

San Mateo County
Paratransit Coordinating Council (PCC)

Meeting Agenda and Minutes



February 13, 2018
1:30-3:30 p.m.

San Mateo County Paratransit Coordinating Council (PCC)

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Please note: We now have personal amplification devices available for this meeting; if you would like amplification, please advise the Lorna Rodriguez-Wong, PCC Staff. Due to the sensitivity of this device, it is important to refrain from personal conversations for the duration of the meeting.

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Scheduled Meetings for 2018

<p align="center">PCC San Mateo County Paratransit Coordinating Council</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:30 p.m.</p>	<p align="center">PAL Policy-Advocacy- Legislative-Committee</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:30-12:30 p.m.</p>	<p align="center">Education Committee</p> <p align="center">1st Friday Bi-Monthly conference call</p> <p align="center">1:00 p.m.</p>	<p align="center">CTC Coastside Transportation Committee</p> <p align="center">2nd Thursday/Quarterly Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center">9:30-11:00 a.m.</p>	<p align="center">SamTrans Board</p> <p align="center">1st Wednesday Monthly</p> <p align="center">2:00 p.m.</p>	<p align="center">ERC Efficiency Review Committee</p> <p align="center">To be Determined</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:00 p.m.</p>
January 9, 2018	January 9, 2018			January 3, 2018	TBA
February 13, 2018	February 13, 2018	February 2, 2018		February 7, 2018	TBA
March 13, 2018	March 13, 2018		March 8, 2018	March 7, 2018	TBA
April 10, 2018	April 10, 2018	April 5, 2018		April 4, 2018	TBA
May 8, 2018	May 9, 2018			May 2, 2018	TBA
June 12, 2018	June 12, 2018	June 1, 2018	June 14, 2018	June 6, 2018	TBA
July 10, 2018	July 10, 2018			July 11, 2018* (2 nd Wednesday)	TBA
NO MEETING	**NO MEETING**	August 3, 2018		August 2, 2018	TBA
September 11, 2018	September 11, 2018		September 13, 2018	September 5, 2018	TBA
October 9, 2018	October 9, 2018	October 5, 2018		October 3, 2018	TBA
November 13, 2018	November 13, 2018			November 7, 2018	TBA
December 11, 2018	December 11, 2018	December 7, 2018	December 13, 2018	December 5, 2018	TBA

AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting
SamTrans 2nd Floor Auditorium**

1250 San Carlos Avenue, San Carlos, CA 94070

February 13, 2018

- | | |
|--|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:35 |
| 3. * Approval of January 9, 2017 Meeting Minutes | 1:40 |
| 4. Committee Reports | 1:45 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair | |
| B. Grant/Budget Review | |
| C. C. Education—Sammi Riley, Chair | |
| D. D. Executive—Mike Levinson, Chair | |
| 1.) Discussion on Work Plan 2017/19 | |
| 5. Consumer Corps Report – 4 th Quarter 2017 – Lorna Rodriguez-Wong | 2:30 |
| 6. SamTrans / Redi-Wheels Reports | 2:35 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson | |
| D. Safety Report—Mark Weinstein | |
| 7. Liaison Reports | 2:45 |
| A. Coastside—Cara Schmaljohn | |
| B. Agency – Barbara Kalt | |
| C. ERC – Mike Levinson | |
| D. Commission on Aging (COA) – Sandra Lang | |
| E. Commission on Disabilities (COD) - Benjamin McMullan | |
| F. Center for Independence (CID) - Benjamin McMullan/Alex Madrid | |
| 8. Other Business | 3:15 |

*ACTION ITEM

The next PCC meeting is scheduled for Tuesday, March 13, 2018 from 1:30 PM - 3:30 PM

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)**

MEETING MINUTES

January 9, 2018

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Aki Eejima, Consumer; Nancy Keegan; Sutter Health Senior Focus; Tina Dubost, SamTrans; Judy Garcia, Consumer; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Dale Edwards, Consumer; Monica Colondres, Community Resident; Alex Madrid, Center for Independence of Individuals with Disabilities; Marie Violet, Dignity Health; Barbara Kalt, Rosener House; Carmen Santoni, Catholic Charities.

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Margo Ross; SamTrans; Mark Weinstein, First Transit; Henry Silvas; SamTrans; John Sanderson, SamTrans; Talib Salamin, Serra Yellow Cab; Bradley Cleveland, Guest; Larissa Vaserman, Consumer.

ABSENTEES:; Susan Capeloto, Department of Rehabilitation; Valerie Campos, Vista Center for the Blind and Visually Impaired

(Member Attendance 15, Quorum—Yes)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 1:37 p.m. and welcomed all to the PCC Meeting.

APPROVAL OF THE DECEMBER MINUTES:

Dinae Cruise motioned to approve the December meeting minutes and Sandra Lang seconded the motion. The minutes were approved without changes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Tina Dubost provided the legislative updates:

FEDERAL:

On December 21, 2017, the House and Senate reached agreement on a Tax Reform Bill that would cost \$1.5 trillion over 10 years. 15 Republicans voted against the bill.

Of importance to the transit industry are the following provisions:

Private Activity Bonds – they are not repealed and remain a viable financing mechanism (This could be helpful for implementation of projects such as the Dumbarton study).

Advance Repayment - it is repealed, which will affect the ability of local governments to refinance at lower interest rates.

Commuter Benefits - The bill suspends the \$20-a-month bicycle commuter benefit for 10 years but leaves the parking and transit benefits largely unchanged. A small percentage of employers, who give employees money for transportation rather than allow them to deduct it tax-free from their paychecks, will no longer be able to deduct that amount.

Electric Vehicles - eliminates the tax credit for plug-in electric cars that starts at a base level of \$2,500 and increases by \$417 for every kilowatt-hour beyond the first four.

STATE:

The State legislature reconvened last week. SamTrans is working with the state delegation to support the agency's grant applications for the Transit and Inner City Rail Program for express buses and Caltrain fleet expansion, as well as an application to the Congested Corridor Program for the 101 highway project.

Mike wanted to verify that this was not the same as the ½ cent sales tax that is associated with the Get US Moving SMC project. Tina clarified that it was not the same measure.

She also said that there is a proposal for a 1/8th cent tax in San Francisco, San Mateo and Santa Clara Counties that would provide funding for Caltrain. It would probably not appear on the ballot until 2020.

The next Stakeholders Advisory Group meeting for Get Us Moving SMC will be held on February 8, 2018

Marie Violet provided copies of a Power point presentation from a recent meeting held in Belmont on December 13, 2017, which addressed ADA Self-Evaluation for City of Belmont. This was a Public Outreach meeting for the City of Belmont. Marie noted that every city and county needs to address their own ADA requirements and updates. Please contact Lorna if you would like a scanned copy of the Power point presentation.

Marie pointed out that one of the attendees at the meeting arrived in a fairly robust wheelchair which could maneuver the challenging terrain in his Belmont neighborhood. But, he addressed how he had challenges boarding buses with his updated wheelchair. The subject of wheelchair accessibility raised many questions and comments from the membership. Most comments questioned the current wheelchair standards for transportation, and whether they are adequate to keep up with new technology. Alex asked if there was a movement for lifts to carry specifically a 600 pound wheelchair. Tina said that all District vehicles comply with ADA requirements.

Tina commented that manufacturers are developing new technologies that may have been designed to improve home life, but the consumers have not been made aware that

these devices may not be compatible with public transit. Eligible Redi-Wheels consumers cannot be denied paratransit eligibility, but they may be denied a trip if the mobility device cannot be safely boarded and secured on the vehicle.

B. GRANT/BUDGET REVIEW

Barbara reported no change

Tina did not have any further update on the three additional cut-away vehicles.

C. EDUCATION COMMITTEE

Sammi reported that the next meeting is on February 2, 2018 at 1:00pm.

D. EXECUTIVE COMMITTEE

Mike reported that the committee did not meet during the past month and there is nothing to report.

A draft PCC Work Plan from the October 2017 Retreat was discussed in great detail. The membership reviewed the Draft Work Plan by adding the responsible parties and timelines. The document will continue to be reviewed at the February 13th PCC Meeting.

The Driver's Appreciation Party is scheduled for April 10th.

CONSUMER CORPS:

A. Quarterly Report for October 1, 2017 to December 31, 2017

This will be provided at the next meeting

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina provided an update on the Get Us Moving SMC project:

About 10,000 survey responses have been received at this point. Most of the responses were from the hardcopy mailers which have been returned. The project is still encouraging people to submit their surveys via mailers or the website. The mailers are provided in multiple languages. Contact Tina if you know of areas that would benefit from these multilingual surveys

B. Performance Summary

Total Trips served shows that in November, numbers were up year over year, although average weekday ridership has remained relatively the same. The percentage of trips provided by taxis has decreased compared to the same month the previous year. On-time performance was 89.8% which is close to the 90% target. Same day cancels have increased. Productivity is 1.88 passengers per hour which is good.

Dinae stated that she has experienced an increase in late pick-ups especially with taxis. Talib apologized and explained that Serra Cab recently went through a software upgrade and are in the middle of fixing the bugs encountered with the upgrade. Mike asked if they could revert to the previous software. Unfortunately, Talib said the previous software will no longer be supported and they will need to adapt to the new

software.

C. Monthly Redi-Wheels Comment Statistics Report

Comments information is not available yet due to the comments software update. John said that the software upgrade has been disrupted and they are working out the bugs. Once resolved, John will ask that an ad hoc group be convened to discuss a new Comments report format.

D. Safety Report

Mark Weinstein said that there were 3 preventable events. One event included driving over a curb. The second event included broad siding another vehicle and the third was a taxi that rear ended another vehicle.

There were questions regarding dispatcher training in dealing with customers with issues such as late pick-ups. Many in the membership stated they have experienced Customer Service calls handled quite rudely. Mark will review.

LIAISON REPORTS:

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

The next CTC meeting is scheduled for March 8th from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay.

B. AGENCY

Nancy said there was nothing to report.

C. ERC

Mike said there is nothing to report

D. COMMISSION ON AGING (COA)

Sandra Lang reported that from the January 8th meeting, the COA appointed 4 new Commissioners. They are meeting for their retreat on February 20th in a Silicon Valley location. They will have their General Meeting on February 20th. The Transportation meetings are usually held on the 3rd Wednesday of the month. The New Beginnings Coalition Meeting was scheduled to meet on January 16th but was subsequently cancelled.

E. COMMISSION ON DISABILITIES (COD)

Ben said that they did not meet the past month.

F. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CID)

Ben is still working on Emergency Preparedness presentations specifically for San Bruno.

Alex distributed two flyers regarding:

Voter's Choice Act and Focus Group. The focus group is scheduled for Tuesday January 16th from 2- 3 p.m. at 2001 Winward Way Suite 102, San Mateo CA 94404. The Voter's Choice Act public meeting will be held on Thursday, January 18th.

Workshop on Better Choices, Better Health also located at CID on Wednesdays January 24th through February 28th from 2:00 p.m. to 4:30 p.m. Space is limited. Contact 408-961-9877 or e-mail bcbh@healthtrust.org.

OTHER BUSINESS

Dinae reported a January 3rd taxi ride where pick-up was very late. Tina will work with Dinae directly on this issue.

Judy mentioned a specific problem she experienced today with the SamTrans elevators providing limited time for her wheelchair to enter. Tina will address this with Judy.

Barbara provided flyers for an event, "The Power of Music" on January 24th from 4:00 to 5:30 p.m. It is an interactive Hands-On Presentation located at the Rosener House Adult Day Services, 500 Arbor Road, Menlo Park. Contact 650-322-0126 or e-mail kminden@penvol.org

Aki noted that the Center for Disease control encourages individuals to get their flu shots.

The next PAL and PCC meetings will be held on Tuesday, February 13, 2018. The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30-3:30 p.m.

MEETING ADJOURNED at 3:35 p.m.

Draft Work Plan for 2017/2019
San Mateo County Paratransit Coordinating Council

Objectives	Tasks	Lead and Support Roles	Timeline
Expand PCC Membership			
Educate public on how Redi-Wheels works and who it is intended for	<ul style="list-style-type: none"> ● Explore additional opportunities for promoting the PCC, such as various forms of social media, advertising in the Daily Journal, PenTV, NextDoor ● Post PCC on a Community Forum ● Follow through with organizations 	PCC lead, with Education Committee and PAL Committee in support roles	Draft Outreach Plan by May 2018

	and agencies for feedback and to provide them with supplemental information		
<p>Expand PCC membership</p> <p>a. Strategically recruit new members</p> <p>b. Educate existing members</p>	<ul style="list-style-type: none"> ● Review and provide input on all Redi-Wheels and Redi-Coast materials ● Identify 2 – 4 agencies to recruit new members ● Conduct 2 – 4 outreach events per year ● Evaluate outreach presentations and refine as needed ● Reach out to 		

	consumers to join the PCC		
Improve Communications within PCC			
Continue to enhance the effectiveness of the PCC and PAL committee meetings	<ul style="list-style-type: none"> • Review time and format of PCC meetings to make sure they are accomplishing meeting objectives • Make the PCC meeting more interactive, such as a community forum or using social media outlets • Develop Master Calendar of Events • Provide new members with an 	<ul style="list-style-type: none"> • This is an ongoing effort spearheaded by the Education Committee and staff • Sub-committee of PAL to update by-laws (form sub-committee at February PAL 	<p>Ongoing</p> <ul style="list-style-type: none"> • Start discussion of meeting format at March 2018 PCC meeting, then Executive Committee can formulate proposal if any changes are

	<p>orientation session</p> <ul style="list-style-type: none"> • Update PAL meeting changes in by-laws (name and function) 	meeting)	<p>being considered</p> <ul style="list-style-type: none"> • Complete by June 2018
Expand PCC Role in Community			
Help Redi-Wheels develop a more positive image in the community	<ul style="list-style-type: none"> • Identify agencies to develop partnerships and assign PCC members to reach out to them 	PCC and SamTrans	
Develop strategic partnerships with agencies/organizations that have similar issues and concerns			
Ensure that potential sales tax	<ul style="list-style-type: none"> • Actively 	PAL committee	June 2018

measure includes projects that serve the needs of people with disabilities and sustains long-term future of Redi-Wheels	participate in Stakeholders Advisory Group (SAG) and be visible promoting accessibility and paratransit		
Address Service Quality Issues			
Address customer service dispatch regarding improving hold time and the accuracy of arrival time estimates		PAL Committee	
Ensure full implementation of real time arrival notification		PAL committee	On hold
Explore potential for Regional PCC conference to be hosted by MTC or another PCC with support from San Mateo PCC		Staff	Initiate activities in 2018 for conference in 2019
In collaboration with partners		PCC and staff	

explore and develop non-paratransit programs/mobility management			
Stay informed about ride-hailing programs and how they are used to serve people with disabilities in other locations	<ul style="list-style-type: none"> • Include periodic updates at PCC meetings on latest developments with ride-hailing services such as Lyft and Uber 	Staff	
Address emergency preparedness issues with the Office of Emergency Services taking confidentiality into account. How can we collaborate on the information?		SamTrans and PCC	
Promote and maintain good relations between drivers, riders and agencies.	<ul style="list-style-type: none"> • Host annual appreciation party for all First Transit 		

<p>Acknowledge and recognize high quality service.</p>	<p>and Coastside paratransit staff</p> <ul style="list-style-type: none"> • Ensure consumer appreciation cards are available for the Coastside 		
<p>Actively work with SamTrans to explore same day service</p>	<ul style="list-style-type: none"> • Support SamTrans in developing a centralized website for transportation resources and centralized phone number • Determine if it is worth pursuing a hospital discharge program since Alameda County discontinued 		

	these services due to lack of consumer usage		



Consumer Corps Quarterly Report

This report covers the months of October through December 2017. A total of 183 reports were submitted this quarter.

On-Time Performance: Over 82% of ride evaluations submitted by Consumer Corps members in Q4 reported their pickup time was within 20 minutes of their scheduled ride time. The longest ride wait time reported this quarter was 70 minutes.

Night Before Calls: In Q4, about 18% of Night Before calls received by Consumer Corps members were incomplete/inaccurate.

Telephone Holds: When making ride reservations, about 63% of Consumer Corps members reported that their calls were taken without being put on hold.

Driver Assistance: In Q4, Drivers assistance that "met needs" or was "above needs" occurred in 92% of reports submitted. Customer satisfaction with driver assistance continues to be very positive.

Vehicle Type: During Q4, 61% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 33% of reported trips and RediCoast vehicles provided the remaining 6% of rides

Comments and Trends: An average of 82% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles.

Comment Cards: About 42% of rides taken by Consumer Corps members noted comment cards on display in Redi-Wheels vehicles.

Q4 – 2017 Consumer Corps Report

Quarter Months	October	November	December	Total/Ave./Most
No. of Forms Submitted	91	46	46	183 (tot.)
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	13	10	9	10 min. (ave.)
Longest Actual pick-up time, minus Scheduled pick-up time	40 min.	45 min.	70 min.	70 min. (most)
% of riders waiting longer than 20 minutes	14%	22%	20%	17.4% (ave.)
On hold to reserve a trip	36	22	10	68 (tot.)
% of callers on hold (number on hold divided by total)	40%	48%	22%	37% (ave.)
Longest time on hold	7 min.	5 min.	5 min.	6 min. (most)
Did not receive a Night Before Call and/or was inaccurate	25%	20%	10%	18% (ave.)
TRIP EXPERIENCE				
% of trips shorter than 20 miles	84%	83%	80%	82% (ave.)
% of trips longer than 20 miles	16%	17%	20%	18% (ave.)
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	70%	65%	48%	61% (ave.)
% RediCoast vehicles used	5%	2%	13%	6% (ave.)
% Taxicab vehicles used	25%	33%	39%	33% (ave.)
% of rides with Comment Cards visible on Redi-Wheels vehicles	* 53%	* 36%	26%	* 42% (ave.)
% of driver assistance that meets expectations (met needs or better)	94%	84%	100%	92% (ave.)

*Some riders choose not to ask for Redi-Wheels Comment Cards on trips where the Cards are not visibly displayed.

**Monthly Redi-Wheels Paratransit Performance Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

Performance Measure	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Prev. Yr. Average
1. Total trips requested	31,857	30,777	30,380	35,289	32,135	34,581	34,021	32,559	34,653	32,891	34,167	33,284	31,594	32,686
2. Trips scheduled	28,534	28,133	28,021	32,779	29,501	31,615	31,033	29,504	32,158	30,199	31,502	30,193	28,406	30,022
a. Same day cancels	1,882	2,020	1,854	1,846	1,798	1,809	1,848	1,832	1,818	1,770	1,809	1,869	1,770	1,884
% of trips scheduled	6.6%	7.2%	6.6%	5.6%	6.1%	5.7%	6.0%	6.2%	5.7%	5.9%	5.7%	6.2%	6.2%	6.3%
b. Late cancels	510	550	438	514	524	571	527	556	598	546	568	564	546	502
% of trips scheduled	1.8%	2.0%	1.6%	1.6%	1.8%	1.8%	1.7%	1.9%	1.9%	1.8%	1.8%	1.9%	1.9%	1.7%
c. Total customer no-shows	384	364	402	449	313	332	432	415	436	451	390	360	445	364
% of trips scheduled	1.3%	1.3%	1.4%	1.4%	1.1%	1.1%	1.4%	1.4%	1.4%	1.5%	1.2%	1.2%	1.6%	1.2%
d. No-show (operator)	1	0	1	0	0	0	0	0	0	0	0	0	0	1
3. Total trips served	25,757	25,209	25,326	29,970	26,866	28,903	28,226	26,701	29,306	27,432	28,735	27,400	25,645	27,271
a. Average weekday riders	1,042	1,038	1,107	1,157	1,139	1,144	1,121	1,107	1,127	1,175	1,131	1,119	1,049	1,112
b. Advance reservation	17,870	17,367	17,595	20,303	18,200	19,659	19,302	18,301	20,008	18,830	19,623	18,830	17,601	18,658
c. Agency trips	3,617	3,551	3,390	4,375	3,922	4,134	3,914	3,618	4,123	3,547	3,802	3,579	3,468	3,921
d. Individual subscription	4,270	4,291	4,240	5,292	4,744	5,110	5,010	4,782	5,175	5,055	5,310	4,991	4,576	4,693
e. Taxi trips	7,883	7,061	7,266	8,444	7,384	8,576	8,607	7,930	8,933	8,735	9,475	9,237	8,473	8,434
(Taxi % of total trips)	30.6%	28.0%	28.7%	28.2%	27.5%	29.7%	30.5%	29.7%	30.5%	31.8%	33.0%	33.7%	33.0%	30.9%
4. Total Redi-Wheels riders	2,307	2,235	2,297	2,389	2,294	2,351	2,395	2,268	2,387	2,301	2,268	2,346	2,299	2,321
5. Inter-County Transfer Trips	129	146	120	185	205	211	178	188	163	163	155	155	131	177
6. On-time performance ¹	92.3%	92.9%	92.0%	92.4%	92.4%	90.0%	89.7%	90.6%	90.8%	87.3%	89.8%	89.8%	89.7%	92%
7. Productivity (psgrs/rvh) ²	1.76	1.75	1.78	1.81	1.83	1.82	1.86	1.84	1.87	1.90	1.92	1.88	1.85	1.82
8. Complaints per 1000 trips	0.43	0.12	0.20	0.17	0.45	0.31	0.50	0.41	0.49	0.69	0.66	0.88	0.90	0.4
9. Compliments per 1000 trips	1.48	1.03	0.59	0.90	0.67	0.69	0.81	1.50	0.52	1.20	1.01	1.02	2.14	1.5
10. Avg phone wait time (mins) ³	0.8	0.7	0.9	0.8	1.1	0.9	1.3	1.3	0.9	2.5	1.6	1.2	1.0	0.97

2/6/2018

Notes:

1 Standard = 90%

2 Standard = 1.70

3 Standard = < 1.5

Total Trips Served







Productivity (Passengers/Revenue Vehicle Hour)

