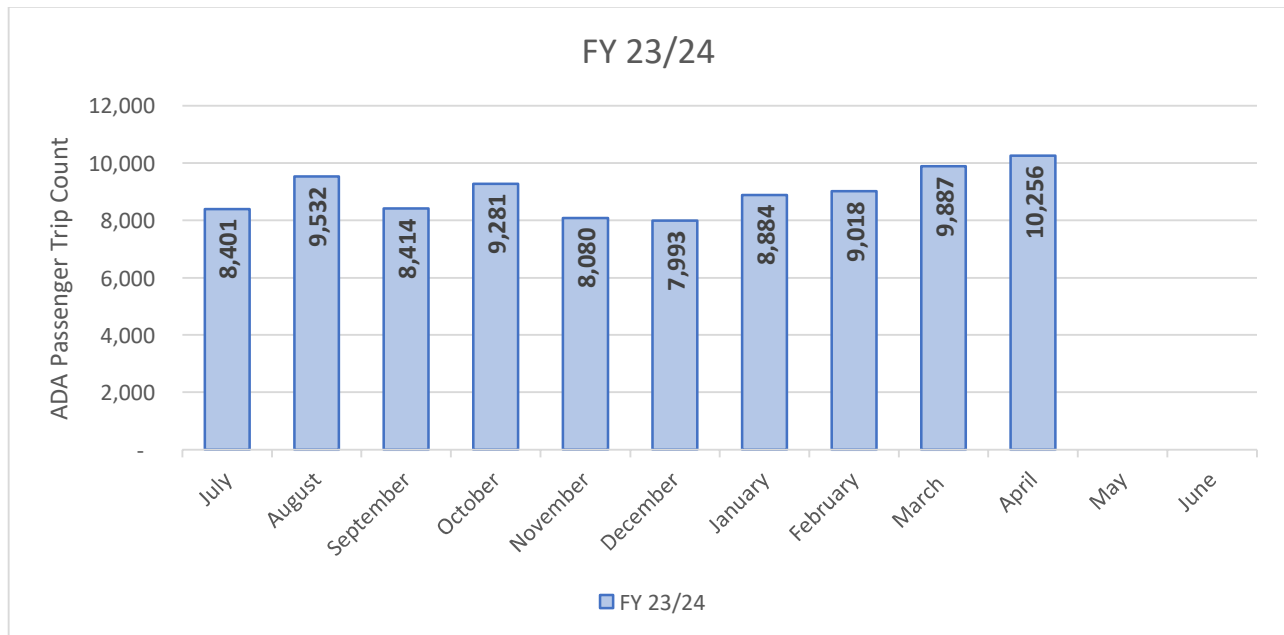
County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) through its LINK Paratransit program. Presented here is an overview of the Paratransit services rendered during April 2024.

### April 2024 Performance Report:

#### Ridership:

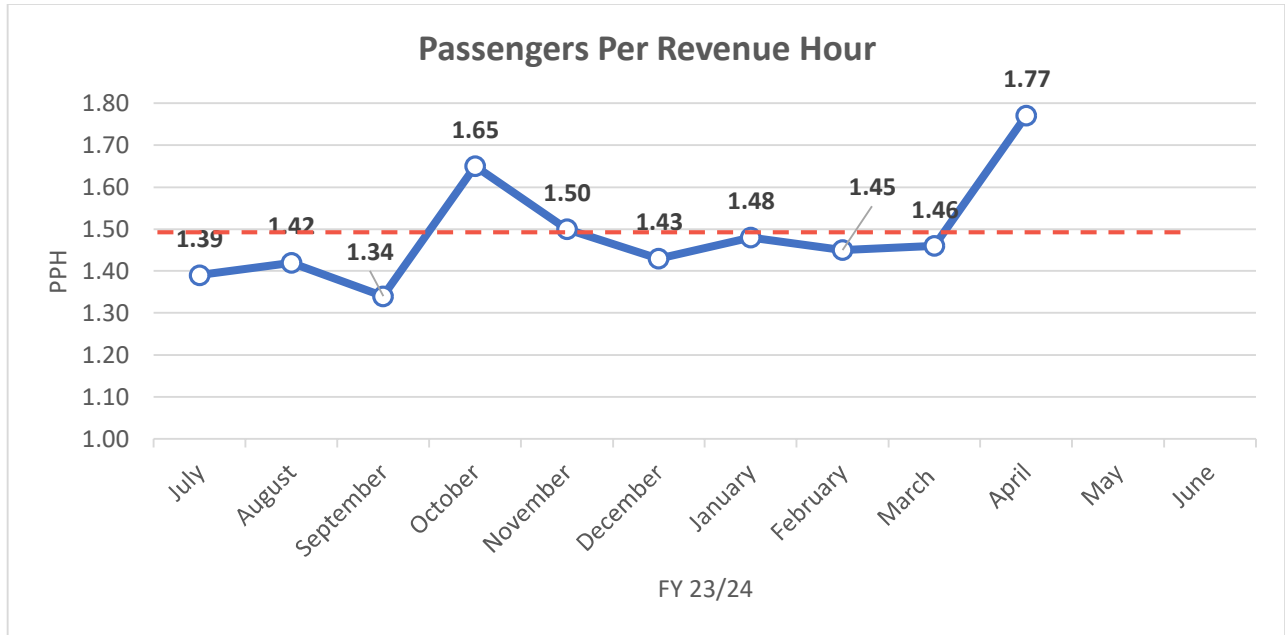
In April there were 10,256 ADA passenger trips, showing an increase from the 9,887 trips reported in March.

It's worth noting that the total reported number of ADA passengers in April 2024 represents approximately 85% of pre-pandemic ridership levels observed in April 2019.



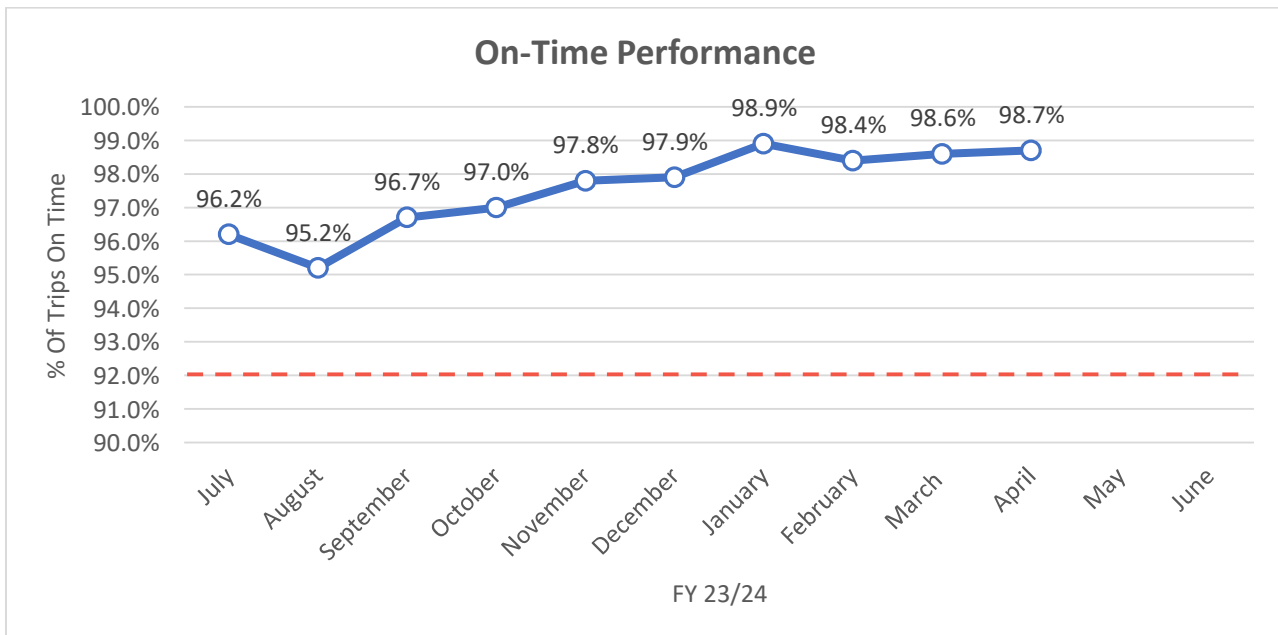
**Productivity:**

In April, the average number of ADA passengers per revenue hour was 1.77, a significant increase from March's 1.46, excluding escorts or attendants. Notably, the LINK Paratransit service aims to maintain a benchmark of at least 1.50 ADA passengers per revenue hour.



**On-time Performance:**

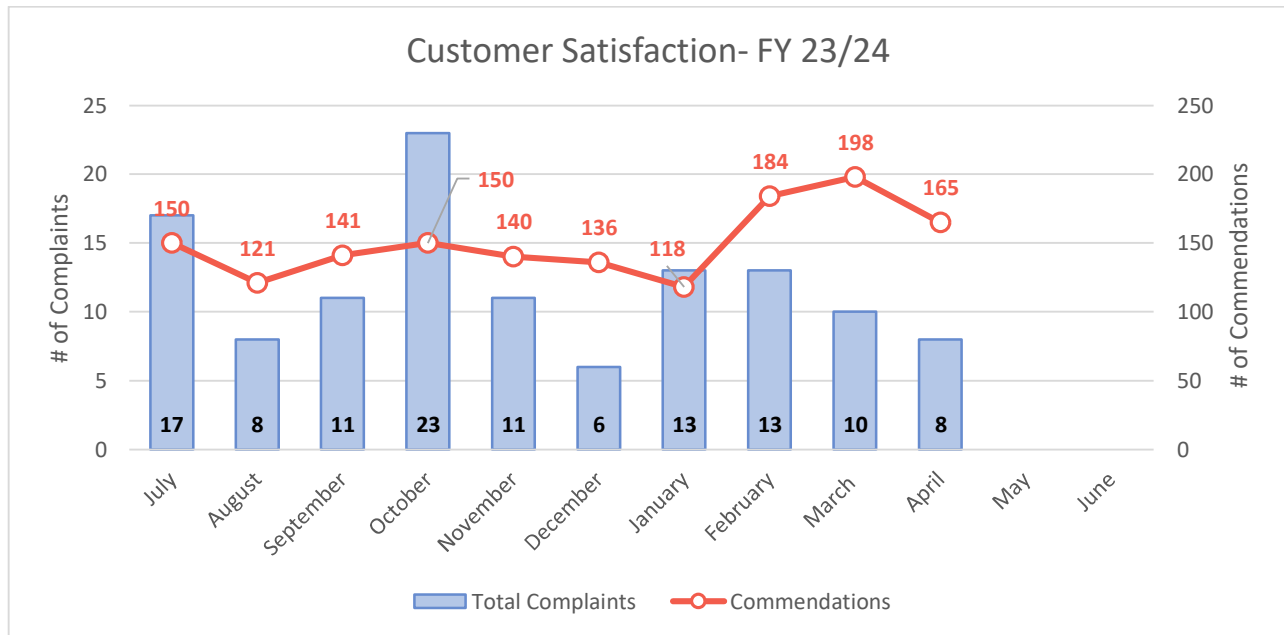
In April, the on-time performance of trips averaged 98.6%, slightly higher than March's impressive 98.4%. This consistently exceeds our standard of 92%, reflecting our strong commitment to maintaining superior service quality.



**Customer Satisfaction:**

In April, a total of 8 complaints were registered, with the majority (5) attributed to timeliness issues, two (2), related to the driver’s skill concerns, and the remaining one (1) related to the skill of the scheduling staff.

In April, the LINK paratransit service received 165 commendations, down from 198 in March. Many of these commendations praised the drivers for their exemplary attention to safety and courtesy.



**Safety:**

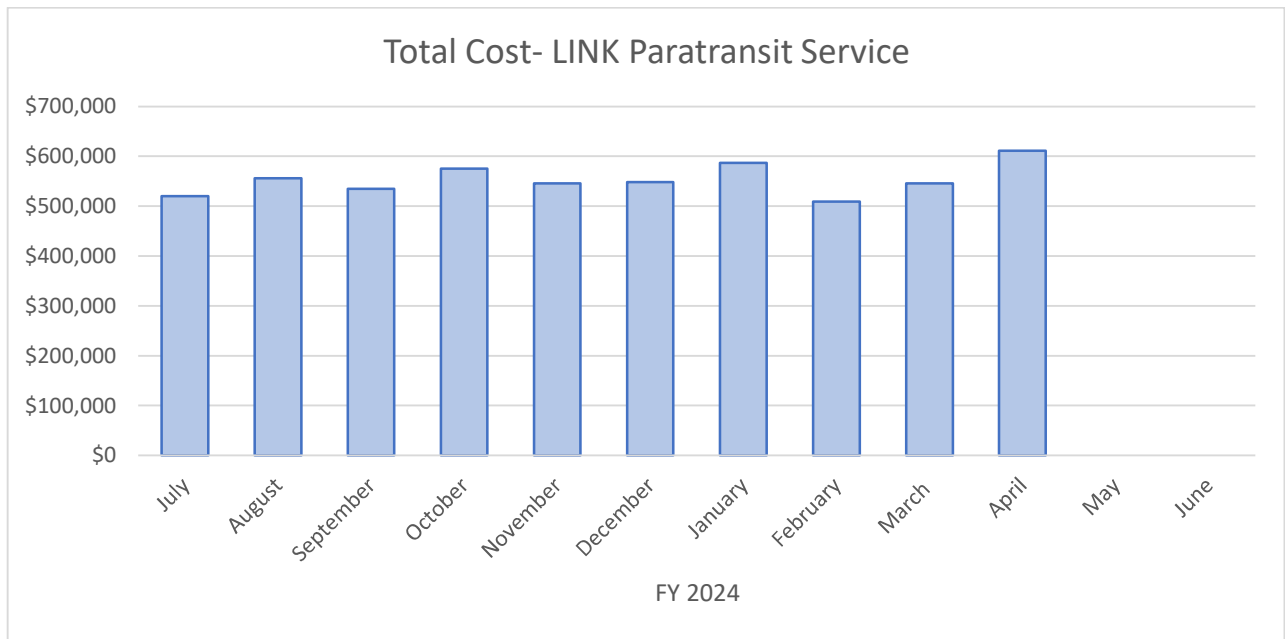
In April, there was one reported preventable accident, resulting in a ratio of 0.88 preventable accidents per 100,000 miles. This is higher than our usual trend of no accidents and exceeds our goal of no more than 0.5 preventable accidents per 100,000 miles.

**Staffing:**

For the month of April , LINK Paratransit had a total of 68 drivers. Our contractor had a successful hiring month in January and has reached a staffing level that will not require any further recruitment for the time being.

**Financial Implications:**

In April, the preliminary unaudited total expenditure for LINK paratransit service was \$611,108, up from \$545,510 in March. Despite this increase, the cost per ADA passenger trip remained relatively stable, with a slight decrease from \$71.73 in March to \$71.62 in April.



**Recommendation:**

None, for Information only.

**Additional updates:**

None.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: April 2024 MOP

CCCTA PARATRANSIT

Performance Report: 04/01/2024-04/30/2024

LINK and BART Statistics

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

<b>Ridership Statistics</b>					
1	***ADA Passengers	8,533		7,065	23,917
2	Companions	62		54	155
3	Personal Care Assistants	458		472	15,842
4	***One Seat Passengers	1,723		1,168	1,816
5	Total Passengers	10,776		8,759	26,160
<b>Scheduling Statistics</b>					
6	Total Number of No Shows & Late Cancels	1,119		786	1,774
7	Total Number of Cancellations	1,022		430	3,230
8	Same Day Trips	149		96	378
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	23		28	47
<b>Effectiveness Indicators</b>					
11	***Revenue Hours	5,789.05		4,236.24	17,470.26
12	ADA Passengers per RVHr.	1.77		1.67	1.37
13	Average Trip Length (miles)	12.26			12.26
14	Average Ride Duration (minutes)	20.04			22.14
15	*Total Cost per ADA Passenger	\$70.92		\$ 69.02	\$ 141.70
16	***Service Miles	125,776.00		99,908.00	335,310
17	Billable Service Hours	7,881.00		5,678.30	20,693.30
18	Fuel Cost	\$ 61,329.57		\$ 38,142.46	\$ 145,233.37
19	Total Cost	\$ 605,146.03		\$ 487,639.29	\$ 2,225,010.62
<b>On Time Performance Statistics</b>					
20	Percent on-time	98.7%		78.7%	97.2%
21	Arrived 15-29 minutes past window	36		837	336
22	Arrived 30-59 minutes past window	16		535	158
23	Arrived 60 minutes past window	3		133	21
24	Total Missed Trips	4		7	17
25	Transfer Trips	536		354	1,515
<b>One Seat Pilot Data</b>					
26	Total Trips	3,577		1,168	6,126
27	***Total Cost OS	\$ 72,096.75		\$ 129,965.82	
28	Non-CCCTA Cost (Cost for Agencies)	\$ 40,789.89		\$ 24,722.40	\$ 89,634.35
29	***Total Miles	37,281.70			66,955.30
30	Non-CCCTA Miles (Agency Miles)	20,641.01		13,809.40	65,005.64
31	Non-CCCTA Revenue Hours	662.71		417.83	1,583.59
32	**Total One Seat Revenue Hours	1,190.40		822.86	3,439.45
33	Total Fare Collected	\$ 5,748.00		\$ 4,143.50	\$ 14,991.00
34	Non-CCCTA Fare Collected	\$ 3,489.50		\$ 2,471.25	\$ 8,895.50
<b>Customer Service</b>					
<b>Complaint Standard Goal = 2/1,000 passengers</b>					
35	Total Complaints	8		49	25
36	Timeliness	5		32	16
37	Driver Complaints	2		4	2
38	Equipment / Vehicle	0		3	0
39	Scheduling/Staff Skill	1		0	7
40	Commendations	165		528	315
41	Avg. wait time in Queue for reservation/dispatch	2:24			2:43
<b>Safety &amp; Maintenance</b>					
<b>Accident Standard Goal = .5/100,000 miles;</b>					
<b>Roadcall Standard Goal = 4/100,000 miles</b>					
42	Total accidents per 100,000 miles	0.88		0.00	1.00
43	Roadcalls per 100,000 miles	2.64		0.00	1.00
<b>Eligibility Statistics</b>					
44	Total ADA Riders in Data Base	1,864		1,688	7,007
45	Total Certification Determinations	45		73	257
46	Initial Denials	0		1	0
47	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.: *Laura Corona*

Date: 05/21/2024