



## **Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**October 12, 2021**

**1:30pm**

**San Mateo County  
Paratransit Coordinating Council (PCC)  
P.O. Box 1035  
San Carlos, CA 94070  
Phone: (650) 299-1442**

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[sanmateopcc2@gmail.com](mailto:sanmateopcc2@gmail.com)**

**Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to Assembly Bill 361 (Gov. Code section 54943).**

**The public may not attend this meeting in person.**

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

Tuesday, October 12, 2021  
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/96870456679?pwd=TIhRSFJKWG9OWkNQcUpLcnFpTmp3Zz09>

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

Meeting ID (for both phone and computer): 968 7045 6679

Password (for both phone and computer): 216370

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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 <sup>nd</sup> Tuesday Monthly  <b>1:30-3:30pm</b>	PCC Executive Committee  1 <sup>st</sup> Tuesday Monthly Conf. Call  <b>1:00-2:00pm</b>	PAL Policy-Advocacy- Legislative Committee  2 <sup>nd</sup> Tuesday Monthly  <b>11:30-12:30pm</b>	PCC Education Committee  1 <sup>st</sup> Friday Bi-Monthly Conf. Call  <b>1:00pm</b>	CTC Coastside Trans. Committee  2 <sup>nd</sup> Thursday Qtly. Senior Coastsiders 925 Main St., HMB  <b>10:00-11:30am</b>	SamTrans Board  1 <sup>st</sup> Wednesday Monthly  <b>2:00pm</b>
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**

October 12, 2021

1. Welcome / Roll Call	1:30
2. Approval of September 14, 2021 PCC Meeting Minutes*	1:35
3. Presentation: San Mateo Walks to Transit Project Sophie Gabel-Scheinbaum, Urban Planning Partners Inc.	1:40
4. Committee Reports	1:55
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of September 2021 Meeting Minutes*	
ii. Local Advocacy	
1. Transit Recovery Updates – Tina Dubost	
2. MTC Coordinated Plan and Blue Ribbon Recommendations – Naomi Armenta	
iii. Policy Issues	
b. Liaison Report: Trans. Auth.-Citizens' Advisory Committee (TA-CAC) – Sandra Lang	
c. Grant/Budget Review – Sammi Riley, Chair	
d. Education – Sammi Riley, Chair	
e. Executive – Benjamin McMullan, Chair	
i. Bylaws changes (no vote until November)	
f. Nominating/Membership – TBD (No current chair)	
5. Consumer Comments	2:40
6. SamTrans / Redi-Wheels Reports	2:45
a. Operational Report – Tina Dubost	
b. Performance Summary – Tina Dubost	
c. Comment Statistics Report – Tina Dubost	
d. Safety Report – Charles Posejpal	
7. Liaison Reports	2:55
a. Agencies – Marie Violet & Dao Do	
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	
8. Other Business	3:10
a. Consumer Corps Report – 3Q2021	
9. Adjournment in memory of Marilyn Golden of DREDF (Disability Rights Education and Defense Fund)	

\*Action Item

## SAN MATEO COUNTY

### PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of September 14, 2021 Meeting

#### **ATTENDANCE:**

##### Members:

Dao Do, Rosener House  
Tina Dubost, SamTrans  
Judy Garcia, Consumer  
Sandra Lang, Community Member  
Mike Levinson, Consumer, PAL Chair  
Benjamin McMullan, Chair, CID  
Scott McMullin, CoA  
Sammi (Wilhelmina) Riley, Consumer  
Marie Violet, Dignity Health  
(Member attendance = 9/12, Quorum = Yes)

##### Guests:

Lynn Spicer, First Transit/Redi-Wheels  
Jane Stahl, PCC Staff  
Richard Weiner, Nelson\Nygaard  
Charles Posejpal, First Transit/Redi-Wheels  
Kelley Shanks, SamTrans  
Henry Silvas, SamTrans  
Kathy Uhl, CoA  
Ryan McCauley, SamTrans  
David Scarbor, SamTrans  
Diana Do, MTM

##### Absentees:

Susan Capeloto, Dept. of Rehabilitation  
Dinae Cruise, Vice Chair, Consumer  
Alex Madrid, Consumer

#### **WELCOME/INTRODUCTIONS:**

Chair Ben McMullan called the meeting to order at 1:32pm. The meeting was held via Zoom conference call service and a roll call taken.

#### **APPROVAL OF JULY MINUTES:**

Mike Levinson moved to approve the July meeting minutes; Sammi Riley seconded the motion; the minutes were approved. Note: There was no meeting in August.

#### **PRESENTATION: Mobility Resource Center**

Tina Dubost gave an overview of transportation resources available. In addition to providing public bus service and paratransit service, SamTrans is also the mobility manager for San Mateo County and gives information on transportation alternatives. This information is available by phone to the Customer Service Center at 1-800-660-4287. There is a *San Mateo County Senior Mobility Guide* (currently being updated) also available online at [www.peninsularides.com](http://www.peninsularides.com). The website includes a “Find Your Ride” feature, information about travel training, a list of resources, and assistance with driver safety.

The “Find Your Ride” tool currently lists 29 different transportation options for a trip with detailed information about each of the services and includes fees and service areas.

Sandra Lang mentioned that the Mature Driver Test can reduce insurance costs.

Richard Weiner asked about site usage. Tina didn’t have that information on hand but mentioned that it wouldn’t be accurate as it doesn’t include calls to the Customer Service Center. It is widely advertised. Sammi Riley asked about the *Mobility Guides* – these are being updated and translated and should be available in about a month. Several members requested copies when they are available.

#### **COMMITTEE REPORTS:**

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

See page 9.

##### **Grant/Budget Review – Sammi Riley, Chair**

Tina reviewed the budget for the current fiscal year. [See Appendix B on page 13.](#) She noted that passenger fares are 2% of the budget. District sales tax and other tax measures make up the bulk of funding.

##### **Education – Sammi Riley, Chair**

At the September 3<sup>rd</sup> meeting, the committee discussed the video under production on the most common questions. They will include information on how riders can provide feedback on the service. Once complete, it will be sent to Tina for review.

There are no in-person events currently planned. The committee continues to look for opportunities to provide presentations online. Tina confirmed that information in the 2019 *Rider’s Guide* is still accurate and there are no plans to update it.

The next meeting is on November 5<sup>th</sup>.

##### **Executive – Benjamin McMullan, Chair**

The committee met on September 7<sup>th</sup>. Ben reported that:

- They decided to add a Recovery Plan Update to the PCC agenda as a standing item
- The new member orientation agenda had been revised
- The Nominations/Membership chair description will be shared with the PCC and others.

- They are working on updates to the PCC Bylaws with respect to endorsement requests, language on grant application funding sources, etc.
- They voted to move forward on Kathy Uhl's membership application for full PCC vote.

At that point, Ben requested a vote on Kathy's membership; it was approved unanimously. All welcomed Kathy to the PCC.

### **Nominations/Membership – TBD, Chair**

The Nominations/Membership committee has a vacancy for the chairperson. See discussion under Executive Committee.

### **CONSUMER COMMENTS**

None.

### **OPERATIONAL REPORTS**

Tina reviewed the preliminary data for August. Late cancels are starting to increase but it's not yet a problem; same day cancels are good. Average weekday ridership was 478. On time performance was excellent at 94%. Productivity was 1.4. Average call wait time was good. The total trips served showed a steady increase and taxi trips were consistent.

Sammi mentioned that comment cards are often not available on the buses; Tina will look into this.

Scott McMullin commented that 90% should be a minimum not a standard for on-time performance.

### **COMMENT STATISTICS REPORT**

Tina reviewed the data for July. There were 4 service-related complaints and 1 policy-related complaint. These were received through reports rather than comment cards.

### **SAFETY REPORT**

Charles Posejpal reported 3 preventable incidents in July, and 4 incidents in August with 3 of them being preventable. Mike expressed concern that the number of preventable incidents was a trend, but Charles thought it was an anomaly. Tina reported that the incidents were not serious.

## **LIAISON REPORTS**

### **Agency**

Marie reported that agencies are opening up and she and Dao will start an agency committee to meet quarterly. The committee discussion will then be reported at the PCC meeting.

### **ERC – Mike Levinson**

Tina reported that they are continuing to evaluate proposals received for the paratransit scheduling software.

### **Commission on Disabilities (CoD) – Ben McMullan**

CoD recessed in August.

### **Center for Independence (CID) – Ben McMullan**

CID staff is continuing to outreach for PSPS events to ensure that consumers have everything they need.

### **Commission on Aging (CoA) – Kathy Uhl**

Kathy reported that the senior centers are starting to open. Many are using alternative transportation services. They have prepared an emergency list for seniors that includes disability and senior-related items. They will have a retreat soon to plan for the next few years. They are developing relationships and network with cities and commissions.

### **Coastside Transportation Committee (CTC) – Tina Dubost**

Tina reported that the CTC met in August for an update. She reported that both the Coastside Adult Day Care and Senior Coastsiders have resumed service.

### **Citizen's Advisory Committee for the San Mateo County Transportation Authority (TA)**

#### **– Sandra Lang**

The CAC passed a motion to approve the TA resolution for allocation and programming of \$3.5M of Measure A funds to the San Mateo County Transit District for its Paratransit Program for fiscal year 2022.

The committee received an update on the Express Lanes Project

## **OTHER BUSINESS**

Sandra mentioned that September is Transportation Month.

The next meeting will be on October 12<sup>th</sup> at 1:30pm. The meeting adjourned at 2:59pm.

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

A roll call was taken. The minutes from the July 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, Government & Community Affairs Specialist, gave an update and notes from his presentation are included in [Appendix A on page 11](#).

Following questions at the meeting, Ryan provided the following information:

California AB 339: This bill would require, until December 31, 2023, certain City Council or County Board of Supervisors meetings to allow the public to attend and comment via telephone or internet. This bill has passed both legislative bodies in the CA State legislature. It now has until October 10 to be signed by Governor Newsom. There is another piece of similar legislation, AB 361, which would allow, until January 1, 2024, local agencies to use teleconferencing without complying with specified Ralph M Brown Act restrictions in certain state emergencies. This has also passed both chambers and is with the Governor.

Federal HR 3744: “Stronger Communities Through Better Transit Act”. This bill was introduced in June by Congressman Henry C. “Hank” Johnson, Jr. who represents Georgia’s 4<sup>th</sup> District. This bill would provide \$20 billion annually for four years (\$80B total) to transit systems for their operating budgets. The next steps for this bill are still largely unclear. The federal government has primarily been focused on the \$1T infrastructure package (Infrastructure Investment and Jobs Act) and the budget blueprint for a \$3.5T human infrastructure package, which includes issues such as climate change, the tax code, Medicare, and child and elder care. We will continue to monitor this piece of legislation, but as of now, none of our agencies (SamTrans, Caltrain, or the TA) have taken a formal position.

It was agreed that Ryan should return in February 2022 to give another update.

### **Local Advocacy**

Tina introduced Diana Do, manager for the transportation eligibility contractor, MTM. Tina reminded everyone that the paper application process and telephone interviews are currently being used. They will return to in-person interviews when it is safe. SamTrans is providing the facility.

### **Transit Recovery Update**

Tina reported that paratransit ridership is almost up to 50% of pre-COVID levels.

“All Aboard Bay Area” is a regional campaign developed by MTC to provide consistent messaging throughout the Bay Area. It goes from August to September and includes some local messaging. It emphasizes “touchless” ticketing with the Clipper app, SamTrans Mobile and the Clipper Start program for low-income riders.

They will start conducting a pulse survey each month beginning in August to gather information on travel patterns for SamTrans and Caltrain riders. These surveys will provide feedback on rider experience, plans for riding SamTrans, and ride characteristics. Sandra asked about distribution and Tina thought it would be primarily through the website. [Note: The survey is now closed and that in the next few months the focus will be on Reimagine SamTrans outreach and the SamTrans triennial survey. The pulse survey won’t be re-launched until later on.]

Mike attended the final session of the MTC Blue Ribbon panel at which they adopted 27 recommendations through 2023. Several were concerned with paratransit. Richard Weiner will provide an update on the recommendations at the October PCC meeting.

### **Policy Issues**

Charles Posejpal gave a description of the First Transit Safe Wheels program aimed at improving safety for passengers using unsafe mobility aids. A local bus driver nominated a passenger for a new wheelchair and this was delivered on September 10th. The passenger was very pleased to receive the new wheelchair.

Tina thanked the PCC for the letter sent to the *San Mateo Daily Journal* regarding SamTrans’ help to the VTA.

Free trips are continuing to vaccination sites for SamTrans, Redi-Wheels and RediCoast rides. 92% of those aged 12 and up in San Mateo County have now received at least one dose of the COVID vaccine.

The face mask mandate on buses and trains has been extended through January 2022. There is an exception for people who have a disability that prevents them from wearing a face mask.

The next PAL meeting will be on October 12, 2021.

## Notes from Legislative Update from Ryan McCauley

### Infrastructure Week Continues:

- On August 11th, the Senate passed a \$1 trillion bipartisan infrastructure package, the Infrastructure Investment and Jobs Act (IIJA). The package includes significant new funding for transportation.
- Over the next five years, the bill would provide:
  - \$106.9 billion for public transit, a 63 percent increase over current funding levels
  - \$102.15 billion for rail programs, a 561 percent increase over current funding levels, including \$245M for grade crossings.

### Transportation Specifics:

- As reported last month - regarding surface transportation, the bill combines a roughly \$475 billion five-year surface transportation reauthorization—a 56 percent increase above Congress's last five-year transportation bill, the Fixing America's Surface Transportation (FAST) Act—with approximately \$157 billion in supplemental one-time stimulus funding to be distributed to more than two dozen programs over five years.
- The bill could provide about \$4.5 billion in “guaranteed” funding for the Bay Area via the highway and transit formula funds that MTC distributes.
- Bay Area projects could receive a share of the state's \$4.5 billion in bridge repair funds and dedicated resources for EV charging and resilience projects.

### Some Funding Highlights (may be of interest to TA CAC/BOD):

- **Surface Transportation Block Grant Program: \$72 billion (\$14.4 million each year)**
- **Bus Formula Grants:** \$3.161 billion (\$632 million each year)
- **Bus Competitive:** \$2.34 billion (\$468 million each year)
- **Low-No Buses:** Provides an additional \$5.25 billion (\$1.05 billion each year) for the Low-No Bus Programs, which provides funding to state and local governments for the purchase or lease of zero-emission and low-emission transit buses, including acquisition, construction, and leasing of required supporting facilities. The Low-No Program will also support workforce training, to ensure that diesel mechanics and other transit workers are not left behind in the transition to new technology

### Earmarks:

- It is important to note that the IIJA does not include any of the surface transportation earmarks that the House INVEST Act would have authorized, which is a concern to many House members.
- There are efforts underway for House T&I earmarks to move into the House Appropriations bill. The TA has submitted requests for this funding, and we will monitor it closely.

## **Appropriations:**

- The Senate Appropriations Committee has advanced its first three spending bills for fiscal year (FY) 2022: Ag/FDA, E&W, and Mil-Con/VA.
- The House passed nine of 12 spending bills ahead of August recess - one of those being the DOT funding bill.
- The White House, House and Senate have not reached an agreement on top-line spending levels for all 12 bills.
- Lawmakers are unlikely to complete their work on appropriations before the September 30, 2021, end of the current fiscal year, and talks will turn to a continuing resolution (CR) when lawmakers return from recess - later this month. A CR would not include earmarks.

## **STATE**

### **Legislature**

- The Legislature reconvened from Summer Recess on August 16 and entered the final month of this year's leg session.
- Fiscal committees had until August 27 to report bills to the floor of each house.
- The legislative session ended on September 10th, and Governor Newsom has 30 days (until October 10) to sign or veto bills sent to him.

### **Budget**

- In July, the Governor signed [SB 129 \(Skinner\)](#), a “Budget Bill Jr.” that amends the main budget bill, [AB 128 \(Ting\)](#).
- As reported last month, SB 129 includes significant investments in transportation:
  - \$2.7 billion in funding for zero-emission vehicles and infrastructure
  - \$2.5 billion for statewide Transit & Intercity Rail Capital Program (TIRCP) funding
  - \$500M for grade separations statewide
- SB 129 did not include the Governor’s proposed \$4.2B investment in high speed rail (HSR) which is the subject of ongoing negotiations between Legislative Leaders and Governor Newsom.
  - SB 129 requires that a significant portion of the transportation funding (\$2.6B) only takes effect if subsequent legislation is approved by October 10
  - An agreement was not reached on HSR funding, so the proposed new funds for transportation, listed above will revert to the General Fund.

### **Recall**

- A key political consideration influencing budget negotiations is the Recall election, which will be held on September 14 (mail ballots have been going out since mid-August).
- Official outcome isn’t anticipated until late October (County elections offices have 30 days to certify results; Sec of State announce official result approximately 8 days later)

## Summary of Paratransit Expenses and Revenues

**Summary of Paratransit Expenses and Revenues**  
**First eleven months of FY 2021**

**Paratransit Revenue****Actual - July 2020-May 2021**

	Actual to Date	Percent	2020-21 Annual Budget
Passenger fares	\$219,619	2%	\$188,274
Local Transit Development Act (T	\$1,881,561	14%	\$2,062,681
Local State Transit Assistance (ST	\$436,189	3%	\$475,842
Operating grants	\$229,500	2%	\$2,082,536
District sales tax - District ADA pro	\$6,196,077	46%	\$8,986,309
Interest income - paratransit trust	\$551,921	4%	\$505,000
SMCTA Measure A	\$2,937,333	22%	\$3,200,000
Measure M	\$1,082,931	8%	\$1,600,000
<b>Total</b>	<b>\$13,535,131</b>		<b>\$19,100,642</b>

**Expenses****Actual - July 2020-May 2021**

	Actual to Date	Percent of Total	2020-21 Annual Budget
Redi-Wheels	\$6,441,756	48%	\$6,929,800
ADA Sedan / Taxi service	\$1,763,839	13%	\$3,629,400
Coastside ADA Support	\$1,026,149	8%	\$2,032,900
ADA Related Wages and Benefits	\$2,439,397	18%	\$2,649,599
ADA Related support	\$1,135,523	8%	\$2,863,778
Insurance	\$743,844	5%	\$776,765
ADA Claims and Support	-\$15,378	0%	\$218,400
<b>Total</b>	<b>\$13,535,130</b>		<b>\$19,100,642</b>

## Redi-Wheels Reports:

### Performance Measures

Performance Measure	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Prev. Yr. Average
1. Total trips requested	10,991	11,544	10,585	10,843	9,860	9,796	11,749	12,120	12,980	14,056	15,230	15,421	13,864	11,856
2. Trips scheduled	10,261	10,786	9,741	9,826	8,888	9,048	10,839	11,226	12,161	13,230	14,204	14,428	12,902	11,026
a. Same day cancels	752	810	661	730	654	613	691	719	803	868	936	1,031	1,020	1,173
% of trips scheduled	7.3%	7.5%	6.8%	7.4%	7.4%	6.8%	6.4%	6.4%	6.6%	6.6%	6.6%	7.1%	7.9%	10.6%
b. Late cancels	230	248	279	229	224	251	285	280	326	423	461	471	464	271
% of trips scheduled	2.2%	2.3%	2.9%	2.3%	2.5%	2.8%	2.6%	2.5%	2.7%	3.2%	3.2%	3.3%	3.6%	2.5%
c. Total customer no-shows	117	146	138	123	115	109	125	119	175	175	294	263	160	142
% of trips scheduled	1.1%	1.4%	1.4%	1.3%	1.3%	1.2%	1.2%	1.1%	1.4%	1.3%	2.1%	1.8%	1.2%	1.3%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	2	0	0	0
3. Total trips served	9,162	9,582	8,663	8,744	7,895	8,075	9,738	10,108	10,857	11,764	12,511	12,663	13,073	9,440
a. Average weekday riders	365	363	357	337	322	341	361	373	432	451	458	478	513	368
b. Advance reservation	6,598	7,062	6,249	6,339	5,527	5,833	7,126	7,564	8,291	9,098	9,589	9,486	9,915	6,931
c. Agency trips	0	0	0	0	0	0	0	0	44	90	297	542	534	11
d. Individual subscription	2,564	2,520	2,414	2,405	2,368	2,242	2,612	2,544	2,522	2,576	2,625	2,635	2,624	2,498
e. Taxi trips	908	934	946	1,111	844	945	1,190	1,276	1,272	1,580	1,680	1,343	1,508	1,220
(taxi % of total trips)	9.9%	9.7%	10.9%	12.7%	10.7%	11.7%	12.2%	12.6%	11.7%	13.4%	13.4%	10.6%	11.5%	12.9%
4. Total Redi-Wheels riders	875	908	846	792	748	814	898	931	1,019	1,103	1,161	1,160	1,134	884
5. Inter-County Transfer Trips	116	111	80	73	53	42	49	89	125	146	150	112	73	87
6. On-time performance <sup>1</sup>	97.7%	97.9%	97.3%	96.9%	98.0%	98.2%	98.0%	97.7%	97.3%	95.1%	93.8%	94.5%	95.1%	97%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.09	1.09	1.11	1.19	1.03	1.06	1.07	1.19	1.23	1.35	1.47	1.44	1.42	1.17
8. Complaints per 1000 trips	0.55	0.52	0.58	0.57	0.25	0.12	-	0.40	0.18	0.3	0.3	0.16	NA	0.4
9. Compliments per 1000 trips	0.65	0.83	1.85	1.14	1.14	1.36	1.33	0.79	1.29	0.51	0.72	1.18	NA	1.1
10. Avg phone wait time (mins) <sup>3</sup>	0.4	0.5	0.5	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.6	NA	0.42

**10/5/2021**

Notes:

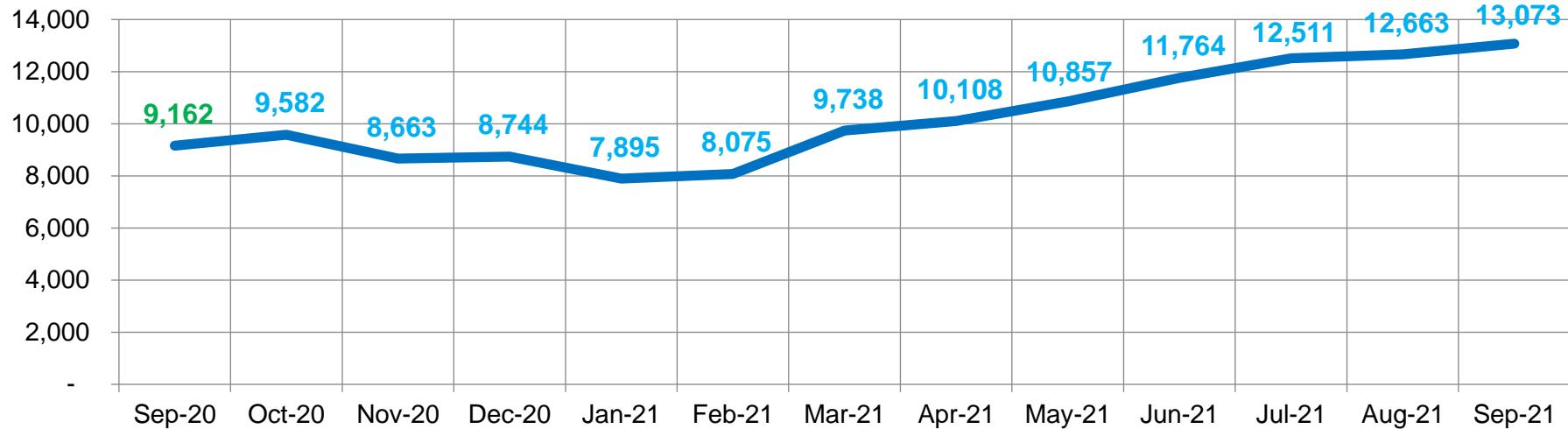
1 Standard = 90%

2 Standard = 1.70

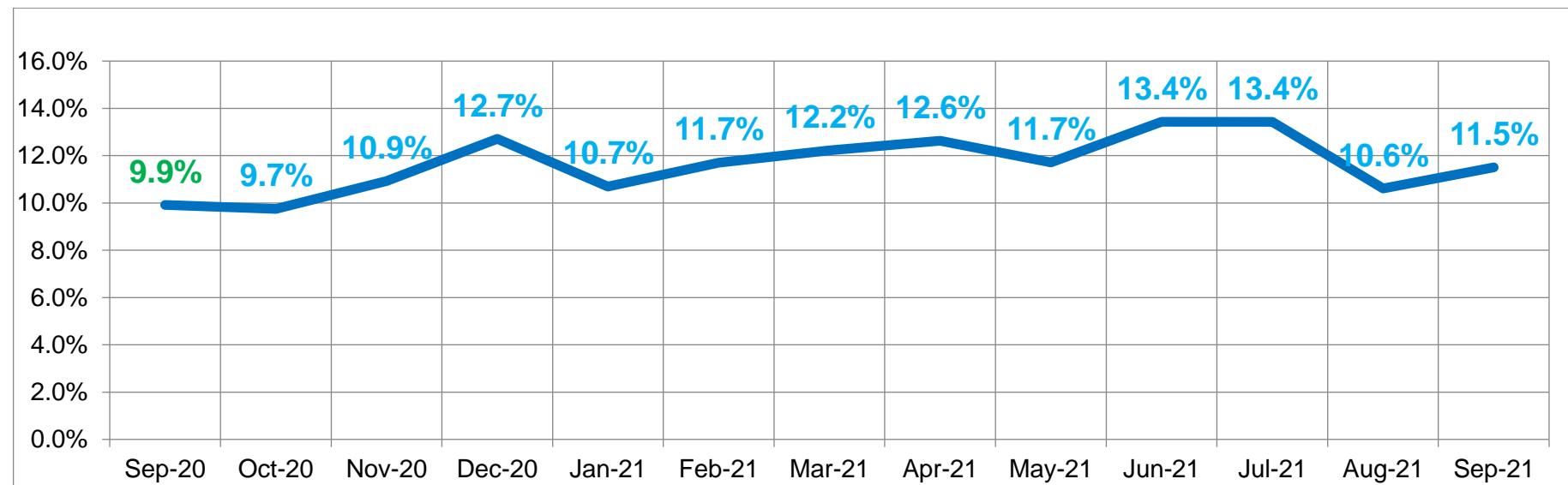
3 Standard = < 1.5

**Note that data for the most recent month is preliminary**

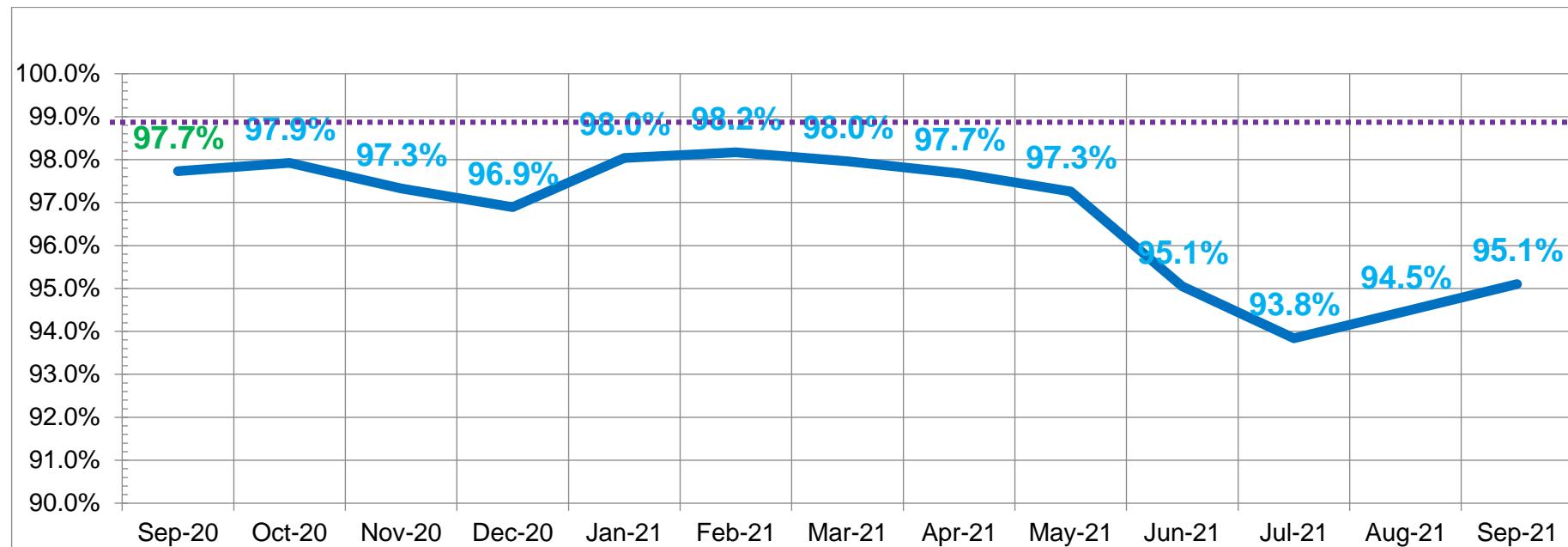
## Total Trips



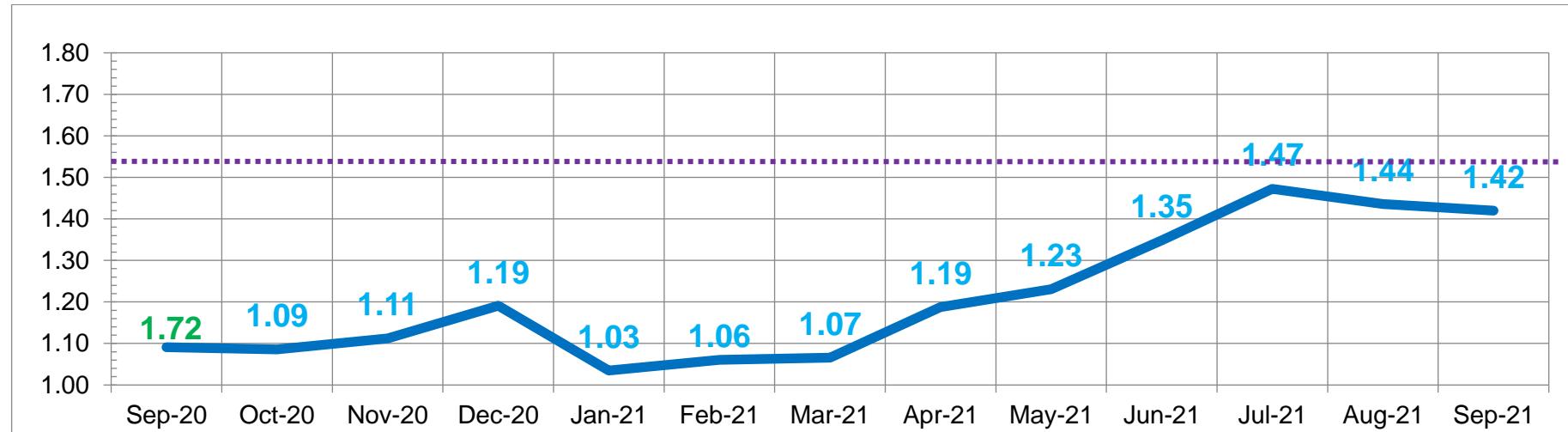
## Taxis – Percentage of Total Trips



## On-Time Performance



## Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Comment Statistics

2021 Comments	August	
	Subtotal	Rate/1000
Rides		12,663

## Total Comments by Category

<b>Compliment</b>	15	1.18
<b>Policy Related</b>	6	0.00
<b>Service Related</b>	16	0.47
<b>Total</b>	<b>37</b>	<b>1.66</b>

## Average Response Time to Customer (Working Days)<sup>‡</sup>

Compliment		12.93
Policy Related		11.67
Service Related		19.47
Overall		15.44

	CC	CR
Compliment	5	10
Policy Related	0	6
Service Related	2	14
Overall	7	30

‡ Excludes weekends and holidays.