

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



April 14, 2015
4:00-6:00 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 2015

PCC San Mateo County Paratransit Coordinating Council	AL-Com Advocacy- Legislative Committee	Education Committee <i>Prior to the PCC</i>	CTC Coastside Transportation Committee	SamTrans Board
2 nd Tuesday, Monthly	1 st Tuesday Quarterly	2 nd Tuesday Bi-Monthly	3 rd Thursday or Friday Quarterly	1 st Wednesday, Monthly
*No August Meeting		*No August Meeting	Senior Coastsiders 925 Main Street, Half Moon Bay	
1:30-3:30 p.m.	1:00-3:00 p.m.	12:00-1:00 p.m.	9:30-11:00 a.m.	2:00 p.m.
January 13, 2015	January 6, 2015	January 13, 2015		January 7, 2015
February 10, 2015			Thursday, February 19, 2015	February 4, 2015
March 10, 2015		March 10, 2015		March 11, 2015
April 14, 2015 *Meeting 4:00-6:00 p.m. *First Transit Appreciation Party 6:00-8:00 p.m.	April 7, 2015		Thursday, April 16, 2015	April 1, 2015
May 12, 2015		May 12, 2015		May 6, 2015
June 9, 2015 *PCC Retreat 10:30-3:30 p.m.				June 3, 2015
July 14, 2015	July 7, 2015	July 14, 2015	Friday, July 17, 2015	July 1, 2015
				August 5, 2015
September 8, 2015		September 8, 2015		September 2, 2015
October 13, 2015	October 6, 2015			October 7, 2015
November 10, 2015		November 10, 2015		
December 8, 2015			Friday, December 18, 2015	December 2, 2015

AGENDA

San Mateo County Paratransit Coordinating Council (PCC) Meeting SamTrans 2nd Floor Auditorium

1250 San Carlos Avenue, San Carlos, CA 94070

April 14, 2015

- | | |
|--|------|
| 1. Pledge of Allegiance | 4:00 |
| 2. Welcome/Roll Call | 4:05 |
| 3. Introduction of Resource People | 4:08 |
| 4. *Approval of February Meeting Minutes | 4:10 |
| 5. Committee Reports | 4:12 |
| A. Advocacy/Legislative—Sandra Lang, AL-Com Chair | |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Maureen Dunn, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 1. FY 2013/14 and 2015/16 PCC Work Plan Status Update | |
| 2. Consumer Corps Quarterly Report | |
| 7. SamTrans / Redi-Wheels Reports | 4:45 |
| A. Operational Report—Tina DuBost | |
| B. Performance Summary—Tina DuBost | |
| C. Customer Comments—Elly Colwell | |
| D. Safety Report—Lynn Spicer | |
| 8. Liaison Reports | 5:00 |
| A. Coastside—Michal Settles | |
| B. Agency—Barbara Kalt | |
| C. Efficiency Review Update (ERC)—Aki Eejima | |
| D. Commission on Aging (COA)—Sandra Lang | |
| E. Commission on Disabilities (COD)—Jim Engvall | |
| F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola | |
| G. Department of Rehabilitation (DOR)—Susan Capeloto | |
| H. Metropolitan Transportation Commission (MTC)—Vacant Position | |
| 9. Other Business | 5:45 |

*Action Item

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

**MEETING MINUTES
March 10, 2015**

ATTENDANCE: Members Present: Mike Levinson, Chair; Dr. Michal Settles, Vice-Chair; Maureen Dunn, Senior Focus; Nancy Keegan, San Carlos Adult Day Services; Sammi (Wilhelmina) Riley; Barbara Kalt, Rosener House; Tina Dubost, SamTrans; Vincent Merola, CiD; Dinae Cruise, Consumer; Susan Capeloto, DOR; Jim Engvall, COD; Dale Edwards, Consumer; Dr. Aki Eejima, Consumer; and Sandra Lang, COA.

GUESTS: Ashish John, SamTrans; John Sanderson, SamTrans; Patti Smith, Consumer; Dave Daley, First Transit; Talib Salamin, Serra Taxi Cab; Elly Colwell, SamTrans; Mark Weinstein, First Transit; Erin Swartz, PCC Staff; Linda Rhine, Nelson-Nygaard.

ABSENTEES: Judy Garcia, Consumer; Marie Violet, Sequoia Hospital.

(Member Attendance: 14; 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.

APPROVAL OF THE FEBRUARY PCC MINUTES

Sammi motioned and Jim seconded the approval of the February minutes. No one abstained from voting to approve the minutes.

COMMITTEE REPORTS

A. ADVOCACY- LEGISLATIVE COMMITTEE (AL-COM)

Sandra reported that the next meeting of the AL-Com will be on April 7. John reported that the Ad-hoc Complaints committee has met a few times and has analyzed paratransit customer feedback data. At the most recent meeting, the committee reviewed a variety of complaint comments. At the next meeting, the group will review the steps that SamTrans and First Transit use to retrace the location of a vehicle when a complaint arises. The findings will be shared at the April AL-Com meeting.

B. GRANT/BUDGET REVIEW

Barbara reported that there are no updates available. Linda noted that she will provide three-quarter update of the PCC budget and expenditures.

C. EDUCATION COMMITTEE

Maureen reported that the Education Committee met before today's PCC meeting. First, the Committee worked to clarify the group's 2015 commitments for outreach presentations. Senior Centers are one countywide opportunity that the Committee members are exploring.

Maureen asked Tina for an update on the rider survey in development by the SamTrans Marketing Department. Tina confirmed that a randomized group of Redi-Wheels riders will be the population being surveyed and that the information would be gathered on the telephone. The survey participants will be asked about demographics and service quality. Linda asked if a representative from the Marketing Department would be available to meet with a few members of the PCC to discuss the survey questions. Tina confirmed that a representative would be available for the May meeting to give a presentation about the survey.

Maureen added that the Education Committee is continuing a discussion of opportunities to recruit new members for the PCC.

Mike asked Tina about having the Education Committee 2015 Year-in-Review Report included in the April packet for the SamTrans Board. Tina offered to distribute copies at the next Board meeting.

D. EXECUTIVE COMMITTEE

Mike reported that the last Executive Committee meeting was held in February and another meeting will be scheduled before the end of March. The PCC retreat and a potential regional summit will be on the agenda for discussion.

Erin provided an update on the PCC Retreat, which will be held in June in the Community Room at the Serramonte Branch of the Daly City Library. She will send out an invitation to the PCC members with driving directions and other information.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Tina reported on a customer request brought forward at the February PCC meeting. The customer had shared her difficulty reaching UCSF Parnassus, once she was dropped off at Stonestown Galleria by Redi-Wheels and transferred to San Francisco Paratransit. The customer reported that there is not a taxi stand in the area. Talib Salamin said that Serra Taxicab (among several other eligible taxi service companies) can provide transportation with a San Francisco Paratransit subsidy as long as the ride originates and terminates within the San Francisco city limits. John Sanderson noted that there are some boundary issues around Westlake Shopping Center in Daly City for taxis providing rides from San Francisco. John noted that the taxi fares in the San Francisco Paratransit program vary by distance, unlike a standard paratransit ride.

Barbara commented that there are a few exceptions that Redi-Wheels makes for providing services outside of San Mateo County. Two examples were service to REACH and the VA Program in Palo Alto.

F. Performance Summary

Tina presented the Performance Summary Report. Both total trips served and the number of Average weekday riders was higher in January 2015 than January 2014. Total Redi-Wheels riders have increased slightly during the same time period. January and February 2015 on-time performance are above the standard of 90%. Productivity was slightly below the standard of 1.70 passengers/hour. Average phone wait time continues to be below the standard of 1.5 minutes.

Using the Performance Summary graphs, Tina pointed out that Total trips served seem to be trending up in a seasonal fluctuation. Linda confirmed with Tina that there are incentives and penalties tied to performance standards in the First Transit contract agreement. Mike asked Tina about issues that impact Productivity. Dave noted that matching the supply of service to the demand and scheduling effectively for different times of the day are critical. Maureen confirmed with Tina that there are no productivity standards for taxi service. The Percentage of total trips taken in taxis for January 2015 has begun trending down.

Mike asked about updates to the County's Measure A website. Tina confirmed that the requested changes discussed at the February 2015 PCC meeting have been completed.

Patti Smith commented that the transition to First Transit and the continued service provided by Serra Taxicab has been very smooth.

Tina and Linda discussed the calculation for productivity which is simply total customers divided by revenue service hours.

Vincent asked about clarification of the Measure A funding. Tina reported that the funding is used to support, not expand, paratransit service. Vincent confirmed that the ADA mandate is to achieve zero trip denials. Vincent requested more information about Measure A funding, which totals \$5,000,000. Linda suggested that Tina show the Redi-Wheels budget including expenses and revenues with further explanation. Nancy noted that the issue can also be approached by understanding how Redi-Wheels would fund paratransit if the Measure A part of the budget was no longer available. Tina offered to have a representative from SamTrans provide a detailed report for the PCC at a future meeting. Linda noted that the County's website only lists "zero trip denials" as the performance measure associated with the Measure A funding.

Elly presented the Monthly Comment Statistics Report. From December 2014 to January 2015, the number of total Comments jumped from 61 to 149. Elly pointed out that there has been a significant increase in Comment Cards submitted by riders about their taxi service. The Average Response Time to Customer is less than 4 days.

In the Comments by Type Report, Elly noted that Compliments jumped from 13 in December 2014 to 75 in January 2015. Customer Error and Driver Conduct comments also increased significantly. In the investigation into Driver conduct complaints, Elly said that not all drivers have been successfully identified with the information provided by the customer, and that First Transit retrains drivers and works to resolve service issues quickly. There were 3 valid Missed trip complaints in both months. In the investigation of Missed trips, Elly shared that not all of the allegations of missed trips were found to be valid. One invalid compliment was also investigated about taxi service. (The trip was not a Redi-Wheels trip.)

G. Safety Report

Dave Daley from First Transit reported that there were 12 incidents in January. All of the incidents were minor, but the number of incidents was a significant increase over months past. There were 5 incidents in February, with two preventable accidents. Of the two preventable accidents, there was one minor injury to a First Transit driver and the driver of a privately operated vehicle.

Patti Smith asked about requesting a paratransit loading zone sign for her building in San Mateo. She noted that there is heavy traffic in her building's loading zone that runs along San Mateo Avenue. The PCC members suggested that Patti contact City Hall for more information.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal reported that the most recent Coastside meeting was held on February 19. Michal thanked John Sanderson for his report to the CTC. At the meeting, a roster of the Coastside representatives was developed for internal use. The Coastside Committee members also discussed the cost of insurance, the service provider eligibility contract, as well as Coastside Customer Comments. Michal noted that the CTC is working to bring a representative to their site to work on eligibility for 120 new residents that are moving into the building at 925 Main Street in Half Moon Bay.

The CTC and Santos are planning a Coastside driver appreciation event that should be taking place in the coming months. MV has agreed to pay \$1,000 to cover the cost of this event. There are many members of the committee that wish to thank the drivers and staff for their service.

The CTC has also been working to clarify an issue about possible service denials. Tina noted that there is a dial-a-ride service on the Coastside for the public, which allows denials. Henry Silvas is working with the CTC to address an issue with the phone system.

The Coastside representatives commented that the current format of the quarterly reports from Redi-Wheels is sufficient.

The next CTC meeting is scheduled for Thursday, April 16, 2015 at 925 Main Street in Half Moon Bay. Michal extended an invitation to everyone to come and visit the new facility.

B. AGENCY

Barbara reported that the agency representatives have not yet met with First Transit, but have been very pleased with the transition so far. Mike commented that he attended the Alzheimer's outreach event in January and found it to be highly informative. Aki noted that he attended another Alzheimer's caregiver event and also had a positive experience.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Aki reported that the last ERC meeting was focused on service policies. No-Show Policy issues were discussed at the meeting with Tina noting that since the No-Show policy was implemented, SamTrans has saved approximately \$300,000 a year. Aki pointed out that Tina described the No-Show Policy as something that should be easy to explain and administer, and must be functional and fair. Curb-to-Curb and Door-to-Door service was another topic explored by the ERC. The next meeting is scheduled for April 7, before the AL-Com meeting.

D. COMMISSION ON AGING (COA)

Sandra reported on February 28, Supervisor Tissier held a COA retreat at Coyote Point, with a presentation by Pat Brown from the Peninsula Conflict Resolution Center. The COA is working to move forward on issues related to serving the elderly in San Mateo County.

On March 9, a public hearing was held to get comments about the 2012-16 Area Plan, as part of the Older Americans Act. The COA discussed a Needs Assessment to help develop a four year Work Plan. In the needs assessment, funding from the Older Americans Act and the reorganization of the COA are issues. Nancy added that the New Beginnings Coalition meetings are focused on following the 2012-2016 Area Plan and developing the 2016-2020 Area Plan is in progress. The Needs Assessment is compiled through feedback from several different sources within the population of older and disabled adults living in San Mateo County.

Sandra distributed a flyer for a COA presentation about Elder Adult Financial Abuse Awareness and noted the next COA meeting will be held in April.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that the Transition to Independence Fair is being planned for October 2015.

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

Vincent reported that the 25th Anniversary of the ADA is taking place for July 26 and plans are being made for a celebration.

G. DEPARTMENT OF REHABILITATION (DOR)

Susan reported that a number of vacancies have been authorized to be filled at DOR. More clients are coming to the DOR. Many clients have been placed in jobs and employed DOR clients are staying at their jobs.

Dale commented that he was sad to hear that Darlene Rutkowski was retiring. Dale expressed his deep gratitude for the assistance he received at DOR as he lost his sight. Dale suggested that the PCC members send a note of thanks for Darlene's support of the PCC over the years. Susan suggested sending Darlene a personal

email, as she will be on an extended trip for several months.

H. METROPOLITAN TRANSPORTATION COMMISSION (MTC)

No report available.

OTHER BUSINESS

Dinae shared her concern that she heard that First Transit drivers are paying high health insurance premiums.

Sandra shared information about a COA event covering Medicare and the Housing Crisis in San Mateo County. Mike suggested sharing this information at the next AL-Com meeting.

Linda announced that she will be stepping down from the PCC on July 1, 2015. She said that she has enjoyed the many years she has spent working with the PCC. She is working with the Executive Committee for Richard Weiner at Nelson-Nygaard to serve as PCC staff.

Linda reminded everyone that the April PCC meeting will be held from 4:00-5:30 p.m., with the First Transit Appreciation Event taking place from 6:00-7:30 p.m.

The next PCC meeting is scheduled for April 14, 2015 from 4:00-5:30 p.m.

MEETING ADJOURNED: 3:32 p.m.

Work Plan for FY 2013/14 and 2014/15
San Mateo County Paratransit Coordinating Council (PCC)
Status – March 2015

Objectives	Tasks	Lead and Supporting Roles	Timeline	Status March 2015
<ol style="list-style-type: none"> 1. Actively monitor the first phase of the IVR. 2. Participate and provide input in the testing and evaluation of the 2nd phase of IVR system. 3. Ensure full implementation of the IVR meets consumer needs and preferences 	<ul style="list-style-type: none"> • Continue to monitor Night Before calls • Monitor progress of Trapeze upgrade • Participate in testing of Imminent Arrival calls • Provide feedback and participate in evaluation of Imminent Arrival calls • Monitor full implementation of IVR 	ERC, PCC, SamTrans Staff	Fall 2013 and beyond	Ongoing monitoring of NB calls. Testing of Imminent Arrival calls has been postponed.
<ol style="list-style-type: none"> 1. Promote and maintain good relations between drivers, passengers, and agencies. Acknowledge and recognize high quality service. 	<ul style="list-style-type: none"> • Explore options for “small scale” appreciation party for MV / First Transit staff • Follow through with recommendation for special event to be held once a year 	PCC Executive Committee, SamTrans staff and MV Transportation / First Transit	One special event each year	MV Appreciation party was held 4/8/14. First Transit Party scheduled for April 14, 2015.

Objectives	Tasks	Lead and Supporting Roles	Timeline	Status March 2015
<p>1. Implement and evaluate new outreach strategy which has the following two goals:</p> <ul style="list-style-type: none"> • Encourage people to attend PCC meetings and recruit new agency representatives • Encourage riders to come to quarterly AL-Com meetings 	<ul style="list-style-type: none"> • Schedule between two and four outreach events per year • Evaluate outreach presentations and refine as needed • Follow through with organizations and agencies for feedback and to provide them with supplemental information • Conduct overall evaluation of new outreach strategy (after year 1) and refine as needed 	<p>Education Committee, PCC, SamTrans Staff</p>	<p>Fall 2013 and beyond</p>	<p>Held 7 outreach presentations in 2014. Completed evaluation with excellent feedback. Summary report shared with PCC and SamTrans Board.</p> <p>Currently planning for 2015 outreach presentations.</p>
<p>1. Improve quality of taxi service</p>	<ul style="list-style-type: none"> • Ensure that taxi drivers have access to comment cards and that MV / First Transit address them in a meaningful way • Educate consumers to ensure they are comfortable in completing and submitting comment cards on taxi service • Ensure policies are consistent between taxi service and Redi-Wheels and RediCoast • Review and monitor taxi performance statistics as part of PCC packet. • Meet with Taxi providers at AL-Com and PCC meetings 	<p>PCC Executive Committee, AL-Com, Coastside Transportation Committee, Taxi Contractor, SamTrans staff and MV Transportation / First Transit</p>	<p>Winter 2014 and ongoing</p>	<p>Working with SamTrans Ad-hoc Committee on Comment Cards with findings and recommendations in April 2015.</p> <p>Comment Cards are monitored separately for Redi-Wheels and RediCoast.</p> <p>Taxi statistics are now separated out in SamTrans prepared performance report!</p>

Objectives	Tasks	Lead and Supporting Roles	Timeline	Status March 2015
<p>1. Monitor service performance on a regular basis and make recommendations to improve quality of Redi-Wheels and RediCoast service.</p>	<ul style="list-style-type: none"> • Monitor Consumer Corps (CC) and compare to SamTrans statistics • Recruit new members and increase CC participation • Identify tools to help improve efficiency and service quality • Advise SamTrans on potential changes to Redi-Wheels operating policies (e.g. on-time performance, advance reservation policy, on-time window) 	<p>ERC and PCC</p>	<p>Quarterly for CC</p> <p>Monthly monitoring</p>	<p>576 Consumer Corps ride evaluation forms tabulated in 2014. Informal methods underway for recruiting new CC members.</p> <p>SamTrans Efficiency Review Committee (ERC) is reviewing four major policies with goal of updating/revising as appropriate. Staff is researching other agency policies for point of comparison.</p>

Objectives	Tasks	Lead and Supporting Roles	Timeline	Status March 2015
<ol style="list-style-type: none"> 1. Participate in recruitment and selection process for ADA eligibility contractor 2. Participate in eligibility appeal panels 	<ul style="list-style-type: none"> • Review draft Request for Proposals (RFP) for Redi-Wheels and RediCoast contractor • Provide input to SamTrans on RFP • Review written proposals • Participate on selection panel to interview and select contractor • Provide ongoing monitoring of eligibility statistics • Clarify criteria for renewing eligibility by mail 	<p>Designated PCC member, ERC and SamTrans</p>	<p>Late 2013 and ongoing</p>	<p>PCC participated in the RFP process. First Transit is selected contractor and PCC worked closely with them to ensure smooth transition</p> <p>ERC has taken on issue of renewing eligibility by mail. Work in this area has not progressed.</p> <p>PCC Staff participated in the RFP process for selecting eligibility contractor.</p>

Objectives	Tasks	Lead and Supporting Roles	Timeline	Status March 2015
<ol style="list-style-type: none"> 1. Educate and recruit new PCC members 2. Develop partnerships agencies who have common issues/concerns 	<ul style="list-style-type: none"> • Develop strategy to contact agencies whose clients use Redi-Wheels/RediCoast service • Expand membership to the PCC • Provide new members with an orientation session to understand the PCC's history, accomplishment and activities • Create a welcoming "buddy system" once a new partner attends a PCC meeting • Develop a network of agencies such as Golden Gate Regional Center, Peninsula Jewish Community Center, etc. 	<p>Executive and Education Committee, Coastside Transportation Committee and PCC</p>	<p>Ongoing</p>	<p>Need to further develop strategy to reach agencies whose clients use RW and RC.</p> <p>Need to develop "buddy system" and network of agencies.</p>

Objectives	Tasks	Lead and Supporting Roles	Timeline	Status March 2015
<p>1. Understand the new Federal Funding Bill known as MAP 21 and its impact on the PCC</p>	<ul style="list-style-type: none"> • Review and understand the Mobility Management Function in MAP-21 • Work with SamTrans in an exploratory group on strategies for organizing Mobility Function and related activities based on “best practices” in other areas • Follow up on strategies and recommendations to advocate for San Mateo County • Coordinate with other PCCs and MTC on successful mobility management activities and consider applicability in San Mateo County 	<p>Executive and Education Committee, PCC, other PCCs and MTC</p>	<p>Fall 2013 and beyond</p>	<p>Reached out to SamTrans and other agencies on progress with on mobility management activities.</p> <p>Conducted outreach with agencies to encourage submittal of 5310 applications; reviewed and scored them and resulted in four San Mateo agencies being awarded funds.</p> <p>Discussed Regional PCC Conference with MTC, but have not followed through with organization.</p>

Q1 - 2015 Consumer Corps Report

Quarter Months	January 2015	February 2015	March 2015	Total/Ave./Most
No. of Forms Submitted	94	34	125	253
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	7	3	12	22
Actual pick-up time, minus Scheduled pick-up time	20 min.	50 min.	44 min.	50 min.
% of riders waiting longer than 20 minutes	7%	9%	10%	9%
On hold to reserve a trip	0	0	0	0
% of callers on hold (number on hold divided by total)	0	0	0	0
Longest time on hold	0	0	0	0
Did not receive a Night Before Call and/or was inaccurate	2	0	2 + 8	12
TRIP EXPERIENCE				
Trips shorter than 20 miles	54	16	82	152
% of trips shorter than 20 miles	57%	47%	66%	60%
Trips longer than 20 miles	40	18	43	101
% of trips longer than 20 miles	43%	53%	34%	40%
VEHICLE INFORMATION				
Redi-Wheels vehicle	74	20	85	179
% of vehicles used	79%	59%	68%	71%
RediCoast vehicle	0	0	0	0
% of vehicles used	0%	0%	0%	0%
Serra Taxicab	20	14	40	74
% of vehicles used	21%	41%	32%	29%
Yes, Comment Cards visible on Redi-Wheels vehicles	72	32	108	212
% of Comment Cards visible in vehicles (Yes / Total)	77%	94%	86%	86%
No / No Answer	3 No, 19 NA	0 No, 2 NA	16 No, 0 NA	19 No, 21 NA
Driver assistance consistent with expectations (met needs or better)	90	26	109	225
% of driver assistance that is consistent with expectations	96%	76%	87%	86%



This report covers the months of January through March 2015. A total of 253 reports were submitted this quarter. This represents an increase from the last quarter of 2014.

Comment Cards: Consumer Corps members observed comment cards in Redi-Wheels vehicles about 86% of the time, another increase from last quarter.

On-Time Performance: Approximately 91% 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 50 minutes.

Night Before Calls: Incomplete and/or inaccurate calls were reported 12 times out of 253 total ride evaluations submitted in Q1.

Telephone Holds: When making ride reservations, Consumer Corps members reported 100% of their calls were taken without being put on hold.

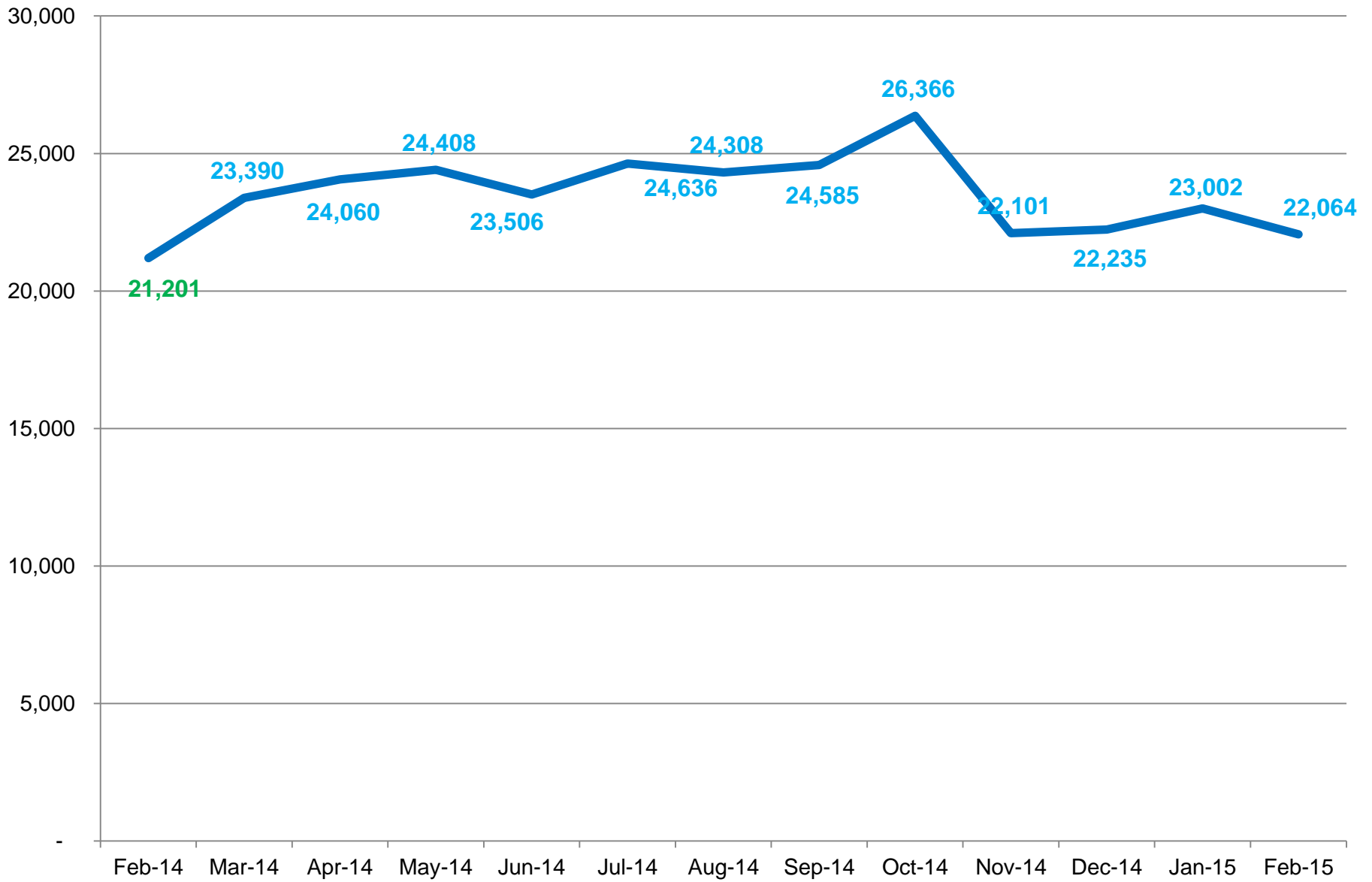
Driver Assistance: Drivers assistance that "met needs" or was "above needs" in ride evaluations submitted by Consumer Corps members was about 86% in Q1. Satisfaction with driver assistance has continued to be high for several quarters.

Vehicle Type: 71% of the Consumer Corps members reported in Q1 that a Redi-Wheels vehicle picked them up. The other 29% were picked up by a taxicab. No reports were submitted by Consumer Corps member who rode in RediCoast vehicles.

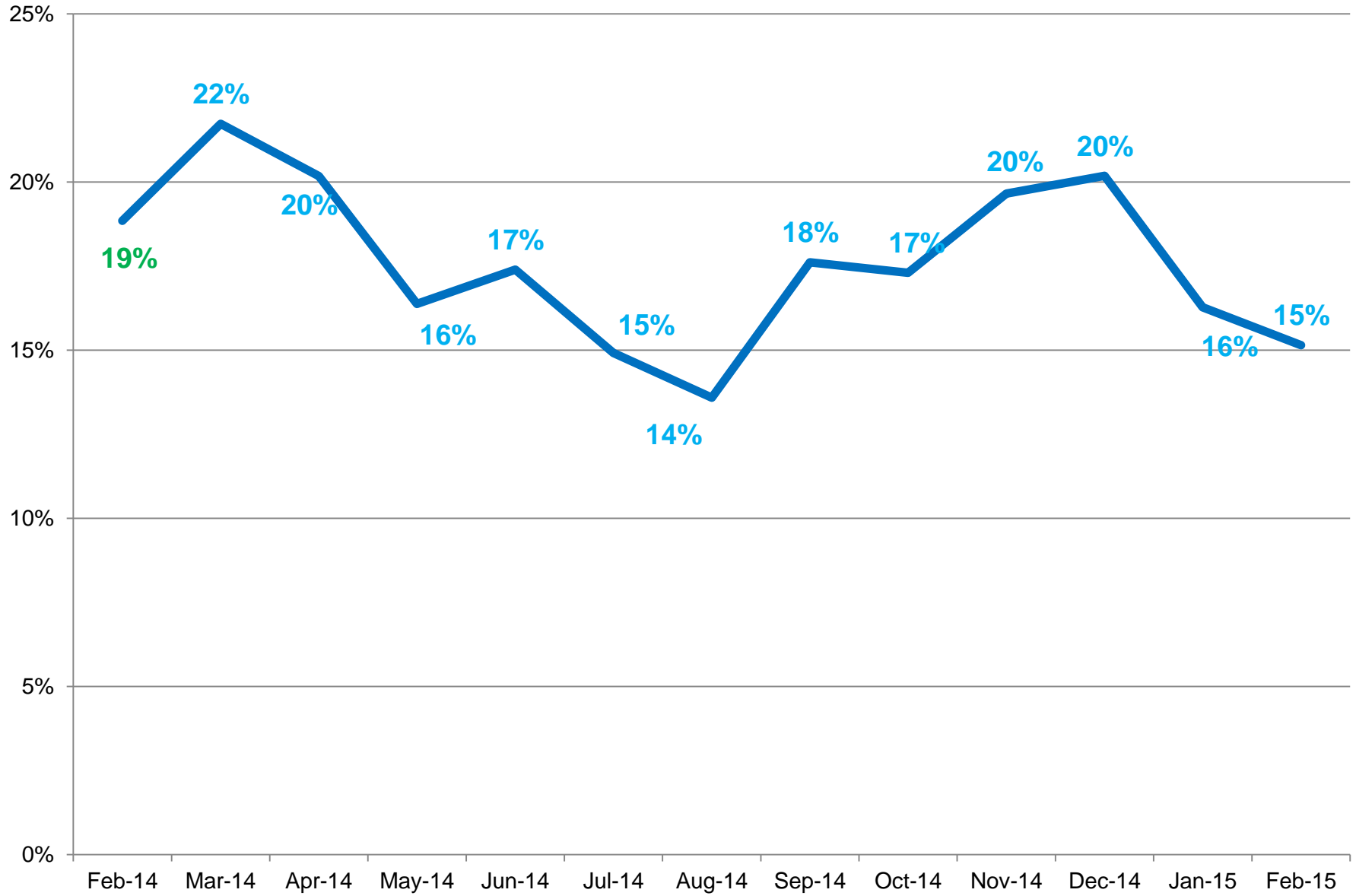
Comments and Trends: The rate of Night Before call success and accuracy reported by Corps members continues to be very high. About two-thirds of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles. Taxis are increasingly carrying Redi-Wheels Comments Cards.

Performance Measure	Feb-15	Jan-15	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Average
1. Total trips requested	26,694	28,643	29,024	27,258	31,421	29,553	28,963	29,859	28,055	29,483	28,737	27,897	25,758	27,784
2. Trips scheduled	23,890	25,161	24,683	24,131	28,831	26,923	26,419	26,956	25,663	26,663	26,377	25,547	23,200	25,320
a. Same day cancels	1,210	1,421	1,601	1,286	1,658	1,577	1,424	1,542	1,457	1,540	1,671	1,515	1,348	1,626
% of trips scheduled	5.1%	5.6%	6.5%	5.3%	5.8%	6%	5.4%	5.7%	5.7%	5.8%	6.3%	5.9%	5.8%	6.4%
b. Late cancels	312	313	424	330	356	336	291	317	312	291	299	285	294	273
% of trips scheduled	1.3%	1.2%	1.7%	1.4%	1.2%	1.2%	1.1%	1.2%	1.2%	1.1%	1.1%	1.1%	1.3%	1.1%
c. Total customer no-shows	304	422	422	413	450	423	393	459	386	424	345	356	357	368
% of trips scheduled	1.3%	1.7%	1.7%	1.7%	1.6%	1.6%	1.5%	1.7%	1.5%	1.6%	1.3%	1.4%	1.5%	1.5%
d. No-show (operator)	0	3	3	1	1	2	3	2	2	0	2	1	0	1
3. Total trips served	22,064	23,002	22,235	22,101	26,366	24,585	24,308	24,636	23,506	24,408	24,060	23,390	21,201	23,053
a. Average weekday riders	1,003	967	881	975	1,025	1,030	997	984	974	1,000	972	964	940	956
b. Advance reservation	14,815	15,752	14,792	13,836	17,393	16,125	15,848	15,862	14,841	15,758	15,393	15,002	13,443	14,608
c. Agency trips	3,418	3,398	3,726	4,331	4,425	4,095	4,054	4,316	4,269	4,211	4,170	3,976	3,674	4,086
d. Individual subscription	3,831	3,852	3,717	3,934	4,548	4,365	4,406	4,458	4,396	4,439	4,497	4,412	4,084	4,359
e. Taxi trips	3,342	3,744	4,488	4,345	4,563	4,330	3,304	3,676	4,089	3,998	4,855	5,083	3,996	4,335
(taxi % of total trips)	15%	16%	20%	20%	17%	18%	14%	15%	17%	16%	20%	22%	19%	19%
4. Total Redi-Wheels riders	2,078	2,108	2,104	2,086	2,236	2,198	2,198	2,230	2,130	2,166	2,162	2,089	1,971	2,061
5. Inter-County Transfer Trips	290	280	274	283	281	251	296	317	279	252	261	285	229	358
6. On-time performance ¹	91.1%	90.1%	87.0%	87.6%	88.2%	88.0%	87.6%	90.6%	91.0%	91.0%	91.5%	92.0%	91.5%	90%
7. Productivity (psgrs/rvh) ²	1.59	1.66	1.57	1.64	1.64	1.66	1.66	1.63	1.62	1.70	1.74	1.70	1.71	1.72
8. Complaints per 1000 trips	0.5	1.4	1.0	0.5	0.4	0.5	0.9	0.6	0.9	0.7	0.7	0.6	0.7	0.7
9. Compliments per 1000 trips	1.8	3.3	0.6	1.2	0.3	0.6	0.9	0.9	1.0	1.5	1.0	1.5	1.3	1.1
10. Avg phone wait time (mins)	0.5	0.8	1.4	1.4	2.2	1.9	0.7	1.4	1.1	1.4	1.5	1.5	1.3	1.50
3/27/2015														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

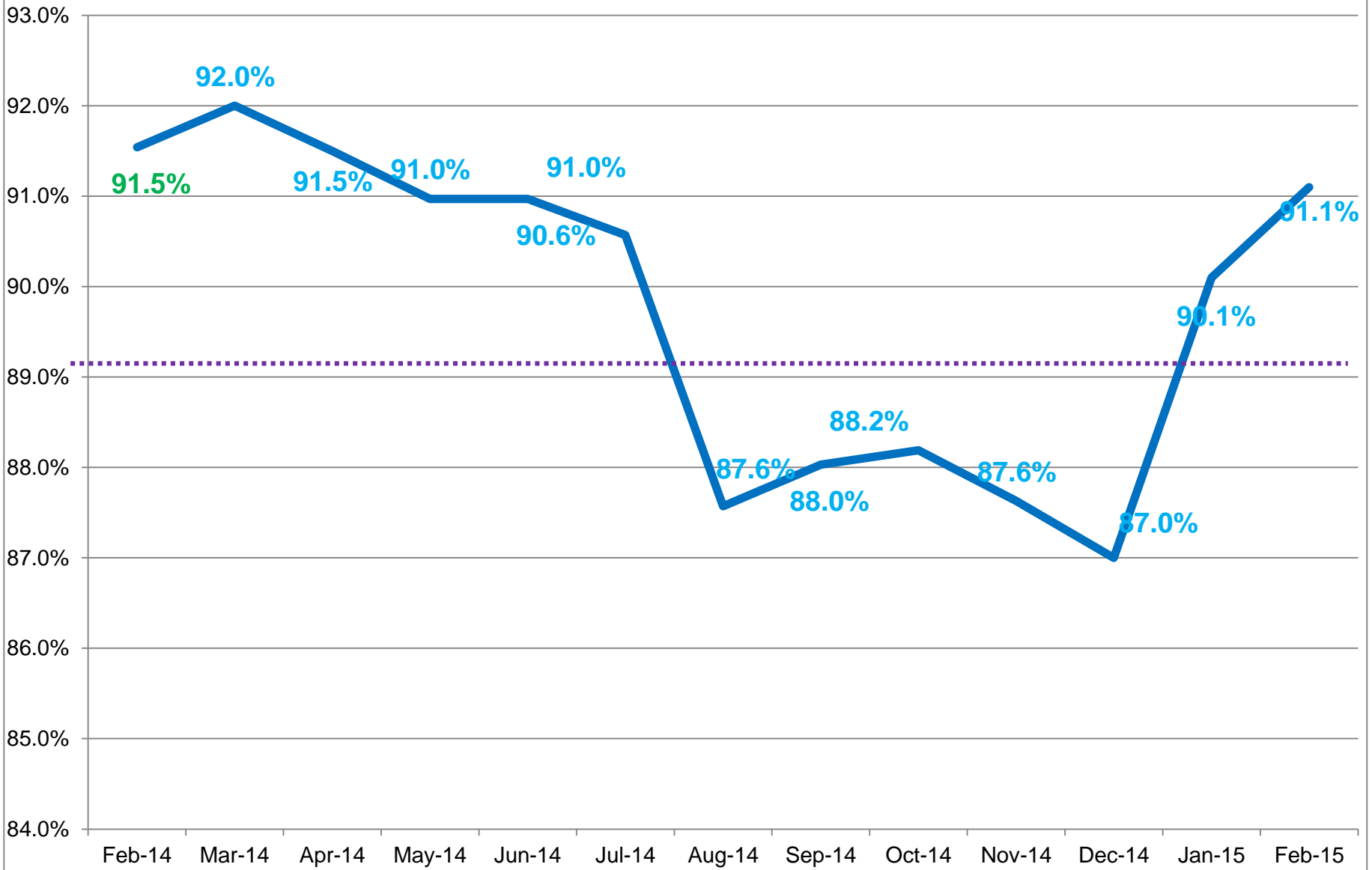
Total Trips Served



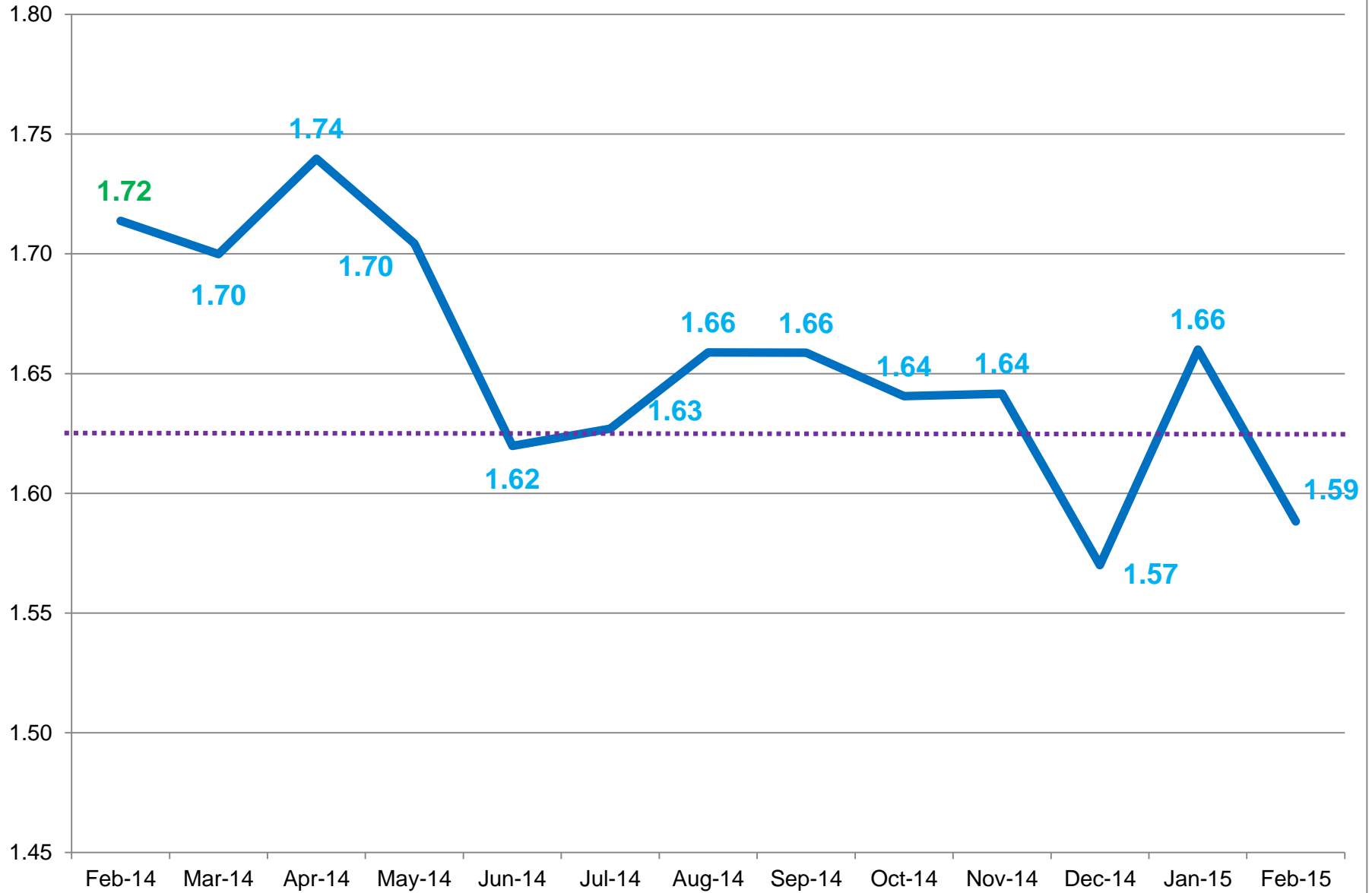
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



**Redi-Wheels
Monthly Comment Statistics**

3/27/2015

	<u>February</u>		<u>January</u>		% Change in rate per 1000 rides	YTD* Average Number	Rate per 1000 rides
	Number	Rate per 1000 rides	Number	Rate per 1000 rides			
Comments by Category							
Policy related	31	1.9	43	1.9	-28%	23	1.0
Service related	10	1.3	31	1.3	-68%	11	0.5
Compliment	39	3.3	75	3.3	-48%	19	0.8
Total	80	6.5	149	6.5	-46%	53	2.2

Average Response Time to Customer (Days) **

Complaints	3.5	4.0	3.9
Compliments	1.8	2.5	2.8
Overall	2.6	3.9	3.5

* Year to date from July 2014

** Time from when SamTrans receives the comment until the customer gets a response

**Redi-Wheels
Monthly Comment Statistics**

					3/27/2015
	Feb	Jan		YTD* Average	YTD* Rate per 1000 rides
Comments by Type					
Compliment	39	75		28	1.2
Customer error	27	39		29	1.2
Ride cancelled	0	0		0	0.0
Driver assistance	1	1		1	0.0
Denied ride	0	0		0	0.0
Driver conduct	1	13		4	0.2
Dispatcher error	0	2		1	0.0
Driver proficiency/driver safety	0	1		1	0.0
Early vehicle	0	0		0	0.0
Incident	0	0		0	0.0
Late vehicle	4	11		6	0.3
Missed trip	0	3		2	0.1
Phones (wait times, no answer)	0	1		1	0.0
General policy	0	1		0	0.0
Reservation error	0	0		1	0.0
Ride Time	1	0		1	0.0
Reservationist	0	0		0	0.0
Scheduling error	2	0		1	0.0
Safety of passenger	1	0		0	0.0
Service request	4	2		5	0.2
Vehicle preference	0	0		0	0.0
Vehicle quality	0	0		0	0.0
Total	80	149		80	3.4
* Year-to-date from July 2014.					

MONTHLY OPERATING PERFORMANCE SUMMARY DEFINITIONS

Performance Measure	Definition
1. Total trips requested	All trip requests called into Redi-Wheels reservationists
2. Trips scheduled	Trips scheduled up to 5:00 p.m. the day before the scheduled trip and standby trips (excludes cancels made before this time)
a. Same day cancels	Cancellation by customer from 5:01 p.m. the day before the scheduled trip up to two hours before scheduled pick up time
b. Late cancels	Cancellation by customer within 2 hours of scheduled pick up time
c. No-show (customer)	Customer does not appear within 5 minutes of vehicle arrival
d. No-show (operator)	Redi-Wheels fails to pick up passenger or arrived more than 90 minutes after the scheduled time (documented from customer complaints and/or Redi-Wheels operating records)
3. Total trips served	Completed one-way passenger trips by Redi-Wheels bus, sedan, taxi or minivan
a. Average weekday ridership	Total weekday trips divided by number of weekdays in month
b. Advance reservation	Redi-Wheels trips booked 1-7 days in advance
c. Agency trips	Redi-Wheels standing order trips provided to agency clients
d. Individual subscription	Redi-Wheels trips made by individuals on a standing-order basis
4. Total Redi-Wheels riders	Unduplicated individuals who rode Redi-Wheels during the month
5. Intercounty transfer trips	Trips which the customer states involve a transfer to another paratransit provider. Does not include trips with an origin or destination in the Redi-Wheels service area of San Francisco or Palo Alto.
6. On-time performance	Percent of trips picked up within 20 minutes of scheduled pick up time
7. Productivity (psgrs/rvh)	Number of passengers divided by number of vehicle revenue hours
8. Complaints per 1000 trips	Computed by dividing valid service complaints by total trips divided by 1,000
9. Compliments per 1000 trips	Computed by dividing total compliments by total trips divided by 1,000
10. Avg. phone wait time (mins)	This is the average wait for reservation calls; it represents the approximate wait time for most customers.
3/27/2015	

Comment Code Definitions								
Description	Definition							
Compliment	compliments of any kind							
Customer error	complaints resulting from a misunderstanding or misinterpretation of policy							
Ride cancelled	customer's trip was cancelled in error or for unknown reason							
Driver assistance	complaints about level/quality of assistance from driver, including securement							
Denied ride	complaint about a denied trip							
Driver conduct	dissatisfaction with driver conduct, attitude, appearance, actions, judgment							
Dispatcher error	dissatisfaction with dispatcher's actions or conduct							
Driver proficiency/safety	observations of unsafe driving, bad driving practices							
Early vehicle	vehicle arrived more than 5 minutes before the scheduled p/u time							
Incident	accidents, injuries or other serious incidents							
Late vehicle	vehicle arrived more than 20 minutes after the scheduled p/u time or dropoff time							
Missed trip	contractor failed to pick up the passenger							
Phones	dissatisfaction with wait times, no answer, busy, etc.							
General policy	complaints about Redi-Wheels policies							
Reservation error	wrong information taken for reservation							
Ride time	ride time exceeded the ride time standards							
Reservationists	dissatisfaction with reservationist's actions or conduct							
Scheduling error	complaint about scheduling error							
Safety of passenger	safety complaint related to passenger, e.g. securement							
Service request	service requests and suggestions							
Vehicle preference	request for particular type of vehicle							
Vehicle quality	Complaints related to the vehicle							