



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

July 13, 2021

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
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Due to the COVID-19 outbreak, this meeting will be conducted as a teleconference meeting pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

The public may not attend this meeting in person.

PCC members, staff and the public may participate remotely via Zoom.

Tuesday, July 13, 2021
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/92768858018?pwd=QmdjZzVBWUJ1SWRXcmJlNkFlaC9RUT09>

Or join by phone:
1-669-900-9128

Meeting ID (for both phone and computer): **927 6885 8018**

Password (for both phone and computer): **880598**

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Meeting Schedule for 2021

[Note: All meetings held via conference or video call until further notice.]

PCC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly 1:30-3:30pm	PCC Executive Committee 1 st Tuesday Monthly Conf. Call 1:00-2:00pm	PAL Policy-Advocacy- Legislative Committee 2 nd Tuesday Monthly 11:30-12:30pm	PCC Education Committee 1 st Friday Bi-Monthly Conf. Call 1:00pm	CTC Coastside Trans. Committee 2 nd Thursday Qtly. Senior Coastsiders 925 Main St., HMB 10:00-11:30am	SamTrans Board 1 st Wednesday Monthly 2:00pm
January 12, 2021	January 5, 2021	January 12, 2021	January 8, 2021		January 6, 2021
February 9, 2021	February 2, 2021	February 9, 2021			February 3, 2021
March 9, 2021	March 2, 2021	March 9, 2021	March 5, 2021		March 3, 2021
April 13, 2021	April 6, 2021	April 13, 2021			April 7, 2021
May 11, 2021	May 4, 2021	May 11, 2021	May 7, 2021		May 5, 2021
June 8, 2021	June 1, 2021	June 8, 2021			June 2, 2021
July 13, 2021	July 6, 2021	July 13, 2021	July 2, 2021		July 7, 2021
NO MEETING	August 3, 2021	NO MEETING			August 4, 2021
September 14, 2021	September 7, 2021	September 14, 2021	Sept. 3, 2020	Sept. 9, 2021	September 1, 2021
October 12, 2021	October 5, 2021	October 12, 2021			October 6, 2021
November 9, 2021	November 2, 2021	November 9, 2021	November 5, 2021		November 3, 2021
December 14, 2021	December 7, 2021	December 14, 2021		December 9, 2021	December 1, 2021

NOTE: ERC (Efficiency Review Committee) meets as needed.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

July 13, 2021

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of June 8, 2021 PCC Meeting Minutes* | 1:35 |
| 3. Committee Reports | 1:40 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of June, 2021 Meeting Minutes* | |
| ii. Local Advocacy | |
| iii. Policy Issues | |
| b. Grant/Budget Review – Sammi Riley, Chair | |
| c. Education – Sammi Riley, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| e. Nominating/Membership – TBD (New chair needed) | |
| 4. Consumer Comments | 2:15 |
| 5. SamTrans / Redi-Wheels Reports | 2:20 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Charles Posejpal | |
| 6. Liaison Reports | 2:30 |
| a. Agency – TBD | |
| b. ERC – Mike Levinson | |
| c. Commission on Disabilities (COD) – Ben McMullan | |
| d. Center for Independence (CID) – Ben McMullan | |
| e. Commission on Aging (COA) – Scott McMullin | |
| f. Coastside Transportation Committee (CTC) – Tina Dubost | |
| g. Transportation Authority-Citizens’ Advisory Committee (TA-CAC) – Sandra Lang | |
| 7. Other Business | 2:50 |
| 8. Adjournment | |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of June 8, 2021 Meeting

ATTENDANCE:

Members:

Dinae Cruise, Vice Chair, Consumer
Dao Do, Rosener House
Tina Dubost, SamTrans
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Alex Madrid, Consumer
Benjamin McMullan, Chair, CID
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 9/12, Quorum =
Yes)

Absentees: Scott McMullin, CoA

Susan Capeloto, Dept. of Rehabilitation
Judy Garcia, Consumer

Guests:

Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Richard Weiner, Nelson\Nygaard
Charles Posejpal First Transit/Redi-Wheels
Rich Hedges, Community Member
Henry Silvas, SamTrans
Kathryn Murdock, Consumer
David Scarbor, SamTrans
Kathy Uhl, CoA

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:35pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF MAY MINUTES:

Alex Madrid moved to approve the May meeting minutes; Dinae Cruise seconded the motion; the minutes were approved with an edit to the meeting dates.

COMMITTEE REPORTS:

Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair

See page 10.

Grant/Budget Review – Sammi Riley, Chair

Nothing to report.

Education – Sammi Riley, Chair

Sammi reported that the committee will meet on July 2nd at 1pm.

Executive – Benjamin McMullan, Chair

Ben reported that:

- Nelson\Nygaard will submit a proposal for consultant services for 2021-22; this will incorporate items from the PCC Workplan
- They are seeking a Nomination/Membership committee chair. A role description has been prepared and they are looking at both internal and external candidates.
- There was an orientation for Alex, Scott, and Dao on May 18th; the committee will be looking at including more PCC information in future orientations.
- In order to encourage youth attendance and involvement in the PCC, future meeting notifications will be distributed via local colleges. Sandra had mentioned this with Team C as there is a youth leadership initiative.
- They discussed meeting in the post-COVID environment and the involvement of the PCC in the SamTrans Recovery Plan.

The next meeting will be on July 6th, at 1pm.

Nominations/Membership – TBD, Chair

The Nominations/Membership committee has a vacancy for the chairperson. Ben will discuss this with Marie Violet; Dao will also work on this.

CONSUMER COMMENTS

Dinae Cruise asked about the fare box location on the new mini vans. Lynn Spicer said that there had been numerous concerns from passengers and operators about the maneuverability in the front where the wheelchair securement area was located. The securement area is now in the center of the van.

OPERATIONAL REPORTS

This was covered in the PAL meeting.

PERFORMANCE SUMMARY

Tina reviewed the preliminary data for May that was included in the packet. Ridership is starting to increase as more places open up. Total ridership and average weekday ridership were higher. This is similar to ridership on SamTrans buses as well as in the region. Subscription trips declined less than demand trips. San Carlos Adult Day Care Center has resumed service so there were a small number of agency trips. The percentage of late cancels and no shows was still low. The number of individuals riding is increasing. The percentage of

trips via taxi was 11.7%. The on-time performance was excellent. Productivity continues to be low at 1.23 due to COVID restrictions.

Henry Silvas questioned the calculation of taxi trip ratio which is being based on ridership. The contract with First Transit has a goal of taxi service hours being less than 6% of total service hours. Tina asked the committee which report would be more useful. Mike thought that service hours was more important but it might be useful to combine the numbers to show length and number of trips. Tina thought adding another line would make it difficult to read unless another line was taken out. Henry thought this information could be provided upon request. Richard thought that the way that taxi information was currently presented was useful and that it's difficult to determine service hours, trip purpose, etc. for taxis.

Mike asked how the 1.23 productivity number compared to the past months. Tina reported that it was comparable.

COMMENT STATISTICS REPORT

Tina reviewed the data for April. There are fewer comments compared to pre-COVID. Most were consumer reports rather than comment cards. There are more compliments and fewer policy and service issues. The response time was good.

SAFETY REPORT

Charles Posejpal reported that there were no incidents in May.

LIAISON REPORTS

Agency

Marie reported that the Agency committee had not met but that she and Dao will be talking about reorganizing the group.

ERC – Mike Levinson

Mike reported that there had been no meeting.

Commission on Disabilities (CoD) – Ben McMullan

At the last CoD meeting, Ben was part of a panel on emergency preparedness in the county, and highlighted presentations done in the past and the video series that CID is working on.

Center for Independence (CID) – Ben McMullan

The committee is working on a video series on public safety power shutoffs (PSPS) and emergency preparedness.

Commission on Aging (CoA) – Kathy Uhl

The next meeting will be June 14th. At the last Transportation Committee meeting:

1. Tina gave a presentation on the Reimagine SamTrans project.
2. Commissioner Lee announced that San Mateo City received a \$320K grant to extend the Get Around rides program for two years.
3. There was discussion about the multiple ride programs in various cities. These tend to have differing rules, be restricted to residents within a city and have a limited range. There was discussion about coordination of the programs so that the rules were uniform.
4. San Mateo County is looking to implement an Age Friendly program in every city. COA will become involved in local Age Friendly programs and try to make the transportation piece more coordinated.

The next CoA Transportation Committee will be on June 10th at 3pm. Everyone's welcome.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that the next meeting will be in August. Much will change with the reopening on June 15th so postponing until then will result in a more valuable meeting.

Ridership on the coast is slowly increasing and they are continuing to provide essential trips.

Mike asked if information on the new eligibility contractor had been provided to the CTC. Tina will make sure this is done.

Alex asked for clarification on the duration of the application and eligibility appeals process. Tina responded that the paper application process will continue for some time and that the appeals will be held via Zoom. If someone does not have access to Zoom, they can access it at the SamTrans offices.

Citizen's Advisory Committee for the San Mateo County Transportation Authority (TA) – Sandra Lang

Sandra reported that the CAC met on June 1st. There was an informational item on the San Mateo County Express Lanes Joint Powers Authority (SMCEL-JPA) who requested authority to use a credit enhancement fee that was included in the July 2020 loan agreement. Express lane equity is a high priority and an equity study was commissioned that involved extensive community engagement resulting in four equity programs. The JPA said there were insufficient funds available for implementation of these programs. The JPL asked the TA to agendize a discussion on June 3rd about this request that included the public benefits that

would accrue to motorists and transit users of lower economic status if this revenue was so designated. The TA will continue discussion on this important issue.

OTHER BUSINESS

Rich Hedges reported that negotiations between the Republican liaison and President Biden had ended and the president will try to pass the infrastructure plan through the budget reconciliation process.

Mike moved and Alex seconded a motion to adjourn the meeting in memory of the ten VTA employees who were victims of a recent shooting.

The next PCC meeting will be on July 13th at 1:30pm. The meeting adjourned at 2:48pm.

[Minutes of Policy/Advocacy/Legislative \(PAL\) Meeting](#) – **Mike Levinson, Chair**

A roll call was taken. The minutes from the May PAL meeting were included in the meeting packet; Ben McMullan moved to approve; Sandra Lang seconded the motion; the minutes were approved with no corrections.

Legislative Update

Ryan McCauley gave a comprehensive update of legislative activities related to transportation at the Federal, and State levels. See Appendix A.

Sandra asked about the status of the \$600 stimulus for individuals that was originally proposed in the Governor's budget. Mike advised that this was for people with State earnings under \$30K. There is a second stimulus of \$600 for those earning under \$75K that has yet to pass through the legislature.

Rich Hedges mentioned that \$500M had been allocated for grade separation in Burlingame. Caltrain has experienced funding overruns in the past and he wondered if there was a funding plan for this. Rich was concerned that following overruns for the South San Francisco station grade separation might result in difficulty in obtaining additional funding.

Ryan thought that the CFO is creating a funding plan from the Federal and State stimulus packages. They are also looking at the low carbon credit standards to provide some revenue for Caltrain electrification.

Mike asked about AB339 with regard to remote meeting attendance, language translation, and other options to participate. He wondered about any amendments made so that it passed through the Assembly. Ryan will check on this.

Sandra asked how approvals are noted on the “watch list.” Ryan responded that if the TA had supported the legislation, it would stay on the matrix.

The committee thanked Ryan and asked that he return in the fall after the State budget has passed.

Local Advocacy

Mike reported that the SamTrans board approved the purchase of seven electric buses for fixed route service.

Policy Issues

Tina reported the following:

- Free trips are continuing to vaccination sites for SamTrans, Redi-Wheels and RediCoast rides. They have done 220 such trips on Redi-Wheels and RediCoast.
- SamTrans is partnering with the Millbrae Anti-Racist Coalition and three Asian-American artists, on a series of artwork to be displayed on select buses and shelters. This will showcase their commitment to diversity, equality and inclusion. Renderings of the artwork can be found at <https://www.samtrans.com/riderinformation/againsthate.html>. Artists are Vida Kuang, LeUyen Pham and Eli Africa.
- The face mask mandate on buses and trains has been extended through September 13, 2021. There is an exception for people who have a disability that prevents them from wearing a face mask.
- Buses continue to be cleaned daily with EPA-approved products.
- The new contract with MTM to process paratransit eligibility applications will start on August 1.
- They are still using paper applications and are seeing fewer applicants. When safe, they will return to in-person interviews.

Richard Weiner asked if there will be any difference in the eligibility process under MTM; Tina responded that when in person interviews resume, there may be additional testing to provide more accurate information on an applicant’s specific situation including cognitive issues e.g. the MOCA test.

Mike asked anyone with ideas for a driver appreciation event to email them to Jane at sanmateopcc2@gmail.com.

The next PAL meeting will be on July 13, 2021.

May 2021 Legislative Update – Ryan McAuley

FEDERAL

Surface Transportation Bill

- On Friday, June 4, Chair of the House Committee on Transportation and Infrastructure Peter DeFazio introduced the INVEST in America Act. This is a **\$547 billion surface transportation reauthorization bill**
- \$242B over baseline levels and 11% over the 2020 proposal
- Included in the bill are:
 - \$343B roads, bridges, safety
 - \$109B transit
 - \$95B passenger/freight rail
- For the first time in 16 years, the Reauthorization included earmarks of the 2,383 projects submitted by lawmakers; the committee accepted 1,473, totaling \$5.7 billion. We are lucky and thrilled that several Caltrain and TA-partnered projects were chosen:
 - **CALTRAIN**
 - Additional Mini Highs at Caltrain Stations - \$850,00
 - Caltrain Crossing Optimization Project - \$315,000
 - *City of San Mateo Requested: At-grade Caltrain Crossing Safety Project—E. Bellevue Avenue and Villa Terrace in San Mateo - \$3M*
 - **SMCTA**
 - *City of Redwood City Requested: US 101 /Woodside Interchange Improvement - \$2.5 M*
 - *C/CAG Requested: US–101 Managed Lane Project North of I–380 \$10M*
- Will go to committee tomorrow, June 9

Highway Bill

- The Senate EPW Committee passed its version of the surface transportation bill last week. Similar to the bill EPW approved two years ago; however, it does boost funding by **6 percent** over levels set in that bill.
- Funding for grade separations in **Section 130 is maintained current funding level**
- Note that EPW handles **only the highway section** — other committees tackle transit, rail, safety and the all-important pay-fors.
- The bill has been delayed in the House; it is not expected to be marked up until later this month.

Infrastructure Bill

- Administration and Republicans continue to seek bi-partisan compromise.
- President Biden has agreed to cut his **\$2.25 trillion proposal** down to **\$1.7B** in the spirit of bipartisanship. However, Republicans offered another counter offer (Took issue with large gap b/w the two both in amount and in traditional infrastructure).
 - The plan calls for a **\$928 billion** investment over the course of eight years (\$506 billion for roads, bridges and major projects, including \$4 billion for electric vehicle infrastructure, \$98 billion for public transit systems, \$46 billion for passenger and freight rail, \$20 billion for infrastructure financing). No pay-fors specified. **However much of this is not new spending.** A large portion of the proposal seeks to use unspent funds allocated in previous covid relief packages
- Within the next week should have a more definitive direction for the bill.
- If no agreement then Democrats will likely seek reconciliation.

Biden Budget

- Last Friday, President Biden released his fiscal year (FY) 2022 Budget request, outlining his Administration's priorities for the next fiscal year's budget.
- Biden's budget requests \$6 trillion of spending for FY 2022, including \$88 billion of funding for the U.S. Department of Transportation (DOT). This is nearly a \$350 million increase over FY 2021 enacted funding.
- In its Budget request, the Administration provides **\$13.5 billion for public transportation**, a **\$533 million increase** from the FY 2021 enacted level (\$13.0 billion).
- The budget includes **\$2.5 billion for the Capital Investment Grants (CIG) program** (includes \$74 million for Caltrain Electrification Project) and an additional \$250 million for Zero Emission Bus Grant funding.
- Regarding passenger rail, the Administration proposes \$3.7 billion for passenger rail grant programs, a proposed increase of \$1.1 billion from the FY 2021 enacted level (\$2.6 billion).
- This includes \$2.7 billion for Amtrak, and \$1 billion for competitive rail grant programs, including \$375 million for the Consolidated Rail Infrastructure and Safety Improvement (CRISI) program and \$625 million for a new Passenger Rail Improvement, Modernization, and Expansion program.

Appropriations

- House will start mark up in June (and see earmarks in subcommittee in June). Floor in July. Hoping to have everything done before August recess.
- Senate no timeline yet for marking up bills.

STATE

Update/Legislation Movement

- May and June had significant deadlines with bills needing to pass out of policy and appropriations committees to progress. Bill Matrix is updated to reflect the most recent status of bills.
- In addition, on June 4 bills must pass out of their house of origin.

Newsom Budget – May Revise

- Governor Newsom released his May Revision which projects a \$76 billion surplus of revenue, this is an unprecedented surplus coupled with \$26 billion in federal America Rescue Plan funding (that does not have to be spent in the next fiscal year).
- With this, the Governor has proposed the “California Comeback Plan” a \$100 billion investment in new economic stimulus, which includes new investments in transportation totaling \$11B. This includes:
 - \$1.4 billion for Zero Emission buses and trucks (*Funding Source: \$1.3 billion in General Fund, \$87 billion in Air Pollution Control Fund*)
 - \$1 billion for priority transit and rail projects (*Funding Source: \$1 billion in General Fund*)
 - \$407M for Zero Emission Rail, transit equipment, and infrastructure (*Funding Source: \$100 million in General Fund, \$280 million Public Transportation Account, and \$27 million in federal funds*)
 - \$500 million for grade sep and grade crossing improvements (*Funding Source: \$500 million in General Fund*)
 - \$4.2 billion for CA HSR (*from Prop 1A funds*)
 - \$500 million for active transportation (*Funding Source: \$500 million in General Fund*)

The Governor's May Revise also shows a significant turnaround in revenue support for core transit programs:

- \$786 million (increase of \$119 million) for State Transit Assistance (STA) program
- \$259 million (increase of \$45 million) to Intercity and Commuter Rail
- \$487 million for TIRCP (Transit and Intercity Rail Capital Program)
- In addition, the May revise proposes to help transportation agencies tackle people experiencing homelessness and litter on public property as part of the new *Clean California Initiative*
- Finally, it proposes \$500M one-time federal *American Rescue Plan Act* funds for additional planning and implementation grants for infill developments, targeted towards the state's climate goals and reducing vehicle miles traveled. This funding would be available to transit agencies for advancing innovative transit projects.

Redi-Wheels Reports:

Performance Measures

Performance Measure	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Prev. Yr. Average
1. Total trips requested	14,707	16,256	11,491	10,991	11,544	10,585	10,843	9,860	9,796	11,749	12,120	12,980	14,055	25,125
2. Trips scheduled	13,974	15,541	10,769	10,261	10,786	9,741	9,826	8,888	9,048	10,839	11,226	12,161	13,229	23,048
a. Same day cancels	5,216	5,407	1,371	752	810	661	730	654	613	691	719	803	868	2,887
% of trips scheduled	37.3%	34.8%	12.7%	7.3%	7.5%	6.8%	7.4%	7.4%	6.8%	6.4%	6.4%	6.6%	6.6%	12.5%
b. Late cancels	207	232	249	230	248	279	229	224	251	285	280	326	423	409
% of trips scheduled	1.5%	1.5%	2.3%	2.2%	2.3%	2.9%	2.3%	2.5%	2.8%	2.6%	2.5%	2.7%	3.0%	1.8%
c. Total customer no-shows	171	187	173	117	146	138	123	115	109	125	119	175	175	330
% of trips scheduled	1.2%	1.2%	1.6%	1.1%	1.4%	1.4%	1.3%	1.3%	1.2%	1.2%	1.1%	1.4%	1.3%	1.4%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	0	0	0	4
3. Total trips served	8,380	9,715	8,976	9,162	9,582	8,663	8,744	7,895	8,075	9,738	10,108	10,857	11,763	19,419
a. Average weekday riders	324	367	351	365	363	357	337	322	341	361	373	432	450	775
b. Advance reservation	5,823	7,087	6,392	6,598	7,062	6,249	6,339	5,527	5,833	7,126	7,564	8,291	9,097	12,570
c. Agency trips	0	0	0	0	0	0	0	0	0	0	0	44	90	2,611
d. Individual subscription	2,557	2,628	2,584	2,564	2,520	2,414	2,405	2,368	2,242	2,612	2,544	2,522	2,576	4,237
e. Taxi trips	2,196	2,326	1,309	908	934	946	1,111	844	945	1,190	1,276	1,272	1,580	7,505
<i>(taxi % of total trips)</i>	26.2%	23.9%	14.6%	9.9%	9.7%	10.9%	12.7%	10.7%	11.7%	12.2%	12.6%	11.7%	13.4%	38.6%
4. Total Redi-Wheels riders	756	829	843	875	908	846	792	748	814	898	931	1,019	1,103	1,660
5. Inter-County Transfer Trips	45	93	72	116	111	80	73	53	42	49	89	125	146	114
6. On-time performance ¹	96.1%	95.9%	97.2%	97.7%	97.9%	97.3%	96.9%	98.0%	98.2%	98.0%	97.7%	97.3%	95.1%	93%
7. Productivity (psgrs/rvh) ²	1.46	1.42	1.23	1.09	1.09	1.11	1.19	1.03	1.06	1.07	1.19	1.23	N/A	1.75
8. Complaints per 1000 trips	0.84	0.62	0.45	0.55	0.52	0.58	0.57	0.25	0.12	0.0	0.4	0.18	0.34	0.8
9. Compliments per 1000 trips	0.84	0.82	1.56	0.65	0.83	1.85	1.14	1.14	1.36	1.33	0.79	1.29	0.43	0.7
10. Avg phone wait time (mins) ³	0.7	0.6	0.5	0.4	0.5	0.5	0.4	0.4	0.4	0.4	0.4	0.4	NA	0.68

7/6/2021

Notes:

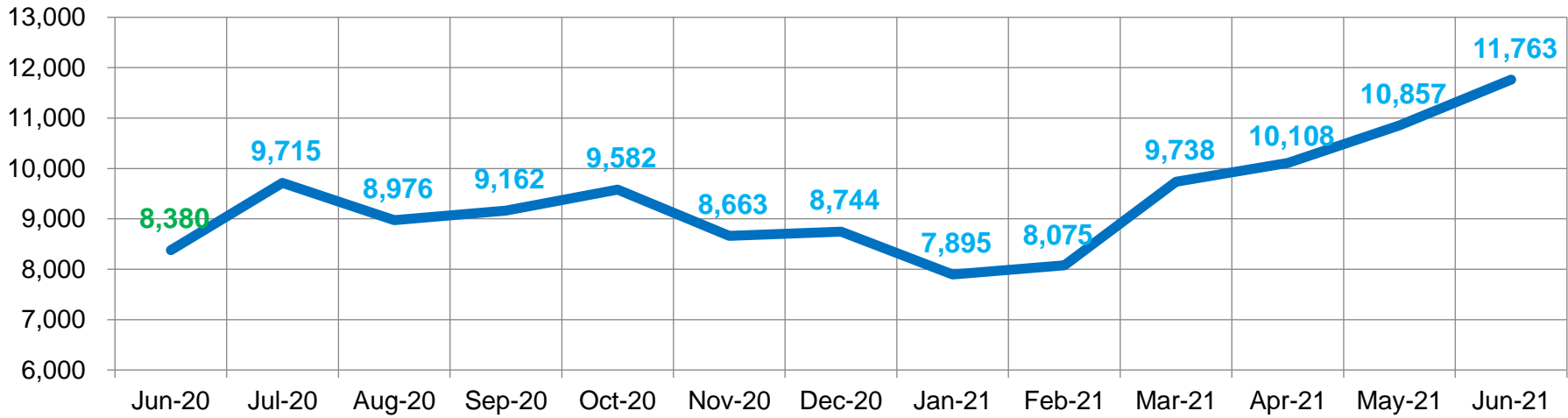
1 Standard = 90%

2 Standard = 1.70

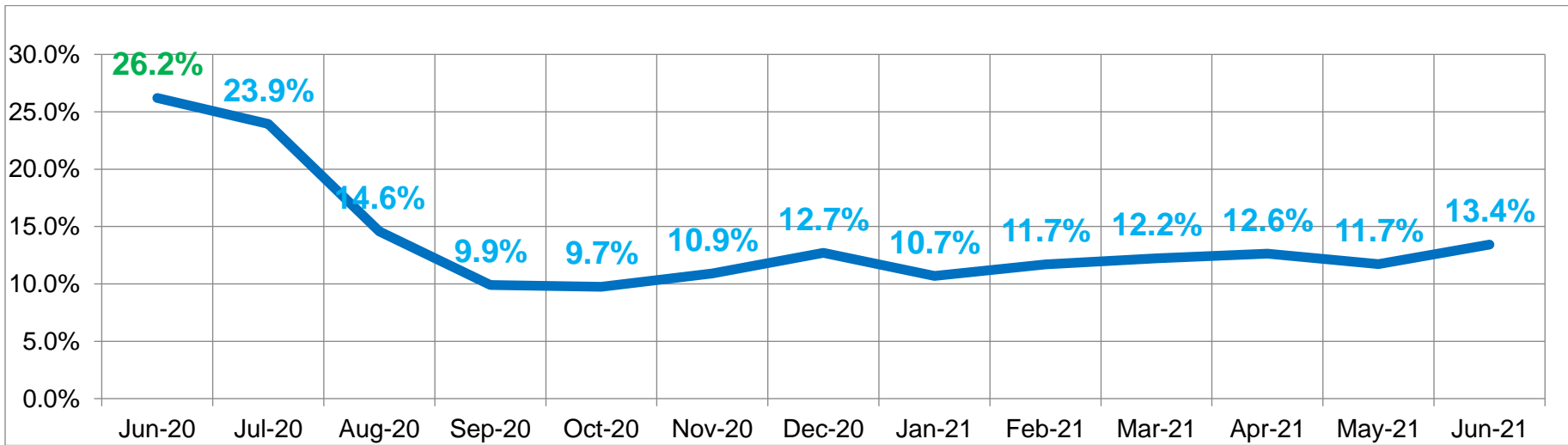
3 Standard = < 1.5

Note that data for the most recent month is preliminary

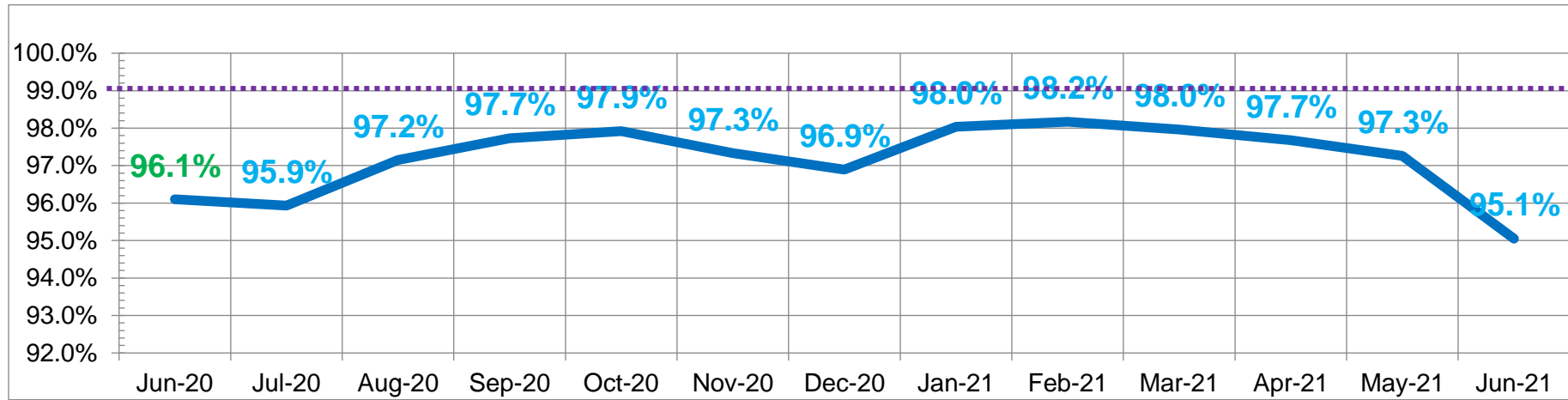
Total Trips



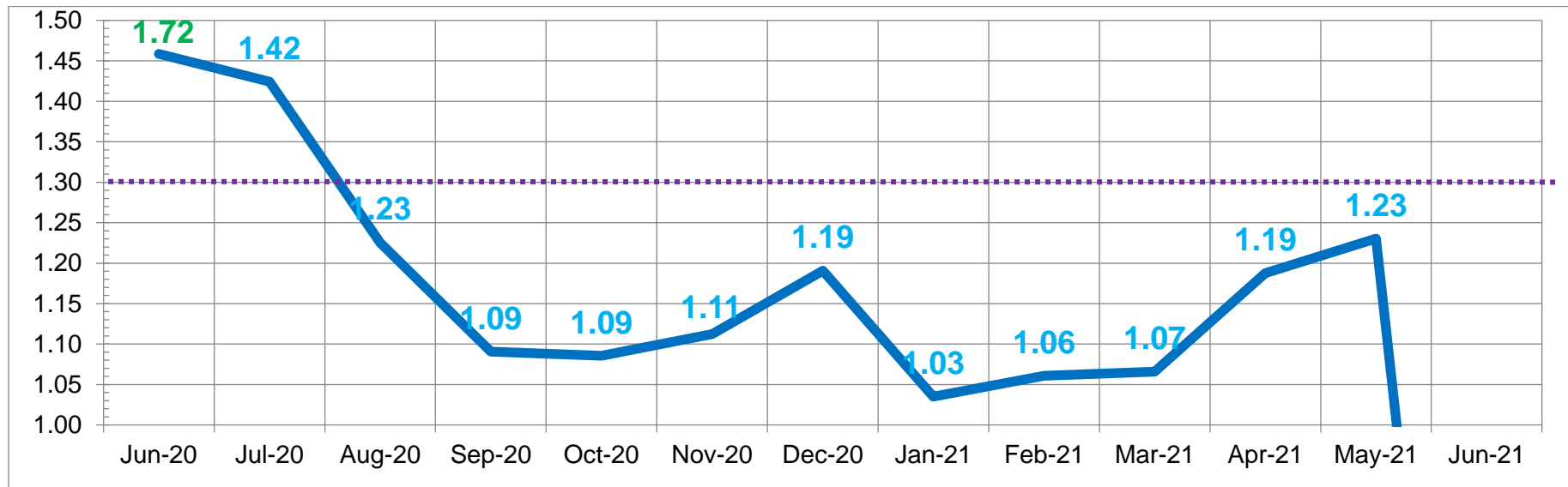
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2021 Comments	May-21	
	Subtotal	Rate/1000
Rides	10,857	
Total Comments by Category		
Compliment	14	1.29
Policy Related	9	0.46
Service Related	7	0.18
Total	30	1.93
Average Response Time to Customer (Working Days)‡		
Compliment		4.57
Policy Related		6.44
Service Related		9.71
Overall		6.33
	CC	CR
Compliment	9	5
Policy Related	0	9
Service Related	0	7
Overall	9	21

‡ Excludes weekends and holidays.