

San Mateo County  
Paratransit Coordinating Council

*Meeting Agenda and Minutes*



December 13, 2016  
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.*

## TABLE OF CONTENTS

<b>PCC Schedule of 2016 Meetings.....</b>	<b>3</b>
<b>December PCC Agenda.....</b>	<b>4</b>
<b>November PCC Meeting Minutes.....</b>	<b>5-8</b>
<b>Redi-Wheels Reports.....</b>	<b>9-16</b>
<b>Performance Measures Report.....</b>	<b>9</b>
<b>Total Trips Served Report.....</b>	<b>10</b>
<b>Taxis – Percent of Total Trips Report.....</b>	<b>11</b>
<b>On-time Performance Report.....</b>	<b>12</b>
<b>Productivity (Passengers/Revenue Vehicle Hour) Report.....</b>	<b>13</b>
<b>Redi-Wheels Monthly Comment Statistics Reports.....</b>	<b>14-15</b>
<b>Comment Code Definitions.....</b>	<b>16</b>

**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">To be Determined</p> <p align="center"><b>**No August Meeting</b></p> <p align="center"><b>1:30-3:00 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	CANCELLED
May 10, 2016	May 10, 2016	*May 2016		May 4, 2016	May 17, 2016 1:00-2:00 p.m.
June 14, 2016	June 14, 2016		June 21, 2016	June 1, 2016	June 7, 2016 1:30-3:00 p.m.
July 12, 2016	July 12, 2016	July 7, 2016 1:00-1:45 p.m.		July 6, 2016	July 19, 2016 1:30-3:00 p.m.
				August 3, 2016	CANCELLED
September 13, 2016	September 13, 2016		September 20, 2016	September 7, 2016	CANCELLED
October 11, 2016	October 11, 2016	*October 2016		October 5, 2016	CANCELLED
November 8, 2016	November 8, 2016			November 2, 2016	CANCELLED
December 13, 2016	December 13, 2016	*December 2016	*Thursday, December 15, 2016	December 7, 2016	TBA

## AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting  
SamTrans 2<sup>nd</sup> Floor Auditorium  
1250 San Carlos Avenue, San Carlos, CA 94070  
December 13, 2016**

- |   |      |
|---|------|
| 1. Pledge of Allegiance   | 1:30 |
| 2. Welcome/Roll Call  | 1:35 |
| 3. Introduction of Resource People  | 1:38 |
| 4. *Approval of November 2016 Meeting Minutes   | 1:40 |
| 5. Presentation by Richard Weiner: Transportation Network Companies (TNC's) – Part II | 1:45 |
| 6. Committee Reports  |      |
| A. Policy/Advocacy/Legislative—Mike Levinson and Vincent Merola, Co-Chairs            | 2:30 |
| B. Budget/Grant Review—Barbara Kalt, Chair  |      |
| C. Education—Sammi Riley, Chair   |      |
| D. Executive—Mike Levinson, Chair   |      |
| 1. Update on the February 2017 PCC Regional Conference                                |      |
| 7. SamTrans / Redi-Wheels Reports   | 2:45 |
| 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  | 2:55 |
| 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                    |      |
| 9. Other Business   | 3:25 |

### **\*Action Item**

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

**MEETING MINUTES  
November 8, 2016**

**ATTENDANCE:** Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Dale Edwards, Consumer; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Marie Violet, Sequoia Hospital; Aki Eejima, Consumer; Monica Colondres, Community Resident; Susan Capeloto, DOR; Michal Settles, Coastside; Sandra Lang, COA; Patty Clement-Cihak, Catholic Charities; and Judy Garcia, Consumer.

**GUESTS:** Margo Ross, SamTrans; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Ashish John, SamTrans; Mark Weinstein, First Transit; and Dave Daley, First Transit.

**ABSENTEES:** Maria Kozak, Consumer; and Maureen Dunn, Senior Focus.

(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 November PCC meeting.

**APPROVAL OF THE OCTOBER PCC MINUTES**

Vincent motioned to approve the October PCC meeting minutes and Judy seconded the motion. Michal abstained from voting and no corrections were noted.

**COMMITTEE REPORTS**

**A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)**

Vincent reported on a variety of demand responsive services that are offered in neighboring Bay Area counties.

The PAL Committee discussed how the San Mateo County Transit Authority (TA) administers Measure A funds. Tina reported on the differences in the three different Measure A sales taxes in San Mateo County.

Mike said that the PAL Committee also discussed the transition some transit agencies are making from MDC's (Mobile Data Computers) and MDT's (Mobile Data Terminals) to tablet-based data collection on paratransit vehicles.

The next PAL Committee meeting is scheduled for Tuesday, December 13, 2016. A Bus Review Committee is tentatively scheduled to take place before the December PAL Committee meeting. Tina will send out a date and time confirmation for the Bus Review Committee.

**B. GRANT/BUDGET REVIEW**

Barbara reported that there are no updates available.

**C. EDUCATION COMMITTEE**

Sammi reported that two outreach events took place in October. The PCC hosted a table at the Transition to Independence Fair in South San Francisco and the Seniors on the Move Conference in San Mateo. Both events were very well attended. The last of the PCC-branded coin purses have been given out and the new pens are being distributed. Erin and Sammi will work with the rest of the Committee members to set an Education

Committee conference call for December or early January. Sammi thanked the volunteers who worked at both events.

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

Mike reported that the Executive Committee held a conference call on November 1, 2016. The Committee is working to plan a PCC Regional Conference for February. A date, theme for the conference, and topics of interest are also being developed. Michal Settles asked about where the PCC Regional Conference will be held. Mike reported that the conference will either be held at the SamTrans building or at another nearby location.

The Executive Committee also worked to get an update from SamTrans on the IVR program status, as this project has been in progress for several years. An update on the performance level is also needed. Vincent and the PCC members discussed the original timeline for implementing the IVR program. Margo reported that getting the IVR program assessed and fully operational is a high priority. Margo said that she is negotiating with the vendor to set a meeting date and Tina is developing a scope of work to complete the project. Vincent asked for monthly updates about progress on the IVR program. Mike asked Margo about adding enhanced service from Trapeze if a contractual credit is due from the IVR program. Sandra asked if SamTrans oversees the IVR project contract. Michal thanked Margo for her report and commitment to solving the IVR problems. Margo agreed to attend the February PCC meeting and provide an update. Michal asked if the SamTrans Board of Directors is aware of the issues with the IVR project. Patty asked for a dollar amount that is spent monthly and annually that are allocated toward the part of the project that is not fully functional.

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

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

Tina reported that Santa Clara VTA has changed their paratransit provider from Outreach to work with MV Transit directly. Tina has no reports that Redi-Wheels customers have been affected, although she has heard that some customers in Santa Clara County have been impacted. Aki and John discussed when new reservations are going to be taken for VTA paratransit trips.

The SamTrans Route #294 service to the Half Moon Bay Pumpkin Festival was expanded for this year's event.

##### **B. Performance Measures Report**

Tina reported that total ridership in September 2016 was about 3.6% higher than September 2015. Average weekday ridership is also higher. On-time performance and productivity both met the standard, along with telephone hold time. The number of taxi trips is trending upward.

Monica acknowledged the increased demand and expense for paratransit services in San Mateo County. Tina said that the current Redi-Wheels budget is about \$18 million dollars per year. Ashish reported that in the budgeting process, SamTrans analyzes seasonal trends and PPH (passengers per hour) trends to forecast projected expenses. Ashish said that the ridership increase is expected to stabilize. Other factors include staffing, vehicle allocation, routes, and vehicle inspections to set costs and service delivery as accurately as possible. Dinae asked about the trend of taxi rides increasing. Dave reported that taxi use is dictated by average daily ridership. SamTrans is working to expand their fleet and First Transit is working to add staff as-needed. Mike asked Dave discussed fixed and variable costs for First Transit. Sandra and Ashish discussed how comparative data for different demographic groups is used to project ridership data. Michal asked Sandra if the COA collects data on senior citizens projected to be moving into San Mateo County. Marie added that the existing aging population residing in San Mateo County is expected to need increasing services.

Mike reported that a series of four stakeholder workshops will be held at SamTrans over the next year to address the aging and adult population. The first workshop is scheduled to take place from 9:00 a.m. to 12:00

p.m. on Monday, November 14, 2016. Melissa Reggiardo is the contact person at SamTrans for the first workshop.

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

John reported that broad trends continue upward. In 2016, there have been 43 valid late vehicle complaints so far this year. John calculated that the number of valid late vehicle complaints per 1000 trips is far less than 1%.

Mike asked John about feedback about customer behavior reported by Redi-Wheels drivers. John and Margo commented that gathering the data would be highly time-consuming for the small number of complaints received. Dave said that SamTrans does respond to driver reports about issues with customers.

### **Safety Report**

Dave reported that in August in September there were zero preventable accidents. In October, there were two preventable accidents. Both drivers involved with the preventable accidents completed retraining. No injuries were reported. Dave said that a vehicle maneuvering exercise is being planned for the next Safety Meeting that includes all the drivers.

## **LIAISON REPORTS**

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

Michal reported that the next CTC meeting is scheduled for December 15, 2016. A Christmas celebration has not yet been planned. Maintaining driver staffing levels has been easier, with some long-term employees returning to work on the Coastsides. The Half Moon Bay Pumpkin Festival had low attendance due to poor weather this year. Michal agreed to send out a Coastsides meeting reminder prior to the December PCC meeting.

### **B. AGENCY**

Barbara reported that the agencies periodically get a large group of new drivers, when the routes go up for bid. She said that the new driver bid is now in place and there have been no problems to report. Dave credited Oliver for all his hard work coordinating the routes for the agencies.

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

Mike reported that an ERC meeting has not been scheduled for November or December. Tina agreed to contact the Committee members to set up a meeting.

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

Sandra reported that the COA met on October 17, 2016. The Transportation Committee also met that day. The Transportation Committee has developed a pedestrian safety toolkit for distribution by the San Mateo County Commissioners to the municipalities. This project is part of the updated 2006 Senior Mobility Plan. Sandra said that a presentation about Fall Prevention was given at the October COA general meeting. The COA is continuing to distribute Elder Abuse Awareness brochures. The next COA meeting is scheduled for 9:00 a.m. on Monday, November 14, 2016 at 225 - 37<sup>th</sup> Avenue in San Mateo. Mike said that the last New Beginnings Coalition meeting had a presentation given by the TIES information service about Elder Abuse Awareness.

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

Vincent reported that on October 15, 2016, the Transition to Independence Fair took place in South San Francisco. The event was well-attended and Vincent thanked the PCC for participating. The COD Executive Committee is working to strategize priorities for the coming year and will also be rescheduling the 25<sup>th</sup> anniversary BBQ for early 2017.

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

Vincent reported that CiD is hosting four movie screenings over the next few months at the Gatepath office in Burlingame (899 Stanton Road).

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

Susan reported that some counselor and clerical vacancies at DOR are still open. Lots of referrals are being given and outreach activities are taking place. Susan said that the building manager has worked with clients and employees at DOR to assist them as the offices have been under extensive renovation.

**OTHER BUSINESS**

Mike announced that the next PCC meeting is scheduled for Tuesday, December 13, 2016 at 1:30 p.m.

Tina said that a Bus Review Committee will be scheduled, once the grant funding for a new cutaway bus is approved. Margo described the specific restrictions on vehicle purchases with grant funding. Tina said that a standard cutaway currently costs about \$100,000 and low-floor cutaway vehicles cost about \$150,000. Tina said that the low-floor vehicles are appealing because riders can board more quickly and easily. Sammi pointed out that one drawback to the low-floor vehicles is there is only space for two wheelchairs. Dave said that about 57 buses in total are in service each day. Barbara and Mike expressed concern about low-floor vehicles navigating along steep hills and driveways throughout San Mateo County. Vincent advocated for holding the Bus Review Committee meetings on the same day as the regularly-scheduled PCC meeting.

Aki shared his insights into the IVR project that he has had over the duration of the time that it has been in progress.

Dale said that he is thankful for the PCC and the paratransit service provided by Redi-Wheels. He noted that the PCC represents over 7,000 riders in San Mateo County. Dale wished everyone a Happy Thanksgiving.

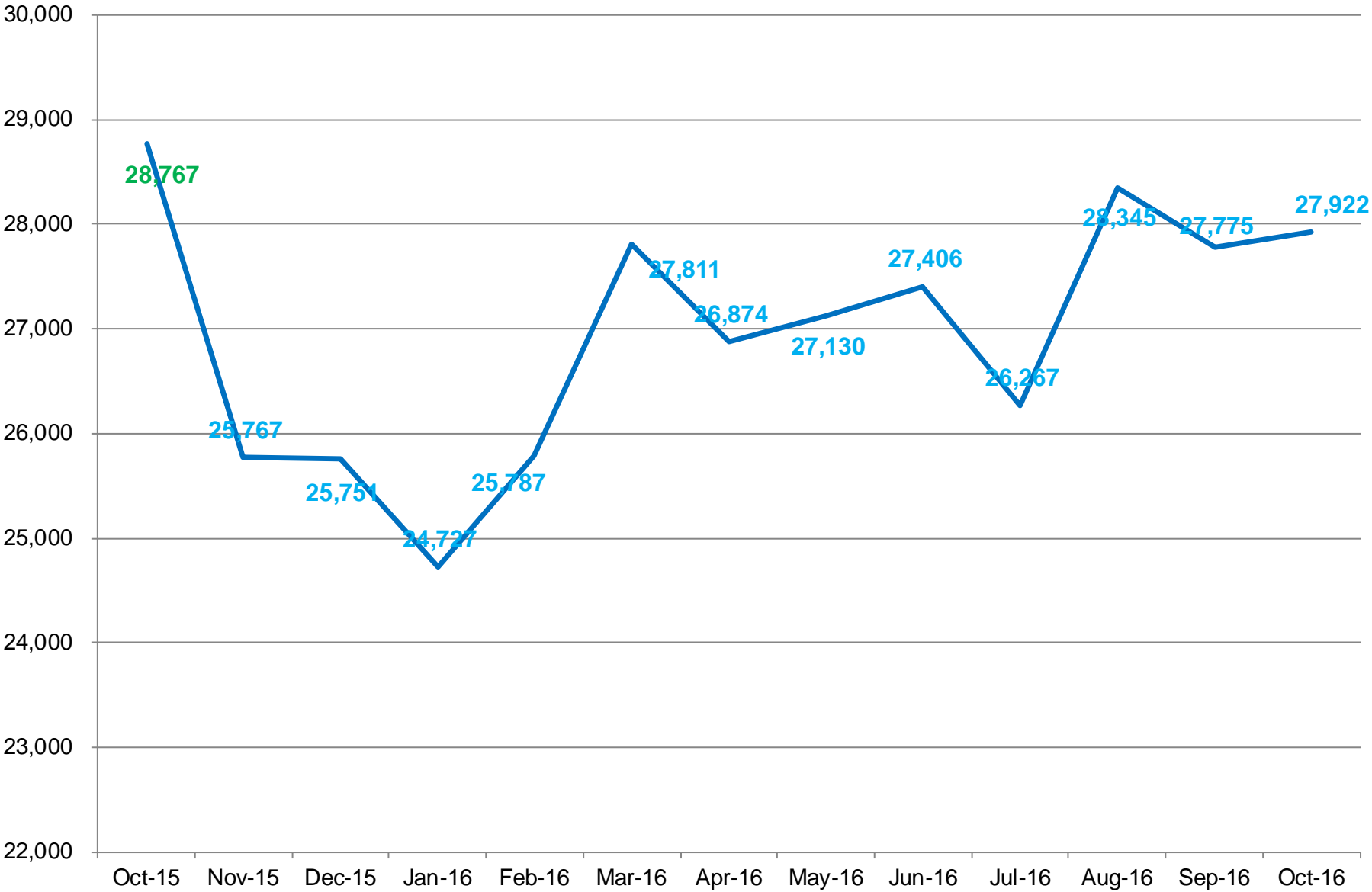
**MEETING ADJOURNED 3:25 p.m.**



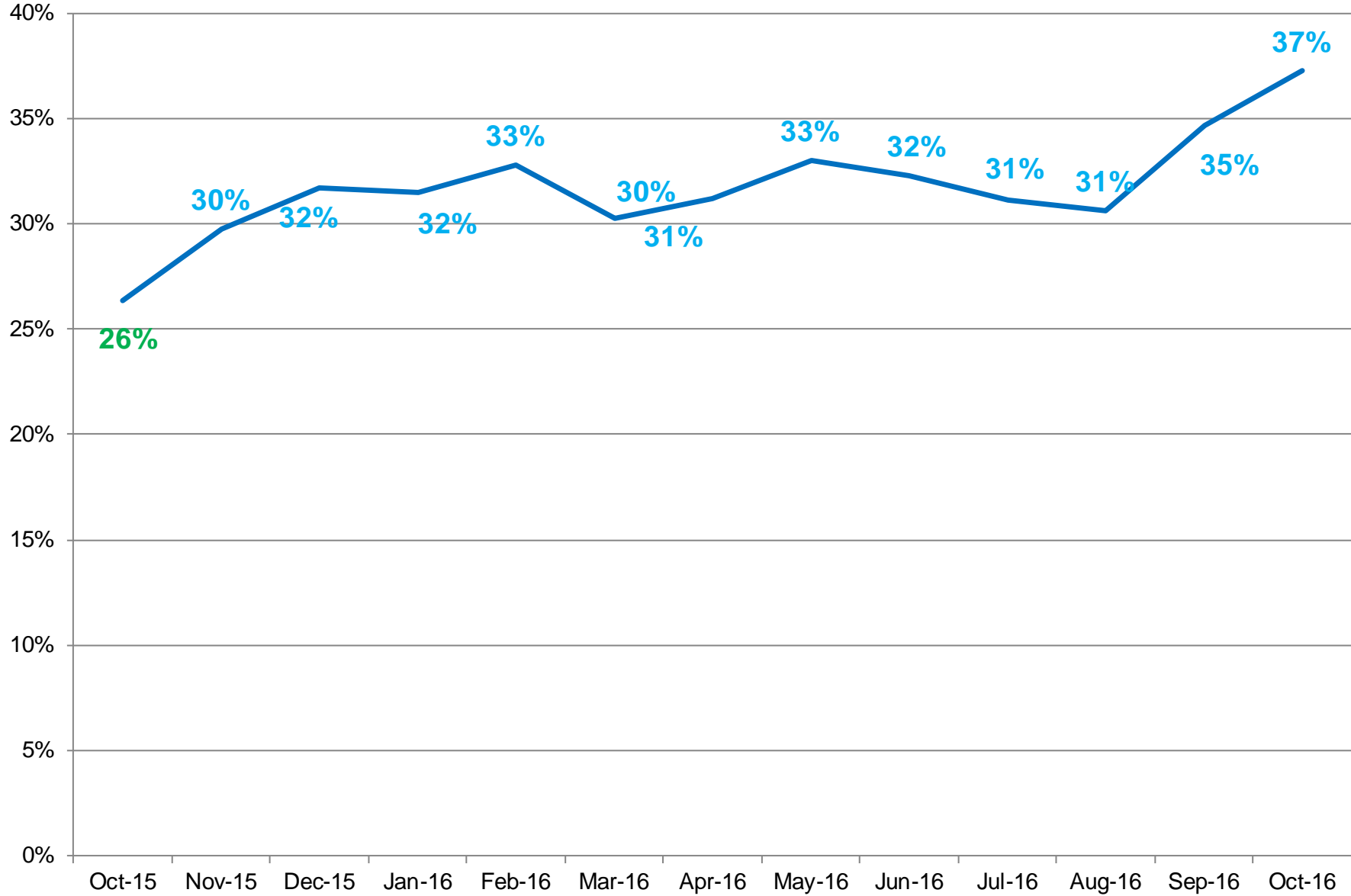
## Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Prev. Yr. Average
1. Total trips requested	33,672	31,322	32,041	30,076	30,790	33,251	31,515	32,384	32,320	31,461	33,362	32,756	32,948	31,416
2. Trips scheduled	31,732	28,419	28,605	27,127	28,948	30,154	29,663	29,908	29,718	28,956	31,266	30,495	30,652	29,369
a. Same day cancels	2,150	1,862	1,939	1,670	2,381	1,499	2,060	2,008	1,565	1,968	2,057	1,960	1,847	1,958
% of trips scheduled	6.8%	6.6%	7%	6.2%	8.2%	5.0%	6.9%	6.7%	5.3%	6.8%	6.6%	6.4%	6.0%	6.7%
b. Late cancels	458	413	517	410	397	514	392	360	405	422	482	443	523	411
% of trips scheduled	1.4%	1.5%	1.8%	1.5%	1.4%	1.7%	1.3%	1.2%	1.4%	1.5%	1.5%	1.5%	1.7%	1.4%
c. Total customer no-shows	354	373	396	318	380	330	337	410	342	299	382	314	358	364
% of trips scheduled	1.1%	1.3%	1.4%	1.2%	1.3%	1.1%	1.1%	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%	1.2%
d. No-show (operator)	3	4	2	2	3	1	2	0	1	0	0	3	2	2
3. Total trips served	28,767	25,767	25,751	24,727	25,787	27,811	26,874	27,130	27,406	26,267	28,345	27,775	27,922	26,634
a. Average weekday riders	1,146	1,103	1,033	994	1,086	1,083	1,117	1,116	1,099	1,104	1,097	1,152	1,143	1,084
b. Advance reservation	19,896	18,036	17,676	17,014	17,670	18,842	18,054	18,464	18,821	18,073	18,992	18,866	19,158	18,147
c. Agency trips	4,036	3,597	3,953	3,463	3,635	4,096	4,042	4,043	4,210	3,847	4,497	4,119	4,008	3,939
d. Individual subscription	4,835	4,134	4,122	4,250	4,482	4,873	4,778	4,623	4,375	4,347	4,856	4,790	4,756	4,548
e. Taxi trips	7,580	7,669	8,170	7,794	8,454	8,409	8,383	8,953	8,853	8,184	8,678	9,630	10,404	7,621
<i>(taxi % of total trips)</i>	26%	30%	32%	32%	33%	30%	31%	33%	32%	31%	31%	35%	37%	29%
4. Total Redi-Wheels riders	2,338	2,230	2,200	2,142	2,157	2,256	2,201	2,269	2,317	2,238	2,329	2,351	2,340	2,240
5. Inter-County Transfer Trips	277	265	207	209	182	211	200	232	222	202	194	209	189	246
6. On-time performance <sup>1</sup>	90.2%	91.0%	91.8%	92.5%	92.3%	92.4%	91.9%	92.1%	93.5%	92.6%	93.8%	92.2%	92.6%	91%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.80	1.80	1.83	1.78	1.79	1.75	1.83	1.83	1.81	1.87	1.81	1.84	1.90	1.79
8. Complaints per 1000 trips	0.8	0.6	0.7	0.3	0.4	0.4	0.7	0.4	0.4	0.5	0.3	0.5	0.5	0.5
9. Compliments per 1000 trips	2.3	2.1	1.2	2.6	3.3	2.9	1.1	1.5	2.3	2.1	2.6	2.3	2.0	1.9
10. Avg phone wait time (mins) <sup>3</sup>	1.5	1.5	1.9	1.3	1.0	1.1	1.2	1.0	1.1	1.2	0.9	1.0	1.0	1.32
<b>12/5/2016</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

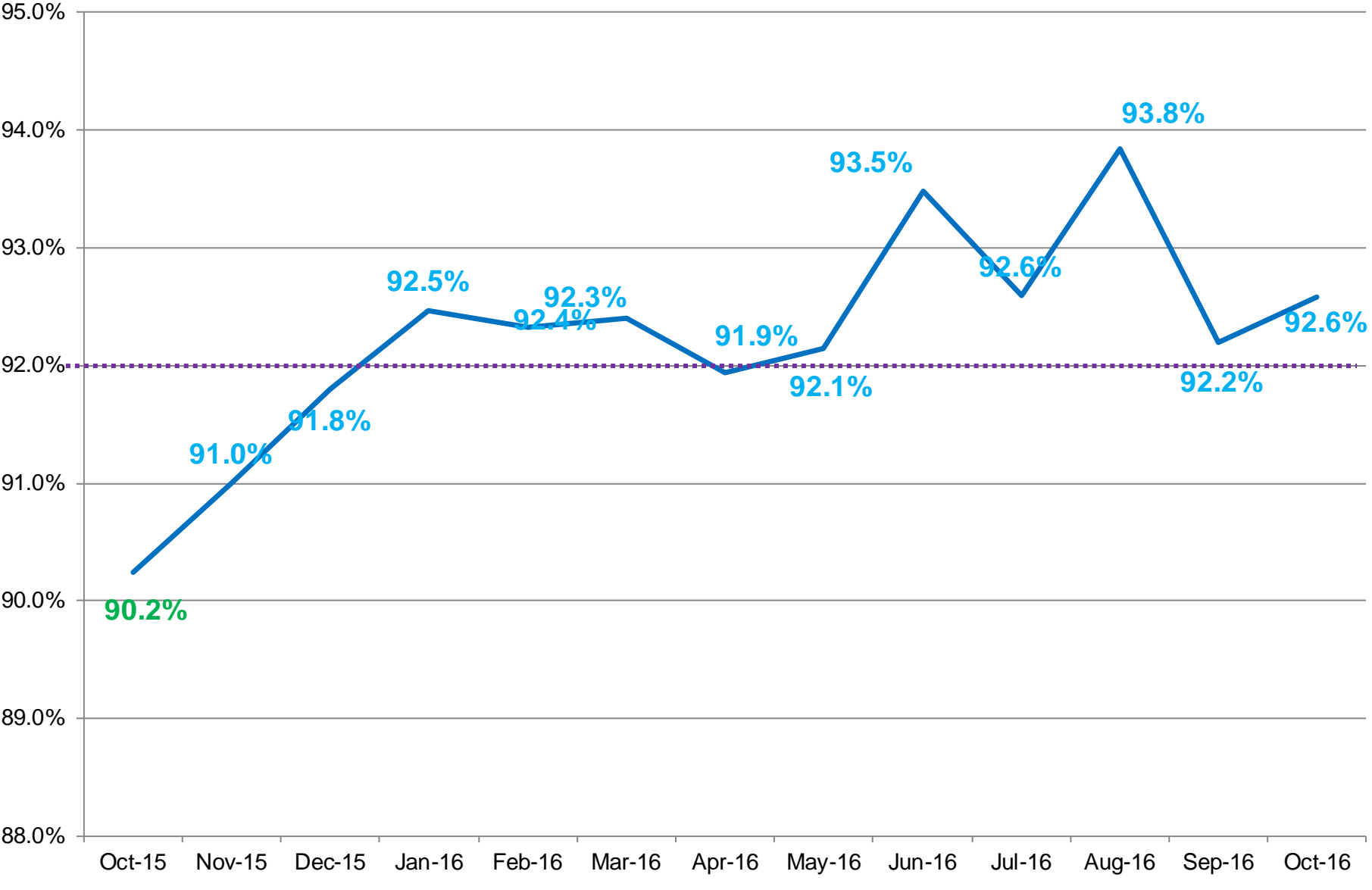
### Total Trips Served



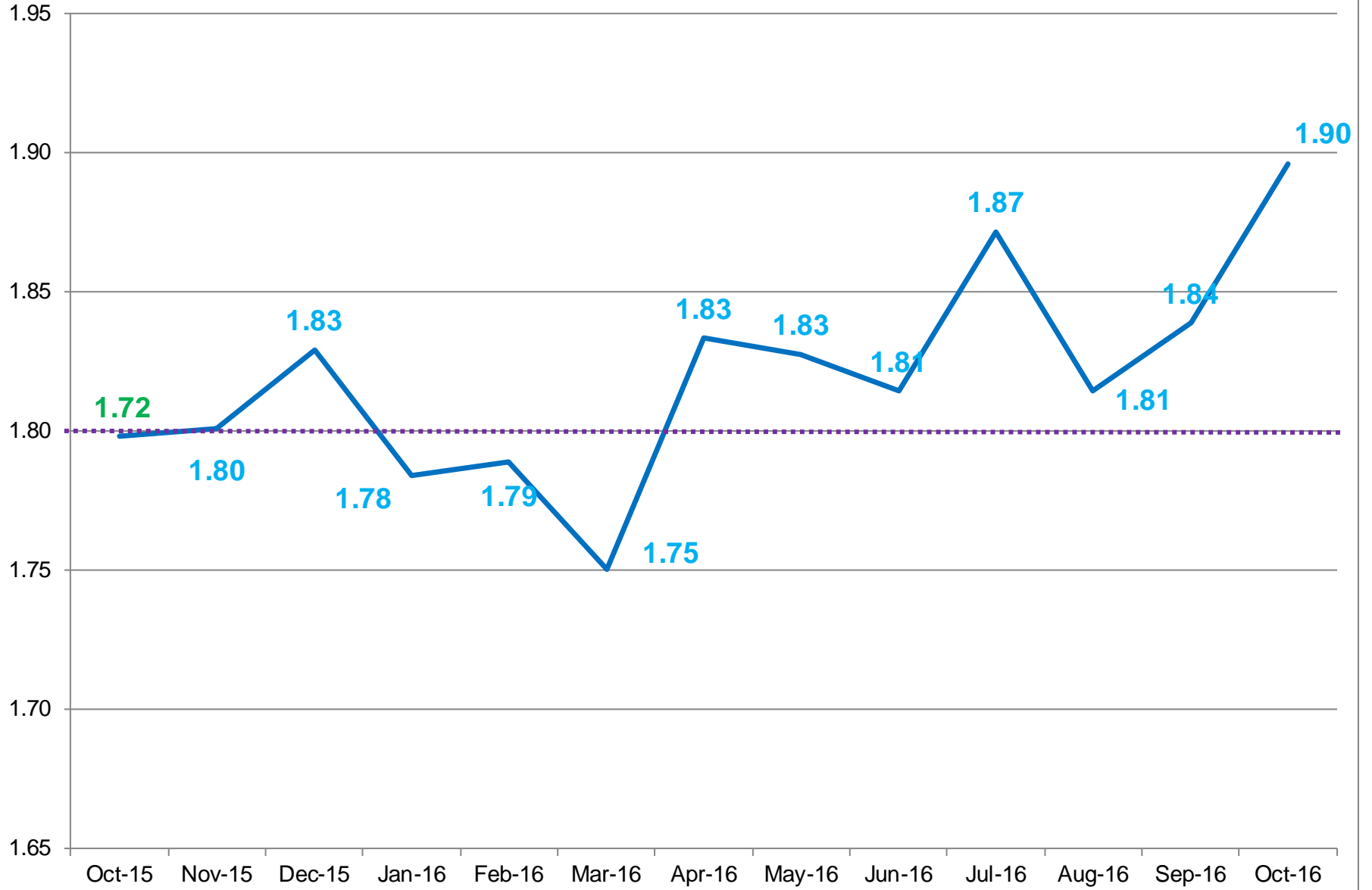
### Taxis - Percentage of Total Trips



### On-time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



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

2016 Comments	September		October		Year to Date		% Valid
	Total	Valid	Total	Valid	Total	Valid	
<b>Total</b>	<b>30</b>	<b>13</b>	<b>41</b>	<b>13</b>	<b>350</b>	<b>161</b>	<b>46.00%</b>
<b>Compliment</b>	63	63	56	56	650	650	100.00%
<b>Complaint</b>	30	13	41	13	350	161	46.00%
<b>Service Related</b>							
<b>Ride Canceled</b>	0	0	0	0	0	0	N/A
<b>Driver Assistance</b>	0	0	1	0	8	2	25.00%
<b>Driver Conduct</b>	11	3	10	4	78	30	38.46%
<b>Trip Denial</b>	0	0	0	0	0	0	N/A
<b>Dispatcher</b>	1	0	4	0	20	5	25.00%
<b>Driving Proficiency</b>	1	0	2	0	32	11	34.38%
<b>Early Vehicle</b>	0	0	0	0	3	3	100.00%
<b>Incident</b>	0	0	0	0	6	4	66.67%
<b>Late Vehicle</b>	5	5	5	3	62	49	79.03%
<b>Missed Trip</b>	4	3	4	2	31	14	45.16%
<b>No Callback</b>	0	0	0	0	0	0	N/A
<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>22</b>	<b>11</b>	<b>26</b>	<b>9</b>	<b>240</b>	<b>118</b>	<b>49.17%</b>
<b>Non-Service Related</b>							
<b>Phones</b>	0	0	0	0	1	0	0.00%
<b>Policy Comment</b>	3	1	11	4	57	25	43.86%
<b>Service Request</b>	3	1	3	0	38	15	39.47%
<b>Vehicle</b>	2	0	1	0	7	2	28.57%
<b>Vehicle Preference</b>	0	0	0	0	5	1	20.00%
<b>Vehicle Un-Needed</b>	0	0	0	0	2	0	0.00%
<b>Subtotals</b>	<b>8</b>	<b>2</b>	<b>15</b>	<b>4</b>	<b>110</b>	<b>43</b>	<b>39.09%</b>

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

2016 Comments	September		October		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	27,775		27,922		270,044	
<b>Comments by Category**</b>						
Compliment	63	2.27	56	2.01	650	2.41
Policy Related	2	0.07	4	0.14	43	0.16
Service Related	11	0.40	9	0.32	118	0.44
<b>Total</b>	<b>76</b>	<b>2.74</b>	<b>69</b>	<b>2.47</b>	<b>811</b>	<b>3.00</b>
<b>Average Response Time to Customer (Working Days)‡</b>						
Compliment		4.02		2.50		3.46
Policy Related		7.63		6.27		7.60
Service Related		8.50		6.27		7.32
<b>Overall</b>		<b>5.39</b>		<b>4.09</b>		<b>4.82</b>
*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	Vehicle arrived more than 5 minutes before the scheduled pickup time
Incident	Accidents, injuries, or other seriously disruptive incidents
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.	