

## Special Transportation for Seniors and People with Disabilities Program – Suggested Performance Measures

### Mobility Management Service

- Number of contacts provided with mobility management support
  - For mobility management programs “Client contact” is defined as any in-person or telephone contact resulting in sharing of transportation information and/or providing assistance in accessing transportation.
  - Note quantity by service type: Information Provided, Service Linkage, Service Coordination, or Advocacy
- Average cost per individual provided with mobility management support (*Total program cost during period divided by the number of individuals provided with support during period.*)
- Number of individuals provided with mobility management support

### Travel Training Service

- Number of individuals trained in a group or individual setting (*Differentiate seniors, people with disabilities, and youth*)
- Average cost per individual trained (*Total program cost during period divided by the number of individuals trained during period*)
- Number of individuals provided with travel orientation (*Differentiate seniors, people with disabilities, and youth*)
  - For travel training programs “travel orientation” is defined as planning a trip (selecting the time, stop location, and vehicle) and using the public transportation systems trip planning tools (website, customer service telephone number, printed schedule, etc.), learning where and how to purchase fare, and/or using vehicle features (paying fare, signaling the operator, etc.).
- Percentage of people travel trained who demonstrate independent transit travel skills per survey (*Survey provided by Alameda CTC*).

### Volunteer Driver Service

- Number of one-way trips provided
- Average cost per one-way trip (*Total program cost during period divided by the number of one-way trips provided during period.*)
- Number of trips provided by paid staff
- Number of registrants at beginning and end of reporting period
- Number of active volunteers at beginning and end of reporting period
  - An “active” volunteer is defined as a volunteer who has provided at least one client trip during the reporting period.
- Percentage of service requests unfulfilled when requested within specified time