

San Mateo County  
Paratransit Coordinating Council

*Meeting Agenda and Minutes*



February 14, 2017  
1:30-3:30 p.m.

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

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

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**Scheduled Meetings for 2017**

<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">1<sup>st</sup> Friday Bi-Monthly conference call</p> <p align="center"><b>1:00 p.m.</b></p>	<p align="center"><b>CTC</b> Coastside Transportation Committee</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>
January 10, 2017	January 10, 2017			January 4, 2017	TBA
February 14, 2017	February 14, 2017	February 3, 2017		February 1, 2017	TBA
March 14, 2017	March 14, 2017		March 16, 2017	March 1, 2017	TBA
April 11, 2017	April 11, 2017	April 7, 2017		April 5, 2017	TBA
May 9, 2017	May 9, 2017			May 3, 2017	TBA
June 13, 2017	June 13, 2017	June 2, 2017	June 15, 2017	June 7, 2017	TBA
July 11, 2017	July 11, 2017			July 5, 2017	TBA
<b>**NO MEETING**</b>	<b>**NO MEETING**</b>	August 4, 2017		August 2, 2017	TBA
September 12, 2017	September 12, 2017		September 21, 2017	September 6, 2017	TBA
October 10, 2017	October 10, 2017	October 6, 2017		October 4, 2017	TBA
November 14, 2017	November 14, 2017			November 1, 2017	TBA
December 12, 2017	December 12, 2017	December 1, 2017	December 14, 2017	December 6, 2017	TBA

## AGENDA

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

**February 14, 2017**

- |  |      |
|--|------|
| 1. Pledge of Allegiance  | 1:30 |
| 2. Welcome/Roll Call   | 1:35 |
| 3. Introduction of Resource People   | 1:38 |
| 4. *Approval of January 2017 Meeting Minutes                                     | 1:40 |
| 5. Committee Reports   | 1:45 |
| A. Policy/Advocacy/Legislative—Mike Levinson and Vincent Merola, Co-Chairs       |      |
| 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                           |      |
| 6. 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. 2016 Redi-Wheels Comment Statistics Report Roll-Up                            |      |
| E. Safety Report—Dave Daley  |      |
| 7. Liaison Reports   | 2:55 |
| A. Coastside—Cara Schmaljohn   |      |
| B. Agency—Barbara Kalt   |      |
| C. Efficiency Review Update (ERC)—Aki Eejima                                     |      |
| D. Commission on Aging (COA)—Sandra Lang   |      |
| E. Commission on Disabilities (COD)—Vincent Merola                               |      |
| F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola |      |
| G. Department of Rehabilitation (DOR)—Susan Capeloto/Ka’ili Crabbe               |      |
| 8. Other Business  | 3:25 |

**\*Action Item**

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

**MEETING MINUTES  
January 10, 2017**

**ATTENDANCE:** Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Dale Edwards, Consumer; Sammi (Wilhelmina) Riley, Consumer; Maria Kozak, Consumer; Marie Violet, Sequoia Hospital, Monica Colondres, Community Resident; Barbara Kalt, Rosener House; Aki Eejima, Consumer; Ka’ili Crabbe, DOR; Judy Garcia, Consumer; Maureen Dunn, Senior Focus; and Sandra Lang, COA.

**GUESTS:** Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Ashish John, SamTrans; and Dave Daley, First Transit.

**ABSENTEES:** Patty Clement-Cihak, Catholic Charities.

(Member Attendance 15; Quorum—Yes)

**WELCOME/INTRODUCTION**

Mike called the meeting to order at 1:45 p.m. and welcomed all to the January PCC meeting.

**APPROVAL OF THE DECEMBER PCC MINUTES**

Dinae motioned to approve the December PCC meeting minutes and Sammi seconded the motion. None of the PCC members abstained from voting and no corrections were noted.

**COMMITTEE REPORTS**

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

Vincent reported that the PAL Committee met earlier today. Tina gave the quarterly legislative update. Richard will have updates on MTC Needs Assessment Study ready to share at the next meeting. Vincent reported that he intends to begin attending the San Mateo County Transportation Authority’s Citizen’s Advisory Committee (CAC) meetings. The PAL Committee also discussed issues related to the Aviation Fuel Tax revenues.

**B. GRANT/BUDGET REVIEW**

Barbara reported that the 5310 Projects meeting was scheduled for today.

**C. EDUCATION COMMITTEE**

Sammi reported that the last conference call was on December 16, 2016. Conference calls will be on the first Friday of each month. The Committee reviewed recent outreach activities and planned for upcoming outreach events. The Education Committee plans to participate in Seniors on the Move and the Transition to Independence Fair in Fall 2017. Outreach presentations are being planned for Senior Coastsiders in Half Moon Bay and at Lesley Towers in San Mateo. The next Education Committee meeting will be a conference call that is scheduled for February 3, 2017 from 1:00 to 1:45 p.m.

**D. EXECUTIVE COMMITTEE**

Mike reported that the Executive Committee last met through a conference call on Friday, January 5, 2017. The 2017 PCC Regional Conference will be on Tuesday, February 21 from 10:00 a.m. to 2:00 p.m. The Conference Planning Committee will extend an invitation to each city mayor in the county. Speakers at the conference will

give presentations in the morning and breakout groups will take place after lunch.

The Executive Committee also discussed plans for the First Transit Appreciation Party that is scheduled for Tuesday, April 11, 2017.

### **Consumer Corps Report**

Erin provided the 4<sup>th</sup> Quarter 2016 Consumer Corps report. Consumer Corps members turned in 68 ride reports between October and December 2016. Visible Comment Cards were noted in about two-thirds of the ride reports received in the 4<sup>th</sup> quarter. On-time performance continues to be high, with only a few late pick-ups reported. 17% of Consumer Corps reports showed incomplete/inaccurate night before calls. Telephone hold times were short, with most Consumer Corps members making ride reservations without being put on hold first. Consumer Corps members reported a high level of satisfaction with driver assistance. About half of all rides taken in the 4<sup>th</sup> quarter were on Redi-Wheels vehicles, while the other half were taken on taxicabs. Consumer Corps members traveled distances less than 20 miles in 76% of trips this quarter.

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

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

Tina provided the Safety Briefing for today's meeting, which included identifying exit routes and locations for assistance. Tina reminded visitors to SamTrans to sign in at the first-floor security, obtain a visitor badge, and then access the elevator to the 2<sup>nd</sup> floor auditorium.

Maria, Mike, and Aki commented that they did not get a night before call last night for their rides today. Tina agreed to review the ride information provided and to follow up with each of them. Maria added that she received a courtesy imminent arrival call for a ride she had reserved last week. Monica, Tina, and Mike reviewed how individuals are set up for Night-Before Calls. Individuals do not receive night-before reminder calls for subscription and agency rides.

Tina reported that the No-Show/Late Cancel Policy for Redi-Wheels has been revised, in accordance with guidance from the FTA. The updated policy will be described fully in a letter to Redi-Wheels riders and now includes a rolling 30-day window for No-Show/Late Cancels. Tina added that the level of No-Show/Late Cancels has been low, prior to the current policy changes.

Mike asked Tina about the sample seats that were on display at the November meeting. Tina said that the seats are expected to be used in the new paratransit vehicles that will arrive in Summer 2017. Mike and Maureen discussed the location of seatbelt buckle latches.

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

Tina reported that the number of trips provided was higher in November 2016 than it was in November 2015. In that timeframe, Average weekday riders also increased. Inter-County Transfer Trips decreased from 2015 to 2016. Tina commented that an individual rider who used to frequently make Inter-County transfer trips traveled outside of San Mateo County much less in 2016 than in 2015. On-time performance exceeded the standard of 90% and Productivity also exceeded the standard of 1.70 pass/hr. Average phone wait time was 0.8 minutes for ride reservations and 1.0 minute for dispatch. Dave, Aki, and Tina discussed increasing trends in Average weekday ridership. Richard, Maureen, and Tina discussed trends in Individual subscription trips. Monica discussed trends in average weekday ridership and anticipated growth in requests from new customers for Redi-Wheels service.

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

John reported that he will give a 2016 Roll-Up Report at the February 2017 PCC meeting. Late Vehicle and Missed Trip complaints continue to be the most common complaint categories, although the actual number of

these complaints is about 0.22 per thousand rides provided. Average Response Time to Customer was slightly higher in November 2016 due to the holidays and staff illness.

### **Safety Report**

Dave reported that there was one Redi-Wheels accident and one taxi incident. The taxi incident was a minor traffic collision. The driver involved with the Redi-Wheels incident was cited and re-trained. No injuries were reported for either accident.

### **LIAISON REPORTS**

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

Michal absent, no report available. Mike reported that Michal Settles has stepped down from the PCC, due to her increasing duties with San Francisco City College. Mike said that the next Coastside meeting will be in March.

#### **B. AGENCY**

Barbara said that there are no updates to report. Maureen Dunn announced her retirement and shared that Nancy Keegan will be moving into her position at Senior Focus. The PCC members thanked Maureen for her many years of work in the organization.

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

The next ERC meeting date has not been set.

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

Sandra reported that the last meeting was on January 9, 2017. The COA will be monitoring legislative activity for elder advocacy opportunities. The COA Transportation Sub-Committee is continuing to meet and evaluate pedestrian safety survey results from municipalities in San Mateo County. The next meeting is Monday, February 13, 2017.

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

Vincent reported that no updates were available.

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

Vincent reported that the film, "My Flesh and Blood," will be screened at 3:00 p.m. at Community Gatepath (299 Stanton Road, Burlingame) tomorrow.

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

Ka'ili said that there are no updates to report.

### **OTHER BUSINESS**

Mike announced that the 2017 PCC Regional Conference is planned for Tuesday, February 21. On Tuesday, February 14, 2017, the next PAL meeting is scheduled for 11:30 a.m. and the PCC meeting is scheduled for 1:30 p.m. The 2017 PCC Regional Conference Planning Committee will also meet briefly between the PAL and PCC meetings on February 14.

**MEETING ADJOURNED 3:10 p.m.**

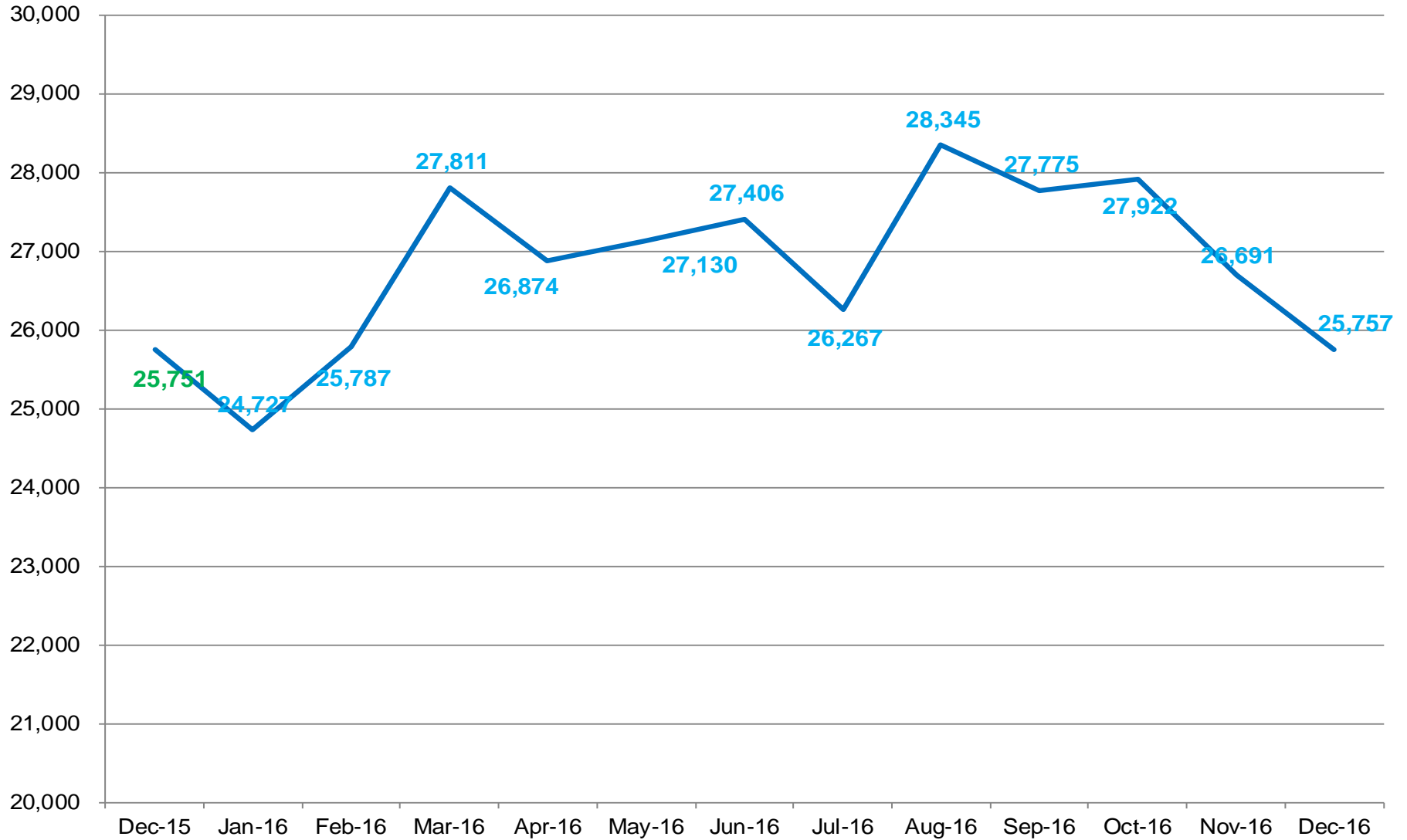
## Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Prev. Yr. Average
1. Total trips requested	32,041	30,076	30,790	33,251	31,515	32,384	32,320	31,461	33,362	32,756	32,948	32,662	31,857	31,416
2. Trips scheduled	28,605	27,127	28,948	30,154	29,663	29,908	29,718	28,956	31,266	30,495	30,652	29,282	28,534	29,369
a. Same day cancels	1,939	1,670	2,381	1,499	2,060	2,008	1,565	1,968	2,057	1,960	1,847	1,719	1,882	1,958
% of trips scheduled	6.8%	6.2%	8%	5.0%	6.9%	6.7%	5.3%	6.8%	6.6%	6.4%	6.0%	5.9%	6.6%	6.7%
b. Late cancels	517	410	397	514	392	360	405	422	482	443	523	521	510	411
% of trips scheduled	1.8%	1.5%	1.4%	1.7%	1.3%	1.2%	1.4%	1.5%	1.5%	1.5%	1.7%	1.8%	1.8%	1.4%
c. Total customer no-shows	396	318	380	330	337	410	342	299	382	314	358	351	384	364
% of trips scheduled	1.4%	1.2%	1.3%	1.1%	1.1%	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%	1.2%	1.3%	1.2%
d. No-show (operator)	2	2	3	1	2	0	1	0	0	3	2	0	1	2
3. Total trips served	25,751	24,727	25,787	27,811	26,874	27,130	27,406	26,267	28,345	27,775	27,922	26,691	25,757	26,634
a. Average weekday riders	1,033	994	1,086	1,083	1,117	1,116	1,099	1,104	1,097	1,152	1,143	1,108	1,042	1,084
b. Advance reservation	17,676	17,014	17,670	18,842	18,054	18,464	18,821	18,073	18,992	18,866	19,158	18,405	17,870	18,147
c. Agency trips	3,953	3,463	3,635	4,096	4,042	4,043	4,210	3,847	4,497	4,119	4,008	3,680	3,617	3,939
d. Individual subscription	4,122	4,250	4,482	4,873	4,778	4,623	4,375	4,347	4,856	4,790	4,756	4,606	4,270	4,548
e. Taxi trips	8,170	7,794	8,454	8,409	8,383	8,953	8,853	8,184	8,678	9,630	10,404	9,095	7,883	7,621
<i>(taxi % of total trips)</i>	32%	32%	33%	30%	31%	33%	32%	31%	31%	35%	37%	34%	31%	29%
4. Total Redi-Wheels riders	2,200	2,142	2,157	2,256	2,201	2,269	2,317	2,238	2,329	2,351	2,340	2,324	2,307	2,240
5. Inter-County Transfer Trips	207	209	182	211	200	232	222	202	194	209	189	157	129	246
6. On-time performance <sup>1</sup>	91.8%	92.5%	92.3%	92.4%	91.9%	92.1%	93.5%	92.6%	93.8%	92.2%	92.6%	92.3%	92.3%	91%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.83	1.78	1.79	1.75	1.83	1.83	1.81	1.87	1.81	1.84	1.90	1.77	1.76	1.79
8. Complaints per 1000 trips	0.7	0.3	0.4	0.4	0.7	0.4	0.4	0.5	0.3	0.5	0.5	0.4	0.3	0.5
9. Compliments per 1000 trips	1.2	2.6	3.3	2.9	1.1	1.5	2.3	2.1	2.6	2.3	2.0	2.5	0.7	1.9
10. Avg phone wait time (mins) <sup>3</sup>	1.9	1.3	1.0	1.1	1.2	1.0	1.1	1.2	0.9	1.0	1.0	0.8	0.8	1.32
<b>1/27/2017</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

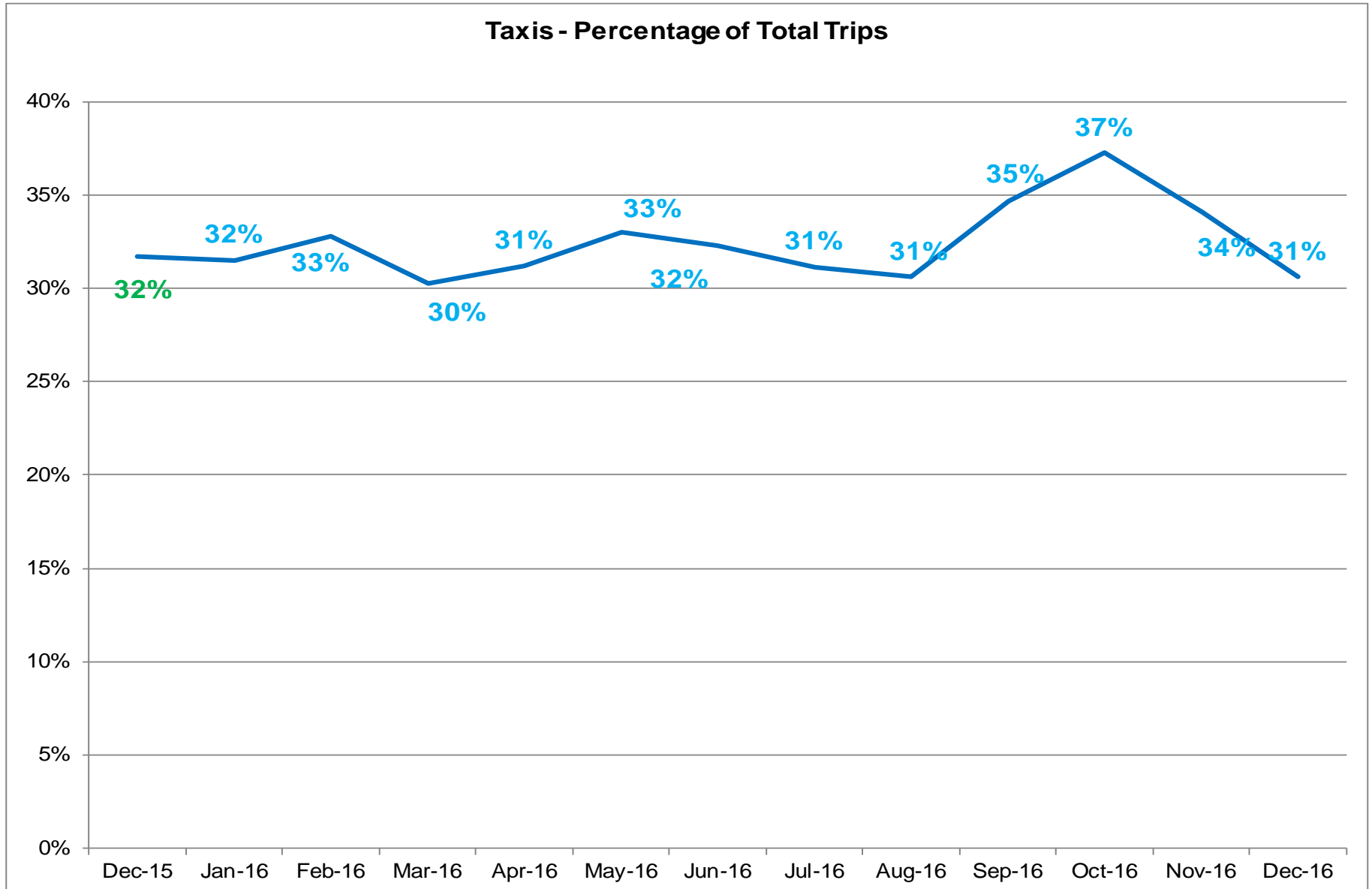


# Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

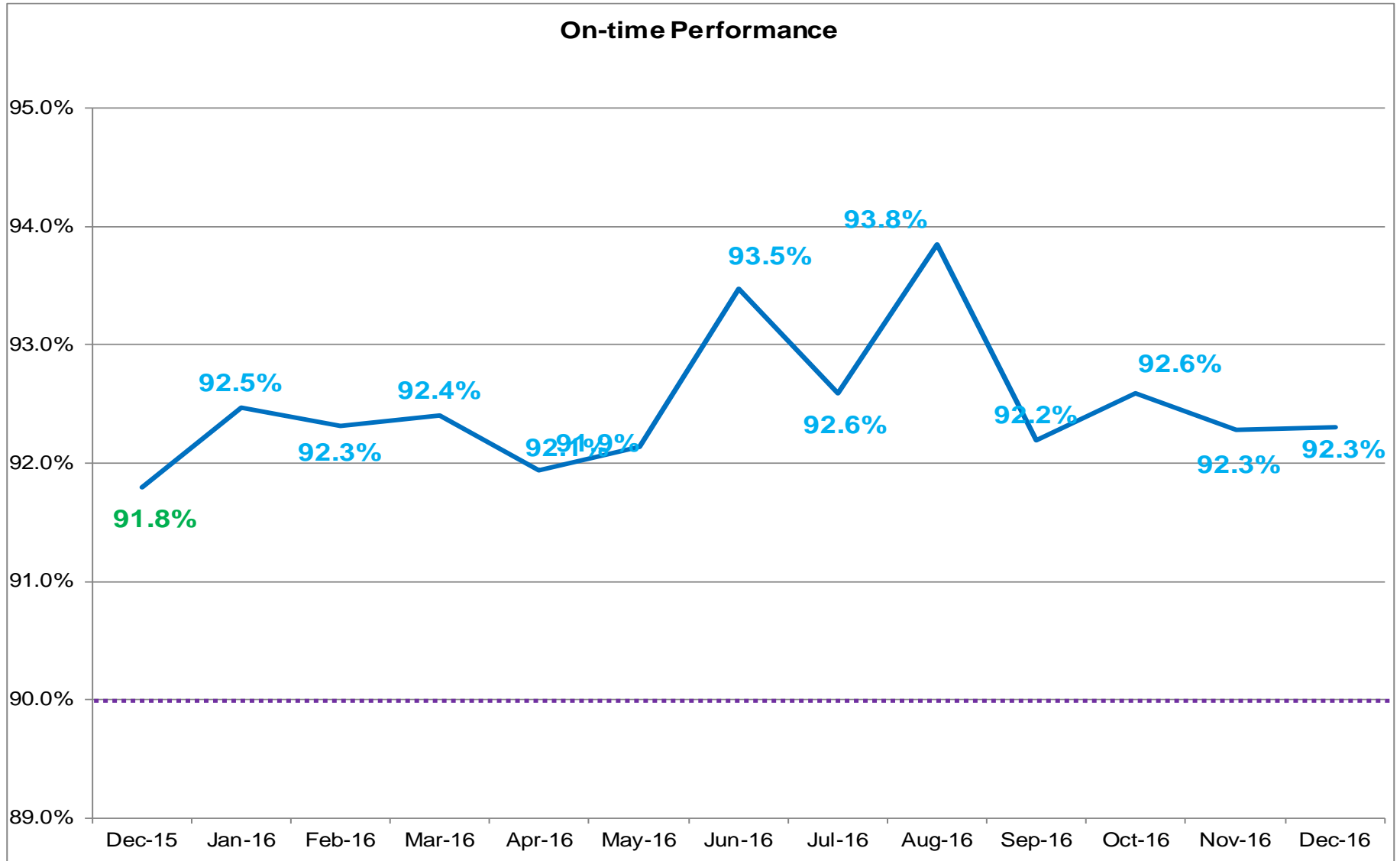
## Total Trips Served



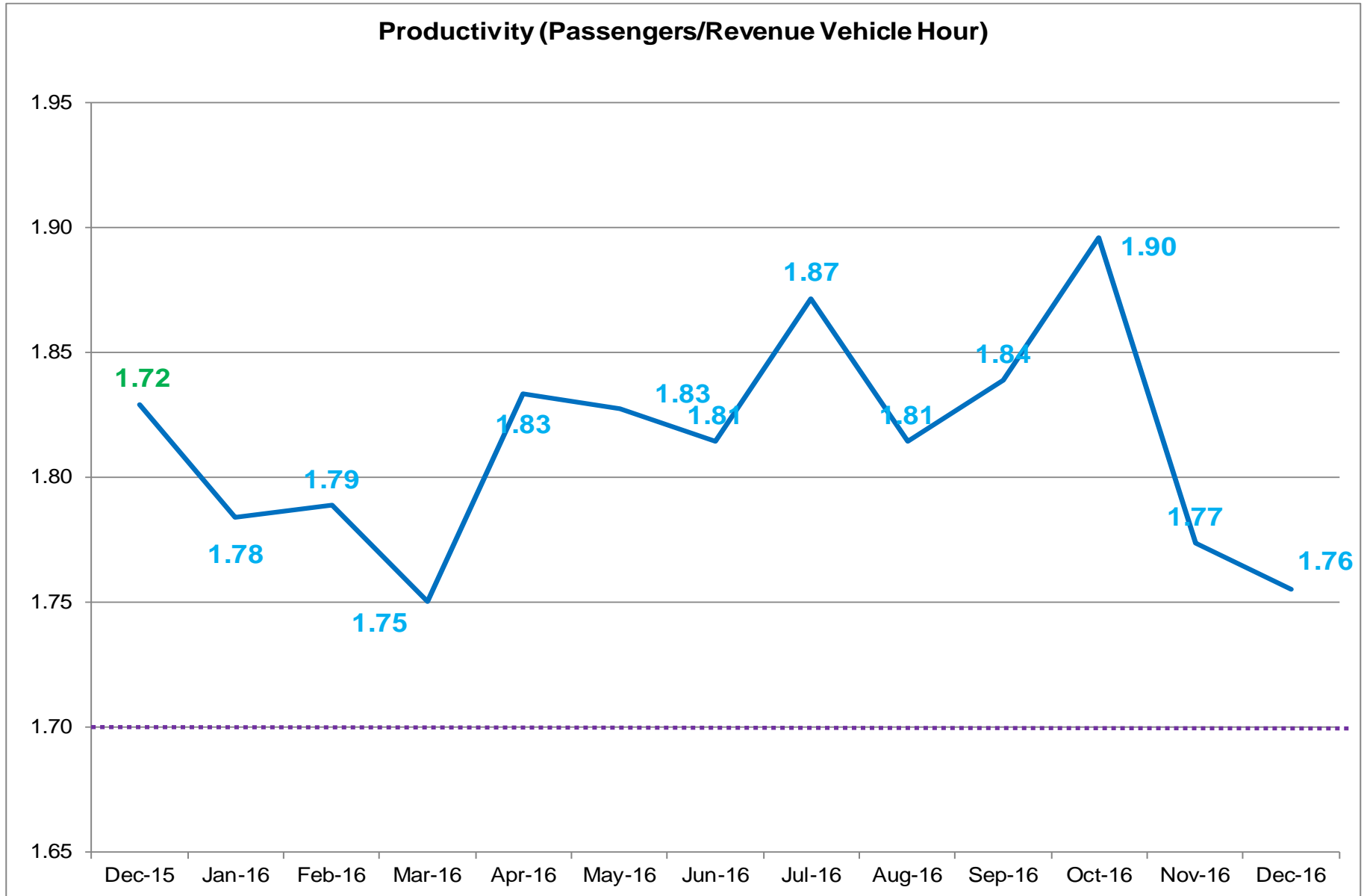
# Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review



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



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



## Redi-Wheels Paratransit Comment Statistics Report – 2016 by Quarter for San Mateo County Paratransit Coordinating Council (PCC) Review

	Q1			Q2			Q3			Q4			All 2016		
	Received	Valid	% Valid	Received	Valid	% Valid	Received	Valid	% Valid	Received	Valid	% Valid	Received	Valid	% Valid
<b>Total</b>	<b>332</b>	<b>280</b>	<b>84.34%</b>	<b>230</b>	<b>189</b>	<b>82.17%</b>	<b>277</b>	<b>222</b>	<b>80.14%</b>	<b>259</b>	<b>200</b>	<b>77.22%</b>	<b>1098</b>	<b>891</b>	<b>81.15%</b>
<b>Compliment</b>	231	231	100.00%	133	133	100.00%	186	186	100.00%	162	162	100.00%	712	712	100.00%
<b>Complaint</b>	101	49	48.51%	97	56	57.73%	91	36	39.56%	97	38	39.18%	386	179	46.37%
<b>Service Related</b>															
<b>Ride Canceled</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Driver Assistance</b>	1	0	0.00%	3	2	66.67%	3	0	0.00%	1	0	0.00%	8	2	25.00%
<b>Driver Conduct</b>	16	5	31.25%	19	10	52.63%	28	9	32.14%	19	10	52.63%	82	34	41.46%
<b>Trip Denial</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Dispatcher</b>	8	3	37.50%	3	1	33.33%	5	1	20.00%	6	0	0.00%	22	5	22.73%
<b>Driving Proficiency</b>	13	5	38.46%	8	4	50.00%	8	1	12.50%	9	2	22.22%	38	12	31.58%
<b>Early Vehicle</b>	1	1	100.00%	2	2	100.00%	-	-	-	1	0	0.00%	4	3	75.00%
<b>Incident</b>	2	1	50.00%	3	2	66.67%	1	1	100.00%	3	2	66.67%	9	6	66.67%
<b>Late Vehicle</b>	11	9	81.82%	21	18	85.71%	17	15	88.24%	17	12	70.59%	66	54	81.82%
<b>Missed Trip</b>	11	6	54.55%	7	3	42.86%	8	3	37.50%	14	3	21.43%	40	15	37.50%
<b>No Callback</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Reservation Error</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Reservation System</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Ride Time</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Reservationist</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Scheduling Error</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Safety of Passenger</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Subtotals</b>	<b>63</b>	<b>30</b>	<b>47.62%</b>	<b>66</b>	<b>42</b>	<b>63.64%</b>	<b>70</b>	<b>30</b>	<b>42.86%</b>	<b>70</b>	<b>29</b>	<b>41.43%</b>	<b>269</b>	<b>131</b>	<b>48.70%</b>
<b>Non-Service Related</b>															
<b>Phones</b>	1	0	0.00%	0	0	N/A	0	0	N/A	0	0	N/A	1	0	0.00%
<b>Policy Comment</b>	18	11	61.11%	15	6	40.00%	10	4	40.00%	19	9	47.37%	62	30	48.39%
<b>Service Request</b>	15	8	53.33%	12	5	41.67%	8	2	25.00%	4	0	0.00%	39	15	38.46%
<b>Vehicle</b>	1	0	0.00%	2	2	100.00%	2	0	0.00%	3	0	0.00%	8	2	25.00%
<b>Vehicle Preference</b>	2	0	0.00%	1	1	100.00%	1	0	0.00%	1	0	0.00%	5	1	20.00%
<b>Vehicle Un-Needed</b>	1	0	0.00%	1	0	0.00%	0	0	N/A	0	0	N/A	2	0	0.00%
<b>Subtotals</b>	<b>38</b>	<b>19</b>	<b>50.00%</b>	<b>31</b>	<b>14</b>	<b>45.16%</b>	<b>21</b>	<b>6</b>	<b>28.57%</b>	<b>27</b>	<b>9</b>	<b>33.33%</b>	<b>117</b>	<b>48</b>	<b>41.03%</b>

## Redi-Wheels Paratransit Comment Statistics Report – 2016 by Quarter for San Mateo County Paratransit Coordinating Council (PCC) Review

	Q1		Q2		Q3		Q4		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
<b>Rides</b>	<b>78,325</b>		<b>81,410</b>		<b>82,387</b>		<b>80,370</b>		<b>322,492</b>	
<b>Comments by Category**</b>										
<b>Compliment</b>	231	2.95	133	1.63	186	2.26	162	2.02	<b>712</b>	<b>2.21</b>
<b>Policy Related</b>	19	0.24	14	0.17	6	0.07	9	0.11	<b>48</b>	<b>0.15</b>
<b>Service Related</b>	30	0.38	42	0.52	30	0.36	29	0.36	<b>131</b>	<b>0.41</b>
<b>Total</b>	<b>280</b>	<b>3.57</b>	<b>189</b>	<b>2.32</b>	<b>222</b>	<b>2.69</b>	<b>200</b>	<b>2.49</b>	<b>891</b>	<b>2.76</b>
<b>Average Response Time to Customer (Working Days)‡</b>										
<b>Compliment</b>		3.28		3.11		4.45		3.37		<b>3.57</b>
<b>Policy Related</b>		7.82		7.90		7.71		7.70		<b>7.79</b>
<b>Service Related</b>		7.40		7.97		7.41		7.71		<b>7.62</b>
<b>Overall</b>		<b>4.58</b>		<b>5.15</b>		<b>5.44</b>		<b>5.00</b>		<b>5.01</b>
	<b>CC</b>	<b>CR</b>	<b>CC</b>	<b>CR</b>	<b>CC</b>	<b>CR</b>	<b>CC</b>	<b>CR</b>	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	193	38	91	42	123	63	103	59	<b>510</b>	<b>202</b>
<b>Policy Related</b>	6	32	10	21	4	17	7	20	<b>27</b>	<b>90</b>
<b>Service Related</b>	6	57	9	57	5	65	6	63	<b>26</b>	<b>242</b>
<b>Overall</b>	205	127	110	120	132	145	116	142	<b>563</b>	<b>534</b>

\*Year to Date from January 1, 2016

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

†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.	