

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



June 13, 2017
1:30-3:30 p.m.

San Mateo County Paratransit Coordinating Council (PCC)

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Please note: We now have personal amplification devices available for this meeting; if you would like amplification, please advise Erin Swartz, PCC Staff. Due to the sensitivity of this device, it is important to refrain from personal conversations for the duration of the meeting.

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Scheduled Meetings for 2017

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative-Committee	Education Committee	CTC Coastside Transportation Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	2 nd Tuesday Monthly	1 st Friday Bi-Monthly conference call	Senior Coastsiders 925 Main Street, Half Moon Bay	1 st Wednesday Monthly	To be Determined
**No August Meeting	**No August Meeting				**No August Meeting
1:30-3:30 p.m.	11:30-12:30 p.m.	1:00 p.m.	9:30-11:00 a.m.	2:00 p.m.	1:30-3:00 p.m.
January 10, 2017	January 10, 2017			January 4, 2017	TBA
February 14, 2017	February 14, 2017	February 3, 2017		February 1, 2017	TBA
March 14, 2017	March 14, 2017		March 16, 2017 (Cancelled)	March 1, 2017	TBA
April 11, 2017	April 11, 2017	April 7, 2017	April 6, 2017 (Re-scheduled Meeting from March)	April 5, 2017	TBA
May 9, 2017 Meeting from 4:00-5:30 p.m.	May 9, 2017 Meeting from 2:30-3:30 p.m.			May 3, 2017	TBA
June 13, 2017	June 13, 2017	June 2, 2017	June 15, 2017	June 7, 2017	June 8, 2017
July 11, 2017	July 11, 2017			July 5, 2017	TBA
NO MEETING	**NO MEETING**	August 4, 2017		August 2, 2017	TBA
September 12, 2017	September 12, 2017		September 21, 2017	September 6, 2017	TBA
October 10, 2017	October 10, 2017	October 6, 2017		October 4, 2017	TBA
November 14, 2017	November 14, 2017			November 1, 2017	TBA
December 12, 2017	December 12, 2017	December 1, 2017	December 14, 2017	December 6, 2017	TBA

AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting
SamTrans 2nd Floor Auditorium
1250 San Carlos Avenue, San Carlos, CA 94070
June 13, 2017**

- | | |
|--|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of April 2017 Meeting Minutes | 1:40 |
| 5. Presentation by Shruti Dhapodkar from San Mateo County Office of Emergency Services | 1:45 |
| 6. Committee Reports | 2:15 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair | |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| E. Nominating Committee | |
| 1. *Approval of New PCC Member | |
| 7. SamTrans / Redi-Wheels Reports | 2:40 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson | |
| D. Safety Report—Dave Daley | |
| 8. Liaison Reports | 3:00 |
| A. Coastside—Cara Schmaljohn | |
| B. Agency—Barbara Kalt | |
| C. Efficiency Review Update (ERC)—Aki Eejima | |
| D. Commission on Aging (COA)—Sandra Lang | |
| E. Commission on Disabilities (COD) | |
| F. Center for Independence of Individuals with Disabilities (CID)—Benjamin McMullan | |
| 9. Other Business | 3:25 |

***Action Item**

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)**

**MEETING MINUTES
April 11, 2017**

ATTENDANCE: Members Present: Mike Levinson, Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Aki Eejima, Consumer; Sammi (Wilhelmina) Riley, Consumer; Monica Colondres, Community Resident; Barbara Kalt, Rosener House; Maria Kozak, Consumer; Judy Garcia, Consumer; Dale Edwards, Consumer; and Sandra Lang, COA.

GUESTS: Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; Bill Welch (Ret.), SamTrans; Dave Daley, First Transit; John Sanderson, SamTrans; and Benjamin McMullan, CiD.

ABSENTEES: Susan Capeloto, Department of Rehabilitation; Patty Clement-Cihak, Catholic Charities; and Marie Violet, Sequoia Hospital.

(Member Attendance 11; Quorum—Yes)

WELCOME/INTRODUCTION

Mike called the meeting to order at 1:30 p.m. and welcomed all to the April PCC meeting.

APPROVAL OF THE MARCH PCC MINUTES

Dinae motioned to approve the March PCC meeting minutes and Mike seconded the motion. Judy, Aki, and Dale abstained from voting to approve the minutes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Mike reported that the PAL Committee met today, prior to the PCC. Laurie Low from SamTrans gave the quarterly legislative update. She shared information about SB 1, which will provide additional funding for a variety of transit projects. Laurie also discussed changes to federal funding that are being anticipated.

Tina reported that SamTrans is anticipating implementation of the Same-Day Reminder Calls (formerly referred to as Imminent Arrival Calls) by next week. Maria asked Tina about the window of time that is being to be used for rides that are in route to a customer. Tina said that the calls will go out to customers when their ride is 5-20 minutes away. Barbara clarified that Same-Day Reminder Calls were formerly referred to as Imminent Arrival Calls. Maria asked Tina where problems with calls should be directed. Tina and Barbara discussed how consumers will be notified of the Same-Day Reminder Calls that they are going to begin receiving. Tina said that an announcement will be made on the ride reservation line. Monica confirmed with Tina that customers using subscription and group trips will eventually begin receiving Same-Day Reminder Calls, as well.

Richard reported on data collection from TNCs operating in New York City.

Mike reminded the PCC members that the First Transit Appreciation Party is scheduled for Tuesday, May 9, 2017. On that day, the PAL Committee will meet from 2:30-3:30 p.m. and the PCC will meet from 4:00-5:30 p.m.

B. GRANT/BUDGET REVIEW

Barbara reported that there are no updates for this month.

C. EDUCATION COMMITTEE

Sammi reported that Education Committee held a conference call on Friday, April 7. The Education Committee discussed upcoming outreach opportunities, along with a PCC member recruitment project. The PCC gave a presentation on April 5 at Lesley Towers in San Mateo. Approximately 30-40 people attended the luncheon and several people had questions following the presentation. Sammi invited interested individual to attend PCC meetings and to participate in the Consumer Corps.

On Wednesday, May 17, the Education Committee will participate in the Senior Information Fair in Pacifica and on Friday, May 19, Dinae and Mike will give a presentation at Senior Coastsiders in Half Moon Bay. Dates for the Transition to Independence Fair and Seniors on the Move events have not yet been announced.

The next Education Committee meeting will be a conference call that is scheduled for Friday, June 2, 2017 from 1:00 to 1:30 p.m.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee held a conference call on March 30. The Executive Committee discussed the IVR rollout, along with the First Transit Appreciation Party. Richard announced that proposed changes to the PCC website will be sent to Tina for final approval. Mike announced that there is an opening for Vice-Chair on the PCC and the PAL Committee.

Erin gave the quarterly Consumer Corps Report. Most rides taken by Consumer Corps members noted that Redi-Wheels Comment Cards were on display in non-taxi vehicles. On-Time Performance showed that over 90% of rides were within 20 minutes of the scheduled pick-up time. One Corps member reported a ride wait time of 40 minutes. Less than 10% of Consumer Corps members received Night Before Calls that were inaccurate/incomplete. Telephone hold times were reported in about 25% of the reports submitted by Corps members. Driver assistance continues to show a high level of satisfaction among Consumer Corps members on their trips. Most of the Consumer Corps trips this quarter were on Redi-Wheels vehicles. Taxicabs provided about 17% of the total number of trips and 1% of the trips were taken on a Redi-Coast vehicle. A vast majority of the Consumer Corps trip this quarter were less than 20 miles in length.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

Tina reported that SamTrans will be holding community meetings on the Coastside Transit Study starting next week. Tina will email Erin the meeting flyers to share with the PCC members. Event information is also available on the SamTrans website.

SamTrans is updating the 2006 Senior Mobility Action Plan. A stakeholder meeting was held in November 2016 and feedback from that meeting is being analyzed. Another stakeholder meeting will be planned, but has not been scheduled yet.

Aki asked Tina about the new Redi-Wheels ID cards that are being issued with magnetic stripes. For the individuals who have Redi-Wheels ID cards who use fixed-route transit, customers are being asked to swipe their cards in the fare box. Otherwise, Redi-Wheels customers with old cards can show their identification cards to the bus driver.

Barbara noted that the ridership numbers are probably low due to the large amount of stormy weather we have had in the past few months. Richard, Tina, and Barbara discussed the Complaints Standard is 2.5 valid complaints per 1000 trips. Dinae and Tina discussed the decrease in Inter-County transfer trips. Monica asked Tina and Dave about how late trips are handled for customers who are waiting. Dave commented that late

arrival trips during the day have more resources available to get a vehicle to a customer, while late arrival evening trips are more difficult to remedy quickly. Dave added that by using their software to project ahead, late trips can be managed more effectively. Dispatchers use vehicles already on the road as the primary solution for late trip arrivals.

B. Performance Measures Report

Trips requested in February 2017 were slightly lower than in February 2016, although Average Weekday Ridership is higher this year. Continued growth is anticipated. On-Time Performance, Productivity, and Average Phone Wait Time all met the standard. Taxi usage is trending downward.

C. Monthly Redi-Wheels Comment Statistics Report

John noted that some of the data in his monthly reports was not correct, so he will have updated information at the May meeting. The number of complaints so far in 2017 does not indicate any trends so far. Compliments for taxi drivers continue to be the greatest number of Customer Comments.

A new database for tracking customer comments was brought online on April 3. With the new database, tracking customer comments and response times should be more precise. Mike confirmed with John that the format of the monthly PCC reports will not change.

Safety Report

Dave reported that in March three preventable accidents took place. Two incidents were minor and one was more significant. All three drivers who were involved received retraining and all have returned to service. One taxi incident also occurred in March.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Mike reported that the most recent CTC meeting took place on April 6. Upcoming meetings and an annual report on Customer Comments were discussed. John said that he will plan to have a roll-up report ready for the June CTC meeting.

B. AGENCY

Barbara said that the scheduled driver change took place yesterday, which can sometimes cause disruptions as drivers become familiar with new routes. John encouraged the agency representatives to contact him if there are any service disruptions.

C. COMMISSION ON AGING (COA)

Sandra reported that the COA met on April 10. A presentation was given by Claire Ramsey from Justice in Aging. The San Mateo County Elder Index was used by the COA to examine income needs for seniors. Sandra also shared federal funding information for senior programs. In May, the COA will give their Annual Report for the San Mateo County Board of Supervisors. The COA has also produced a PSA to raise awareness about senior abuse. The next COA meeting will be on Wednesday, May 17.

D. COMMISSION ON DISABILITIES (COD)

No updates available.

E. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CiD)

Benjamin McMullan from CiD attended today's meeting. He said that CiD partners with COD to screen movies that help to raise awareness about individuals with disabilities. At CiD, there have been several staff changes. Benjamin noted that he is taking over Vincent's former role at CiD. Emergency Preparedness is going to be an ongoing topic of emphasis for the disability community.

F. DEPARTMENT OF REHABILITATION (DOR)

No updates available.

OTHER BUSINESS

Barbara announced that Rosener House is holding an Open House and shared flyers for the event. Barbara also announced that The Meals on Wheels Dine-Out is scheduled for May 9. Some participating restaurants will be open for diners at lunch.

The next PAL and PCC meetings will be held on Tuesday, May 9, 2017. The PAL Committee will meet from 2:30 to 3:30 p.m. and the PCC will meet from 4:00 to 5:30 p.m. The First Transit Appreciation Party will be held from 6:00 to 7:30 p.m. in the fourth-floor conference room in the SamTrans HQ building.

The First Transit Appreciation Party scheduled for Tuesday, May 9, from 6:00 to 7:30 p.m.

MEETING ADJOURNED 2:55 p.m.

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)**

**MEETING MINUTES
May 9, 2017**

ATTENDANCE: Members Present: Mike Levinson, Chair; John Sanderson, SamTrans; Dinae Cruise, Consumer; Aki Eejima, Consumer; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Maria Kozak, Consumer; and Sandra Lang, COA.

GUESTS: Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; Benjamin McMullan, CiD; Dave Daley, First Transit; Henry (Enrique) Silvas, SamTrans; Ashish John, SamTrans; and Talib Salamin, Serra Yellow Cab.

ABSENTEES: Tina Dubost, SamTrans; Monica Colondres, Community Resident; Susan Capeloto, Department of Rehabilitation; Patty Clement-Cihak, Catholic Charities; Judy Garcia, Consumer; Dale Edwards, Consumer; and Marie Violet, Sequoia Hospital.

(Member Attendance 8; Quorum—No)

WELCOME/INTRODUCTION

Mike called the meeting to order at 4:00 p.m. and welcomed all to the May PCC meeting.

APPROVAL OF THE APRIL PCC MINUTES

A quorum was not present for today's meeting, so the PCC members will vote to approve the April minutes at the June meeting.

COMMITTEE REPORTS

E. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Mike reported that the PAL Committee met today, prior to the PCC. Mike and John discussed pending transit project funding from the State of California. The PAL Committee also discussed issues with the Imminent Arrival Calls (also referred to as Same Day Calls). John reported that the IVR Imminent Arrival Call feature has been activated and is now making automated calls to customers. Between April 17 and May 5, a sample of over 3,000 calls showed that Redi-Wheels and taxicab vehicles arrived to pick up a customer within 20 minutes of the Imminent Arrival Call in about 75% of the trips. An earlier and smaller testing sample showed a slightly faster vehicle arrival time to pick up a customer.

Mike reminded the PCC members that the First Transit Appreciation Party is scheduled for this evening from 6:00-7:30 p.m.

F. GRANT/BUDGET REVIEW

Barbara reported that there are no updates for this month. She requested an end of the fiscal year report on budgeting for Nelson\Nygaard Consulting, along with the Redi-Wheels/RediCoast budget. John told Mike that an updated copy of the PCC's Work Directive would be ready soon. Richard encouraged the PCC members to submit requests for materials, so that the request can be reviewed and approved prior to the next budgeting cycle. Aki's request for portable microphones would need a proposal and specs for a specific product. Mike noted that 2-3 microphones could be used at retreats, regional conferences, outreach events and with guest speakers. John reminded the PCC members that billing for the PCC's expenses and hours works through many channels and may need to be clarified before a dollar amount can be confirmed for any discretionary spending that is desired.

G. EDUCATION COMMITTEE

On Wednesday, May 17, the Education Committee will participate in the Senior Information Fair in Pacifica and on Friday, May 19, Dinae and Mike will give a presentation at Senior Coastsiders in Half Moon Bay. Dates for the Transition to Independence Fair and Seniors on the Move events have not yet been announced.

The next Education Committee meeting will be a conference call that is scheduled for Friday, June 2, 2017 from 1:00 to 1:30 p.m.

H. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee held a conference call Monday, May 1. The Executive Committee discussed service and communication issues with implementation of IVR Imminent Arrival Calls (also referred to as Same-Day Calls). Mike shared his report with the SamTrans Board of Directors at the May meeting. Maria shared her experience with the IVR calls that she has been receiving.

Barbara asked why some of her Rosener House clients are receiving IVR calls when none of the calls are needed on an agency trip. John agreed to follow-up with Barbara to identify which customer accounts might need to be updated. John clarified that agency trips, like those to Rosener House, are arranged differently than individual customer trips. Maria shared her experience with IVR calls for rides that do not arrive on time.

Barbara reported for the Nominating Committee. She said that the PCC members will vote to approve the application of Benjamin McMullan at the June meeting.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

John provided the SamTrans reports in Tina's absence today.

B. Performance Measures Report

John reported that between February and March 2017, there was a large increase in additional ride requests. Agency trips also increased during that time frame. The Total Trips Served graph showed the sharp increase. Taxis, as a percentage of Total Trips was at 28% in March 2017. On-Time Performance exceeded the standard at 92.4%. Productivity was 1.81 passengers per revenue vehicle hour in March 2017 and also exceeded the performance standard.

C. Monthly Redi-Wheels Comment Statistics Report

In the Comments Report, valid customer Comments were mostly compliments. Customer complaints were mainly regarding Driver Conduct, Late Vehicles, and Missed Trips. Service Related Average Response Time to customers for compliments has been shorter than Policy Related Comments and Service Related Comments. John noted that the Policy and Service Related Comments generally take longer to investigate and resolve for customers.

Richard asked Dave about accommodating the increase in customer ride requests. Dave commented that average daily ridership was managed by adjusting Redi-Wheels rides during mid-day to handle the flow of passengers.

Mike complimented the First Transit reservation staff on their consistency in reviewing each customer's ride at the end of each call. Aki commented that he has had several calls without any hold time. Richard and Dave discussed industry standards for hour-by-hour hold times. Dave discussed how First Transit accommodates customers when the reservation phone lines are busy.

Safety Report

Dave reported that in April, there was one minor, preventable accident. Two minor non-preventable incidents occurred. No taxi incidents were reported.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

The next CTC meeting is scheduled for June 15.

B. AGENCY

Barbara reported on customer issues at Rosener House. One of her client's families had worked to schedule an evaluation appointment and was initially given a very distant appointment date. With Tina's help, the client was evaluated earlier because of a cancellation. Barbara asked John about how long new customers have to wait to be evaluated. Redi-Wheels is investigating this situation to determine how it can be improved. Usually, new customers are evaluated within two weeks of their request. Richard commented that according to FTA guidelines, there have been findings written for appointments that extend more than two weeks out. Mike suggested granting temporary eligibility for individuals who are renewing and face distant appointment dates.

Barbara also shared challenges that Rosener House is experiencing with the morning pick-ups. Some of her clients are waiting up to an hour for their rides. Different drivers are working with her site in the morning and afternoons since the shift change a month ago. Dave commented that shifting high-capacity vehicles to run early in the morning and late in the afternoon presents challenges for scheduling drivers.

Barbara also reported that she met with Nancy from Senior Focus and learned that the programs there have moved to a different schedule. Senior Focus has not had any issues with rides for their clients.

C. COMMISSION ON AGING (COA)

Sandra reported that May is Older Americans Month. The Proclamation was presented to the COA at their meeting yesterday. The COA has expressed interest in having a presentation from Redi-Wheels to learn more about paratransit service. Sandra has a list of representatives to contact, if members of the PCC wish to share their concerns or support for specific transit-related issues. COA will host a booth at the San Mateo County Fair in June. They will also be participating in the Seniors on the Square event in Redwood City. The COA is working to gather data about middle-income seniors.

D. COMMISSION ON DISABILITIES (COD)

Benjamin reported that COD is working to advocate for individuals with disabilities who are in the prison system. COD is also protesting HR 620 at Jackie Speier's office.

E. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CiD)

Benjamin shared a flier via email with the PCC members about the protest / rally at Jackie Speier's office that is being sponsored by CiD. An emergency preparedness event has been scheduled for June 6. Benjamin has more information about the Disability Capital Action Day in Sacramento for interested individuals. He will share a flier with Erin to send out to the PCC members.

OTHER BUSINESS

The First Transit Appreciation Party will take place today on the 4th floor of the SamTrans Building, starting at 5:30 p.m. today.

John reported that he met with Caltrain staff to begin the early stages of planning for an emergency preparedness drill. John said that he will send out an announcement and request for volunteers when the event details have been finalized.

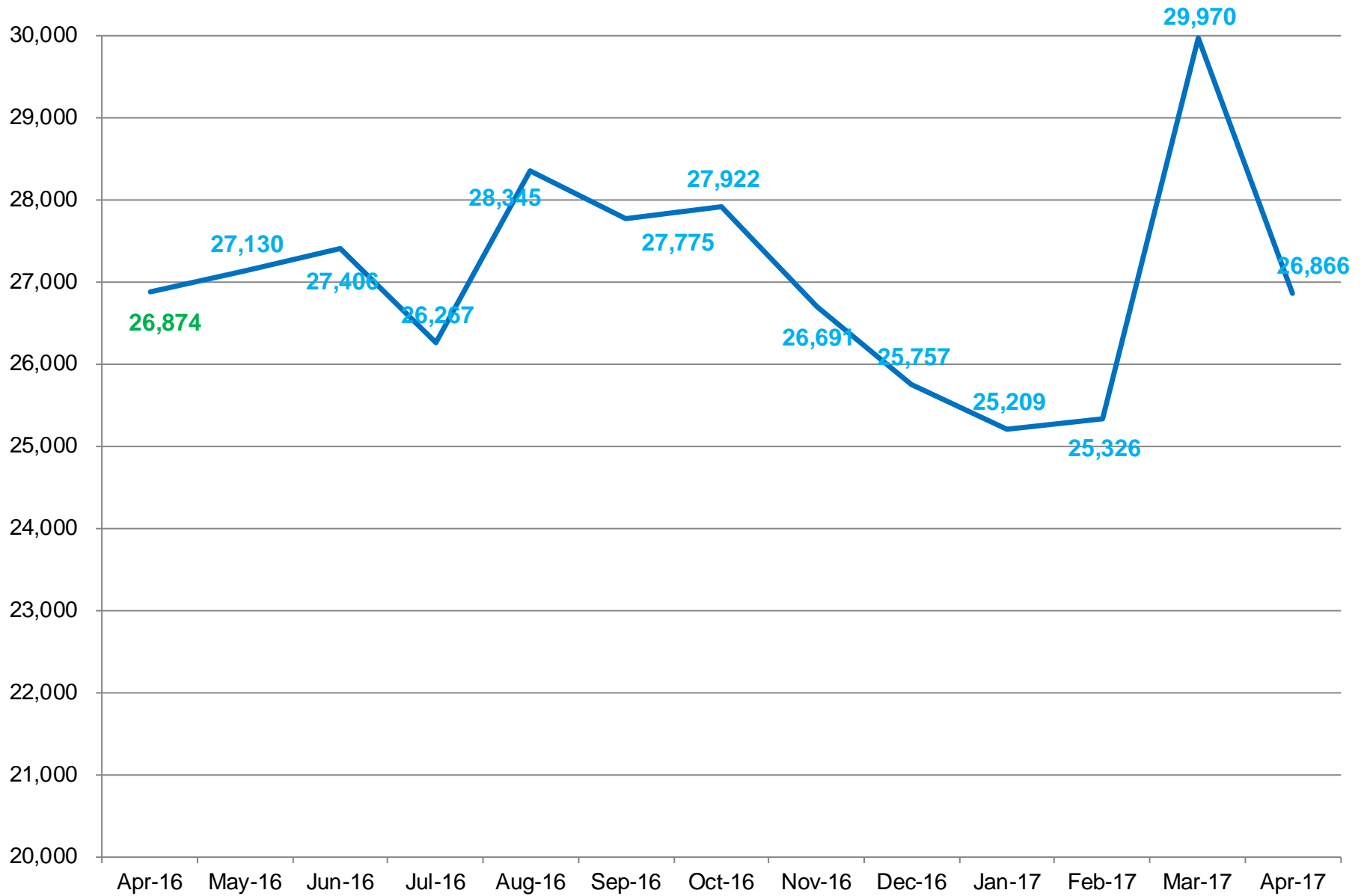
The next PAL and PCC meetings will be held on Tuesday, June 13, 2017. The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30-3:30 p.m.

MEETING ADJOURNED 5:22 p.m.

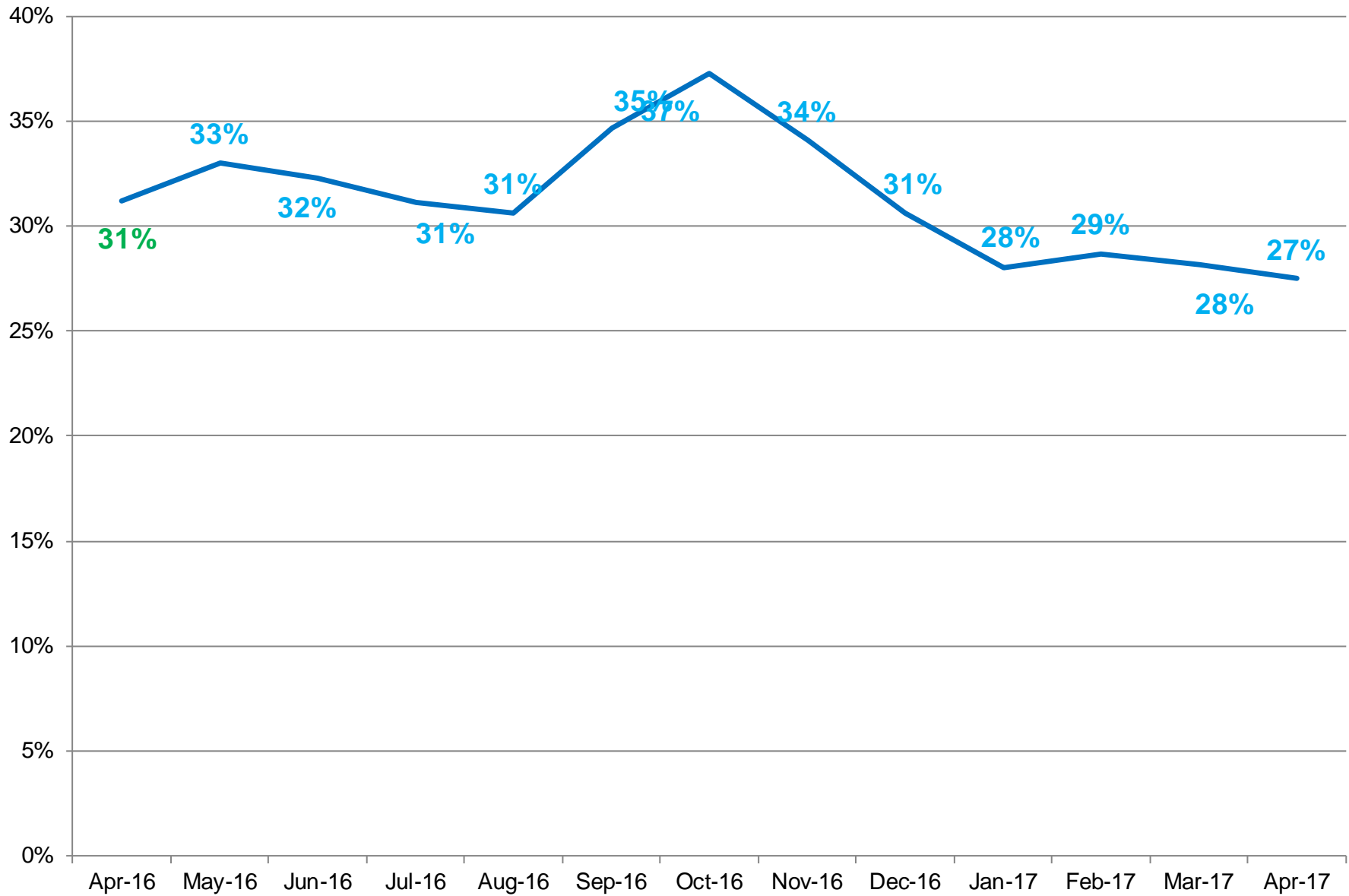
Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	Prev. Yr. Average
1. Total trips requested	31,515	32,384	32,320	31,461	33,362	32,756	32,948	32,662	31,857	30,777	30,380	35,289	32,135	31,416
2. Trips scheduled	29,663	29,908	29,718	28,956	31,266	30,495	30,652	29,282	28,534	28,133	28,021	32,779	29,501	29,369
a. Same day cancels	2,060	2,008	1,565	1,968	2,057	1,960	1,847	1,719	1,882	2,020	1,854	1,846	1,798	1,958
% of trips scheduled	6.9%	7%	5.3%	6.8%	6.6%	6.4%	6.0%	5.9%	6.6%	7.2%	6.6%	5.6%	6.1%	6.7%
b. Late cancels	392	360	405	422	482	443	523	521	510	550	438	514	524	411
% of trips scheduled	1.3%	1.2%	1.4%	1.5%	1.5%	1.5%	1.7%	1.8%	1.8%	2.0%	1.6%	1.6%	1.8%	1.4%
c. Total customer no-shows	337	410	342	299	382	314	358	351	384	354	402	449	313	364
% of trips scheduled	1.1%	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%	1.2%	1.3%	1.3%	1.4%	1.4%	1.1%	1.2%
d. No-show (operator)	2	0	1	0	0	3	2	0	1	0	1	0	0	2
3. Total trips served	26,874	27,130	27,406	26,267	28,345	27,775	27,922	26,691	25,757	25,209	25,326	29,970	26,866	26,634
a. Average weekday riders	1,117	1,116	1,099	1,104	1,097	1,152	1,143	1,108	1,042	1,038	1,107	1,157	1,139	1,084
b. Advance reservation	18,054	18,464	18,821	18,073	18,992	18,866	19,158	18,405	17,870	17,367	17,696	20,303	18,200	18,147
c. Agency trips	4,042	4,043	4,210	3,847	4,497	4,119	4,008	3,680	3,617	3,551	3,390	4,375	3,922	3,939
d. Individual subscription	4,778	4,623	4,375	4,347	4,856	4,790	4,756	4,606	4,270	4,291	4,240	5,292	4,744	4,548
e. Taxi trips	8,383	8,953	8,853	8,184	8,678	9,630	10,404	9,095	7,883	7,061	7,266	8,444	7,384	7,621
<i>(taxi % of total trips)</i>	31%	33%	32%	31%	31%	35%	37%	34%	31%	28%	29%	28%	27%	29%
4. Total Redi-Wheels riders	2,201	2,269	2,317	2,238	2,329	2,351	2,340	2,324	2,307	2,235	2,297	2,389	2,294	2,240
5. Inter-County Transfer Trips	200	232	222	202	194	209	189	157	129	146	120	185	205	246
6. On-time performance ¹	91.9%	92.1%	93.5%	92.6%	93.8%	92.2%	92.6%	92.3%	92.3%	92.9%	92.0%	92.4%	92.4%	91%
7. Productivity (psgrs/rvh) ²	1.83	1.83	1.81	1.87	1.81	1.84	1.90	1.77	1.76	1.75	1.78	1.81	1.83	1.79
8. Complaints per 1000 trips	0.7	0.4	0.4	0.5	0.3	0.5	0.5	0.4	0.4	0.1	0.2	0.2	0.5	0.5
9. Compliments per 1000 trips	1.1	1.5	2.3	2.1	2.6	2.3	2.0	2.5	1.5	1.0	0.6	0.9	0.7	1.9
10. Avg phone wait time (mins) ³	1.2	1.0	1.1	1.2	0.9	1.0	1.0	0.8	0.8	0.7	0.9	0.8	1.1	1.32
5/27/2017														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

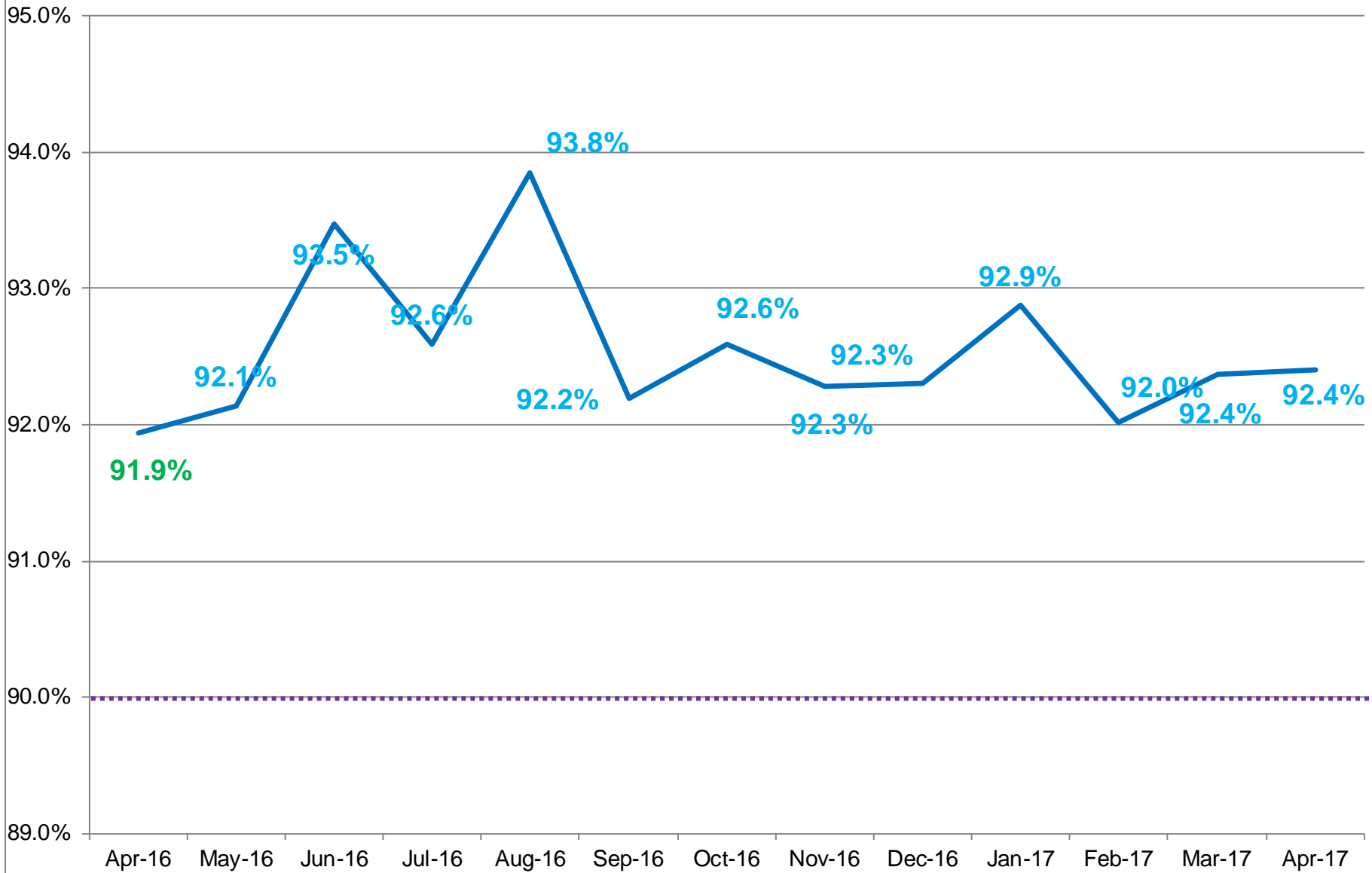
Total Trips Served



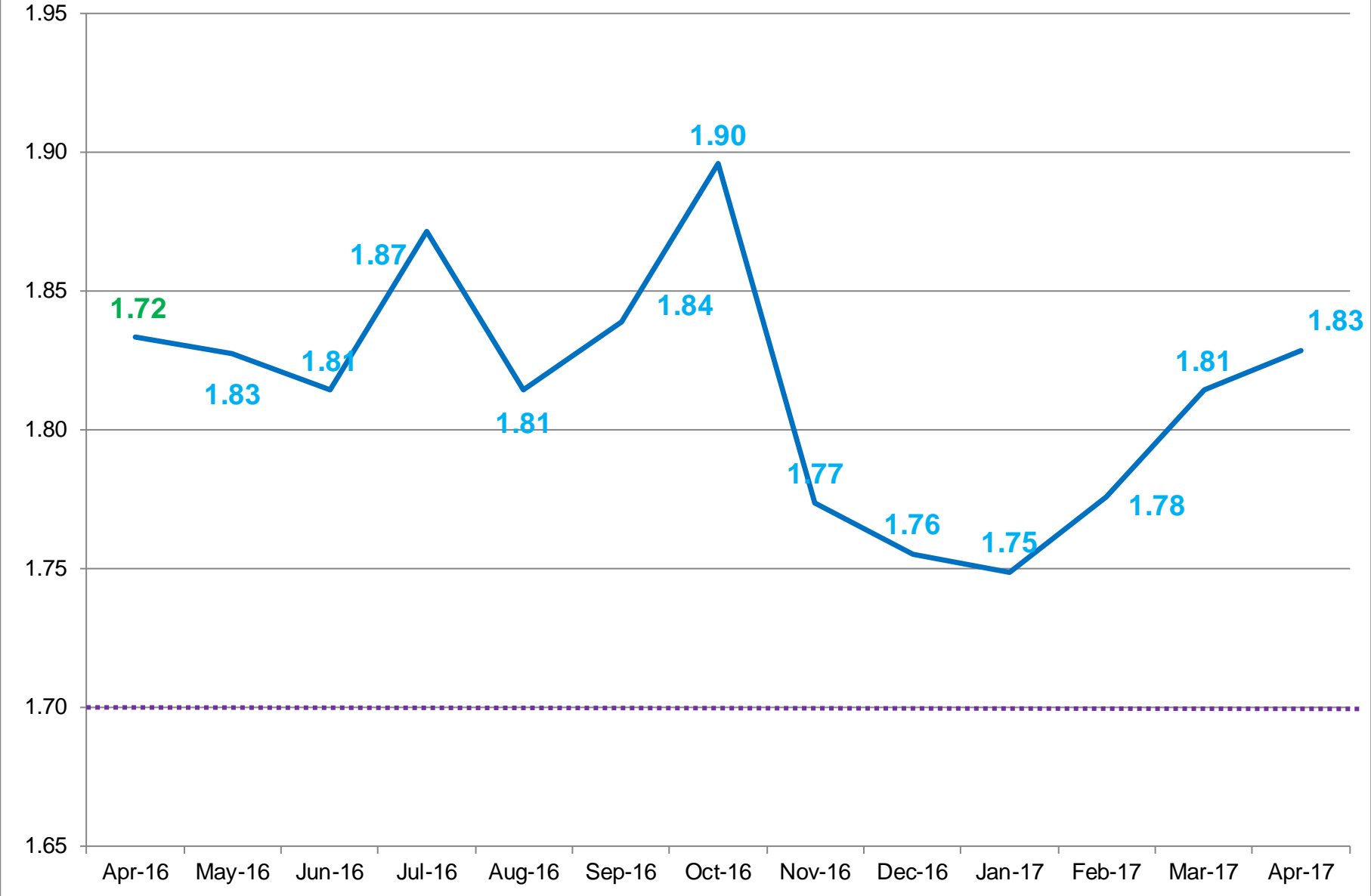
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



**Monthly Redi-Wheels Paratransit Comment Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

2017 Comments	March		April		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	29	6	30	12	99	30	30.30%
Compliment	29	29	20	18	104	102	98.08%
Complaint	29	6	30	12	99	30	30.30%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	0	0	0	0	N/A
Driver Conduct	7	3	6	2	23	9	39.13%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	0	0	2	1	3	1	33.33%
Driving Proficiency	1	0	5	0	13	1	7.69%
Early Vehicle	0	0	0	0	1	0	0.00%
Incident	2	1	0	0	3	2	66.67%
Late Vehicle	3	1	9	4	15	6	40.00%
Missed Trip	4	0	1	0	11	1	9.09%
No Callback	0	0	0	0	0	0	N/A
Reservation Error	0	0	0	0	0	0	N/A
Reservation System	0	0	0	0	0	0	N/A
Ride Time	0	0	0	0	0	0	N/A
Reservationist	0	0	0	0	0	0	N/A
Scheduling Error	0	0	0	0	0	0	N/A
Safety of Passenger	0	0	0	0	0	0	N/A
Subtotals	17	5	23	7	69	20	28.99%
Non-Service Related							
Phones	0	0	0	0	0	0	N/A
Policy Comment	6	0	2	1	14	2	14.29%
Service Request	3	1	4	4	12	8	66.67%
Vehicle	0	0	0	0	0	0	N/A
Vehicle Preference	1	0	1	0	2	0	0.00%
Vehicle Un-Needed	2	0	0	0	2	0	0.00%
Subtotals	12	1	7	5	30	10	33.33%

Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

2017 Comments	March		April		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	29,970		26,866		107,371	
Comments by Category**						
Compliment	29	0.97	18	0.67	102	0.95
Policy Related	1	0.03	5	0.19	10	0.09
Service Related	5	0.17	7	0.26	20	0.19
Total	35	1.17	30	1.12	132	1.23
Average Response Time to Customer (Working Days)‡						
Compliment		4.46		5.47		3.97
Policy Related		10.36		12.00		8.75
Service Related		9.13		18.53		11.28
Overall		7.00		12.63		7.09

*Calendar Year to Date

**Valid = Comments are considered Valid if they are found to be factually accurate, when investigated.

Partially valid comments are counted as valid.

†Valid Comments per 1000 Boardings

‡Includes: Non-Valid Comments; Excludes: weekends/holidays

Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Description	Definition
<u>Compliments</u>	Compliments of any kind
<u>Service Related Complaints</u>	
Ride Canceled	Customer's trip was canceled in error or for unknown reasons
Driver Assistance	Complaint about the level or quality of driver assistance
Driver Conduct	Dissatisfaction with driver conduct, attitude, appearance, actions, judgement
Trip Denial	Complaint about a denied trip
Dispatcher	Dissatisfaction with a dispatcher's actions or conduct
Driving Proficiency	Report of unsafe driving or poor driving practices
Early Vehicle Incident	Vehicle arrived more than 5 minutes before the scheduled pickup time
Late Vehicle	Vehicle arrived > 20 minutes after scheduled p/u time, or after the scheduled d/o time
Missed Trip	Customer was not picked up, or vehicle arrived > 60 minutes late
No Callback	Customer did not receive a callback regarding a time-change, etc.
Reservation Error	Wrong information taken for reservation, or incorrect trip booking
Reservation System	Complaint about the reservation system
Ride Time	Ride exceeded the trip-time standards
Reservationist	Dissatisfaction with reservationist's actions or conduct
Scheduling Error	Complaint about a scheduling error
Safety of Passenger	Complaint related to the passenger's safety - e.g. Wheelchair securement
<u>Non-Service Related Complaints</u>	
Phones	Dissatisfaction with telephone wait/hold times, etc.
Policy Comment	Comment about Redi-Wheels/RediCoast policies or rules
Service Request	Service request or suggestion
Vehicle	Complaint about the quality or condition of the vehicle - e.g. state of repair, cleanliness, etc.
Vehicle Preference	Request for service with, or not to be served by, a particular type of vehicle
Vehicle Un-Needed	Vehicle sent when not needed - e.g. already canceled
NOTE: Comments are considered VALID if they are found to be factually accurate, when investigated. ☐	
Partially valid comments are counted as valid.	