AGENDA
Operations & Customer Service Committee

Tuesday, August 11, 2020
REMOTE MEETING
5:30 PM
Conference Dial-in # 855-962-1128

Operations and Customer Service Committee
Chaired by Kate Williams

A. Call to Order

B. Recommended Actions
   • Award of Wagon Road, Broomfield and Evergreen Contracted FlexRide Services
   • Approval of Prioritizing Alternative Safety Measures

C. Updates

D. Information
   • Service Availability July 2020
   • Rail Operations Update July 2020

E. Other Matters

F. Next Meeting Date - September 15, 2020

G. Adjourn
The following communication assistance is available for public meetings:

- Language Interpreters
- Sign-language Interpreters
- Assisted listening devices

Please notify RTD of the communication assistance you require at least 48 business hours in advance of a RTD meeting you wish to attend by calling 303.299.2307

THE CHAIR REQUESTS THAT ALL PAGERS AND CELL PHONES BE SILENCED DURING THE BOARD OF DIRECTORS MEETING FOR THE REGIONAL TRANSPORTATION DISTRICT.
BOARD OF DIRECTORS REPORT

To:       Paul J. Ballard, Interim General Manager and CEO  
From:     Fred Worthen, Assistant General Manager of Bus Operations  
Date:     August 4, 2020  
Subject:  Award of Wagon Road, Broomfield and Evergreen Contracted FlexRide Services  

Date: August 4, 2020  
GM  
Board Meeting Date: August 18, 2020  

RECOMMENDED ACTION
It is recommended by the Operations and Customer Service Committee that the Board of Directors authorize the General Manager, or his designee, to enter into a contract with Via Mobility Services (Via) for the provision of contracted Wagon Road, Broomfield and Evergreen FlexRide transit services. This contract is for two years, with no option years. The first-year contract amount for service is $981,288 and the second-year is $894,366 for a total not-to-exceed amount of $1,875,654. In addition, RTD will reimburse the contractor’s direct fuel costs in an amount estimated to be $113,305 for contract year one and $106,010 for contract year two, for a total not-to-exceed amount of $219,316 for the two-year contract term. The total two-year not-to-exceed amount for the FlexRide service and fuel is $2,094,970.

This recommended action supports the following General Manager’s Goals:  
Core Goal #1 – Successful Delivery of Transit Services  
Core Goal #3 – Strong Financial Management  

BACKGROUND:
Originally mandated in 1988 by Senate Bill 88-164 and revised by other legislative activities over the years, RTD is obligated to “implement a system under which up to fifty-eight percent of the district’s vehicular service is provided by qualified private businesses pursuant to competitively negotiated contracts.” RTD currently outsources approximately 45% of its fixed-route service, 100% of its ADA paratransit service (Access-a-Ride), and 100% of its general public demand response service (FlexRide). The total amount of vehicular service currently contracted out is close to 56%.

On June 18, 2020, a Request for Proposals (RFP) 120-FH-015 named Wagon Road, Broomfield and Evergreen Services (“WGBFEV”) was issued soliciting proposals for the provision of demand response transit services. The “WGBFEV” service package replaces the current Wagon Road and Broomfield contracts, which will expire on September 30, 2020, and the current Evergreen contract, which will expire on December 31, 2020. The service package consists of 8 FlexRide vehicles operating in three service areas providing approximately 18,777 revenue hours per year. A summary of the service areas included in “WGBFEV” is included as Attachment A. Responses to the Request for Proposals were due on July 15, 2020. Proposers were required to provide detailed operating plans for providing demand response service, including hiring and training employees, maintaining RTD-provided transit vehicles, and conforming to RTD operating requirements. The contract award was anticipated to be awarded on a fixed-price basis and based on “best value” competitive proposal procedures.
DISCUSSION:
This recommendation represents the most responsive and responsible proposal received in response to Request for Proposals (RFP) 120-FH-015 to provide “WGBFEV” Public Transportation Services. The contract to provide this service is scheduled to be effective on October 1, 2020 (Wagon Road and Broomfield) and January 1, 2021 (Evergreen).

PROCUREMENT:
Two (2) proposals were received from Via Mobility Services (Via) and Denver Limousine in response to RFP 120-FH-015 for the Provision of “WGBFEV” Public Transportation Services. All proposals were evaluated on the following evaluative criteria: a) understanding/approach and organization for implementation (35%); b) experience/qualifications and safety record (30%); c) price (30%); and d) SBE plan and goal attainment (5%).

The technical evaluation team reviewed and scored each proposal based on a) understanding/approach and organization for implementation and b) experience/qualifications and safety record. The technical evaluation team consisted of Brian Matthews, Manager, Special Services; Erin Vallejos, Manager, Competitive Services; Eric Castillo, Senior Quality Control Inspector, Maintenance; and Pat Heye, Senior Alternative Service Planner/Scheduler.

The SBE plan and goal attainment was reviewed and scored by Jose Chirinos, Compliance Officer, SBO.

The proposal pricing was reviewed and scored by the Procurement Department staff.

“WGBFEV” PROPOSALS:
Via - The following is a summary of the strong points of the Via “WGBFEV” proposal which support the recommendation of contract award to Via:

Facility. Located at 2855 North 63rd Street in Boulder and 6500 Franklin Street in Denver, these facilities are centrally located in close proximity the Wagon Road and Broomfield service areas. For the Evergreen service area, while Via is still seeking to lease space in a secured parking lot, they have an agreement in place to use the facility of the current service provider, Seniors’ Resource Center, until a new space is secured. All three facilities are already fully functional so there will be no disruption of service or added start-up costs when transitioning from the previous contracts to the new “WGBFEV” contract.

Maintenance Program. Via has a well-established maintenance program and prior experience maintaining the vehicles provided under this contract. The Boulder and Denver facilities already have all necessary equipment for properly maintaining the vehicles so there will be no disruption of service or added start-up costs while transitioning from the previous contracts.

Recruitment and Training. As the current provider of these FlexRide services, Via already has drivers on staff and trained to provide this service. They have a thorough and proven training program that will allow them to provide continuity for on-going operations.

Proposed Management Team. Under this team’s leadership, Via successfully delivers paratransit and FlexRide service for RTD throughout the District. The team has developed and nurtured positive and productive relationships with RTD, surrounding governments and communities. The following is a brief description of the experience for the Key Personnel assigned to the new “WGBFEV” contract:

• Proposed General Manager: Has 3.5 years’ experience as a General/Project Manager for RTD
FlexRide services and a total of 12 years’ transportation experience.

- Proposed Operations Manager: Has 5 years’ experience as an Operations Manager and a total of 17 years’ experience within the transportation industry.

- Proposed Maintenance Manager: Has 30 years’ experience as a Maintenance Manager. In total, has over of 42 years’ experience in fleet management.

- Proposed Human Resources Manager: Has 16 years’ experience as a Human Resources Manager with 13 years’ FlexRide experience.

- Proposed Safety/Training Manager: Has 12 years’ experience as a Safety and Training Manager with 2 years’ transportation experience.

Experience of Firm. Via has been providing services for RTD for almost 25 years in addition to providing other private demand response services within the community since 1979.

SBE goal set at 5%. Via’s proposed SBE plan meets the 5% goal.

The technical evaluation team requested further clarification on a few items which were adequately addressed by VIA.

Denver Limousine - The following is a summary of the Denver Limousine “WGBFEV” proposal that does not support the recommendation of contract award to Denver Limousine:

Milestones. Denver Limousine did not provide a schedule as to how the milestones would be met.

Start-up and Transition Plan. Denver Limousine did not provide a start-up or transition plan.

Maintenance. Denver Limousine did not provide a detailed maintenance plan.

Hiring and Retention Strategy. Denver Limousine did not provide a detailed hiring or retention plan.

Training. Denver Limousine did not provide a detailed training calendar or components that would make up the training.

Management Team. The proposed Denver Limousine local management team did not meet the minimum qualification requirements set forth in the “WGBFEV” RFP.

Cost. Denver Limousine’s proposed price is $1,167,730 more than the price proposed by Via.

For the reasons noted above the technical evaluation team determined that it was not in the best interest of RTD to pursue any further action with Denver Limousine.

FINANCIAL IMPACT:
RTD Special Services Internal Cost Estimate:

This estimate was prepared by the Special Services Department to anticipate the amount RTD could
expect to pay to outsource the “WGBFEV” service package to a contract operator. RTD anticipated proposers would implement a competitive wage structure that was in line with the local labor market as well as an increase for inflation. RTD Special Services total two-year estimate for the “WGBFEV” service package was $2,055,233.

Via’s proposed total price was $1,875,654. Via’s price proposal for Wagon Road and Broomfield matches the variable hourly rate for the rest of the northern metro FlexRides they currently operate and does not include any additional overhead. The Evergreen variable hourly rate proposed by Via is 15% lower than the rate of the current service provider.

Denver Limousine’s proposed total price was $3,043,383. Denver Limousine’s price proposal was not considered further since their proposed price was significantly higher than RTD would expect to pay for the “WGBFEV” service package.

Below is a breakdown of the RTD Special Services estimate and price proposals received.

<table>
<thead>
<tr>
<th>RTD Special Services Internal Cost Estimate</th>
<th>Total Cost</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTD Estimate</td>
<td>$2,055,233</td>
<td></td>
</tr>
<tr>
<td>Via Proposal</td>
<td>$1,875,654</td>
<td>($179,579)</td>
</tr>
<tr>
<td>Denver Limousine Proposal</td>
<td>$3,043,383</td>
<td>$998,150</td>
</tr>
</tbody>
</table>

The Via total two-year proposed price represents a $179,579 (9%) savings over the RTD estimated cost of the service. The Wagon Road and Broomfield FlexRide services are grant funded and were almost equal to RTD’s internal cost estimate. The Evergreen FlexRide service represents a 17% savings over RTD’s internal cost estimate. Funds for the provision of the 2020 portion of the first year of service under this contract were included in the 2020 RTD budget. Funds will be requested in future budgets for the provision of service in future years.

**RECOMMENDATION:**

It is recommended by the Operations and Customer Service Committee that the Board of Directors authorize the General Manager, or his designee, to enter into a contract with Via Mobility Services (Via) for the provision of contracted Wagon Road, Broomfield and Evergreen FlexRide transit services. This contract is for two years, with no option years. The first-year contract amount for service is $981,288 and the second-year is $894,366 for a total not-to-exceed amount of $1,875,654. In addition, RTD will reimburse the contractor’s direct fuel costs in an amount estimated to be $113,305 for contract year one and $106,010 for contract year two, for a total not-to-exceed amount of $219,316 for the two-year contract term. The total two-year not-to-exceed amount for the FlexRide service and fuel is $2,094,970.
ATTACHMENTS:

- Attachment A (PDF)

Prepared by:
Erin Vallejos, Manager of Competitive Services

Approved by:

Fred Worthen, Assistant General Manager of Bus Operations 8/4/2020
DIRECTOR REQUESTED AGENDA ITEM

To: Board of Directors
Requested by: Shontel Lewis, Director, District B
Date: August 5, 2020
Subject: Approval of Prioritizing Alternative Safety Measures

Date: August 5, 2020
Board Meeting Date: August 18, 2020

Added to Committee Agenda as a Director initiated request pursuant to RTD Board Bylaws Art. VI, Section 1(f). Requires formal motion and second at Committee meeting.

MOTION
It is recommended by Directors Lewis, Walker, and Williams that the Board of Directors approve the Resolution No. _____, Series of 2020.

This recommended action supports the following General Manager’s Goals:
Core Goal #2 – Strong and Ethical Leadership

BACKGROUND
The Board of Directors have had discussion regarding the challenges regarding the safety and security for our patrons. There are ongoing concerns regarding our unhoused neighbors utilizing our rolling stock for shelters and our staff being ill-equipped to address the social, behavioral, or mental health needs of our patrons.

This is an opportunity to create a harmonious approach to those that are in need of resources.

DISCUSSION
Currently RTD Safety and Security is staffed via a multi-million dollar contract with Allied Universal Security and supplemented by RTD Transit Security Officers and secondary employment police officers from local jurisdictions, whose collaboration with RTD is secured via inter-governmental agreements with the Denver Police Department, the City of Arvada, and the Aurora Police Department.

The agency has used Allied Universal Security personnel to fulfill the role of a second qualified crew members on each commuter rail train, per the Federal Railroad Administration for the Emergency Preparedness Plan. While the agency has utilized armed security in this way, armed security on each train is not required per 49 CFR § 239.101, Subpart B- Specific Requirements Emergency Preparedness Plan.

As of May 11, 2020, as a result of a partnership with the Mental Health Center of Denver (MHCD), the agency now has one full-time certified rehabilitation practitioner, whose responsibility to contact passengers in Denver who may need mental health support or medical intervention, as well as follow-up with individuals to ensure continued support. This joint effort provides support to riders who may not have access to, or knowledge of, available mental health services.
FINANCIAL IMPACT
Current budget allocation for safety and security is broken out as follows, 17 million allocated for the Allied Security Contract for 2019, with an increase to 22 million for 2020 and beyond. Intergovernmental agreements allocate 5.3 million for off-duty police officers/second employee and 3.8 million for our internal police resources.

ALTERNATIVES
1. Approve the resolution.
2. Reject the resolution. Given current national discussion, the above-mentioned Directors would not recommend this option.

ATTACHMENTS:
• Prioritizing Alternative Safety Measures Resolution August 2020 (DOCX)

Prepared by:
Shontel Lewis, Director, District B

Approved by:

Shontel Lewis, Director, District B 8/5/2020
REGIONAL TRANSPORTATION DISTRICT

RESOLUTION NO. ______, SERIES OF 2020

Prioritizing Alternative Safety Measures

WHEREAS, the Regional Transportation District (RTD) was created in 1969 by the Colorado General Assembly to “promote the public health, safety, convenience, economy, and welfare of the residents of the district and of the state of Colorado...” C.R.S. 32-9-102; and

WHEREAS, RTD’s mission is to meet constituents' present and future public transit needs by offering safe, clean, reliable, courteous, accessible, and cost-effective service throughout the district; and

WHEREAS, RTD’s constituency includes the general public, transit riders, and the taxpayers; and

WHEREAS, RTD’s Civil Rights Division’s core objectives are to provide our passengers, employees, business partners, contractors, and communities with equal opportunity and access to public transit services; and

WHEREAS, the Civil Rights Division has a commitment to promoting fairness, excellence, and professional integrity throughout all its initiatives; and

WHEREAS, RTD acknowledges the historical trauma and harm that Black communities have experienced at the hands of police and security personnel; and

WHEREAS, Black and Indigenous Communities, Communities of Color, low-income communities, unhoused communities, and our most marginalized and most vulnerable communities depend on the RTD for their transit needs; and

WHEREAS, transit Security Officers, Allied Transit Security, and Secondary Employment Police Officers should be accompanied by crisis intervention teams trained to respond to mental, behavioral, and social challenges; and


NOW, THEREFORE, BE IT RESOLVED that the RTD Board of Directors (Board) directs RTD’s General Manager to appropriate $27.3 million dollars to invest in the expansion of mental, behavioral, and social supports, such as social workers, medical professionals, homeless outreach workers, transit ambassador/conductors, and any additional support identified, to respond to constituent interactions; and

BE IT FURTHER RESOLVED
1. That the Board and the General Manager terminate the Allied Security Contract no later than December 31<sup>st</sup>, 2020, and reallocate the funds previously used funds towards accomplishing the objectives set forth in this Resolution, such as requiring the use of crisis intervention teams trained to respond to mental, behavioral, and social challenges.

2. That the Board and the General Manager terminate intergovernmental agreements and memorandums of understanding with the City of Arvada, the Denver Police Department, and the Aurora Police Department no later than December 31<sup>st</sup>, 2020, and reallocate the funds previously used funds towards accomplishing the objectives set forth in this Resolution, such as requiring the use of crisis intervention teams trained to respond to mental, behavioral, and social challenges, in order to:
   (a) Conduct deep listening sessions with bus and rail operators, as well as other impacted front-line staff and our riders, to identify and prioritize their own personal safety needs and those of our RTD patrons.
   (b) Ensure that we do not replace these contracts with armed security with guns or any other law enforcement personnel.

3. That the Board and the General Manager convene, by not later than September 15<sup>th</sup>, 2020, an inclusive, robust community-driven process involving engagement of operators, riders, community leaders, community activists, business owners, artists, and others from groups representing backgrounds of diverse racial, cultural, gender, income, geographic etc., populations, as well as people with of diverse immigration and housing statuses in order to establish “Community Safety Oversight Workgroup” tasked with developing community-based approach to public safety on the RTD transit system, including but not limited to:
   a. Drafting a code of conduct that outlines community-driven and community-based approaches and responses to safety inclusive of, but not limited to, RTD transit security officers, social workers, mental and behavioral health professionals, homeless outreach workers, transit ambassadors/conductors, etc.;
   b. Creating a transit ambassador/conductor program that provides staffed presence on our services that can serve as the second crew members pursuant to 49 CFR § 239.101, Subpart B- Specific Requirements Emergency Preparedness Plan, replacing all armed security personal with unarmed security personnel;
   c. Reviewing fare enforcement practices, polices, and data to ensure that Black, Indigenous People and People of Color are not disproportionately impacted by RTD policies, process, and practices;
d. Evaluating alternative responses to nonviolent crimes and code of conduct violations;

e. Reviewing strategic, sustainable, and systemic changes to address anti-blackness, racial bias, oppression, implicit bias, cultural diversity and norms not limited training etc. within safety and security while reevaluating current polices that historically led to inequities;

f. Establish outreach and services for our unhoused neighbors;

g. Promote education about and expansion of all discount programs, with an emphasis on the LiVE program; and

h. Reporting back to the Operations and Customer Service Committee (Committee) within 60 days after the first meeting of the workgroup, and monthly thereafter, until October 2022, with an initial executive summary report due to the Committee no later than December 31, 2020. In the final monthly reports of 2022, an external third-party consultant will provide an evaluation of the effectiveness of the “Community Safety Oversight Workgroup” and a recommendation on next steps on how to continue.

____________________________
Angie Rivera-Malpiede       Vince Buzek
Chair of the Board           Secretary
BOARD OF DIRECTORS REPORT

To:       Paul J. Ballard, Interim General Manager and CEO
From:     Fred Worthen, Assistant General Manager of Bus Operations
Date:     August 5, 2020
Subject:  Service Availability July 2020

Date: August 5, 2020
GM
Board Meeting Date: August 11, 2020
Information

ATTACHMENTS:
• Service Availability Memo - July 2020 (PDF)
• Lost Hours Spreadsheet - July 2020 (PDF)

Prepared by:
Daniel Lamorie, Assistant General Superintendent, Street Operation

Approved by:

Fred Worthen, Assistant General Manager of Bus Operations 8/5/2020
TO: Paul J. Ballard, Interim General Manager and CEO
FROM: Daniel Lamorie, Assistant General Superintendent, Street Operations
DATE: August 5, 2020
RE: Service Availability – July 2020

RTD fixed-route bus operations provided slightly over 99.84% of all scheduled hours of bus service in July 2020. Lost service hours for personnel related reasons, reflects an improvement as compared to the same month (July) last year. Lost service for personnel related reasons follows:

- **July 2020** – 14.68 hours
- June 2019 – 149.17 hours
- **Year to date hours for 2020** – 1566.28 hours
- Year to date hours 2019 – 2404.21 hours

Contributing to our service/staffing challenges in July were bus bridges and the COVID-19 pandemic and the pandemic service reduction.

While RTD did provide in excess of 99.84% of all scheduled hours of service in the month, it was necessary to cover 0 shifts with RTD operators working a 6th day (one of their scheduled days off). This represents approximately 0 hours of service being provided by a “6th day” RTD operator. Additionally, our contractor partners, First Transit and TransDev, covered 0 shifts, or approximately 0 hours of service, with operators working a “6th day”.

Additional information regarding bus operator headcount follows:

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<tr>
<th></th>
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<tbody>
<tr>
<td>July</td>
<td>10</td>
<td>20</td>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>Year to Date *</td>
<td>128</td>
<td>128</td>
<td>175</td>
<td>147</td>
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<tr>
<td><strong>Headcount - Bus Operators - July 2020</strong></td>
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<tr>
<td>Category</td>
<td>Budgeted</td>
<td>Current</td>
<td>Vacancies</td>
<td>Vacancy Ratio</td>
</tr>
<tr>
<td>PT</td>
<td>139</td>
<td>108</td>
<td>31</td>
<td>22.30%</td>
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<tr>
<td>FT</td>
<td>945</td>
<td>858</td>
<td>87</td>
<td>9.21%</td>
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<tr>
<td>Total</td>
<td>1,084</td>
<td>966</td>
<td>118</td>
<td>10.89%</td>
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Staff continues to collaborate with our partners to address and implement measures to attract, retain and sustain skilled employees.
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<thead>
<tr>
<th>Year</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
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</tbody>
</table>

### Attachment: Lost Hours Spreadsheet - July 2020

#### Note:
- **4504.00 wkdy**
- **5741.00 wkdy**
- **Total 0.00 %**


# BOARD OF DIRECTORS REPORT

<table>
<thead>
<tr>
<th>To:</th>
<th>Paul J. Ballard, Interim General Manager and CEO</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td>Michael Ford, Chief Operations Officer</td>
</tr>
<tr>
<td>Date:</td>
<td>August 5, 2020</td>
</tr>
<tr>
<td>Subject:</td>
<td>Rail Operations Update July 2020</td>
</tr>
<tr>
<td>Date:</td>
<td>August 5, 2020</td>
</tr>
<tr>
<td>GM</td>
<td></td>
</tr>
<tr>
<td>Board Meeting Date: August 11, 2020</td>
<td></td>
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</tbody>
</table>

**ATTACHMENTS:**

- Rail Operations Update July 2020 (002) (PDF)

Prepared by:
Sherry Gillespie, Business Support II

Approved by:

Michael Ford, Chief Operations Officer  8/5/2020
# RAIL OPERATIONS UPDATE

Dave Jensen, AGM

## Headcount

| Light Rail Train Operators | June | 168 | 5 | 64 |

## On-Time Performance

<table>
<thead>
<tr>
<th>Light Rail Operations</th>
<th>June</th>
<th>99.90%</th>
<th>93.30%</th>
<th>91.14%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Rail Operations</td>
<td>June</td>
<td>87.86%</td>
<td>84.49%</td>
<td>90.81%</td>
</tr>
</tbody>
</table>

## Mean Distance Between Failures

| Light Rail Vehicles | June | 32,676.54 miles | > 25,000 miles |
| Maintenance of Way | June | 6,952.42 hours | > 2,500 hours |

## 2019 vs 2020 Light Rail Operator Mandates

<table>
<thead>
<tr>
<th>Month</th>
<th>2019 Mandated</th>
<th>2019 Volunteered</th>
<th>Total</th>
<th>2020 Mandated</th>
<th>2020 Volunteered</th>
<th>Total</th>
<th>Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>24</td>
<td>78</td>
<td>102</td>
<td>116</td>
<td>285</td>
<td>401</td>
<td>299</td>
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<tr>
<td>Feb</td>
<td>71</td>
<td>60</td>
<td>131</td>
<td>115</td>
<td>235</td>
<td>350</td>
<td>219</td>
</tr>
<tr>
<td>Mar</td>
<td>83</td>
<td>125</td>
<td>208</td>
<td>84</td>
<td>245</td>
<td>329</td>
<td>121</td>
</tr>
<tr>
<td>Apr</td>
<td>156</td>
<td>135</td>
<td>291</td>
<td>0</td>
<td>94</td>
<td>94</td>
<td>-197</td>
</tr>
<tr>
<td>May</td>
<td>226</td>
<td>163</td>
<td>389</td>
<td>0</td>
<td>70</td>
<td>70</td>
<td>-319</td>
</tr>
<tr>
<td>Jun</td>
<td>219</td>
<td>176</td>
<td>395</td>
<td>0</td>
<td>68</td>
<td>68</td>
<td>-327</td>
</tr>
</tbody>
</table>

## Preventable Accidents

<table>
<thead>
<tr>
<th>Light Rail Operations</th>
<th>June</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

## June 2020 Operator Losses

<table>
<thead>
<tr>
<th>Reason</th>
<th>Comments</th>
<th># of Operators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resigned</td>
<td>Moving</td>
<td>1</td>
</tr>
</tbody>
</table>