



MONTEREY-SALINAS TRANSIT MOBILITY ADVISORY COMMITTEE **REVISED** MEETING AGENDA AND NOTICE

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

Meeting Date: March 29, 2023
Meeting Time: 1:00 PM Pacific Time (US and Canada)
Location: 19 Upper Ragsdale Drive, Suite 100, Monterey, CA

Mobility Advisory Committee Participation:

The Mobility Advisory Committee in-person meeting will be held on March 29, 2023, at 1:00 pm at 19 upper Ragsdale Dr, Suite 100.

Public Participation

Public participation for the Monterey-Salinas Transit Mobility Advisory Committee is available in-person at 19 Upper Ragsdale Drive, Suite 100, as well as virtually via Zoom, telephone, and email. To participate virtually, click <https://us06web.zoom.us/j/84500836234?pwd=aFQ0YUdjZ3Y0eW94WmtRZ1Myc0Vldz09> and enter the following:

Meeting ID: 845 0083 6234 and Passcode: 652252.

To attend by telephone, dial (669) 900-6833 same Meeting ID: 845 0083 6234 and Passcode: 652252.

Public comments may be made either in person, via Zoom, or via email. Members of the public may attend the Committee Meeting in person and request to speak to the Committee Members when the Chair calls for public comment. Persons who wish to make public comment on an agenda item are encouraged to submit comments in writing by email to MST at mobility@mst.org by 3:00 PM on Monday, March 27, 2023; those comments will be distributed to the MAC Members before the meeting. Written comments may be emailed to mobility@mst.org and should include the subject line: "Public Comment Item # (insert the agenda item number relevant to your comment)."

MST District Board and Committee Agendas

Accessibility, Language Assistance, and Public Comments

Materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet are available for public inspection at the Monterey-Salinas Transit District Administration Building at 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940 during normal business hours.

Upon request, Monterey-Salinas Transit District will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, 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, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting at the address below.

Public comments may be submitted for any item on the agenda by contacting MST:

Mail: MST, Attn: MST Staff Support, 15 Lincoln Ave., Salinas, CA 93901

• **Email:** mobility@mst.org • **Phone:** (888) 678-2871

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1. CALL TO ORDER

1-1. Roll Call

1-2. Introduction of 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 January 25, 2023 (Chair)

4. PRESENTATION

4-1. Recognition for 5 Years of Service for Committee Member Fernandez (Chair)

4-2. Recognition for 5 Years of Service for Committee Member McKillip (Chair)

4-3. Recognition for 5 Years of Service for Committee Member Gross (Chair)

4-4. Recognition for 6 Years of Service for Committee Member Magaña (Chair)

4-5. AMBAG 2023-Public Participation Plan (Miranda Taylor)

4-6. Measure X Senior & Disabled Transportation Program-Cycle 3 Grants (Aaron Hernandez)

5. PUBLIC HEARING

5-1. Unmet Transit Needs Public Hearing (Aaron Hernandez)

5-1.1 **RECEIVE** presentation on the unmet transit needs process;

5-2.2 **OPEN** the public hearing on unmet transit needs;

5-3.3 **RECEIVE** public comment; and

5-4.4 **CLOSE** the public hearing.

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 (David Cox)

6-2. MST Mobility Updates (Cristy Sugabo)

7. SUBJECT ITEM REQUEST

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

8. ANNOUNCEMENTS AND APPRECIATIONS

9. ADJOURN

NEXT SCHEDULED MEETING DATE: May 31, 2023
1:00 p.m.

NEXT SCHEDULED AGENDA DEADLINE: May 15, 2023

Dates, times, and **teleconference information are subject to change.*

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

MEETING OF THE MOBILITY ADVISORY COMMITTEE (MAC)

MEETING MINUTES

January 25, 2023

1:00 pm (Pacific)

Present:	Jennifer Ramirez Diana Jimenez Steven Macias Aaron Hernandez Bobby Merritt Alejandro Fernandez Reyna Gross Maria Magaña	Partnership for Children AAA-Monterey County Dept. of Social Services The Blind and Visually Impaired Center Transportation Agency for Monterey County (TAMC) Veterans Transition Center Davita Dialysis Alliance on Aging Central Coast Center for Independent Living (CCCIL)
Absent:	Jessica McKillip Leticia Garcia	ITN Monterey County The Carmel Foundation
Staff:	Jeanette Alegar-Rocha Norman Tuitavuki Kevin Allshouse Cristy Sugabo Ruben Gomez Claudia Valencia Lesley van Dalen Kaleb Aquino-Lopez Kelly Soriano Marzette Henderson Matthew Deal Michael Kohlman Scott Taylor Ezequiel Rebollar Jacqueline Munoz	Executive Assistant to the GM/CEO Chief Operating Officer Contract Services Manager Mobility Services Manager Mobility Coordinator Mobility Specialist Mobility Specialist Mobility Specialist Mobility Specialist Transportation Manager Grants Analyst Chief Information Officer Information Technology Manager IT Technician Customer Service Representative
Public:	David Cox Hillary Theyer Alivia Stricklin	MV Operations Manager Monterey County Library MST Consumer

Apology is made for any misspelling of a name.

1. CALL TO ORDER

1-1. Roll Call.

Chair Ramirez called the meeting to order at 1:02 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

Alivia Stricklin, an MST customer expressed concern regarding the changes made to the MST bus services. Also, Ms. Stricklin expressed her interest in becoming a member of the Mobility Advisory Committee (MAC).

3. CONSENT AGENDA

3-1. Approve Minutes of the regular meeting of September 28, 2022.

There were no public comments.

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

AYES:	8	Ramirez, Jimenez, Macias, Hernandez, Merritt, and Fernandez, Gross and Magaña
NOES:	0	
ABSENT:	2	McKillip, Garcia
ABSTAIN:	0	

4. PRESENTATION

4-1. Patrons with Disabilities - Materials and Services Highlight, Monterey County Free Libraries (Hillary Theyer)

4-2. Certificate of Appreciation for Claudia Valencia (Chair)

There were no public comments.

5. New Business

5-1. Election of Chair and Vice-Chair for 2023

There were no public comments.

On a motion by Committee Member Jimenez, seconded by Committee Member Merritt and carried by the following vote, which was conducted by roll call, the Committee approved to appoint Committee Member Macias as Chair and Committee Member Ramirez as Vice-Chair for 2023:

AYES: 8 Ramirez, Jimenez, Macias, Hernandez, Merritt, and Fernandez, Gross and Magaña
NOES: 0
ABSENT: 2 McKillip, Garcia
ABSTAIN: 0

New Chair Macias Proceeded with the meeting.

6. New Membership

6-1. Recommend Jennifer Ramirez to the MST Board of Directors for MAC membership as the representative of Partnership for Children.

6-2. Recommend Steven Macias to the MST Board of Directors for MAC membership as the representative of The Blind and Visually Impaired Center.

6-3. Recommend Bobby Merritt to the MST Board of Directors for MAC membership as the representative of The Veterans Transition Center.

6-4. Recommend Maria Magana to the MST Board of Directors for MAC membership as the representative of the Central Coast Center of Independent Living.

There were no public comments.

On a motion by Committee Member Jimenez, seconded by Committee Member Hernandez and carried by the following vote, which was conducted by roll call, the Committee approved items 6-1 through 6-4:

AYES: 8 Ramirez, Jimenez, Macias, Hernandez, Merritt, and Fernandez, Gross and Magaña
NOES: 0
ABSENT: 2 McKillip, Garcia
ABSTAIN: 0

7. REPORTS AND INFORMATION ITEMS

7-1. MV Transit- MST RIDES Service Update (Kevin Allshouse/ David Cox)

7-2. MST Mobility Programs Updates (Cristy Sugabo)

8. SUBJECT ITEM REQUEST

8-1. None


9. ANNOUNCEMENTS AND APPRECIATIONS


Committee Member Jimenez expressed appreciation to MST for their involvement during the storm evacuations.

Committee Member Gross shared information regarding Free Taxes for Seniors at Alliance on Aging.

10. ADJOURN

With no further business to discuss, Chair Macias adjourned the meeting at 2:00 p.m. (Pacific Time).

PREPARED BY: 
Ruben Gomez

REVIEWED BY: 
Cristy Sugabo



MEMORANDUM

TO: MST Mobility Advisory Committee

FROM: Miranda Taylor, Planner

SUBJECT: 2023 Public Participation Plan Development Process

MEETING DATE: March 29, 2023

RECOMMENDATION:

Staff will provide an overview of the 2023 Public Participation Plan (PPP) development process. Committee members are asked to provide feedback on the development of the 2023 Public Participation Plan.

BACKGROUND/ DISCUSSION:

The federally required *2023 Public Participation Plan* is a comprehensive document that guides regional planning agencies and local jurisdictions in the public participation process for the tri-county Monterey Bay region that either receive federal funds or are subject to a federally required action.

AMBAG, as the federally designated Metropolitan Planning Organization (MPO) for the Monterey Bay region, prepares and adopts the Public Participation Plan at least once every four years. The prior Public Participation Plan, the *2019 Monterey Bay Area Public Participation Plan*, was adopted in October 2019 to comply with the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation. The *2023 Public Participation Plan* will cover the four-year period from 2023-2026 and must comply with the current Federal Surface Transportation Act, Fixing America's Surface Transportation Act (FAST Act), which was enacted in 2015. The *2023 Public Participation Plan* emphasizes the transportation decision making process, including the expanded use of visualization techniques and innovative online marketing strategies in public outreach.

AMBAG is required to update the Public Participation Plan every four years. The requirements for the Public Participation Plan under the FAST Act include increased

involvement and collaboration with members of the public, decision makers and staff from the local jurisdictions and partner agencies within the region.

Key sections of the *2023 Public Participation Plan* are listed below:

- Public Participation Plan Guiding Principles
- 2023 Public Participation Plan Timeline
- Incorporating Limited-English Proficiency (LEP) Populations into the PPP
- PPP Procedures and Development Process
- Interested Parties and Public Engagement
- Online and Visualization Outreach Strategies

An updated Public Participation Plan is the required guide for all public involvement activities conducted by AMBAG. As such, the PPP contains the procedures, strategies and techniques used by AMBAG for public involvement in all programs and projects that use federal funds.

A number of appendices will be included in the 2023 PPP. For example, Appendix G will include the 2050 Metropolitan Transportation Plan/Sustainable Communities Strategy Public Involvement Program. This appendix outlines how AMBAG will engage the public and stakeholders throughout the development of the 2050 MTP/SCS.

Below are key dates for developing the *2023 Public Participation Plan*:

- **March - April 2023:** Present an overview of the 2023 Public Participation Plan development process to regional Advisory Committees/Councils, Planning Directors Forum, and to the AMBAG Board of Directors
- **February - May 2023:** Develop the Draft Public Participation Plan
- **May - July 2023:** Present the Draft 2023 Public Participation Plan to Advisory Committees/Councils, Planning Directors Forum, and to the AMBAG Board of Directors
- **June 14, 2023 - August 23, 2023:** 70-Day Public Comment Period
- **August - September 2023:** Prepare the Final 2023 Public Participation Plan
- **October 11, 2023:** AMBAG Board of Directors will be asked to adopt the Final 2023 Public Participation Plan

A detailed timeline is also included as Attachment 1.

ATTACHMENT:

1. 2023 Public Participation Plan Timeline

AMBAG 2023 Public Participation Plan Update
Final Schedule & Process

Date	Tasks/Objective	Due Dates
January/early February 2023	Outreach to RTPAs by email and confirm point of contacts	2/3/2023
	Draft Schedule and Process Reviewed by RTPAs	2/28/2023
February/March 2023	Publish PPP Survey	2/28/2023
March/April 2023	Present 2023 PPP Update Process to all RTPA TAC/SSTAC meetings and AMBAG Board	
	3/16/23 - Present 2023 PPP Update Process at SCCRTC ITAC Meeting	3/16/2023
	3/24/23 - Present 2023 PPP Update Process at SBtCOG SSTAC	3/24/2023
	3/27/23 - Present 2023 PPP Update Process at AMBAG PDF	3/27/2023
	3/29/23 - Present 2023 PPP Update Process at TAMC/MST MAC	3/29/2023
	4/6/23 - Present 2023 PPP Update Process at TAMC and SBtCOG TAC Meetings	4/6/2023
	4/11/23 - Present 2023 PPP Update Process at SCCRTC E&D TAC	4/11/2023
	4/12/23 - Present 2023 PPP Update Process at AMBAG Board Meeting	4/12/2023
April/ May 2023	Develop Administrative Draft 2023 PPP	3/30/2023
	Email Administrative Draft PPP document to RTPAs for review	4/13/2023
	Edits/Changes on Administrative Draft 2023 PPP from RTPAs due on 5/8/2023 to AMBAG	5/8/2023
	Develop Draft 2023 PPP	5/31/2023
June 2023	Present Draft 2023 PPP to Committees/Boards, Release Public Notice (70 days) and Start Public Comment Period	Open Comment Period on: 06/14/2023
	5/31/23 - Present Draft 2023 PPP at TAMC/MST MAC	Close Comment Period on: 8/23/2023
	6/1/23 - Present Draft 2023 PPP at TAMC TAC Meeting	
	6/1/23 - SCCRTC Board Meeting	
	6/13/23 - Present Draft 2023 PPP at SCCRTC E&D TAC	
	6/14/23: AMBAG Board Meeting	
	6/15/23 - Present Draft 2023 PPP at SCCRTC ITAC Meeting	
	6/15/23 -SBtCOG Board Meeting	
	6/23/23 - Present Draft 2023 PPP at SBtCOG SSTAC	
	6/26/23: AMBAG PDF	
	6/28/23 - TAMC Board Meeting	
	7/6/23 - Present Draft 2023 PPP at SBtCOG TAC Meeting	
August 2023	Public Hearing on 2023 PPP at AMBAG's August Board Meeting	8/9/2023
	RTPAs to Also Hold Public Hearings (if using AMBAG PPP as their plan)	
	8/1/23 - SCCRTC Public Hearing	8/1/2023
	8/17/23 - SBtCOG Public Hearing	8/17/2023
	8/23/23 TAMC Public Hearing	8/23/2023
	Summarize comments and make revisions for Final 2023 PPP	9/8/2023
September/October 2023	Adoption of PPP by SBtCOG (if using AMBAG PPP as their plan)	9/21/2023
	Adoption of PPP by TAMC (if using AMBAG PPP as their plan)	9/27/2023
	Adoption of PPP by SCCRTC (if using AMBAG as their plan)	10/5/2023
	Final 2023 PPP for adoption by AMBAG Board	10/11/2023



Senior & Disabled Transportation Program

MST Mobility Advisory Committee | March 29, 2023





- \$1.5 million available for Cycle 3
- Fiscal Years 23/24, 24/25, 25/26
- Expect between \$40,000 to \$100,000 to carry forward from Cycle 2
- 5 complete applications submitted by due date of December 1, 2022



Grant Review Committee

- Paula Getzelman
 - Diana Jimenez
 - Kevin Dayton (Site Visits)
 - Theresa Wright
 - Aaron Hernandez
-
- Each member were to visit at least 2 sites

Ranking Criteria – 100 Points Possible

1. Program Purpose & Goals: 25
2. Program Benefits: 30
3. Feasibility: 15
4. Geographic Equity: 15
5. Cost Effectiveness: 15



Applicant	Rank	Average Rank	Total Project Cost	Total Grant Request	33% Reduction	Option 1 - 33% Reduction	Option 2 - Top Applicants	Option 3 - 20% Reduction by Rank
Partnership for Children	1	1.8	\$874,075	\$459,520	\$345,503.76	\$345,503.76	\$459,520	\$459,520
ITN Monterey County	2	1.8	\$1,673,100	\$938,000	\$705,263.80	\$705,263.80	\$938,000	\$750,400.0
Alliance on Aging	3	2.4	\$365,000	\$303,000	\$227,819.55	\$227,819.55	\$102,480	\$181,800.0
Blind & Visually Impaired Center	4	2.8	\$294,816	\$189,716	\$142,643.74	\$142,643.74	\$0	\$75,886.47
Kernes Memorial Pool	5	3.2	\$373,200	\$286,000	\$215,037.59	\$78,769.15	\$0	\$57,200.0
TOTAL (Measure X) Grant Request				\$2,176,236	\$1,636,268	\$1,500,000	\$1,500,000	\$1,524,806
Cycle 3 Amount Available				\$1,500,000	\$1,500,000	\$1,500,000	\$1,500,000	\$1,500,000
Excess Amount				\$676,236	\$136,268	\$0	\$0	\$24,806



Partnership for Children

Grant Request \$297,250

Grant Award \$345,503.76

Final Ranking
#1



ITN Monterey County

Grant Request \$938,000

Grant Award \$705,263.80

Final Ranking
#2



Alliance on Aging

Grant Request \$287,000

Grant Award \$227,819.55

Final Ranking
#3



Blind & Visually Impaired Center

Grant Request \$188,420

Grant Award \$78,769.15

Final Ranking
#4



Kernes Pool

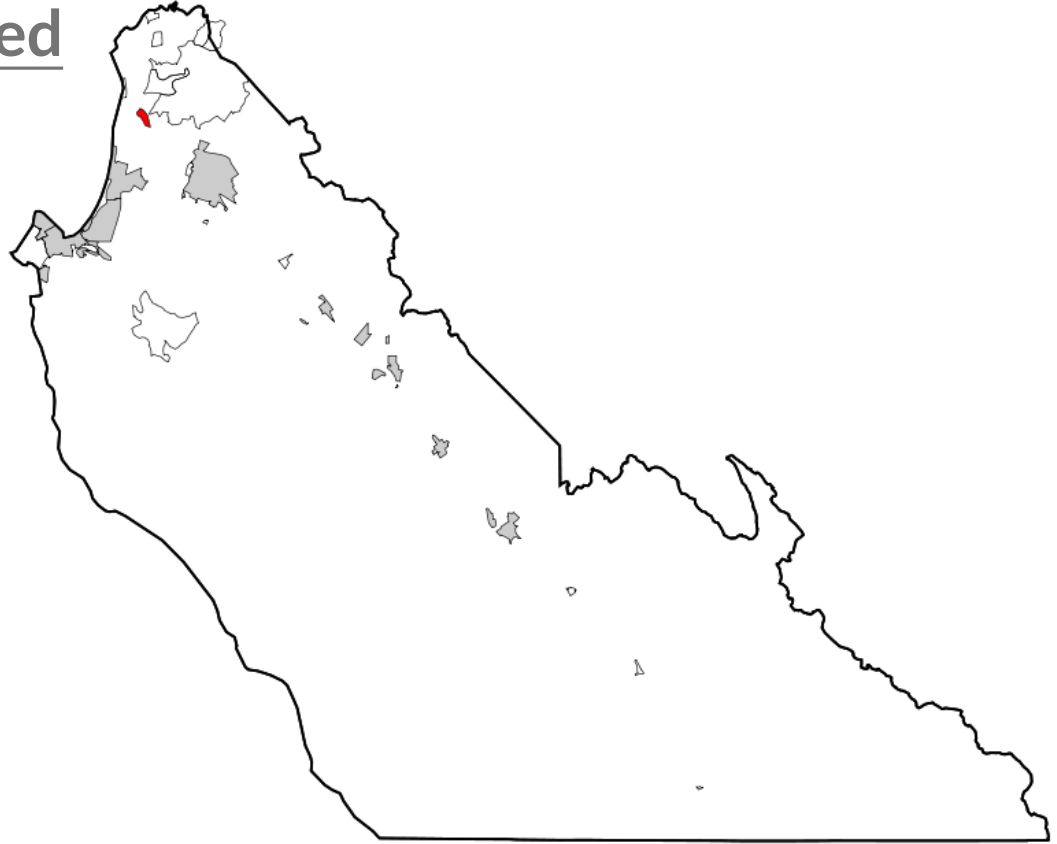
Grant Request \$177,000

Grant Award \$142,643.74

Final Ranking
#5

Areas of the County Served

- North Monterey County
- Greater Salinas Area
- Monterey Peninsula
- South Monterey County
- Big Sur Coast



About the Unmet Transit Needs Process

The California Legislature enacted the Transportation Development Act (TDA) in 1971 to improve public transit services and encourage regional transportation coordination. TDA statutes require transportation planning agencies using TDA funds for local streets and roads projects, to implement a public process, including a public hearing, to identify unmet transit needs of transit dependent or disadvantaged persons, and determine if unmet transit needs can be reasonably met.

In its role as the TDA fund administrator, the Transportation Agency for Monterey County annually solicits public input to identify unmet transit needs. Although TAMC no longer allocates TDA funds to local streets and roads, the Agency still continues to solicit public input on unmet transit needs.

The unmet transit needs process begins with public outreach to solicit comments on unmet transit needs. Public hearings to collect comments on unmet transit needs are held at a meeting of TAMC's Board of Directors and at a meeting of Monterey-Salinas Transit's Mobility Advisory Committee, which serves as TAMC's Social Services Transportation Advisory Council. TAMC's Board of Director's receives the final unmet transit needs list of comments.

Unmet Transit Need Definition

An unmet transit need is a public transportation need that the public transportation system is not currently meeting and would be expected to generate enough ridership to meet the required 10% farebox recovery ratio pursuant to.

Unmet Transit Need Evaluation

Unmet transit needs are placed into the following categories:

1. Transit service improvement requests that would improve an existing service.
2. Transit service expansion requests that extend a transit route beyond its current limits and fill a gap in service.
3. Capital improvement projects that would enhance existing public transit facilities.

TAMC shares the list of unmet transit needs comments with Monterey-Salinas Transit, the only public transportation provider in the county. The unmet transit needs comments list serves as a public input tool for MST's short and long term transit service planning and improvements. TAMC works with MST to evaluate comments based on the time frame in which unmet transit needs can be met:

- Short term transit improvements are those that can be implemented in the current service year within MST's funding limits and without negatively impacting existing services.
- Long term transit improvements are those that would require additional funding beyond MST's current funding limits. Long term improvement comments remain on the unmet transit needs comment list until additional funding becomes available.

MST's Mobility Advisory Committee provides input on the categorized unmet transit needs comments list. This input serves to prioritize needs in the region, and is used to assist prioritizing transit projects as funds become available. The TAMC Board of Directors will receive the final list.



Memorandum

To: Board of Directors
From: Aaron Hernandez, Assistant Transportation Planner
Meeting Date: February 22, 2023
Subject: Unmet Transit Needs Public Hearing

RECOMMENDED ACTION:

Unmet Transit Needs Public Hearing

1. **RECEIVE** presentation on the unmet transit needs process;
2. **OPEN** public hearing on unmet transit needs;
3. **RECEIVE** public comment; and
4. **CLOSE** the public hearing.

SUMMARY:

In its role as the Transportation Development Act fund administrator, the Transportation Agency annually seeks public input to identify unmet transit needs in Monterey County prior to allocating Local Transportation Funds.

FINANCIAL IMPACT:

For the current Fiscal Year 2022-23, the Transportation Agency allocated \$19,297,686 from the Local Transportation Fund to Monterey-Salinas Transit. The Transportation Agency can direct public transit operators to implement new services with Local Transportation Funds available after funding existing services and commitments.

DISCUSSION:

The Transportation Agency annually conducts outreach to identify unmet transit needs. This unmet needs process is associated with the Local Transportation Fund (LTF), which is one of two designated funding sources for public transit created by the California Transportation Development Act (TDA). Local Transportation Funds are generated through a quarter percent of the retail sales tax, which are returned to the county by the California State Board of Equalization and apportioned by the Transportation Agency to county jurisdictions through a population-based formula for public transit.

The formation of the Monterey-Salinas Transit District and past unmet transit needs findings dictate how the Transportation Agency allocates Local Transportation Funds. As Monterey-Salinas Transit District members, every city in the county allocates its annual fund apportionment to Monterey-Salinas Transit for public transit services.

Prior to allocating these transit funds, the Agency is required to provide for a public hearing and outreach to identify unmet transit needs. The Transportation Development Act statutes require transportation planning agencies using transit funds for local street and road projects, to implement a public process, including a public hearing, to identify unmet transit needs of transit dependent or disadvantaged persons, and determine if unmet transit needs can be reasonably met. Because the Transportation Agency no longer allocates transit funds to local streets and roads, the Agency is no longer required to adopt a finding on unmet transit needs. However, the Agency still continues to solicit public input on unmet transit needs and places comments into the following categories:

- Transit service improvement requests that would improve an existing service.
- Transit service expansion requests that extend a transit route beyond its current limits and fill a gap in service.
- Capital improvement projects that would enhance existing public transit facilities.

All comments are reviewed with Monterey-Salinas Transit staff to consider options to implement requests and to evaluate comments based on the Unmet Transit Needs Criteria (see **web attachment**) and time frame in which unmet transit needs can be met. The unmet transit needs comments list serves as a public input tool for the Transportation Agency's short and long term transit planning and improvements.

Staff is requesting that the Board conduct a public hearing to accept public comments on unmet transit needs. In addition to public testimony provided at the hearing, the Transportation Agency accepts comments throughout the year in writing, by email, through a questionnaire posted on the Agency website and through the Monterey-Salinas Transit Mobility Advisory Committee. The Transportation Agency has designated that committee as the Social Services Transportation Advisory Council for Monterey County to advise TAMC on unmet transit needs pursuant to the

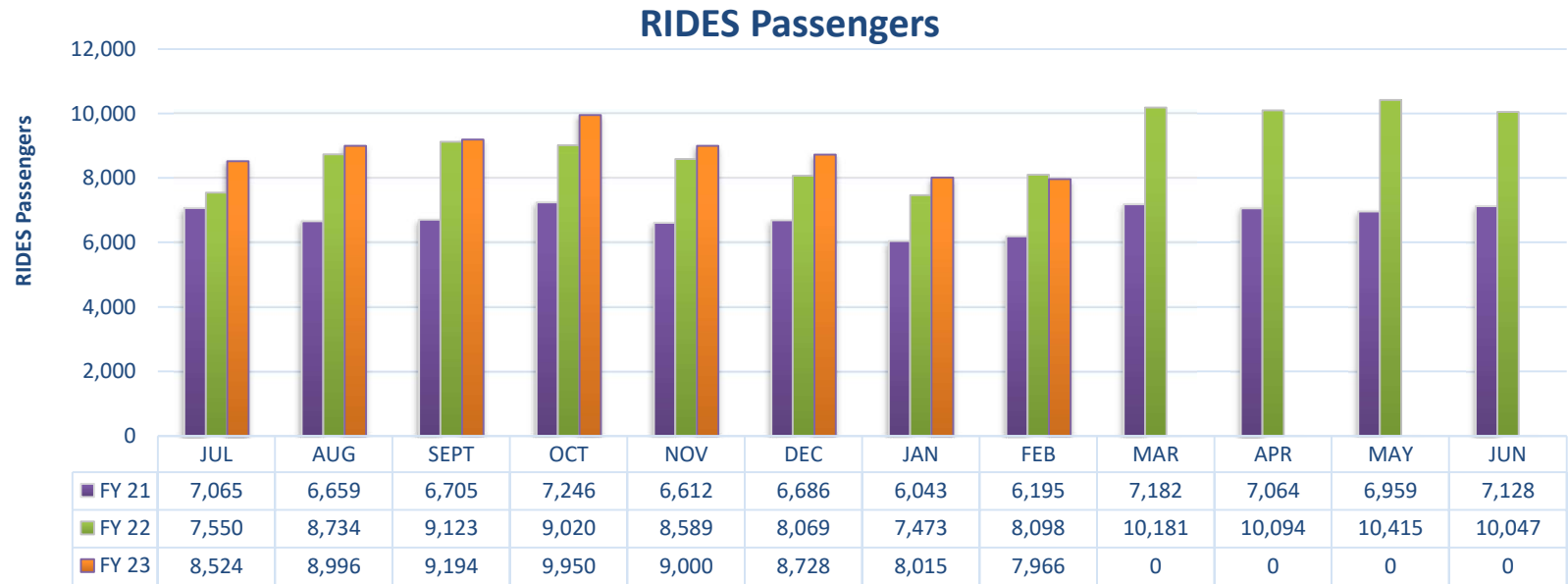
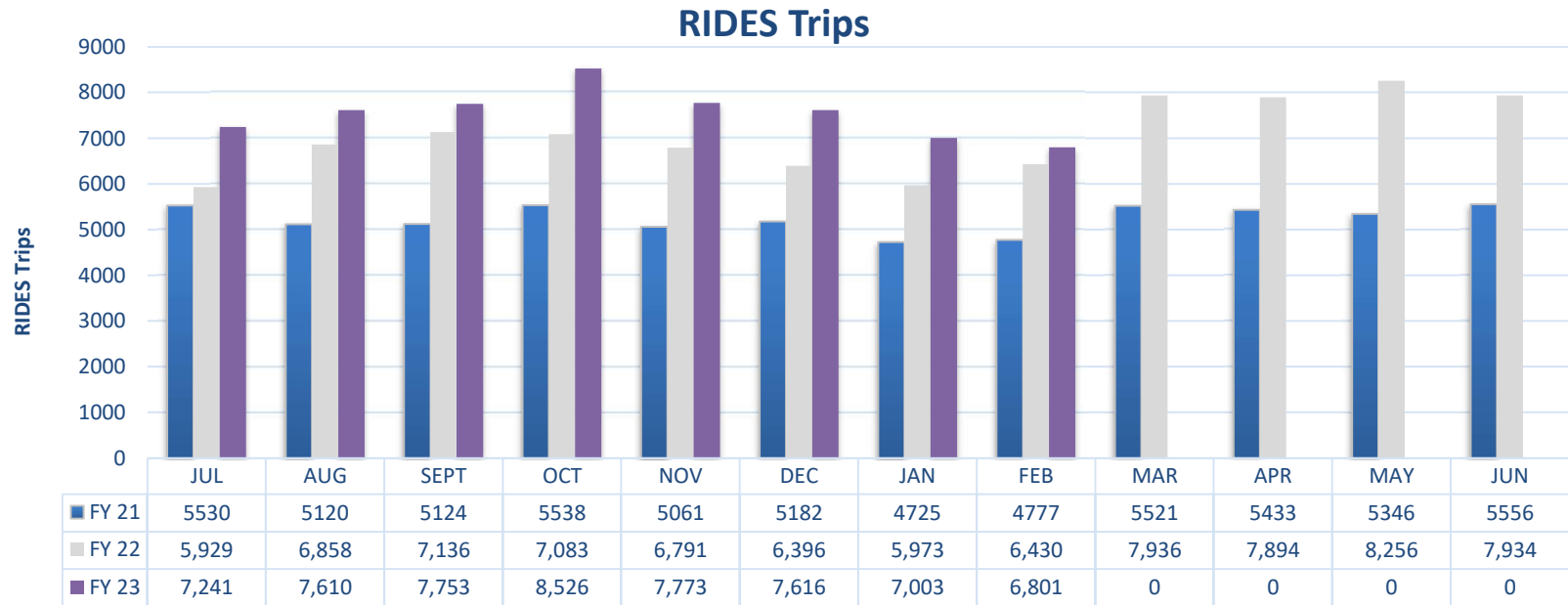
committee as the Social Services Transportation Advisory Council for Monterey County to advise TAMC on unmet transit needs pursuant to the Transportation Development act. The Transportation Agency's deadline for accepting public comments and questionnaires for the consideration as part of the annual unmet transit needs process is April 30, 2023.

Staff will present the final list of comments to the TAMC Board, prior to allocating Local Transportation Funds in June.

WEB ATTACHMENTS:

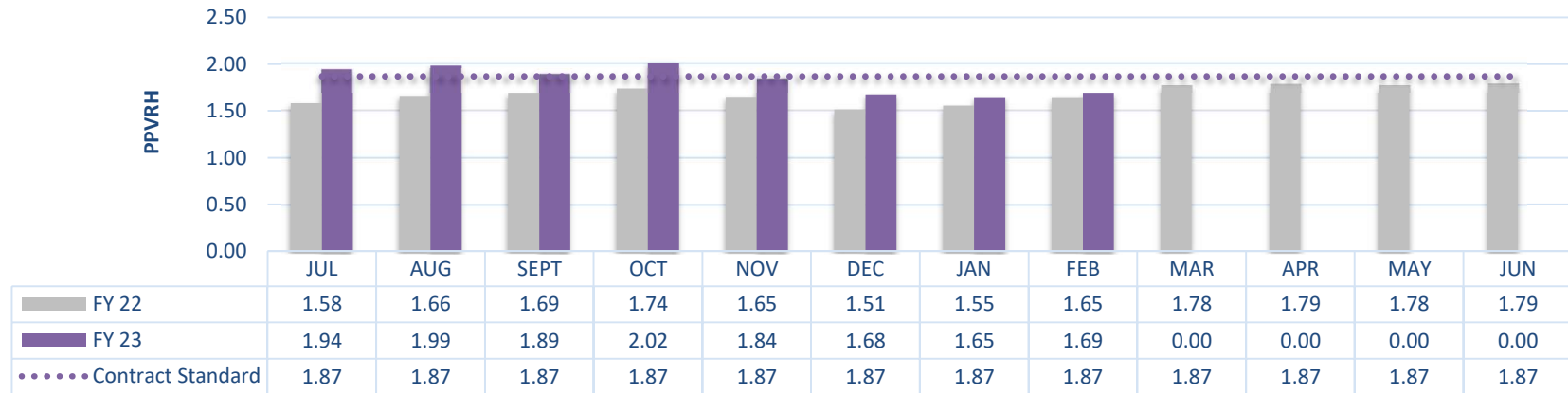
[Unmet Transit Needs Criteria](#)

**MST-MV Dashboard
FY 2023**

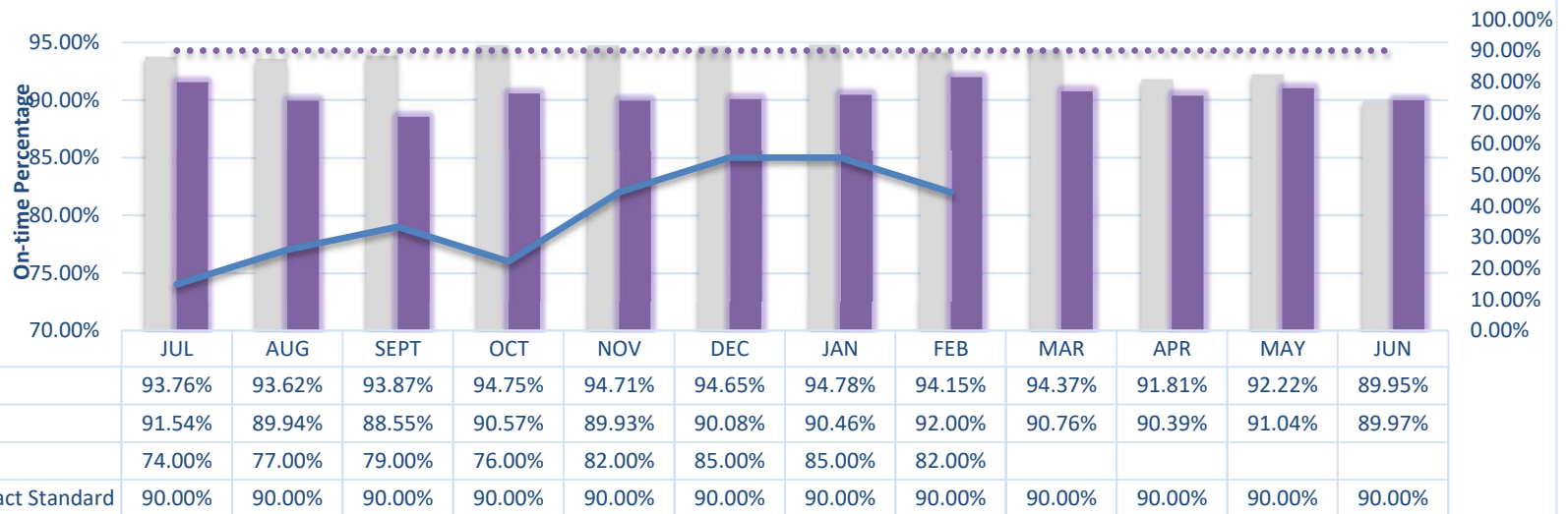


MST-MV Dashboard
FY 2023

RIDES Passengers per Vehicle Revenue Hour (P/VRH)



RIDES On Time Performance (OTP)



MST-MV Dashboard
FY 2023

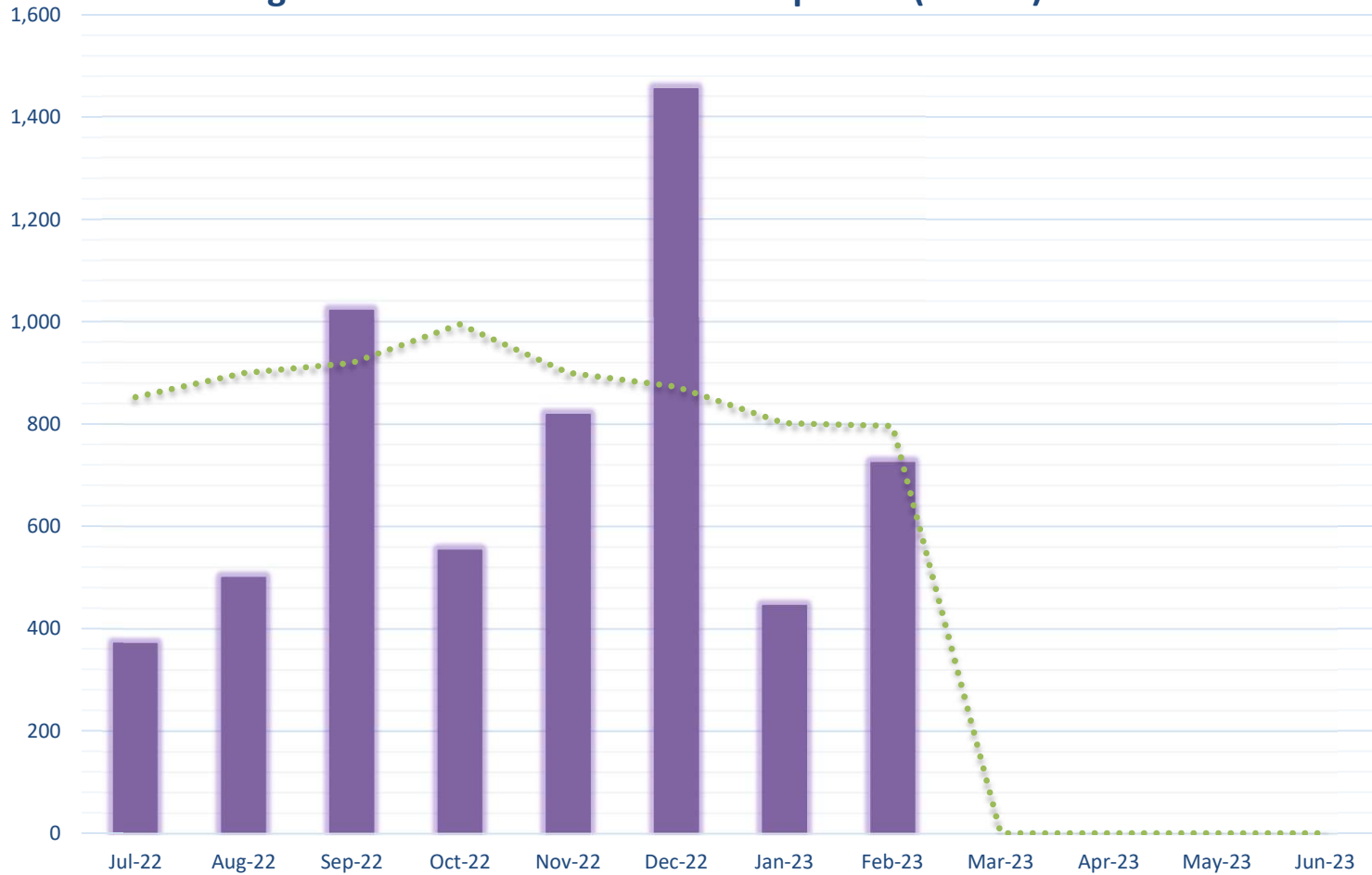
RIDES Calls Hold Times



	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Contract Standard <180 (s)	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Contract Standard <300(s)	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
FY 23 %<180(s)	69.71%	70.77%	73.40%	67.89%	67.51%	84.55%	82.36%	89.79%				
FY 23 %<300(s)	96.43%	96.36%	96.43%	96.43%	96.43%	92.30%	91.09%	95.07%				
FY 23 Calls Received	10087	11312	10676	11102	10154	9389	9567	8322				

MST-MV Dashboard
FY 2023

MST RIDES
Passengers Carried Between Valid Complaints (PCBVC)



	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
PCBVC: RIDES	371	500	1,022	553	818	1,455	445	724	0	0	0	0
RIDES Standard (10%)	852	900	919	995	900	873	802	797	0	0	0	0

PCBVC: RIDES RIDES Standard (10%)

Trips by Purpose



The report counts comp, noshow, cancel trips. Date range: 02/01/2023 - 03/20/2023. Transportation company: . Provider types: Normal. Counted passenger types: clients, assistants, children, companions, other passengers. Information is grouped by week.

Cancel Types: None.

	2023.05	2023.06	2023.07	2023.08	2023.09	2023.10	2023.11	2023.12	Total for purpose
COMMT MTNG	4	0	2	0	0	0	0	0	6
DIALYSIS	254	395	335	393	359	389	325	27	2,477
EDUCATION\TRAINING\DAY CARE	280	456	415	270	115	140	312	33	2,021
EMPLOYMENT	66	87	85	80	80	92	68	15	573
FUNCT ASSESSMENT	4	0	0	0	1	0	0	0	5
MEDICAL	104	171	178	165	212	198	159	6	1,193
NUTRITIONAL	1	4	7	4	10	4	16	0	46
PERSONAL/RECREATIONAL	455	788	821	751	807	850	729	62	5,263
SHELTERED WORKSHOP	23	38	37	27	23	25	21	0	194
SHOPPING	22	24	22	17	15	26	10	5	141
Total for period	1,213	1,963	1,902	1,707	1,622	1,724	1,640	148	11,919