



City of Carmel-by-the-Sea • City of Del Rey Oaks • City of Gonzales • City of Greenfield
City of King • City of Marina • City of Monterey • City of Pacific Grove • City of Salinas
City of Sand City • City of Seaside • City of Soledad • County of Monterey

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, September 29, 2021

Time: 1:00 p.m Pacific Time (US and Canada)

Governor Newsom's COVID-19 Executive Order N-25-20 allows MST to hold meetings via teleconference and to make meetings accessible electronically to protect public health. The **September 29, 2021** meeting of the Mobility Advisory Committee 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 MST at cvalencia@mst.org by 3:00 p.m on Monday, July 26, 2021; those comments will be distributed to the MAC members before the meeting. Members of the public participating by Zoom are instructed to be on mute during the meeting 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/enus/articles/206618765-Zoom-Video-Tutorials> and <https://support.zoom.us/hc/enus/articles/209743263-Meeting-and-Webinar-Best-Practices-and-Resources>

REMOTE CONFERENCE ONLY

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Join Zoom Meeting

<https://zoom.us/j/92022843923>

Meeting ID: 920 2284 3923

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+1 646 558 8656 US (New York)
+1 301 715 8592 US (Germantown)
+1 312 626 6799 US (Chicago)

Meeting ID: 914 2507 9662

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 July 28, 2021 (Chair)

4. NEW BUSINESS

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

4-2. Appoint (1) MAC member to participate in the MST Contract Transportation Request for Proposal Scoring Committee (Chair)

5. PRESENTATION

5-1. Receive presentation on Aging and Disability Resource Center (ADRC) (Travis Bye)

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

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

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

6. REPORTS AND INFORMATION ITEMS

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

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

6-2. MST Mobility Updates (Kevin Allshouse)

7. SUBJECT ITEM REQUEST

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

8. ANNOUNCEMENTS AND APPRECIATIONS

9. ADJOURN

NEXT MEETING DATE: TBD

NEXT AGENDA DEADLINE: Wednesday, November 3, 2021

*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

July 28, 2021

Present:	Jessica McKillip Jennifer Ramirez Steven Macias Bobby Merritt Madilyn Jacobsen Ron Lee Maria Magaña Alejandro Fernandez Maureen McEachen	ITN Monterey County Partnership for Children The Blind and Visually Impaired Center Veterans Transition Center Transportation Agency for Monterey County (TAMC) AAA-Monterey County Dept. of Social Services Central Coast Center for Independent Living (CCCIL) Davita Dialysis Visiting Nurse Association (VNA)
Absent:	Reyna Gross Melissa McKenzie	Alliance on Aging The Carmel Foundation
Staff:	Cristy Sugabo Kevin Allshouse Claudia Valencia Ruben Gomez Jose Sanchez Barajas Marzette Henderson Lisa Rheinheimer Beronica Carriedo	Mobility Services Manager Mobility Coordinator Mobility Specialist Mobility Specialist Mobility Specialist Contract Services Manager Assistant General Manager Community Relations Coordinator
Public:	Douglas Thomson Tamara McKee Lucy Casarez Meechal Hall Elsa Malispina Heather Adamson	MV Operations Manager Alliance on Aging Alliance on Aging Visiting Nurse Association (VNA) Visiting Nurse Association (VNA) AMBAG

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 May 26, 2021.

Committee Member Lee made a motion to approve the Minutes and Committee Member Magaña seconded. A roll call vote was taken with eight votes in favor; McKillip, Ramirez, Jacobsen, Macias, Merritt, Lee, Magaña, McEachen, and three absent; Fernandez, Gross, and McKenzie. The motion passed unanimously.

4. MEMBERSHIP

4-1. Accept resignation from Maureen McEachen as member representing Visiting Nurse Association (VNA)

Committee Member Merritt made a motion to accept resignation from Maureen McEachen as a member representing Visiting Nurse Association, and Committee Member Jacobsen seconded. A roll call vote was taken with seven votes in favor; McKillip, Ramirez, Jacobsen, Macias, Merritt, Lee, Magaña; one abstention; McEachen, and three absent; Fernandez, Gross, and McKenzie. The motion passed unanimously.

Member Fernandez joined the meeting at 1:14 p.m

5. RECOGNITION AND SPECIAL PRESENTATION

5-1. Certificate of Appreciation for Maureen McEachen (Chair)

5-2. VNA Organization Service Presentation (Elsa Millispina)

5-3. CCCIL Organization Service Presentation (Maria Magaña)

5-4. Received a Presentation from AMBAG on the Regional Growth Forecast (Heather Adamson)

6. NEW BUSINESS

- 6-1. Approve the changes to the MAC bylaws and recommend to the MST Board of Directors (Cristy Sugabo)

Committee Member Jacobsen made a motion to accept the changes to the MAC bylaws and recommend to the MST Board of Directors with the edit to list the social services transportation requirements categories in bullets, and Committee Member Lee seconded. A roll call vote was taken with nine votes in favor; McKillip, Ramirez, Jacobsen, Macias, Merritt, Lee, Magaña, McEachen, Fernandez, and two absent; Gross and McKenzie. The motion passed unanimously.

7. REPORTS AND INFORMATION ITEMS

- 7-1. MV Transit- MST RIDES Service Update (Douglas Thomson)
- 7-2. MST Mobility Programs Updates (Kevin Allshouse)

8. SUBJECT ITEM REQUEST

- 8-1. Presentation on Aging and Disability Resource Center (ADRC)

9. ANNOUNCEMENTS AND APPRECIATIONS

- 9-1. Member and staff announcements and appreciations

10. ADJOURN

With no further business to discuss, Chair McKillip adjourned the meeting at 2:28 p.m.

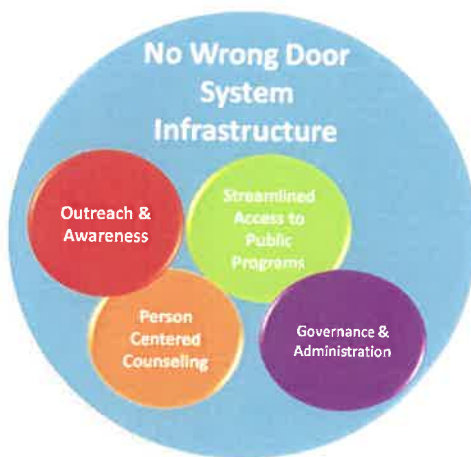
PREPARED BY: *Claudia L. Valencia*
Claudia Valencia

REVIEWED BY: *Kevin Allshouse*
Kevin Allshouse



Building a “No Wrong Door” System for Monterey County

1



ADRC: A Solution for Consumers

ADRC/No Wrong Door Systems address the frustrations many consumers and their families experience when they need to obtain information and access to services and supports.

The ADRC model incorporates ***person-centered practices*** to design services around the person's needs and interests.

2



Its all about the person!



ADRCs empower individuals to consider all options, make informed decisions, and access community LTSS that help them meet their personal goals for independence:

https://www.youtube.com/watch?time_continue=145&v=y77y7XW8GtE&feature=emb_logo

3

ADRC State Statute (WIC § 9120 - § 9123)

Senate Bill 453 – Approved October 12, 2019

- Requires California Department of Aging (CDA) to develop core model of ADRC best practices
- Requires ADRC programs to be operated jointly by **Area Agencies on Aging and Independent Living Centers**
- Requires ADRCs to implement CDA's best practices by July 1, 2022
- CDA must take specified actions regarding the implementation of a No Wrong Door System
- Development of Infrastructure Grants Program

4

**MONTEREY
COUNTY AGING
AND DISABILITY
RESOURCE
CONNECTION
(MCADRC)**



Core Partners:



**CENTRAL COAST
CENTER FOR
INDEPENDENT LIVING**



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Agency Info:

**Monterey County Area Agency on Aging
(AAA)**

- Monterey County DSS staffs, oversees, and manages the AAA
- Creates local Area Plan to determine service needs
- Distributes State funds, as well as Federal Older Americans Act funding to local agencies to provide:
 - Home delivered meals
 - Health insurance counseling and advocacy
 - Legal services
 - Caregiver support
- Also creates avenues for advocacy!

**Central Coast Center for Independent
Living (CCCIL)**

- One of 28 Independent Living Centers in CA, part of a nationwide network
- Consumer-controlled, community-based, cross-disability non-residential, non-profit agency
- Provides core services to individuals with disabilities, regardless of age, income or disability type
- Serves Santa Cruz, San Benito, and Monterey Counties
- Services include benefits assistance, assistive technology, IL skills training, housing assistance, peer support



6

6

What is Needed in an ADRC?

DSS/AAA, ILC
and Partners

Core Services

No Wrong Door
Philosophy



7

ADRC Core Functions



Enhanced information and referral services and other assistance at hours that are convenient for the public.



Options counseling concerning available long-term services and supports programs and public and private benefits programs.



Short-term service coordination for streamlined access to public programs to avoid emergency health, safety or abusive situations.




Transition services from hospitals to home and from skilled nursing facilities to the community.





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Examples of
Extended
Partners





Housing Providers

Senior Services Providers

County Programs

Veteran Services

Transportation Providers

Healthcare - Hospitals, Medi-Cal Providers,
Nursing Facilities, Home Health Agencies

9

How ADRC Partners Work Together



Shared database



Shared clients



Shared resource
directory



Shared Team
meetings &
trainings



10

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Being a part of the MCADRC

What does it mean to my agency?



- Agree to a shared philosophy of a “no-wrong door” system!
- Believe in person-centered practices and shared protocols!
- Create opportunities for warm hand-offs to expedite referrals!
- Follow up with referrals and be available to provide updates to each other!

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Being a part of the MCADRC

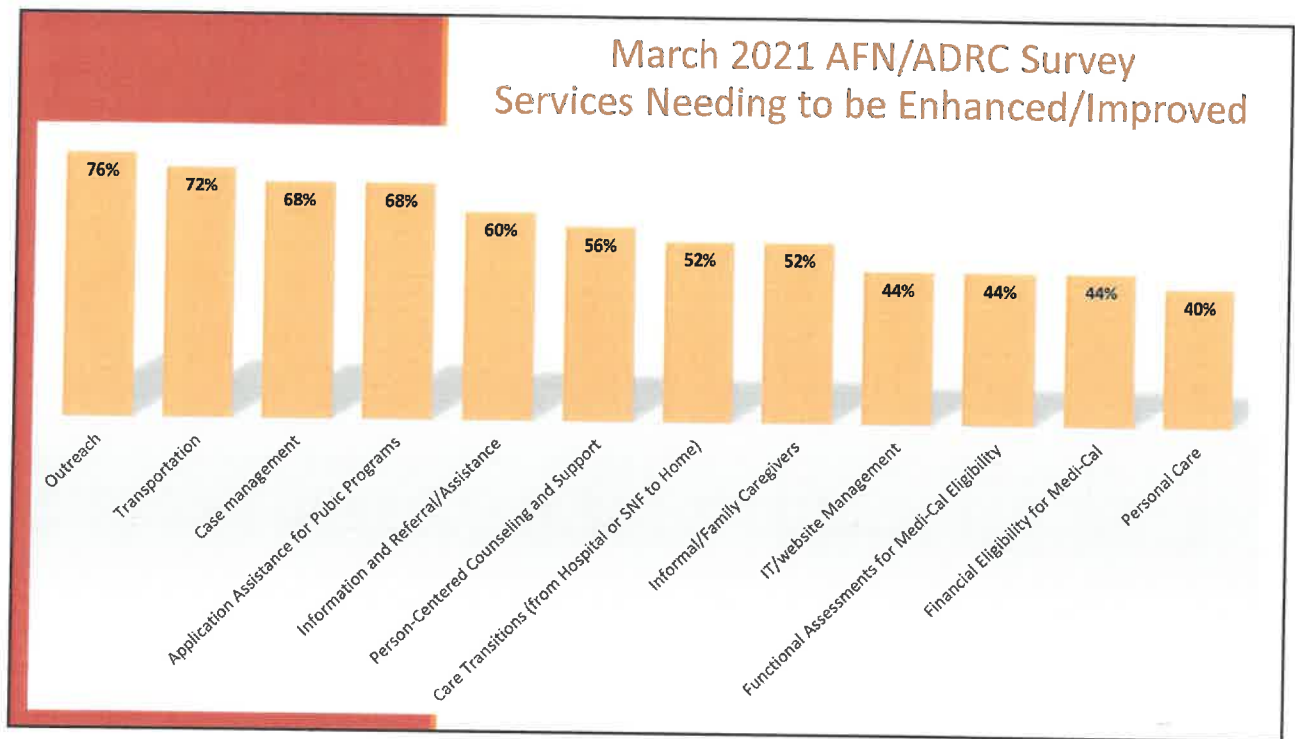
What does it mean to my agency?



- Shared trainings and partner meetings!
- Be a part of a larger network of service providers willing to work together for the benefit of the community!
- Approach our work with an equity lens!

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CONNECTED TO GOOD COMPANY!

CURRENT DESIGNATED ADRCs

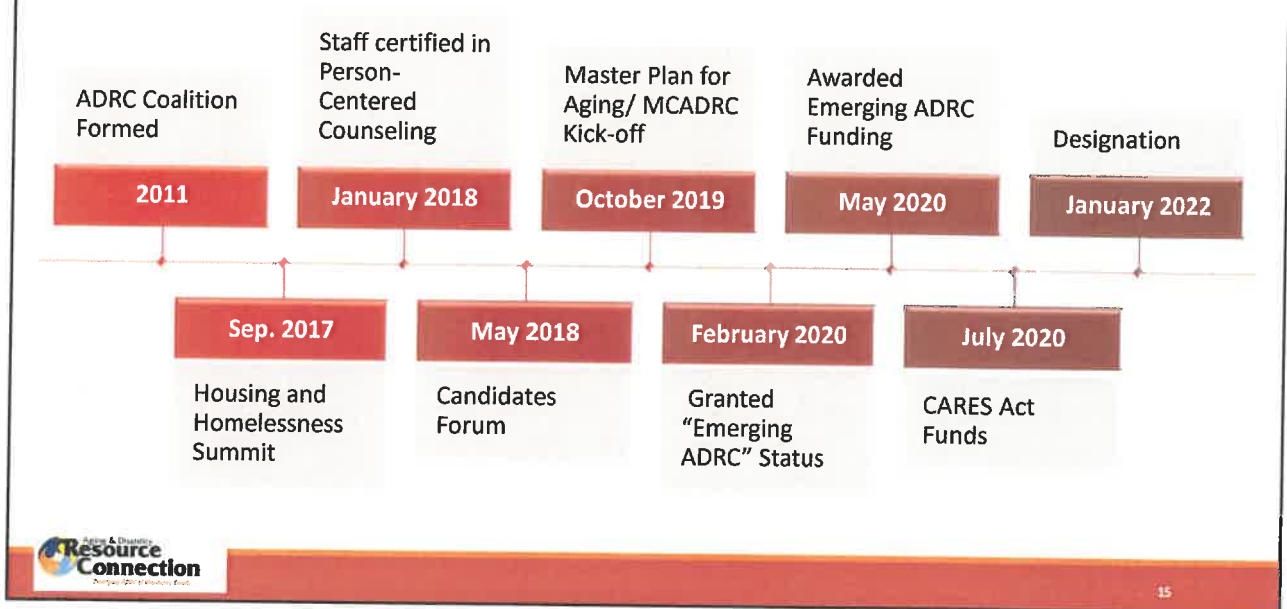
Marin
Nevada
Orange
Riverside
San Francisco
Ventura

CURRENT EMERGING ADRCs

Alameda
Kern
Amador/Calaveras/Mariposa/Tuolumne
Monterey
Placer
San Benito
San Bernadino
South Central Los Angeles
Yolo
Yuba-Sutter

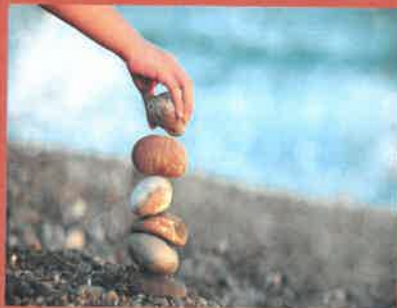
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Timeline of MCADRC Activities



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Updates



- ❖ Completed Core Partner ADRC protocols
- ❖ Implementing a shared database
- ❖ Creating marketing materials
- ❖ Release of specialized guides related to COVID and Isolation

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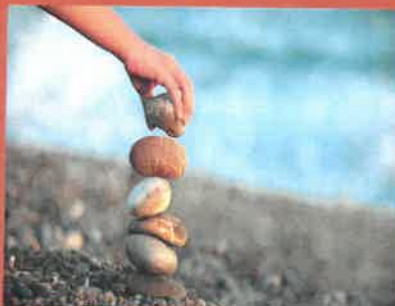
Updates



- ❖ Created an Advisory Committee
- ❖ Released the Senior Resource Guide in English and Spanish
- ❖ Plans to update websites to include a searchable resource database

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Updates



- ❖ Provided PPE to AAA partners
- ❖ Created a Digital Divide program
- ❖ Hiring of new staff for Information, Referral and Assistance and Transition Services

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WE ARE ALL MEMBERS OF THE MCADRC

We have the responsibility to:

- ❖ Serve as a culturally sensitive, **No Wrong Door** for those we serve, not just in our program areas or responsibilities;
- ❖ Provide **person-centered services**, focusing on the needs of the person and not just program eligibility;
- ❖ Work with all individuals, regardless of age or disabling condition;
- ❖ View age and disability as only one aspect of an individual as they navigate through the lifespan.....



19

19

Questions?

Travis Beye

Management Analyst

Monterey County DSS

Phone: (831) 883-7584

beyet@co.monterey.ca.us

Maria Magaña

Special Projects Coordinator

Central Coast Center for
Independent Living (CCCIL)

(831) 757-2968

mmagana@cccil.org

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Services for Older Adults in Monterey County



*Area Agency on Aging
Department of Social Services*

1

**Many older
adults in
Monterey
County need
help and can't
access services**



...and the senior population is growing each year.

2

The Area Agency on Aging is administered by the Monterey County Department of Social Services and works with many partner agencies to help older adults everyday.



3



Meals are provided everyday to Monterey County homebound seniors through 2 Meals on Wheels agencies supported by AAA funding.

4

**AAA Senior
lunch programs
are offered
throughout the
County and
social group
dining is starting
up again.**



5

alzheimer's 
association



**Help for caregivers
is available through
the Alzheimer's
Association and
the Del Mar
Caregiver Resource
Center (*9 programs
funded by AAA*).**



DEL MAR CAREGIVER RESOURCE CENTER
A program of Health Projects Center

6

AAA provides funding to Alliance on Aging so Ombudsman can monitor long term care facilities and...



They offer MediCare help to everyone!
(HICAP Services).

7

Legal Services for Seniors provides legal advice and ultimately court action across Monterey County to protect the rights of older adults.



They also provide information on the prevention of senior abuse to individuals and groups.

8

The AAA and community partners provide a variety of services to older adults and caretakers:

- *Telephone Information & Referral Service*
- *Outreach and program application assistance*
- *Computer devices and classes*
- *Home sharing assistance*
- *Nutrition education*
- *Exercise classes*



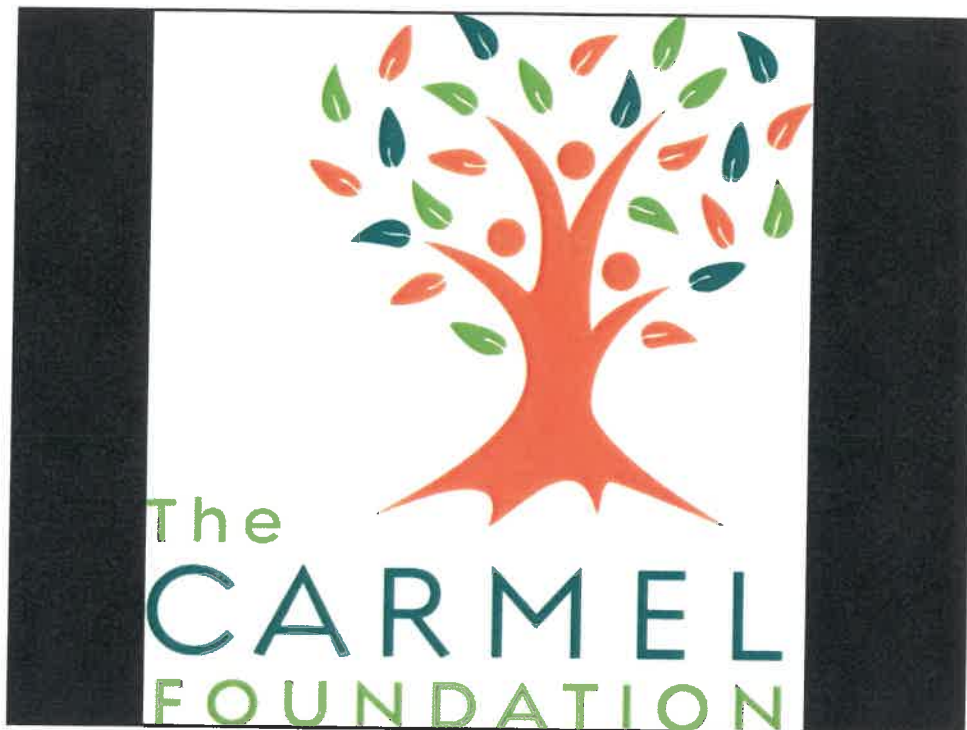
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Thank you for listening, becoming an advocate for older adults, and your continued support.

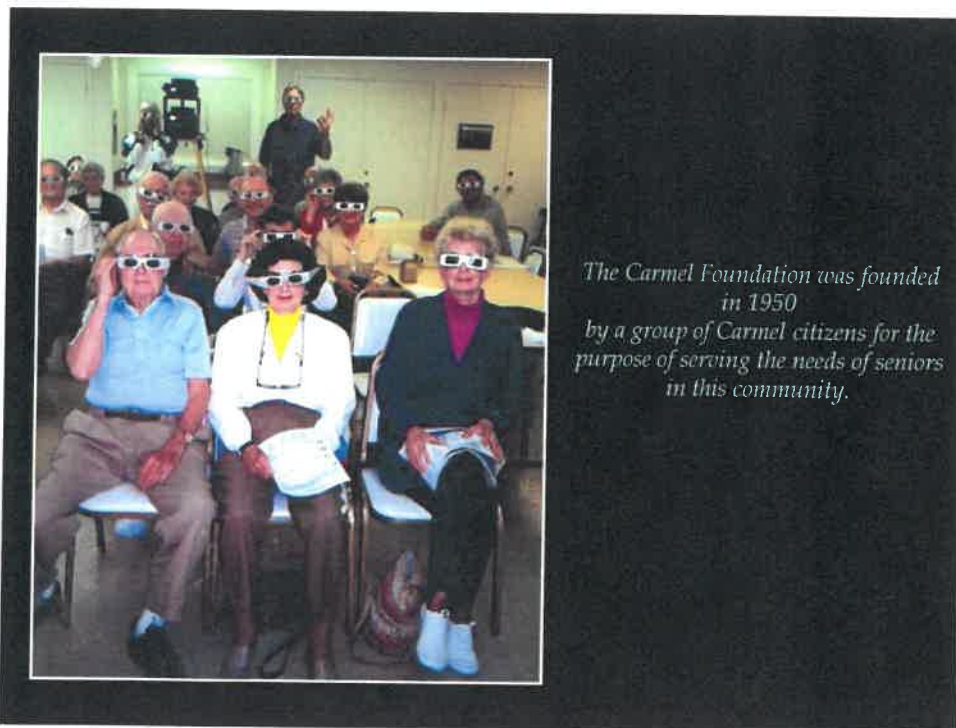


*Learn more about the
Area Agency on Aging at
www.co.monterey.ca.us/aaa*

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Awards of Excellence

- Carmel Rising Award
- Best Hangout for Seniors
- Best Non-Profit 2020 with Carmel Chamber of Commerce


3

Programs & Volunteer Services




4


Classes




Creative Arts




Games




Writing




Discussion Groups



Health & Wellness



Literature



Music

45 PLUS unique classes and activities are offered on a weekly basis!

5

Tour Program

Museums, Musicals, Opera, Shopping, Sporting Events, Theater & More



Tour group
LEITCH-HOUSE - SAN FRANCISCO
1966



Tours currently suspended
due to COVID-19

6

Curbside and Luncheon



❖ Curbside & Dining offered two days a week with pick up at noon to 1:00pm

❖ Prepared fresh daily by our on-site Chefs

Prepared approximately 12,000 meals last year!

7

Technology Center

✓ Classes currently suspended due to COVID-19



8

Volunteer

Groups & Opportunities



Photography Group
Library Group
Quicker Stickers
Needlecraft Group
Wood Carvers

Homebound Meal Delivery
Lunch Room
Member Services Desk
Tour Host/Hostess
Librarian

9

Roadmap to Support Services



MEALS

HOUSING

EQUIPMENT

RESOURCES

LECTURES

10



Low Income Housing

50 Apartments
located near the Carmel Post Office

Eligibility criteria is available by visiting the Support Services Department or our web-site
www.carmelfoundation.org

11

Homebound meal program

Four frozen meals will be delivered to your door by volunteers every other Wednesday.

A meal consists of an entrée, soup & dessert!



12



Medical Equipment Loans

-  3 Wheeled Walkers
-  4 Wheeled Walkers
-  Transport Chairs
-  Wheelchairs

13

All programs including our meal program, low-income housing, homebound meal delivery program, and the 45+ classes run at a deficit

No government funding is received



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Fundraising Events

August – CONCOURS ON THE AVENUE



December 3rd to 8th– Virtual Gala

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Philanthropy

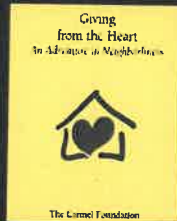
- ❖ Philanthropic individuals and businesses within our community
- ❖ Grants from foundations and businesses



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Via Our Members

Membership – annual minimum



Giving from the Heart



Legacy Society



Pillars

17



The Carmel Foundation's mission is to provide a place for members to gather, to enjoy a variety of activities, in an environment of respect and camaraderie; It's a place to call home.

18



1

Plan Direction

- 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

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2

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.

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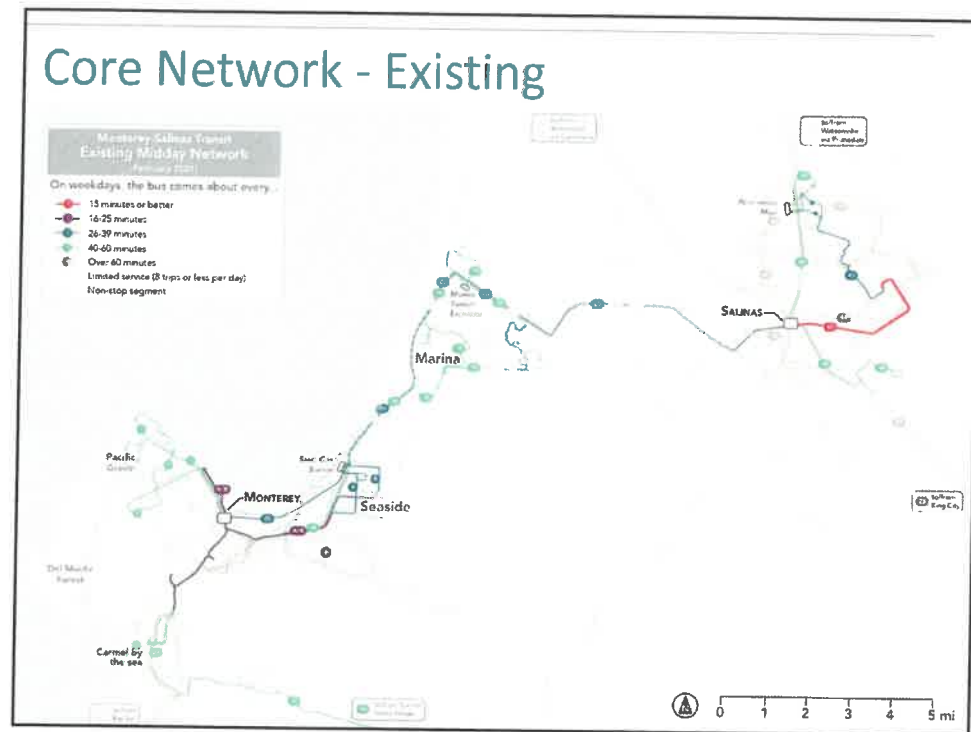
Three Scenarios

- **The medium funding scenario matches MST's expected resources in 2022-2023.**
 - The medium scenario is the most realistic view on what MST could implement out of this plan.
 - This is the network we are focusing most on today, and the one we intend to present to the public and gather detailed input on.
- Two other scenarios were prepared to help MST adapt to possible future conditions.
 - The high scenario shows what MST could do with additional service funding, equivalent to another 1/8-cent sales tax.
 - The low scenario is a contingency for what to do in the case of a future fiscal crisis, or other critical resources constraints, requiring a service cut.

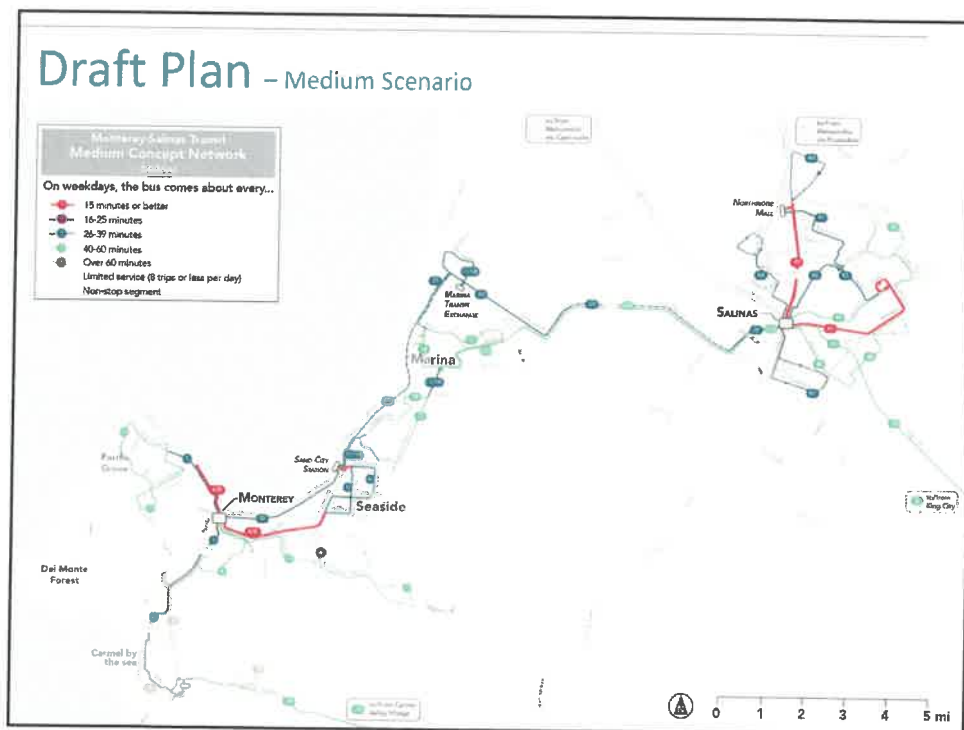
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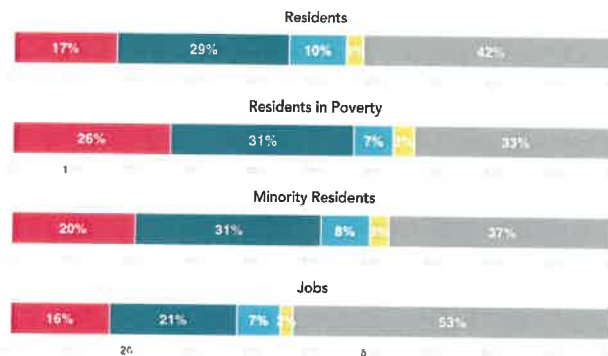
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Proximity – Medium Scenario

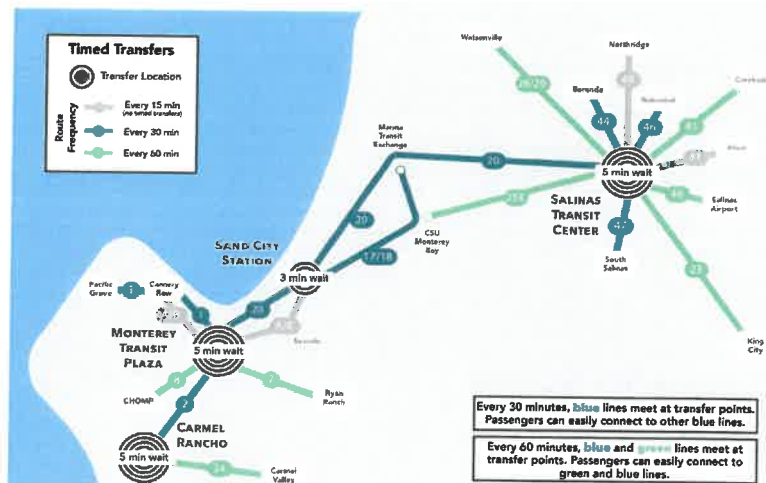
Medium Scenario - Weekday at noon
What percentage of Monterey County is near transit that comes every



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7

Free, consistent, timed transfers would make local and regional connections more viable.



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8

This would create significant door-to-door time savings for many trips.

	Central Valley	Central Valley - the Sea	CSUMB	King City	Marina	Monterey Downtown	PG Downtown	Salinas - Altad	Salinas - Downtown	Salinas - Natividad	Salinas - Northridge	Sand City	Seaside	Salinas	Watsonville
Central Valley		+ 10 min	-25 min	-45 min	-5 min	+ 10 min	-15 min	=	-5 min	-15 min	-35 min	=	+ 5 min	-15 min	-15 min
Central Valley - the Sea			-45 min	-80 min	-15 min	-5 min	-30 min	-15 min	-15 min	-30 min	-45 min	-15 min	-5 min	-45 min	-25 min
CSUMB				-85 min	-5 min	-20 min	-15 min	-5 min	-10 min	-45 min	-40 min	-10 min	-15 min	-75 min	-20 min
King City					-60 min	-60 min	-90 min	-40 min	-45 min	-75 min	-80 min	-40 min	-40 min	-25 min	-70 min
Marina						=	-30 min	=	=	-15 min	-30 min	=	=	-50 min	-10 min
Monterey - Downtown							-15 min	=	=	-15 min	-30 min	=	-5 min	-50 min	-10 min
Pacific Grove - Downtown								-25 min	-35 min	-70 min	-45 min	-30 min	=	-65 min	-45 min
Salinas - Altad									=	-5 min	=	-5 min	-5 min	-25 min	=
Salinas - Downtown										-25 min	-30 min	=	=	-40 min	=
Salinas - Natividad											=	-40 min	-40 min	-70 min	-25 min
Salinas - Northridge Mall												-30 min	-30 min	-95 min	-5 min
Sand City													=	-50 min	-10 min
Seaside														-50 min	-10 min
Salinas															-65 min

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Salinas – Existing Service

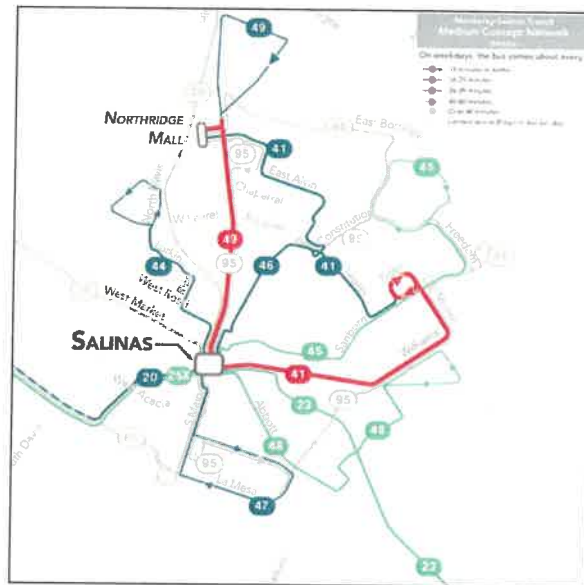
- Many routes with very little service.
- Except for Routes 20 and 41, all routes operate once an hour, or less.

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10

Salinas – Medium Scenario

- Higher frequencies nearly everywhere.
- Two routes run every 15 minutes (41 and 49)
- Service every 30 minutes to Boronda, Natividad and South Salinas.
- Timed transfers at Salinas Transit Center.



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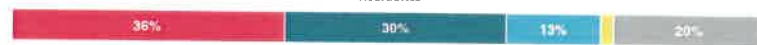
Salinas – Medium Scenario

Medium Scenario - Weekday at noon

What percentage of Salinas residents are near transit that comes every



Residents



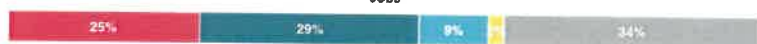
Residents in Poverty



Minority Residents



Jobs



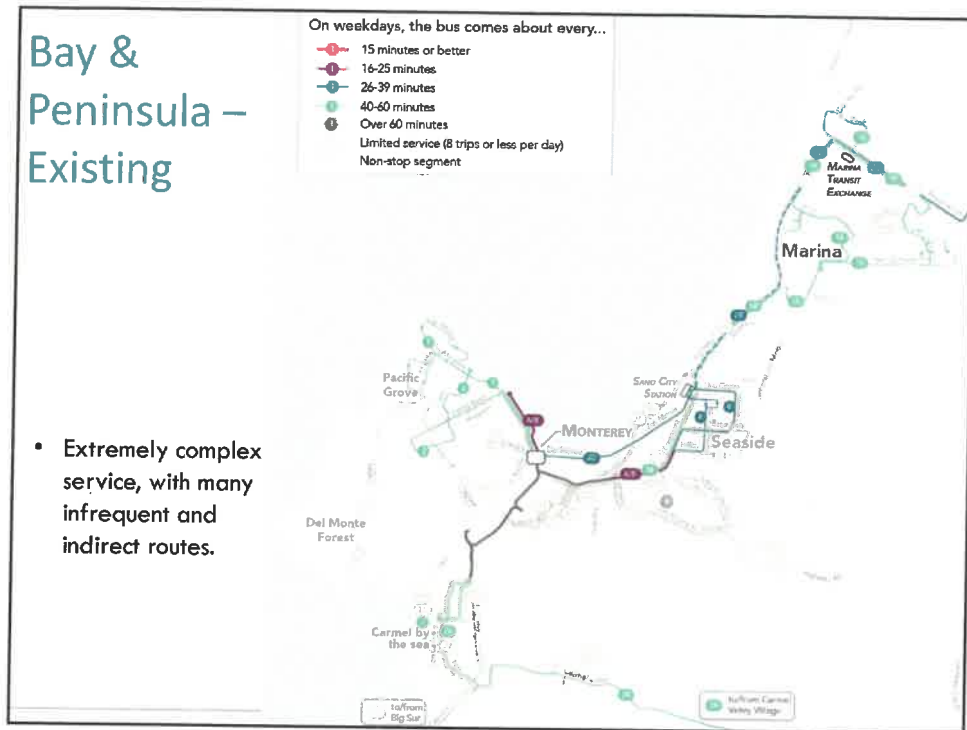
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Bay & Peninsula – Existing

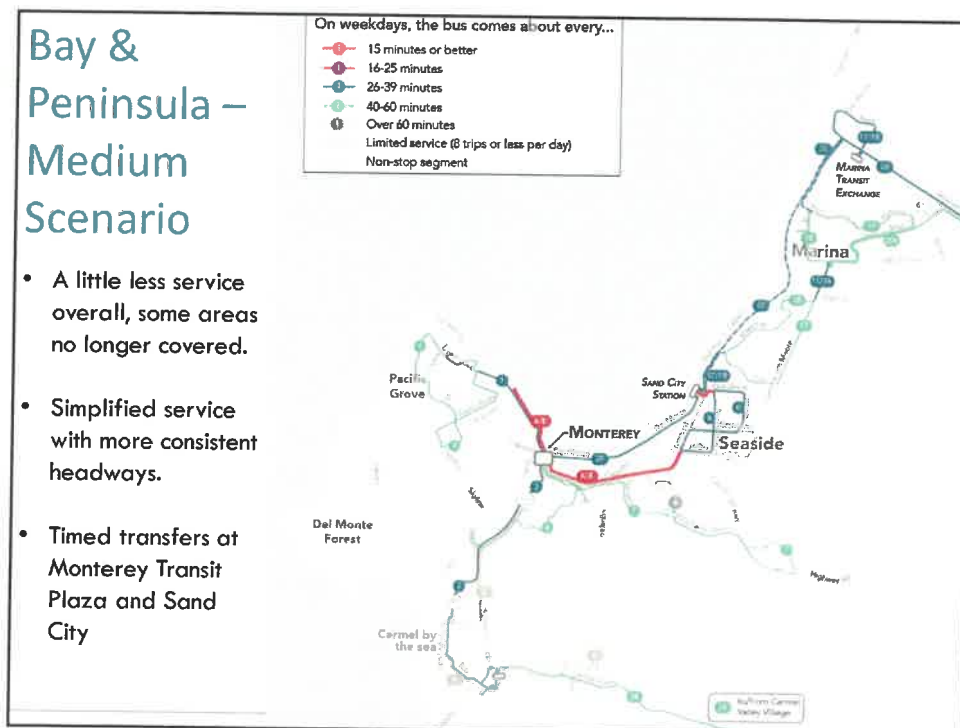
- Extremely complex service, with many infrequent and indirect routes.



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Bay & Peninsula – Medium Scenario

- A little less service overall, some areas no longer covered.
- Simplified service with more consistent headways.
- Timed transfers at Monterey Transit Plaza and Sand City

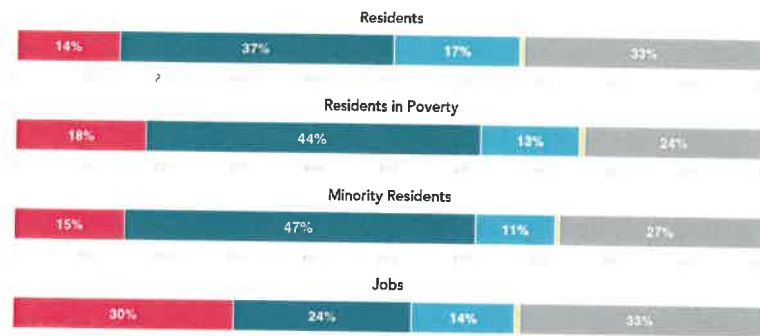
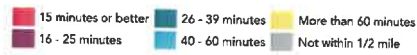


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Bay & Peninsula – Medium Scenario

Medium Scenario - Weekday at noon

What percentage of the greater Seaside-Monterey urban area is near transit that comes every



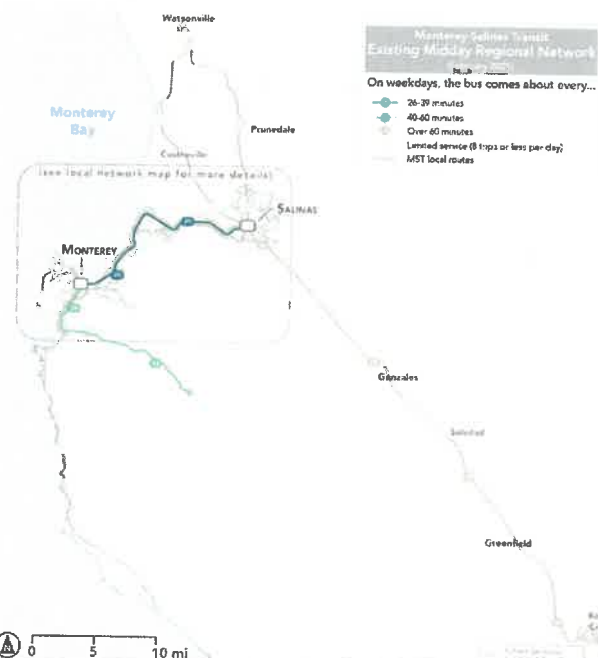
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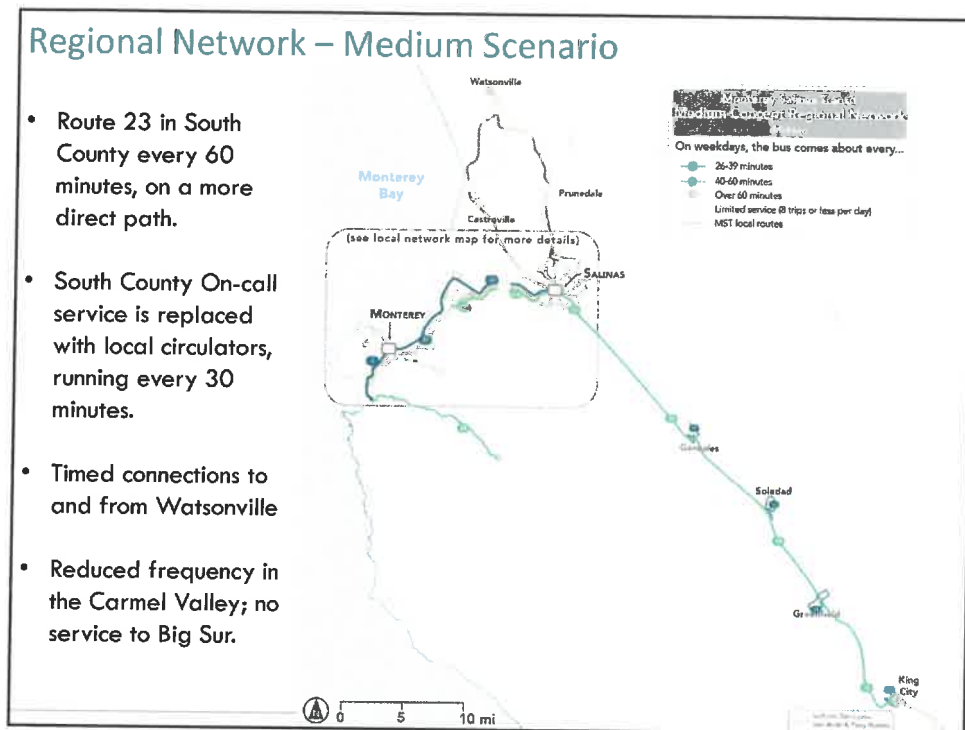
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Regional Network - Existing

- Regional routes mostly operate every two hours.
- South County cities have local on-call service with very limited capacity.
- Some routes just 2 or 3 times a day, e.g. Big Sur, Paso Robles.



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Weekend service compared to Weekday service

- Weekend service would remain significantly less than on weekdays.
- Weekend service ends earlier than Weekday service.
- Improvements to weekend service would have required lower frequencies on weekdays, or reductions in coverage in areas with significant low-income populations.

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Key Questions for Community Outreach

- Do the proposed changes in this network reflect your values and priorities?
- Would the proposed changes have a positive or negative impact on:
 - you and your family?
 - your neighborhood and community?
 - Monterey County as a whole?
- What should be corrected in the Final Plan?

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Phase 2 Outreach Process: September and October

- Reaching back out to stakeholders and rider focus groups reached in Phase 1.
- Re-contacting stakeholders who did not respond to Phase 1 of outreach.
- Advertising the public for general public comment.
 - COA website
 - Advertisements on board and at transit centers.
 - Newspaper advertisements
 - Spanish-language radio

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Let your people know!

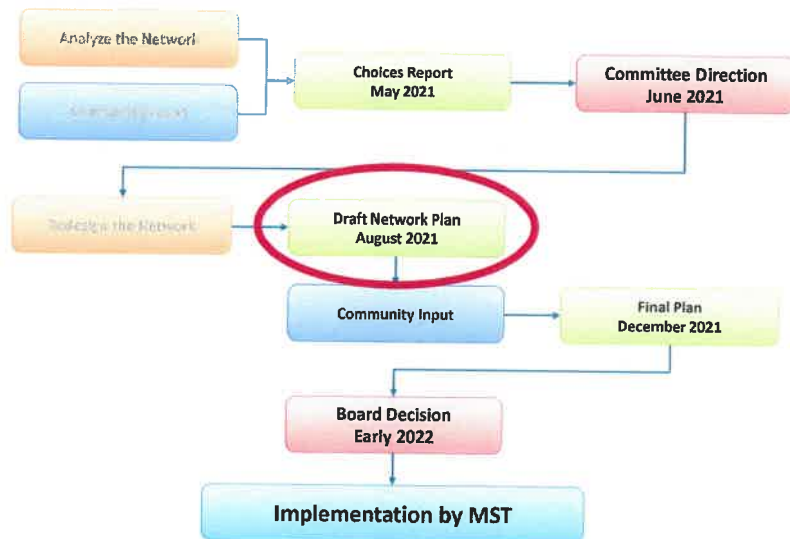
- Learn more about the Draft Plan at <http://mst.org/coa>
- Take the Survey at www.mstcommunitysurvey.com

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Next Steps



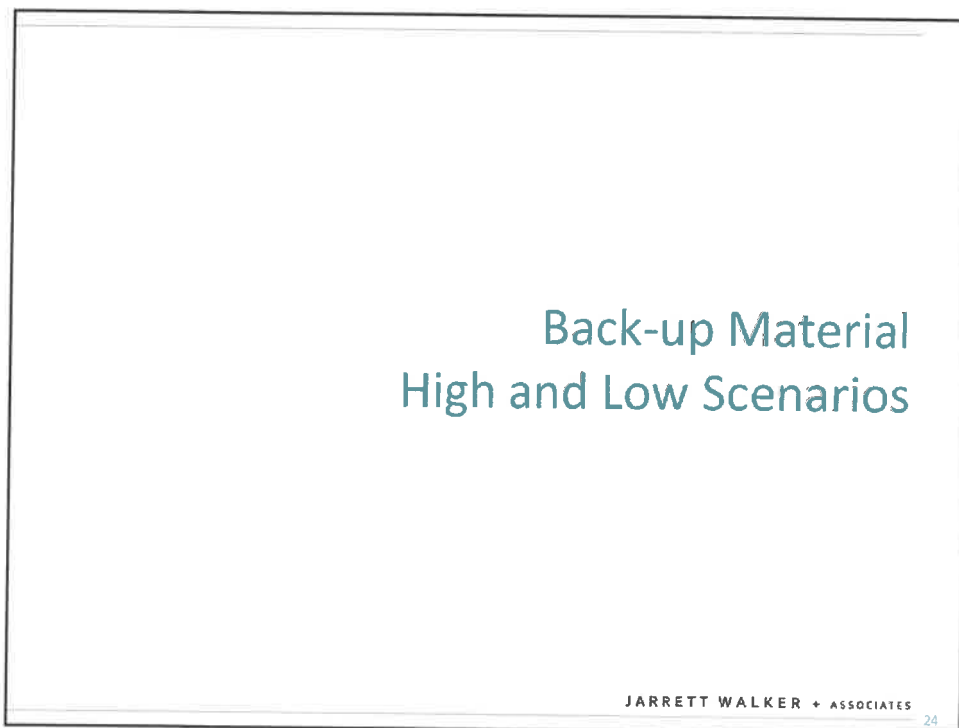
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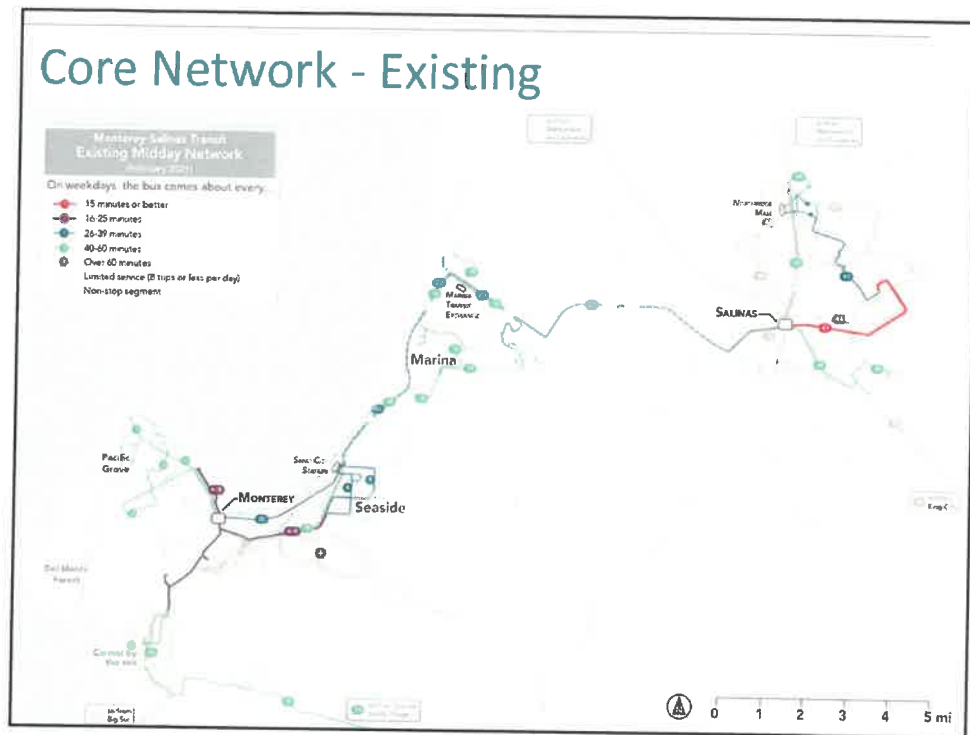
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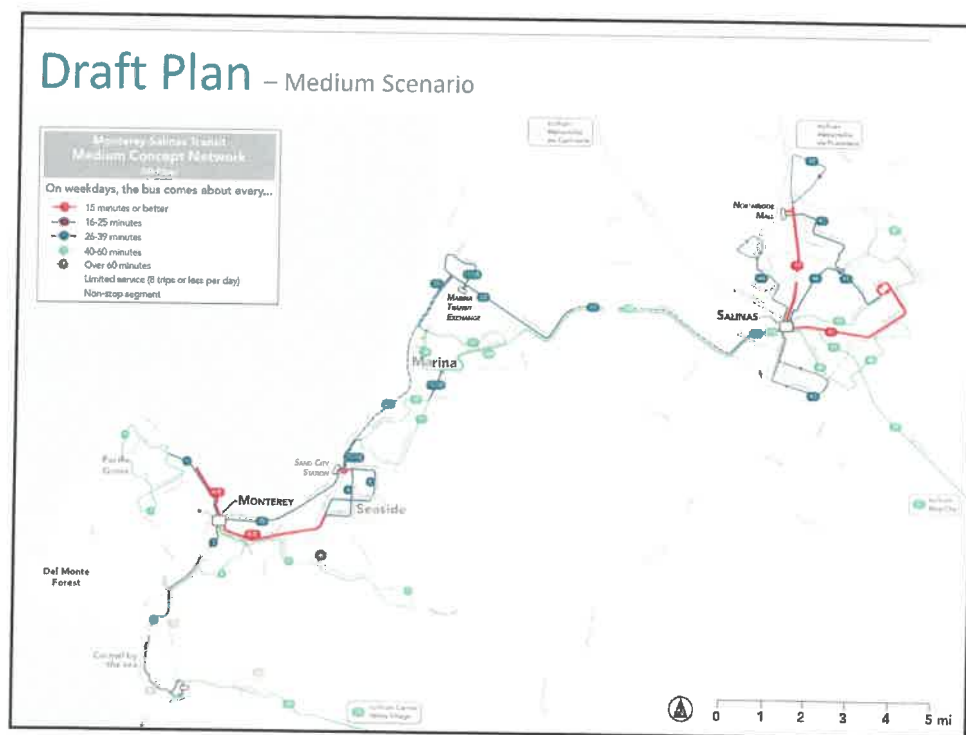
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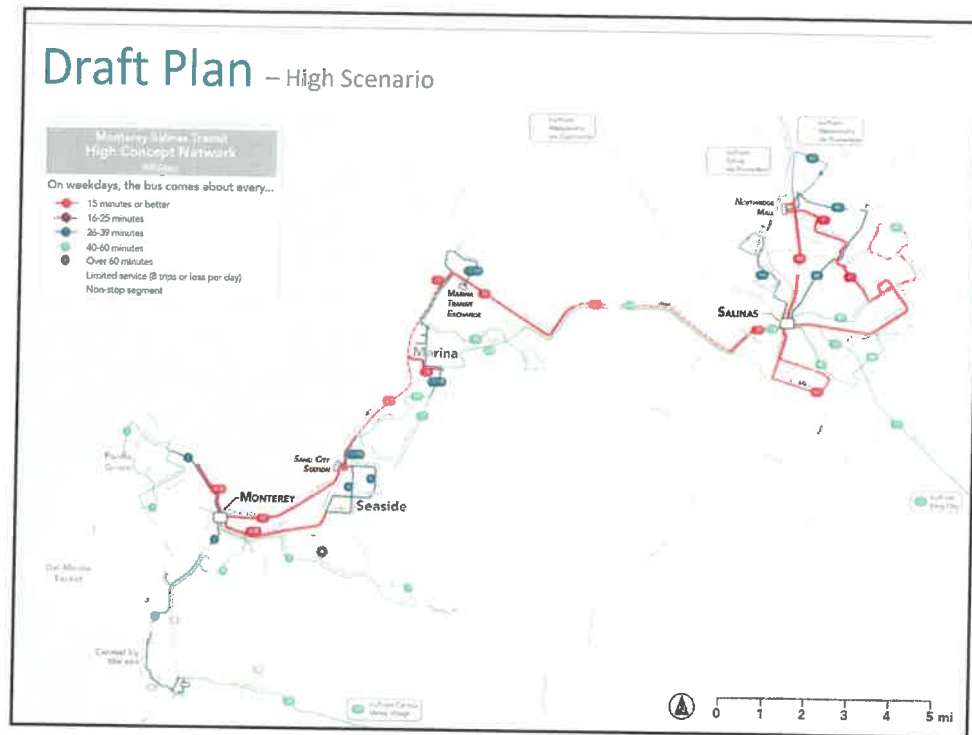
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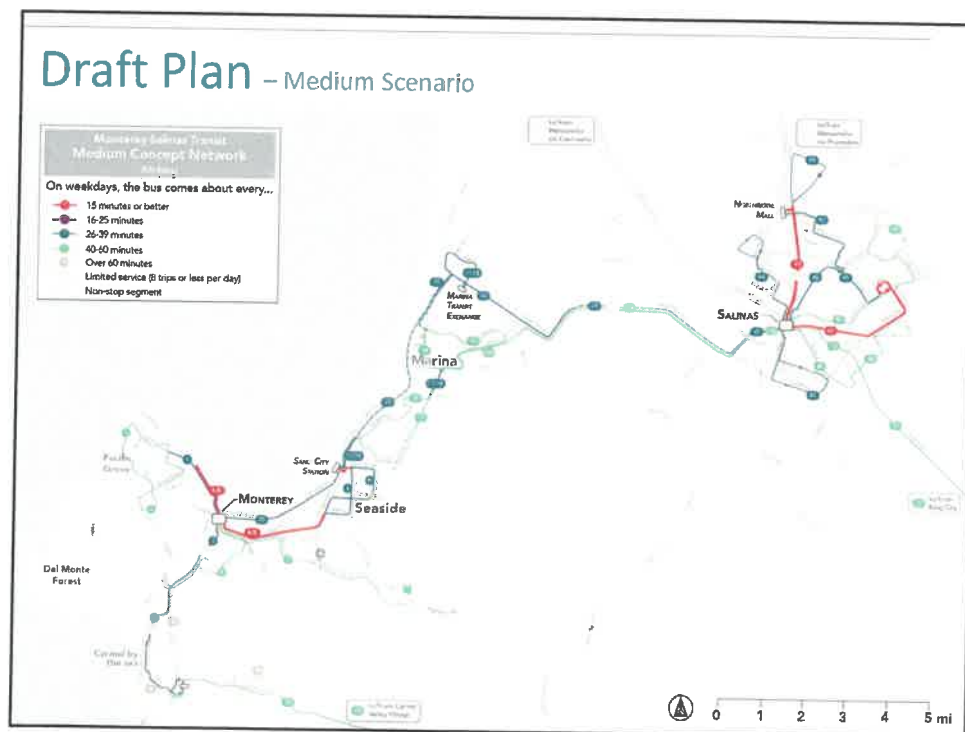
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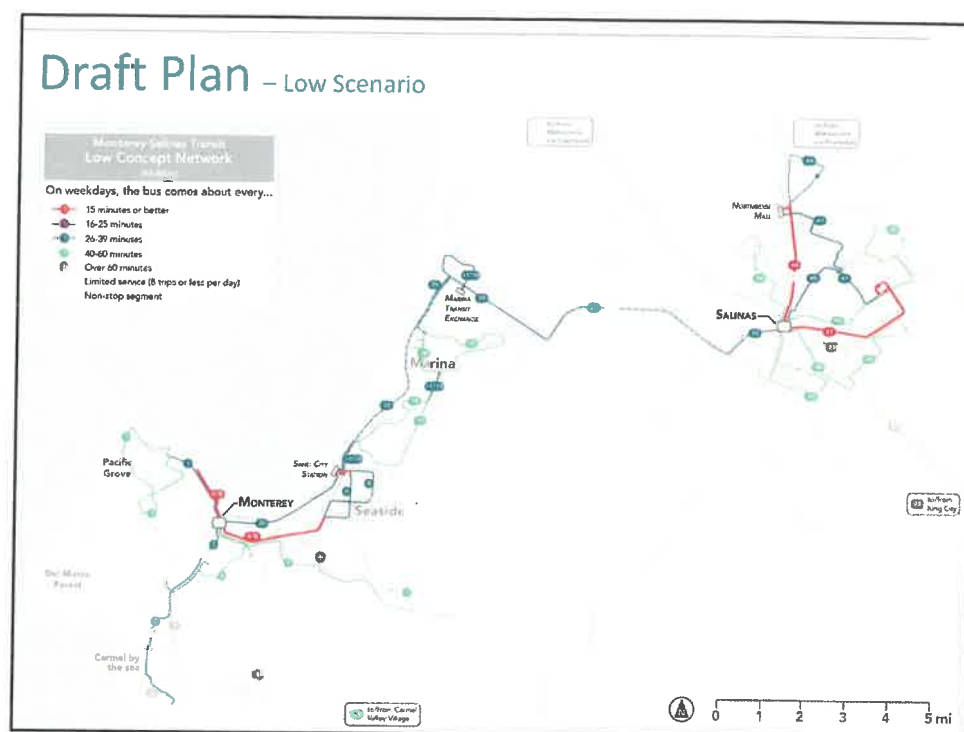
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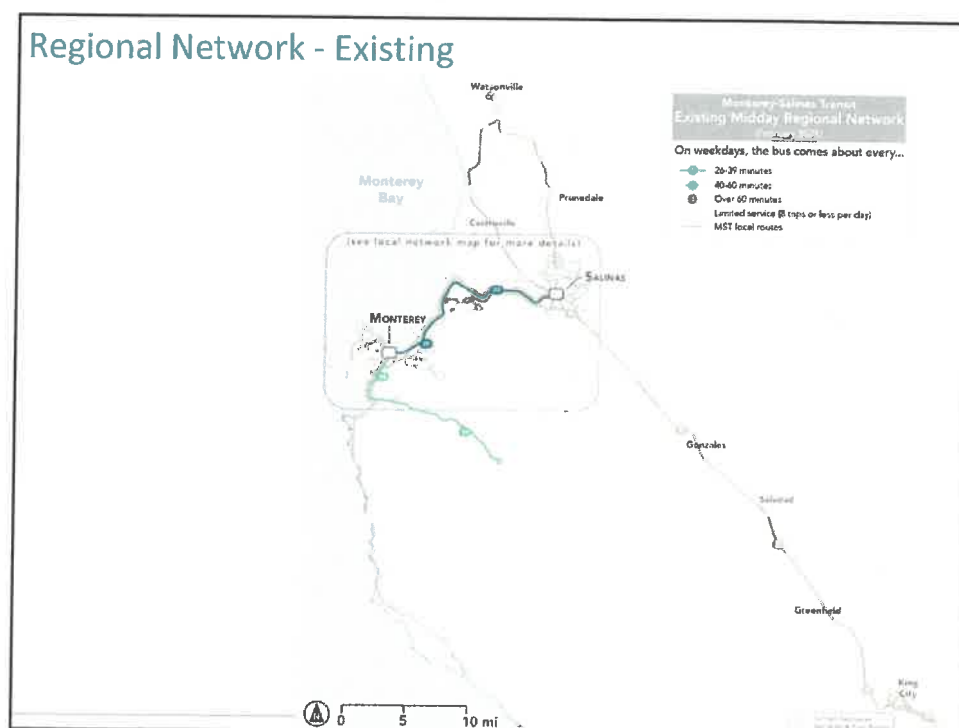
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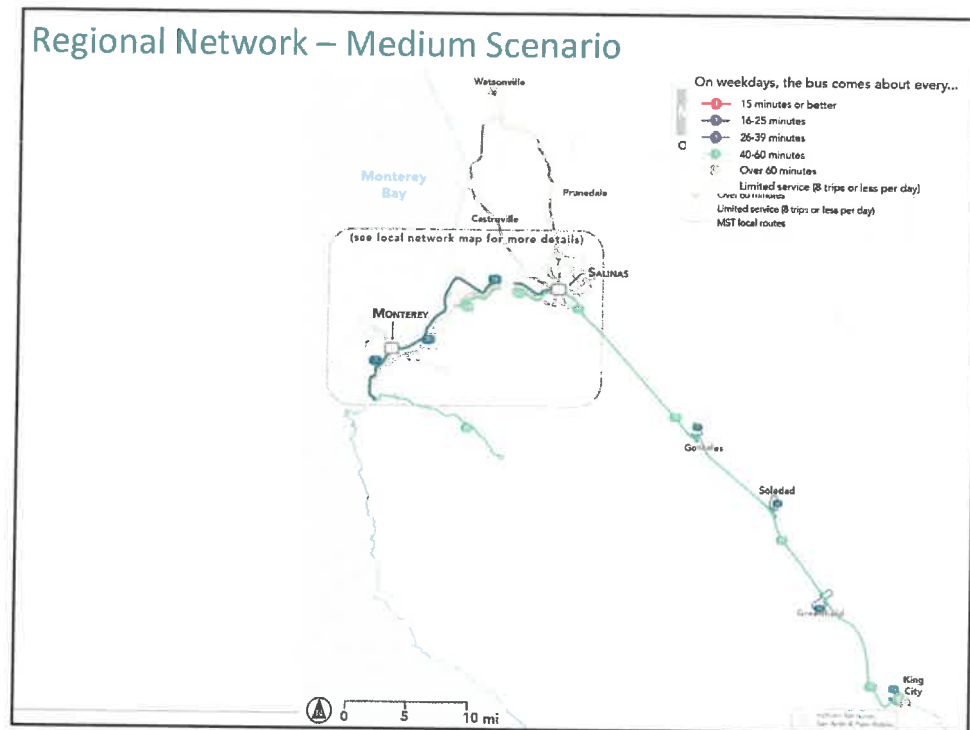
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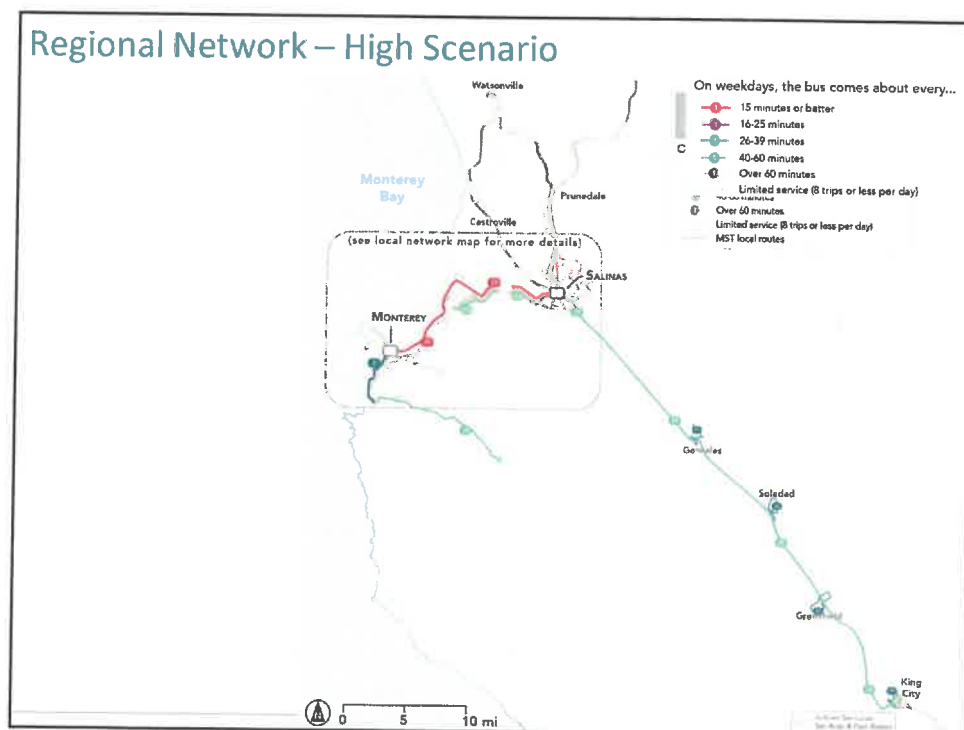
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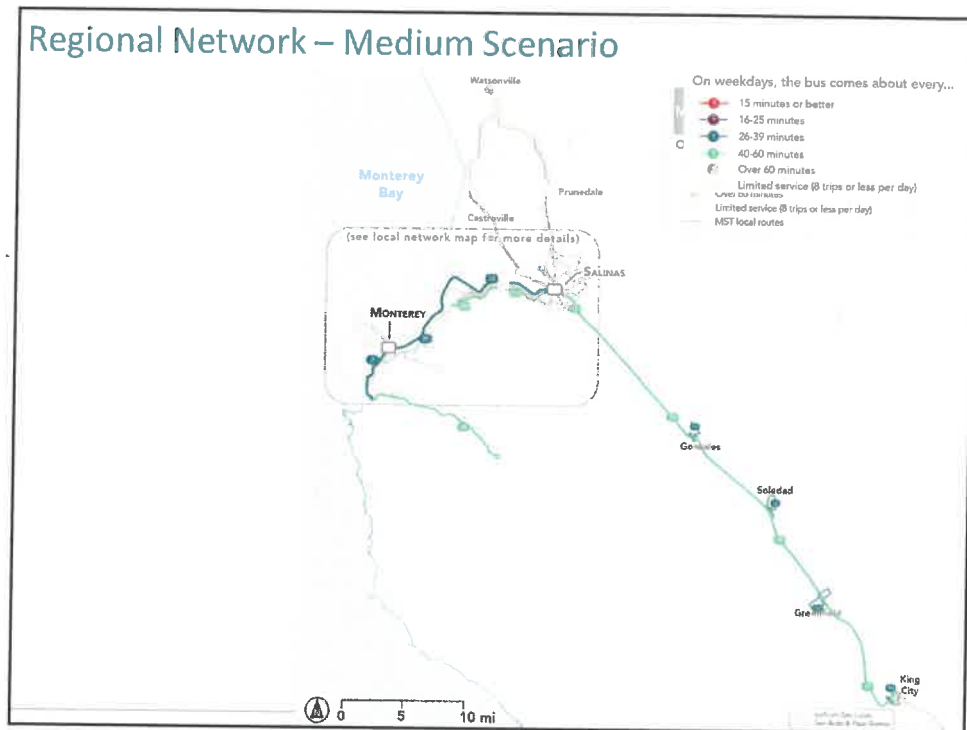
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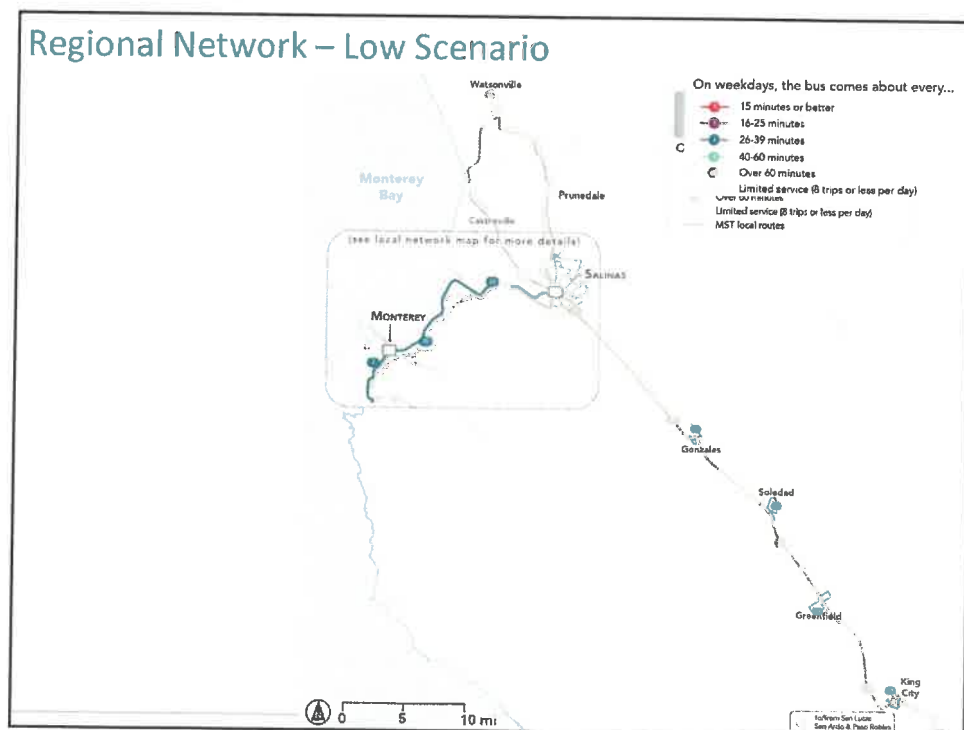
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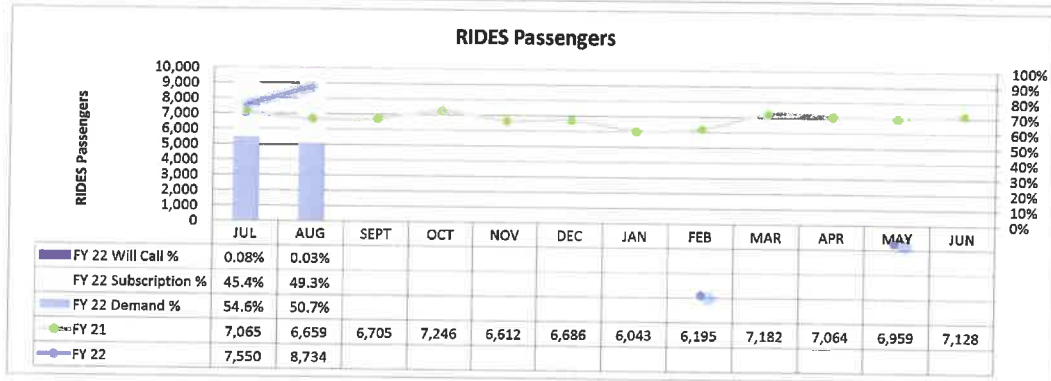
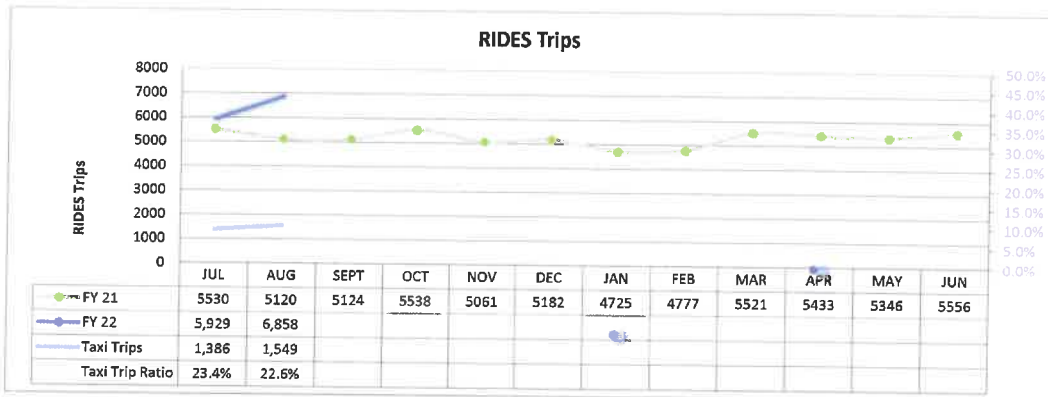


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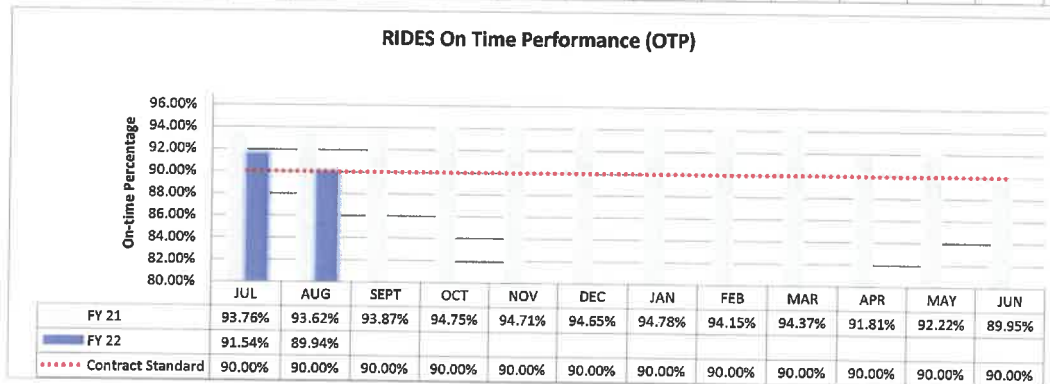
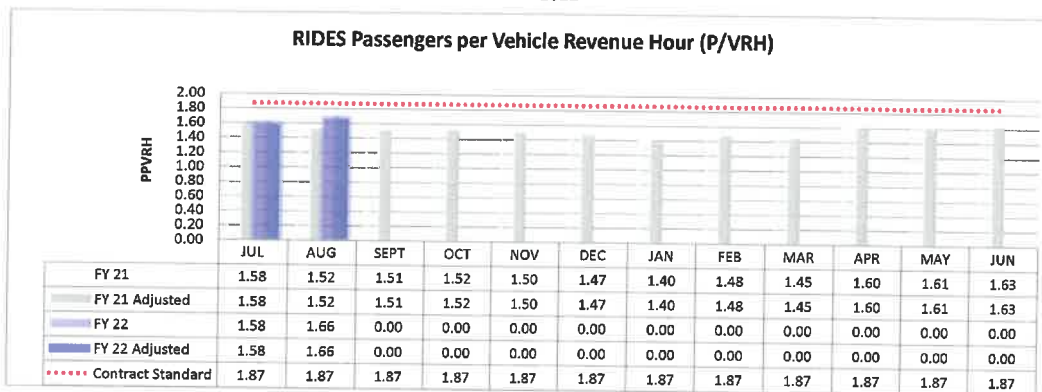
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MST-MV Dashboard
FY 2022



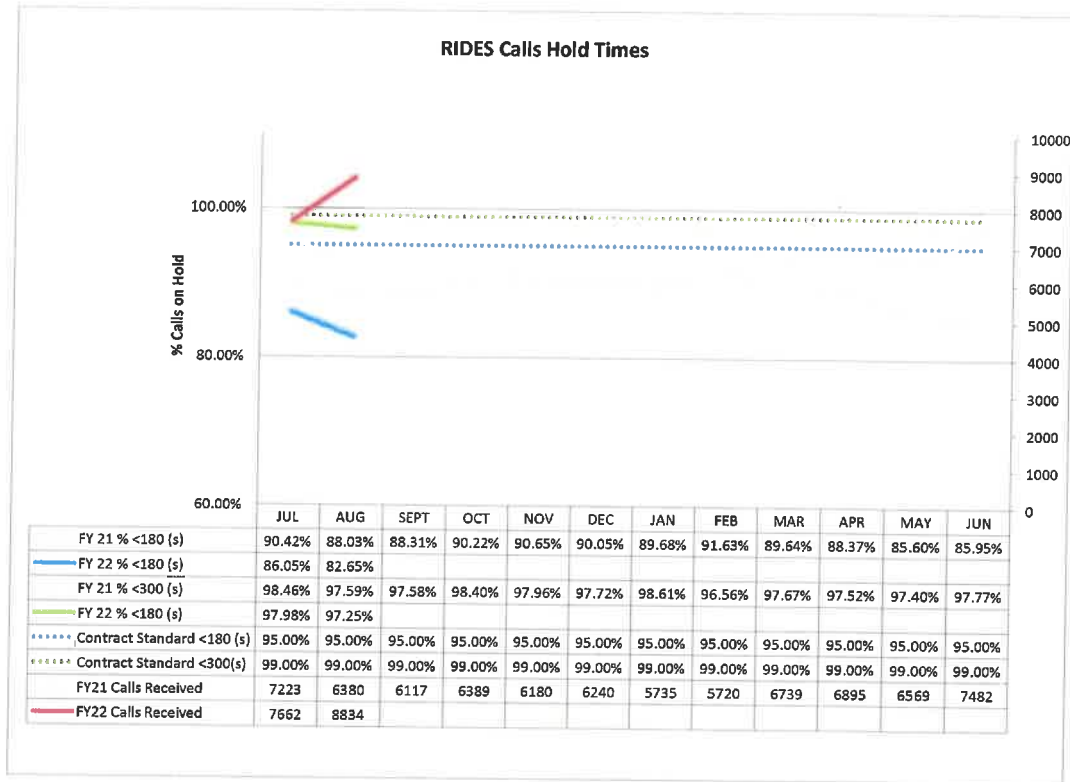
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MST-MV Dashboard
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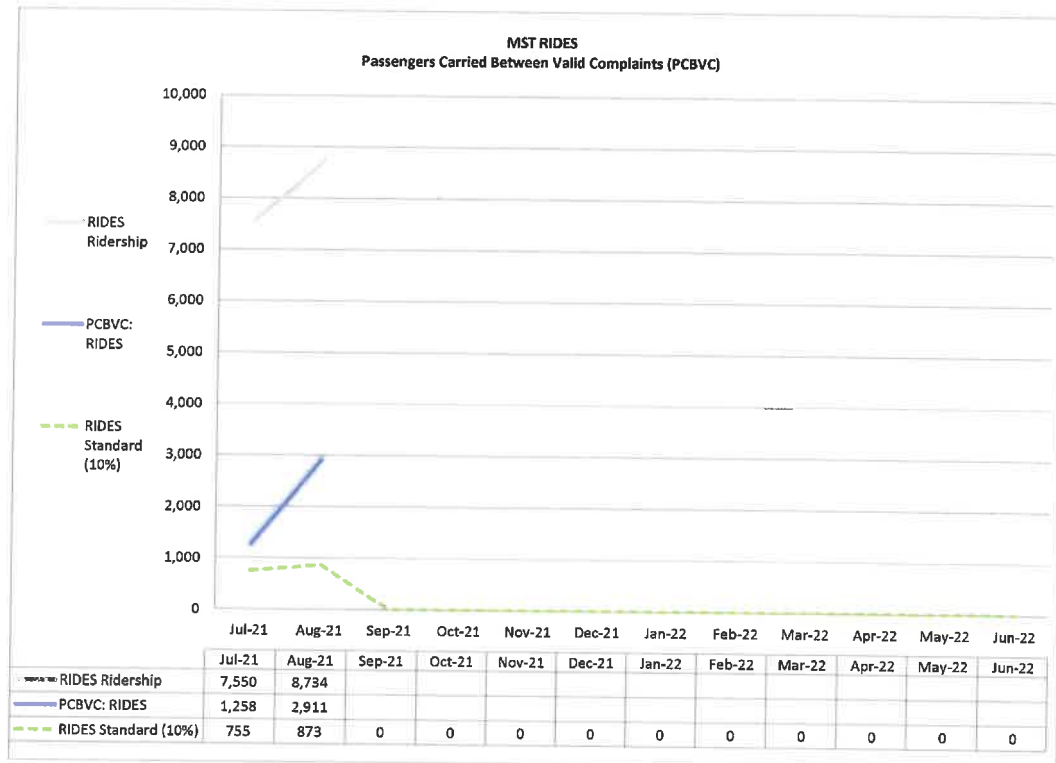
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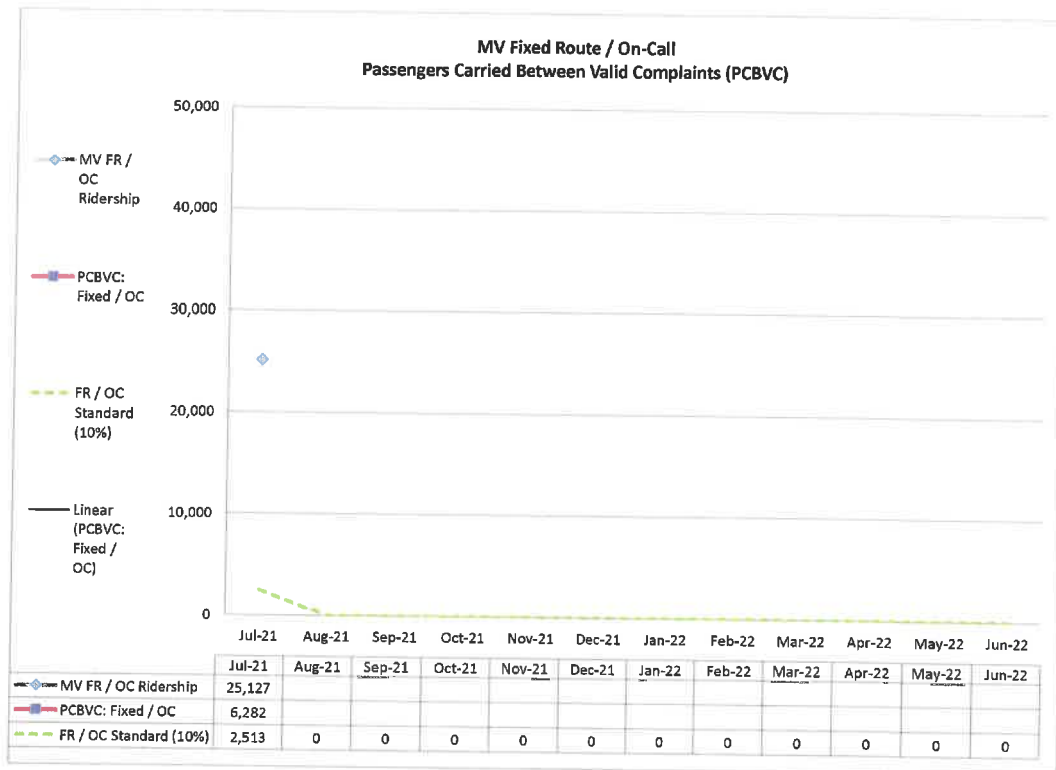
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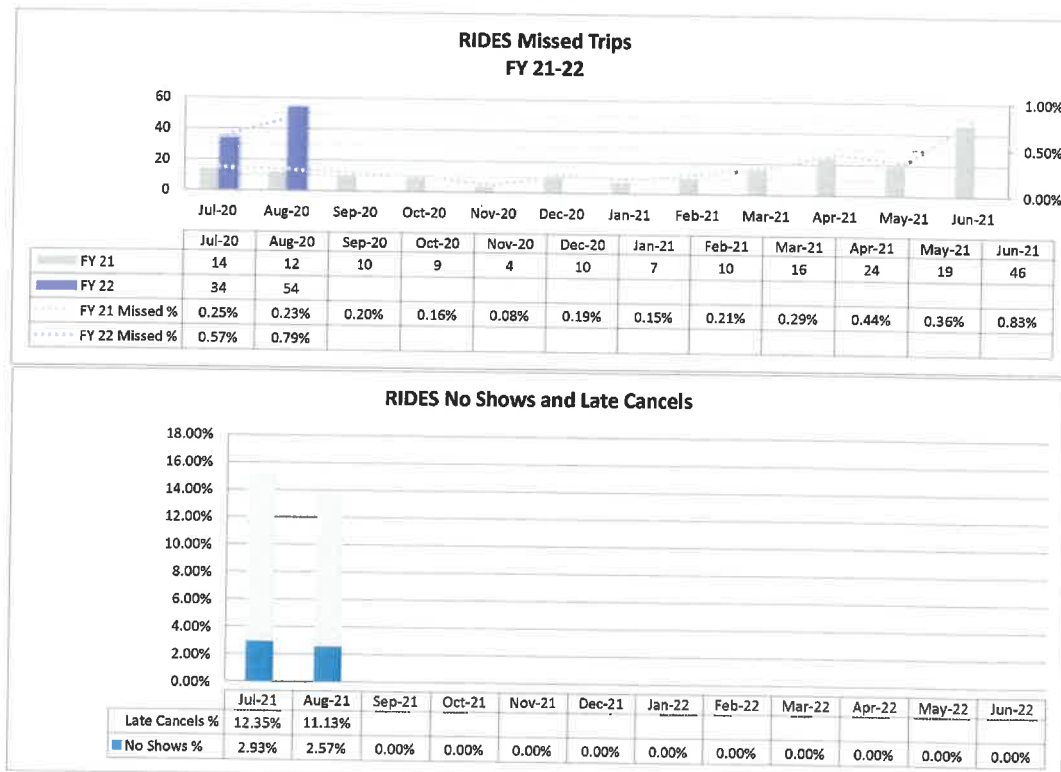
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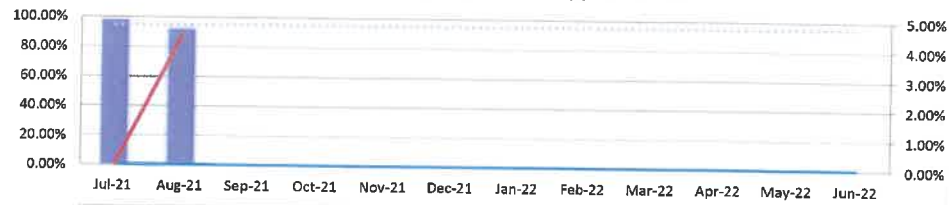
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FY 2022



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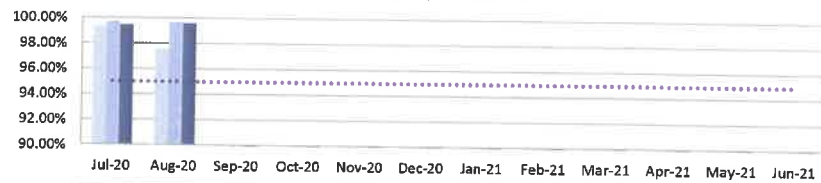
**MST-MV Dashboard
FY 2022**

RIDES Client Trips with Scheduled Appointment Time(s) Performed On Time



	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
On Time Arrivals	97.76%	91.89%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Goal	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Late Dropoffs	0.02%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Early Dropoffs	0.00%	4.37%										

RIDES Trip Times - On Time Percent By Distance Set



	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
<2.7 miles & 39 minutes	99.33%	97.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
>2.7, <17 miles & 79 minutes max	99.73%	99.64%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
>17 miles & 117 minutes max	99.48%	99.59%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Goal	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95