

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



November 17, 2015
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 2015

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative- Committee	Education Committee	CTC Coastside Transportation Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	1 st Tuesday Quarterly	Bi-Monthly (conference call denoted with *)	Four Meetings Annually	1 st Wednesday Monthly	1 st Tuesday Monthly
*No August Meeting		*No August Meeting	Senior Coastsiders 925 Main Street, Half Moon Bay		*No August Meeting
1:30-3:30 p.m.	1:00-3:00 p.m.	12:00-1:00 p.m.	9:30-11:00 a.m.	2:00 p.m.	11:00-12:30 p.m.
January 13, 2015	January 6, 2015	January 13, 2015		January 7, 2015	
February 10, 2015			Thursday, February 19, 2015	February 4, 2015	
March 10, 2015		March 10, 2015		March 11, 2015	
April 14, 2015 *Meeting 4:00-6:00 p.m. *First Transit Appreciation Party 6:00-8:00 p.m.	April 7, 2015		Thursday, April 16, 2015	April 1, 2015	
May 12, 2015		May 12, 2015		May 6, 2015	
June 9, 2015 *PCC Retreat 10:30-3:30 p.m.				June 3, 2015	
July 14, 2015	July 7, 2015	July 14, 2015	Friday, July 17, 2015	July 1, 2015	
				August 5, 2015	
September 8, 2015		September 8, 2015		September 2, 2015	
October 13, 2015	October 6, 2015			October 7, 2015	October 13, 2015
*November 17, 2015 (changed)		*Friday, Nov. 13, 2015			*November 3, 2015 11:30-1:00 p.m.
December 8, 2015			Friday, December 18, 2015	December 2, 2015	December 1, 2015

AGENDA

San Mateo County Paratransit Coordinating Council (PCC) Meeting SamTrans 2nd Floor Auditorium

1250 San Carlos Avenue, San Carlos, CA 94070

November 17, 2015

1. Pledge of Allegiance 1:30
2. Welcome/Roll Call 1:35
3. Introduction of Resource People 1:38
4. *Approval of October Meeting Minutes 1:40
5. Committee Reports 1:45
 - A. Advocacy/Legislative—Mike Levinson, Interim Chair
 - B. Budget/Grant Review—Barbara Kalt, Chair
 - C. Education—Maureen Dunn, Chair
 - D. Executive—Mike Levinson, Chair
6. SamTrans / Redi-Wheels Reports 2:45
 - A. Operational Report—Tina DuBost
 - B. Performance Summary—Tina DuBost
 - C. Customer Comments—John Sanderson
 - D. Safety Report—Lynn Spicer/Dave Daley
7. Liaison Reports 3:05
 - 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
8. Other Business 3:25

***Action Item**

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

**MEETING MINUTES
October 13, 2015**

ATTENDANCE: Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Maureen Dunn, Senior Focus; Tina Dubost, SamTrans; Judy Garcia, Consumer; Michal Settles, CTC; Dale Edwards, Consumer; Dinae Cruise, Consumer; Susan Capeloto, DOR; Dr. Aki Eejima, Consumer; Barbara Kalt, Rosener House; Patti Clement-Cihak, Catholic Charities.

GUESTS: Maria Kozak, Consumer; Richard Weiner, Nelson-Nygaard; John Sanderson, SamTrans; Dave Daley, First Transit; Talib Salamin, Serra Taxicab; Ashish John, SamTrans; Elly Colwell, SamTrans; Erin Swartz, PCC Staff.

ABSENTEES: Sandra Lang, COA; and Marie Violet, Sequoia Hospital.

(Member Attendance: 12; Quorum—YES.)

WELCOME/INTRODUCTION

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

APPROVAL OF THE SEPTEMBER PCC MINUTES

Vincent motioned to approve the September PCC minutes and Michal seconded the motion. Dinae, Barbara, and Aki abstained from voting.

Mike asked if any PCC members had corrections for the September PCC meeting minutes. Vincent requested that the discussion of proposed PAL (AL-Com) changes show that the focus was on reviewing Redi-Wheels/RediCoast policies, not comment cards. In the liaison report from COD, Vincent noted that the correct website addresses were transitionfair.org and disabilityunityfestival.org.

COMMITTEE REPORTS

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

Mike reported that an additional meeting will be held on December 8, from 11:30-1:00 p.m. prior to the PCC. The meeting has been scheduled to continue a discussion of the PCC and PAL (AL-Com) by-laws.

B. GRANT/BUDGET REVIEW

Barbara reported that a budget presentation scheduled for today's ERC meeting has been moved to November.

C. EDUCATION COMMITTEE

Maureen reported that the Education Committee participated in the Transition to Independence Fair on Saturday, October 10, 2015. The event was well attended with a lot of interest in the PCC. Volunteers from the PCC will be doing more outreach at Seniors on the Move November 10, 2015.

The next Education Committee meeting has been scheduled as a conference call for November 13, 2015 @ 12:45 p.m. Erin will email out a meeting reminder with the updated access codes for the conference call.

Richard, Mike and Maureen discussed the need for recruitment of new PCC members. Richard reported that he met Craig McCullough last week and reviewed The 2015 *San Mateo County Community Information Handbook* of human services agencies that may be useful to contact for recruiting new PCC members. Richard asked if the

Nominating Committee or Executive Committee could work with him to make follow up phone calls, after he sends out an introductory email. Barbara and Dale agreed to work with Richard and then make their recommendations to the Executive Committee.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee last met on October 5, 2015 and the group discussed policy issues. Some of the same policy issues are being explored through the PAL (AL-Com) Committee. The Executive Committee also reviewed and approved Maria Kozak's application to the PCC and then discussed upcoming outreach events.

Comments for the final draft of the FY 2015/16 and 2016/17 PCC Work Plan were requested at today's meeting. Vincent motioned and Sammi seconded the motion to approve the final draft of the Work Plan. The PCC members voted to approve the Work Plan with no abstentions.

Tina suggested that the PCC could email a copy of the PCC Work Plan to the SamTrans Board of Directors as a separate document or include it as part of the October meeting minutes. Erin will send this document to Tina who can forward it to the Board.

Vincent motioned to approve Maria's application to the PCC and Barbara seconded. The PCC voted to approve her application with no abstentions.

Consumer Corps Quarterly Report

Erin reviewed the Consumer Corps Report for July through September 2015. A total of 187 reports were received, which is an increase from the second quarter of 2015. Consumer Corps members reported having observed Comment Cards in Redi-Wheels vehicles in about 84% of the trips this quarter. Third quarter On-Time Performance was reported as falling within the 20 minute pick-up time window in 82% of the Consumer Corps reports. The longest wait time reported was 45 minutes longer than the scheduled 20 minute pick-up time window. Night Before Calls continue to have a high rate of success, with only 6 incomplete or inaccurate calls reported the entire quarter. Telephone hold times were reported to be less than one minute in 91% of the Consumer Corps ride evaluations. Consumer Corps members reported that their experience with drivers was positive in 92% of trips taken. In the third quarter, 56% of Consumer Corps members reported having rides in Redi-Wheels vehicles, while the other 44% of trips were taken by taxicab. Erin noted the Consumer Corps members on the Coastside who live in Pacifica would have trips taken on Redi-Wheels vehicles, instead of RediCoast vehicles. The Comments and Trends category showed that Night Before Calls continue to have a high rate of success. More than 70% of the trips taken in the third quarter by Consumer Corps members were less than twenty miles. And, taxicabs are increasingly found to be carrying Redi-Wheels Comment Cards.

Monthly Redi-Wheels Paratransit Comment Statistics Report

John followed up on the Redi-Wheels Comments Review report that he provided at last week's AL-Com meeting. John pointed out in the Monthly Redi-Wheels Comment Statistics Report that he gave today, the year-to-date totals may look different, due to the date that the report was run. Late Vehicle and Driver Assistance continue to be the majority of the customer comments that are received by Redi-Wheels staff. After investigating the trip details for all of the customer comments received, about half of the Driver Assistance complaints are found to be valid, about two-thirds of Late Vehicle complaints are found to be valid, and less than half of Missed Trip complaints are found to be valid.

John added that in the Monthly Redi-Wheels Paratransit Comment Statistics Report, the number of working days in the Average Response Time to Customer category is improving. Service Related complaints take longer to process than Policy Related complaints because of the in-depth research needed to complete the investigation.

Mike asked John if an annual summary of Redi-Wheels Paratransit Comment Statistics could be made available. John reported that the Ad-hoc Committee reviewed a full year's worth of data from 2014, so that type of report can also be produced. John agreed to present the 2015 year-in-review data for all of 2015 at a PCC meeting in early 2016. Barbara added that a year-to-year comparison might be useful to review as well.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Tina reported that next weekend the Pumpkin Express bus service will be operating between Hillsdale Mall in San Mateo and the Pumpkin Festival in Half Moon Bay. The buses will run Saturday and Sunday from 6 a.m. to 7 p.m.

Vincent thanked the SamTrans Ambassador Program volunteers for participating at the Transition to Independence Fair that was sponsored by the San Mateo County Commission on Disabilities.

F. Performance Summary

Tina gave the Monthly Redi-Wheels Paratransit Performance Summary for August 2015. She reported that ridership and the number of individuals using Redi-Wheels is increasing. The total number of No-shows and Late Cancels looks good. In August, 22% of the rides taken were in taxicabs. On-time performance met the standard of 90% or better and Productivity was 1.7 passengers/hour.

Michal asked Tina for an update on outreach to the Coastside agencies about the proposed SamTrans fare increase. Tina stated that she contacted the agencies and informed them of all of the ways that they could submit comments.

Richard noted that the percentage of late cancels and no shows in Tina's report is the lowest he's seen in the Country. Tina confirmed that riders can have their service suspended for excessive no shows and late cancels. Tina and John recognized Jim Rusconi's hard work and focus on working with riders to manage No-Shows and Late Cancels. Sammi noted that the Night Before Calls might also be a positive contributing factor to the low number of No-Shows and Late Cancels. Mike reported that Chester Patton also delivered a compliment to First Transit for their service at the SamTrans BOD meeting.

Dave noted that driver schedules are going out to bid in the next month to maximize daily vehicle trips.

Safety Report

Dave reported that in August, there were two incidents and September had one incident reported. No injuries were reported in any of the accidents. In September, First Transit employees completed a regularly-scheduled in-service training while all vehicle drivers completed a Company-wide lane positioning exercise.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal reminded the PCC members that the Pumpkin Festival is taking place this weekend. Michal approached the three Coastside agencies to work with them to let them know of the proposed SamTrans fare increases. Mike reminded everyone that the deadline for comments is October 19. Michal also reported on a local project with art programs. Hope Services clients designed thank you cards for the Coastside paratransit drivers. Cara Schmaljohn will be the Coastside representative attending the Nov. PCC meeting. The final Coastside meeting has been rescheduled for Thursday, December 17 and holiday caroling will also take place on that date.

B. AGENCY

Barbara reported on the September Agency meeting to discuss the proposed SamTrans fare increases. The

agency representatives discussed the potential impacts of fare increases on day center participants and their families. Many interested parties sent letters to the SamTrans Board of Directors about the proposed Fare Increase. Barbara pointed out that agency participants already pay more for paratransit service than the regular fare for individual riders.

Maria asked when the SamTrans Board of Directors would be voting on the proposed fare increases. Mike confirmed that the Board had a hearing last week and would vote on the fare increase in November. Mike added that at the hearing held last week, some of the Board members read letters from riders who would be negatively impacted by a fare increase. Judy asked how much more Fare Assistance riders would pay. Mike confirmed that Fare Assistance riders would pay .25 cents per ride more a year for the next two years. Judy commented that in San Francisco, paratransit fares are significantly lower. Mike agreed and said that a tax subsidy in San Francisco County helps to keep paratransit fares lower. Maria asked when the final vote would be announced from the SamTrans Board. Mike said that it would probably be announced during the first week of November.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Mike reported that the Redi-Wheels policy for Inter-County Transfers was discussed, in regard to vehicles waiting for passengers to catch their connecting ride. Richard reviewed some earlier research completed by Linda and Erin about Inter-County Transfer policies in use by other Bay Area transit agencies. Richard summarized the policy research findings for San Francisco, East Bay Paratransit, VTA, and Livermore Amador Valley Transit. John asked for clarification of which individual at each agency was contacted and if the same information is available in each agency's *Rider's Guide*. Richard also agreed to follow up with East Bay Paratransit to ask if they have had any feedback on their policy for Inter-County Transfers. Talib confirmed that Serra Taxicab follows the Redi-Wheels and First Transit policies of not waiting for connecting rides on Inter-County Transfer trips.

Mike added that the ERC also discussed the Renewal-by-Mail policy for Redi-Wheels riders who have illnesses and conditions that are not likely to improve. How the process is currently implemented has been a focus, based on who is currently eligible for Renewal-by-Mail and the individuals who could potentially be eligible. Richard reviewed three follow up points from the ERC meeting. First, on the Renewal-by-Mail forms sent to Care Evaluators, the PCC requested that a check box be added to allow the evaluator to state that an individual was either "eligible for renewal-by-mail" or "not eligible for renewal-by-mail." Barbara said that she needs follow up with John on a few specific clients who were not found to be eligible for renewal-by-mail at the time they were certified for eligibility. John agreed to review the list of clients provided by Barbara and work with the eligibility contractor to have them changed to renewal-by-mail status if a mistake in the initial evaluation process is found to have occurred. Richard confirmed with Tina that the clients do not get a copy of the interview summary form. Aki and Mike discussed the positive and negative impacts to increases in renewal-by-mail.

Judy shared that she has been using Redi-Wheels since 1976. Judy said that she has been in a wheelchair the entire time she has been a Redi-Wheels customer and her condition has remained the same, although she has had to complete an in-person interview for her renewal every three years. The PCC members discussed whether the Redi-Wheels eligibility letter sent to riders should include the statement "Eligible for renewal-by-mail" or "Not eligible for renewal-by-mail."

Tina reviewed the various types of eligibility for paratransit riders that are currently in place at SamTrans.

Imminent Calls were also reported on by Mike. He noted that IVR is still not at a point where imminent arrivals calls can be made.

The next ERC meeting will be Tuesday, Nov. 3 from 11:00-12:30 p.m.

D. COMMISSION ON AGING (COA)

Sandra submitted an update via email. The COA last met on September 14, 2015. At the meeting, a presentation on the Brown Act was given by the SMC Counsel and then Sandra gave the PCC liaison report. The next COA meeting is scheduled for Monday October 19, from 9:00-10:30 a.m.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that the Transition to Independence Fair took place on Saturday, Oct. 10. Vincent also thanked the Department of Rehabilitation staff for their assistance and participation at the event.

Vincent said that the COD-sponsored 2015 Art Showcase will run from 8:00 a.m. to 5:00 p.m. on weekdays October 1 through the 20. The Art Showcase is in the Caldwell Gallery-Hall of Justice, located at 400 County Center Road in Redwood City. The Artist Reception and Silent Auction will be held on Tuesday, October 20, 2015 from 5:30-7:30 p.m. Admission to the Reception and Auction is free.

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

Vincent reported that he was on the planning committee for CiD's participation in the COD Transition to Independence Fair. CiD also participated in the Disability Unity Festival in September.

G. DEPARTMENT OF REHABILITATION (DOR)

Susan reported on a new Work Incentive Planners Program (WIPA). A successful pilot ended last year and resulted in the creation of more than 30 WIPAs statewide. Two WIPAs are available in the North Bay and Peninsula. Susan said that a need exists for even more WIPAs statewide. Susan explained that job-ready clients and clients who are already working are the individuals who would qualify for work with a WIPA. Work incentives and overpayment guidance are some of the WIPA services available for clients.

OTHER BUSINESS

Dinae asked if the swish insignia could be placed on older Redi-Wheels vehicles to improve visibility. Tina agreed to make this request and provide an update at the November PCC meeting.

Dinae commented that she submitted a complaint over a week ago via email, but that she still hadn't received a response from the Redi-Wheels Staff. Talib reported that Serra Taxicab has taken corrective measures with the driver reported in the complaint. Tina said that she would follow up with Lynn on any remaining details related to Dinae's complaint and call Dinae soon when the investigation is completed.

Vincent asked Tina about what Redi-Wheels drivers could do to accommodate riders who have to travel to polling centers during the all-mail in election on November 3, 2015. Vincent added that the all-mail in election has created a significant hardship for many disabled and elderly individuals who lack Internet access and the ability to travel to the Post Office easily. Vincent noted that there are only 32 polling centers in San Mateo County, when there were close to 1,000 polling centers in years past. Tina said that service quality could be negatively impacted by longer wait times, if drivers wait for riders at polling centers. She also added that riders can book a trip to and from a polling center with an hour between the initial home pick up time and pick up time from the polling center, making a short trip, and noted that the elections department seemed satisfied with the response.

Aki asked Tina for information about how many riders have cell phones and how many have Internet access. Tina noted that the Paratransit Survey included this information and a report should be available at the January PCC meeting.

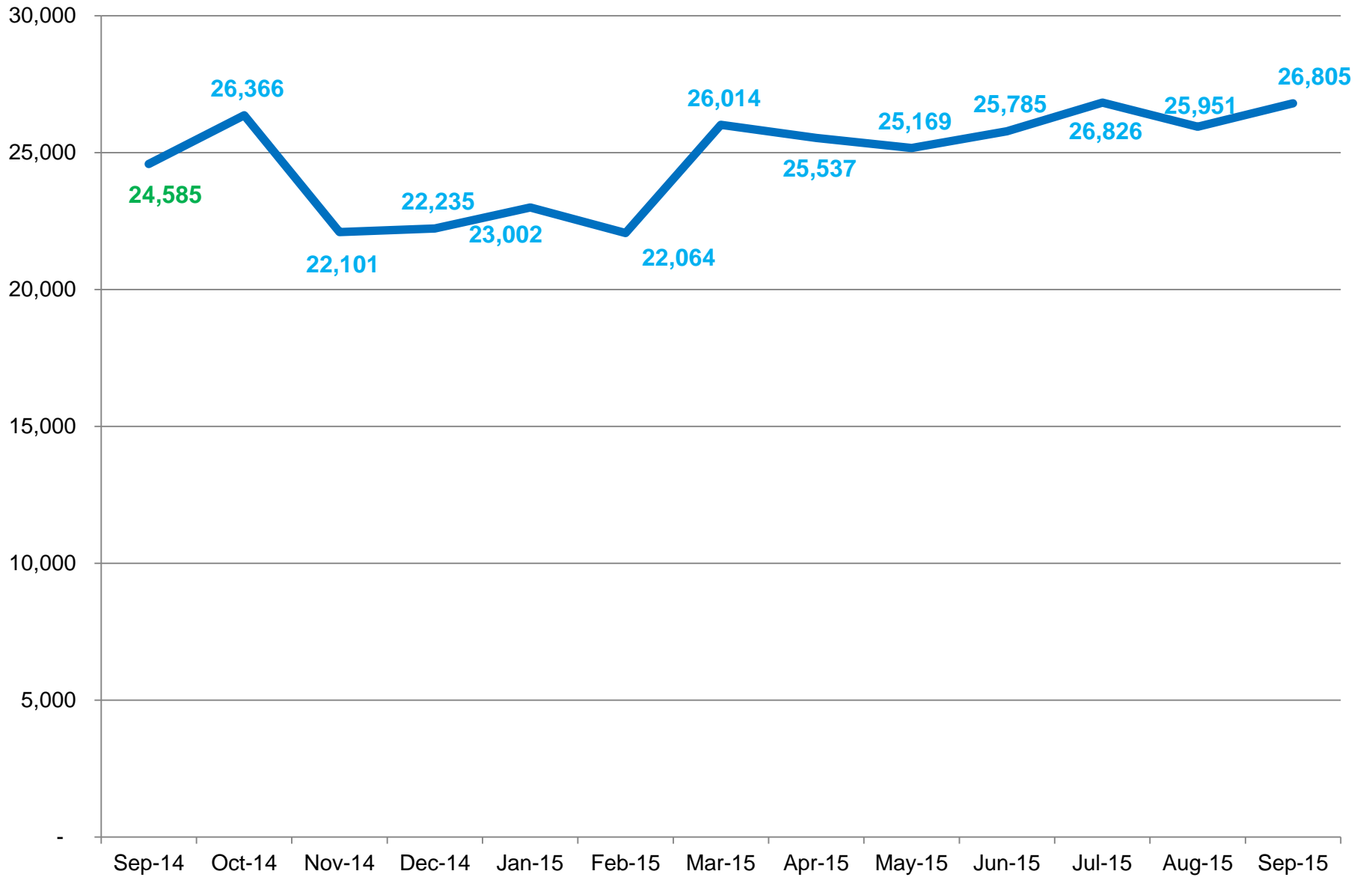
Richard reported that the PCC meeting packet calendar should show that the next PCC meeting is scheduled for Tuesday, Nov. 17, 2015.

MEETING ADJOURNED: 3:05 p.m.

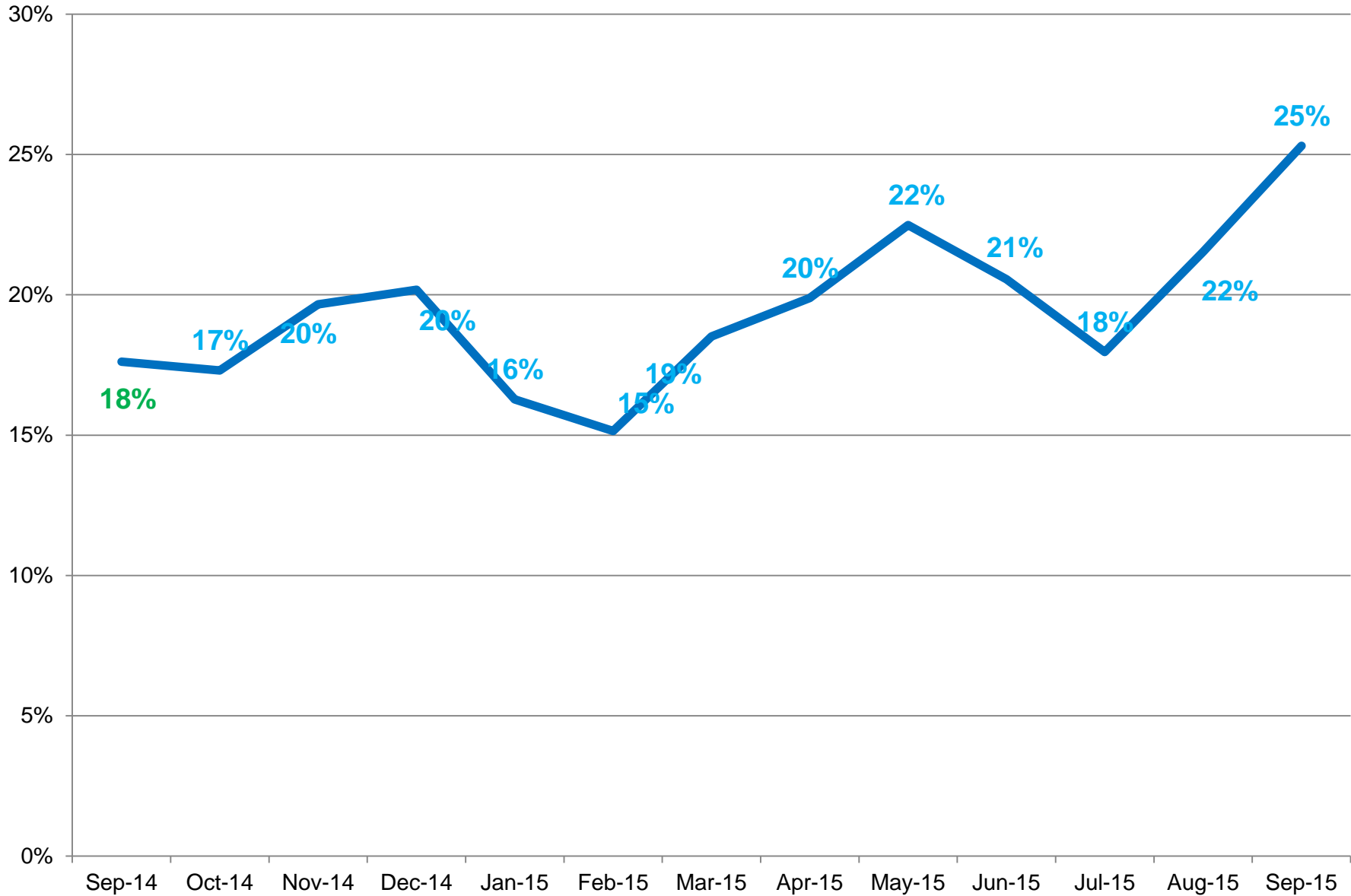
Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Prev. Yr. Average
1. Total trips requested	29,553	31,421	27,258	29,026	28,643	26,694	30,650	30,145	30,213	30,655	31,727	30,558	31,859	29,423
2. Trips scheduled	26,923	28,831	24,131	24,685	25,161	23,890	28,046	27,115	27,147	27,930	29,342	29,101	29,711	26,436
a. Same day cancels	1,577	1,658	1,286	1,601	1,421	1,210	1,266	918	1,255	1,415	1,803	2,421	2,142	1,381
% of trips scheduled	5.9%	5.8%	5%	6.5%	5.6%	5.1%	4.5%	3.4%	4.6%	5.1%	6.1%	8.3%	7.2%	5.2%
b. Late cancels	336	356	330	424	313	312	377	340	380	388	340	344	387	347
% of trips scheduled	1.2%	1.2%	1.4%	1.7%	1.2%	1.3%	1.3%	1.3%	1.4%	1.4%	1.2%	1.2%	1.3%	1.3%
c. Total customer no-shows	423	450	413	422	422	304	386	319	342	342	371	385	373	390
% of trips scheduled	1.6%	1.6%	1.7%	1.7%	1.7%	1.3%	1.4%	1.2%	1.3%	1.2%	1.3%	1.3%	1.3%	1.5%
d. No-show (operator)	2	1	1	3	3	0	3	1	1	0	2	0	4	2
3. Total trips served	24,585	26,366	22,101	22,235	23,002	22,064	26,014	25,537	25,169	25,785	26,826	25,951	26,805	24,317
a. Average weekday riders	1,030	1,025	975	881	967	973	1,033	1,026	1,060	1,045	1,045	1,068	1,116	1,000
b. Advance reservation	16,125	17,393	13,836	14,792	15,752	14,815	17,478	17,096	17,007	17,097	17,458	17,486	18,342	16,092
c. Agency trips	4,095	4,425	4,331	3,726	3,398	3,418	4,112	4,033	3,852	4,265	4,284	4,073	3,832	4,002
d. Individual subscription	4,365	4,548	3,934	3,717	3,852	3,831	4,424	4,408	4,310	4,423	5,084	4,392	4,631	4,223
e. Taxi trips	4,330	4,563	4,345	4,488	3,744	3,342	4,817	5,078	5,660	5,300	4,819	5,588	6,785	4,387
(taxi % of total trips)	18%	17%	20%	20%	16%	15%	19%	20%	22%	21%	18%	22%	25%	18%
4. Total Redi-Wheels riders	2,198	2,236	2,086	2,104	2,108	2,078	2,203	2,206	2,148	2,240	2,240	2,264	2,261	2,170
5. Inter-County Transfer Trips	251	281	283	274	280	290	310	305	296	282	287	337	280	289
6. On-time performance ¹	88.0%	88.2%	87.6%	87.0%	90.1%	91.1%	89.6%	91.3%	91.7%	88.5%	88.4%	90.7%	90.4%	89%
7. Productivity (psgrs/rvh) ²	1.66	1.64	1.64	1.57	1.66	1.59	1.66	1.81	1.70	1.66	1.74	1.74	1.75	1.66
8. Complaints per 1000 trips	0.5	0.4	0.5	1.0	1.3	0.5	0.5	0.9	0.7	0.5	0.5	0.2	0.7	0.7
9. Compliments per 1000 trips	0.6	0.3	1.2	0.6	3.3	1.8	0.9	0.6	1.0	0.7	0.7	0.6	1.2	1.1
10. Avg phone wait time (mins) ³	1.9	2.2	1.4	1.4	0.8	0.5	0.7	0.9	1.1	1.4	1.4	1.0	1.7	1.21
9/29/2015														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

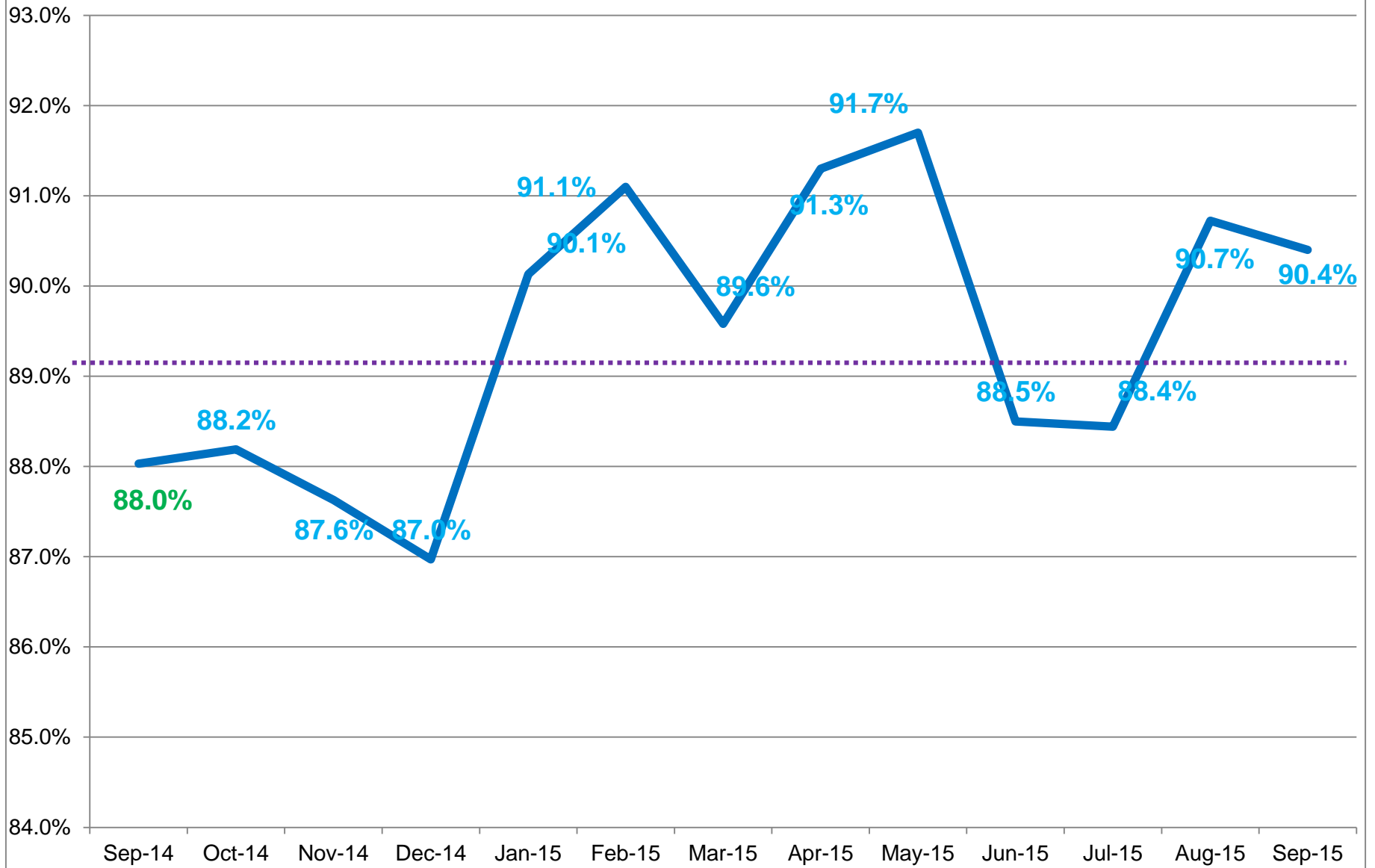
Total Trips Served



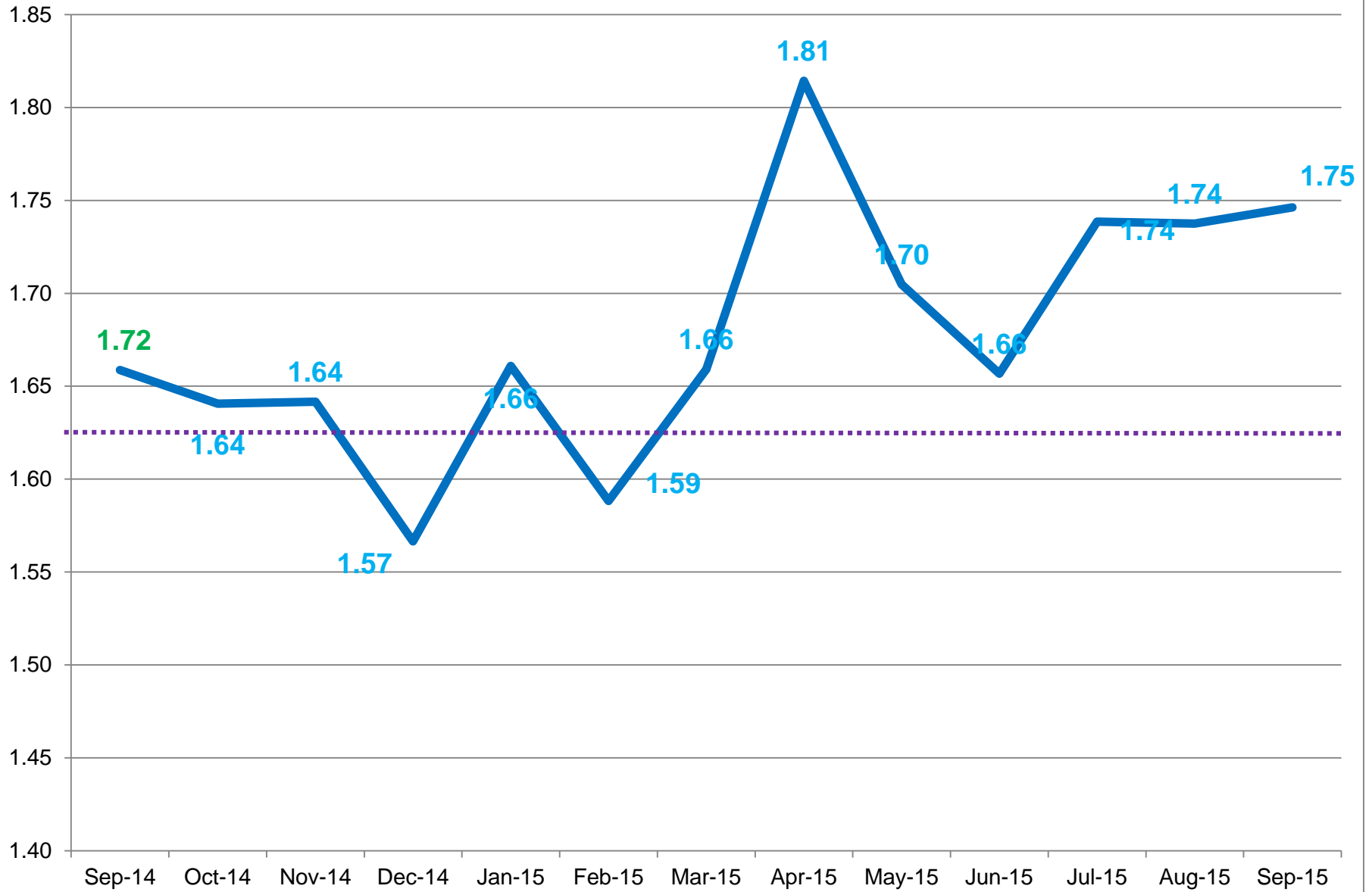
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



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

	August		September		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	24	6	50	19	465	189	40.65%
Compliment	29	24	33	33	450	435	96.67%
Complaint	24	6	50	19	465	189	40.65%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	1	0	6	3	50.00%
Driver Conduct	3	1	13	5	91	27	29.67%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	0	0	3	2	19	9	47.37%
Driving Proficiency	5	1	6	2	49	8	16.33%
Early Vehicle	0	0	0	0	3	0	0.00%
Incident	0	0	0	0	8	2	25.00%
Late Vehicle	4	2	8	3	99	63	63.64%
Missed Trip	2	0	5	4	48	20	41.67%
No Callback	0	0	1	0	1	0	0.00%
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	14	4	37	16	324	132	40.74%
Non-Service Related							
Phones	0	0	0	0	2	2	100.00%
Policy Comment	4	0	4	1	63	24	38.10%
Service Request	5	2	9	2	62	26	41.94%
Vehicle	1	0	0	0	10	3	30.00%
Vehicle Preference	0	0	0	0	2	1	50.00%
Vehicle Un-Needed	0	0	0	0	2	1	50.00%
Subtotals	10	2	13	3	141	57	40.43%

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

2015 Comments	August		September		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	25,951		26,805		227,153	
Comments by Category**						
Compliment	24	0.92	33	1.23	435	1.92
Policy Related	2	0.08	3	0.11	57	0.25
Service Related	4	0.15	16	0.60	132	0.58
Total	30	1.16	52	1.94	624	2.75
Average Response Time to Customer (Working Days)‡						
Compliment		3.86		5.06		4.45
Policy Related		4.20		7.33		7.44
Service Related		8.00		7.30		9.07
Overall		5.02		6.40		6.55
*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						

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 trip
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.	