

San Mateo County  
Paratransit Coordinating Council

*Meeting Agenda and Minutes*



April 12, 2016  
4:00-5:30 p.m.

***San Mateo County Paratransit Coordinating Council (PCC)***

***P.O. Box 1035***

***San Carlos, CA 94070***

***Phone: (650) 299-1442***

***Fax: (888) 519-6279***

***Visit us Online! [www.sanmateopcc.org](http://www.sanmateopcc.org)***

***Email: [sanmateopcc2@gmail.com](mailto:sanmateopcc2@gmail.com)***

*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 2016**

<p align="center"><b>PCC</b> San Mateo County Paratransit Coordinating Council</p> <p align="center">2<sup>nd</sup> Tuesday Monthly</p> <p align="center"><b>**No August Meeting</b></p> <p align="center"><b>1:30-3:30 p.m.</b></p>	<p align="center"><b>PAL</b> Policy-Advocacy- Legislative- Committee</p> <p align="center">2<sup>nd</sup> Tuesday Monthly</p> <p align="center"><b>**No August Meeting</b></p> <p align="center"><b>11:30-12:30 p.m.</b></p>	<p align="center"><b>Education Committee</b></p> <p align="center">Bi-Monthly conference call</p> <p align="center"><b>**Meeting date/time TBA</b></p>	<p align="center"><b>CTC</b> Coastside Transportation Committee</p> <p align="center">3<sup>rd</sup> Tuesdays, Quarterly</p> <p align="center">Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center"><b>9:30-11:00 a.m.</b></p>	<p align="center"><b>SamTrans Board</b></p> <p align="center">1<sup>st</sup> Wednesday Monthly</p> <p align="center"><b>2:00 p.m.</b></p>	<p align="center"><b>ERC</b> Efficiency Review Committee</p> <p align="center">1<sup>st</sup> Tuesday Monthly</p> <p align="center"><b>**No August Meeting</b></p> <p align="center"><b>11:00-12:30 p.m.</b></p>
December 8, 2015	December 8, 2015 *11:30-1:00 p.m.		*Thursday, December 17, 2015	December 2, 2015	December 1, 2015
January 12, 2016	January 12, 2016	Cancelled		January 6, 2016	January 5, 2016
February 9, 2016	February 9, 2016	*February 17, 2016 12:00-12:45 p.m.		February 3, 2016	February 2, 2016
March 8, 2016	March 8, 2016	*March 2016	March 15, 2016	March 2, 2016	March 1, 2016
*April 12, 2016 4:00-5:30 p.m.	*April 12, 2016 2:30-3:30 p.m.			April 6, 2016	April 5, 2016
May 10, 2016	May 10, 2016	*May 2016		May 4, 2016	May 3, 2016
June 14, 2016	June 14, 2016		June 21, 2016	June 1, 2016	June 7, 2016
July 12, 2016	July 12, 2016	*July 2016		July 6, 2016	July 5, 2016
				August 3, 2016	
September 13, 2016	September 13, 2016		September 20, 2016	September 7, 2016	September 6, 2016
October 11, 2016	October 11, 2016	*October 2016		October 5, 2016	October 4, 2016
November 8, 2016	November 8, 2016			November 2, 2016	November 1, 2016
December 13, 2016	December 13, 2016	*December 2016	*Thursday, December 15, 2016	December 7, 2016	December 6, 2016

## AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting  
SamTrans 2<sup>nd</sup> Floor Auditorium  
1250 San Carlos Avenue, San Carlos, CA 94070  
April 12, 2016**

1. Pledge of Allegiance 4:00
2. Welcome/Roll Call 4:05
3. Introduction of Resource People 4:08
4. \*Approval of March Meeting Minutes 4:10
5. Committee Reports 4:12
  - A. Policy/Advocacy/Legislative—Mike Levinson and Vincent Merola, Co-Chairs
  - B. Budget/Grant Review—Barbara Kalt, Chair
  - C. Education—Maureen Dunn, Chair
  - D. Executive—Mike Levinson, Chair
    - 1) Consumer Corps Quarterly Report—Erin Swartz, PCC Staff
6. SamTrans / Redi-Wheels Reports 4:27
  - A. Operational Report—Tina Dubost
  - B. Performance Summary—Tina Dubost
  - C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson
  - D. Safety Report—Dave Daley
7. Liaison Reports 4:40
  - A. Coastside—Michal Settles/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)—Vincent Merola
  - F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola
  - G. Department of Rehabilitation (DOR)—Susan Capeloto/Ka’ili Crabbe
  - H. Office of Emergency Services – Vulnerable Populations (OES)—Janice Carter
9. Other Business 4:55

**\*Action Item**

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

**MEETING MINUTES  
March 8, 2016**

**ATTENDANCE:** Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Michal Settles, Coastside; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Maureen Dunn, Senior Focus; Sandra Lang, COA; Aki Eejima, Consumer; Marie Violet, Sequoia Hospital; Barbara Kalt, Rosener House; Patty Clement-Cihak, Catholic Charities; Ka'ili Crabbe, DOR; Judy Garcia, Consumer; Jim Engvall, COD; and Dale Edwards, Consumer.

**GUESTS:** Richard Weiner, Nelson-Nygaard Consulting Associates; Erin Swartz, PCC Staff; Dave Daley, First Transit; Talib Salamin, Serra Taxicab; Henry Silvas, SamTrans; Janice Carter, San Mateo County Office of Emergency Services – Sustainable Programs; Karambir Cheema, SamTrans; and Scott McMullan, Commission on Aging.

**ABSENTEES:** Sammi (Wilhelmina) Riley, Consumer and Maria Kozak, Consumer.

(Member Attendance 15; Quorum—YES.)

**WELCOME/INTRODUCTION**

Chair Mike Levinson called the meeting to order at 1:30 p.m. and welcomed all to the March PCC meeting. Mike announced that the First Transit Appreciation Party is planned to take place from 6:00-7:30 p.m. on Tuesday, April 12, 2016. PCC Members and guests interested in contributing toward the event can see Erin or Richard after today's meeting.

**APPROVAL OF THE FEBRUARY PCC MINUTES**

Vincent motioned and Barbara seconded the motion to approve the February PCC meeting minutes. No abstentions or corrections to the February PCC meeting minutes were noted.

**COMMITTEE REPORTS**

**A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (AL-COM)**

Vincent reported that the Summary of Proposed Redi-Wheels No-show / late cancel policy for February 2016 was discussed. The PAL Committee members also continued to explore advocacy and partnership opportunities for same-day hospital discharge service similar to a program that operates in Alameda County. Vincent noted that same-day service in Alameda County is supported by Alameda County tax measure funds. The PAL Committee will follow up with the Health Plan of San Mateo County to get more information. Last, the PAL Committee discussed Chapters 8 & 9 of the 2015 ADA Circular. Several topics of interest were listed for the PCC members to consider for input. The top three topics selected for further focus were: Negotiated fares for agencies, Discouraging use of service, and exceeding ADA minimum requirements/premium service.

**B. GRANT/BUDGET REVIEW**

Barbara reported that no grant and budget updates are available.

**C. EDUCATION COMMITTEE**

Maureen reported that a conference call was held in February. Since that time, the Education Committee has reached out to several senior centers in the community. The response has been positive and there appears to be high interest in the PCC giving presentations. In reference to recruiting new PCC members, Barbara followed up with Jenna French and Dale contacted Janice Carter from OES. Maureen and Mike discussed working with

Tina to update the Redi-Wheels FAQ handout used for outreach activities. Vincent added that the quality of the FAQ sheet would be more appealing if it was formatted like the fixed-route service materials used by SamTrans.

#### **D. EXECUTIVE COMMITTEE**

Mike reported that the Executive Committee last held a conference call on Monday, February 8, 2016. The next meeting will be scheduled to take place later this month to work on the First Transit Appreciation Party.

#### **SAMTRANS/REDI-WHEELS REPORT**

Tina handed out the Summary of Proposed No-show / late cancellation policy for February 2016. Tina said that Jim Rusconi will continue to work with Redi-Wheels customers to avoid accumulating No-shows / late cancels and that customers will continue to be sent a letter when they no-show or late cancel. Letters are sent out approximately every two weeks. Customers may be subject to suspension if they meet two requirements during a rolling 4-month period. The customer would have to accrue three or more no-shows/late cancels, in addition to having the no-shows/late cancels total at least 6% of their requested trips during the given time period.

Mike clarified that service suspension will be based on the frequency of the rider's use of Redi-Wheels. Michal asked about the first type of service suspension. Tina said that the suspension of service is a set number of sequential days, with a specific start and end date. Michal asked if agencies serving seniors and individuals with disabilities will have the opportunity to comment on changes to the No-show / late cancel policy outside of the PCC, ERC or PAL meetings. Maureen pointed out that affected individuals taking rides to adult day agencies would not have their service suspended for transport to that type of location.

Vincent motioned and Sandra seconded to vote in favor of supporting the SamTrans Summary of Proposed no-show / late cancel policy for February 2016. Tina said that before the updated policy is put in place, SamTrans will send out a letter with more information to all currently registered Redi-Wheels customers.

#### **A. Operational Report**

Tina reported that new turnstiles are being installed in the SamTrans lobby with an expected completion date in April 2016. The process for entering the SamTrans building will change and Tina offered to provide updates at next month's meeting about that process.

#### **B. Performance Summary**

Tina said that the Performance Measure Report showed that total ridership in Jan. 2016 was 7.5% higher than January of 2015. There is a consistent trend showing ridership increases. The number of individuals riding in a given month is increasing, while transfer trips are decreasing. On-time performance was 92.5% and productivity was 1.78 passengers per hour, both of which met the performance measure standard. Telephone hold time was 1.2 minutes and also met the performance standard. Tina said that the number of taxi trips has increased. Michal asked about the large proportion of taxi trips as a part of the total trips. Dave said that work is being done to add vehicles to the First Transit fleet to meet increased demand. Creating extra capacity among the Redi-Wheels vehicles is another option that is being explored. Aki, Dave and Tina discussed the process for increasing capacity to meet ridership demands. Maureen confirmed with Tina that no trip denials have been made.

#### **C. Monthly Redi-Wheels Comment Statistics Report**

Tina handed out updated copies of the Redi-Wheels Monthly Comment Statistics Report. Tina said that there was a big increase in Compliments in January 2016, when compared to Dec. 2015. The most common comments were about late vehicles, driver conduct, and missed trips. Non-service related comments include service requests, for situations like a no-show.

In the report, there were 16 valid complaints, out of a total of 34 complaints received in January. There were 3.28 complaints and compliments per 1000 trips. Response time for Service Related complaints is 7.24 days. Tina confirmed that Year to Date totals include February 2016, but the other columns do not include this data. Tina and Maureen discussed the amount of time needed to investigate and resolve customer complaints. Richard noted that a 10-day window to resolve complaints is the industry standard used by most transit agencies.

#### **D. Safety Report**

Dave reported that in February 2016, one minor Redi-Wheels incident occurred that resulted in no injuries. One taxi incident was also logged and related to securing a passenger. Dave said that the driver was removed from service as a result of this incident. Dinae commented that taxi drivers do not always check to see if she is secured. Dave and his staff are providing additional oversight to prevent this issue from occurring again. Dave and Mike discussed the types of training that all First Transit drivers are required to complete before transporting customers. Dave confirmed that, regarding customer service and securement, taxi drivers providing Redi-Wheels service are required to meet the same performance standards as drivers directly employed by Redi-Wheels. Talib confirmed that taxi drivers receive training to transport paratransit customers, as well.

### **LIAISON REPORTS**

#### **A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)**

Michal reported that the first quarterly meeting of 2016 is scheduled for Tuesday, March 15 from 9:30 to 11:00 a.m. at 925 Main Street in Half Moon Bay.

Michal followed up on an issue that she brought up at the February PCC meeting. Michal said that Hope Services is working to have their clients use fixed-route bus service, but that the clients reported being subject to disturbing behavior by a non-agency bus rider. Additionally, the disruptive individual was in the same area as the individuals who complained about his behavior and has been observed at the Hope Services offices, although he is not a resident of the building or a Hope Services client. Hope Services is working with SamTrans and the Half Moon Bay Police Department to explore options to address the concerns. Tina and Michal agreed to continue discussing this issue after today's meeting. Michal will be out of town in April, but Cara Schmaljohn will attend the PCC meeting as a Coastsides representative in her absence.

#### **B. AGENCY**

Barbara reported that the agencies have not recently met with First Transit or Redi-Wheels recently and that the service seems to be going well.

#### **C. EFFICIENCY REVIEW COMMITTEE (ERC)**

Aki reported that the ERC met last week and reviewed a draft copy of the Summary of Proposed No-show / late cancel policy for February 2016. Related updates to the Redi-Wheels Mobility Guide were also discussed. The ERC also continued discussing implementing beta testing for IVR calls. The next ERC meeting is scheduled for April 5, 2016.

#### **D. COMMISSION ON AGING (COA)**

Sandra reported that the COA will meet at 9:00 a.m. on March 15, 2016 at 225 – 37<sup>th</sup> Avenue in San Mateo. Sandra encouraged interested individuals to attend and make comments. The COA Transportation Committee meets before the full COA at 7:45 a.m. on March 15 in the same location.

Sandra said that the COA's Adult Abuse Prevention Committee continues to provide outreach events to raise awareness about this issue. Aki asked Sandra about the known level of elder abuse in San Mateo County.

Vincent commented that he serves on the EDAPT Committee and that over 100 cases of elder abuse are reported each month in San Mateo County. Judy and Mike commented on their personal experiences with adult abuse. Patty added that elder abuse is an under-reported crime. Sandra, Aki, and Patty shared that isolation and intimidation are factors in the abuse cycle. Maureen said that one location needed for elder abuse prevention outreach is Meals on Wheels, to connect with individuals who cannot travel to senior centers. The PCC members also discussed how information about available services that are not income-based is needed among the elderly population.

#### **E. COMMISSION ON DISABILITIES (COD)**

Vincent reported that the COD is working on a 25<sup>th</sup> anniversary celebration and plans for the Transition to Independence Fair.

#### **F. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CiD)**

Vincent reported that CiD recently filed a federal lawsuit against Serra Yellow Cab related to overcharging individuals with disabilities using accessible taxi service. Vincent reviewed the history of this issue that was originally brought to the attention of the PCC and SamTrans Board in 2013. Mike added that this case is related to the PCC and paratransit because many individuals who use Redi-Wheels also use Serra Yellow Cab as a private transportation service. Tina pointed out that Serra Taxicab is a subcontractor for SamTrans and that the transit agency is not able to regulate taxi service. Dave commented on the changes to taxi service with the addition of on-demand app-based private taxi service and the regulations that are complex.

#### **G. DEPARTMENT OF REHABILITATION (DOR)**

Ka'ili Crabbe reported that there were no updates to report.

#### **OTHER BUSINESS**

Janice Carter from the Office of Emergency Services – Vulnerable Populations said that she hopes to be more involved with the PCC. She reported that San Mateo County has been approved for state-funded FAST (Functional Assessment Service Team) training, along with the Red Cross and the Human Service Agency to help assess and shelter affected individuals during a natural disaster. Janice handed out an informational flyer about the California Department of Social Services Functional Assessment Service Team.

Henry, Tina, Dave and Aki discussed meeting the increased need for paratransit vehicles and drivers, as Redi-Wheels ridership grows. Aki asked for future updates on the purchase of new vehicles for Redi-Wheels.

Dinae asked Tina about the process for adding a swish logo to the remaining Redi-Wheels vehicles. Maureen suggested that Tina provide a comprehensive update either through email or at the next PCC meeting.

Mike reminded everyone that the next PCC meeting is scheduled for Tuesday, April 12, 2016 from 4:00-5:30 p.m.

**MEETING ADJOURNED 3:23 p.m.**





**SAN MATEO COUNTY**

**PARATRANSIT COORDINATING COUNCIL**

This report covers the months of January through March 2016. A total of 156 reports were submitted this quarter. This represents a decrease from the last quarter of 2015.

**Comment Cards:** Consumer Corps members observed comment cards in Redi-Wheels vehicles about 79% of the time.

**On-Time Performance:** Approximately 88% of ride evaluations submitted by Consumer Corps members in Q1 reported their pickup time was within 20 minutes of their scheduled ride time. The longest wait time reported this quarter was 40 minutes.

**Night Before Calls:** Incomplete and/or inaccurate Night Before calls were reported 21 times by Consumer Corps members in Q1.

**Telephone Holds:** When making ride reservations, 85.3% of Consumer Corps members reported that their calls were taken without being put on hold.

**Driver Assistance:** In Q1 Drivers assistance that "met needs" or was "above needs" occurred in 96.5% of reports submitted. Satisfaction with driver assistance has consistently been very positive.

**Vehicle Type:** 75.2% of the Consumer Corps members reported in Q1 that a Redi-Wheels vehicle picked them up. The other 24.8% were picked up by a taxicab. No reports were submitted by Consumer Corps member who rode in RediCoast vehicles.

**Comments and Trends:** About 84% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles. Taxis are increasingly carrying Redi-Wheels Comments Cards.

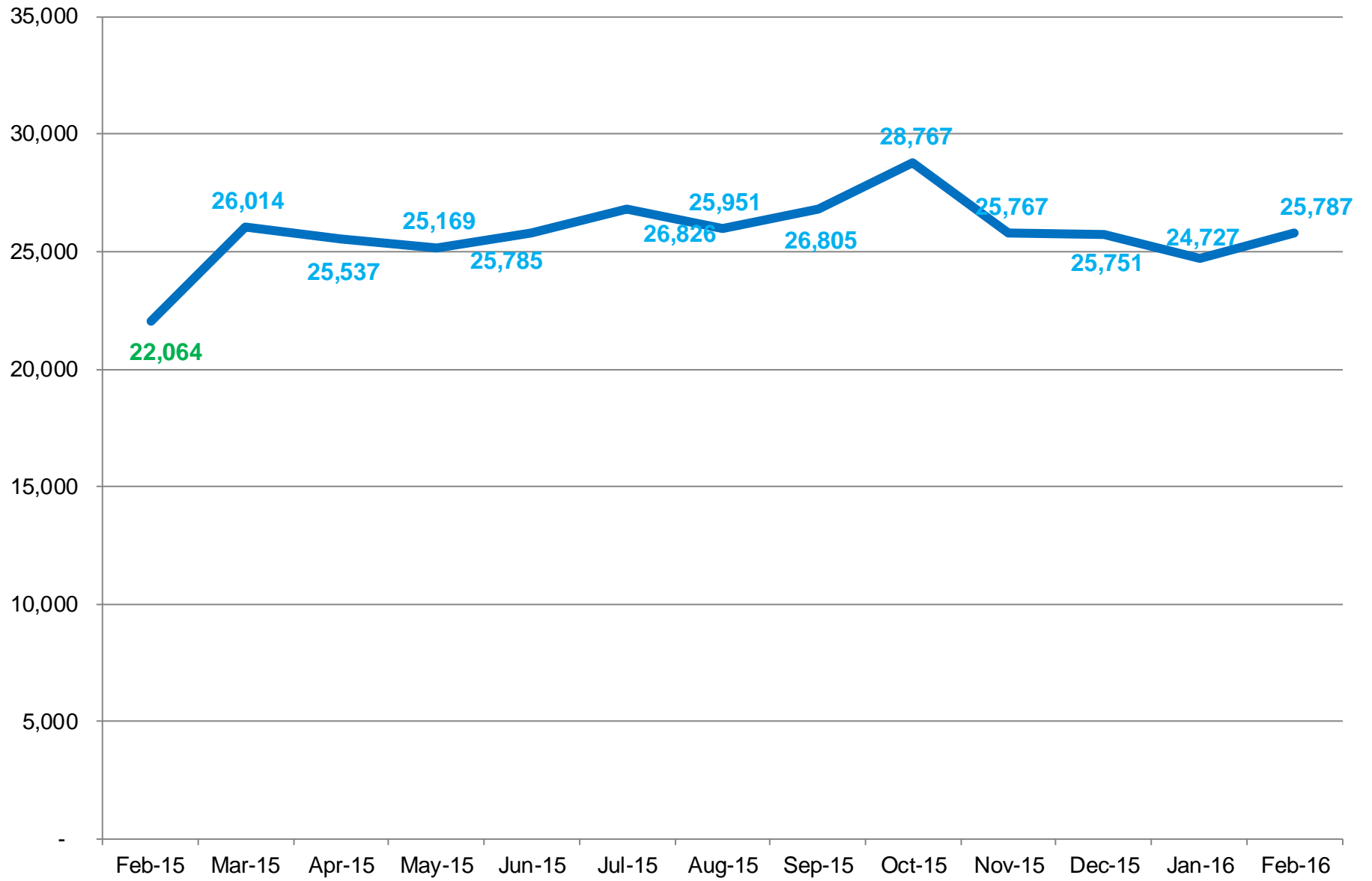
## Q1 - 2016 Consumer Corps Report

Quarter Months	Jan. 2016	Feb. 2016	March 2016	Total/Ave./Most
<b>No. of Forms Submitted</b>	65	67	24	156
<b>TRIP RESERVATION AND ON-TIME PERFORMANCE</b>				
<b>Wait time longer than 20 minutes</b>	26	12	1	39
<b>Actual pick-up time, minus Scheduled pick-up time</b>	40 min.	40 min.	7 min.	40 min.
<b>% of riders waiting longer than 20 minutes</b>	18%	14%	4.5%	12.2%
<b>On hold to reserve a trip</b>	8	10	5	23
<b>% of callers on hold (number on hold divided by total)</b>	12.3%	14.9%	20.8%	14.7%
<b>Longest time on hold</b>	9 min.	2 min.	10 min.	10 min.
<b>Did not receive a Night Before Call and/or was inaccurate</b>	7	6	8	21
<b>TRIP EXPERIENCE</b>				
<b>Trips shorter than 20 miles</b>	52	54	22	128
<b>% of trips shorter than 20 miles</b>	80%	80.6%	91.7%	84.1%
<b>Trips longer than 20 miles</b>	13	13	2	28
<b>% of trips longer than 20 miles</b>	20%	19.4%	8.3%	15.9%
<b>VEHICLE INFORMATION</b>				
<b>Redi-Wheels vehicle</b>	44	50	20	114
<b>% of vehicles used</b>	67.7%	74.6%	83.3%	75.2%
<b>RediCoast vehicle</b>	0	0	0	0
<b>% of vehicles used</b>	0%	0%	0%	0%
<b>Serra Taxicab</b>	21	17	4	42
<b>% of vehicles used</b>	32.3%	25.4%	16.7%	24.8%
<b>Yes, Comment Cards visible on Redi-Wheels vehicles</b>	46	32	15	93
<b>% of Comment Cards visible in RW vehicles (Yes / Adj. Total)</b>	92%	65.3%	78.9%	78.7%
<b>No / No Answer</b>	4 No, 15 NA	17 No, 18 NA	4 No, 5 NA	25 No, 38 NA
<b>Driver assistance consistent with expectations (met needs or better)</b>	65	60	24	149
<b>% of driver assistance that is consistent with expectations</b>	100%	89.6%	100%	96.5%

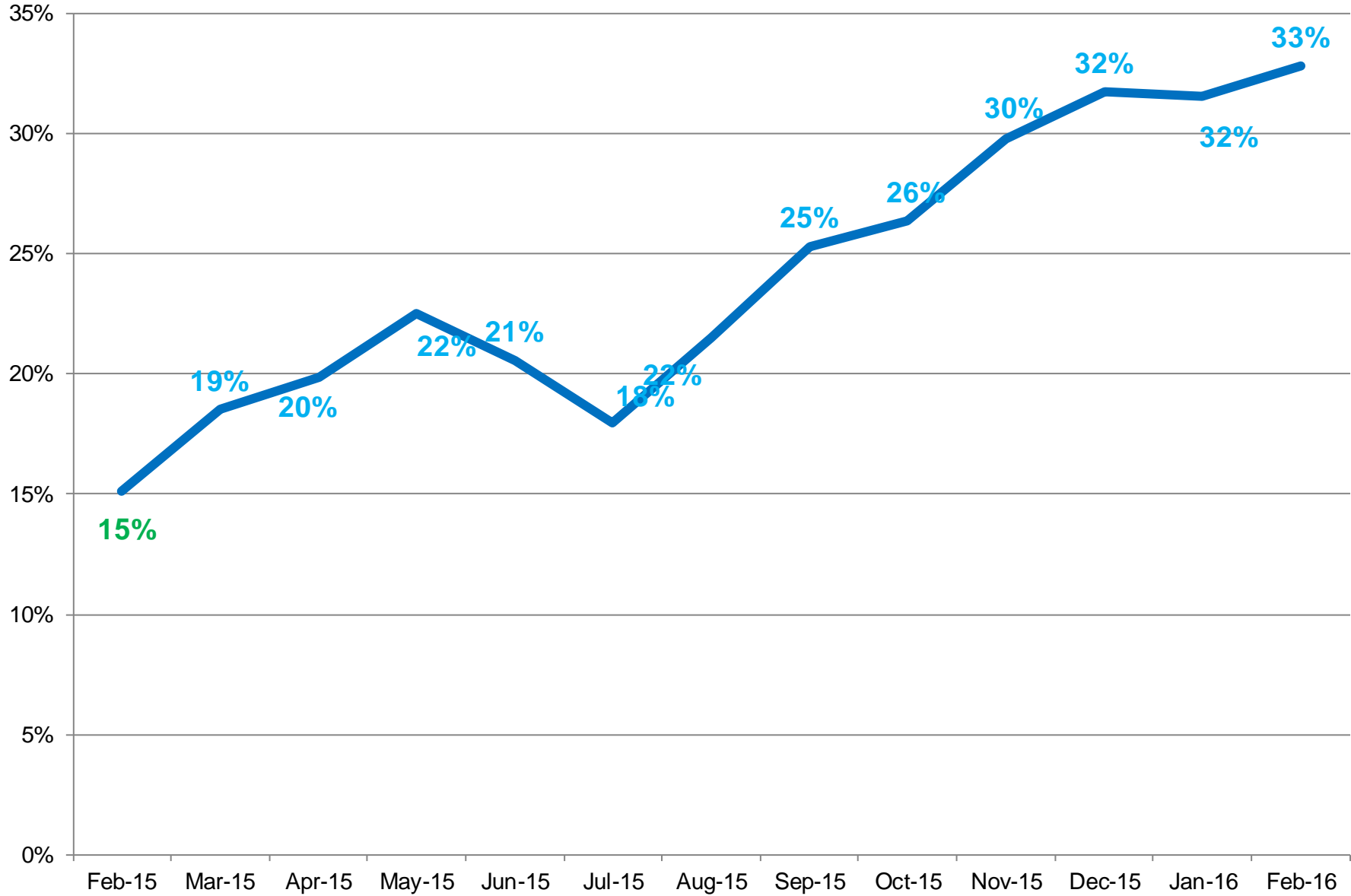
## Monthly Redi-Wheels Paratransit Performance Statistics for San Mateo County Paratransit Coordinating Council Review (PCC) Review

Performance Measure	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Prev. Yr. Average
1. Total trips requested	26,694	30,650	30,145	30,213	30,655	31,727	30,558	31,859	33,672	31,322	32,041	30,076	30,790	29,423
2. Trips scheduled	23,890	28,046	27,115	27,147	27,930	29,342	29,101	29,711	31,732	28,419	28,605	27,127	28,948	26,436
a. Same day cancels	1,210	1,266	918	1,255	1,415	1,803	2,421	2,142	2,150	1,862	1,939	1,670	2,381	1,381
% of trips scheduled	5.1%	4.5%	3%	4.6%	5.1%	6.1%	8.3%	7.2%	6.8%	6.6%	6.8%	6.2%	8.2%	5.2%
b. Late cancels	312	377	340	380	388	340	344	387	458	413	517	410	397	347
% of trips scheduled	1.3%	1.3%	1.3%	1.4%	1.4%	1.2%	1.2%	1.3%	1.4%	1.5%	1.8%	1.5%	1.4%	1.3%
c. Total customer no-shows	304	386	319	342	342	371	385	373	354	373	396	318	380	390
% of trips scheduled	1.3%	1.4%	1.2%	1.3%	1.2%	1.3%	1.3%	1.3%	1.1%	1.3%	1.4%	1.2%	1.3%	1.5%
d. No-show (operator)	0	3	1	1	3	2	0	4	3	4	2	2	3	2
3. Total trips served	22,064	26,014	25,537	25,169	25,785	26,826	25,951	26,805	28,767	25,767	25,751	24,727	25,787	24,317
a. Average weekday riders	973	1,033	1,026	1,060	1,045	1,045	1,068	1,116	1,146	1,103	1,033	994	1,086	1,000
b. Advance reservation	14,815	17,478	17,096	17,007	17,097	17,458	17,486	18,342	19,896	18,036	17,676	17,014	17,670	16,092
c. Agency trips	3,418	4,112	4,033	3,852	4,265	4,284	4,073	3,832	4,036	3,597	3,953	3,463	3,635	4,002
d. Individual subscription	3,831	4,424	4,408	4,310	4,423	5,084	4,392	4,631	4,835	4,134	4,122	4,250	4,482	4,223
e. Taxi trips	3,342	4,817	5,078	5,660	5,300	4,819	5,588	6,785	7,580	7,669	8,170	7,794	8,454	4,387
<i>(taxi % of total trips)</i>	15%	19%	20%	22%	21%	18%	22%	25%	26%	30%	32%	32%	33%	18%
4. Total Redi-Wheels riders	2,078	2,203	2,206	2,148	2,240	2,240	2,264	2,261	2,338	2,230	2,200	2,142	2,157	2,170
5. Inter-County Transfer Trips	290	310	305	296	282	287	337	280	277	265	207	209	182	289
6. On-time performance <sup>1</sup>	91.1%	89.6%	91.3%	91.7%	88.5%	88.4%	90.7%	90.4%	90.2%	91.0%	91.8%	92.5%	92.3%	89%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.59	1.66	1.81	1.70	1.66	1.74	1.74	1.75	1.80	1.80	1.83	1.78	1.79	1.66
8. Complaints per 1000 trips	0.5	0.5	0.9	0.7	0.5	0.5	0.2	0.7	1.0	0.9	0.8	0.3	0.3	0.7
9. Compliments per 1000 trips	1.8	0.9	0.6	1.0	0.7	0.7	0.6	1.2	2.2	2.1	1.2	2.6	0.6	1.1
10. Avg phone wait time (mins) <sup>3</sup>	0.5	0.7	0.9	1.1	1.4	1.4	1.0	1.7	1.5	1.5	1.9	1.3	1.0	1.21
<b>4/4/2016</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

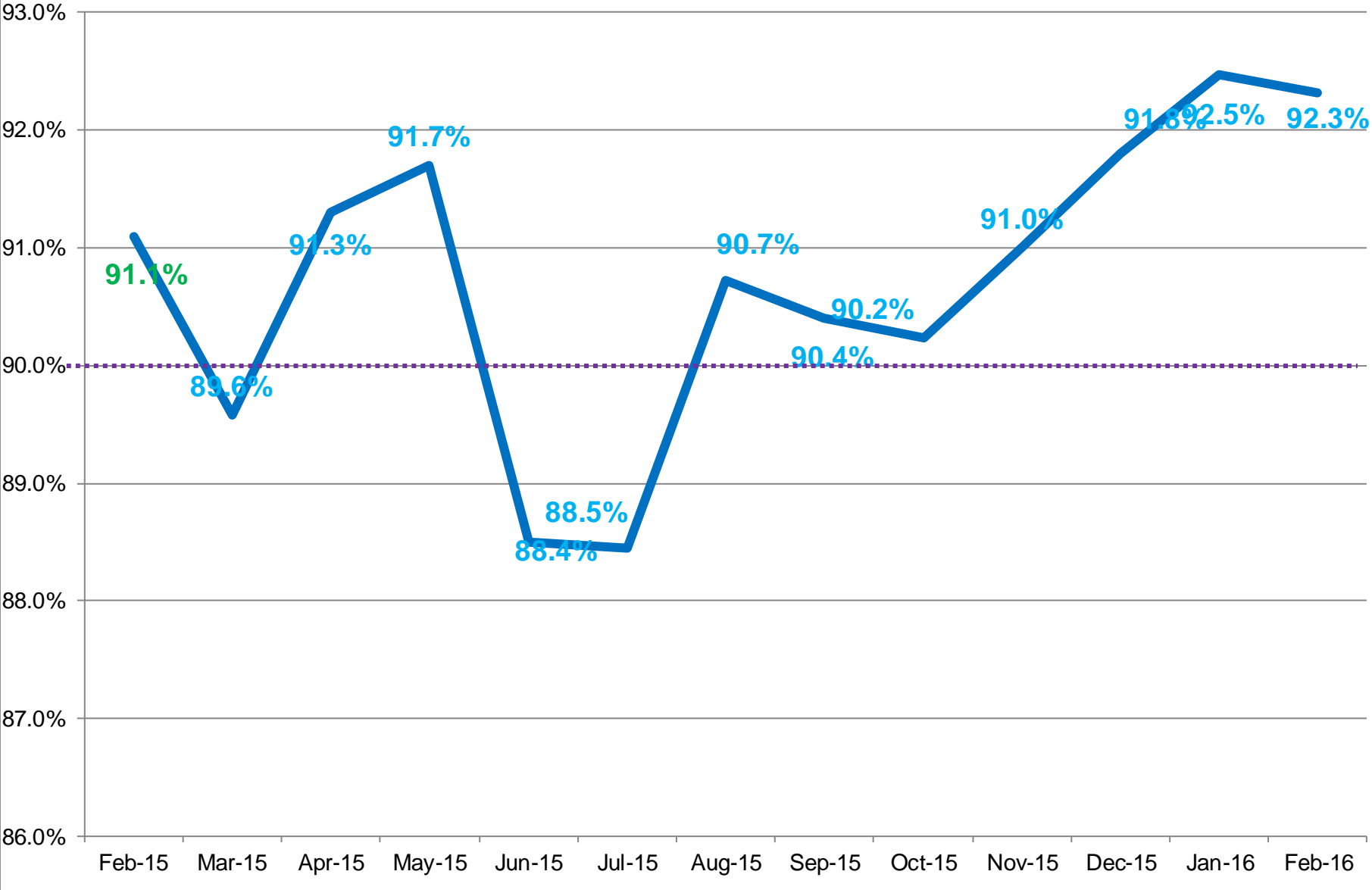
## Total Trips Served



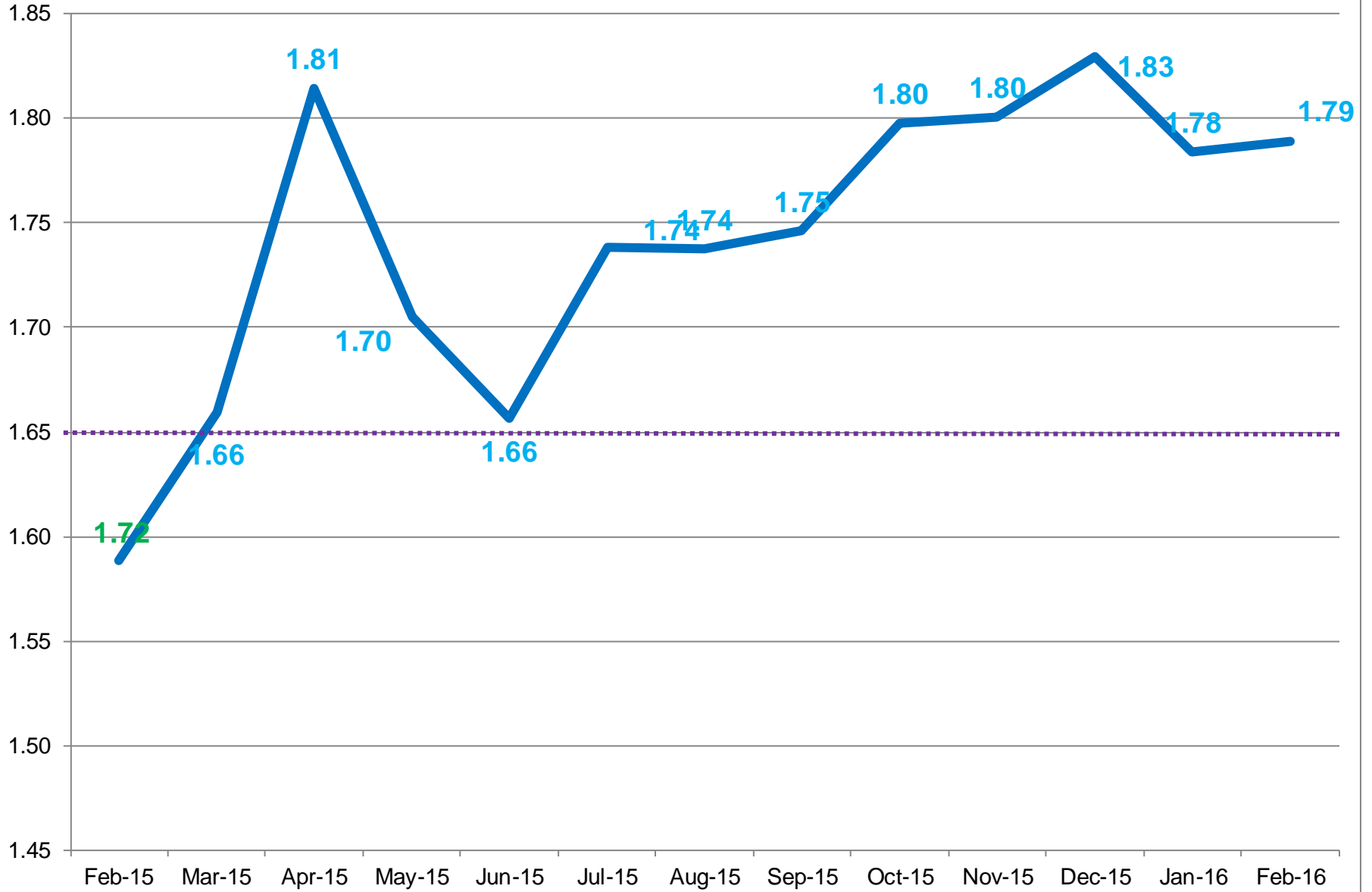
### Taxis - Percentage of Total Trips



### On-time Performance



**Productivity (Passengers/Revenue Vehicle Hour)**



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


	January		February		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
<b>Total</b>	<b>34</b>	<b>16</b>	<b>33</b>	<b>13</b>	<b>67</b>	<b>29</b>	<b>46.00%</b>
<b>Compliment</b>	65	65	84	84	149	149	99.80%
<b>Complaint</b>	34	16	33	13	67	29	46.00%
<b>Service Related</b>							
<b>Ride Canceled</b>	0	0	0	0	0	0	N/A
<b>Driver Assistance</b>	1	0	0	0	1	0	44.44%
<b>Driver Conduct</b>	3	2	6	1	9	3	32.99%
<b>Trip Denial</b>	0	0	0	0	0	0	N/A
<b>Dispatcher</b>	4	1	3	1	7	2	50.00%
<b>Driving Proficiency</b>	1	0	6	1	7	1	19.30%
<b>Early Vehicle</b>	0	0	1	1	1	1	0.00%
<b>Incident</b>	0	0	0	0	0	0	44.44%
<b>Late Vehicle</b>	4	3	4	3	8	6	71.55%
<b>Missed Trip</b>	4	2	3	3	7	5	45.00%
<b>No Callback</b>	0	0	0	0	0	0	0.00%
<b>Reservation Error</b>	0	0	0	0	0	0	N/A
<b>Reservation System</b>	0	0	0	0	0	0	N/A
<b>Ride Time</b>	0	0	0	0	0	0	N/A
<b>Reservationist</b>	0	0	0	0	0	0	N/A
<b>Scheduling Error</b>	0	0	0	0	0	0	N/A
<b>Safety of Passenger</b>	0	0	0	0	0	0	N/A
<b>Subtotals</b>	<b>17</b>	<b>8</b>	<b>23</b>	<b>10</b>	<b>40</b>	<b>18</b>	<b>46.05%</b>
<b>Non-Service Related</b>							
<b>Phones</b>	1	0	0	0	1	0	100.00%
<b>Policy Comment</b>	6	3	7	3	13	6	44.44%
<b>Service Request</b>	9	5	1	0	10	5	47.76%
<b>Vehicle</b>	1	0	0	0	1	0	40.00%
<b>Vehicle Preference</b>	0	0	1	0	1	0	33.33%
<b>Vehicle Un-Needed</b>	0	0	1	0	1	0	33.33%
<b>Subtotals</b>	<b>17</b>	<b>8</b>	<b>10</b>	<b>3</b>	<b>27</b>	<b>11</b>	<b>45.86%</b>



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

2015 Comments	January		February		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
<b>Rides</b>	<b>24,727</b>		<b>25,787</b>		<b>50,514</b>	
<b>Comments by Category**</b>						
<b>Compliment</b>	65	2.63	84	3.26	<b>149</b>	<b>2.95</b>
<b>Policy Related</b>	8	0.32	3	0.12	<b>11</b>	<b>0.22</b>
<b>Service Related</b>	8	0.32	10	0.39	<b>18</b>	<b>0.36</b>
<b>Total</b>	<b>81</b>	<b>3.28</b>	<b>97</b>	<b>3.76</b>	<b>178</b>	<b>3.52</b>
<b>Average Response Time to Customer (Working Days)‡</b>						
<b>Compliment</b>		2.83		2.20		<b>2.52</b>
<b>Policy Related</b>		6.71		8.30		<b>7.50</b>
<b>Service Related</b>		7.24		5.30		<b>6.27</b>
<b>Overall</b>		<b>4.25</b>		<b>3.33</b>		<b>3.79</b>
*Year to Date from January 1, 2015						
**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
<b>NOTE:</b> Comments are considered <b>VALID</b> if they are found to be factually accurate, when investigated. 	
Partially valid comments are counted as valid.	

