



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

November 10, 2020

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, November 10, 2020
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/97271035904?pwd=VXdwUjhFQlB2Qjg5dG5Mbzl6Und0dz09>

Or join by phone: **(669) 900-9128**

Meeting ID (for both phone and computer): **972 7103 5904**

Password (for both phone and computer): **353276**

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*For approval

Meeting Schedule for 2020

[Note: Meetings since March 2020 have been moved to conference call.]

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 14, 2020	January 7, 2020	January 14, 2020	January 10, 2020		January 8, 2020
February 11, 2020	February 4, 2020	February 11, 2020			February 5, 2020
March 10, 2020	March 3, 2020	March 10, 2020 (Cancelled)	March 6, 2020	March 12, 2020 (Cancelled)	March 4, 2020
April 14, 2020	April 7, 2020	April 14, 2020			April 1, 2020
May 12, 2020	May 5, 2019	May 12, 2020	May 1, 2020		May 6, 2020
June 9, 2020	June 2, 2020	June 9, 2020			June 3, 2020
July 14, 2020	July 7, 2020	July 14, 2020	July 10, 2020	June 11, 2020	July 8, 2020 (2 nd Wednesday)
NO MEETING	August 4, 2020	NO MEETING			August 5, 2020
September 8, 2020	September 1, 2020	September 8, 2020	September 4, 2020		September 2, 2020
October 13, 2020	October 6, 2020	October 13, 2020		October 20, 2020	October 7, 2020
November 10, 2020	November 3, 2020	November 10, 2020	November 6, 2020		November 4, 2020
December 8, 2020	December 1, 2020	December 8, 2020		December 10, 2020	December 2, 2020

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

Effective April 2020, all in-person meetings were cancelled.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

November 10, 2020

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of October 13, 2020 PCC Minutes* | 1:35 |
| 3. ADA Update: CalAct Conference – Richard Weiner | 1:40 |
| 4. Committee Reports | 1:50 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of October Minutes* | |
| ii. Legislative Update | |
| iii. Local Advocacy | |
| iv. Policy Issues | |
| b. Grant/Budget Review – Sammi Riley, Chair | |
| c. Education – Sammi Riley, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| e. Nominating/Membership – Nancy Keegan, Chair | |
| i. Membership application – Alex Madrid* | |
| 5. Consumer Comments | 2:45 |
| 6. SamTrans / Redi-Wheels Reports | 3:00 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Patty Talbott | |
| 7. Liaison Reports | 3:10 |
| a. Agency – Nancy Keegan | |
| 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 | |
| 8. Other Business | 3:20 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of October 13, 2020 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation
Dinae Cruise, Vice Chair, Consumer
Tina Dubost, SamTrans
Nancy Keegan, Sutter Health/Senior Focus
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Benjamin McMullan, Chair, CID
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 9/13, Quorum =
Yes)

Guests:

Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Patty Talbott, First Transit/Redi-Wheels
Richard Weiner, Nelson\Nygaard
Alex Madrid, Consumer
David Scarbor, SamTrans

Absentees:

Valerie Campos, Vista Center
Monica Colondres, Community Advocate
Judy Garcia, Consumer
Scott McMullin, 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 SEPTEMBER MINUTES:

Dinae Cruise moved to approve the September meeting minutes; Sammi Riley seconded the motion; the minutes were approved. No abstentions.

DISCUSSION OF BALLOT PROPOSITIONS

Measure RR

Chair Ben McMullan called for a Special Meeting of the PCC to discuss Measure RR on the November ballot. This measure would impose a 1/8th cent sales tax for 30 years in San Francisco, San Mateo, and Santa Clara counties. The meeting was scheduled for Thursday, October 14th at 3pm via Zoom.

(Note: The Special Meeting was held with a quorum of members. The attendees voted 7 in favor with 1 abstention to vocalize support for Measure RR. Ben subsequently contacted the Friends of Caltrain and advised them of the PCC's support.)

PROPOSITION 22

This proposition would exempt certain app-based companies (like Uber and Lyft) from providing the full employee benefits required under AB5. Richard Weiner provided an overview of the arguments in favor and against the proposition.

Background: AB5 went into effect on 1/1/20 and reclassified independent contractors employed by Uber, Lyft and other companies as employees. This has major implications for benefits, overtime, etc., and several affected companies drafted Proposition 22 to provide an exemption for companies that have app-based drivers. The proposition includes some health coverage and reimbursement of expenses.

- If Proposition 22 passes, the service provided by Uber and Lyft may not change substantively in terms of its impacts on riders but would negatively impact driver's wages and benefits.

If it fails, the picture is less certain:

- It will cost the companies more money and this will likely be shifted to the customers
- Companies might start training drivers to serve people with disabilities because until now they have been reluctant to train drivers because it could give the impression that they are employees
- They could direct drivers not to serve lower density areas as a way of maintaining profits, and this could result in longer wait times in rural areas
- Ambulatory riders may be more impacted as costs might be shifted to them
- Non-ambulatory riders may not be impacted as drivers are serving agencies that are helping to subsidize the costs
- They may be more willing to invest in partnerships with transit agencies as this is a source of subsidized trips
- They will be forced to pay local wages and this business model may not be viable.

Mike Levinson pointed out that this proposition only applies to drivers not to other job categories in AB5. Some companies are threatening not to continue service if it doesn't pass. While companies have threatened to leave California if Prop 22 doesn't pass, in Austin, TX Lyft threatened to leave but they did return. It would also equalize service with taxis.

Ben asked how would this affect SB 1376? Richard stated that if Prop 22 fails there might be an impact on the volume of overall TNC trips provided so the amount of funding could go down.

COMMITTEE REPORTS:

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

See page 11.

Grant/Budget Review – Nancy Keegan, Chair

Nancy shared that the Executive Committee had approved Sammi Riley to Chair the Grant and Budget Review Committee.

Sammi had emailed the final budget for 2019-20 and the budget for 2020-21 to PCC members that morning and reviewed it at the meeting. (Note: The spreadsheet is attached to these minutes.)

The budget for Nelson\Nygaard is \$48,000 for 2020 and the balance remaining was \$39,000 at the beginning of October, due to reduced costs associated with meetings. At this rate Richard stated that it is likely that Nelson\Nygaard will be able to finish out the full year of the contract term. Sandra wanted to know where the Nelson\Nygaard amount was included in the budget; Tina thought it was under ADA Related Wages and Benefits. Nancy Keegan asked where that funding came from and Tina responded that it is from TDA funds from MTC. Mike clarified that the SamTrans Board approves the budget.

Education – Sammi Riley, Chair

Sammi reported that the committee had last met on September 4th. In the interim, they had worked on a video for the Transition to Independence Fair on October 24th from 11am-1pm. The video will remain on the Fair website for a year. Sammie thanked Marie, Mike, Dinae, Ben, Jane and Scott for their assistance and showed the video to the group.

Alex thought the video should be on the SamTrans and PCC websites; the intent is to add it to the PCC website.

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

Executive – Benjamin McMullan, Chair

Ben reported on the October 6th meeting:

- Sammi Riley will now be Chair of the Budget and Grant Review Committee
- Nancy is planning a Membership Committee meeting on October 9th
- The committee sent a letter to Lisa Mancini regarding transportation to COVID testing sites
- Sammi reported on the video made by the Education Committee
- Richard reported on support provided to SRAC (Service Review Advisory Committee) by the transit agencies in the East Bay
- Sandra reported on items from the 9/29 meeting of the Citizens Advisory Council of the Transportation Authority
- The committee discussed the paratransit survey and the number of respondents
- A decision was made to hold a Special Meeting regarding Measure RR

The next meeting is on Tuesday, November 3rd, at 1pm.

Nominations/Membership – Nancy Keegan, Chair

Nancy reported that she had asked Dao Do at Rosener House to join the PCC. A membership application was received from Alex Madrid that will be reviewed at the next Executive Committee meeting.

When the committee met, they came up with ideas to engage new members. They are working on sending out information about the PCC to various agencies and organizations and will be reaching out for assistance from other PCC members. At the same time, they will seek more participants for the Consumer Comments section of the meeting.

CONSUMER COMMENTS

None.

OPERATIONAL REPORTS

This information is covered in the PAL committee meeting.

PERFORMANCE SUMMARY

Tina reported that total ridership for September was down 65% compared with the same period last year which is broadly similar to ridership trends on SamTrans and at other

paratransit agencies. Average weekday ridership was estimated at 364 people. Subscription trips declined less than advanced reservation trips, partly because many of these are essential medical trips. There were no agency trips. Ridership has been gradually increasing as more locations open up but August and September numbers were affected by the bad air quality. No shows and cancels are still low. Overall, there are more people riding (but on average they are taking fewer trips), the inter-county transfer trips are up, the on-time performance is excellent, the percentage of taxis is low, and productivity is 1.09 passengers per hour which is low but expected.

Richard commented that the number of riders has doubled since the beginning of the COVID period, which is a positive sign.

COMMENT STATISTICS REPORT

Tina reported on comments received in August. There were again fewer total comments and most were consumer reports vs comment cards. The response time was longer due to staff shortages (17 days vs. the 7-day standard). The most common source of complaints was late trips.

SAFETY REPORT

Patty reported that there were four incidents in September, all on Redi-Wheels and all minor. Two were preventable and two were non-preventable.

LIAISON REPORTS

Agency – Nancy Keegan

Nancy reported they had not held a meeting and that no adult day service centers are due to resume operation any time soon.

ERC – Mike Levinson

No report and no meetings are planned.

Center for Independence (CID) – Ben McMullan

They are still working with the CARES team on how to best serve the community. They are responding to PSPS shutoffs to help people who use durable medical equipment and AT equipment. The PG&E website has information on shutoff areas and schedules.

Commission on Disabilities (CoD) – Ben McMullan

Ben reported that they are discussing a partnership between CID and CoD for advocacy and how to effectively partner. They are forming a committee to look at website accessibility and ensure that CoD's site is fully accessible.

Commission on Aging (CoA) – Scott McMullin

In Scott's absence, Sandra reported that, at the last meeting, Lisa Mancini talked to the group about the Great Plates Delivered program and concerns about isolation.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that they are continuing to offer service on the Coast. There will be a meeting on October 20th via Zoom. Contact Tina if you are interested in attending.

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

Sandra reported that the meeting contained information on construction projects, capital expenditures, and reports from member communities. The next meeting will be held on November 3rd.

OTHER BUSINESS

Jane gave the Consumer Corps report for 3Q2020 (the report is on the PCC website). The number of forms submitted was small but showed the following:

- On time performance was higher
- Night before calls and same day reminder calls were down.
- Driver assistance was up.
- Only 50% of riders report seeing Comment Cards on the vehicles. None of the riders on RediCoast reported seeing Comment Cards. Dinae advised that there is no place for the cards; riders need to ask the driver for a card.

Richard commented that the reduced number of submissions could also be attributed to air quality.

The next meeting will be on November 10th at 1:30pm. The meeting adjourned at 3:38pm.

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

The minutes from the September PAL meeting were included in the meeting packet; Ben McMullan moved to approve; Sammi Riley seconded the motion; the minutes were approved.

Legislative Update

Ryan McCauley, SamTrans Government Affairs Specialist, gave a legislative update.

Caltrain ridership is at 5% of normal and they are running 70 trains per day (92 pre COVID). SamTrans ridership is 35% of pre COVID. Fare collection resumed in August.

The SamTrans Board of Directors designated October as Disability Awareness Month.

Federal Government:

There is an impasse on another COVID relief package. Earlier, the House of Representatives passed the \$2.2T package called the Heroes Act; in May the Senate released their Heal Package that was smaller. Speaker Pelosi and Treasury Secretary Mnuchin were negotiating a package but the President suspended all negotiations to allow the Senate time to confirm a new Supreme Court justice before the November election. He tweeted that a \$1.8T package would be going forward but Senate leader McConnell said that this would not be considered until after the Justice was confirmed. On September 30th a stop-gap funding measure passed keeping the government running through December 11th. Congress is expected to take up this funding after the election. Funding for the Department of Transportation was included in a \$1.3T package and the Fast Act that includes \$13.6B Highway Trust Act was reauthorized.

State Government:

- The legislature returned on July 27th for a month. This was the final time to get bills to the Governor's desk for signature. The Governor signed the 2020-21 budget with modifications. This was meant to address a \$54B budget deficit.
- Approximately 500 bills were sent but the Governor had previously announced that only bills dealing with the COVID crisis would be considered.
- SB288 CEQA exemptions for transportation project was supported by the SamTrans Board of Directors and was signed by the Governor.
- SB1159 provided worker's compensation due to COVID was signed by the Governor.
- SB1351 created the Transportation Improvement Fee Finance Committee was vetoed by the Governor.

- AB107 to allow flexibility to agencies for SB1 funds was signed by the Governor.

Four of the 5 San Mateo County legislators are up for re-election in November.

Ryan thought he would return in February or March to give another update.

Richard asked if Proposition 22 was discussed at the SamTrans Board meeting, but Mike didn't think it was.

Local Advocacy

Alex asked if the PCC Consumer Corps might be suspended as so few people are riding paratransit. Although things have changed, the program is continuing and the data is being tracked with a smaller sample. Committee members expressed significant support for continuing the Consumer Corps, expecting that submissions will go up as ridership starts to increase. Jane reported that there were 61 reports for the 3Q2020 as opposed to hundreds pre-COVID. Lynn Spicer reported that the number of paratransit riders has stayed about even over the past few months.

Policy Issues

Tina reported that the COVID-19 pandemic shows how much people rely on Redi-Wheels and thanked the staff for their efforts during this time.

SamTrans has adopted the Healthy Bay Area Transit Plan that includes frequent vehicle cleaning, drivers and customers wearing masks, social distancing and touchless fares.

Flyers are being placed in vehicles and measures for paratransit service include:

- Requiring drivers and passengers to wear masks
- Daily vehicle cleaning with EPA-approved products
- Electrostatic fogging of buses
- Drivers are provided with masks, hand sanitizer and gloves
- Wiping high-touch areas with CDC-approved products on paratransit three times a day
- Managing social distancing

With the lower ridership fewer taxis are being used. Ridership is still down about 65% compared to the same month last year. September was lower because of the air quality. Paratransit is available for any trip purpose.

They are still accepting paper applications for Redi-Wheels eligibility.

Every three years, SamTrans conducts a customer satisfaction survey for Redi-Wheels and RediCoast services. Respondents are randomly selected and surveys will occur between 10/14 and 10/21.

San Mateo County is recruiting members for a Measure W Oversight Committee to review the program. [The application can be found here](#) and the deadline is October 30th.

The Planning Department is coordinating a “Ride Now” subsidized taxi pilot program for seniors and people with disabilities in San Carlos, Redwood City, and North Fair Oaks. Over 100 people have signed up to use the program.

Caltrain is getting new electric train cars and a virtual walk-through [can be viewed here](#).

The SamTrans Board of Directors voted to participate in an MTC program called “Clipper START” for low income adults to ride SamTrans for 50% fare discount. Caltrain and other agencies are participating. However, seniors and persons with a disability should get a Senior Clipper Card or an RTC card as this gives a 50% discount throughout the greater Bay Area, and some agencies are only giving a 20% discount on the Clipper START program.

In June and July, SamTrans conducted an online survey on how SamTrans passengers are responding to COVID. There were 556 completed surveys that showed that customers had a strong desire to ride but are uncertain about the timing. Only 24% said they are riding the same amount or more as before the pandemic. Others are riding less or not at all. The most important safety measure that people wanted was face coverings. There is a strong appreciation for SamTrans and a strong desire for SamTrans to continue to operate. Of those who are riding “less” or “not at all”, 36% changed to driving and 33% are not travelling. 60% of the respondents are using SamTrans to get to work. 56% said they don’t know when they will feel comfortable riding SamTrans. When they do come back, 50% said they will ride the same or more. Most riders do plan to return but don’t know when.

Alex asked if school had resumed in San Mateo County as this affects ridership. Most of the schools are doing remote schooling and the Planning Department is looking at how to provide service. There’s currently a lot of uncertainty about schools reopening. Jane mentioned an article in the *San Mateo Daily Journal* on this.

The next PAL meeting will be on November 10th.

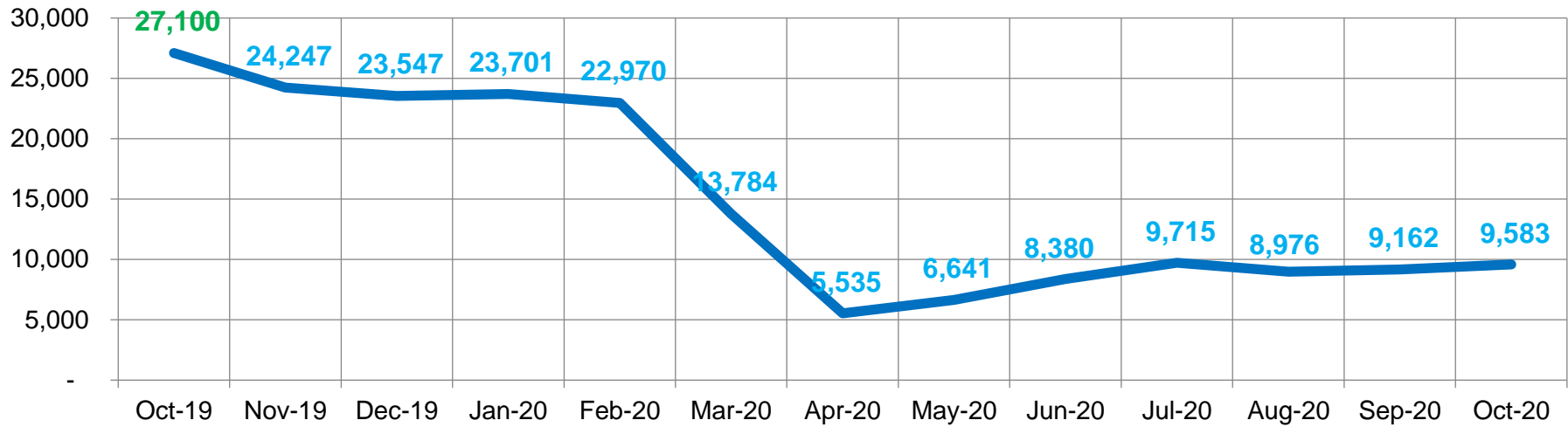
Report to PCC, October 2020					
Summary of Paratransit Expenses and Revenues			Summary of Paratransit Expenses and Revenues		
Budget for Fiscal Year 2019/2020			Budget for Fiscal Year 2020/2021		
Paratransit Revenue			Paratransit Revenue		
Actual for FY 2019/2020			Budget for FY 2020/2021		
	Actual	Percent		Budget	Percent
Passenger fares	\$672,567	4%	Passenger fares	\$188,274	1%
Local Transit Development Act (TDA) 4.5	\$2,533,461	16%	Local Transit Development Act (TDA) 4.5	\$2,062,681	11%
Local State Transit Assistance (STA)	\$1,663,134	10%	Local State Transit Assistance (STA)	\$475,842	2%
Operating grants	\$2,212,268	14%	Operating grants	\$2,082,536	11%
District sales tax - District ADA programs	\$3,330,987	21%	District sales tax - District ADA programs	\$8,986,309	47%
Interest income - paratransit trust fund	\$655,211	4%	Interest income - paratransit trust fund	\$505,000	3%
SMCTA Measure A	\$3,640,000	23%	SMCTA Measure A	\$3,200,000	17%
Measure M	\$1,391,248	9%	Measure M	\$1,600,000	8%
Total	\$16,098,876		Total	\$19,100,642	
Expenses in FY 2020- Actual			Expenses in FY 2021 Budget		
	Actual	Percent		Budget	Percent
Redi-Wheels	\$5,611,495	35%	Redi-Wheels	\$6,929,800	36%
ADA Sedan / Taxi service	\$4,601,748	29%	ADA Sedan / Taxi service	\$3,629,400	19%
Coastside ADA Support	\$1,648,098	10%	Coastside ADA Support	\$2,032,900	11%
ADA Accessibility Support / ADA related wages	\$2,661,044	17%	ADA Related Wages and Benefits	\$2,649,599	14%
Other Related Costs / ADA Related Support	\$1,544,111	10%	ADA Related support	\$2,863,778	15%
Insurance	\$383,104	2%	Insurance	\$776,765	4%
Insurance Claims reserves and payments	-\$350,723	-2%	ADA Claims and Support	\$218,400	1%
Total	\$16,098,877		Total	\$19,100,642	
Nelson\Nygaard Budget for 2020/2021					
● Budget for 2020/2021 Fiscal Year is \$48,000 approximately 1/3 less than previous year					
● Budget balance at beginning of October 2020 \$39,000					
● On track to complete fiscal year					

Redi-Wheels Reports

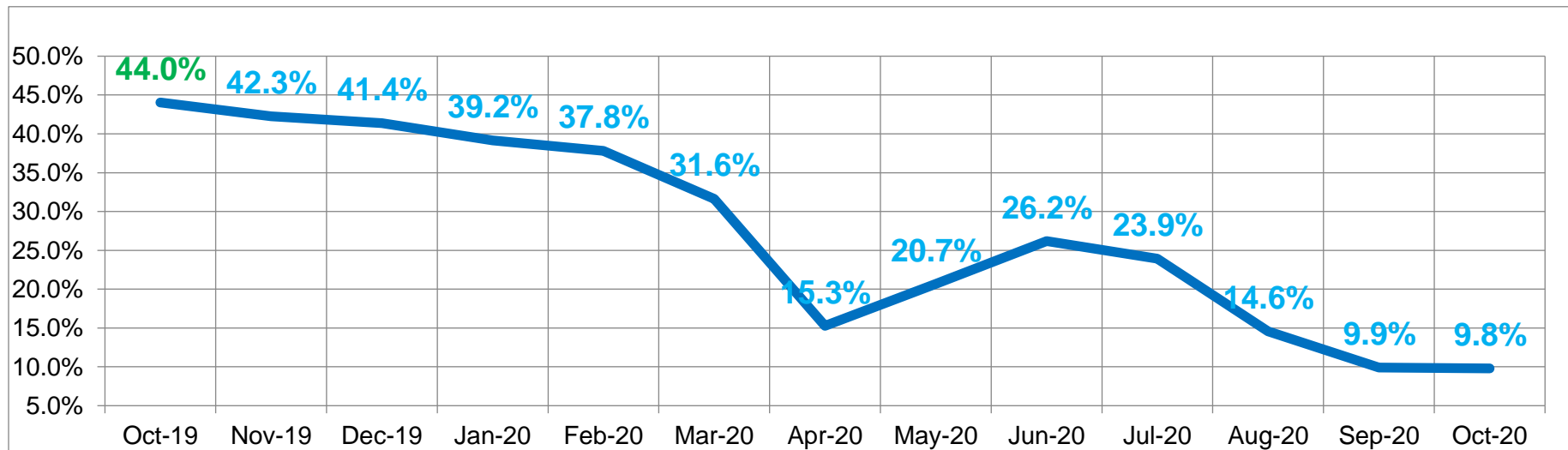
Performance Measures

Performance Measure	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Prev. Yr. Average
1. Total trips requested	32,315	29,704	29,504	29,524	27,394	21,835	11,883	12,697	14,707	16,256	11,491	10,991	10,233	25,125
2. Trips scheduled	30,015	27,238	26,766	26,801	25,321	18,513	10,801	11,924	13,974	15,541	10,769	10,261	10,787	23,048
a. Same day cancels	1,858	2,077	2,118	2,188	1,710	3,844	5,022	4,948	5,216	5,407	1,371	752	810	2,887
% of trips scheduled	6.2%	7.6%	7.9%	8.2%	6.8%	20.8%	46.5%	41.5%	37.3%	34.8%	12.7%	7.3%	7.5%	12.5%
b. Late cancels	554	495	619	484	374	506	150	198	207	232	249	230	248	409
% of trips scheduled	1.8%	1.8%	2.3%	1.8%	1.5%	2.7%	1.4%	1.7%	1.5%	1.5%	2.3%	2.2%	2.3%	1.8%
c. Total customer no-shows	490	411	479	427	265	378	94	137	171	187	173	117	146	330
% of trips scheduled	1.6%	1.5%	1.8%	1.6%	1.0%	2.0%	0.9%	1.1%	1.2%	1.2%	1.6%	1.1%	1.4%	1.4%
d. No-show (operator)	13	8	3	1	2	1	0	0	0	0	0	0	0	4
3. Total trips served	27,100	24,247	23,547	23,701	22,970	13,784	5,535	6,641	8,380	9,715	8,976	9,162	9,583	19,419
a. Average weekday riders	1,032	1,003	946	906	977	556	215	259	324	367	351	365	363	775
b. Advance reservation	17,398	15,917	15,392	15,094	14,835	8,899	3,304	4,250	5,823	7,087	6,392	6,598	7,063	12,570
c. Agency trips	4,249	3,433	3,651	3,628	3,303	1,346	18	-	-	0	0	0	0	2,611
d. Individual subscription	5,453	4,897	4,504	4,979	4,832	3,539	2,213	2,391	2,557	2,628	2,584	2,564	2,520	4,237
e. Taxi trips	11,934	10,246	9,745	9,282	8,689	4,360	846	1,373	2,196	2,326	1,309	908	935	7,505
<i>(taxi % of total trips)</i>	44.0%	42.3%	41.4%	39.2%	37.8%	31.6%	15.3%	20.7%	26.2%	23.9%	14.6%	9.9%	9.8%	38.6%
4. Total Redi-Wheels riders	2,183	2,027	2,018	2,007	1,982	1,557	450	562	756	829	843	875	908	1,660
5. Inter-County Transfer Trips	166	156	143	121	146	77	4	17	45	93	72	116	111	114
6. On-time performance ¹	91.5%	90.8%	90.7%	92.4%	92.8%	95.1%	97.2%	97.6%	96.1%	95.9%	97.2%	97.7%	97.9%	93%
7. Productivity (psgrs/rvh) ²	1.99	1.98	1.92	1.91	1.86	1.52	1.23	1.27	1.46	1.42	1.23	1.09	1.04	1.75
8. Complaints per 1000 trips	0.85	0.99	0.76	0.59	0.52	0.73	0.90	1.20	0.84	0.62	0.45	0.27	NA	0.8
9. Compliments per 1000 trips	0.55	0.70	0.34	0.46	0.65	0.80	0.18	1.05	0.84	0.82	1.56	0.65	0.83	0.7
10. Avg phone wait time (mins) ³	0.7	0.9	0.8	0.5	0.8	0.8	0.1	0.3	0.7	0.6	0.5	0.4	NA	0.68
11/3/2020														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

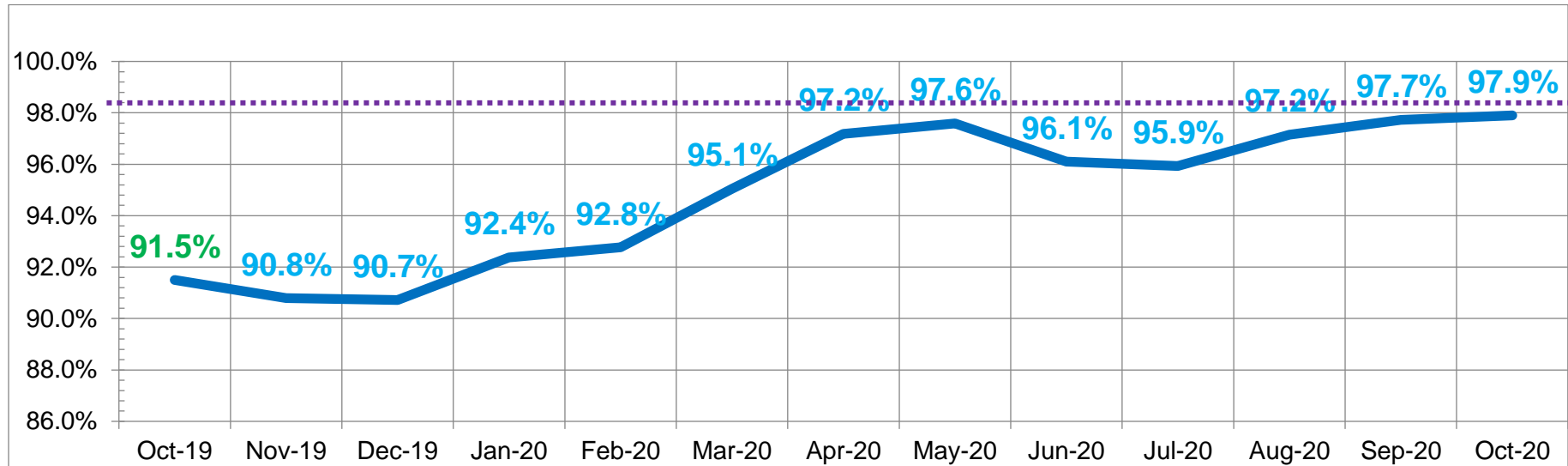
Total Trips



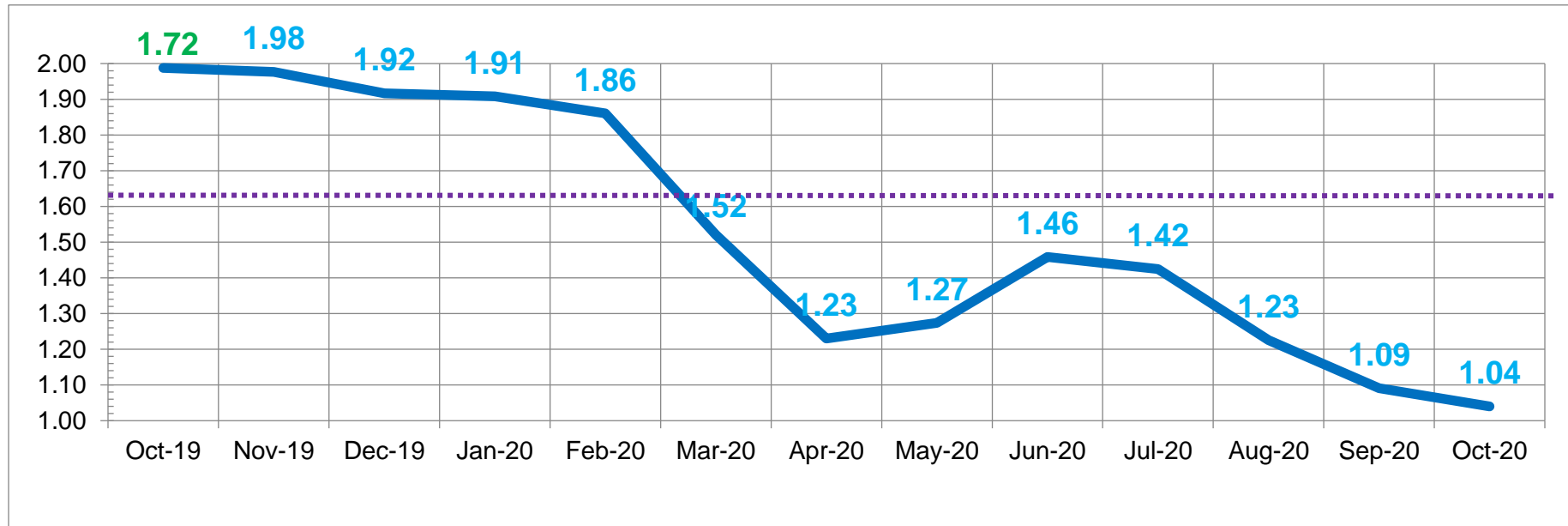
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2020 Comments	Sep-20	
	Subtotal	Rate/1000
Rides	9,160	
Total Comments by Category		
Compliment	6	0.66
Policy Related	5	0.55
Service Related	15	1.64
Total	26	2.84
Average Response Time to Customer (Working Days)‡		
Compliment		
Policy Related		
Service Related		
Overall		
	CC	CR
Compliment	2	4
Policy Related	1	4
Service Related	4	11
Overall	7	19

‡ Excludes weekends and holidays