MOBILITY ADVISORY COMMITTEE

1. Define unmet needs and explore solutions
2. Research trends to anticipated future needs
3. Review successes elsewhere for applicability locally

Wednesday, January 26, 2022
Time: 1:00 p.m Pacific Time (US and Canada)

The declared State of Emergency and MST Resolution 2022-14 allows MST to hold meetings via teleconference and to make meetings accessible electronically to protect public health. The January 26, 2022 will be held via Zoom conference. There will be NO physical location of the meeting. The public is asked to use the Zoom app for best reception. There may only be limited opportunity to provide oral comments during the meeting. Persons who wish to make public comment on an agenda item are encouraged to submit comments in writing by email to cvalencia@mst.org by 3:00 pm on Friday, January 21, 2022; those comments will be distributed to the legislative body before the meeting. Members of the public participating by Zoom are instructed to be on mute during the proceedings and to speak only when public comment is allowed, after requesting and receiving recognition from the Chair.

Prior to the meeting, participants should download the Zoom app at: https://zoom.us/download A link to tutorials for use of the Zoom app is: https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials and https://support.zoom.us/hc/en-us/articles/209743263-Meeting-and-Webinar-Best-Practices-and-Resources

REMOTE CONFERENCE ONLY
Join from PC, Mac, Linux, iOS or Android:
Join Zoom Meeting
https://us06web.zoom.us/j/81594676018

Meeting ID: 815 9467 6018
Dial by your location
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+1 253 215 8782 US (Tacoma)
+1 346 248 7799 US (Houston)
+1 646 558 8656 US (New York)
+1 301 715 8592 US (Germantown)
+1 312 626 6799 US (Chicago)
Meeting ID: 815 9467 6018
1. CALL TO ORDER
   1-1. Roll Call
   1-2. Introduction of Members and Guests

2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

   Members of the public may address the Committee on any matter not on the agenda. There will be a time limit of not more than three minutes for each speaker. The Committee will not discuss or take action, but may ask questions, on matters brought up under this item during the meeting but may choose to follow-up at a later time, either through staff or on a subsequent agenda. (Please refer to page 1 of the agenda for instructions)

3. CONSENT AGENDA
   3-1. Approve Minutes of the regular meeting of September 29, 2021 (Chair)

4. MEMBERSHIP

   These items will be approved by a single motion. Any member may request that an item be discussed and considered separately.

   4-1. Recommend Ron Lee to the MST Board of Directors for MAC membership as the Monterey County Area Agency on Aging representative.

   4-2. Recommend Leticia Garcia to the MST Board of Directors for MAC membership as The Carmel Foundation representative.

5. NEW BUSINESS
   5-1. Election of Chair and Vice-Chair for 2022 (Chair)

6. RECOGNITIONS AND SPECIAL PRESENTATIONS
   6-1. Certificate of Appreciation for Melissa Mckenzie (Chair)
   6-2. Receive presentation on Monterey-Salinas Transit District Proposed Line 96 (Sloan Campi)
   6-3. Receive update on Monterey-Salinas Transit District Request for Proposal #22-01 for MST Paratransit and Fixed-Route Purchased Transportation (Marzette Henderson)
   6-4. Receive presentation on the Local Access for All Program coordinated by the Transportation Agency for Monterey County (Alissa Guther)
   6-5. Receive presentation on ITN Monterey County Rural Expansion in North and South County (Teresa Sullivan)

7. REPORTS AND INFORMATION ITEMS

   The Committee will receive these report(s), which do not require action by the Committee.

   7-1. MV Transit-MST RIDES Service Update (Douglas Thomson)
   7-2. MST Mobility Updates (Kevin Allshouse)
8. SUBJECT ITEM REQUEST

This item(s) will be included on a future agenda for follow-up

9. ANNOUNCEMENTS AND APPRECIATIONS

10. ADJOURN

NEXT MEETING DATE: Wednesday, March 30, 2022
NEXT AGENDA DEADLINE: Wednesday, March 16, 2022

Please contact MST for accurate meeting date, times and teleconference information or check online at https://www.mstmobility.org/advisory-committee.htm

Upon request, the Mobility Advisory Committee will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and a brief description of the requested materials and preferred alternative format or auxiliary aid or service at least 5 days before the meeting. Requests should be sent to MST- Staff Support, 15 Lincoln Ave. Salinas, CA 93901 or cvalencia@mst.org

1-888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong para sawika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원
MEETING OF THE MOBILITY ADVISORY COMMITTEE (MAC)

MEETING MINUTES

September 29, 2021

Present:  Jessica McKillip  ITN Monterey County
          Jennifer Ramirez  Partnership for Children
          Steven Macias  The Blind and Visually Impaired Center
          Bobby Merritt  Veterans Transition Center
          Aaron Hernandez  Transportation Agency for Monterey County (TAMC)
          Ron Lee  AAA-Monterey County Dept. of Social Services
          Reyna Gross  Alliance on Aging
          Melissa McKenzie  The Carmel Foundation

Absent:  Maria Magaña  Central Coast Center for Independent Living (CCCIL)
          Alejandro Fernandez  Davita Dialysis

Staff:  Norman Tuitavuki  Chief Operating Officer
         Cristy Sugabo  Mobility Services Manager
         Kevin Allshouse  Mobility Coordinator
         Claudia Valencia  Mobility Specialist
         Ruben Gomez  Mobility Specialist
         Marzette Henderson  Contract Services Manager
         Michelle Overmeyer  Director of Planning & Innovation
         Sloan Campi  Planning Manager
         Beronica Carriedo  Community Relations Coordinator

Public:  Douglas Thomson  MV General Manager
         Lucy Casarez  Alliance on Aging
         Travis Bye  Monterey County Dept. of Social Services

An apology is made for any misspelling of a name.
1. **CALL TO ORDER**

1-1. Roll Call

Chair McKillip called the meeting to order at 1:00 p.m. with roll call taken as the meeting was via Zoom teleconference. A quorum was established.

2. **PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA**

Public comment- None

3. **CONSENT AGENDA**

3-1. Approve Minutes of the regular meeting of July 28, 2021.

On a motion by Committee Member Ramirez, seconded by Committee Member Gross and carried by the following vote, which was conducted by roll call, the Committee approved the Minutes:

**AYES:** 8  McKillip, Ramirez, Macias, Merritt, Hernandez, Lee, Gross, and McKenzie

**NOES:** 0  None

**ABSENT:** 2  Magaña and Fernandez

**ABSTAIN:** 0  None

4. **NEW BUSINESS**

4-1. Discuss and approve moving the November 24, 2021 meeting to November 17, 2021.

On a motion by Committee Member Merritt, seconded by Committee Member McKenzie and carried by the following vote, which was conducted by roll call, the Committee approved the postponement of the next scheduled meeting in November to January 26, 2022:

**AYES:** 8  McKillip, Ramirez, Macias, Merritt, Hernandez, Lee, Gross, and McKenzie

**NOES:** 0  None

**ABSENT:** 2  Magaña and Fernandez

**ABSTAIN:** 0  None
4-2. Appoint (1) MAC member to participate in the MST Contract Transportation Request for Proposal Scoring Committee.

Chair McKillip appointed Committee Member Ramirez to participate in the MST Contract Transportation Request for Proposal Scoring Committee.

5. RECOGNITION AND SPECIAL PRESENTATION

5-1. Received a presentation on Aging and Disability Resource Center (ADRD) (Travis Bye)

5-2. Received a presentation on Monterey County Area Agency on Aging (Ron Lee)

5-3. The Carmel Foundation Presentation (Melissa McKenzie)

5-4. Received update presentation on the Comprehensive Operational Analysis and provided feedback (Sloan Campi)

6. REPORTS AND INFORMATION ITEMS

6-1. MV Transit- MST RIDES Service Update (Douglas Thomson)

6-2. MST Mobility Programs Updates (Kevin Allshouse)

7. SUBJECT ITEM REQUEST

7-1. None

8. ANNOUNCEMENTS AND APPRECIATIONS

8-1. Member and staff announcements and appreciations

9. ADJOURN

With no further business to discuss, Chair McKillip adjourned the meeting at 2:36 p.m

PREPARED BY: Claudia Valencia

REVIEWED BY: Kevin Allshouse
Monterey – Salinas Transit
Line 96 – Measure Q Funded Route

Mobility Advisory Committee

January 26, 2022

Sloan Campi, MST Planning Manager
Comprehensive Operational Analysis (COA)

- Focus a little more on ridership, a little less on coverage. Aim for 60% Ridership / 40% Coverage.

- Prioritize coverage that serves the needs of low-income, low-car ownership communities.

- A little more service in Salinas, a little more regional service, and a little less service on the Peninsula.
  - 40% greater Monterey/Seaside urban area
  - 40% Salinas
  - 20% regional
What does this add up to?

- More focus on frequency and legible, direct routes.

- Service increases targeted at low-income communities and high-volume destinations.

- Less service in areas with very low population density.

- A little more service in Salinas and South County, a little less service in the Peninsula.
Draft Plan – Medium Scenario - Salinas

Line 48 planned to serve Hartnell College
- Did not serve Social Services or Government Services
- Cannot serve both Hartnell and Social/Government Services (Not enough time to make 1-hour frequencies)
Feedback on Draft Plan

Trends (group)
- San Jose Bay Area service
- Nothing - Plan is fine as-is
- Line 48 should serve Social Services
- Big Sur service
- Provide later span of service
- Santa Cruz Service
- More service to Ryan Ranch
- Serve schools in Pacific Grove instead of downtown
- Provide earlier morning service
- More service to Monterey Regional Airport
- More frequency on 28/29
- Line 23 should run to Hartnell College
- Enhance Marina Service
- Direct Line from Seaside to Del Monte Center to Carmel
- Better lighting at bus stops

Count of Trends
Salinas – Existing Service

- Up until August 2021, Line 48 served Social Services and Government Services
  - Suspended due to driver shortage.

- Line 47 serves as a seasonal shuttle between Hartnell Main Campus and Hartnell East Campus (not shown) when school is in session.
Board Operations and Performance Committee

• December 13, 2021 meeting – asked Board for direction regarding Line 48
• Board recommended that Government and Social Services be served by a Measure Q route
Service as of February 2021

Salinas – Existing Service

Reading the Maps
The maps on this and the following page depict how MST bus lines are currently organized in Salinas, and how that would change if this plan were implemented.

These maps are annotated with comments that explain how the existing network operates, and how that would change in the future.

As in the rest of this report, maps show bus lines color-coded by midday frequency on weekdays.
- Red lines run about every 15 minutes.
- Blue lines run about every 30 minutes.
- Green lines run about once an hour.
- Gold lines run less than once an hour.

Salinas is connected to the rest of the region by Lines 20 (Monterey), 23 (King City), 28 and 29 (Watsonville), and 61 (Marina-VA Clinic).

South Main Street and Ronnie Lane are served just a few times a day by Measure Q routes primarily targeted for the needs of seniors, veterans, and people with disabilities (Lines 61 and 95).

That leaves many jobs, residents and important destinations a long walk from consistently usable service.

Most bus lines operate once an hour or less.

Services like Line 44 and Line 45 cover many outlying neighborhoods, but the bus only comes every 75 minutes, which makes them very difficult to use.

For an able-bodied person, it's often faster to walk than wait for the next bus.

There are three bus lines on North Main Street, but the bus usually comes only once an hour (on Line 49). When Line 29 is in operation, there is a second bus every other hour. Line 95 only runs four times a day, and only in the southbound direction.

Line 41 is the only local route with service running consistently every 15 to 30 minutes. It operates between Downtown, Alisal and Northridge, connecting Salinas' densest neighborhoods to its largest destinations.

As a result, Line 41 is useful for many trips and generates relatively high ridership.

Line 48 is the only all-day local service in South Salinas. Its routing is designed to provide access to social service agencies that have been placed in isolated locations at the edge of industrial areas, the 101 freeway, and Salinas Airport.
Proposed Changes (not finalized)

Salinas – Medium Scenario

Reading the Maps
As in the rest of this report, this map shows bus lines color-coded by midday frequency on weekdays.
- **Red lines** run about every 15 minutes
- **Blue lines** run about every 30 minutes.
- **Green lines** run about once an hour.
- **Gold lines** run less than once an hour.

How Timed Transfers Would Work
Timed transfers would make it possible to connect from one bus line to another without a long wait.
- **Blue lines** would arrive at Salinas Transit Center at 10:10 and 10:40 minutes after the hour, and leave at 10:15 and 10:45.
- **Green lines** would arrive at Salinas Transit Center at 10 minutes after the hour, and leave at 10:15.
- **Red lines** would alternate, but there would always be a departure to Watsonville at 10:15 after the hour as well.
- **Red lines** would not have a timed transfer, but the next bus would be scheduled to always come within 15 minutes. In practice, most passengers connecting to and from red lines at Salinas Transit Center would experience a 5 to 10 minute wait. On evenings and weekends, red lines would function like blue lines.

Most of Salinas would be served every 15 to 30 minutes, with timed transfers at Salinas Transit Center.
This would make it possible to travel across town in any direction with just a short wait for a second bus.

A new Line 46 would serve Monterey Peninsula Hospital and Salinas Adult School every 30 minutes from Downtown Salinas, making those destinations reachable from across the region.

South Main Street and Romy Lane would have all-day service every 30 minutes on a new Line 43.
Combined with timed transfers at Salinas Transit Center, this would connect many jobs, residents and important destinations in this area to the rest of Salinas by transit.

Line 49 would be upgraded to provide service every 15 minutes from Downtown to Northridge, with service every 30 minutes continuing to Santa Rita. This would provide frequent service in Salinas’ second densest corridor, with many people and jobs nearby.

Line 45 would be shortened, so that it could operate every 60 minutes instead of every 75 minutes. It would no longer serve Boronda Road to Northridge.

Line 41 would remain mostly similar to existing service. It would operate every 15 minutes a few more hours on weekdays (7 AM to 6 PM), and every 30 minutes on weekends.

Line 47 would run every 60 minutes between Hartnell’s main campus and its Alisal campus. This is a continuation of a service MST began in mid-2021. It is not included in the Low Scenario.

Line 23 would become much more frequent, operating once an hour to and from King City. Line 23 would also remain on Highway 101 coming into Salinas, allowing for faster travel to and from cities in the Highway 101 corridor. However, it would terminate at Salinas Transit Center instead of continuing to Hartnell College.
Proposed Line 96

- Funded by Measure Q
- Pattern serves many services geared towards Seniors, Veterans, and those with disabilities
- Provides hourly route from Salinas Transit Center to Services
- Would not have timed connection to Line 95 (Line 95 is too infrequent/long)
Proposed Line 96

- Alliance on Aging
- Interim Inc.
- Partnership for Children
- NCI Affiliates Thrift Store
- Doctors on Duty/Salinas Urgent Care
- SVMHS Education Services
- A&O Specialty Pharmacy
- Vantage Eye Center
- Monterey Co. Aging and Adult Services
- One Stop Career Center
- Monterey Co. Gov’t. Center
Proposed Line 96

- Cutaway bus
- Monday-Friday
- 8:00AM – 6:00PM
- $240,000/year
- ~2,500 hours/year

*Schedules and cost subject change – these are all approximates based on current conditions.*
Next Steps/Questions

- Feedback from MAC on new route
- Any Questions?
Recommended Action: RECEIVE presentation on the Local Access for All Program coordinated by the Transportation Agency for Monterey County.

Summary: The CPUC created the TNC Access for All Program to implement Senate Bill (SB) 1376, which directed the Commission to establish a program relating to the accessibility of TNC services for persons with disabilities, including wheelchair users who need a Wheelchair Accessible Vehicle (WAV).

The Access for All Program operates through funding from an Access Fee of $0.10 collected from each completed TNC trip originating in the state of California. The fee investments from TNC can either be used by TNCs to expand or improve on-demand WAV service in each county or geographic area or be distributed for use by Access Providers that can provide WAV services like TNCs but need additional funds to do so. The Access Fund money for Access Providers is collected by the CPUC and distributed to Local Access Fund Administrators (LAFAs), who locate local Access Providers and distribute funds to them. The fees from the Access Fund distributed to a single-county LAFA are the fees generated in that county.

TAMC is releasing a Call for Projects to find eligible Access Providers that could provide more on-demand transportation for seniors, disabled people and wheelchair users. The Call for Projects will be published on February 23rd, 2022. The application is due April 20th, 2022.

Financial Impact: The total funding available is $83,656 for the 2022-2023 funding cycle. There is no federal funding on this project. There is no limit on how many applicants, if chosen, can receive funding.
Local Access
For All
Program

Presentation by Alissa Guther for theMobility Advisory Committee
January 29, 2022
The Local Access for All Program

- The CPUC created the TNC Access for All Program to implement Senate Bill (SB) 1376, establishing a fund for TNC services for persons with disabilities, including wheelchair users who need a Wheelchair Accessible Vehicle (WAV).
  - Local Access Fund Administrators are tasked with finding Access Providers in their county or region to provide WAV services
  - TAMC is releasing a Call for Projects that invites local agencies and non-profits to apply for the funding

CPUC identifies eligible applicants as:

- Transportation carrier[s] that hold a Commission-issued permit
- A non-permitted transportation carrier that can provide documentation of the following with their application:
  - Background checks
  - Insurance
  - Controlled substance and alcohol testing
  - Secretary of State Registration
  - Motor Carrier Profile with California Highway Patrol (CHP)
- These requirements are in addition to the requirements for any transportation carrier to apply as an Access Provider, as adopted in Decision (D.) 20-03-007 and D.21-03-005.
Eligible Uses of Funds

- TAMC has $83,656 available for FY 22-23. There is no limit on how many agencies can apply for funding.

  - **Eligible funding uses include:**
    - Vehicle Costs
    - Partnership Costs
    - Marketplace Costs
    - Operational Costs

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Questions/Comments

• Call for Projects will be posted Wednesday, February 23rd, 2022

• For further questions or comments, email Alissa Guther alissa@tamcmonterey.org
Alliance on Aging

- Providing services for seniors in Monterey County since 1970.

- Currently sponsors 6 unique programs for seniors.

- Transportation has consistently been identified by our clients and others (AAA) as a major barrier to accessing services.

- In 2018 AOA launched the Transportation Coordination Program.

- Funded by TAMC through Measure X
Transportation Coordination Program

- Educate seniors and increase their knowledge about local transportation options.
- Provide one on one assistance to help seniors access those services.
- Identify local transportation gaps for seniors and possible solutions.

Salinas Transportation Services

AOA focused transportation activities in Salinas & South County

- Taxi voucher registration, RIDES applications, TRIPs referrals.
- Referrals to iTN, Call the Car, Go-Go Grandparent, medical transport and others.
- Distribute bus passes & emergency taxi vouchers to seniors.
- Taxi vouchers, very popular option.
- Encourage use of local public transit/travel training.
South County Transportation Challenges

Limited transportation options

- Taxi vouchers not an option
- RIDES services limited
- On Call Bus Service in town but no fixed route
- Many seniors do not have friends, family to provide transport
- TRIPS reimbursement not option for many

Proposed Solutions

AOA and ITN began meeting 2 years ago with the City of Soledad

- Identified gaps & the need to engage community volunteers in the solution
- ITN preparing to launch a volunteer based rural rides program
- ITN Country will be tailored to meet the needs of local seniors
- Distributed surveys to identify patterns and needs of local seniors
- South & North County Steering Committee help develop the local models
ITN Rural Monterey County Survey Results

- Total Surveys: 379
- North County: 67
- South County: 312

Median age for North County is 72
For South County: 60

Link to review survey data:
https://docs.google.com/spreadsheets/d/1JIMBhsw51YngnxnWC7xug/Ct-O-38u

Rural Transportation Outreach Survey

This information will be kept confidential; Your input will improve transportation services in this area.

1. What town do you live in? _______________ Street Name: _______________

2. Do you or your family experience transportation barriers? ☐ Yes ☐ No
   a. If yes, please explain: ___________________________________________

3. How do you travel? This can be for work, errands, or leisure. (check all that apply)
   ☐ Walk or Bike ☐ Drive Myself ☐ Pay for Taxi/Uber ☐ Public Transit (MST)
   ☐ Ask Friend/Family/Neighbor ☐ Other: ____________________________

4. Reason for using these methods of travel? ☐ Medical/Hospital ☐ Grocery/Shopping
   ☐ Work ☐ Social/Recreation ☐ Other: ____________________________
Continued Survey Questions

5. How often do you travel outside of your hometown?
   - Daily
   - Once a Week
   - Two + times a week
   - Once a Month
   - Rarely

6. Reasons for the out of your home town travel?
   - Medical/Hospital
   - Grocery/Shopping
   - Work
   - Social/Recreation
   - Other: ______________________

7. How many miles out of your home town do you travel? (one-way)
   - Less than 15 miles
   - 15-30 miles
   - 30- 45 miles
   - Over 50 miles

8. Would you be willing to pay a fee for reliable transportation?
   - Yes
   - No
   a. If no, Why? ______________________

Additional Comments or Questions:

Name: ______________________
Age: ________
Sex: __________
Location: ______________
Next Steps

- Volunteer Recruitment and Training
- Market iTN Country - Outreach & Social Media
- Operational decisions to finalize iTN Country Models
- Launch Spring 2022

Community Awareness

![Community Awareness Image]
MST-MV Dashboard
FY 2022

RIDES Passengers per Vehicle Revenue Hour (P/VRH)

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RIDES On Time Performance (OTP)

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## RIDEs Calls Hold Times

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<td>80.60%</td>
<td>90.97%</td>
<td>91.17%</td>
<td>90.21%</td>
<td>98.61%</td>
<td>96.56%</td>
<td>97.67%</td>
<td>97.52%</td>
<td>97.40%</td>
<td>97.77%</td>
</tr>
<tr>
<td>FY 21 % &lt;300 (s)</td>
<td>98.46%</td>
<td>97.59%</td>
<td>97.58%</td>
<td>98.40%</td>
<td>97.96%</td>
<td>97.72%</td>
<td>98.61%</td>
<td>96.56%</td>
<td>97.67%</td>
<td>97.52%</td>
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<tr>
<td>FY 22 % &lt;300 (s)</td>
<td>97.98%</td>
<td>97.25%</td>
<td>97.89%</td>
<td>98.64%</td>
<td>98.83%</td>
<td>98.87%</td>
<td>98.61%</td>
<td>96.56%</td>
<td>97.67%</td>
<td>97.52%</td>
<td>97.40%</td>
<td>97.77%</td>
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<tr>
<td>Contract Standard &lt;180 (s)</td>
<td>95.00%</td>
<td>95.00%</td>
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<tr>
<td>Contract Standard &lt;300(s)</td>
<td>99.00%</td>
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<tr>
<td>FY21 Calls Received</td>
<td>7223</td>
<td>6380</td>
<td>6117</td>
<td>6389</td>
<td>6180</td>
<td>6240</td>
<td>5735</td>
<td>5720</td>
<td>6739</td>
<td>6895</td>
<td>6569</td>
<td>7482</td>
</tr>
<tr>
<td>FY22 Calls Received</td>
<td>7662</td>
<td>8834</td>
<td>8158</td>
<td>8180</td>
<td>7837</td>
<td>7643</td>
<td>5735</td>
<td>5720</td>
<td>6739</td>
<td>6895</td>
<td>6569</td>
<td>7482</td>
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MV Fixed Route / On-Call
Passengers Carried Between Valid Complaints (PCBVC)

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<tbody>
<tr>
<td>PCBVC: Fixed / OC</td>
<td>6,282</td>
<td>23,096</td>
<td>7,327</td>
<td>28,250</td>
<td>25,732</td>
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<tr>
<td>FR / OC Standard (10%)</td>
<td>2,513</td>
<td>2,310</td>
<td>2,931</td>
<td>2,825</td>
<td>2,573</td>
<td>0</td>
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- MV FR / OC Ridership
- PCBVC: Fixed / OC
- FR / OC Standard (10%)
MST-MV Dashboard
FY 2022

RIDES On Time Dropoffs for Scheduled Appointments

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<tbody>
<tr>
<td>On Time Arrivals</td>
<td>97.76%</td>
<td>91.89%</td>
<td>92.40%</td>
<td>94.78%</td>
<td>94.64%</td>
<td>94.31%</td>
<td>0.00%</td>
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<tr>
<td>Goal</td>
<td>95.00%</td>
<td>95.00%</td>
<td>95.00%</td>
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<tr>
<td>Late Dropoffs</td>
<td>0.02%</td>
<td>0.01%</td>
<td>0.01%</td>
<td>0.01%</td>
<td>0.01%</td>
<td>0.02%</td>
<td>0.00%</td>
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</tr>
<tr>
<td>Early Dropoffs</td>
<td>0.00%</td>
<td>4.37%</td>
<td>3.85%</td>
<td>2.81%</td>
<td>3.02%</td>
<td>3.02%</td>
<td>0.00%</td>
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RIDES On Board Trips Times by Distance Sets

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<tbody>
<tr>
<td>&lt;2.7 miles &amp; 39 minutes</td>
<td>99.33%</td>
<td>97.56%</td>
<td>98.44%</td>
<td>98.28%</td>
<td>98.13%</td>
<td>98.40%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
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<tr>
<td>&gt;2.7, &lt;17 miles &amp; 79 minutes max</td>
<td>99.73%</td>
<td>99.64%</td>
<td>99.38%</td>
<td>99.41%</td>
<td>99.10%</td>
<td>99.66%</td>
<td>0.00%</td>
<td>0.00%</td>
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<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>&gt;17 miles &amp; 117 minutes max</td>
<td>99.48%</td>
<td>99.59%</td>
<td>98.93%</td>
<td>99.76%</td>
<td>97.49%</td>
<td>99.23%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Goal</td>
<td>0.95</td>
<td>0.95</td>
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