

EXHIBIT C (cont.)

MASS TRANSIT PROGRAM
PERFORMANCE MEASURES

Performance Measure	Performance Metric and Standard	Evaluation Horizon and Method	Corrective Action	Potential Improvements to Correct Deficiency
Ridership/Service Utilization - Annual Ridership - Passenger trips per revenue vehicle hour/mile	Change in annual ridership and passenger trips per revenue vehicle hour/mile and qualitative explanation for possible reasons	Annually via Performance Report	N/A	N/A
On-time Performance: System wide Average and Key Trunk Lines On time performance of transit system	- Average on-time performance based upon the mode of transit with a target of 75% to 90% or based on the transit agency's adopted performance goals and standards - Agencies are expected to maintain or increase on-time performance annually	Annually via Performance Report	Any agency not meeting this target must prepare a deficiency plan with short- and long-term actions to correct, and explain what would be required to provide this level of service. The deficiency plan should include the involvement of agencies that have jurisdiction over areas that may be impacting transit performance, where applicable.	Through the deficiency plan, identify any corrective actions, responsibilities, and funding opportunities to improve system performance.
Travel Time Speed and reliability (peak vs non-peak) of key trunk lines (bus operators only)	Average speeds at least 50 percent of prevailing auto speed or maintain or increase speed annually	Bi-annually via Alameda CTC's LOS Monitoring Report	Any agency not meeting this target must prepare a deficiency plan with short- and long-term actions to correct, and explain what would be required to provide this level of service. The deficiency plan should include the involvement of agencies that have jurisdiction over areas that may be impacting transit performance, where applicable.	Through the deficiency plan, identify any corrective actions, responsibilities, and funding opportunities to improve system performance.
Cost Effectiveness - Operating Cost per Passenger - Operating Cost per Revenue Vehicle Hour/Mile	Maintain operating cost per passenger or per revenue vehicle hour/mile; percentage increase less than or equal to inflation as measured by CPI	Annually via Performance Report	Any agency with significant increase in costs must provide an explanation	N/A
Transit Fleet State of Good Repair - Distance between breakdowns/service interruptions - Missed trips - Miles between road-calls	- Maintain or increase average distance between break downs or road calls - Maintain or reduce the number of missed trips	Annually via Performance Report	Any agency not meeting expected performance must provide an explanation	N/A
Service Provision - Frequency and service span on major corridors or trunk lines - Revenue hours - Revenue miles	- 15 minute or better frequencies on major corridors or trunk lines: 10 minute or better frequencies during weekday peak periods - Service span of 7 days/week, 20 hours per day - Maintain or increase revenue hours/miles	Annually via performance report	Any agency not meeting expected performance must provide an explanation and a description of how service provision will be met in the future	N/A

EXHIBIT C (cont.)

**PARATRANSIT PROGRAM
PERFORMANCE MEASURES**

Performance Measure	Performance Metric and Standard	Evaluation Horizon and Method	Corrective Action	Potential Improvements to Correct Deficiency
Service Operations and Provisions Number of people served or trips provided	Track number of individuals served by program. - Service types such as ADA mandated paratransit, door-to-door service, taxi programs, accessible van service, shuttle service, group trips, travel training, meal delivery	Annually via Compliance Report and Program Plan Review	N/A; Report on ridership or service data.	N/A
Cost Effectiveness Cost per Trip or Cost per Passenger Total Measure B/BB program cost per one-way passenger trip divided by total trips or total passengers during period.	Maintain cost per trip or per passengers - Service types such as ADA mandated paratransit, door-to-door service, taxi programs, accessible van service, shuttle service, group trips	Annually via Compliance Report and Program Plan Review	Any agency with significant increase in costs must provide an explanation	Develop corrective actions

Note: The Paratransit Program Implementation Guidelines contains additional listing of performance measures by program type.