

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



June 14, 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">PCC San Mateo County Paratransit Coordinating Council</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:30 p.m.</p>	<p align="center">PAL Policy-Advocacy- Legislative- Committee</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:30-12:30 p.m.</p>	<p align="center">Education Committee</p> <p align="center">Bi-Monthly conference call</p> <p align="center">**Meeting date/time TBA</p>	<p align="center">CTC Coastside Transportation Committee</p> <p align="center">3rd Tuesdays, Quarterly</p> <p align="center">Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center">9:30-11:00 a.m.</p>	<p align="center">SamTrans Board</p> <p align="center">1st Wednesday Monthly</p> <p align="center">2:00 p.m.</p>	<p align="center">ERC Efficiency Review Committee</p> <p align="center">1st Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:00-12:30 p.m.</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	TBA
				August 3, 2016	TBA
September 13, 2016	September 13, 2016		September 20, 2016	September 7, 2016	TBA
October 11, 2016	October 11, 2016	*October 2016		October 5, 2016	TBA
November 8, 2016	November 8, 2016			November 2, 2016	TBA
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 2nd Floor Auditorium
1250 San Carlos Avenue, San Carlos, CA 94070
June 14, 2016**

- | | |
|---|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of May Meeting Minutes | 1:40 |
| 5. MTC Coordination Study Outreach:
Discussion of mobility needs in San Mateo County for people with disabilities, seniors, and veterans | 1:45 |
| 6. Committee Reports | 2:45 |
| 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) PCC Nominating Committee: Chair and Vice-Chair Elections | |
| 2) Proposal to amend the PCC by-laws | |
| 3) Request for status of taxi incentives | |
| 7. SamTrans / Redi-Wheels Reports | 3:00 |
| A. Operational Report—Tina Dubost | |
| 1) Q & A for Redi-Wheels/RediCoast YTD revenues and expenditures | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson | |
| D. Safety Report—Dave Daley | |
| 8. Liaison Reports | 3:10 |
| 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 | |
| H. Office of Emergency Services – Vulnerable Populations (OES)—Janice Carter | |
| 9. Other Business | 3:25 |

***Action Item**

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

MEETING MINUTES

May 10, 2016

ATTENDANCE: Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Maureen Dunn, Senior Focus; Sandra Lang, COA; Ka’ili Crabbe, DOR; Dale Edwards, Consumer; Sammi (Wilhelmina) Riley, Consumer; and Judy Garcia, Consumer.

GUESTS: David Koffman, Nelson-Nygaard Consulting Associates; Erin Swartz, PCC Staff; Dave Daley, First Transit; John Sanderson, SamTrans; and Ashish John, SamTrans.

ABSENTEES: Maria Kozak, Consumer; Marie Violet, Sequoia Hospital; Aki Eejima, Consumer; Barbara Kalt, Rosener House; Michal Settles, Coastsides; and Patty Clement-Cihak, Catholic Charities.

(Member Attendance 10; Quorum—NO.)

WELCOME/INTRODUCTION

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

APPROVAL OF THE APRIL PCC MINUTES

After taking attendance, Mike said that the vote to approve the PCC meeting minutes from April should be postponed because a quorum of PCC members was not yet present.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Vincent reported that the PAL Committee met earlier today. Jean Conger from SamTrans gave a presentation about the Mobility Management Program and the planned Mobility Management Center that will be available online and by phone. The 2006 Senior Mobility Action Plan is going to be updated. The process will include outreach to stakeholders. The Hospital Discharge Program discussion will be carried into the June meeting. Sandra commented that she will follow up with Jean to get an update on the work done with San Mateo County, since she was unable to attend today’s PAL meeting.

B. GRANT/BUDGET REVIEW

Barbara absent, no report available.

C. EDUCATION COMMITTEE

Maureen and Erin reported on several upcoming outreach events that are scheduled for the Education Committee. On Wednesday, May 18, Erin is tabling for the Health Information Fair in Pacifica. On Wednesday, May 25, Erin will also be tabling during lunchtime activities at Twin Pines Senior Center in Belmont. On Wednesday, June 22, Dinae and Mike have volunteered to table during lunchtime activities at the San Bruno Senior Center. On Wednesday, July 13, Mike and Sammi are giving an outreach presentation at Lesley Terrace in Belmont.

D. EXECUTIVE COMMITTEE

Mike reported that the next meeting will be held as a conference call in late May or early June.

A. Operational Report

Tina provided information on the paratransit budget for July 2015 – March 2016. Tina said that the report does

not fully reflect adjustments to the budget that were needed with a software update. For the Year to Date, Senior & Disabled / Redi-Wheels is 28% under budget. Other related costs, such as maintenance, are 21% under budget. ADA sedan / taxi service is 30% over budget for 2015-16. ADA accessibility support is also under budget. Coastside ADA support and Insurance costs are at budget. In total, the San Mateo County Transit District Budget Summary showed paratransit is 7% under budget for the fiscal year.

Vincent asked about the overall SamTrans budget structural deficit. Tina confirmed that it still exists and affects the entire transit district. Maureen asked about which category vehicle depreciation is placed into.

For next fiscal year, Ashish confirmed that double-digit increases in ridership are expected. In the last 4-6 months, 9-12% year-over-year increases in ridership each month.

Tina thanked the Commission on Disabilities for asking Jim Harnett and Carole Groom to speak at the most recent meeting.

Tina reported that the SamTrans lobby remodeling construction does not yet have a completion date.

B. Performance Measures Report

Tina reported that the total number of active Redi-Wheels riders is currently at 2,203. David asked about the increase in taxi trips. Ashish said that traditionally, taxi trips were given at the end of the day and for longer, out-of-the way trips. In newer shift bids, full and part-time drivers are being rescheduled in a way to maximize On-time performance and positive experiences for customers. The work done by the collective call centers is reviewed regularly and trip data is carefully scrutinized for trends.

Total trips served was 27,811 in March 2016, which is a significant increase from the same point in 2015 and reflects the overall trend in ridership. Average weekday ridership (compared with the same month the previous year) has also been increasing. Inter-County Transfer Trips are at 211. On-time performance, Productivity, and Average phone wait times all met the standard.

David Koffman asked about the increased use of taxis and increased productivity. Dave Daley noted that the OTP reported to the PCC is an aggregate, but includes taxi trips.

C. Monthly Redi-Wheels Comment Statistics Report

John reported that the number of compliments from customers continues to be high and seems to correlate with taxi trips. Rates of validated comments per 1,000 trips show a slight decrease in compliments. Average response time to customer in working days increased for service-related complaints and compliments due to staff absences and leave taken by people in the Redi-Wheels office.

Mike asked about a breakdown of compliments in Redi-Wheels vehicles, as compared to taxis. John noted that the compliments and complaints for taxis and Redi-Wheels vehicles are combined for reporting to the PCC. John offered to provide disaggregated data in his next quarterly Comment Statistics Report to the PCC.

Sandra asked John about future plans to solicit and gather comments from Redi-Wheels/RediCoast customers. John noted that there are districtwide guidelines and a database to track customer comments that comply with state and federal regulations.

John added that customer comments can be given at the toll-free SamTrans customer service number (1-800-660-4287), which on the vehicles, comment cards, and on the front of the Redi-Wheels ID card. Customers can also send a letter to Redi-Wheels, email comments to rediwheels@samtrans.com, or click "contact us" on the SamTrans website. Erin added that customers who wish to submit comments about their Redi-Wheels

experience can also use the link for comments that is available on the PCC's website.

Vincent and Maureen asked John about calculation of complaints and totals for the months of February and March. John said that the format of the report was selected by the Ad-hoc Committee members. Maureen suggested re-labeling the columns to simplify the compliments and complaints totaled. John said that dispatch and reservations calls are not feasible to include in this particular report. Maureen noted that comments about the group rides are usually brought forward following the director's group operational meetings at her center. Tina confirmed that comments submitted by the centers are included in the Comment Statistics Report.

D. Safety Report

Dave reported that in April, there were four vehicular accidents. One was preventable and the other three were non-preventable. None of the accidents were serious. Two involved taxi. Both taxi drivers involved were re-trained.

Maureen asked about an incident with one of her program participants. Dave agreed that sometimes day-center passengers get agitated and try to release their seat belts. Dave suggested that any reports to the center staff about incidents should be forwarded to him.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

No Coastside representatives available today.

B. AGENCY

Barbara absent, no report available.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Mike reported that the next meeting is scheduled for Tuesday, May 17 from 1:00 to 2:00 p.m.

D. COMMISSION ON AGING (COA)

Sandra first reported that the COA Transportation Committee met yesterday. The Committee is working to review gaps in the Senior Mobility Plan to report to the COA. Two areas were suggested for the COA to review: 1.) Pedestrian Safety 2.) *The San Mateo County Senior Mobility Guide*. The Committee is working to encourage SamTrans to find new places for distribution of the *Guide*. Sandra reported that the Committee would like John to give another presentation to the Committee about how the On-time Performance statistics are calculated.

Sandra reported that Lisa Mancini from the COA is researching the expansion of federally-funded housing for seniors.

The COA is participating in the World Elder Abuse Awareness Event in Redwood City. The COA will also be participating in the San Mateo County Fair to raise awareness of the needs of the elderly in our community.

Dinae asked Sandra about new affordable housing that will be developed in San Mateo County.

Sandra also invited interested individuals to participate in an upcoming Commission on Aging meeting.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported from the COD that a signature gathering effort is underway for proposed November ballot measures addressing rent stabilization and just cause eviction in Burlingame and San Mateo. The last COD Meeting focused on transportation. Pre-prepared questions were discussed with SamTrans Staff, along with SamTrans CEO Jim Hartnett and Supervisor Carole Groom.

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

Vincent reported that CiD will be attending the Pacifica Health Fair on Wednesday, May 18, in addition to the DOR Job Placement Circle and another event in Sacramento. The whole CiD staff will be participating in the NAMI (National Alliance on Mental Illness) training. CiD is hiring a NAMI consultant to determine where the gaps in service are in San Mateo County and also advocate for additional support for mental health services. Vincent and Erin also discussed upcoming FAST training opportunities. Judy asked Vincent about resources for evacuating a building in an emergency. Judy explained that in an emergency, elevators in her building could be inaccessible and the stairs are not an option for her to use. Vincent suggested that Judy contact her property managers to draft an emergency evacuation plan.

G. DEPARTMENT OF REHABILITATION (DOR)

Ka'ili reported on the job placement circle that is taking place on May 31 at College of San Mateo. She said that more DOR clients are needed to interview with employers who will be tabling the event.

OTHER BUSINESS

Dinae asked John about the status of the newest edition of the *San Mateo County Paratransit Rider's Guide*. John noted that the SamTrans Marketing Team is currently reviewing the *Guide* and John will have hard copies available soon. John noted that the newest version will be formatted as a PDF on the SamTrans website and he encouraged individuals using screen reader software to provide feedback about navigating the document.

Mike announced that a Meals on Wheels Dine Out event will be taking place on Tuesday, May 17. More information can be found at Peninsula Volunteers website (www.penvol.org/dineout) with a list of restaurants that are participating. Some of the PCC members will be going out to eat after the ERC meeting.

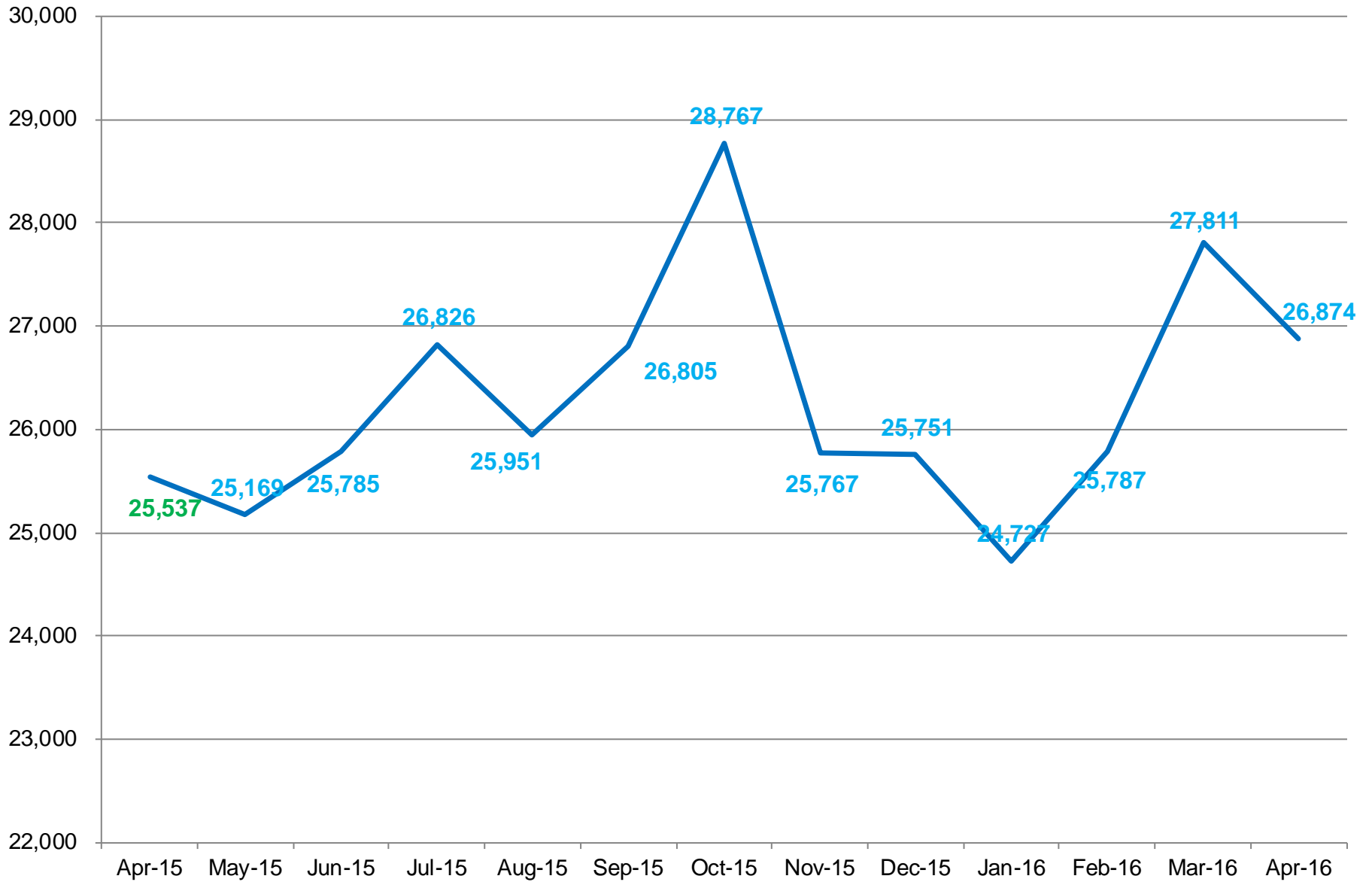
Mike reminded everyone that the next PCC meeting is scheduled for Tuesday, June 14, 2016 from 1:30-3:30 p.m.

MEETING ADJOURNED 3:10 p.m.

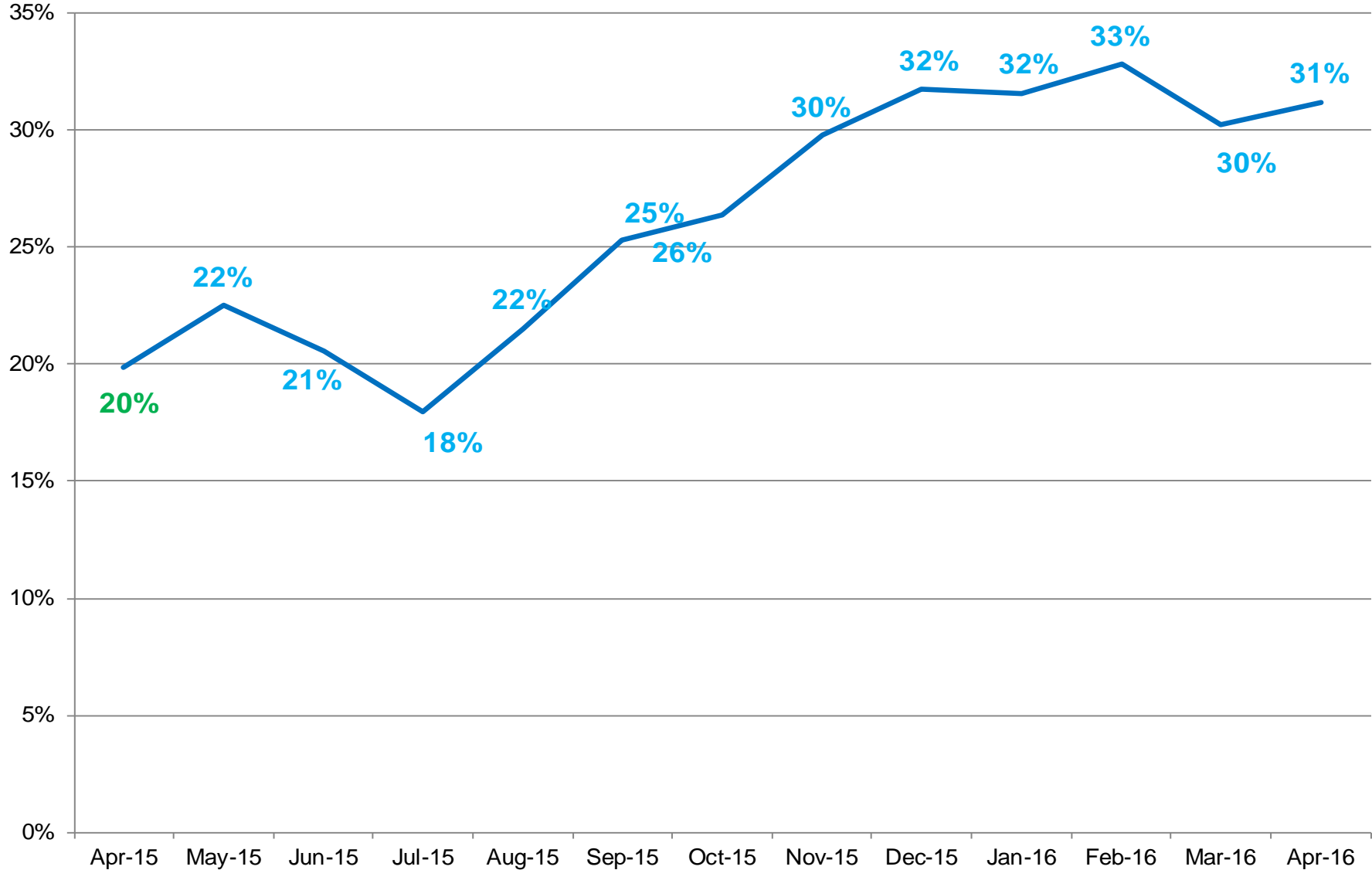
Monthly Redi-Wheels Paratransit Performance Statistics for San Mateo County Paratransit Coordinating Council Review (PCC) Review

Performance Measure	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	Prev. Yr. Average
1. Total trips requested	30,145	30,213	30,655	31,727	30,558	31,859	33,672	31,322	32,041	30,076	30,790	33,251	31,515	29,423
2. Trips scheduled	27,115	27,147	27,930	29,342	29,101	29,711	31,732	28,419	28,605	27,127	28,948	30,154	29,663	26,436
a. Same day cancels	918	1,255	1,415	1,803	2,421	2,142	2,150	1,862	1,939	1,670	2,381	1,499	2,060	1,381
% of trips scheduled	3.4%	4.6%	5%	6.1%	8.3%	7.2%	6.8%	6.6%	6.8%	6.2%	8.2%	5.0%	6.9%	5.2%
b. Late cancels	340	380	388	340	344	387	458	413	517	410	397	514	392	347
% of trips scheduled	1.3%	1.4%	1.4%	1.2%	1.2%	1.3%	1.4%	1.5%	1.8%	1.5%	1.4%	1.7%	1.3%	1.3%
c. Total customer no-shows	319	342	342	371	385	373	354	373	396	318	380	330	337	390
% of trips scheduled	1.2%	1.3%	1.2%	1.3%	1.3%	1.3%	1.1%	1.3%	1.4%	1.2%	1.3%	1.1%	1.1%	1.5%
d. No-show (operator)	1	1	3	2	0	4	3	4	2	2	3	0	0	2
3. Total trips served	25,537	25,169	25,785	26,826	25,951	26,805	28,767	25,767	25,751	24,727	25,787	27,811	26,874	24,317
a. Average weekday riders	1,026	1,060	1,045	1,045	1,068	1,116	1,146	1,103	1,033	994	1,086	1,083	1,117	1,000
b. Advance reservation	17,096	17,007	17,097	17,458	17,486	18,342	19,896	18,036	17,676	17,014	17,670	18,842	18,054	16,092
c. Agency trips	4,033	3,852	4,265	4,284	4,073	3,832	4,036	3,597	3,953	3,463	3,635	4,096	4,042	4,002
d. Individual subscription	4,408	4,310	4,423	5,084	4,392	4,631	4,835	4,134	4,122	4,250	4,482	4,873	4,778	4,223
e. Taxi trips	5,078	5,660	5,300	4,819	5,588	6,785	7,580	7,669	8,170	7,794	8,454	8,409	8,383	4,387
<i>(taxi % of total trips)</i>	20%	22%	21%	18%	22%	25%	26%	30%	32%	32%	33%	30%	31%	18%
4. Total Redi-Wheels riders	2,206	2,148	2,240	2,240	2,264	2,261	2,338	2,230	2,200	2,142	2,157	2,256	2,201	2,170
5. Inter-County Transfer Trips	305	296	282	287	337	280	277	265	207	209	182	211	200	289
6. On-time performance ¹	91.3%	91.7%	88.5%	88.4%	90.7%	90.4%	90.2%	91.0%	91.8%	92.5%	92.3%	92.4%	91.9%	89%
7. Productivity (psgrs/rvh) ²	1.81	1.70	1.66	1.74	1.74	1.75	1.80	1.80	1.83	1.78	1.79	1.75	1.83	1.66
8. Complaints per 1000 trips	0.9	0.7	0.5	0.5	0.2	0.7	1.0	0.9	0.8	0.4	0.3	0.6	0.6	0.7
9. Compliments per 1000 trips	0.6	1.0	0.7	0.7	0.6	1.2	2.2	2.1	1.2	0.8	0.6	0.5	0.4	1.1
10. Avg phone wait time (mins) ³	0.9	1.1	1.4	1.4	1.0	1.7	1.5	1.5	1.9	1.3	1.0	1.1	1.2	1.21
6/3/2016														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

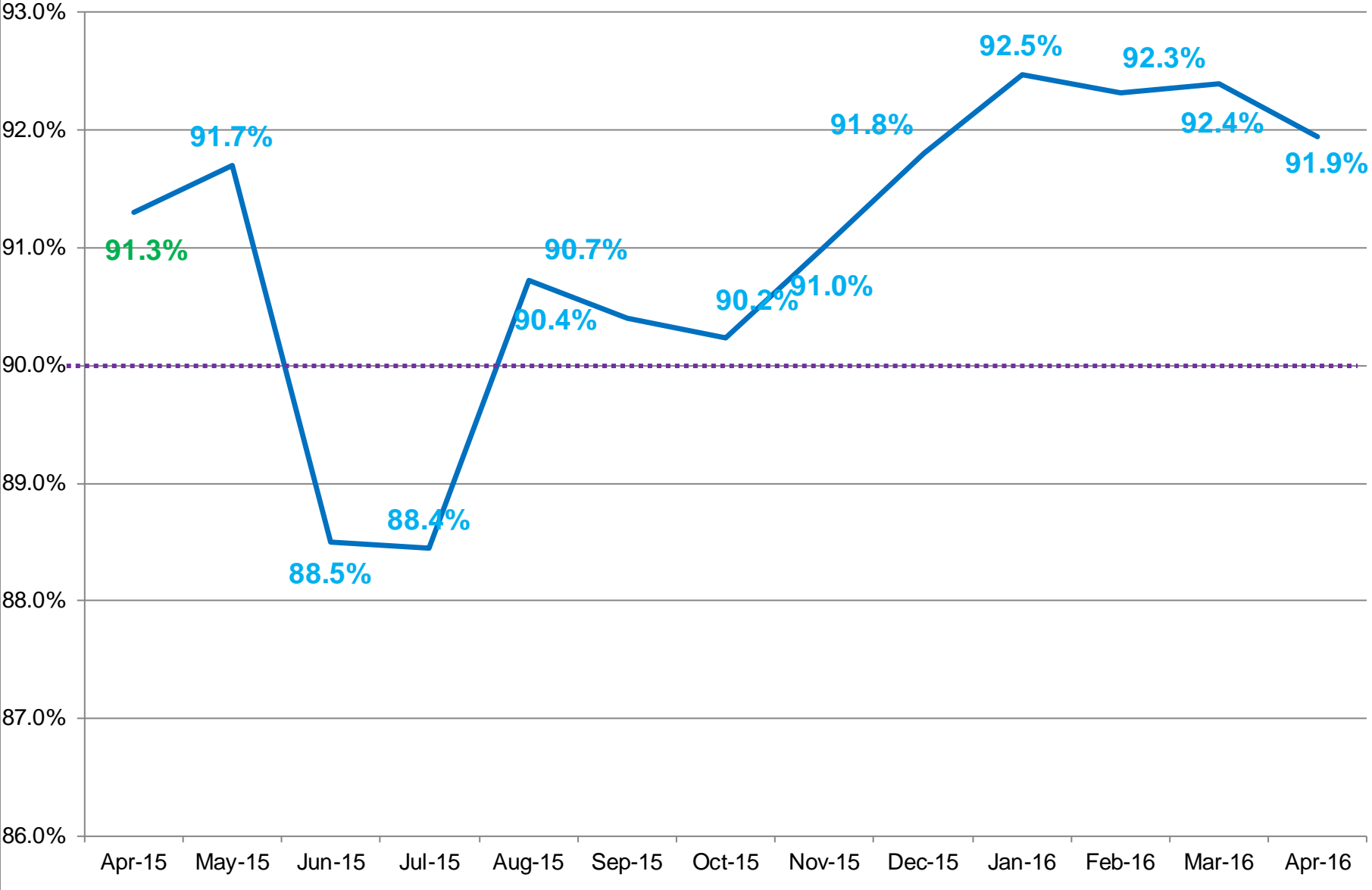
Total Trips Served



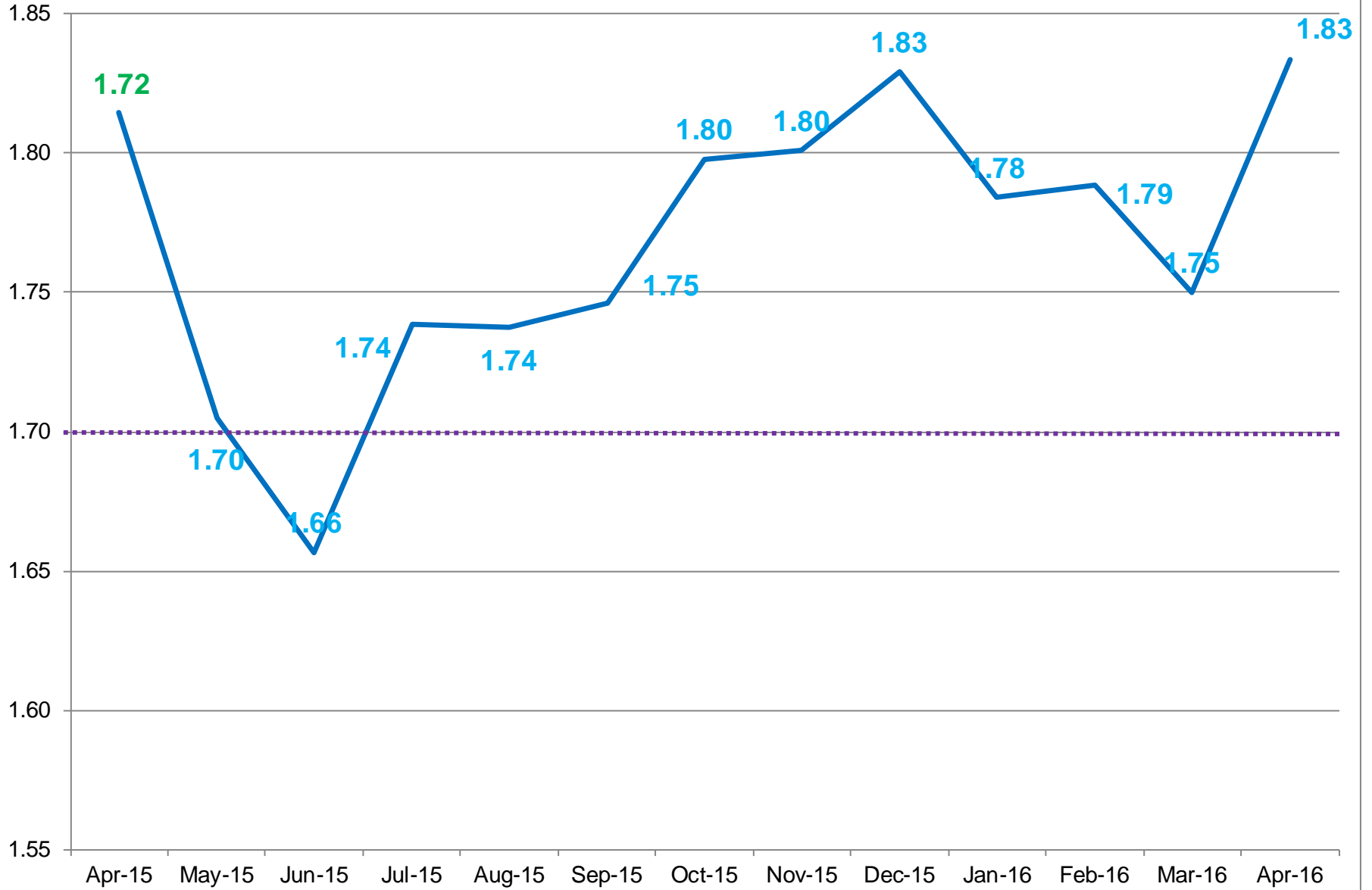
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



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

	March		April		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	34	20	35	25	132	62	46.97%
Compliment	82	82	29	29	259	259	100.00%
Complaint	34	20	35	25	132	62	46.97%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	0	0	1	0	0.00%
Driver Conduct	7	2	6	4	20	7	35.00%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	1	1	0	0	8	3	37.50%
Driving Proficiency	6	4	4	3	16	5	31.25%
Early Vehicle	0	0	2	2	3	3	100.00%
Incident	2	1	1	1	3	1	33.33%
Late Vehicle	3	3	9	8	19	14	73.68%
Missed Trip	4	1	3	2	14	7	50.00%
No Callback	0	0	0	0	0	0	N/A
Reservation Error	0	0	0	0	0	0	N/A
Reservation System	0	0	0	0	0	0	N/A
Ride Time	0	0	0	0	0	0	N/A
Reservationist	0	0	0	0	0	0	N/A
Scheduling Error	0	0	0	0	0	0	N/A
Safety of Passenger	0	0	0	0	0	0	N/A
Subtotals	23	12	25	20	84	40	47.62%
Non-Service Related							
Phones	0	0	0	0	1	0	0.00%
Policy Comment	5	5	6	1	24	12	50.00%
Service Request	5	3	1	1	16	9	56.25%
Vehicle	0	0	2	2	3	1	33.33%
Vehicle Preference	1	0	1	1	3	0	0.00%
Vehicle Un-Needed	0	0	0	0	1	0	0.00%
Subtotals	11	8	10	5	48	22	45.83%

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

2015 Comments	March		April		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	27,811		26,874		78,325	
Comments by Category**						
Compliment	82	2.95	29	1.08	259	3.31
Policy Related	8	0.29	5	0.19	22	0.28
Service Related	12	0.43	20	0.74	40	0.51
Total	102	3.67	54	2.01	321	4.10
Average Response Time to Customer (Working Days)‡						
Compliment		4.73		3.24		3.27
Policy Related		9.09		7.70		7.78
Service Related		9.61		7.52		7.55
Overall		6.11		5.61		4.68
*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
NOTE: Comments are considered VALID if they are found to be factually accurate, when investigated. ☒	
Partially valid comments are counted as valid.	

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

2016	Q1			Q2			YTD		
	Received	Valid	% Valid	Received	Valid	% Valid	Received	Valid	% Valid
Total	332	280	84.34%	113	79	69.91%	445	359	80.67%
Compliment	231	231	100.00%	51	50	98.04%	282	281	99.65%
Complaint	101	49	48.51%	62	29	46.77%	163	78	47.85%
Service Related									
Ride Canceled	0	0	N/A	0	0	N/A	0	0	N/A
Driver Assistance	1	0	0.00%	0	0	N/A	1	0	0.00%
Driver Conduct	16	5	31.25%	13	5	38.46%	29	10	34.48%
Trip Denial	0	0	N/A	0	0	N/A	0	0	N/A
Dispatcher	8	3	37.50%	3	0	0.00%	11	3	27.27%
Driving Proficiency	13	5	38.46%	7	3	42.86%	20	8	40.00%
Early Vehicle	1	1	100.00%	2	2	100.00%	3	3	100.00%
Incident	2	1	50.00%	2	1	50.00%	4	2	50.00%
Late Vehicle	11	9	81.82%	16	11	68.75%	27	20	74.07%
Missed Trip	11	6	54.55%	3	2	66.67%	14	8	57.14%
No Callback	0	0	N/A	0	0	N/A	0	0	N/A
Reservation Error	0	0	N/A	0	0	N/A	0	0	N/A
Reservation System	0	0	N/A	0	0	N/A	0	0	N/A
Ride Time	0	0	N/A	0	0	N/A	0	0	N/A
Reservationist	0	0	N/A	0	0	N/A	0	0	N/A
Scheduling Error	0	0	N/A	0	0	N/A	0	0	N/A
Safety of Passenger	0	0	N/A	0	0	N/A	0	0	N/A
Subtotals	63	30	47.62%	46	24	52.17%	109	54	49.54%
Non-Service Related									
Phones	1	0	0.00%	0	0	N/A	1	0	0.00%
Policy Comment	18	11	61.11%	8	1	12.50%	26	12	46.15%
Service Request	15	8	53.33%	4	1	25.00%	19	9	47.37%
Vehicle	1	0	0.00%	2	2	100.00%	3	2	66.67%
Vehicle Preference	2	0	0.00%	1	1	100.00%	3	1	33.33%
Vehicle Un-Needed	1	0	0.00%	1	0	0.00%	2	0	0.00%
Subtotals	38	19	50.00%	16	5	31.25%	54	24	44.44%

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

2016	Q1		Q2		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000 [†]
Rides	78,325		26,874		105,199	
Comments by Category**						
Compliment	231	2.95	50	1.86	281	2.67
Policy Related	19	0.24	5	0.19	24	0.23
Service Related	30	0.38	24	0.89	54	0.51
Total	280	3.57	79	2.94	359	3.41
Average Response Time to Customer (Working Days)[‡]						
Compliment		3.28		3.26		3.27
Policy Related		7.82		7.15		7.65
Service Related		7.40		7.94		7.59
Overall		N/A		N/A		4.81
	CC	CR	CC	CR	CC	CR
Compliment	193	38	27	24	220	62
Policy Related	6	32	3	13	9	45
Service Related	6	57	5	41	11	98
Overall	205	127	35	78	240	205
*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 are counted as valid.						
[†] Valid Comments per 1000 Boardings						
[‡] Includes: Non-Valid Comments; Excludes: weekends/holidays						

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

SamTrans	January	February	March	April	May	YTD
Compliment	0	1	2	0	0	3
Policy Related	2	1	0	1	2	6
Service Related	0	0	0	0	0	0
Overall	2	2	2	1	2	9
RW						
Compliment	24	18	21	9	17	89
Policy Related	12	9	7	7	3	38
Service Related	13	18	21	22	20	94
Overall	49	45	49	38	40	221
Taxi						
Compliment	41	65	59	20	3	188
Policy Related	2	0	3	2	0	7
Service Related	3	2	1	1	0	7
Overall	46	67	63	23	3	202
Rcoast						
Compliment	0	0	0	0	2	2
Policy Related	1	0	1	0	1	3
Service Related	1	3	1	2	1	8
Overall	2	3	2	2	4	13
Total						
Compliment	65	84	82	29	22	282
Policy Related	17	10	11	10	6	54
Service Related	17	23	23	25	21	109
Overall	99	117	116	64	49	445

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

SamTrans	January	February	March	April	May	YTD
Compliment	N/A	1.00	2.00	N/A	N/A	1.67
Policy Related	5.50	19.00	N/A	9.00	5.50	8.33
Service Related	N/A	N/A	N/A	N/A	N/A	N/A
Overall	5.50	10.00	2.00	9.00	5.50	6.11
RW						
Compliment	3.96	3.28	4.24	4.56	3.44	3.89
Policy Related	6.33	7.11	8.29	7.43	5.00	7.08
Service Related	7.08	5.83	9.38	6.95	9.00	7.58
Overall	5.37	5.07	7.02	6.47	6.30	6.00
Rcoast						
Compliment	N/A	N/A	N/A	N/A	2.00	2.00
Policy Related	13.00	N/A	14.00	N/A	N/A	13.50
Service Related	6.00	2.67	8.00	12.00	N/A	6.57
Overall	9.50	2.67	11.00	12.00	2.00	7.50