

San Mateo County  
Paratransit Coordinating Council

*Meeting Agenda and Minutes*



January 12, 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">1<sup>st</sup> Tuesday Quarterly</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">1<sup>st</sup> Thursdays, Quarterly</p> <p align="center">Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center"><b>*Pending Approval</b></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.	January 15, 2016 2:00 p.m.	Thursday, December 17, 2015	December 2, 2015	December 1, 2015
January 12, 2016	January 12, 2016 11:30-12:30 p.m.			January 6, 2016	January 5, 2016
February 9, 2016	February 9, 2016 11:30-12:30 p.m.		*Thursday, February 4, 2016	February 3, 2016	February 2, 2016
March 8, 2016	March 8, 2016 11:30-12:30 p.m.	*March 2016		March 2, 2016	March 1, 2016
April 12, 2016	April 12, 2016 11:30-12:30 p.m.		*Thursday, April 7, 2016	April 6, 2016	April 5, 2016
May 10, 2016	May 10, 2016 11:30-12:30 p.m.	*May 2016		May 4, 2016	May 3, 2016
June 14, 2016	June 14, 2016 11:30-12:30 p.m.		*Thursday, June 2, 2016	June 1, 2016	June 7, 2016
July 12, 2016	July 12, 2016 11:30-12:30 p.m.	*July 2016		July 6, 2016	July 5, 2016
				August 3, 2016	
September 13, 2016	September 13, 2016 11:30-12:30 p.m.			September 7, 2016	September 6, 2016
October 11, 2016	October 11, 2016 11:30-12:30 p.m.	*October 2016		October 5, 2016	October 4, 2016

November 8, 2016	November 8, 2016 11:30-12:30 p.m.			November 2, 2016	November 1, 2016
December 13, 2016	December 13, 2016 11:30-12:30 p.m.	*December 2016	*Thursday, December 1, 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

January 12, 2016

1. Pledge of Allegiance 1:30
2. Welcome/Roll Call 1:35
3. Introduction of Resource People 1:38
4. \*Approval of December 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
    - 1) Q4 Consumer Corps Report
6. SamTrans / Redi-Wheels Reports 2:10
  - A. Operational Report—Tina DuBost
  - B. Performance Summary—Tina DuBost
  - C. 2015 Paratransit Comment Statistics Report —John Sanderson
  - D. Safety Report—Lynn Spicer/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
9. Other Business 3:15

**\*Action Item**

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

**MEETING MINUTES  
December 8, 2015**

**ATTENDANCE:** Mike Levinson, Chair; Vincent Merola, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Barbara Kalt, Rosener House; Maria Kozak, Consumer; Patti Clement-Cihak, Catholic Charities; Maureen Dunn, Senior Focus; Sandra Lang, COA; Aki Eejima, Consumer; Marie Violet, Sequoia Hospital.

**GUESTS:** Richard Weiner, Nelson-Nygaard Consulting Associates; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Dave Daley, First Transit; Talib Salamin, Serra Taxicab; Ashish John, SamTrans; Elly Colwell, SamTrans; and Patrick Thompson, SamTrans.

**ABSENTEES:** Michal Settles, Coastside; Susan Capeloto, DOR; Dale Edwards, Consumer; and Judy Garcia, Consumer.

(Member Attendance: 11; Quorum—YES.)

**WELCOME/INTRODUCTION**

Chair Mike Levinson called the meeting to order at 1:30 p.m. and welcomed all to the December PCC meeting.

**APPROVAL OF THE NOVEMBER PCC MINUTES**

Sammi motioned to approve the November PCC minutes, Vincent and Barbara seconded with Aki and Marie abstaining. No requests for corrections to the November 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 1:00 p.m. Topics discussed at today's meeting included legislative updates from SamTrans, Local Advocacy Issues, and the Redi-Wheels No Show/Late Cancel Policy. The PAL Committee members agreed to begin meeting monthly before the PCC meeting on the second Tuesday of each month from 11:30-12:30 p.m. in the 2<sup>nd</sup> floor auditorium of the SamTrans building in San Carlos.

**B. GRANT/BUDGET REVIEW**

Barbara reported that there are no new updates available. Tina reported that SamTrans is planning to purchase new vehicles in the future.

**C. EDUCATION COMMITTEE**

Maureen reported that the Education Committee members held their first conference call meeting in November. Erin presented the PCC Outreach Presentation Evaluation Report. In 2015, the Education Committee developed an additional goal to, "Educate current and prospective riders about the Redi-Wheels service, answer questions, and distribute PCC materials." The Committee also further defined their target audience to include, "Professionals who work with people who use the [Redi-Wheels] service." Over the past year, the Education Committee members gave a presentation at the Doelger Senior Center in Daly City and participated in the Transition to Independence Fair, Seniors on the Move Conference, and Pacifica Senior Center Health Fair. Erin also reported on an outreach project to agencies in San Mateo County that she and Linda Rhine completed in May 2015. Erin and Maureen discussed the use of internal and external evaluation forms at presentations to gather feedback from the audience and outreach volunteers.

Maureen and Sandra discussed an outreach opportunity with the Mission Hospice Auxiliary in San Mateo County. Mike said that more help for the Nominating Committee is needed with recruiting. Barbara added that the Nominating Committee is working to first identify the appropriate groups to contact to fill gaps in the PCC membership.

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

Mike reported that the Executive Committee held a conference call on Friday, November 20, 2015 at 2:00 p.m. in a conference call. Much of the discussion centered on changes to the PAL Committee. The PAL Committee will be focusing on policy issues that can be brought to the full PCC. The Executive Committee discussed changes to the Renew-by-Mail process that the ERC and Executive Committee has been exploring for some time.

Richard reported on the policy of other paratransit agencies in the area who do not wait for connecting rides on Inter-County Transfer Trips, like Redi-Wheels.

The Executive Committee is continuing to work on clarifying information about Measure A funds and performance measures in San Mateo County.

The next Executive Committee meeting will probably be scheduled for early January.

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

##### **E. Operational Report**

Tina reported that one of the long-term Redi-Wheels drivers, Jackston Chio, passed away recently. He had been a driver for Redi-Wheels for over 19 years. Dave agreed to send a card on behalf of First Transit and the PCC to Mr. Chio's family.

Tina also reported that the SamTrans Board voted on Nov. 4, 2015 to approve paratransit fare increases, effective January 1, 2015. Due in part to advocacy efforts by the PCC, the Lifeline Assistance fares will remain the same. Postcards were mailed to all paratransit customers. Staff is making announcements at public meetings, with paratransit contractors and agencies, riders, and to Senior Mobility Ambassadors. Ticket book inserts have reminders about the fare increases. The Paratransit Riders' Guide will have a sticker with a reminder about the fare increase, as well.

Tina reported that approximately 1,900 Redi-Wheels customers are enrolled in the Lifeline Fare Assistance (low income fare) program, which is about 22% of the total number of Redi-Wheels customers. Maria and Mike said that they received the Fare Increase Postcard sent out by Redi-Wheels.

##### **A. Performance Summary**

Tina reported that Late cancels increased from September to October 2015, while Total customer no-shows decreased. Total trips served increased about 9% and average weekday riders increased 7%, in the same time period. Total Redi-Wheels riders continue to increase each month. On-time performance met the standard of 90%. Productivity was good, at 1.80 pass/hr. Compliments per 1000 trips increased to 2.2.

Barbara asked about fleet expansions with increased ridership. Tina confirmed that SamTrans is exploring this option, but cautioned that procuring new vehicles is usually a one to two-year process.

Mike asked Dave if the new InfoSuite software is helping with meeting productivity goals. Dave said it was helpful and that dispatchers and reservationists are able to access the information they need much more easily. The First Transit staff is working to maintain all records electronically, which will eventually lead to a fully automated reporting system.

Aki asked Tina about Total Redi-Wheels riders on the Performance Summary. Tina confirmed that the number referred to unique, individual riders, not duplicates.

John gave the Monthly Redi-Wheels Paratransit Comment Statistics Report. The percentage of Valid Complaints increased from 38% in September to about 60% in October 2015, although the total number of complaints received actually declined from 50 to 48 between the two months. The overall percentage of valid complaints for the year-to-date is nearly unchanged, at about 39%. John said that there can be big variations in complaints and compliments from month-to-month. The proportion of valid Late Vehicle complaints has increased from September to October 2015. John also pointed out that the Rate/1000 trips of Service Related Comments was 0.60 in September 2015 and 0.80 in October 2015, which shows a standard that is proportional and scales with the trip volume. John said that he will provide a Year-in-Review Redi-Wheels Comment Statistics Report at the January 2016 PCC meeting.

Marie Violet asked about Complaints related to Driver Conduct. John said that complaints in that category are broad in nature. In the investigations completed by Redi-Wheels, drivers, passengers, and any others involved are interviewed, whenever possible in order to build the most complete available picture of the incident. Incident Reports filed by drivers are also reviewed in these types of complaints for additional information. Other Driver Conduct complaints might be about how the driver cools/warms the vehicle, use of the radio, or use of hands-free cell phone devices. Dave commented that the Driver Conduct complaints that First Transit receives from Redi-Wheels are well-balanced.

Dinae asked Tina and John to confirm that a complaint category exists in the Performance Summary Report for no-show vehicles that is labeled as Missed Trips.

Aki asked John for information about how the Redi-Wheels staff completes complaint investigations. Mike asked Dave about difficult customers who are known to file complaints on a regular basis. Aki asked for a breakdown of compliments and complaints about Serra Taxicab drivers. John agreed to provide this information as part of his report at the next PCC meeting. Aki asked John to also confirm that agency trip customers do file both compliments and complaints. John confirmed that they do, and added that most of the comments from this group of riders are compliments. Sandra and John discussed complaints sent from Agency directors and the need for specific details and customer experiences.

### **Safety Report**

Dave reported that November only had one preventable and one non-preventable accident with no injuries. In 2015, there were an average of 104,000 miles between preventable accidents, which is much better than the standard of 75,000 miles between preventable accidents.

Mike asked Dave and Lynn for assistance with coordinating a First Transit appreciation event to coincide with a PCC meeting date in 2016.

## **LIAISON REPORTS**

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

In Michal's absence, Vincent reported that the next meeting will be on December 17, 2015 from 9:30-11:00 a.m., with caroling starting at 11:30 a.m. The meeting and caroling will take place at 925 Main Street in Half Moon Bay.

### **B. AGENCY**

Barbara reported that a meeting has not been scheduled with SamTrans or First Transit recently. Barbara recognized the First Transit drivers for their great skill navigating the roads and traffic in San Mateo County.



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

Tina provided the ERC meeting update. The ERC met last week and discussed new fare rates, the taxi dispatch process, and previewed the Paratransit Customer Survey.

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

Sandra wished everyone a happy and safe holiday season. The COA last met on November 9 and elected a new Chair, Christina Kahn. The COA Transportation Committee is now meeting before the full COA meetings each month. The Transportation Committee has been reviewing the 2006 SamTrans Senior Mobility Plan. The Committee also met on December 3, 2015, when the members reviewed more of the Senior Mobility Plan details. The Committee was concerned about taxicab service, along with pedestrian safety. Customer perception of Redi-Wheels service was another topic that was discussed. Vincent's Opinion letter to the *Daily Journal* was also read and discussed. The next COA meeting is scheduled for January 11, 2016. Maureen and Sandra discussed activities of the Transportation Committee.

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

Vincent reported that there are no updates.

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

Vincent reported that there are no updates.

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

Susan absent, no report available.

### **H. PRESENTATION BY PATRICK THOMPSON, SAMTRANS MARKET RESEARCH SPECIALIST**

Patrick Thompson, the Market Research Specialist from SamTrans presented the Paratransit Customer Survey Key Findings Report. The last SamTrans customer survey was conducted in 1996. Patrick said that the purpose of this year's survey was to obtain ridership characteristics and assess key customer satisfaction components for Redi-Wheels and RediCoast customers.

The survey questions asked about a recent trip and the overall Redi-Wheels/RediCoast experience for riders. The survey was conducted over the phone by EMC Research Consultants. Surveys were completed with 439 customers and another 61 with were conducted with caregiver/family member assistance. Ridership characteristics of survey participants revealed that most of those interviewed were lower income, women, and over 60 years in age. One-third of the respondents reported riding for 4 years or more, while other participants have been riding for less time. One-sixth of survey participants reported riding Redi-Wheels/RediCoast at least once a week, with most taking a trip in the last month. Mobility impairments are the most common reason given, for people riding Redi-Wheels.

Recent trip ratings revealed that 82% of riders rated their experience a 4 or 5 on a 5-point scale. Most riders (91%) are satisfied or somewhat satisfied with the quality of the service. The survey results showed some correlation with customer satisfaction and on-time performance. If the vehicle was perceived to be on-time by the customer, then satisfaction tended to be higher. 81% of survey respondents perceived their most recent trip to be on-time. Calculated trip data shows that the actual on-time performance for those trips was about 91%.

In the category of mobility aids, 66% of riders used mobility devices, like walkers, canes and wheelchairs. Wheelchair users were asked to rate drivers' ability to secure wheelchairs and operate the wheelchair lift. The most common payment type was cash (two-thirds of responses), followed by pre-purchased tickets from an order form.

About half of trips reported on in the survey were used to make medical appointments. In 1996, about 65% of survey respondent made trips for medical appointments. Internet and cell phones were used by about one-third of respondents. Of the respondents who had cell phones, only 38% had text service available with their phone plans. Next steps for Redi-Wheels include improving customer communications and outreach. An example of improved customer communication and outreach would be to clarify the 20-minute pick-up window. The survey results will also be used for trend analysis, and plans to conduct a survey every 3 years are being considered.

Patrick confirmed that the survey was for both Redi-Wheels and RediCoast customers, with RediCoast customers slightly over-represented, which was necessary in order to poll a statistically meaningful number of Coastside riders. Respondents were also asked if they also used fixed-route service.

Vincent asked about the survey respondent reported rate of Driver Timeliness (82%) that was based on a Customer's recollection of recent experience. Vincent asked Patrick to double check this number with the information reported at last week's ERC meeting. Customers perceived their rides to be on time 82% of the time, but the calculated on-time percentages for the same trip sample was 91%. Patrick said that the survey results can also be viewed online at [http://www.samtrans.com/about/Bus\\_Operations\\_Information/Surveys.html](http://www.samtrans.com/about/Bus_Operations_Information/Surveys.html). Patrick confirmed that this presentation was also given to the SamTrans Board.

The PCC members discussed the need to educate new and existing riders about the 20-minute pick up window. Mike added that understanding ride time is important for customers, so that they can schedule their trips correctly.

Patrick reviewed page 21 of the survey results, which was presented to the ERC. Trips were perceived to be on time by 81% of the survey respondents and 88% of those responses showed high satisfaction with the trip experience. Patrick re-read the survey question presented to the customer, "Was the driver on time for this trip, meaning arrival within the 20-minute window?" In the trip purpose question category, the customers were asked to think about a specific recent trip and the marketing company used trip information from the customer database to confirm the trip details. Tina and John confirmed that people using the group ride service were included in this survey. Maureen asked if any group service customers were presented with questions about the group ride service experience. Tina and John also confirmed that these customers were surveyed.

Maria commented that she completed the survey. Maria said that she was asked to recall to a ride that she had taken about 6 weeks prior to the call to complete the survey. Patrick said that reviewing rides about a month prior to the survey call is not unusual for these types of surveys. The survey contractor tries to use more recent trips, however sometimes it becomes necessary to poll less frequent riders about older trips, in order to gather a sufficiently large number of responses. Maria's request for a more convenient call-back time was declined and Patrick agreed to share her experience with the marketing consultants.

Mike commented that the trip purpose may have been useful for the marketing consultants to consider, so that a unique trip would be easiest for customers to recall.

Maureen asked if it would be possible to sort the survey participants to reveal how many respondents were group ride service customers. Maureen also asked if customers who used taxi service were included in the survey. Tina confirmed that customers using all types of Redi-Wheels/RediCoast vehicles were surveyed.

Maureen thanked Patrick and Tina for sharing the survey results.

## **OTHER BUSINESS**

Erin reported on changes to the PCC Schedule of Meetings for 2016 in the meeting packet. The Education Committee will be meeting bi-monthly, in a conference call. The next Education Committee meeting is scheduled for Friday, January 15, 2016 at 2:00 p.m. The PAL Committee will now be meeting on the second Tuesday of each month, before the monthly PCC meetings, from 11:30-12:30 p.m. in the 2<sup>nd</sup> floor auditorium of the SamTrans building in San Carlos. The next PAL Committee meeting is scheduled for January 12, 2016 from 11:30-12:30 p.m.

Maria asked for more information about ride reservations made by Redi-Wheels the day of the trip. Maria confirmed for John and Tina that she did not receive a call notifying her of the change. John reported that he will follow up with Dave after today's meeting to review this scheduling issue. Dinae commented that her ride reservation for today was changed by Redi-Wheels, but she did receive a call last night notifying her of the change.

The next PCC meeting is scheduled for January 12, 2015 from 1:30-3:30 p.m., with the PAL Committee also meeting from 11:30-12:30 p.m. in the 2<sup>nd</sup> floor auditorium.

**MEETING ADJOURNED in honor of Jackston Chio: 3:30 p.m.**



**SAN MATEO COUNTY**

**PARATRANSIT COORDINATING COUNCIL**

This report covers the months of October through December 2015. A total of 252 reports were submitted this quarter. This represents an increase from the third quarter of 2015.

**Comment Cards:** Consumer Corps members observed comment cards in Redi-Wheels vehicles about 87% of the time, another increase from last quarter.

**On-Time Performance:** Approximately 88% of ride evaluations submitted by Consumer Corps members in Q4 reported their pickup time was within 20 minutes of their scheduled ride time. The longest wait time reported this quarter was 40 minutes.

**Night Before Calls:** Incomplete and/or inaccurate Night Before calls were reported 14 times by Consumer Corps members in Q4.

**Telephone Holds:** When making ride reservations, Consumer Corps members reported 94.5% of their calls were taken without being put on hold.

**Driver Assistance:** In Q4 Drivers assistance that "met needs" or was "above needs" occurred in 99% of reports submitted. Satisfaction with driver assistance has continued to be high over the past year.

**Vehicle Type:** 75% of the Consumer Corps members reported in Q4 that a Redi-Wheels vehicle picked them up. The other 25% 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 90% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles. Taxis are increasingly carrying Redi-Wheels Comments Cards.

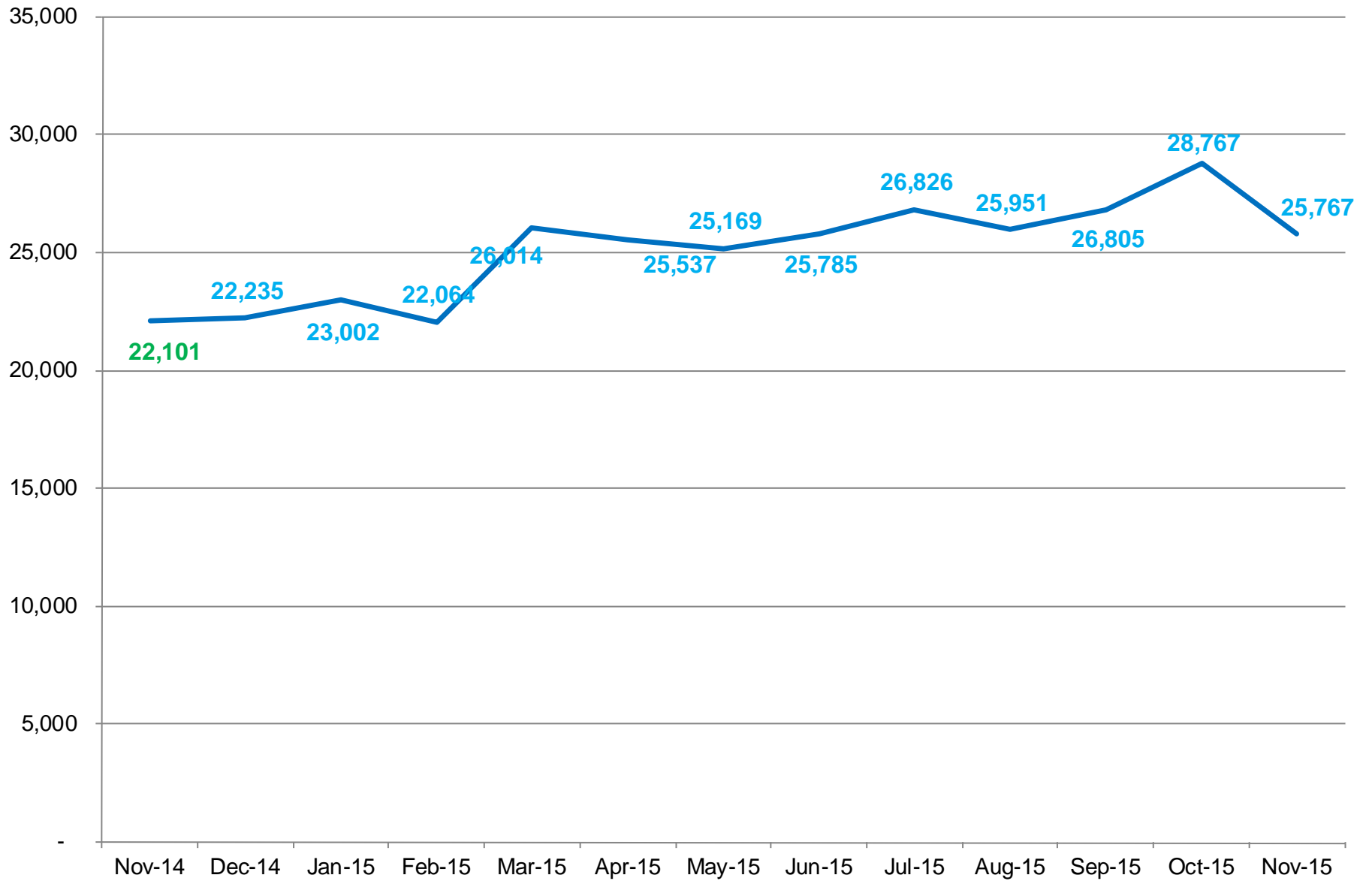
## Q4 - 2015 Consumer Corps Report

Quarter Months	Oct. 2015	Nov. 2015	Dec. 2015	Total/Ave./Most
<b>No. of Forms Submitted</b>	144	86	22	252
<b>TRIP RESERVATION AND ON-TIME PERFORMANCE</b>				
<b>Wait time longer than 20 minutes</b>	26	12	1	39
<b>Actual pick-up time, minus Scheduled pick-up time</b>	40 min.	40 min.	7 min.	40 min.
<b>% of riders waiting longer than 20 minutes</b>	18%	14%	4.5%	12.2%
<b>On hold to reserve a trip</b>	4	12	7	23
<b>% of callers on hold (number on hold divided by total)</b>	2.8%	14%	32%	16.3%
<b>Longest time on hold</b>	3 min.	7 min.	5 min.	5 min.
<b>Did not receive a Night Before Call and/or was inaccurate</b>	4	8	2	14
<b>TRIP EXPERIENCE</b>				
<b>Trips shorter than 20 miles</b>	123	74	22	219
<b>% of trips shorter than 20 miles</b>	85%	86%	100%	90%
<b>Trips longer than 20 miles</b>	21	12	0	33
<b>% of trips longer than 20 miles</b>	15%	14%	0%	10%
<b>VEHICLE INFORMATION</b>				
<b>Redi-Wheels vehicle</b>	111	61	17	189
<b>% of vehicles used</b>	77%	71%	77%	75%
<b>RediCoast vehicle</b>	0	0	0	0
<b>% of vehicles used</b>	0%	0%	0%	0%
<b>Serra Taxicab</b>	33	25	5	63
<b>% of vehicles used</b>	23%	29%	23%	25%
<b>Yes, Comment Cards visible on Redi-Wheels vehicles</b>	138	46	15	199
<b>% of Comment Cards visible in RW vehicles (Yes / Adj. Total)</b>	96%	96%	68%	87%
<b>No / No Answer</b>	2 No, 4 NA	0 No, 2 NA	3 No, 4 NA	5 No, 10 NA
<b>Driver assistance consistent with expectations (met needs or better)</b>	144	84	22	250
<b>% of driver assistance that is consistent with expectations</b>	100%	98%	100%	99%

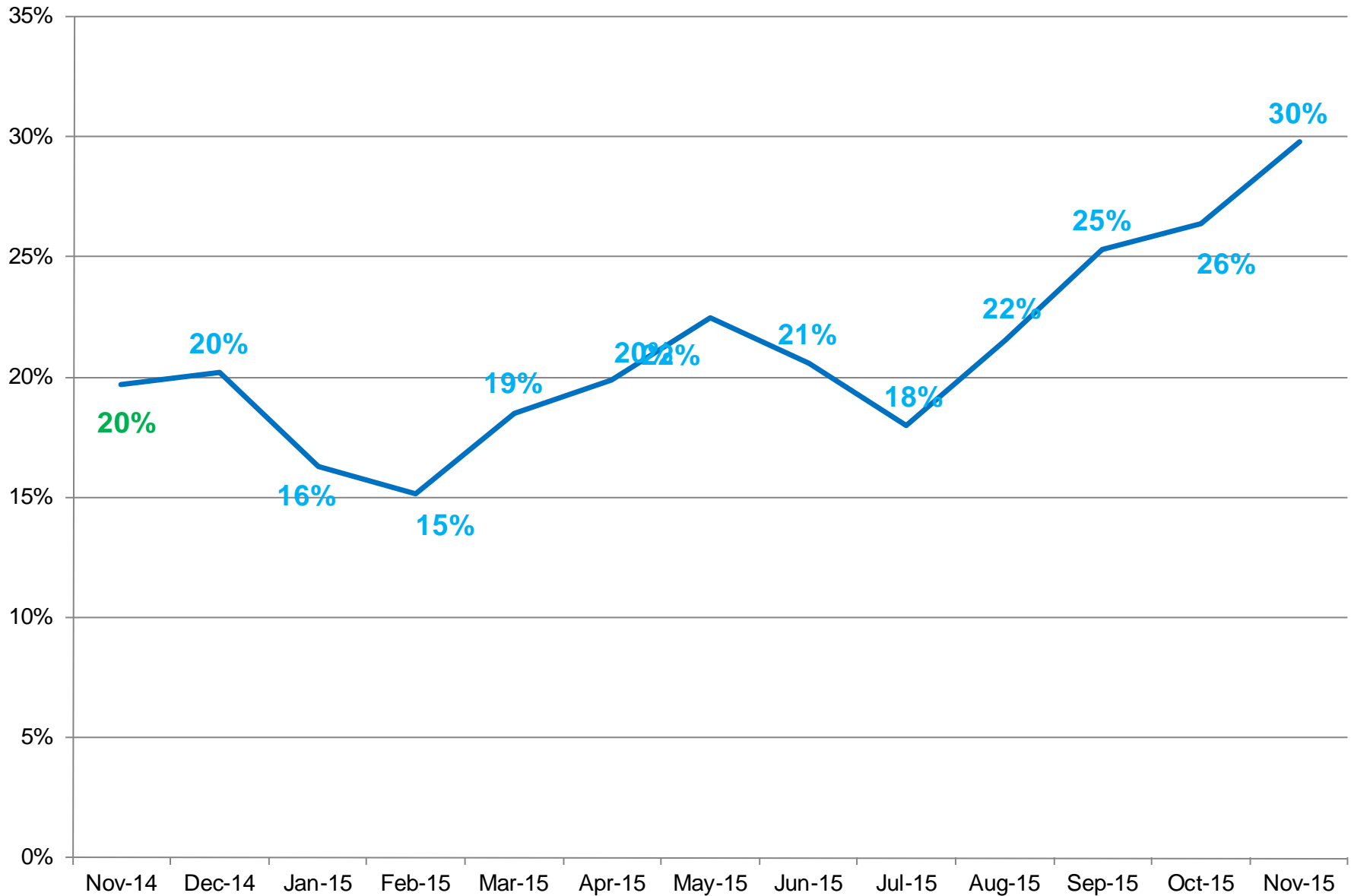
## Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Prev. Yr. Average
1. Total trips requested	27,258	29,026	28,643	26,694	30,650	30,145	30,213	30,655	31,727	30,558	31,859	33,672	31,318	29,423
2. Trips scheduled	24,131	24,685	25,161	23,890	28,046	27,115	27,147	27,930	29,342	29,101	29,711	31,732	28,415	26,436
a. Same day cancels	1,286	1,601	1,421	1,210	1,266	918	1,255	1,415	1,803	2,421	2,142	2,150	1,862	1,381
% of trips scheduled	5.3%	6.5%	6%	5.1%	4.5%	3.4%	4.6%	5.1%	6.1%	8.3%	7.2%	6.8%	6.6%	5.2%
b. Late cancels	330	424	313	312	377	340	380	388	340	344	387	458	413	347
% of trips scheduled	1.4%	1.7%	1.2%	1.3%	1.3%	1.3%	1.4%	1.4%	1.2%	1.2%	1.3%	1.4%	1.5%	1.3%
c. Total customer no-shows	413	422	422	304	386	319	342	342	371	385	373	354	373	390
% of trips scheduled	1.7%	1.7%	1.7%	1.3%	1.4%	1.2%	1.3%	1.2%	1.3%	1.3%	1.3%	1.1%	1.3%	1.5%
d. No-show (operator)	1	3	3	0	3	1	1	0	2	0	4	3	0	2
3. Total trips served	22,101	22,235	23,002	22,064	26,014	25,537	25,169	25,785	26,826	25,951	26,805	28,767	25,767	24,317
a. Average weekday riders	975	881	967	973	1,033	1,026	1,060	1,045	1,045	1,068	1,116	1,146	1,103	1,000
b. Advance reservation	13,836	14,792	15,752	14,815	17,478	17,096	17,007	17,097	17,458	17,486	18,342	19,896	18,036	16,092
c. Agency trips	4,331	3,726	3,398	3,418	4,112	4,033	3,852	4,265	4,284	4,073	3,832	4,036	3,597	4,002
d. Individual subscription	3,934	3,717	3,852	3,831	4,424	4,408	4,310	4,423	5,084	4,392	4,631	4,835	4,134	4,223
e. Taxi trips	4,345	4,488	3,744	3,342	4,817	5,078	5,660	5,300	4,819	5,588	6,785	7,580	7,669	4,387
<i>(taxi % of total trips)</i>	20%	20%	16%	15%	19%	20%	22%	21%	18%	22%	25%	26%	30%	18%
4. Total Redi-Wheels riders	2,086	2,104	2,108	2,078	2,203	2,206	2,148	2,240	2,240	2,264	2,261	2,338	2,230	2,170
5. Inter-County Transfer Trips	283	274	280	290	310	305	296	282	287	337	280	277	265	289
6. On-time performance <sup>1</sup>	87.6%	87.0%	90.1%	91.1%	89.6%	91.3%	91.7%	88.5%	88.4%	90.7%	90.4%	90.2%	91.0%	89%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.64	1.57	1.66	1.59	1.66	1.81	1.70	1.66	1.74	1.74	1.75	1.80	1.80	1.66
8. Complaints per 1000 trips	0.5	1.0	1.3	0.5	0.5	0.9	0.7	0.5	0.5	0.2	0.7	1.0	0.9	0.7
9. Compliments per 1000 trips	1.2	0.6	3.3	1.8	0.9	0.6	1.0	0.7	0.7	0.6	1.2	2.2	2.1	1.1
10. Avg phone wait time (mins) <sup>3</sup>	1.4	1.4	0.8	0.5	0.7	0.9	1.1	1.4	1.4	1.0	1.7	1.5	1.5	1.21
<b>1/5/2016</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

## Total Trips Served

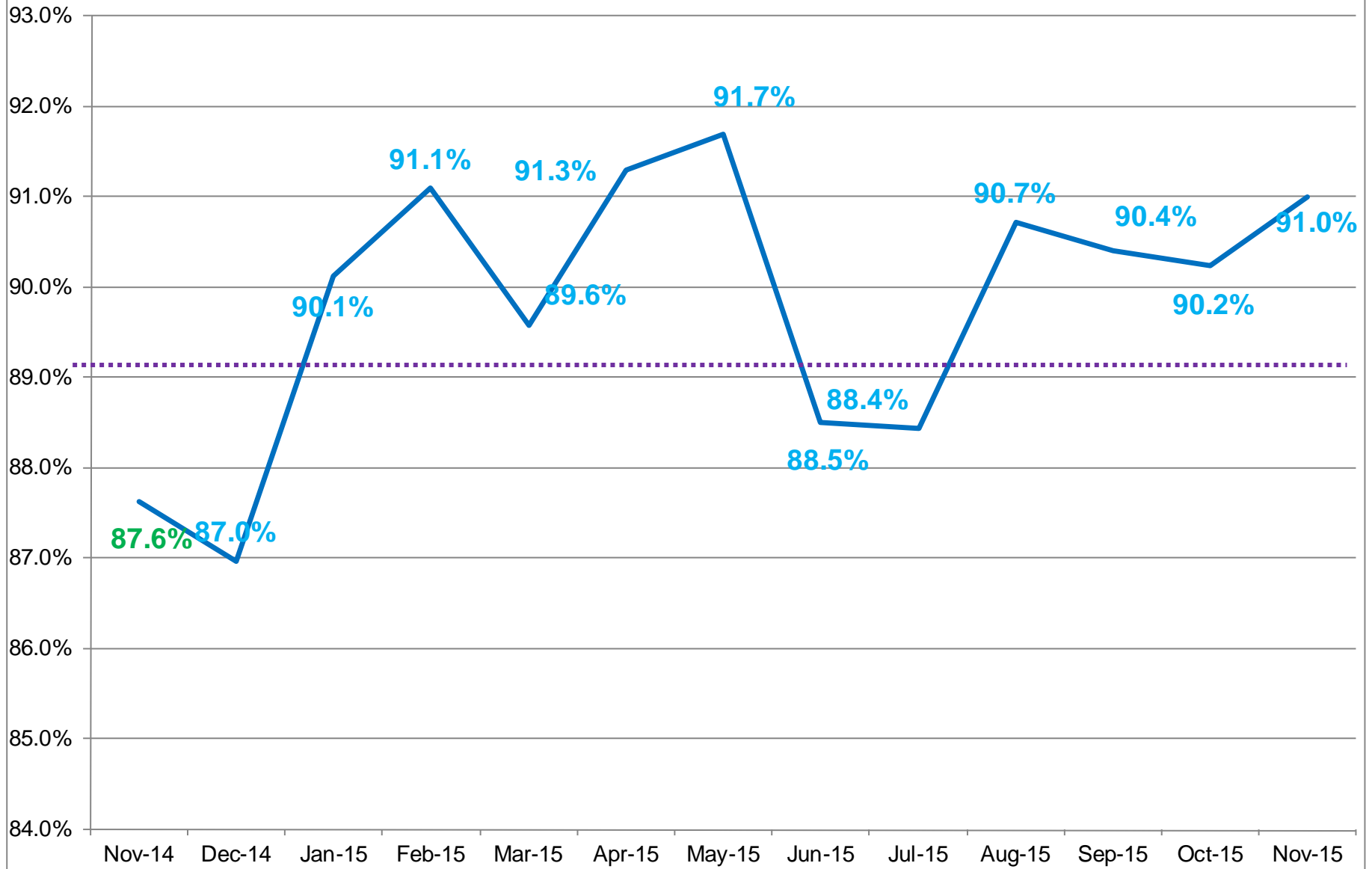


### Taxis - Percentage of Total Trips

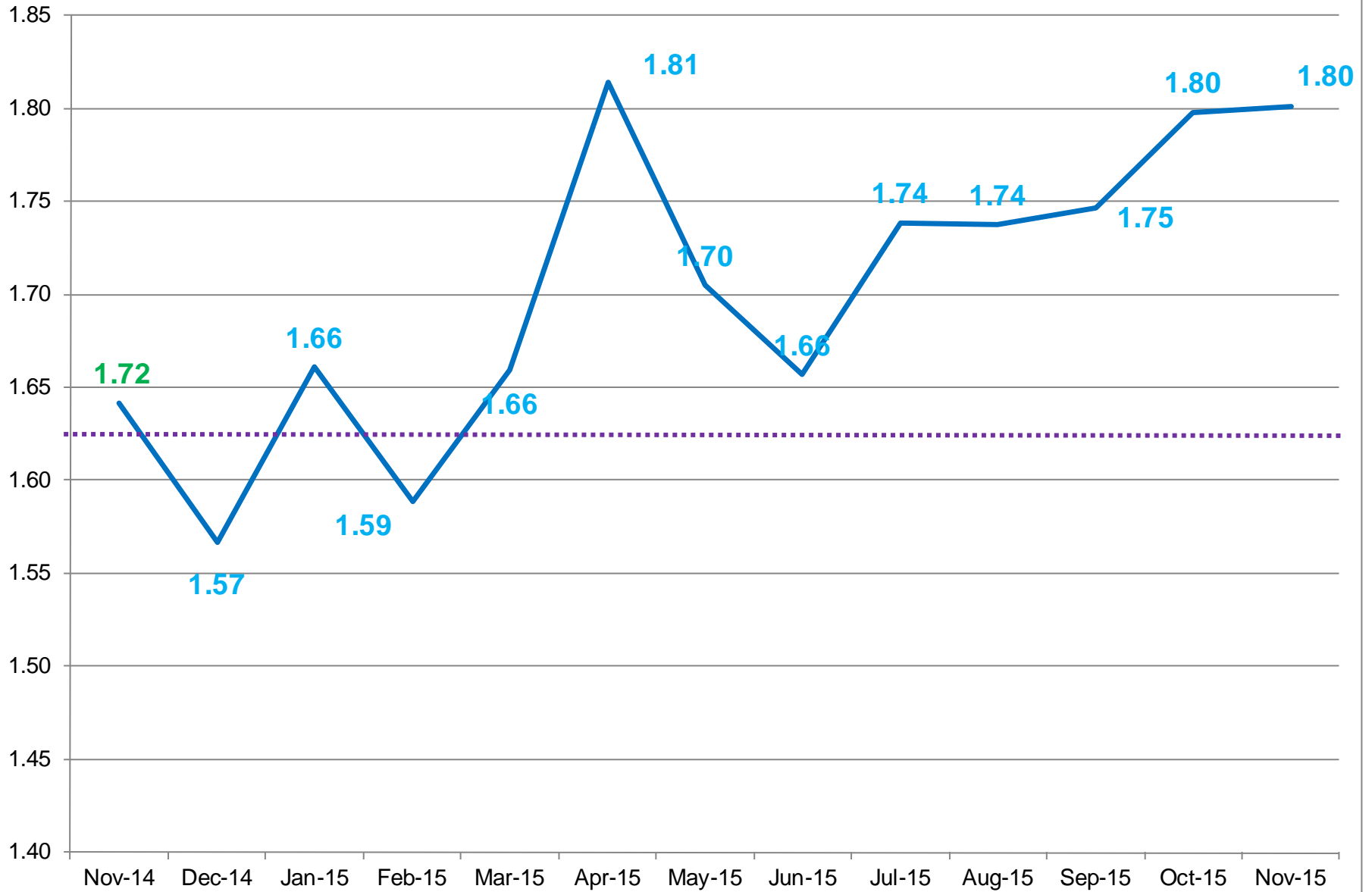




### On-time Performance



### Productivity (Passengers/Revenue Vehicle Hour)




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

	<b>October</b>		<b>November</b>		<b>Year to Date</b>		
	<b>Total</b>	<b>Valid</b>	<b>Total</b>	<b>Valid</b>	<b>Total</b>	<b>Valid</b>	<b>% Valid</b>
<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**

<b>2015 Comments</b>	<b>October</b>		<b>November</b>		<b>Year to Date*</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>	<b>Subtotal</b>	<b>Rate/1000</b>	<b>Subtotal</b>	<b>Rate/1000†</b>
<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 Incident	Vehicle arrived more than 5 minutes before the scheduled pickup time
Late Vehicle	Vehicle arrived > 20 minutes after scheduled p/u time, or after the scheduled d/o time
Missed Trip	Customer was not picked up, or vehicle arrived > 60 minutes late
No Callback	Customer did not receive a callback regarding a time-change, etc.
Reservation Error	Wrong information taken for reservation, or incorrect trip booking
Reservation System	Complaint about the reservation system
Ride Time	Ride exceeded the trip-time standards
Reservationist	Dissatisfaction with reservationist's actions or conduct
Scheduling Error	Complaint about a scheduling error
Safety of Passenger	Complaint related to the passenger's safety - e.g. Wheelchair securement
<u>Non-Service Related Complaints</u>	
Phones	Dissatisfaction with telephone wait/hold times, etc.
Policy Comment	Comment about Redi-Wheels/RediCoast policies or rules
Service Request	Service request or suggestion
Vehicle	Complaint about the quality or condition of the vehicle - e.g. state of repair, cleanliness, etc.
Vehicle Preference	Request for service with, or not to be served by, a particular type of vehicle
Vehicle Un-Needed	Vehicle sent when not needed - e.g. already canceled
<b>NOTE:</b> Comments are considered <b>VALID</b> if they are found to be factually accurate, when investigated. 	
Partially valid comments are counted as valid.	