

San Mateo County  
Paratransit Coordinating Council

*Meeting Agenda and Minutes*



February 9, 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.*

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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	April 12, 2016			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  
February 9, 2016**

- |  |      |
|--|------|
| 1. Pledge of Allegiance  | 1:30 |
| 2. Welcome/Roll Call   | 1:35 |
| 3. Introduction of Resource People   | 1:38 |
| 4. *Approval of January Meeting Minutes  | 1:40 |
| 5. Committee Reports   | 1:42 |
| 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  |      |
| 6. SamTrans / Redi-Wheels Reports  | 2:10 |
| A. Operational Report—Tina Dubost  |      |
| 1. Safety Briefing—Tina Dubost   |      |
| B. Performance Summary—Tina Dubost   |      |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson                 |      |
| D. Safety Report—Dave Daley  |      |
| 7. Liaison Reports   | 2:40 |
| 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               |      |
| 9. Other Business  | 3:15 |
- \*Action Item**

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

**MEETING MINUTES  
January 12, 2016**

**ATTENDANCE:** Members present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Michal Settles, Coastside; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Maria Kozak, Consumer; Maureen Dunn, Senior Focus; Sandra Lang, COA; Aki Eejima, Consumer; Marie Violet, Sequoia Hospital; Ka’ili Crabbe, DOR; Dale Edwards, Consumer and Judy Garcia, Consumer.

**GUESTS:** Richard Weiner, Nelson-Nygaard Consulting Associates; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Dave Daley, First Transit; Talib Salamin, Serra Taxicab; Henry Silvas, SamTrans; Elly Colwell, SamTrans; Jim Lange, City of Pacifica; Ann Cooney, City of Pacifica; Scott McMillan, Resident of San Carlos.

**ABSENTEES:** Patti Clement-Cihak, Catholic Charities and Barbara Kalt, Rosener House.

(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 January PCC meeting.

**APPROVAL OF THE DECEMBER PCC MINUTES**

Sandra motioned and Vincent seconded the motion to approve the December PCC minutes. No abstentions or requests for corrections to the December PCC minutes were noted.

**COMMITTEE REPORTS**

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

Vincent reported that the PAL Committee met prior to today’s PCC meeting from 11:30 to 12:30 p.m. The PCC packet will be updated to show the updated PAL meeting schedule. The PAL Committee will continue meeting this year from 11:30-12:30 p.m. on the second Tuesday of each month, in the 2<sup>nd</sup> floor auditorium of the SamTrans building.

The PAL Committee discussed the Redi-Wheels No Show/Late Cancel Policy currently being reviewed by SamTrans Executive Team. The PCC will have an opportunity for input before the SamTrans Executive Team finalizes changes to the new No Show/Late Cancel policy.

At future meetings, Richard will bring updates about ADA paratransit from Transit Access Report. Richard briefly discussed current accessibility issues, such as Mandatory Move Policies, Door-to-Door Service Request Policies, Obstructed Bus Stops, Unattended Vehicle Policies, and 100% Disabled Veteran Designation Status, and Monthly Paratransit Service Passes. Richard asked for quarterly legislative updates from Shweta Bhatnagar at SamTrans.

**B. GRANT/BUDGET REVIEW**

Barbara unavailable, no update.

**C. EDUCATION COMMITTEE**

Maureen reported that the Education Committee last met in November. A conference call is scheduled for this Friday.

## **D. EXECUTIVE COMMITTEE**

Mike reported that the Executive Committee last held a conference call on November 20, 2015. The next meeting will be scheduled for the end of January 2016.

### **Consumer Corps Report**

Erin reported that 252 Consumer Corps ride evaluations were received in the last quarter of 2015. Comment cards were observed by Corps members in nearly 90% of SamTrans vehicles. On-Time Performance was also close to 90%. Out of 252 ride evaluations, only 14 incomplete and/or inaccurate Night-Before Calls were reported. Corps members reported that 94.5% of their phone calls for ride reservations were taken without any hold time. Corps members riding in Redi-Wheels vehicles continue to report Driver Assistance that has “met needs” or was “above needs” at levels near 100%. In this quarter, Corps members reported that about 75% of their trips were taken on Redi-Wheels vehicles. The remaining 25% of Corps members rode in taxicabs. No reports were received by Corps members riding on RediCoast vehicles. Most Corps members traveled less than 20 miles on each of their trips reported this quarter.

Erin noted that Redi-Wheels Comment Cards are continuing to be found with increased frequency on taxicabs. She added that she continues to receive Redi-Wheels Comment Cards in the mail each week and that many are from Redi-Wheels customers that are being picked up in taxicabs. Most of the Comment Cards are complimentary and note the positive experience that riders are having on their trips.

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

### **E. Operational Report**

Tina thanked the PCC members for their participation in today’s fire drill. She pointed out all of the emergency exits visitors can use to move from the auditorium to get out of the building. Tina also stated that an automated external defibrillator (AED) is located in a nearby department.

### **A. Performance Summary**

Tina reported that the Total Trips Served in November 2015 totaled 25,767. Richard asked about the graph dropping between October and November 2015 for Total Trips Served. Tina said that the trend over the past year has shown a significant increase in Total Trips Served, although there was a drop during the time period that Richard pointed out. Aki asked Dave about the graph for Taxis – Percentage of Total Trips. Dave confirmed that taxicabs are in use throughout the day, especially during peak service times. Vincent asked about Average Phone Wait Times. Tina and Dave discussed changes to this aspect of the report, based on the guidelines released in the 2015 ADA Circular. Vincent asked for further discussion and updates at a future PAL meeting.

John provided the 2014-15 Redi-Wheels Monthly Comment Statistics Review Report. Complaints remained steady from 2014 to 2015, although Valid Complaints decreased. Non-Service Related Comments about Policy and Service Requests showed an increase. John pointed out that there has been a fare increase and changes to a few policies that were reflected in the comments submitted by Redi-Wheels riders. Service-Related Complaints about Driver Conduct are similar from 2014 to 2015. Late Vehicle comments are similar in number from one year to the next, although more of the Comments were found to be valid in 2015. Almost 10,000 more rides were provided in the 4<sup>th</sup> quarter of 2015 than were provided during the same time period in 2014. The number of comments in each category is similar, so the number per thousand trips is lower. In 2015, SamTrans staff has been working to decrease the number of working days for Average Response Time.

Jim asked about the most common types of complaints. John said that Driver Conduct, and Late Vehicle/Missed Trip, complaints continue to be the most common type of comments. Richard commented that end of the year changes in actual numbers (rather than just percentages) would be useful to further understand

the order of magnitude in future reports. Richard and John will continue communicating about formatting this information.

### **Safety Report**

Dave reported that there were two preventable and two non-preventable accidents in December 2015. No injuries were reported in any of the incidents. Based on the December reports, Dave reported that drivers are giving close attention to lap belts used by passengers in wheelchairs.

Talib and Dave added that there were two taxi incidents; one was preventable and one was found to be non-preventable. No injuries were reported.

## **LIAISON REPORTS**

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

Michal reported that the last quarterly meeting of 2015 was on December 17. Nine people were in attendance. Michal thanked Mike for his call from the hospital to keep her updated on his absence from the meeting. Michal emphasized that the more frequent service on Route 294 that will begin serving the Coastsides this month is going to be highly beneficial. RediCoast offices had severe service interruptions with their telephone service. A new phone system will likely be necessary. Tina commented that a work-around has been put in place and new equipment will be installed tomorrow. Agency representatives worked with Santos on the Coastsides to avoid any service interruptions for passengers using paratransit. Michal noted that due to the excellent service provided by Santos and his team during this service interruption, no complaints were filed by riders.

The Coastsides meeting schedule for 2016 has been adopted. The meetings will take place from 9:30-11 a.m. at 925 Main Street in Half Moon Bay on Tuesday, March 15, Tuesday, June 21, Tuesday, September 20 and Thursday, December 15.

Michal thanked everyone for participating on the Coastsides Holiday Caroling event.

### **B. AGENCY**

Barbara absent, no report available.

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

Mike reported that the ERC met last week. The group discussed issues with paratransit service to UCSF Medical Center in San Francisco, and transfer trips between Redi-Wheels and SF Paratransit. Mike noted that long wait times have been reported by some customers making this transfer trip. Tina is working to develop accurate projections to show the additional costs if Redi-Wheels were to provide direct service by to UCSF. Richard said that he is working with David Koffman at Nelson/Nygaard to develop more detailed cost projections. The next ERC meeting is scheduled for Tuesday, February 2, 2016, from 11-12:30 p.m.

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

Sandra wished everyone a Happy New Year. The COA last met on January 11, 2016. EDAPT (Elder and Dependent Adult Protection Team) gave a presentation to the COA on this date to bring awareness about elder finance abuse. The next COA meeting is scheduled for February 8, 2016. The COA Transportation Committee has been discussing three topics: Walking and Pedestrian Safety, Redi-Wheels, and Information Resources. The Committee will develop action plans that can be forwarded to the COA. The Committee has also invited John Sanderson to an upcoming meeting to provide more information about Redi-Wheels/RediCoast service.

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

Vincent reported that the COD building at 225 – 37<sup>th</sup> Avenue has been found to have numerous ADA accessibility issues. A \$1.2 million upgrade to improve accessibility funded by San Mateo County will begin in the next year. The Transition to Independence Fair is being scheduled for 2016, with a focus on stopping the use of illegal disabled parking placards.

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

Vincent reported that the next Health and Wellness Fair will be taking place on Saturday, January 23, 2016 in Millbrae. Vendors will provide free information and resources. Tina confirmed that the SamTrans Senior Mobility team has participated in this event previously.

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

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

## **OTHER BUSINESS**

Mike asked about John Sanderson’s trip to Sequoia Hospital to meet with Marie Violet and some of her staff. John reported that at the meeting yesterday, the group discussed all of the Common Location names currently in use for entrances to the various buildings at the hospital campus. John noted that that additional outreach and education is needed to help Redi-Wheels passengers and their families, hospital staff and volunteers, and Redi-Wheels personnel determine the correct pick up and drop off locations, in addition to clarifying on-the-fly service changes. John said that by communicating updated information about the location names to riders, it is hoped that extended wait times resulting from go-backs can be avoided. John will be reviewing data for trips to and from the hospital.

Mike reported that the NBC (New Beginnings Coalition) will be meeting on Tuesday, January 26, 2016 from 9:00-11:00 a.m. in Room 100 at 225 W. 37<sup>th</sup> Avenue in San Mateo.

Aki commented that he has spoken to four Redi-Wheels drivers about a developing problem with people using counterfeit and fraudulent Redi-Wheels identification cards. Tina said that SamTrans has equipment and staff training to further address this issue and that SamTrans is working to finalize testing of magnetic stripes for the new identification cards. Richard commented that problems with fraudulent paratransit identification cards in New York City and Chicago were highlighted in the most recent issue of *Transit Access Reports*.

Dinae commented that after discussing the new Redi-Wheels ticket sheets with several PCC members, she found that all of the people she spoke to preferred the older book-style ride tickets.

Maria commented that the Night-Before Calls state the date of the ride confirmation, but do not include the day of the week. This has been confusing for her and some other Redi-Wheels customers, as they make multiple ride reservations each week and receive multiple messages in short succession.

Aki asked if any new IVR updates were available. Tina said that updates are not currently available.

Mike reminded everyone that the next PCC meeting is scheduled for Tuesday, February 9, 2016 from 1:30-3:30 p.m.

**MEETING ADJOURNED 3:05 p.m.**

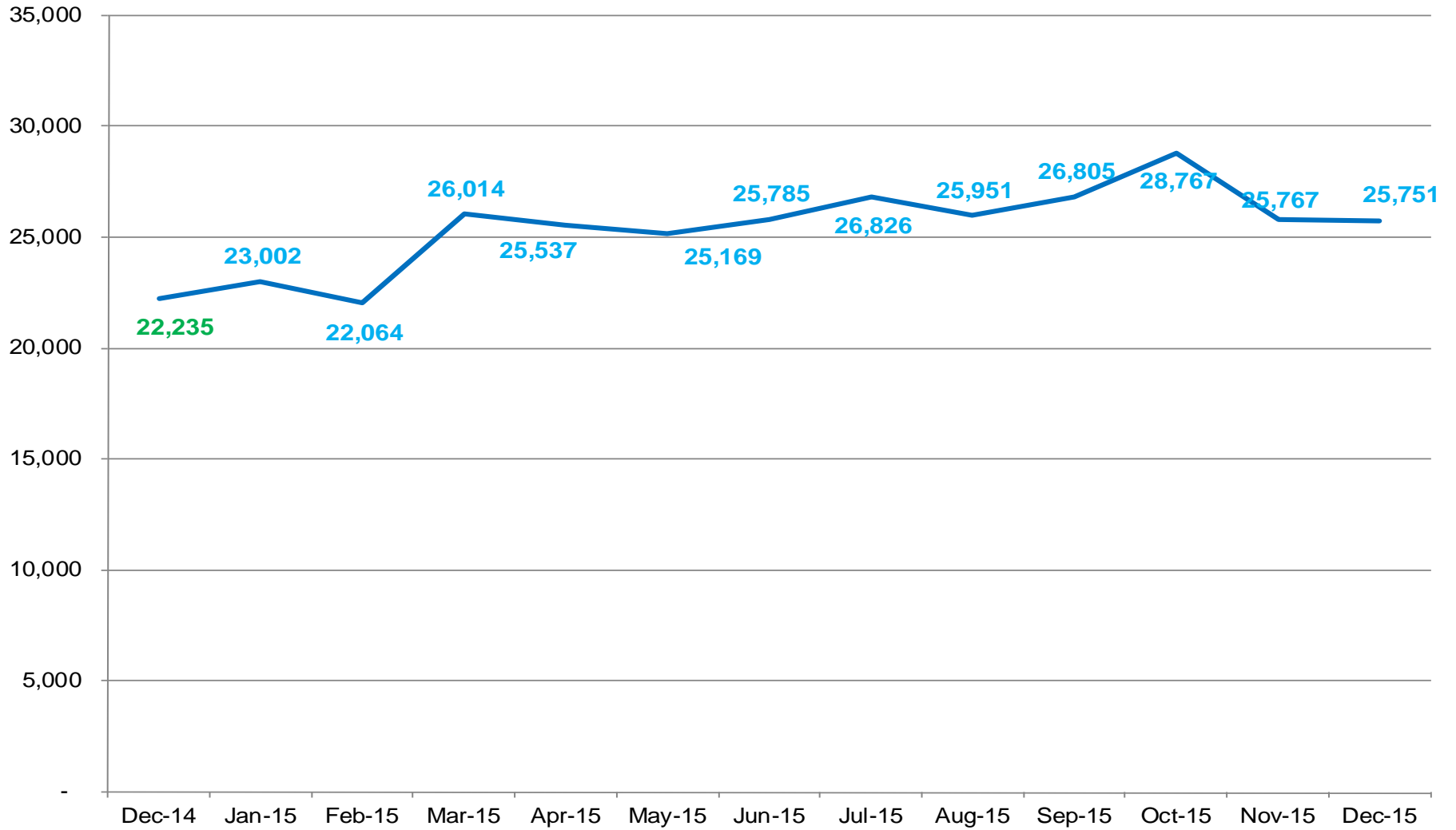


## Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

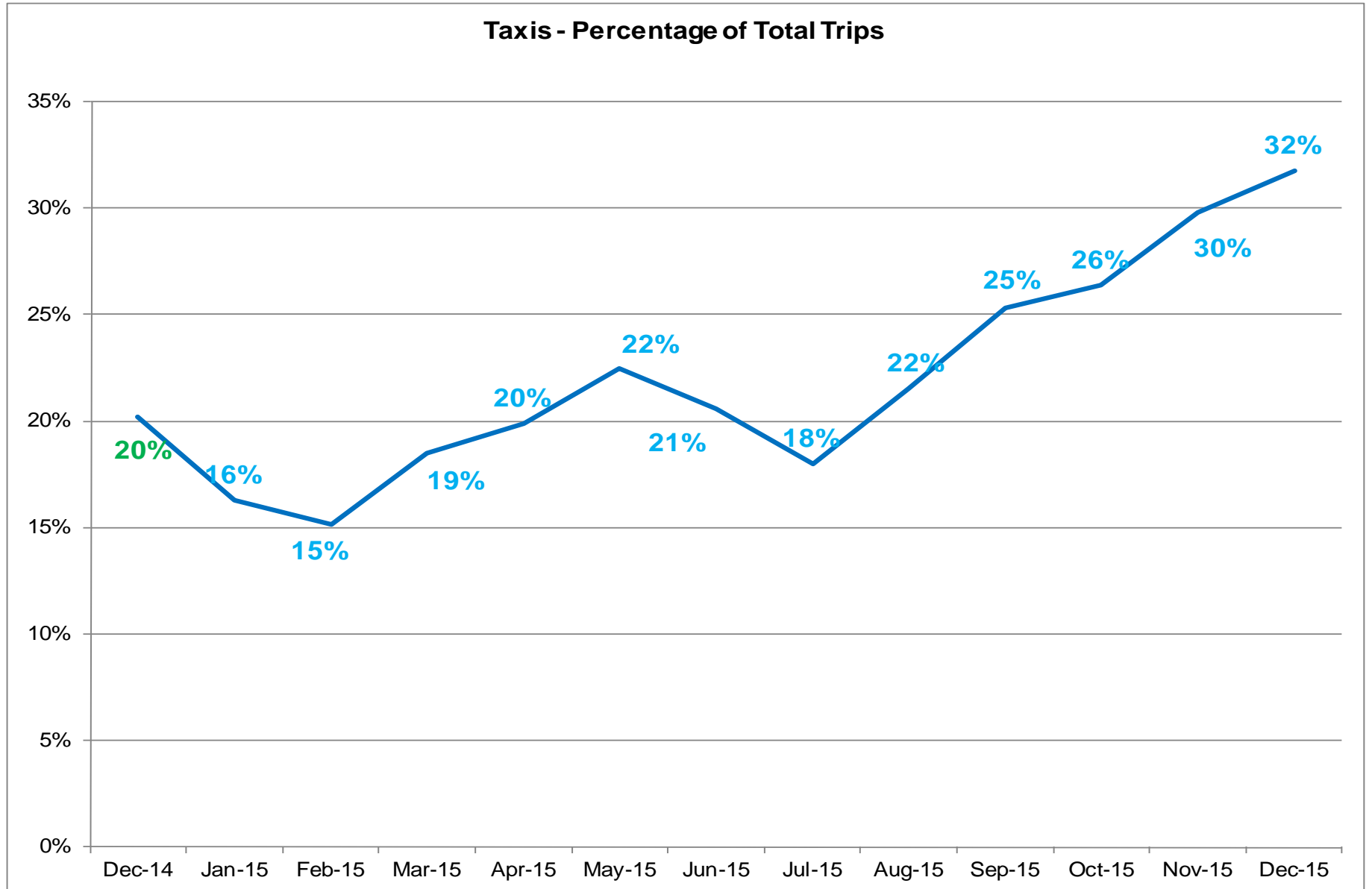
Performance Measure	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Prev. Yr. Average
1. Total trips requested	29,026	28,643	26,694	30,650	30,145	30,213	30,655	31,727	30,558	31,859	33,672	31,318	32,039	29,423
2. Trips scheduled	24,685	25,161	23,890	28,046	27,115	27,147	27,930	29,342	29,101	29,711	31,732	28,415	28,603	26,436
a. Same day cancels	1,601	1,421	1,210	1,266	918	1,255	1,415	1,803	2,421	2,142	2,150	1,862	1,939	1,381
% of trips scheduled	6.5%	5.6%	5%	4.5%	3.4%	4.6%	5.1%	6.1%	8.3%	7.2%	6.8%	6.6%	6.8%	5.2%
b. Late cancels	424	313	312	377	340	380	388	340	344	387	458	413	517	347
% of trips scheduled	1.7%	1.2%	1.3%	1.3%	1.3%	1.4%	1.4%	1.2%	1.2%	1.3%	1.4%	1.5%	1.8%	1.3%
c. Total customer no-shows	422	422	304	386	319	342	342	371	385	373	354	373	396	390
% of trips scheduled	1.7%	1.7%	1.3%	1.4%	1.2%	1.3%	1.2%	1.3%	1.3%	1.3%	1.1%	1.3%	1.4%	1.5%
d. No-show (operator)	3	3	0	3	1	1	0	2	0	4	3	0	0	2
3. Total trips served	22,235	23,002	22,064	26,014	25,537	25,169	25,785	26,826	25,951	26,805	28,767	25,767	25,751	24,317
a. Average weekday riders	881	967	973	1,033	1,026	1,060	1,045	1,045	1,068	1,116	1,146	1,103	1,033	1,000
b. Advance reservation	14,792	15,752	14,815	17,478	17,096	17,007	17,097	17,458	17,486	18,342	19,896	18,036	17,676	16,092
c. Agency trips	3,726	3,398	3,418	4,112	4,033	3,852	4,265	4,284	4,073	3,832	4,036	3,597	3,953	4,002
d. Individual subscription	3,717	3,852	3,831	4,424	4,408	4,310	4,423	5,084	4,392	4,631	4,835	4,134	4,122	4,223
e. Taxi trips	4,488	3,744	3,342	4,817	5,078	5,660	5,300	4,819	5,588	6,785	7,580	7,669	8,170	4,387
<i>(taxi % of total trips)</i>	20%	16%	15%	19%	20%	22%	21%	18%	22%	25%	26%	30%	32%	18%
4. Total Redi-Wheels riders	2,104	2,108	2,078	2,203	2,206	2,148	2,240	2,240	2,264	2,261	2,338	2,230	25,751	2,170
5. Inter-County Transfer Trips	274	280	290	310	305	296	282	287	337	280	277	265	207	289
6. On-time performance <sup>1</sup>	87.0%	90.1%	91.1%	89.6%	91.3%	91.7%	88.5%	88.4%	90.7%	90.4%	90.2%	91.0%	91.8%	89%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.57	1.66	1.59	1.66	1.81	1.70	1.66	1.74	1.74	1.75	1.80	1.80	1.83	1.66
8. Complaints per 1000 trips	1.0	1.3	0.5	0.5	0.9	0.7	0.5	0.5	0.2	0.7	1.0	0.9	0.8	0.7
9. Compliments per 1000 trips	0.6	3.3	1.8	0.9	0.6	1.0	0.7	0.7	0.6	1.2	2.2	2.1	1.2	1.1
10. Avg phone wait time (mins) <sup>3</sup>	1.4	0.8	0.5	0.7	0.9	1.1	1.4	1.4	1.0	1.7	1.5	1.5	1.9	1.21
<b>2/2/2016</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

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

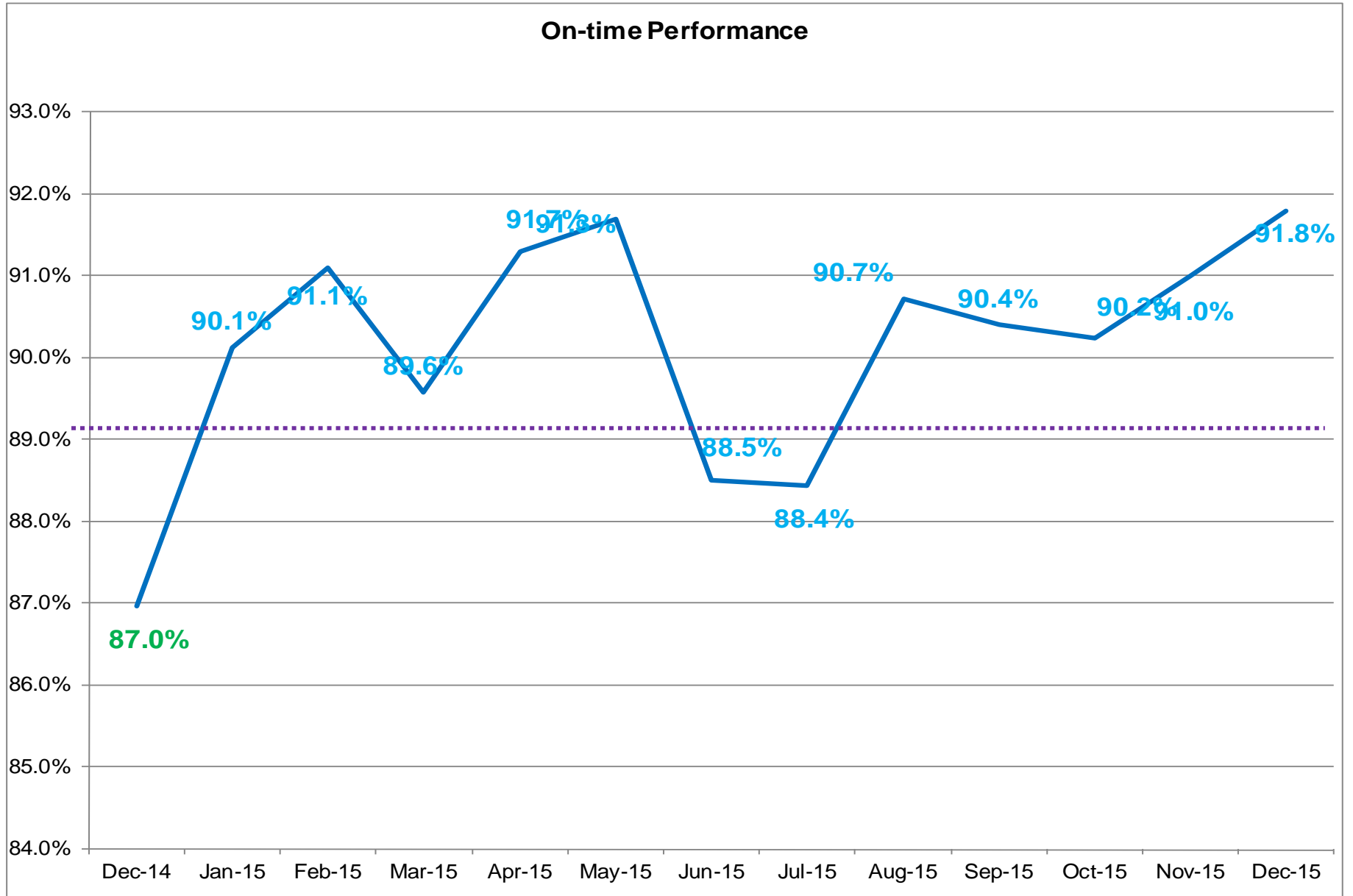
**Total Trips Served**



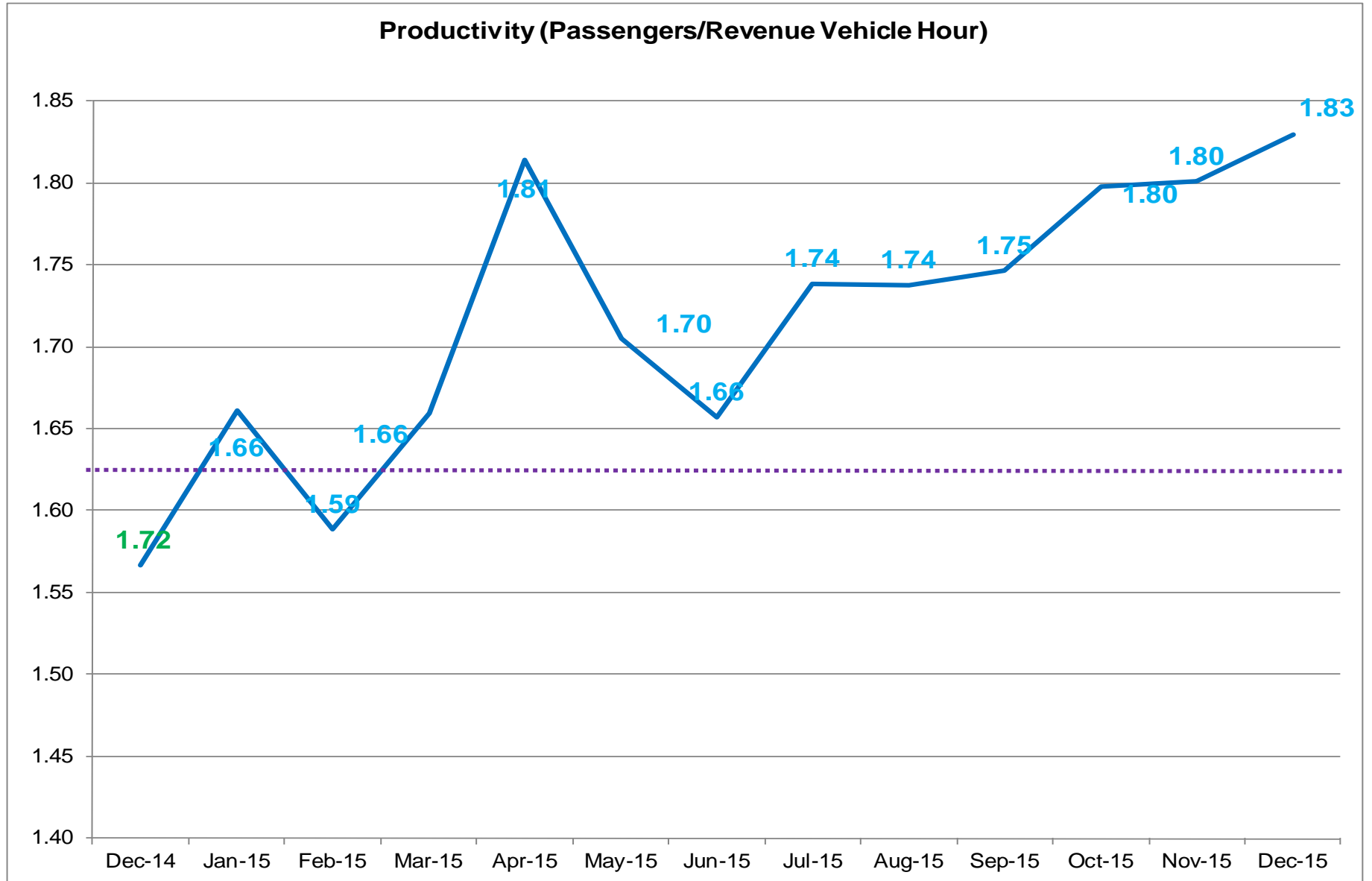
**Monthly Redi-Wheels Paratransit Comment Statistics  
For San Mateo County Paratransit Coordinating Council (PCC) Review**



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

	October		November		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
<b>Total</b>	<b>48</b>	<b>29</b>	<b>50</b>	<b>23</b>	<b>537</b>	<b>219</b>	<b>40.78%</b>
<b>Compliment</b>	66	64	55	55	512	484	94.53%
<b>Complaint</b>	48	29	50	23	537	219	40.78%
<b>Service Related</b>							
<b>Ride Canceled</b>	0	0	0	0	0	0	N/A
<b>Driver Assistance</b>	0	0	2	1	9	4	44.44%
<b>Driver Conduct</b>	10	6	5	1	97	28	28.87%
<b>Trip Denial</b>	0	0	0	0	0	0	N/A
<b>Dispatcher</b>	2	2	4	3	28	13	46.43%
<b>Driving Proficiency</b>	2	1	5	1	57	11	19.30%
<b>Early Vehicle</b>	1	0	0	0	3	0	0.00%
<b>Incident</b>	4	1	0	0	9	2	22.22%
<b>Late Vehicle</b>	13	10	8	5	113	71	62.83%
<b>Missed Trip</b>	7	3	10	4	63	24	38.10%
<b>No Callback</b>	0	0	0	0	1	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>39</b>	<b>23</b>	<b>34</b>	<b>15</b>	<b>380</b>	<b>153</b>	<b>40.26%</b>
<b>Non-Service Related</b>							
<b>Phones</b>	0	0	0	0	2	2	100.00%
<b>Policy Comment</b>	2	1	10	6	72	30	41.67%
<b>Service Request</b>	6	5	4	2	67	29	43.28%
<b>Vehicle</b>	0	0	1	0	10	3	30.00%
<b>Vehicle Preference</b>	1	0	0	0	3	1	33.33%
<b>Vehicle Un-Needed</b>	0	0	1	0	3	1	33.33%
<b>Subtotals</b>	<b>9</b>	<b>6</b>	<b>16</b>	<b>8</b>	<b>157</b>	<b>66</b>	<b>42.04%</b>

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

2015 Comments	October		November		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
<b>Rides</b>	<b>28,767</b>		<b>25,767</b>		<b>281,687</b>	
<b>Comments by Category**</b>						
<b>Compliment</b>	64	2.22	55	2.13	<b>484</b>	<b>1.72</b>
<b>Policy Related</b>	6	0.21	8	0.31	<b>66</b>	<b>0.23</b>
<b>Service Related</b>	23	0.80	15	0.58	<b>153</b>	<b>0.54</b>
<b>Total</b>	<b>93</b>	<b>3.23</b>	<b>78</b>	<b>3.03</b>	<b>703</b>	<b>2.50</b>
<b>Average Response Time to Customer (Working Days)‡</b>						
<b>Compliment</b>		3.67		3.60		<b>4.89</b>
<b>Policy Related</b>		5.11		9.75		<b>7.94</b>
<b>Service Related</b>		6.69		12.09		<b>9.28</b>
<b>Overall</b>		<b>4.82</b>		<b>7.24</b>		<b>6.94</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	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.	