

**AGENDA
REGULAR MEETING
LOCAL TRANSPORTATION AUTHORITY**

DATE: Thursday, December 17, 2020
6:00 P.M.

LOCATION: Via-Zoom

Attendance at the LTA meeting is closed to the public per Executive Order N-29-30. The public may join meeting by Zoom: <https://zoom.us/join> per the instructions provided at the end of the agenda:

Meeting ID: 829-6834-0901

DIRECTORS: Chair Ignacio Velazquez, Vice Chair Peter Hernandez
Jaime De La Cruz, Mary Vazquez Edge, and Rolan Resendiz
Alternates: San Benito County: Mark Medina;
City of San Juan Bautista: César E. Flores

*Persons who wish to address the Board of Directors must complete a Speaker Card and give it to the Clerk prior to addressing the Board. Those who wish to address the Board on an agenda item will be heard when the Chairperson calls for comments from the audience. Following recognition, persons desiring to speak are requested to advance to the podium and state their name and address. After hearing audience comments, the Public Comment portion of the agenda item will be closed. **The opportunity to address the Board of Directors on items of interest not appearing on the agenda will be provided during Section C. Public Comment.***

6:00 P.M. CALL TO ORDER:

A. ACKNOWLEDGE Certificate of Posting

B. NOTICE OF TEMPORARY PROCEDURES FOR LOCAL TRANSPORTATION AUTHORITY MEETINGS: (Please see Zoom instructions at the end of the agenda)

Pursuant to California Governor Gavin Newsom's Executive Order N-29-20 issued on March 17, 2020, relating to the convening of public meetings in response to the COVID-19 pandemic. Additionally, members of the Local Transportation Authority are allowed to attend the meeting via teleconference and to participate in the meeting to the same extent as if they were present.

C. PUBLIC COMMENT: (Opportunity to address the Board on items of interest not appearing on the agenda. No action may be taken unless provided by Govt. Code Sec. 54954.2. **Speakers are limited to 3 minutes.**)

CONSENT AGENDA:

(These matters shall be considered as a whole and without discussion unless a particular item is removed from the Consent Agenda. Members of the public who wish to speak on a Consent Agenda item must submit a Speaker Card to the Clerk and wait for recognition from the Chairperson. Approval of a consent item means approval as recommended on the Staff Report.

1. APPROVE Local Transportation Authority Draft Meeting Minutes Dated October 15, 2020 – Gomez

2. **RECEIVE** Specialized Transportation/Jovenes de Antaño January, February, March, April, May, and June 2020 Monthly Service Reports – Valentine
3. **RECEIVE** County Express/MV Transportation January, February, March, April, May, and June 2020 Monthly Reports – Valentine

REGULAR AGENDA:

4. **Update on COVID-19 Service Impacts and Implementation of Responsive Software Services** – Valentine
 - a. **RECEIVE** Update on Local Transportation Authority's COVID-19 Response and Preliminary Impacts to Public Transportation Services; and
 - b. **APPROVE** Order Form from Routematch Software Inc. for an 18-Month Dispatch Software Project Cost Not to Exceed \$89,790 with Ongoing Annual Costs Not to Exceed \$25,060.75 and **AUTHORIZE** Executive Director to Sign.

Adjourn to LTA Meeting on Thursday, January 21, 2021. Agenda deadline is January 05, 2021 at 12:00 p.m.

In compliance with the Americans with Disabilities Act (ADA), if requested, the Agenda can be made available in appropriate alternative formats to persons with a disability. If an individual wishes to request an alternative agenda format, please contact the Clerk of the Council four (4) days prior to the meeting at (831) 637-7665. The Local Transportation Authority Board of Directors meeting facility is accessible to persons with disabilities. If you need special assistance to participate in this meeting, please contact the Clerk of the Board's office at (831) 637-7665 at least 48 hours before the meeting to enable the Council of Governments to make reasonable arrangements to ensure accessibility.

ZOOM INSTRUCTIONS:

Members of the public are encouraged to participate in Board meetings in the following ways:

1. Remote Viewing

Members of the public who wish to watch the meeting can view the meeting online through Zoom. Instructions for participating via Zoom are included below.

2. Written Comments & Email Public Comment

Members of the public may submit comments via email by 5:00 PM. on the Wednesday prior to the Board meeting to the Clerk of the Board at monica@sanbenitocog.org. Regardless of whether the matter is on the agenda. Every effort will be made to provide Board Members with your comments before the agenda item is heard.

3. Local Transportation Authority meeting - Zoom Instructions for remote Participants:

Each meeting will have a meeting ID, which is a unique number associated with an instant or scheduled meeting. Three ways to attend zoom meetings:

1. Over the phone (Audio only):

- (669) 900-6833 or (408) 638-0968.

2. Open the Web-browser:

- <https://zoom.us/join>

3. Smart device Application:

- Apple App store: <https://apps.apple.com/us/app/id546505307>
- Android App store: <https://play.google.com/store/apps/details?id=u.s.zoom.videomeetings>

Zoom Audio Only (phone)

If you are **calling in as audio-only**, please dial **(669) 900-6833 or (408) 638-0968**.

1. It will ask you to enter the **Meeting ID**, 829-6834-0901, followed by the **"#" key**, which can be found at the top page of the agenda. The meeting agenda can be found at:
http://www.sanbenitocog.org/wp-content/uploads/2020/12/LTA_Packet_121720.pdf

2. It will then ask for a **Participant ID**, press the “#” key to continue.
3. Once you enter the zoom meeting, you will automatically be placed on mute.
4. **Public Comment:** If you are using a phone, please press the “*9” to raise your hand, zoom facilitator will unmute you when your turn arrives.

Zoom On Web-browser or Zoom app on Tablet or Smartphone

If joining through web-browser launch: <https://zoom.us/join> or launch the Zoom app on your Tablet or Smartphone

1. Select “**JOIN A MEETING**”
2. The participant will be prompted to enter **Meeting ID**, 829-6834-0901 and name to join the meeting. Which can be found at the top page of the agenda. The meeting agenda can be found at: http://www.sanbenitocog.org/wp-content/uploads/2020/12/LTA_Packet_121720.pdf
3. You can launch audio through your computer or set it up through the phone. Follow instructions provided by Zoom.
4. **Public Comment:** Click “**Raise hand**” icon, the zoom facilitator will unmute you when your turn arrives.

Public Comment Guidelines

- If participating on zoom Once you are selected, you will hear that you have been unmuted: State your first name, last name, and county you reside in for the record.
- The Local Transportation Authority welcomes your comments.
- Each individual speaker will be limited to a presentation total of three (3) minutes.
- Please keep your comments, brief, to the point, and do not repeat prior testimony, so that as many people as possible can be heard. Your cooperation is appreciated.

CERTIFICATE OF POSTING

Pursuant to Government Code Section #54954.2(a) the Meeting Agenda for the Local Transportation Authority on **December 17, 2020** at **6:00 P.M.** was posted at the following locations freely accessible to the public:


The front entrance of the Old San Benito County Courthouse, Monterey Street, Hollister, CA 95023, and the Council of Governments Office, 330 Tres Pinos Rd., Ste. C7, Hollister, CA 95023 at the following date and time:

On the **14th day of December 2020**, on or before **5:00 P.M.**

The meeting agenda was also posted on the Council of San Benito County Governments website, www.sanbenitocog.org, under Meetings, LTA Board, Meeting Schedule

I, Monica Gomez, swear under penalty of perjury that the foregoing is true and correct.

BY:



Monica Gomez, Secretary II
Council of San Benito County Governments

**San Benito County
LOCAL TRANSPORTATION AUTHORITY
REGULAR MEETING
(Zoom Platform)**

October 15, 2020 6:00 P.M.

DRAFT MINUTES

MEMBERS PRESENT:

Chair Ignacio Velazquez; Vice-Chair Peter Hernandez; Jaime De La Cruz, Mary Vazquez Edge, Rolan Resendiz

STAFF PRESENT:

Executive Director, Mary Gilbert; Transportation Planner Regina Valentine; Secretary, Monica Gomez; Administrative Services Specialist, Kathy Postigo; Transportation Planner, Veronica Lezama; Office Assistant, Griselda Arevalo; Deputy County Counsel, Shirley Murphy

CALL TO ORDER:

Chair Velazquez called the meeting to order at 6:28 p.m.

A. CERTIFICATE OF POSTING

A motion was made by Director Vazquez Edge, and seconded by Director De La Cruz, the Directors acknowledge the Certificate of Posting. Vote: 5/0 motion passes.

B. NOTICE OF TEMPORARY PROCEDURES FOR LOCAL TRANSPORTATION AUTHORITY MEETINGS

Chair Velazquez reminded members of the public that an overview of temporary procedures (Zoom etiquette) for LTA meetings was attached to the agenda.

C. PUBLIC COMMENT: NONE

CONSENT AGENDA:

- 1. Approve** Local Transportation Authority Draft Meeting Minutes Dated September 27, 2020 – Gomez
- 2. Adopt** Resolution 20-06 Authorizing the Filing of a Claim for Allocation of Transportation Development Act Funds for Fiscal Year 2019/2020 – Postigo

There was no public comment on the Consent agenda.

A motion was made by Director De La Cruz, and seconded by Director Resendiz, the Directors approved Items 1,2 from the Consent Agenda. Vote 5/0 motion passes.

A motion was made by Director De La Cruz, and seconded by Director Vazquez Edge, the Directors adjourned the LTA meeting at 6:29 p.m. Vote:5/0 motion passes.

ADJOURN TO LTA MEETING NOVEMBER 19, 2020.

January 2020 Specialized Transportation Monthly Operations Reports

Operated by Jovenes de Antaño

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Out-of-County Medical Transportation	1.58	1.75
Senior Lunch	5.07	4.82
Medical Shopping Assistance	1.21	1.3
 Total Passengers	 1470	 1282
 Total Revenue Hours	 669.75	 532.34
 Passengers Per Hour	 2.19	 2.4
 Lift Trips	 274	 169
No Shows	1	5
Cancellations	9	0



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - January 2020

WEEKDAYS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	620	402.25	6,313	\$ 569.25	22
Senior Lunch	651	128.25	1,054	\$ -	22
Medical/Shopping Assistance	131	107.75	940	\$ 166.25	19
Total	1,402	638.25	8,307	\$ 735.50	

WEEKENDS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	68	31.50	304	\$ -	4
Total	68	31.50	304	\$ -	

MONTH

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	688	433.75	6,617	\$ 569.25	26
Senior Lunch	651	128.25	1,054	\$ -	22
Medical/Shopping Assistance	131	107.75	940	\$ 166.25	19
Total	1,470	669.75	8,611	\$ 735.50	

FISCAL YEAR TO DATE

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	4,447	2,776.41	41,563	\$ 4,100.00	178
Senior Lunch	4,406	856.00	6,957	\$ -	148
Medical/Shopping Assistance	880	751.50	7,309	\$ 1,114.00	126
Total	9,733	4,383.91	55,829	\$ 5,214.00	

VEHICLE MILEAGE INFORMATION

Vehicle Number	Ending Odometer
63	42453
733	151795
735	133938
736	147072
738	127077
739	16475

ADDITIONAL INFORMATION

Service	Current Month	Year To Date
Lift Assisted Trips	274	1,441
Unduplicated Passengers	113	661
Turn Downs	0	0
No Shows	1	16
Cancellations	9	66
Employee Hours	670	4,383.91
Vehicles - Midday	5	
Vehicles - Peak	5	

NOTES



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - January 2019

OUT OF COUNTY

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	S	Total
1/1-4/2020				30	26	14	70
1/5-11/2020	27	24	30	23	29	18	151
1/12-18/2020	26	34	34	30	29	18	171
1/19-25/2020	28	22	28	25	27	18	148
1/26-31/2020	40	24	27	24	33		148
Total	121	104	119	132	144	68	688

DONATIONS

	M	T	W	TH	F	S	Total
					156		156
				103.75			103.75
				220.5			220.5
				28			28
				61			61
	0	0	0	413.25	156	0	569.25

REVENUE HOURS

	M	T	W	TH	F	S	Total
	19.25	12.25	21.75	14.5	23.25	7.75	45.5
	18.5	20.5	21.5	15.5	21.5	8.25	100.5
	18	10	19.5	14.5	21.5	7.75	105.25
	21.25	14.5	21.5	12.75	21.25		91.25
	77	57.25	84.25	72.25	111.5	31.5	433.75

REVENUE MILES

	M	T	W	TH	F	S	Total
	297	210	388	234	381	72	1582
	253	366	378	271	329	98	1695
	226	113	343	252	369	65	1368
	330	217	376	147	389		1459
	1106	906	1485	1176	1640	304	6617

SENIOR LUNCH

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	Total
1/1-4/2020				29	30	59
1/5-11/2020	34	34	35	24	25	152
1/12-18/2020	26	32	30	27	33	148
1/19-25/2020	29	28	31	26	30	144
1/26-31/2020	30	31	34	31	22	148
Total	119	125	130	137	140	651

DONATIONS

	M	T	W	TH	F	Total
						0
						0
						0
						0
						0
	0	0	0	0	0	0

REVENUE HOURS

	M	T	W	TH	F	Total
	5.75	5.75	6.25	5.75	6	11.75
	5.75	5.75	5.75	5.75	6	29
	5.75	5.75	5.75	5.75	6	29
	5.75	5.75	5.75	6.75	5	29
	23	23	23.5	29.75	29	128.25

REVENUE MILES

	M	T	W	TH	F	Total
	50	47	49	43	55	244
	50	50	52	46	52	250
	45	48	46	46	52	237
	45	47	50	41	48	231
	190	192	197	222	253	1054

MEDICAL/SHOPPING ASSISTANCE

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	Total
1/1-4/2020				6	6	12
1/5-11/2020	6	4	7	8	25	40
1/12-18/2020	8	10	10	10	38	66
1/19-25/2020	14	6	10	4	2	36
1/26-31/2020	8	2	8	4	4	26
Total	36	18	32	25	20	131

FARES

	M	T	W	TH	F	Total
	7.5		5	8.75	10	31.25
	10	12.5	12.5	12.5		47.5
	17.5	7.5	12.5	5	2.5	45
	10	5	10	5	5	35
	45	25	40	31.25	25	166.25

REVENUE HOURS

	M	T	W	TH	F	Total
	6.25		5.75	7.25	7.75	27
	5.75	7.75	7	5.75		26.25
	6.25	4.5	6.75	5.25	1.75	25.5
	6.75	3.5	6.75	3.75	4.75	25.5
	25	15.75	26.25	22	18.75	107.75

REVENUE MILES

	M	T	W	TH	F	Total
	43		43	84	75	31
	78	60	64	69		271
	65	28	61	24	15	193
	79	24	46	18	33	200
	265	112	214	195	154	940

Total Deposits 735.50

February 2020
Specialized Transportation Monthly Operations Reports
Operated by Jovenes de Antaño

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Out-of-County Medical Transportation	1.77	1.81
Senior Lunch	5.43	4.74
Medical Shopping Assistance	1.18	1.53
Total Passengers	1322	1163
Total Revenue Hours	552.5	477.00
Passengers Per Hour	2.39	2.43
Lift Trips	240	175
No Shows	5	0
Cancellations	8	0



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - February 2020

WEEKDAYS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	494	295.50	4,793	\$ 571.50	19
Senior Lunch	606	111.50	951	\$ -	19
Medical/Shopping Assistance	133	112.25	932	\$ 165.50	19
Total	1,233	519.25	6,676	\$ 737.00	

WEEKENDS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	89	33.25	368	\$ -	5
Total	89	33.25	368	\$ -	

MONTH

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	583	328.75	5,161	\$ 571.50	24
Senior Lunch	606	111.50	951	\$ -	19
Medical/Shopping Assistance	133	112.25	932	\$ 165.50	19
Total	1,322	552.50	7,044	\$ 737.00	

FISCAL YEAR TO DATE

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	5,030	3,105	46,724	\$ 4,671.50	202
Senior Lunch	5,012	967.50	7,908	\$ -	167
Medical/Shopping Assistance	1,013	863.75	8,241	\$ 1,279.50	145
Total	11,055	4,936.41	62,873	\$ 5,951.00	

VEHICLE MILEAGE INFORMATION

Vehicle Number	Ending Odometer
63	43474
735	133938
736	148915
733	152751
738	129008
739	17829

ADDITIONAL INFORMATION

Service	Current Month	Year To Date
Lift Assisted Trips	240	1,681
Unduplicated Passengers	101	762
Turn Downs	0	0
No Shows	5	21
Cancellations	8	74
Employee Hours	553	4,936
Vehicles - Midday	5	
Vehicles - Peak	5	

NOTES



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - February 2020

OUT OF COUNTY

Week of	ONE WAY PASSENGERS							FARES							REVENUE HOURS							REVENUE MILES							
	M	T	W	TH	F	S	Total	M	T	W	TH	F	S	Total	M	T	W	TH	F	S	Total	M	T	W	TH	F	S	Total	
2/1/2020						18	18							0														69	69
2/2-8/2020	30	21	32	20	25	18	146					305.5		305.5													68	1377	
2/9-15/2020	33	19	33	24	30	16	155					94		94.0													74	1539	
2/16-22/2020		25	28	21	32	19	125					102		102													105	1046	
2/23-29/2020	26	21	28	20	26	18	139					70		70													52	1130	
							0							0														0	
Total	89	86	121	85	113	89	583		0	0	0	571.5	0	571.5	56.25	46	75	54.5	63.75	33.25	328.75	85	751	1445	912	829	368	5161	

SENIOR LUNCH

Week of	ONE WAY PASSENGERS						DONATIONS						REVENUE HOURS						REVENUE MILES						
	M	T	W	TH	F	TOTAL	M	T	W	TH	F	TOTAL	M	T	W	TH	F	TOTAL	M	T	W	TH	F	TOTAL	
2/1/2020						0						0												0	
2/2-8/2020	26	30	37	27	28	148								6	5.75	6.75	5.75	5.75	30	47	44	56	42	61	250
2/9-15/2020	36	38	38	17	37	166								5.75	5.75	5.75	5	6	28.25	50	49	51	38	47	235
2/16-22/2020	32	35	28	38	38	133								5.75	5.75	5.75	5.75	6	23.25	54	54	46	52	53	205
2/23-29/2020	34	30	28	33	34	159								5.75	5.75	6.25	6	6.25	30	51	52	49	56	53	261
Total	96	130	138	105	137	606	0	0	0	0	0	0	0	17.5	23	24.5	22.5	24	111.50	148	199	202	188	214	951

MEDICAL/SHOPPING ASSISTANCE

Week of	ONE WAY PASSENGERS					FARES					REVENUE HOURS					REVENUE MILES					
	M	T	W	TH	F	S	TOTAL	M	T	W	TH	F	S	TOTAL	M	T	W	TH	F	S	TOTAL
2/1/2020							0														0
2/2-8/2020	4	4	5	4	4	21															
2/9-15/2020	8	10	10	10	6	44	25.5														
2/16-22/2020	2	8	6	4	20	25	55														
2/23-29/2020	10	16	8	6	8	48	60														
Total	22	32	31	26	22	133	165.5														

Week of	ONE WAY PASSENGERS					FARES					REVENUE HOURS					REVENUE MILES					
	M	T	W	TH	F	S	TOTAL	M	T	W	TH	F	S	TOTAL	M	T	W	TH	F	S	TOTAL
2/1/2020							0														0
2/2-8/2020	4	4	5	4	4	21															
2/9-15/2020	8	10	10	10	6	44	25.5														
2/16-22/2020	2	8	6	4	20	25	55														
2/23-29/2020	10	16	8	6	8	48	60														
Total	22	32	31	26	22	133	165.5														

Week of	ONE WAY PASSENGERS					FARES					REVENUE HOURS					REVENUE MILES					
	M	T	W	TH	F	S	TOTAL	M	T	W	TH	F	S	TOTAL	M	T	W	TH	F	S	TOTAL
2/1/2020							0														0
2/2-8/2020	4	4	5	4	4	21															
2/9-15/2020	8	10	10	10	6	44	25.5														
2/16-22/2020	2	8	6	4	20	25	55														
2/23-29/2020	10	16	8	6	8	48	60														
Total	22	32	31	26	22	133	165.5														

Total Deposits 737.00

March 2020
Specialized Transportation Monthly Operations Reports
Operated by Jovenes de Antaño

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Out-of-County Medical Transportation	1.49	1.73
Senior Lunch	5.18	5.7
Medical Shopping Assistance	1.19	1.39
 Total Passengers	 986	 1324
 Total Revenue Hours	 532	 508.50
 Passengers Per Hour	 1.9	 2.6
 Lift Trips	 274	 177
No Shows	2	2
Cancellations	32	0



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - March 2020

WEEKDAYS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	516	354.50	5,516	\$ 199.75	22
Senior Lunch	307	59.25	473	\$ -	10
Medical/Shopping Assistance	105	88.00	808	\$ 137.25	17
Total	928	501.75	6,797	\$ 337.00	

WEEKENDS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	58	30.25	386	\$ -	4
Total	58	30.25	386	\$ -	

MONTH

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	574	384.75	5,902	\$ 199.75	26
Senior Lunch	307	59.25	473	\$ -	10
Medical/Shopping Assistance	105	88.00	808	\$ 137.25	17
Total	986	532.00	7,183	\$ 337.00	

FISCAL YEAR TO DATE

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	5,604	3,490	52,626	\$ 4,871.25	228
Senior Lunch	5,319	1,026.75	8,381	\$ -	177
Medical/Shopping Assistance	1,118	951.75	9,049	\$ 1,416.75	162
Total	12,041	5,468.41	70,056	\$ 6,288.00	

VEHICLE MILEAGE INFORMATION

Vehicle Number	Ending Odometer
63	44107
733	153428
735	0
736	151196
738	131023
739	19595

ADDITIONAL INFORMATION

Service	Current Month	Year To Date
Lift Assisted Trips	274	1,955
Unduplicated Passengers	93	855
Turn Downs	0	0
No Shows	2	23
Cancellations	32	106
Employee Hours	532	5,468
Vehicles - Midday	5	
Vehicles - Peak	5	

NOTES



Specialized Transportation Services

Monthly Service Report - March 2020

ONE WAY PASSENGERS

DONATIONS

REVENUE HOURS

M	T	W	TH	F	S	Total
23.5	16.5	18.5	10.75	16.75	7.5	93.5
19.5	12.75	18.5	14.5	19	7.75	92
20	11.5	17.25	11.75	16.25	7.75	84.5
19	11	18.5	15.75	19	7.25	90.5
15.5	8.75					24.25
						0
97.5	60.5	72.75	52.75	71	30.25	384.75

REVENUE MILES

M	T	W	TH	F	S	Total
386	276	314	162	238	112	1488
317	301	250	265	311	105	1549
327	292	234	367	192	84	1496
170	124	266	85	223	85	953
153	263					416
						0
1353	1256	1064	879	964	386	5902

ONE WAY PASSENGERS

DONATIONS

	W	L	M	H	T	Total
	0	0	0	0	0	0
						0
						0
						0
						0
						0

REVENUE HOURS

MA	T	W	TH	F	Total
5.75	5.75	6	5.75	5.75	29
5.75	6	5.75	6.75	6	30.25
					0
					0
					0
11.5	11.75	11.75	12.5	11.75	59.25

REVENUE MILES

M	T	W	TH	F	Total
49	50	48	49	50	246
45	45	51	47	39	227
					0
					0
					0
94	95	99	96	89	473

ONE WAY PASSENGERS

FARES

M	T	W	TH	F	Total
12.5	12.5	10	13.75		48.75
10	15	7.5			32.5
8.5	5	5	2.5	5	26
7.5	2.5	5	5	5	25
5					5
43.5	35	27.5	21.25	10	137.25

REVENUE HOURS

M	T	W	TH	F	Total
3.75	7.5	5.75	6.75		23.75
6.5	7.75	3.75			18
6.5	4.75	2.75	4	5	23
8.5	5	2.75		4	20.25
3					3
28.25	25	15	10.75	9	88

REVENUE MILES

M	T	W	TH	F	Total
50	86	40	102		278
55	89	31			175
81	28	27	19	60	215
60	14	12		40	126
14					14
					0
260	217	110	121	100	808

Total Deposits	337.00
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April 2020
Specialized Transportation Monthly Operations Reports
Operated by Jovenes de Antaño

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Out-of-County Medical Transportation	1	1.63
Senior Lunch	0	5.73
Medical Shopping Assistance	1.1	1.29
Total Passengers	397	1369
Total Revenue Hours	388.25	547
Passengers Per Hour	1.02	2.5
Lift Trips	158	180
No Shows	0	2
Cancellations	38	0



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - April 2020

WEEKDAYS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	293	293.50	3,601	\$ 394.00	21
Senior Lunch	0	0.00	0	\$ -	0
Medical/Shopping Assistance	76	69.25	575	\$ 95.00	18
Total	369	362.75	4,176	\$ 489.00	

WEEKENDS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	28	25.50	359	\$ -	4
Total	28	25.50	359	\$ -	

MONTH

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	321	319.00	3,960	\$ 394.00	25
Senior Lunch	0	0.00	0	\$ -	0
Medical/Shopping Assistance	76	69.25	575	\$ 95.00	18
Total	397	388.25	4,535	\$ 489.00	

FISCAL YEAR TO DATE

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	5,925	3,809	56,586	\$ 5,265.25	253
Senior Lunch	5,319	1,026.75	8,381	\$ -	177
Medical/Shopping Assistance	1,194	1,021.00	9,624	\$ 1,511.75	180
Total	12,438	5,856.66	74,591	\$ 6,777.00	

VEHICLE MILEAGE INFORMATION

Vehicle Number	Ending Odometer
63	44,514
735	153,227
736	152,146
737	0
738	132,918
739	20,989

ADDITIONAL INFORMATION

Service	Current Month	Year To Date
Lift Assisted Trips	158	2,113
Unduplicated Passengers	27	882
Turn Downs	0	0
No Shows	2	25
Cancellations	38	144
Employee Hours	541	6,010
Vehicles - Midday	5	
Vehicles - Peak	5	

NOTES



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - April 2019

OUT OF COUNTY

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	S	Total
4/1-4/2020			17	7	21	8	53
4/5-11/2020	19	9	19	7	16	7	77
4/12-18/2020	19	5	16	9	19	7	75
4/19-25/2020	19	9	20	7	19	6	80
4/26-30/2020	11	16	9				36
Total	68	39	81	30	75	28	321

DONATIONS

	M	T	W	TH	F	S	Total
							0
					272		272
					122		122
					0		0
					0		0
Total	0	0	0	0	394	0	394

REVENUE HOURS

	M	T	W	TH	F	S	Total
			18	10.75	19.5	7.5	55.75
	19	10.25	18.25	9.75	14.5	7.75	79.5
	14.25	9.25	13.5	10.5	15	7	69.5
	17.75	11.25	17	5.75	17	3.25	72
	14.5	8.5	13.5	5.75			42.25
	65.5	39.25	80.25	42.5	66	25.5	319

REVENUE MILES

	M	T	W	TH	F	S	Total
			151	83	215	98	547
	169	231	183	84	168	90	925
	55	84	166	223	204	90	822
	314	226	214	81	194	81	1110
	271	159	126				556
	809	700	840	471	781	359	3960

SENIOR LUNCH

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	S	Total
4/1-4/2020							0
4/5-11/2020							0
4/12-18/2020							0
4/19-25/2020							0
4/26-30/2020							0
Total	0	0	0	0	0	0	0

DONATIONS

	M	T	W	TH	F	S	Total
							0
							0
							0
							0
							0
Total	0	0	0	0	0	0	0

REVENUE HOURS

	M	T	W	TH	F	S	Total
							0
							0
							0
							0
							0
Total	0	0	0	0	0	0	0

REVENUE MILES

	M	T	W	TH	F	S	Total
							0
							0
							0
							0
							0
Total	0	0	0	0	0	0	0

MEDICAL/SHOPPING ASSISTANCE

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	S	Total
4/1-4/2020			6	2	2		8
4/5-11/2020	6	6	2	2	4	20	36
4/12-18/2020		4	10	2		16	32
4/19-25/2020	2	6	2	2	2	12	24
4/26-30/2020	6	4	8	2		20	40
Total	12	16	32	8	8	76	142

FARES

	M	T	W	TH	F	S	Total
	7.5	7.5	7.5	2.5	2.5		30
							0
							0
							0
							0
Total	15	20	40	10	10	95	180

REVENUE HOURS

	M	T	W	TH	F	S	Total
			5.25	2.75	1		6.25
	4.75	3.25	2.75	2	2.75	15.5	25
							0
							0
							0
Total	9.5	17	18	14	10.75	69.25	128.5

REVENUE MILES

	M	T	W	TH	F	S	Total
			30	10	10		40
	58	23	13	15	52	161	259
							0
							0
							0
Total	122	106	179	89	79	575	1150

Total Deposits 489.00

May 2020
Specialized Transportation Monthly Operations Reports
Operated by Jovenes de Antaño

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Out-of-County Medical Transportation	1.02	1.43
Senior Lunch	0	5.43
Medical Shopping Assistance	1.07	1.24
Total Passengers	416	1398
Total Revenue Hours	400.5	649.00
Passengers Per Hour	1.03	2.15
Lift Trips	150	198
No Shows	0	115
Cancellations	29	6



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - May 2020

WEEKDAYS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	286	272.25	4,728	\$ 734.50	20
Senior Lunch	0	0.00	0	\$ -	0
Medical/Shopping Assistance	100	92.75	773	\$ 124.50	18
Total	386	365.00	5,501	\$ 859.00	

WEEKENDS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	30	35.50	426	\$ -	5
Total	30	35.50	426	\$ -	

MONTH

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	316	307.75	5,154	\$ 734.50	25
Senior Lunch	0	0.00	0	\$ -	0
Medical/Shopping Assistance	100	92.75	773	\$ 124.50	18
Total	416	400.50	5,927	\$ 859.00	

FISCAL YEAR TO DATE

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	6,241	4,117	61,740	\$ 5,999.75	278
Senior Lunch	5,319	1,026.75	8,381	\$ -	177
Medical/Shopping Assistance	1,294	1,113.75	10,397	\$ 1,636.25	198
Total	12,854	6,257.16	80,518	\$ 7,636.00	

VEHICLE MILEAGE INFORMATION

Vehicle Number	Ending Odometer
63	45406
733	0
735	153227
736	153989
738	134720
739	22352

ADDITIONAL INFORMATION

Service	Current Month	Year To Date
Lift Assisted Trips	150	2,263
Unduplicated Passengers	39	921
Turn Downs	0	0
No Shows	0	25
Cancellations	29	173
Employee Hours	401	6,410
Vehicles - Midday	4	
Vehicles - Peak	4	

NOTES



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - May 2020

OUT OF COUNTY

Week of	ONE WAY PASSENGERS							DONATIONS							REVENUE HOURS							REVENUE MILES							
	M	T	W	TH	F	S	Total	M	T	W	TH	F	S	Total	M	T	W	TH	F	S	Total	M	T	W	TH	F	S	Total	
5/1-2/2020					15	7	22							0															
5/3-9/2020	16	14	17	16	17	5	85							510.5	15.75	14.75	16.5	11	13.75	7.5	21.25	282	289	261	283	255	92	1452	
5/10-16/2020	18	11	17	9	22	6	83							0	17.25	9.75	15.75	6	19.5	7.75	76	262	276	253	163	369	100	1423	
5/17-23/2020	15	6	14	9	19	6	69				224			224	14.5	9.5	14	6.5	19.5	6.5	70.5	136	231	160	140	48	1106		
5/24-30/2020			10	16	8	17	6	57						0			10.5	18	5.5	16.5	6.25	56.75		207	285	94	237	100	923
5/31/2020							0							0							0							0	
Total	49	41	64	42	90	30	316		0	0	0	734.5	0	734.5	47.5	44.5	64.25	29	87	35.5	307.75	680	1003	959	667	1419	426	5154	

SENIOR LUNCH

Week of	ONE WAY PASSENGERS						DONATIONS						REVENUE HOURS						REVENUE MILES						
	M	T	W	TH	F	Total	M	T	W	TH	F	Total	M	T	W	TH	F	Total	M	T	W	TH	F	Total	
5/1-2/2020						0						0							0						0
5/3-9/2020						0						0							0						0
5/10-16/2020						0						0							0						0
5/17-23/2020						0						0							0						0
5/24-30/2020						0						0							0						0
5/31/2020	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total																									

MEDICAL/SHOPPING ASSISTANCE

Week of	ONE WAY PASSENGERS						FARES						REVENUE HOURS						REVENUE MILES						
	M	T	W	TH	F	Total	M	T	W	TH	F	Total	M	T	W	TH	F	Total	M	T	W	TH	F	Total	
5/1-2/2020						4						5							4						31
5/3-9/2020	4	8	6	7	4	29	5	9.5	7.5	8.75	5	35.75	4.75	6.5	2.75	6.5	4	24.5	41	43	34	61	44	223	
5/10-16/2020	2	10	2	14			2.5	12.5	12.5		2.5	17.5		1.75	5.75		8.25	17.5	32	9	37	28	74		
5/17-23/2020	4	4	10	13	4	35	5	5	12.5	16.25	5	43.75	6	7.25	7.25	1.75	9	31.25	32	86	41	62	51	272	
5/24-30/2020						18		5	5	5	5	22.5		4	2.75	6.75	3.75	17.25		51	17	68	37	173	
5/31/2020						0						0						0						0	
Total	8	18	30	24	20	100	10	22	37.5	30	25	124.5	10.75	19.5	18.5	15	29	92.75	73	189	129	191	191	773	

Total Deposits 859.00

June 2020
Specialized Transportation Monthly Operations Reports

Operated by Jovenes de Antaño

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Out-of-County Medical Transportation	0.98	1.58
Senior Lunch	0	4.89
Medical Shopping Assistance	1.06	1.32
 Total Passengers	 446	 1292
 Total Revenue Hours	 445.5	 586.25
 Passengers Per Hour	 1	 2.2
 Lift Trips	 179	 196
No Shows	1	1
Cancellations	9	24



Jovenes de Antaño

Specialized Transportation Services

Monthly Service Report - June 2020

WEEKDAYS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	355	352.50	5,640	\$ 571.75	22
Senior Lunch	0	0.00	0	\$ -	0
Medical/Shopping Assistance	70	65.50	760	\$ 86.25	13
Total	425	418.00	6,400	\$ 658.00	

WEEKENDS

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	21	27.50	289	\$ -	4
Total	21	27.50	289	\$ -	

MONTH

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	376	380.00	5,929	\$ 571.75	26
Senior Lunch	0	0.00	0	\$ -	0
Medical/Shopping Assistance	70	65.50	760	\$ 86.25	13
Total	446	445.50	6,689	\$ 658.00	

FISCAL YEAR TO DATE

Service	Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Donations/Fares Collected	Service Days
Out-of-County	6,617	4,497	67,669	\$ 6,571.50	304
Senior Lunch	5,319	1,026.75	8,381	\$ -	177
Medical/Shopping Assistance	1,364	1,179.25	11,157	\$ 1,722.50	211
Total	13,300	6,702.66	87,207	\$ 8,294.00	

VEHICLE MILEAGE INFORMATION

Vehicle Number	Ending Odometer
63	46647
735	153227
736	156638
737	-
738	135614
739	24203

ADDITIONAL INFORMATION

Service	Current Month	Year To Date
Lift Assisted Trips	179	2,442
Unduplicated Passengers	40	961
Turn Downs	0	0
No Shows	1	26
Cancellations	9	182
Employee Hours	446	6,856
Vehicles - Midday	4	
Vehicles - Peak	4	

NOTES



Jovenes de Antaño

Specialized Transportation Services
Monthly Service Report - June 2020

OUT OF COUNTY

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	S	Total
6/1-6/2020	19	14	19	8	23	4	87
6/7-13/2020	20	12	17	6	19	6	80
6/14-20/2020	22	10	20	14	24	6	96
6/21-27/2020	19	10	21	8	20	5	83
6/28-30/2020	18	12			30		0
Total	98	58	77	36	86	21	376

DONATIONS

M	T	W	TH	F	S	Total
15	11.75	18.75	9.5	25.5	6.75	87.25
17.5	11.5	17	6.5	19.5	6.5	78.5
17.75	11.25	20.25	15.25	26.25	6.75	97.5
16.5	12.75	20.25	8.75	19	7.5	84.75
18.75	13.25				32	0
85.5	60.5	76.25	40	90.25	27.5	380

REVENUE HOURS

M	T	W	TH	F	S	Total
15	11.75	18.75	9.5	25.5	6.75	87.25
17.5	11.5	17	6.5	19.5	6.5	78.5
17.75	11.25	20.25	15.25	26.25	6.75	97.5
16.5	12.75	20.25	8.75	19	7.5	84.75
18.75	13.25				32	0
85.5	60.5	76.25	40	90.25	27.5	380

REVENUE MILES

M	T	W	TH	F	S	Total
179	240	228	226	392	51	1316
285	207	205	49	276	94	1116
286	198	358	285	428	94	1649
264	202	306	136	347	50	1305
290	253					543
1304	1100	1097	696	1443	289	5929

SENIOR LUNCH

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	S	Total
6/1-6/2020							0
6/7-13/2020							0
6/14-20/2020							0
6/21-27/2020							0
6/28-30/2020							0
Total	0	0	0	0	0	0	0

DONATIONS

M	T	W	TH	F	S	Total
						0
						0
						0
						0
						0
0	0	0	0	0	0	0

REVENUE HOURS

M	T	W	TH	F	S	Total
						0
						0
						0
						0
						0
0	0	0	0	0	0	0

REVENUE MILES

M	T	W	TH	F	S	Total
						0
						0
						0
						0
						0
0	0	0	0	0	0	0

MEDICAL/SHOPPING ASSISTANCE

ONE WAY PASSENGERS

Week of	M	T	W	TH	F	S	Total
6/1-6/2020	5	6		4		15	15
6/7-13/2020					4		6
6/14-20/2020	3	8	8			19	19
6/21-27/2020	8	8	4			20	20
6/28-30/2020	6	4				10	10
Total	22	28	12	4	4	70	70

FARES

M	T	W	TH	F	S	Total
5.5	5.5	1.75	4.5	4.5	15.5	15.5
4.5	6	6.5		4.5	6.25	17
7.25	5.5	4.75			17.5	17.5
6	3.25				9.25	9.25
23.25	22	11.25	4.5	4.5	65.5	65.5

REVENUE HOURS

M	T	W	TH	F	S	Total
5.5	5.5	1.75	4.5	4.5	15.5	15.5
4.5	6	6.5		4.5	6.25	17
7.25	5.5	4.75			17.5	17.5
6	3.25				9.25	9.25
23.25	22	11.25	4.5	4.5	65.5	65.5

REVENUE MILES

M	T	W	TH	F	S	Total
27	82		49	61		158
50	58	83				73
65	81	69				191
86	37					215
228	270	152	49	61		123
						760

Total Deposits 658.00

January 2020
San Benito County Express Monthly Operations Reports
 Operated by MV Transportation

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Dial-A-Ride/Paratransit	3.8	2.85
Fixed Route	5.9	4.78
Intercounty Gavilan	6.1	4.73
Intercounty Caltrain	4	3.23
Intercounty Greyhound	3.71	2.93
Emergency Evacuation		
Total Passengers	8753	7681
Total Revenue Hours	1925.59	2207.49
Passengers Per Hour	4.55	3.48
Lift Trips	104	122
No Shows	190	106
Cancellations	85	72

WEEKDAYS JAN 2020

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	2,084	160	335.50	3,320	\$ 644.38	\$ 454.10	\$ 53.00	23	\$ 13,087.86
Paratransit	1,032	57	530.61	11,620	\$ 1,933.15	\$ 1,362.30	\$ 159.00	23	\$ 20,699.10
Fixed Route	2,943	46	506.50	6,116	\$ 1,001.97	\$ 246.80	\$ -	23	\$ 19,758.57
Gavilan	1,583	1	260.09	5,752	\$ -	\$ -	\$ -	23	\$ 10,146.11
Caltrain	861	0	213.82	5,078	\$ -	\$ -	\$ -	23	\$ 8,341.12
Total	8,503	264	1,846.52	31,886	\$ 3,579.50	\$ 2,063.20	\$ 212.00		\$ 72,032.75

SATURDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	26	3	10.28	151	\$ 28.25	\$ 13.50	\$ -	4	\$ 401.02
Greyhound	93	0	28.13	776	\$ -	\$ -	\$ -	4	\$ 1,097.35
Total	119	3	38.41	927	\$ 28.25	\$ 13.50	\$ -		\$ 1,498.37

SUNDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	15	4	12.39	176	\$ 28.75	\$ -	\$ -	4	\$ 483.33
Greyhound	116	0	28.27	786	\$ -	\$ -	\$ -	4	\$ 1,102.81
Total	131	4	40.66	962	\$ 28.75	\$ -	\$ -		\$ 1,586.15

MONTH

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 29,923.00
Dial-A-Ride	2,125	167	358.17	3,647	\$ 701.38	\$ 467.60	\$ 53.00	31	\$ 13,972.21
Paratransit	1,032	57	530.61	11,620	\$ 1,933.15	\$ 1,362.30	\$ 159.00	23	\$ 20,699.10
Fixed Route	2,943	46	506.50	6,116	\$ 1,001.97	\$ 246.80	\$ -	23	\$ 19,758.57
Gavilan	1,583	1	260.09	5,752	\$ -	\$ -	\$ -	23	\$ 10,146.11
Caltrain	861	0	213.82	5,078	\$ -	\$ -	\$ -	23	\$ 8,341.12
Greyhound	209	0	56.40	1,562	\$ -	\$ -	\$ -	8	\$ 2,200.16
Total	8,753	271	1,925.59	33,775	\$ 3,636.50	\$ 2,076.70	\$ 212.00		\$ 105,040.27

FISCAL YEAR TO DATE

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 204,673.00
Dial-A-Ride	17,634	1,048	2,662	25,865	\$ 5,483.19	\$ 3,709.80	\$ 273.75	213	\$ 102,008.16
Paratransit	7,744	1,349	4,316	74,358	\$ 15,152.20	\$ 10,864.50	\$ 821.25	153	\$ 165,358.74
Fixed Route	19,236	348	3,231	39,478	\$ 6,309.46	\$ 1,403.40	\$ 38.00	153	\$ 123,899.27
Gavilan	13,919	2	2,025	43,894	\$ 10,084.26	\$ 3,469.50	\$ 80.00	153	\$ 77,587.59
Caltrain	5,878	0	1,469	34,746	\$ 5,930.18	\$ 607.10	\$ 36.00	153	\$ 56,308.36
Greyhound	1,411	4	439	11,530	\$ 1,610.21	\$ 51.00	\$ -	60	\$ 16,820.84
Total	65,822	2,751	14,141	229,871	\$ 44,569.50	\$ 20,105.30	\$ 1,249.00		\$ 746,655.97

ADDITIONAL INFORMATION

	Current Month	Year To Date
Lift Assisted Trips	104	939
Turn Downs	0	0
No Shows	190	1,178
Cancellations	85	606
Missed Trips	0	0
Employee Hours	3,452	21,298
Road Calls	0	2
Vehicles - Midday	7	
Vehicles - Peak	8	

NOTES

Greyhound Bikes = 3 Gavilan Bikes = 28 Caltrain Bikes = 19 Fixed Route = 0
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FIXED ROUTE PASSENGER CT

	Business	Clockwise	Counter	Sunnyslope	Southside	Fixed Subtotal
1-Jan						
2-Jan	19	5	0	0	0	24
3-Jan	18	10	0	0	0	28
4-Jan						
5-Jan						
6-Jan	27	10	1	0	14	52
7-Jan	64	56	46	5	11	182
8-Jan	57	50	63	4	16	190
9-Jan	30	53	48	6	12	149
10-Jan	38	52	48	3	11	152
11-Jan						
12-Jan						
13-Jan	23	65	58	3	14	163
14-Jan	31	32	53	3	13	132
15-Jan	29	46	54	3	11	143
16-Jan	20	43	47	5	15	130
17-Jan	33	61	46	4	10	154
18-Jan						
19-Jan						
20-Jan	23	5	1	0	0	29
21-Jan	31	47	54	3	12	147
22-Jan	42	56	59	4	12	173
23-Jan	27	25	46	5	21	124
24-Jan	40	87	50	5	15	197
25-Jan						
26-Jan						
27-Jan	41	54	55	3	15	168
28-Jan	36	61	51	2	10	160
29-Jan	30	42	65	5	10	152
30-Jan	36	56	46	3	19	160
31-Jan	46	70	51	3	10	180
TOTALS	741	986	942	69	251	2989
DAILY						
AVERAG						
E	34	45	43	3	11	136

February 2020
San Benito County Express Monthly Operations Reports
Operated by MV Transportation

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Dial-A-Ride/Paratransit	3.48	2.78
Fixed Route	6.35	4.45
Intercounty Gavilan	8.57	6.91
Intercounty Caltrain	4.1	3.42
Intercounty Greyhound	3.55	2.66
Emergency Evacuation		
Total Passengers	9268	7635
Total Revenue Hours	1840.85	2070.62
Passengers Per Hour	5.03	3.69
Lift Trips	111	141
No Shows	194	152
Cancellations	88	109

WEEKDAYS FEB 2020

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	1,781	55	305.75	2,884	\$ 559.66	\$ 442.11	\$ 53.00	20	\$ 11,927.31
Paratransit	1,016	37	514.61	11,131	\$ 1,678.98	\$ 1,326.34	\$ 159.00	20	\$ 20,074.94
Fixed Route	2,770	12	438.24	5,240	\$ 869.38	\$ 190.90	\$ -	20	\$ 17,095.74
Gavilan	2,492	0	290.71	6,405	\$ 2,136.75	\$ 900.30	\$ -	20	\$ 11,340.60
Caltrain	807	0	198.45	4,639	\$ 817.43	\$ 167.80	\$ -	20	\$ 7,741.53
Total	8,866	104	1,747.76	30,299	\$ 6,062.20	\$ 3,027.45	\$ 212.00		\$ 68,180.12

SATURDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	32	4	12.28	154	\$ 26.50	\$ -	\$ -	5	\$ 479.04
Greyhound	122	0	29.96	982	\$ 179.75	\$ 15.20	\$ -	5	\$ 1,168.74
Total	154	4	42.24	1,136	\$ 206.25	\$ 15.20	\$ -		\$ 1,647.78

SUNDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	24	1	14.00	207	\$ 26.15	\$ -	\$ -	4	\$ 546.14
Greyhound	115	0	36.85	781	\$ 161.60	\$ 1.80	\$ -	4	\$ 1,437.52
Total	139	1	50.85	988	\$ 187.75	\$ 1.80	\$ -		\$ 1,983.66

MONTH

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 29,923.00
Dial-A-Ride	1,837	60	332.03	3,245	\$ 612.31	\$ 442.11	\$ 53.00	29	\$ 12,952.49
Paratransit	1,016	37	514.61	11,131	\$ 1,678.98	\$ 1,326.34	\$ 159.00	20	\$ 20,074.94
Fixed Route	2,770	12	438.24	5,240	\$ 869.38	\$ 190.90	\$ -	20	\$ 17,095.74
Gavilan	2,492	0	290.71	6,405	\$ 2,136.75	\$ 900.30	\$ -	20	\$ 11,340.60
Caltrain	807	0	198.45	4,639	\$ 817.43	\$ 167.80	\$ -	20	\$ 7,741.53
Greyhound	237	0	66.81	1,763	\$ 341.35	\$ 17.00	\$ -	9	\$ 2,606.26
Total	9,159	109	1,840.85	32,423	\$ 6,456.20	\$ 3,044.45	\$ 212.00		\$ 101,734.56

FISCAL YEAR TO DATE

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 234,596.00
Dial-A-Ride	19,471	1,108	2,994	29,110	\$ 6,095.50	\$ 4,151.91	\$ 326.75	242	\$ 114,960.65
Paratransit	8,760	1,386	4,830	85,489	\$ 16,831.18	\$ 12,190.84	\$ 980.25	173	\$ 185,433.67
Fixed Route	22,006	360	3,670	44,718	\$ 7,178.84	\$ 1,594.30	\$ 38.00	173	\$ 140,995.02
Gavilan	16,411	2	2,315	50,299	\$ 12,221.01	\$ 4,369.80	\$ 80.00	173	\$ 88,928.19
Caltrain	6,685	0	1,667	39,385	\$ 6,747.61	\$ 774.90	\$ 36.00	173	\$ 64,049.90
Greyhound	1,648	4	506	13,293	\$ 1,951.56	\$ 68.00	\$ -	69	\$ 19,427.10
Total	74,981	2,860	15,982	262,294	\$ 51,025.70	\$ 23,149.75	\$ 1,461.00		\$ 848,390.53

ADDITIONAL INFORMATION

	Current Month	Year To Date
Lift Assisted Trips	111	1,050
Turn Downs	0	0
No Shows	194	1,372
Cancellations	88	694
Missed Trips	0	0
Employee Hours	1,284	22,582
Road Calls	1	3
Vehicles - Midda	7	
Vehicles - Peak	8	

NOTES

Greyhound Bikes = 0 Gavilan Bikes = 46 Caltrain Bikes = 29 Fixed Route = 0
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FIXED ROUTE PASSENGER CT

	Business	Clockwise	Counter	Sunnyslope	Southside	Fixed Subtotal
1-Feb						
2-Feb						
3-Feb	58	49	51	3	17	178
4-Feb	38	50	52	5	7	152
5-Feb	52	46	76	5	11	190
6-Feb	35	42	58	2	14	151
7-Feb	63	44	54	4	11	176
8-Feb						
9-Feb						
10-Feb	37	58	41	5	12	153
11-Feb	36	60	55	5	12	168
12-Feb	61	49	54	5	15	184
13-Feb	49	47	63	2	17	178
14-Feb	37	53	55	1	23	169
15-Feb						
16-Feb						
17-Feb	3	13	0	0	0	16
18-Feb	33	30	0	0	0	63
19-Feb	33	14	0	0	0	47
20-Feb	32	15	0	0	0	47
21-Feb	30	41	0	0	0	71
22-Feb						
23-Feb						
24-Feb	31	51	53	3	12	150
25-Feb	26	56	59	3	17	161
26-Feb	30	81	63	2	23	199
27-Feb	51	47	53	3	18	172
28-Feb	37	52	50	2	16	157
29-Feb						
1-Mar						
2-Mar						
TOTALS	772	898	837	50	225	2782
DAILY						
AVERAG						
E	39	45	42	3	11	139

March 2020
San Benito County Express Monthly Operations Reports
Operated by MV Transportation

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Dial-A-Ride/Paratransit	3.4	2.73
Fixed Route	5.79	5.65
Intercounty Gavilan	6.74	7.64
Intercounty Caltrain	2.61	3.9
Intercounty Greyhound	1.57	2.98
Emergency Evacuation		
Total Passengers	6,325	9512
Total Revenue Hours	1,641.65	2294.9
Passengers Per Hour	3.85	4.14
Lift Trips	103	148
No Shows	85	137
Cancellations	52	109

WEEKDAYS MAR 2020

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	1,422	143	358.84	4,486	\$ 333.00	\$ 261.05	\$ 55.75	22	\$ 13,998.35
Paratransit	815	27	345.00	7,207	\$ 998.99	\$ 783.15	\$ 167.25	14	\$ 13,458.45
Fixed Route	1,819	14	316.69	3,824	\$ 418.99	\$ 84.10	\$ 5.00	14	\$ 12,354.08
Gavilan	1,341	1	199.17	4,463	\$ 1,134.02	\$ 451.10	\$ -	14	\$ 7,769.62
Caltrain	560	0	214.22	5,048	\$ 531.00	\$ 72.10	\$ -	22	\$ 8,356.72
Dialysis	37	0	53.17	425	\$ -	\$ -	\$ -	8	\$ 2,074.16
Total	5,957	185	1,433.92	25,028	\$ 3,416.00	\$ 1,651.50	\$ 228.00		\$ 55,937.22

SATURDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	10	1	4.26	53	\$ 5.85	\$ 5.50	\$ -	2	\$ 166.18
Greyhound	52	0	30.13	785	\$ 71.30	\$ 2.90	\$ -	4	\$ 1,175.37
Dialysis	12	0	13.59	120	\$ -	\$ -	\$ -	2	\$ 530.15
Total	74	1	47.98	958	\$ 77.15	\$ 8.40	\$ -		\$ 1,871.70

SUNDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	16	0	8.61	112	\$ 14.70	\$ 6.60	\$ -	3	\$ 335.88
Greyhound	55	0	37.97	987	\$ 77.65	\$ 8.00	\$ -	5	\$ 1,481.21
Total	71	0	46.58	1,099	\$ 92.35	\$ 14.60	\$ -		\$ 1,817.09

MONTH

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 29,923.00
Dial-A-Ride	1,448	144	371.71	4,651	\$ 353.55	\$ 273.15	\$ 55.75	27	\$ 14,500.41
Paratransit	815	27	345.00	7,207	\$ 998.99	\$ 783.15	\$ 167.25	14	\$ 13,458.45
Fixed Route	1,819	14	316.69	3,824	\$ 418.99	\$ 84.10	\$ 5.00	14	\$ 12,354.08
Gavilan	1,341	1	199.17	4,463	\$ 1,134.02	\$ 451.10	\$ -	14	\$ 7,769.62
Caltrain	560	0	214.22	5,048	\$ 531.00	\$ 72.10	\$ -	22	\$ 8,356.72
Greyhound	107	0	68.10	1,772	\$ 148.95	\$ 10.90	\$ -	9	\$ 2,656.58
Extra Cleaning	0	0	60.00	0	\$ -	\$ -	\$ -	12	\$ 2,340.60
Dialysis	49	0	66.76	545	\$ -	\$ -	\$ -	10	\$ 2,604.31
Total	6,139	186	1,641.65	27,510	\$ 3,585.50	\$ 1,674.50	\$ 228.00		\$ 93,963.77

FISCAL YEAR TO DATE

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 264,519.00
Dial-A-Ride	20,919	1,252	3,365	33,761	\$ 6,449.05	\$ 4,425.06	\$ 382.50	269	\$ 129,461.06
Paratransit	9,575	1,413	5,175	92,696	\$ 17,830.17	\$ 12,973.99	\$ 1,147.50	187	\$ 198,892.12
Fixed Route	23,825	374	3,986	48,542	\$ 7,597.83	\$ 1,678.40	\$ 43.00	187	\$ 153,349.09
Gavilan	17,752	3	2,515	54,762	\$ 13,355.03	\$ 4,820.90	\$ 80.00	187	\$ 96,697.81
Caltrain	7,245	0	1,882	44,433	\$ 7,278.61	\$ 847.00	\$ 36.00	195	\$ 72,406.62
Greyhound	1,755	4	574	15,065	\$ 2,100.51	\$ 78.90	\$ -	78	\$ 22,083.68
Extra Cleaning	0	0	60	0	\$ -	\$ -	\$ -	12	\$ 2,340.60
Dialysis	49	0	67	545	\$ -	\$ -	\$ -	10	\$ 2,604.31
Total	81,120	3,046	17,623	289,804	\$ 54,611.20	\$ 24,824.25	\$ 1,689.00		\$ 942,354.30

ADDITIONAL INFORMATION

	Current Mo	Year To Date
Lift Assisted Trips	103	1,153
Turn Downs	0	0
No Shows	85	1,457
Cancellations	52	746
Missed Trips	0	0
Employee Hours	1,165	23,747
Road Calls	0	3
Vehicles - Midda	7	
Vehicles - Peak	8	

NOTES

Greyhound Bikes = 0 Gavilan Bikes = 31 Caltrain Bikes = 30 Fixed Route = 0

FIXED ROUTE PASSENGER CT

	Business	Clockwise	Counter	Sunnyslope	Southside	Fixed Subtotal
1-Mar.						
2-Mar.	30	76	45	1	14	166
3-Mar.	40	72	58	2	14	186
4-Mar.	53	78	58	3	15	207
5-Mar.	40	52	53	3	15	163
6-Mar.	55	65	64	2	11	197
7-Mar.						
8-Mar.						
9-Mar.	32	50	51	4	13	150
10-Mar.	35	67	62	5	9	178
11-Mar.	35	54	50	5	9	153
12-Mar.	43	49	50	4	18	164
13-Mar.	35	53	39	3	13	143
14-Mar.						
15-Mar.						
16-Mar.	35	11	3	0	0	49
17-Mar.	23	7	2	0	0	32
18-Mar.	11	15	0	0	0	26
19-Mar.	9	10	0	0	0	19
20-Mar.						
21-Mar.						
22-Mar.						
23-Mar.						
24-Mar.						
25-Mar.						
26-Mar.						
27-Mar.						
28-Mar.						
29-Mar.						
30-Mar.						
31-Mar.						
TOTALS	476	659	535	32	131	1833
DAILY						
AVERAG						
E	34	47	38	2	9	131

April 2020
San Benito County Express Monthly Operations Reports
Operated by MV Transportation

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Dial-A-Ride/Paratransit	2.23	2.74
Fixed Route	0	5.58
Intercounty Gavilan	0	6
Intercounty Caltrain	1.17	3.78
Intercounty Greyhound	0.83	3.23
Dialysis	0.72	0
Total Passengers	1,195	8720
Total Revenue Hours	797.82	2225.1
Passengers Per Hour	1.49	3.92
Lift Trips	48	159
No Shows	19	156
Cancellations	24	132

WEEKDAYS APR 2020

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	758	9	343.40	5,874	\$ -	\$ -	\$ -	22	\$ 13,396.03
Paratransit	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Fixed Route	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Gavilan	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Caltrain	248	0	212.65	4,900	\$ -	\$ -	\$ -	22	\$ 8,295.48
Dialysis	106	0	154.34	1,186				22	\$ 6,020.80
Total	1,112	9	710.39	11,960	\$ -	\$ -	\$ -		\$ 27,712.31

SATURDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Greyhound	33	0	30.37	784	\$ -	\$ -	\$ -	4	\$ 1,184.73
Dialysis	24		27.34	294				4	\$ 1,066.53
Total	57	0	57.71	1,078	\$ -	\$ -	\$ -		\$ 2,251.27

SUNDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Greyhound	17	0	29.72	791	\$ -	\$ -	\$ -	4	\$ 1,159.38
Total	17	0	29.72	791	\$ -	\$ -	\$ -		\$ 1,159.38

MONTH

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 29,923.00
Extra Cleaning			35.10						\$ 1,369.25
Pretrip DeadHead			121.22						\$ 4,728.79
Dial-A-Ride	758	9	343.40	5,874	\$ -	\$ -	\$ -	22	\$ 13,396.03
Paratransit	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Fixed Route	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Gavilan	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Caltrain	248	0	212.65	4,900	\$ -	\$ -	\$ -	22	\$ 8,295.48
Greyhound	50	0	60.09	1,575	\$ -	\$ -	\$ -	8	\$ 2,344.11
Dialysis	130	0	181.68	1,480	\$ -	\$ -	\$ -	26	\$ 7,087.34
Total	1,186	9	954.14	13,829	\$ -	\$ -	\$ -		\$ 67,144.00

FISCAL YEAR TO DATE

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 294,442.00
Extra Cleaning			95						\$ 3,709.85
Pretrip DeadHead			121						\$ 4,728.79
Dial-A-Ride	21,677	1,261	3,709	39,635	\$ 6,449.05	\$ 4,425.06	\$ 382.50	291	\$ 142,857.09
Paratransit	9,575	1,413	5,175	92,696	\$ 17,830.17	\$ 12,973.99	\$ 1,147.50	187	\$ 198,892.12
Fixed Route	23,825	374	3,986	48,542	\$ 7,597.83	\$ 1,678.40	\$ 43.00	187	\$ 153,349.09
Gavilan	17,752	3	2,515	54,762	\$ 13,355.03	\$ 4,820.90	\$ 80.00	187	\$ 96,697.81
Caltrain	7,493	0	2,094	49,333	\$ 7,278.61	\$ 847.00	\$ 36.00	217	\$ 80,702.10
Greyhound	1,805	4	634	16,640	\$ 2,100.51	\$ 78.90	\$ -	86	\$ 24,427.79
Dialysis	179	0	248	2,025	\$ -	\$ -	\$ -	36	\$ 9,691.65
Total	82,306	3,055	18,577	303,633	\$ 54,611.20	\$ 24,824.25	\$ 1,689.00		\$ 1,009,498.30

ADDITIONAL INFORMATION

	Current Month	Year To Date
Lift Assisted Trips	48	1,201
Turn Downs	0	0
No Shows	19	1,476
Cancellations	24	770
Missed Trips	0	0
Employee Hours	1,492	25,239
Road Calls	1	4
Vehicles - Midday	7	
Vehicles - Peak	8	

NOTES

Greyhound Bikes = 1 Gavilan Bikes = 0 Caltrain Bikes = 21 Fixed Route = 0
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May 2020
San Benito County Express Monthly Operations Reports
Operated by MV Transportation

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Dial-A-Ride/Paratransit	2.56	3.14
Fixed Route	0	6.13
Intercounty Gavilan	0	6.17
Intercounty Caltrain	1.49	3.84
Intercounty Greyhound	1.61	3.27
Dialysis	0.77	
Total Passengers	1478	10037
Total Revenue Hours	998.32	2344.08
Passengers Per Hour	1.48	4.28
Lift Trips	73	171
No Shows	19	211
Cancellations	34	141

WEEKDAYS MAY 2020

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	911	19	363.15	6,437	\$ -	\$ -	\$ -	20	\$ 14,166.48
Paratransit	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Fixed Route	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Gavilan	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Caltrain	300	0	200.85	4,589	\$ -	\$ -	\$ -	20	\$ 7,835.16
Dialysis	97	0	134.36	1,068	\$ -	\$ -	\$ -	20	\$ 5,241.38
Great Plates			43.09	465				20	\$ 1,680.94
Total	1,308	19	741.45	12,559	\$ -	\$ -	\$ -		\$ 28,923.96

SATURDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Greyhound	73	0	37.23	981	\$ -	\$ -	\$ -	5	\$ 1,452.34
Dialysis	30	0	30.46	282	\$ -	\$ -	\$ -	5	\$ 1,188.24
Total	103	0	67.69	1,263	\$ -	\$ -	\$ -		\$ 2,640.59

SUNDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Greyhound	48	0	37.91	986	\$ -	\$ -	\$ -	5	\$ 1,478.87
Total	48	0	37.91	986	\$ -	\$ -	\$ -		\$ 1,478.87

MONTH

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 29,923.00
Extra Cleaning			30.11						\$ 1,174.59
Pretrip Deadhead			121.16						\$ 4,726.45
Dial-A-Ride	911	19	363.15	6,437	\$ -	\$ -	\$ -	20	\$ 14,166.48
Paratransit	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Fixed Route	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Gavilan	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Caltrain	300	0	200.85	4,589	\$ -	\$ -	\$ -	20	\$ 7,835.16
Greyhound	121	0	75.14	1,967	\$ -	\$ -	\$ -	10	\$ 2,931.21
Dialysis	127	0	164.82	1,350	\$ -	\$ -	\$ -	25	\$ 6,429.63
Great Plates			43.09	465				20	\$ 1,680.94
Total	1,459	19	998.32	14,808	\$ -	\$ -	\$ -		\$ 68,867.46

FISCAL YEAR TO DATE

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 324,365.00
Extra Cleaning			125						\$ 4,884.44
Pretrip Deadhead			242						\$ 9,455.24
Dial-A-Ride	22,588	1,280	4,072	46,072	\$ 6,449.05	\$ 4,425.06	\$ 382.50	311	\$ 157,023.57
Paratransit	9,575	1,413	5,175	92,696	\$ 17,830.17	\$ 12,973.99	\$ 1,147.50	187	\$ 198,892.12
Fixed Route	23,825	374	3,986	48,542	\$ 7,597.83	\$ 1,678.40	\$ 43.00	187	\$ 153,349.09
Gavilan	17,752	3	2,515	54,762	\$ 13,355.03	\$ 4,820.90	\$ 80.00	187	\$ 96,697.81
Caltrain	7,793	0	2,295	53,922	\$ 7,278.61	\$ 847.00	\$ 36.00	237	\$ 88,537.26
Greyhound	1,926	4	709	18,607	\$ 2,100.51	\$ 78.90	\$ -	96	\$ 27,359.00
Dialysis	306	0	413	3,375	\$ -	\$ -	\$ -	61	\$ 16,121.28
Great Plates			43	465				20	\$ 1,680.94
Total	83,765	3,074	19,576	318,441	\$ 54,611.20	\$ 24,824.25	\$ 1,689.00		\$ 1,078,365.77

ADDITIONAL INFORMATION

	Current Month	Year To Date
Lift Assisted Trips	73	1,274
Turn Downs	0	0
No Shows	19	1,495
Cancellations	34	804
Missed Trips	0	0
Employee Hours	1,546	26,785
Road Calls	0	4
Vehicles - Midday	7	
Vehicles - Peak	8	

NOTES

Greyhound Bikes =4 Gavilan Bikes =0 Caltrain Bikes = 12 Fixed Route = 0

June 2020
San Benito County Express Monthly Operations Reports
Operated by MV Transportation

Year-to-Year Comparison

	2020	2019
Passengers Per Hour		
Dial-A-Ride/Paratransit	2.69	3.66
Fixed Route	0	4.77
Intercounty Gavilan	0	2.63
Intercounty Caltrain	1.93	3.69
Intercounty Greyhound	2.13	2.6
Dialysis	0.77	
Total Passengers	1755	6795
Total Revenue Hours	1010.23	1830.01
Passengers Per Hour	1.74	3.71
Lift Trips	88	117
No Shows	46	151
Cancellations	33	107

WEEKDAYS JUNE 2020

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	1,112	8	415.79	6,904	\$ -	\$ -	\$ -	22	\$ 16,219.97
Paratransit	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Fixed Route	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Gavilan	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Caltrain	408	0	211.14	4,948	\$ -	\$ -	\$ -	22	\$ 8,236.57
Dialysis	104	0	141.01	1,182	\$ -	\$ -	\$ -	22	\$ 5,500.80
Great Plates			156.30	2,069	\$ -	\$ -	\$ -	22	\$ 6,097.26
Total	1,424	8	924.24	15,103	\$ -	\$ -	\$ -		\$ 36,054.60

SATURDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Greyhound	48	10	30.89	767	\$ -	\$ -	\$ -	4	\$ 1,205.02
Dialysis	24	0	24.62	252	\$ -	\$ -	\$ -	4	\$ 960.43
Total	72	10	55.51	1,019	\$ -	\$ -	\$ -		\$ 2,165.45

SUNDAY

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Dial-A-Ride	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Greyhound	59	14	30.48	785	\$ -	\$ -	\$ -	4	\$ 1,189.02
Total	59	14	30.48	785	\$ -	\$ -	\$ -		\$ 1,189.02

MONTH

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 29,923.00
Extra Cleaning			37.28						\$ 1,454.29
Pretrip / Deadhead			174.60						\$ 6,811.15
Dial-A-Ride	1,112	8	415.79	6,904	\$ -	\$ -	\$ -	22	\$ 16,219.97
Paratransit	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Fixed Route	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Gavilan	0	0	0.00	0	\$ -	\$ -	\$ -	0	\$ -
Caltrain	408	0	211.14	4,948	\$ -	\$ -	\$ -	22	\$ 8,236.57
Greyhound	107	24	61.37	1,552	\$ -	\$ -	\$ -	8	\$ 2,394.04
Dialysis	128	0	165.63	1,434	\$ -	\$ -	\$ -	26	\$ 6,461.23
Great Plates			156.30	2,069	\$ -	\$ -	\$ -	22	\$ 6,097.26
Total	1,755	32	1,222.11	16,907	\$ -	\$ -	\$ -		\$ 77,597.51

FISCAL YEAR TO DATE

Service	Passengers	Incidental Passengers	Vehicle Revenue Hours	Vehicle Revenue Miles	Cash Fares Collected	Token Fares Collected	Token Sales	Service Days	Invoiced
Monthly Fixed Fee									\$ 354,288.00
Extra Cleaning			162						\$ 6,338.73
Pretrip / Deadhead			417						\$ 16,266.39
Dial-A-Ride	23,700	1,288	4,488	52,976	\$ 6,449.05	\$ 4,425.06	\$ 382.50	333	\$ 173,243.54
Paratransit	9,575	1,413	5,175	92,696	\$ 17,830.17	\$ 12,973.99	\$ 1,147.50	187	\$ 198,892.12
Fixed Route	23,825	374	3,986	48,542	\$ 7,597.83	\$ 1,678.40	\$ 43.00	187	\$ 153,349.09
Gavilan	17,752	3	2,515	54,762	\$ 13,355.03	\$ 4,820.90	\$ 80.00	187	\$ 96,697.81
Caltrain	8,201	0	2,506	58,870	\$ 7,278.61	\$ 847.00	\$ 36.00	259	\$ 96,773.83
Greyhound	2,033	28	770	20,159	\$ 2,100.51	\$ 78.90	\$ -	104	\$ 29,753.05
Dialysis	434	0	579	4,809	\$ -	\$ -	\$ -	87	\$ 22,582.50
Great Plates			199	2,534	\$ -	\$ -	\$ -	42	\$ 7,778.20
Total	85,520	3,106	20,798	335,348	\$ 54,611.20	\$ 24,824.25	\$ 1,689.00		\$ 1,155,963.28

ADDITIONAL INFORMATION

	Current Month	Year To Date
Lift Assisted Trips	88	1,362
Turn Downs	0	0
No Shows	46	1,541
Cancellations	33	837
Missed Trips	0	0
Employee Hours	1,445	28,230
Road Calls	0	4
Vehicles - Midday	7	
Vehicles - Peak	8	

NOTES

Greyhound Bikes = 10 Gavilan Bikes = 0 Caltrain Bikes = 0 Fixed Route = 0

Staff Report

To: Local Transportation Authority
From: Regina Valentine, Transportation Planner Telephone: (831) 637-7665 x 205
Date: December 17, 2020
Subject: Update on COVID-19 Service Impacts and Implementation of Responsive Software

Recommendation:

- a. **RECEIVE** update on Local Transportation Authority's COVID-19 response and preliminary impacts to public transportation services; and
- b. **APPROVE** Order Form from Routematch Software Inc. for an 18-month dispatch software project Cost Not to Exceed \$89,790 with ongoing annual Costs Not to Exceed \$25,060.75 and **AUTHORIZE** Executive Director to sign.

Summary:

Staff prepared an update for the Board related to the response from the agency and its public transportation service contractors, MV Transportation and Jovenes de Antaño, to the COVID-19 pandemic. The update includes information about preliminary impacts to the San Benito County Express and Specialized Transportation services. In this report, staff is providing information on new software that the LTA may purchase to implement service changes in response. Staff is recommending that the Board authorize signature of an Order Form from Routematch Software Inc. to expand County Express' current dispatching software.

Financial Considerations:

Due to the nature of emergencies, the total financial impacts to the Local Transportation Authority (LTA) from the COVID-19 pandemic and total eligible revenue sources are currently unknown. LTA has received federal financial support of approximately \$900,000 through the passing of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. Funds are distributed to LTA through the Federal Transit Administration Section 5311 Formula Grants for Rural Areas Program administered by Caltrans. No local match is required for the CARES Act funds, which are available until expended or until the federal emergency declaration has been lifted.

To date, approximately \$125,000 has been spent on eligible expenses including additional cleaning of vehicles and acquiring Personal Protective Equipment (PPE). LTA also increased revenue hours to provide additional vehicles and accommodate physical distancing on-board Out of County Medical Transportation service to dialysis.

LTA has a balance of funds in the Prop 1B Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA). These funds are available to transit operators for capital projects that meet the program criteria. The proposed service from Routematch Software as included in the Order Form is to expand the current County Express dispatching software for a capital cost of \$89,790. There will be an annual operations cost of \$25,060.75 for the current and expanded system services.

Background:

A novel coronavirus (named COVID-19) was first detected in Wuhan City, Hubei Province, China, in December 2019. The Centers for Disease Control and Prevention (CDC) considers the virus to be a very serious public health threat. In response to COVID-19, California Governor Newsom issued a Proclamation of a State of Emergency on March 4, 2020 and has released various guidance to help reduce the spread of the virus.

Beginning February 17, 2020 and beyond, LTA and its public transportation service contractors, MV Transportation and Jovenes de Antaño, began to make operational modifications to keep the community safe when riding its San Benito County Express and Specialized Transportation services. Initial service changes included the following:

- Increasing the frequency of vehicle interior cleaning
- Directing staff to adhere to hand-washing and other guidance for personal hygiene
- Public notice of the public health threat and essential travel only
- Suspension of routes: Specialized Transportation Senior Lunch Transportation and County Express Fixed Route, Intercounty Gavilan, and weekend Dial-a-Ride
- Limiting the number of passengers per vehicle to allow for physical distancing
- Suspending fare collection as a source of viral spread
- Providing additional front line Personal Protective Equipment (PPE) and cleaning supplies
- Encouraging telecommute and staggered shifts for administrative staff
- Assisting with meal delivery for the San Benito County “Great Plates Delivered” Program
- Preliminary discussions with MV Transportation and Jovenes de Antaño on potential contract amendments to support operations and expend a portion of CARES Act funding
- Researching vehicle modifications such as driver barriers and technologies to reduce spread

LTA staff provided all necessary support for these changes coordinating all activities with the contractors, San Benito County (SBC) Office of Emergency Services, SBC Public Health, and the Cities.

Staff Analysis:

The COVID-19 public health crisis will impact LTA public transportation services for years to come. Although COVID-19 impacts will be reviewed in detail with strategized responses suggested during the preparation of the upcoming Short Range Transit Plan update, staff has been working with Caltrans to adjust the scopes of previously submitted projects to address immediate service needs.

Staff has analyzed operational data and industry recommendations for operations changes as the economy is adjusting while still ensuring public safety and compliance with guidance from the State and San Benito County Public Health Departments. To begin the process, staff prepared a summary of preliminary impacts (Attachment 1) to LTA's County Express and Specialized Transportation services to date. LTA has seen significant declines in service hours, ridership, and fares, as has been the case for transit nationwide.

At staff's request, Caltrans amended a PTMISEA Technology Expansion project to offer real-time vehicle location for the County Express Fixed Route and Intercounty routes. Staff determined that because these services have been suspended or significantly reduced in response to COVID-19, the project would not meet LTA's immediate service needs. Staff developed a strategy to implement a microtransit pilot in the Fixed Route service area instead. Microtransit will allow passengers to book, track, and pay for on-demand transportation from their mobile devices increasing service availability but still allow LTA to monitor the number of passengers per vehicle to adhere to social distancing requirements.

LTA currently contracts for dispatching software with Routematch Software Inc. New software will add Mobility-on-Demand (microtransit) service as detailed in the attached Order Form (Attachment 2).

With local schools anticipated to begin in-person instruction in 2021, staff will begin working with Routematch to design and implement the new service model in Winter/Spring 2021. The Council of San Benito County Governments' (COG) Social Services Transportation Advisory Council (SSTAC) will review the project service proposal to ensure the transportation needs of the community's seniors, persons with disabilities, and persons of limited means are addressed.

Staff recommends the Board approve the purchase of additional services from Routematch Software Inc.

Executive Director Review: MG

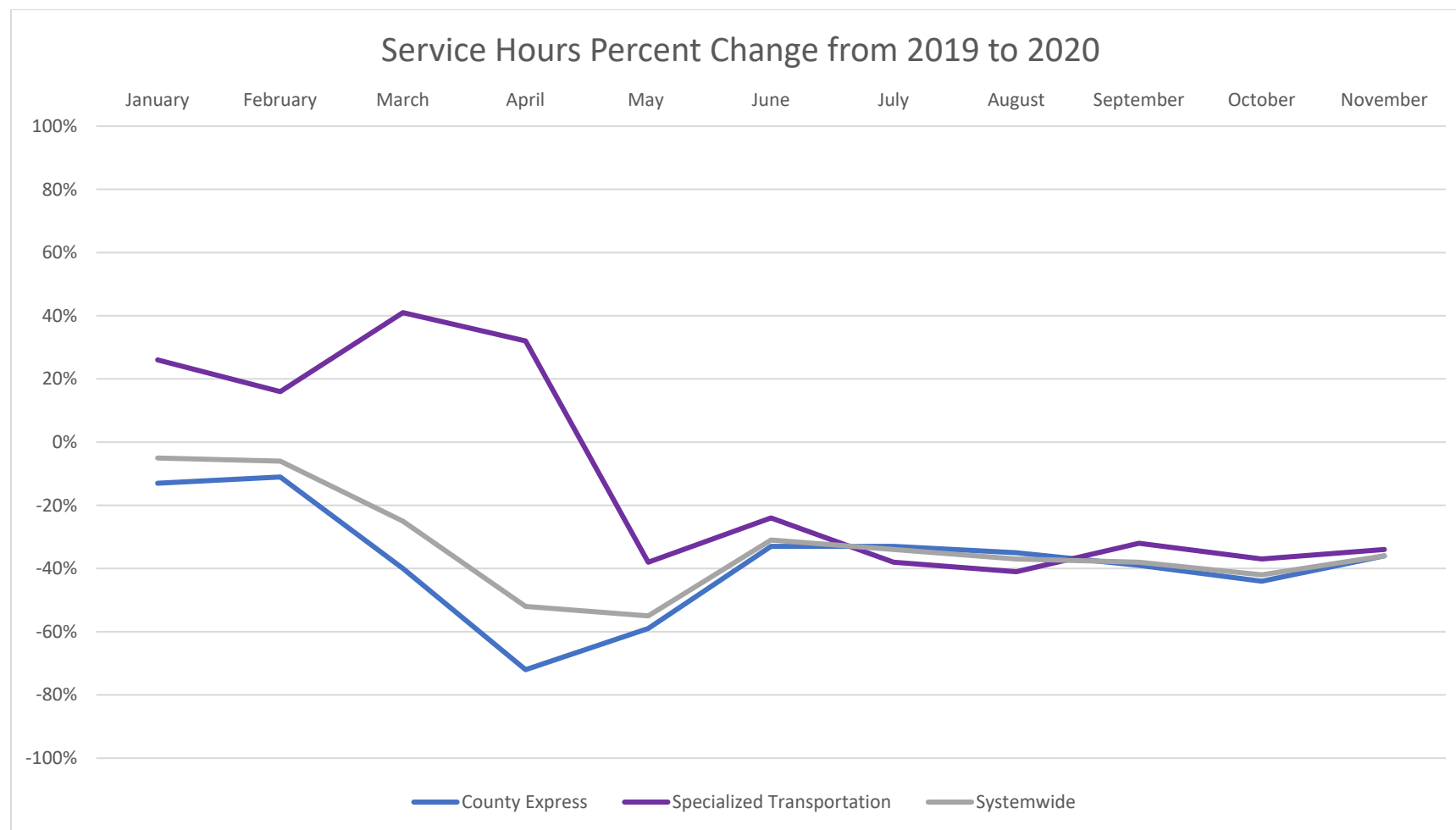
Counsel Review: Yes

Attachments: 1. Operations Impacts Summary: January – November
2. Order Form from Routematch Software Inc.

Preliminary COVID Impacts to LTA's County Express and Specialized Transportation Services

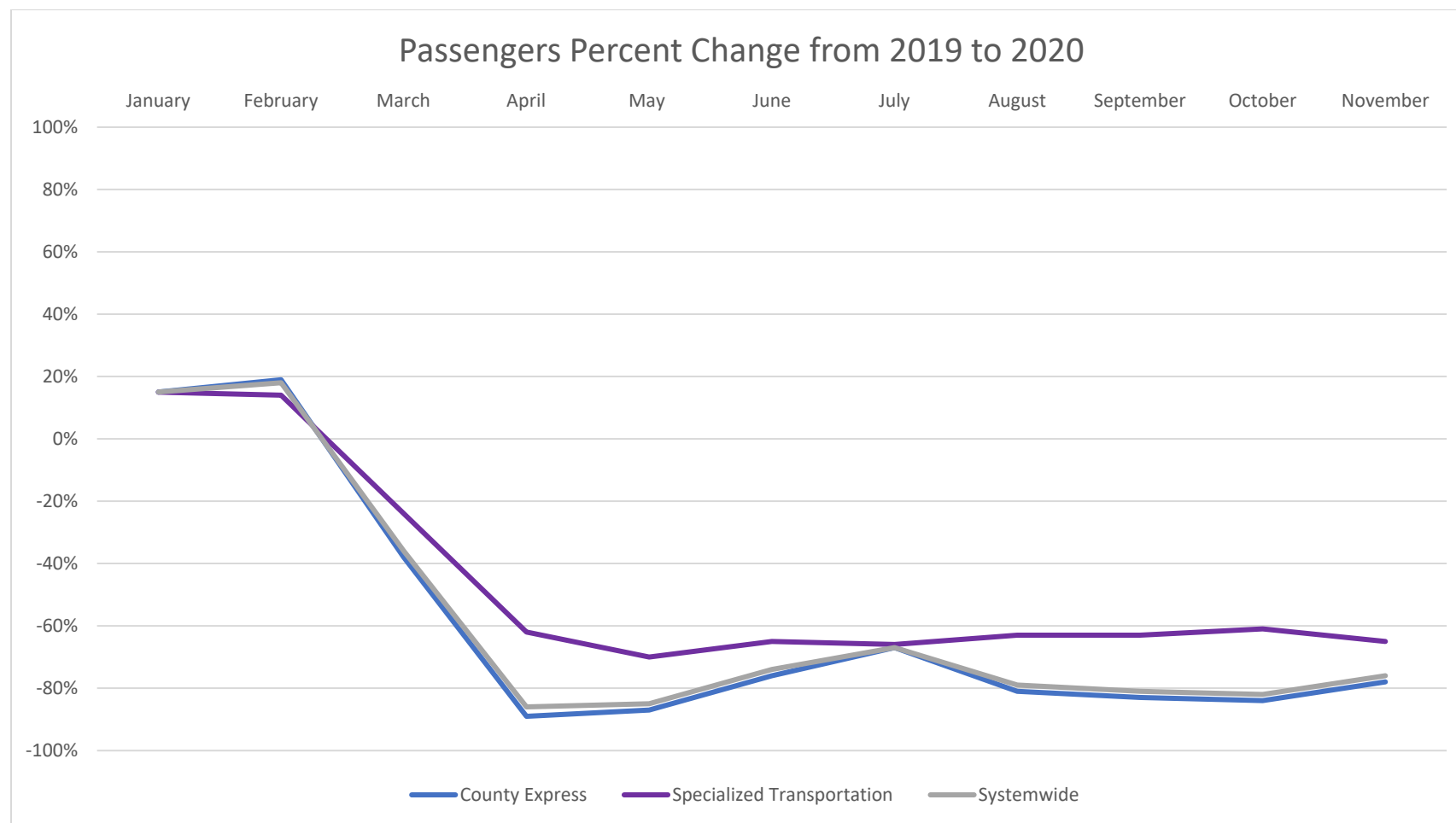
Significant Service Changes

- *March 13, 2020:* ST Senior Lunch Transportation suspended
- *March 20, 2020:* CE Fixed Route, Intercounty Gavilan, and weekend Dial-a-Ride suspended; CE contractor assisted ST contractor to provide Out of County Medical Transportation; fare collection suspended
- *May 20, 2020:* CE initiated Great Plates meal delivery
- *September 4, 2020:* San Benito County ended Great Plates



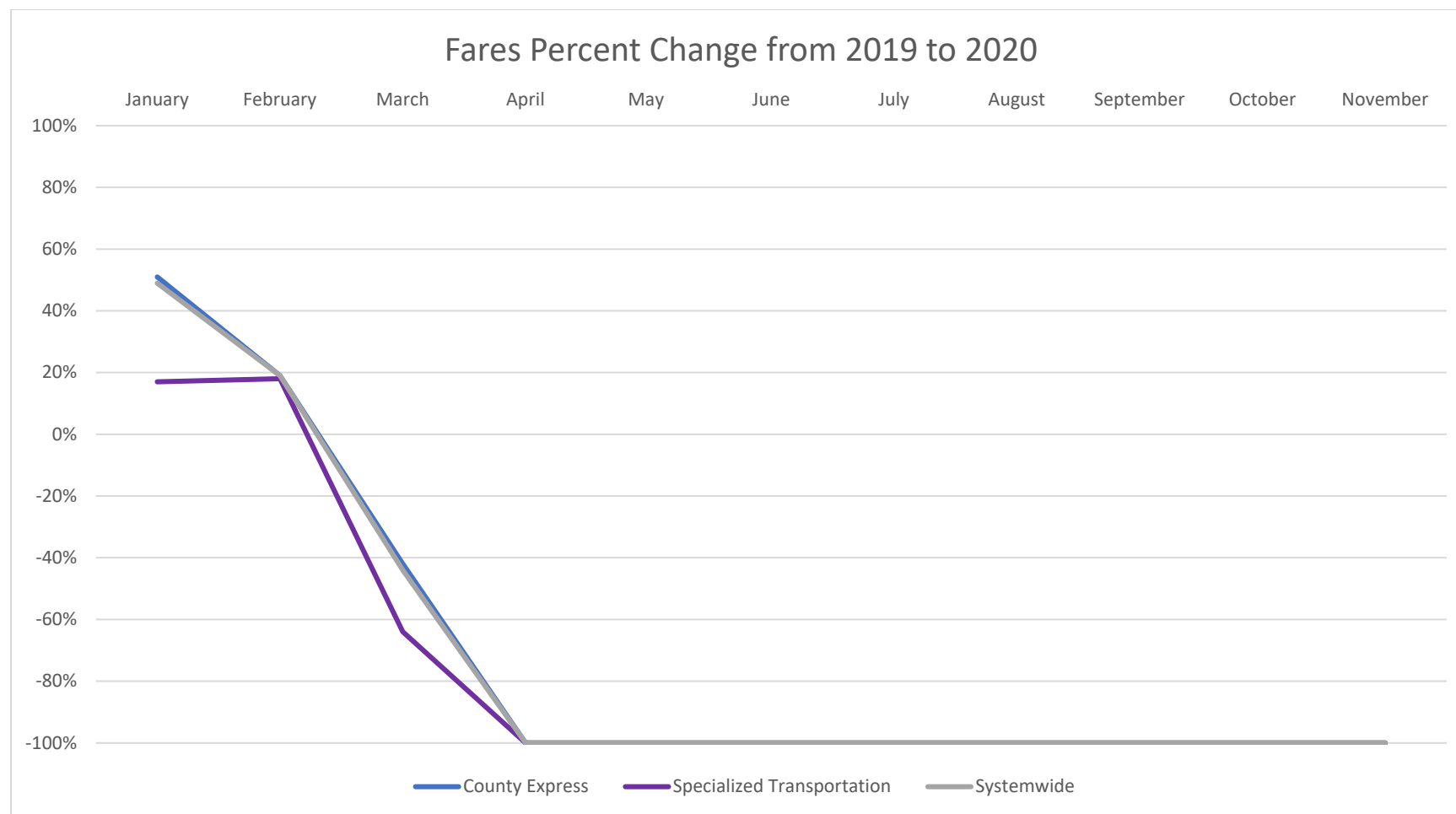
Preliminary COVID Impacts to LTA's County Express and Specialized Transportation Services*Significant Service Changes*

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Preliminary COVID Impacts to LTA's County Express and Specialized Transportation Services*Significant Service Changes*

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Routermatch

ORDER FORM

Software Licenses				
Product	Quantity	Invoiced	Fees	
Mobility On-Demand - Vehicle Licensing (18-Month Term) - Core MOD Platform - Agency Portal - Rider-Facing Portal & App - Driver-Facing App for Tablets - Integrated Automated Payments	Up to five (5) Vehicles	Upon Activation	\$37,500.00	
Notifications Module - Vehicle Licensing (18 Month Term)	16		\$8,400.00	
Cloud Hosting Services - User Licensing (18 Month Term)	3		\$5,400.00	
Maintenance Module - Vehicle Licensing (18 Month Term)	16	N/A	Included	
			Subtotal	\$51,300.00
Professional Services				
Project	Phase	Hours	Invoiced	Fees
TASK 1: Project Management (Mobility On-Demand)	a. Design	50	Upon completion	\$6,250.00
	b. Build	50		\$6,250.00
	c. Education	20		\$2,500.00
	d. Deployment	80		\$10,000.00
TASK 2: Project Management (Notifications Module)	a. Design & Build	30		\$3,750.00
	b. Education & Deployment	20		\$2,500.00
TASK 3: Project Management (Cloud Conversion)	a. Design, Build, Education & Deployment	20		\$2,500.00
TASK 4: Project Management (Maintenance Module)	a. Design, Build, Education & Deployment	8		\$1,000.00
Travel		1 Trip		\$1,400.00
			Subtotal	\$36,150.00
Third Party Hardware and Services				
Product	Quantity	Invoiced	Fees	
Twilio IVR - Minutes (required for Outbound Notifications)	30,000 Each	Upon Activation	\$900.00	
Cellular Data Plan Upgrade to 1GB, plus MDM App for Mobility On-Demand Vehicles (18-Month Term)	5 Each	Upon Delivery	\$1,440.00	
			Subtotal	\$2,340.00
Support & Maintenance Program				
Product	Quantity	Invoiced	Fees	
Support & Maintenance Program (18-Month Term)	-	N/A	Included	
			Subtotal	\$0.00
			18-Month Project Total	\$89,790.00
Ongoing Annual Fees				
Project	Description & Term	Quantity	Invoiced	Fees
Project #1: RM Demand	a. Annual Support & Maintenance (Oct 1, 2021-Sept 30, 2022)	1 Plan	Annually, 60 days in advance	\$3,148.75
Project #2: Tablet-based Mobile Data System	a. Annual Support & Maintenance (Jun 1, 2021-May 31, 2022)	1 Plan		\$5,292.00
	b. Annual 50MB Verizon Data Plans (Jun 1, 2021-May 31, 2022)	16 Lines		\$2,880.00

Project #3: Mobility, Notifications & Cloud (Executed Nov. 2020)	a. Support & Maintenance Program (beginning 18 months after Go Live)	1 Plan	\$9,180.00
	b. Annual Cloud Services - User Licenses (Beginning 18 months after Go Live)	3 Users	\$3,600.00
	c. Cellular Data Plan Upgrade to 1GB, plus MDM App for Mobility On-Demand (Beginning 18 months after Go Live)	5 Each	\$960.00
Ongoing Annual Fees			\$25,060.75

Routematch Software, Inc.	San Benito County Local Transportation Authority
Signature:	Signature:
Name:	Name:

APPROVED AS TO LEGAL FORM
SAN BENITO COUNTY COUNSEL

Shirley L. Murphy 12/14/20
DEPUTY COUNTY COUNSEL DATE

Terms and Conditions.

- 1. Integration.** This Order Form is entered into on (Effective Date) and is expressly incorporated into and governed by terms Order Form Agreement between San Benito County Local Transportation Authority ("Client") and Routematch Software, Inc. ("Company") dated March 21, 2013, and any and all prior amendments, change orders or addendums thereto ("Agreement"). In the event of any conflict between the terms of this Order Form, any Client purchase order, and the Agreement, the terms of this Order Form shall prevail.
- 2. Term.** The term shall last for eighteen (18) months beginning the date the mobile application is made publicly available in the Google Play and iTunes app stores.
- 3. Trademark License.** Client grants Company a non-exclusive limited-use license to use its trademarks, service marks, trade names and logos, subject to its then applicable trademark usage guidelines, and only in connection with the branding of the mobile application during the Term. Client retains all right, title and interest in and to its trademarks, service marks, trade names and logos.
- 4. Modifications.** The deliverables are subject to modifications, enhancements, additions and subtractions of functionalities, features and display form and formats, from time to time ("Modifications") at Company's sole discretion. Such Modifications shall not materially diminish the functionality of the Deliverables provided, and the Deliverables shall continue to perform according to the description of the Deliverables agreed to in a Request for Proposal in all material aspects.
- 5. Fees and Payment.** Pricing is valid for 90 days. Payment terms are net 30 days from date of invoice.
- 6. Professional Services.** The professional services provided by Company detailed herein shall be performed: (a) in a diligent, professional and workmanlike manner in accordance with best applicable industry practices; (b) in accordance with this Order Form; (c) by experienced and qualified personnel with the proper expertise, skills, training; and (d) in accordance with all applicable laws and regulations. No duties or responsibilities are assumed by Company other than those specifically set forth in this Order Form.
- 7. Feedback.** From time to time, Client may submit feedback to Company respecting its use of and interaction with the Software, in the course of its use of the Software, or while receiving hardware installation, support and maintenance, or professional services ("Feedback"). Client grants Company a perpetual, royalty-free and irrevocable right and license to freely use, reproduce, modify, adapt, publish, copy, disclose, sublicense, transmit, distribute, create derivative works from, sell and exploit any Feedback in any manner without any obligation, royalty or restriction based on intellectual property rights or otherwise. No Feedback will be considered Client's Confidential Information, and nothing in this Agreement shall limit Company's right to independently use, develop, evaluate, or market products, whether incorporating Feedback or otherwise.
- 8. Publicity.** Client grants Company the right to use its company name and logo as a reference for marketing or promotional purposes on the Company website and in other public or private communications with existing or potential customers, subject to Client's standard trademark usage guidelines as provided to us from time-to-time.
- 9. License to Client Data.** Client hereby grants Company a non-exclusive, non-transferable, royalty-free, worldwide right to use the electronic data of Client, its customers, and its users, that is submitted or imported by it into the Software in connection with its use of the Software (collectively, "Client Data") solely and only as necessary for the limited purpose of the Software performing the services. Client shall own and retain all right, title and interest in and to the Client Data.

10. License to Resulting Data. Company may collect and store analytical and usage data arising out of Client's use of the Software ("Analytic Data"). Client grants to Company a limited, non-exclusive, perpetual, worldwide, royalty-free license to use, copy, transmit, sub-license, index, model, aggregate (including with other customers' data), publish, display and distribute any anonymous information derived from Analytic Data collected during the term of the Agreement solely for (i) purposes of providing services to Client (including providing to third parties, as necessary), and (ii) benchmarking, analysis, improvement, reporting on, promotion of and further development of the Software. Company shall not use or disclose the Analytic Data in a manner which would identify Client without its advance written permission. Company shall store all collected data in compliance with all applicable laws.

MOBILITY ON DEMAND TERMS AND CONDITIONS

Functionality. All street networks and locations in the service areas must be known by Google Maps for the service to work.

Hub Management: Import transit data, create attributes, and assign attributes to the hubs. Riders can be assigned to hubs that best correspond to their location and unique individual needs.

Vehicle Management: Create vehicle pools or fleets and assign vehicles accordingly, along with assigning drivers to the appropriate vehicle or pool. Vehicle pools can include agency fleets or private partnership fleets.

Rider Management: Manage rider types from disadvantaged to conventional riders by creating "rider attributes" that associate those riders with hubs and vehicle pools with the appropriate attributes.

Service Management: Create and configure services that support On-Demand services, intermodal or point-to-point trips; service zones; fleet assignments; scheduling parameters; and days and times configurations for service.

Consumer-Facing Website: The web-based portal allows riders to:

- Manage account details;
- Plan and book trips; and
- Track trip history.

Mobile Application: Riders can create, access and manage their accounts, and:

- Plan and book single on-demand or multimodal trips;
- Receive personalized travel notifications;
- Review on-demand vehicle status, ETA and location.

Agency-Facing Portal: The agency web-portal provides account access, management, and reconciliation functions. Agencies can:

- Respond to customer inquiries, suspend accounts and provide refunds;
- Manage hubs, rider types and groups, vehicle pool and services within one location and by defined attributes relative to their riders;
- Assist riders with their bookings, make adjustments to trip assignments and manually dispatch if needed;
- Communicate with drivers.

Company Obligations. Company shall be responsible for:

- Hosting of the source code for the mobile application;
- Hosting of the source code for the web portals, if any;
- Providing the Terms of Use and Privacy Policy for the mobile application;
- Hosting the mobile application in its Google Play and iTunes stores; and
- So long as Client is paying for ongoing Support and Maintenance, provide all updates, bug fixes, patches, and upgrades to the mobile application and web portals.

Client Obligations.

- Publicize service availability for Client vehicles to its rider base;
- Provide all required information for the System Design document;
- Market the mobile application and web portals to its rider base;

- Grant Company a non-exclusive limited-use license to use its trademarks, service marks, trade names and logos only in connection with the branding of the web portal and mobile applications. Client retains all right, title and interest in and to its trademarks, service marks, trade names and logos.
- Refrain from transmittal of: (i) any communication that would violate any federal, state or local law, court order or regulation; (ii) any material that is harassing, defamatory, libelous, abusive, threatening, obscene, coercive or objectionable, including material that is false, misleading or inaccurate; and (iii) any material that that violates the rights of any person or company protected by copyright, trade secret, patent or other intellectual property or similar laws or regulations

HOSTING SERVICES TERMS AND CONDITIONS

When purchased by Client in an applicable Order Form, Company shall provide Client access to use the Software as accessed through Amazon Web Services (“Cloud”) under the following terms and conditions (the “Hosting Services”).

- 1. Access.** Company shall provide Client with unique identification numbers and passwords for each Authorized User to access the Software on the Cloud. Client shall treat Passwords and ID Numbers assigned to Client as private and confidential information of Company.
- 2. Storage.** Client shall be entitled to store and access the Client Data and other materials related to its use of the Software on the Cloud. Client shall provide the Client Data in a “cloud-ready” condition, requiring no additional modification by Company, unless specifically agreed to in a writing between the parties.
- 3. Responsibility for Client Data.** Client must ensure that its use of Hosting Services and all Client Data is at all times compliant with applicable local, state, federal and international laws and regulations. Client represents and warrants that: (i) it has obtained all necessary rights, releases and permissions to use the Client Data within the Software and (ii) the Client Data and its transfer to and use within the Software by Client does not violate any applicable laws (including without limitation those relating to export control and electronic communications) or rights of any third party, including without limitation any intellectual property rights, rights of privacy, or rights of publicity, and the use, collection and disclosure authorized herein is not inconsistent with the terms of any applicable website or mobile application privacy policies. Company assumes no responsibility or liability for the Client Data, and Client shall be solely responsible for the consequences of using, disclosing, storing, or transmitting the Client Data on the Cloud. Company is not responsible for any loss of Client Data, “downtime”, or other loss or corruption of other software program files that occur on the Cloud.
- 4. Security.** Company implements security procedures to help protect the Software from security attacks. However, use of the Hosting Services necessarily involves transmission of Data over networks that are not owned, operated or controlled by Company, and Company is not responsible for any of Data lost, altered, intercepted or stored across such networks. Company cannot guarantee that its security procedures will be error-free, that transmissions of Data will always be secure or that unauthorized third parties will never be able to defeat Company security measures or those of our third-party service providers.
- 5. System Security Policies.** Client shall not, nor shall it authorize or assist others to, abuse or fraudulently use the Hosting Services, including without limitation:
 - (a) disclosing any Passwords or ID Numbers, including without limitation those assigned to Client, to any third party, unless such third party has executed and deliver to Client and to Company a written agreement with Client wherein the third party acknowledges and agrees that: (i) it shall not use the ID Numbers or Password except as an independent contractor of Client’s and solely for and on behalf of Client as permitted under the terms and conditions of this Agreement; (ii) it shall not access or attempt to access any data, information or other materials that may be on the System other than Client’s Content; and (iii) it agrees to a non-disclosure agreement with Client protecting the proprietary nature of information disclosed or made available during the development of Company’s and/or Client’s Content; or
 - (b) violating Amazon Web Services’ Acceptable Use Policy currently available at <https://aws.amazon.com/aup/>, as it may be modified by Amazon from time to time (“Acceptable Use Policy”).
- 6. Violation.** Company and/or its hosting partner reserve the right to remove Client’s Content from the Cloud which Company or its hosting partner, in its reasonable discretion, determines to be in violation of any these policies if Client fails to cure or discontinue the breach of any such policy within ten (10) days of receipt of written notice of such breach or violation. Company reserves the to modify these policies at any time effective upon Client’s receipt of such updates. Notwithstanding the foregoing, in the event Client violates the Acceptable Use Policy, Company may immediately terminate Client’s access to the Hosting Services.
- 7. Client Network.** Client is responsible for resolving troubles within its own localized network. Client is responsible for all trouble resolution services with regard to the Content itself unless the trouble arises from or is related to problems with the Cloud or the Software.
- 8. Replacement of Cloud Provider.** Company may substitute Amazon Web Services with a different web services provider which provides the same or better web services as reasonably determined by Company upon ninety (90) days written notice.

DATA PLAN TERMS AND CONDITIONS

- 1. Network Use and Access.** Company shall provide Client with access to a third-party network to connect and use tablet devices in coordination with the Software (“Network”). Use of the Network is subject to a maximum usage per month or year (as measured in

megabytes of gigabytes) as set forth in an applicable Order Form ("**Data Maximum**") and any overages of the Data Maximum will be invoiced to Client.

2. Data Overages. If the Data Maximum is exceeded (each occurrence, an "**Overage**"), Client shall pay Company the per megabyte or gigabyte overage rate as charged at the prevailing rate by the third-party carrier at that time within thirty days of receipt of Company's invoice for each such Overage. To protect Client from Network Overage charges, if a device experiences an Overage, Company may prevent continued use of such device by instructing Client to discontinue use of such device or by using a "lock-down application" to "lock down" the device until Client pays Company for such Overage.

3. Offline Mapping and Lock-Down Applications. To prevent Overages, Company may install, for each Vehicle Device, (i) an offline mapping solution to serve as Client's exclusive mapping application (the "**Offline Mapping Application**"), and/or (ii) a mobile device management application or other "lock-down application".

4. Availability. The Network uses radio and data transmission technologies that may be subject to transmission and service area limitations, interruptions and dropped calls caused by atmospheric, topographical or environmental conditions, cell site availability, performance of devices using the software, governmental regulations, system limitations, maintenance or other conditions or activities affecting Network operation. Not all Network features may be available in all areas. The Network is only available within the applicable calling plan coverage area and within the operating range of the wireless systems.

5. Permitted Use and Fraud.

- (a) Client shall not use the Network for remote medical monitoring without Company's prior, express written consent. None of the devices using the Network may be permanently located in a roaming area of the Network provider.
- (b) Client shall obtain Company's prior, express written consent before it makes any attempt to install, deploy, or use any regeneration equipment or similar mechanism (e.g. a repeater) to originate, amplify, enhance, retransmit, or regenerate wireless service or the Network. Company may terminate Client's lines or this Agreement if Client violates this subsection.
- (c) Client shall use Network only for lawful purposes and shall not send or enable via the Network connection, by way of example, any SPAM, viruses, worms, trap doors, back doors or timers, nor shall Client engage in any mail-bombing or spoofing via Network. Client is responsible for the security of its network and end-user devices and is responsible for any unauthorized access to the Network

6. Maintenance. Company may limit access to the Network in order to perform maintenance to the service and will use reasonable efforts to provide Client with prior notice of such maintenance. With reasonable advance notice, Company has the right to modify and reconfigure the Network as it deems necessary to enhance Client's experience or to safeguard Network

7. Suspension. Company may suspend or terminate Network service to affected lines if Client uses the Network or devices using the Network: (a) in an illegal or unauthorized manner (including "spamming" or other abusive messaging); (b) in a manner prohibited by the applicable plan, option, feature or application; or (c) in a manner that has an adverse impact on the Network, operations or customers of Company or the Network provider.

8. Force Majeure. Any failure of the Network hereunder shall be excused if caused by any force majeure event (including, without limitation, any severe weather condition, fire, earthquake, riot, war, or insurrection) or by failure of a third-party Network provider serving a particular area, power failure, national emergency, strike, or other labor disturbance.

9. Limitation of Liability. Company and the third-party Network providers, and each of its affiliates, officers, directors, employees, and other personnel (collectively, the "**Company Parties**") shall have no liability to Client:

- (a) For any causes of action, losses, or damages of any kind whatsoever arising out of: (a) mistakes, omissions, interruptions, errors, or defects in furnishing wireless service; (b) failures or defects in the underlying Network provider's systems; or (c) disabling of related equipment;
- (b) For any injury to persons or property, losses (including any loss of business), damages, claims, or demands of any kind or nature, including, without limitation, use or inability to use the Network, reliance by Client on any data provided or obtained through use of the Network, any interruption, defect, error, virus, or delay in operation or transmission, any failure to transmit or any loss of data arising out of or in connection with this schedule. In no event shall Company Parties be liable for losses, damages, claims, or expenses of any kind arising out of the use or attempted use of, or the inability to access, life support or monitoring systems or devices, 911 or E911, or other emergency numbers or services.

10. NO THIRD-PARTY WARRANTY. CLIENT EXPRESSLY UNDERSTANDS IT HAS NO CONTRACTUAL RELATIONSHIP WITH THE UNDERLYING NETWORK PROVIDER OR ITS AFFILIATES OR CONTRACTOR AND THAT CLIENT IS NOT A THIRD-PARTY BENEFICIARY OF ANY AGREEMENT BETWEEN COMPANY AND THE UNDERLYING NETWORK PROVIDER. IN ADDITION, THE CLIENT ACKNOWLEDGES AND AGREES THAT THE UNDERLYING NETWORK PROVIDER AND ITS AFFILIATES AND CONTRACTORS SHALL HAVE NO LEGAL, EQUITABLE, OR OTHER LIABILITY OF ANY KIND TO CLIENT AND CLIENT WAIVES ANY CLAIMS OR DEMANDS THEREFOR.

HARDWARE TERMS AND CONDITIONS

Company shall deliver to Client the electronic devices, cradles, and mounts, as set forth in an applicable Order Form (the "**Hardware**").

1. Installation. As set forth in an applicable Order Form Company shall provide installation services itself or arrange for a qualified third-party installer to install the purchased Hardware in the Vehicles.

2. **Warranties.** Client shall be the beneficiary of the standard manufacturer's warranties issued by manufacturers for each piece of Hardware it purchases. The length of and breadth of coverage of each warranty varies by manufacturer and product. During the period of such manufacturer warranty, Client shall look solely to the Hardware manufacturer for any warranty claim. Company shall also provide a one-year warranty on any installation of the Hardware it performs, if such installation is proven to be defective. This installation warranty applies separately to each installation performed and shall begin immediately upon completion of an applicable installation. Before making an installation warranty claim to Company, Client shall troubleshoot the issue internally under its standard operating procedures. If necessary, Client shall be responsible for removing any Hardware from its vehicles and shipping such Hardware to Company at Client's expense and at Company's direction. If the warranty claim is not covered by the manufacturer's warranty, and the Client wants the Hardware repaired by Company, it shall pay Company its then current rate for such services. The warranty in this section are the sole warranties made by Company with respect to the Hardware installation and any extended coverage purchased by Client for Hardware. Company makes no other warranties or representations, express or implied, with respect to the Hardware, and disclaims and excludes any implied warranty of merchantability and any warranty of fitness for a particular purpose.

3. **Excluded Damages.** The following damages to the Hardware are not covered by Company's installation warranty or any extended coverage if purchased by Client:

- cosmetic damages to Hardware such as scratches, chips, dents, broken plastic, or other normal wear and tear;
- those caused by accident, abuse, misuse, negligence, liquid contact or submersion, fire, extreme temperature, power surges, or other external or environmental causes;
- those caused by installation of operation of the hardware outside of, or in opposition to, the Documentation;
- those caused by the Client's pre-existing technology infrastructure, including but not limited to, wiring designs, harnesses and installations, and its own information technology network and facilities;
- those caused by computer viruses, malware, internet connection, or cellular data plan;
- those caused by repair, modification, alterations or attachments to Hardware or Company installed equipment by parties other than Company or those authorized by Company;
- hardware malfunctions occurring after expiration of the manufacturer's warranty;
- any damages that Client cannot expressly detect and attribute to the work performed by Company.

MOBILE APPLICATION SOFTWARE LICENSE AGREEMENT

1. **License.** Company grants Client a non-exclusive, non-transferable, limited, revocable, right and license to appear as a transit agency in the Company's publicly available mobile applications ("**Software**") purchased by Client in an applicable Order Form for use by the general public via the internet, Google Play and iTunes app stores, and have its own employees and Company authorized subcontractors access and use the Software for its own internal business use, in strict accordance with this Agreement (the "**License**"). Any re-sale, sublicense, distribution of the License in whole or in part is prohibited. The Software is made available on a limited license basis, and no ownership right is conveyed to Client, irrespective of the use of terms such as "purchase" or "sale". Company has and retains all right, title and interest, including all intellectual property rights, in and to the Software and Documentation. Except as set forth above, nothing contained in this Agreement shall be construed as conferring buy implication, estoppel or otherwise any license or right under any trade secret, patent, trademark, copyright or other intellectual property right of Company. All licenses not expressly granted by Company are reserved.

2. **Documentation.** Company grants Client a non-exclusive, non-transferable, limited, revocable, internal right and license to Client to access and use the Company's product documentation and instructions made available to Client relating to its use of the Software (collectively, the "**Documentation**"). Client may make and distribute copies of the Documentation for use by Users in connection with use of the Products and Services in accordance with this Agreement, but no more than the amount reasonably necessary. Any permitted copy of the Documentation must contain the same copyright and other proprietary notices that appear in the Documentation.

3. **Authorized Vehicles.** Client may manage as many vehicles with each item of the Software as indicated in an applicable Order Form (the "**Vehicles**").

4. **Rights and Obligations.**

(a) Client has the right to:

- (1) for the purpose of serving its internal business needs allow its employees and agents to access the Software via the internet from a Company hosted server through a network using computers and software that meet the system requirements appearing herein;
- (2) make copies of the Documentation, but no more than the amount reasonably necessary for internal reference in connection with Clients Authorized Users use of the Software.

(b) Client shall not:

- (1) Otherwise copy, change, disassemble, decompile, reverse engineer, sublicense, assign, timeshare, sell, give away, loan, rent, lease, transfer (electronically or otherwise), display, disclose, or provide any third party with access to or use of, the Software or Documentation;

- (2) directly or indirectly create or attempt to create software that emulates the Software; prepare derivative works of the Software or Documentation; or separate the components of the Software or Documentation;
- (3) copy or provide any third party with access to or use of any of the Software or Documentation without the prior written consent of Company;
- (4) remove any trademark notice, copyright, or other restrictive legend from any material contained in or on the Software or Documentation
- (5) publish or disclose to any third party any reports or the results of any benchmark tests run on the Software or its components; or
- (6) use any trademarks, service marks, or logos of Company without advance, written permission.
- (7) transfer any of Client's rights or obligations under this Agreement without the advance, written consent of an officer of Company. In the case of such an assignment, Client shall:
 - i. keeps no copies of the Software or Documentation;
 - ii. transfers Client's entire rights and obligations under this Agreement;
 - iii. ensure the transferee agrees in writing to the terms and conditions of this Agreement.

After any assignment in compliance with this section, after which time Client shall no longer have the right to use the Software or documentation. Any attempted transfer or assignment of any of Client's rights or obligations under this Agreement without Company's advance written consent shall be null and void.

5. Hardware Requirements. Client is responsible for procuring, installing, and maintaining all equipment, telephone lines, communications interfaces, and other hardware at its site as required to access, use, operate the Software consistent with the specifications provided to it from time to time. Future versions of the software may require increased processing capacity and updated operating systems. Client is responsible for complying with the then current technical requirements.

6. License to Client Data. Client hereby grants Company a non-exclusive, non-transferable, royalty-free, worldwide right to use the electronic data of Client, its customers, and its users, that is submitted by or imported by Client into the Software in connection with Client's use of the Software (collectively, "**Client Data**") solely and only as necessary for the limited purpose of the Software performing the services. Client shall own and retain all right, title and interest in and to the Client Data.

7. Limited Warranty.

- (a) Company warrants for a period of ninety (90) days following the installation of the Software (the "**Warranty Period**") that it shall substantially conform in all material respects to the specifications set forth in the Documentation for the version or release level of the Software installed for Client.
- (b) This limited warranty does not apply to: (i) Software that has been repaired, installed, maintained or modified by persons other than Company or its authorized agents; (ii) Software that has been damaged as a result of any misuse, accident, Client negligence, use within any application or system for which the Software was not designed or intended, or any other cause other than ordinary use; (iii) Software that has been damaged due to improper environment, excessive or inadequate heating or air conditioning, electrical power failures, surges, other irregularities or water damage, and Software that has been subjected to abnormal physical or electrical stress; or (iv) Software that has been damaged by third party software or software drivers. This limited warranty is conditioned upon the proper use of the Software in accordance with the terms and conditions of this Agreement and the Documentation in an operating environment in compliance with the specifications and requirements.
- (c) Client's sole and exclusive remedy for breach of this warranty and Company's entire obligation hereunder shall be to repair or replace any nonconformities in the Software. Company's obligation to do so shall only arise if Client has notified Company of such nonconformity in writing within the Warranty Period and the nonconformity can be verified. In the event that Company does not correct a material nonconformity after it has made an economically reasonable effort to do so, or if Company determines that it is not economically reasonable to make such correction, Client's exclusive remedy shall be a reduction in the license fee paid by Client for the nonconforming Software proportionate to the impact on the operation of the Software.
- (d) EXCEPT AS EXPLICITLY PROVIDED IN THIS AGREEMENT, THE SOFTWARE IS PROVIDED ON AN "AS IS" AND "WITH ALL FAULTS BASIS", AND COMPANY AND ITS THIRD-PARTY SUPPLIERS EXPRESSLY DISCLAIM ANY AND ALL WARRANTIES AND REPRESENTATIONS OF ANY KIND, INCLUDING ANY WARRANTY OF NON-INFRINGEMENT, TITLE, FITNESS FOR A PARTICULAR PURPOSE, FUNCTIONALITY, MERCHANTABILITY, OR SATISFACTORY QUALITY, WHETHER EXPRESS, IMPLIED, OR STATUTORY. NO ORAL OR WRITTEN ADVICE OR INFORMATION PROVIDED BY COMPANY OR ANY OF ITS AGENTS, EMPLOYEES OR THIRD-PARTY PROVIDERS SHALL CREATE A WARRANTY, AND CLIENT IS NOT ENTITLED TO RELY ON ANY SUCH ADVICE OR INFORMATION. CLIENT MAY HAVE OTHER STATUTORY RIGHTS, BUT THE DURATION OF STATUTORILY REQUIRED WARRANTIES, IF ANY, SHALL BE LIMITED TO THE SHORTEST PERIOD PERMITTED BY LAW. COMPANY SHALL NOT BE LIABLE FOR DELAYS, INTERRUPTIONS, SERVICE FAILURES AND OTHER PROBLEMS INHERENT IN USE OF THE INTERNET AND ELECTRONIC COMMUNICATIONS OR OTHER SYSTEMS OUTSIDE THE REASONABLE CONTROL OF COMPANY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER COMPANY NOR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY REPRESENTATION, WARRANTY OR GUARANTEE AS TO THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, TRUTH, AVAILABILITY, ACCURACY OR COMPLETENESS OF ANY PRODUCTS OR ANY CONTENT THEREIN OR GENERATED THEREWITH, OR THAT: (A) THE USE OF ANY PRODUCTS WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE; (B) THE PRODUCTS WILL

OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM, APPLICATIONS, UTILITIES, MEMORY RESIDENT PROGRAMS, OR DATA; (C) THE PRODUCTS AND ANY SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY CLIENT WILL MEET CLIENT'S REQUIREMENTS OR EXPECTATIONS); (D) ANY STORED DATA WILL BE ACCURATE OR RELIABLE OR THAT ANY STORED DATA WILL NOT BE LOST OR CORRUPTED; (E) ERRORS OR DEFECTS WILL BE CORRECTED; OR (F) THE PRODUCTS (OR ANY SERVER(S) THAT MAKE A SERVICE AVAILABLE) ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THIS DISCLAIMER OF WARRANTIES IS AN ESSENTIAL CONDITION OF THE AGREEMENT.

- (e) Company assumes no responsibility for the use of superseded, outdated, modified, combined or uncorrected versions of the Software. The warranty stated in this section does not apply should the Client reject or not use any previously provided Software corrections, updates, patches, or modifications supplied or made available to it.

8. Proprietary Rights and Restrictions. The Software and Documentation is the sole property of Company and contains copyrighted, confidential and trade secret information which may not be disclosed to any third parties absent advance, written consent of Company. Client shall keep the Software and Documentation free and clear of all claims, liens and encumbrances of any nature whatsoever. Client shall take all reasonable measures necessary to protect and maintain the confidential and proprietary character of the confidential information, Software and Documentation.

9. Further Restrictions. Client may not use the software to: (i) provide competitive information about Routematch or its third party suppliers to anyone; (ii) create or assist in the creation of a digital map database of any kind; (iii) assist or use in in-flight navigation.

10. Intellectual Property Infringement. If a third party claims that the Software, or Documentation infringe any patent, copyright, trade secret, or any similar intellectual property right, Company shall defend Client against such claim at Company's expense and shall pay all damages that a court finally awards, provided that Client promptly notifies Company in writing of the claim, cooperates fully with Company in the defense of any such claims, and allows Company to control the defense thereof and/or any related settlement negotiations. If such a claim is made or appears possible, Company will, at its sole option and expense, either: (1) procure for Client the right to continue using the Software Users Manuals, and/or Deliverables; (2) replace or modify the Software Users Manuals, or Deliverables so that it becomes non-infringing; or, (3) if it is not possible or in Company's sole discretion is not economically feasible for Company to so procure such right or so replace or modify the Software, require the return of the Software and upon such return repay to Client the unused portion of the applicable license fee amortized over a five (5) year period from the Effective Date and any annual technical support fees paid by Client for the remainder of the then current Term for such technical support services. Company shall have no obligation for any claim based on Client's modification of the Software or Client's unauthorized use of the Software, including, but not limited to, the combination, operation or use of the Software with any product, data or apparatus not specified or provided by Company. THIS PARAGRAPH STATES COMPANY'S ENTIRE OBLIGATION TO CLIENT WITH RESPECT TO ANY CLAIM OF INFRINGEMENT.

11. License to Resulting Data. Company may collect and store analytical and usage data arising out of Client's use of the Software ("Analytic Data"). Client grants to Company a limited, non-exclusive, perpetual, worldwide, royalty-free license to use, copy, transmit, sub-license, index, model, aggregate (including with other customers' data), publish, display and distribute any anonymous information derived from Analytic Data collected during the term of the Agreement solely for (i) purposes of providing services to Client (including providing to third parties, as necessary), and (ii) benchmarking, analysis, improvement, reporting on, promotion of and further development of the Software. Company shall not use or disclose the Analytic Data in a manner which would identify Client without its advance written permission. Company shall store all collected data in compliance with all applicable laws.

12. Export Control Laws. The Client shall not export or re-export the Software, any part thereof, to any country, person or entity subject to United States export restrictions. Furthermore, Client agrees to comply with all of the export and re-export restrictions and regulations imposed by the governments of the United States and/or any country to which the Software is shipped.

13. Included open source components. Portions of the Software may use or contain open source software components and programs. In such cases, the use of the Software shall be additionally governed by the terms of any open source licenses embedded therein. The list of open source software and license terms is available at https://www.routematch.com/RM_3rd_Party.pdf.

MOBILE DEVICE MANAGEMENT TERMS AND CONDITIONS

Functionality. The Mobile Device Management Software ("MDM") product shall provide the below listed functionalities for the tablets on which the MDM is installed:

- Real time reporting respecting: Asset tracking, call log tracking, jobs deployed, installed job report, device health report, device history, data usage, device connected, app version;
- Allow Client and Company to remotely view the device, interact with the device (touch emulation), download files, and upload files;

Client Obligations. Client shall be responsible for:

- Creating a user account login's and maintaining the username and password for such account;
- Ensuring the tablet is turned on in case Company needs to access or update it;
- Installing Operating System updates when necessary;

- If Company is not installing the MDM for Client, Client must follow the enrollment instructions provided to it in order to download the MDM agent and enroll the applicable devices.

Company Obligations. Company shall be responsible for:

- Hosting the web portal for displaying and viewing device information for those devices who have installed the MDM at <https://mdm.routematch.com>;
- Installing, managing and updating purchased Company applications and software onto those tablets that have installed the MDM;
- Placing tablets that have installed the MDM into 'Kiosk' mode when requested by Client, or when Company deems necessary for the safety of the infrastructure, software, in case of emergency or for routine operation, as requested by Client;
- Company may suspend Client access to the MDM if Client is in default respecting payment obligations to Company;
- Company shall delete Client accounts when the respective term Client has agreed to has terminated.

MDM Software License Terms.

1. License Grant. Subject to the terms and conditions of this Agreement, Company grants to Client a limited, revocable, personal, non-sublicensable, non-exclusive, non-transferable, worldwide license to the mobile device management software (the "**Software**") in order to: (i) install the Software for which activation keys have been issued by Company; (ii) use the Software, in accordance with the documentation subject to applicable restrictions; (iii) install and use the Software on the number of devices the license is purchased for, beginning on the Effective Date, and lasting for so long as Client is paying its Support and Maintenance fees (the "**License Term**"). The Software is licensed as a single product. Company's supplier reserves all rights in the Software not expressly granted to Client in this Agreement.

2. Right and Scope of Company Access. Company shall have the right and ability to remotely access Client devices loaded with the software for the purposes of: (a) updating Company's previously installed software with updates, bug patches, fixes, required workarounds and/or upgrades when purchased by the Client; (b) management of the map data loaded onto the device, including updates, upgrades, and replacements; (c) to view screens and interact with and download information from the device in real time to support and troubleshoot Client's use of the device in interaction with Company's software used by such device.

3. Ownership rights. This license grants no ownership rights to Client and is not a sale of any rights in the Software or the Documentation. Company's supplier shall own and retain ownership of all right, title, and interest in and to (i) the Software and any copies thereof; (ii) the Documentation and any copies thereof; (iii) any ideas, suggestions, or feedback from You relating to the Software and Documentation ("**Feedback**"); and (iv) all intellectual property rights embodied within the foregoing (i)-(iii). Client hereby irrevocably assigns and agrees to assign all of Client's right, title, and interest in and to any Feedback to Company's supplier. To the extent such Feedback cannot be assigned, Client hereby grants and agrees to grant to Company's supplier at no charge, a perpetual, irrevocable, royalty-free, worldwide right and license to use, reproduce, disclose, sublicense, distribute, modify, and otherwise exploit the Feedback without restriction.

4. Restrictions on use. Client may not: (i) modify, disassemble, de-compile, reverse engineer, or otherwise attempt to determine the source code from the object code of the Software or knowingly permit or encourage any third party to do so; (ii) use the Software in any manner to provide service bureau, time-sharing or other computer services to third parties; (iii) use the Software, or allow the transfer, transmission, export, or re-export of the Software or portion thereof in violation of any export control laws or regulations administered by any government agency; or (iv) copy or replicate the documentation provided in relation to the Software in any form. Upon reasonable notice to Client, Company's supplier may, either itself or through an independent third-party auditor, audit Client's use of the Software not more than once per year, with prior written notice to Client.

5. Third Party Terms. The Software may contain third-party components created and separately licensed to Client by third parties. These third-party components, if any, are subject to special license terms and conditions found at <https://www.42gears.com/third-party-libraries-terms>. COMPANY AND COMPANY SUPPLIER PROVIDES THE THIRD-PARTY COMPONENTS TO CLIENT ON "AS IS" BASIS WITHOUT WARRANTY FROM COMPANY OF ANY KIND.

6. Confidentiality. The Software and Documentation contain Company supplier's trade secrets, as well as information that is proprietary and confidential information to supplier. Client agrees: (i) not to use or disclose the Software or documentation in any way except as expressly permitted hereunder (ii) to hold the Software and documentation in strict confidence and to protect its confidentiality with the same degree of care that it protects its similar confidential information, but in no event less than reasonable care.

7. Software Operation Disclaimer. Client agrees that it is are aware that the function of the Software provided by Company hereunder is to configure which applications and device features can be used by a Client's Authorized User in Android based tablets and smartphones. The use of Software may cause the emergency call/emergency dial feature cease to operate in the devices on which the Software is installed. Company's supplier is not aware of Client's intended use of the Software and does not make any representation that the Software will meet the requirements of the Client. Client is expressly forbidden from using any part of the Software in life saving or life critical applications without the expressed written permission from Company's supplier.

Notwithstanding anything to the contrary in this Agreement, neither Company nor its supplier will be liable for any damages (direct, indirect or consequential) arising from device malfunction caused by the operation of the Software.

8. Compliance with Laws. The Client warrants that it will comply with applicable laws in downloading and/or using the Software pursuant to these terms. Client further warrants that it will not use the Software (i) either in its entirety or (ii) any features/functionalities of the Software, if the Software or any feature/functionality of the Software is not in compliance with Client's applicable laws and Client will indemnify Company and its supplier, as well as their affiliates and their directors, officers, employees and agents from any third party claims, losses, damages or penalties (including reasonable attorney fees) arising from Client's breach of this warranty. Client shall indemnify Company and its supplier for any third-party claim brought against Company due to Client's gross negligence or willful misconduct.

9. Limited Warranty. Company hereby warrants that to its knowledge it has the necessary rights and title to license the Software to the Client.

10. Disclaimer of Warranties. EXCEPT AS EXPRESSLY SET FORTH HEREIN, THE SOFTWARE IS PROVIDED 'AS IS' AND COMPANY AND ITS SUPPLIER MAKES NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE SOFTWARE, ACCOMPANYING DOCUMENTATION, MAINTENANCE AND SUPPORT SERVICES OR ANY OTHER MATERIALS (TANGIBLE OR INTANGIBLE) OR SERVICES SUPPLIED BY COMPANY OR ITS SUPPLIER AND COMPANY AND ITS SUPPLIER HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INTERFERENCE, ACCURACY OF DATA AND NON-INFRINGEMENT.

11. Limitation of Liability. TO THE MAXIMUM EXTENT PERMITTED BY LAW, COMPANY AND ITS SUPPLIER SHALL NOT BE LIABLE FOR ANY INDIRECT, EXEMPLARY, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND (INCLUDING WITHOUT LIMITATION LOST PROFITS, BUSINESS INTERRUPTION, LOST DATA, STATUTORY OR COMMON LAW ATTORNEY FEES, LOST BUSINESS INFORMATION OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES), EVEN IF COMPANY OR ITS SUPPLIER KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. COMPANY'S AND SUPPLIER'S CUMULATIVE LIABILITY TO CLIENT, FROM ALL CAUSES OF ACTION AND ALL THEORIES OF LIABILITY, WILL BE LIMITED TO AND SHALL NOT EXCEED THE FEES ACTUALLY PAID BY CLIENT TO COMPANY FOR THE SOFTWARE IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE CLAIM. THE DISCLAIMER OF WARRANTIES AND LIMITATIONS OF LIABILITY CONTAINED IN THIS AGREEMENT ARE FUNDAMENTAL PARTS OF THE BASIS OF COMPANY'S LICENSE HEREUNDER, AND CLIENT ACKNOWLEDGES THAT COMPANY WOULD NOT BE ABLE TO PROVIDE THE SOFTWARE TO CLIENT WITHOUT SUCH LIMITATIONS. THE FOREGOING LIMITATIONS WILL APPLY NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY HEREIN.