

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



November 8, 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">To be Determined</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:00 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	July 19, 2016 1:30-3:00 p.m.
				August 3, 2016	CANCELLED
September 13, 2016	September 13, 2016		September 20, 2016	September 7, 2016	CANCELLED
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
November 8, 2016**

- | | |
|---|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of October 2016 Meeting Minutes | 1:40 |
| 5. Presentation by Richard Weiner: Transportation Network Companies (TNC's) – Part II | 1:45 |
| 6. Committee Reports | |
| A. Policy/Advocacy/Legislative—Mike Levinson and Vincent Merola, Co-Chairs | 2:30 |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 7. 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. Safety Report—Dave Daley | |
| 8. Liaison Reports | 2:55 |
| A. Coastside—Michal Settles/Cara Schmaljohn | |
| B. Agency—Barbara Kalt | |
| C. Efficiency Review Update (ERC)—Aki Eejima | |
| D. Commission on Aging (COA)—Sandra Lang | |
| E. Commission on Disabilities (COD)—Vincent Merola | |
| F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola | |
| G. Department of Rehabilitation (DOR)—Susan Capeloto/Ka'ili Crabbe | |
| 9. Other Business | 3:25 |

***Action Item**

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

**MEETING MINUTES
October 11, 2016**

ATTENDANCE: Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Dale Edwards, Consumer; Sammi (Wilhelmina) Riley, Consumer; Maureen Dunn, Senior Focus; Barbara Kalt, Rosener House; Marie Violet, Sequoia Hospital; Monica Colondres, Community Resident; and Judy Garcia, Consumer.

GUESTS: Richard Weiner, Nelson-Nygaard Consulting; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Ashish John, SamTrans; Shweta Bhatnagar, SamTrans; Ann Cooney, Pacifica Senior Center; Dave Daley, First Transit; Talib Salamin, Serra Taxicab.

ABSENTEES: Susan Capeloto, DOR; Michal Settles, Coastside; Maria Kozak, Consumer; Aki Eejima, Consumer; Sandra Lang, COA; and Patty Clement-Cihak, Catholic Charities.

(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 October PCC meeting.

APPROVAL OF THE SEPTEMBER PCC MINUTES

Dinae motioned to approve the September PCC meeting minutes and Judy seconded the motion. No corrections were noted. Barbara and Sammi abstained from voting.

PRESENTATION BY SHWETA BHATNAGAR FROM SAMTRANS

Shweta reported that the State Legislature adjourned on August 31, 2016. Governor Brown vetoed 159 bills this year. Several SamTrans bills of interest were approved, including AB1889 and SB32. A special session addressing transportation can run until November 30, 2016. The Caltrain electrification project received a grant award of \$20 million dollars. The Caltrain Electrification Project has also been accepted into the FTA Core Capacity Grant Program. Appropriation funding in the Senate will take place after the election.

Barbara asked about grade separation projects along the Peninsula Corridor that could impact the Caltrain Electrification Project. Shweta said that grade separation projects have been incorporated into the Caltrain Electrification Project.

Monica asked about advocacy for expanding funding for paratransit services. Shweta said that a lot of funding at the state level has been pushed toward transformative transit projects. Monica added that the need for paratransit service is growing. Vincent asked about who collaborates with the San Mateo County Supervisors on funding for paratransit. Shweta said that the Government Affairs Department at SamTrans has worked with the San Mateo County Supervisors to secure \$5 million dollars of funding for paratransit from Measure A funds. Tina clarified that the enabling legislation that created the TA was a ½ cent sales tax initiative, called “Measure A”, which was passed in 1988 and reauthorized in 2004, to support transportation projects throughout San Mateo County. In 2012, the voters approved a separate, unrelated “Measure A” which is another ½ cent sales tax, and is allocated by the Board of Supervisors to support a broader range of projects in San Mateo County, including some transportation projects. Revenues from both taxes are used to support Redi-Wheels and Redi-Coast, including \$5 million from the 2012 county tax and \$3.8 million from the district tax in FY 2016. The \$3.8 million from the TA is a permanent allocation of 4% of the revenues from the District’s 2004 Measure

A reauthorization. The \$5 million from the Board of Supervisors is part of a two-year operating grant, and is not part of a long-term funding commitment.

Barbara commented that Section 5310 Project funding has been difficult for small community organizations to implement. Barbara encouraged SamTrans to apply for more 5310 Grant funding in the future to expand the fleet and paratransit services.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Tina followed up on the South San Francisco Caltrain Station discussion from today's PAL Committee meeting. A fully ADA accessible station will be built at the new station. A full presentation was given to the Caltrain Accessibility Panel over the summer. Many upgraded station amenities will be included and construction is expected to begin in summer 2017 and continue for two years.

Vincent reported that the PAL Committee met today. He gave a brief update on some Bay Area PCC's that he has visited in Marin and Alameda County. He shared a newsletter and rider survey that is produced by the transit agency in Marin. Vincent will follow up with the publication staff in Marin to get more information about how the publication is organized, distributed, and survey results gathered. In Alameda County, Vincent reported that Measure B and BB funding provides direct funding for a wide variety of transportation services for seniors and people with disabilities. Vincent will be visiting the PCC in San Francisco soon. At the September meeting, the PAL Committee agreed to explore Same-Day Service for San Mateo County. Richard will research comparative data from other areas and present his findings at the December meeting. Mike added that the PAL Committee asked SamTrans for an overview of how the Transit Authority functions in San Mateo County.

B. GRANT/BUDGET REVIEW

Barbara reported that no grant and budget updates were available. She shared an Open House flyer for Rosener House. The event will take place on Saturday, November 5, 2016 from 10:00 a.m. to 1:00 p.m. Free classes and information sessions will be included in the day's events.

C. EDUCATION COMMITTEE

Sammi reported that an Education Committee conference call will be scheduled soon. The next outreach event is the Transition to Independence Fair (TIF) is scheduled to take place from 11:30 a.m. to 3:30 p.m. at El Camino High School in South San Francisco on Saturday, October 15, 2016. After the Transition to Independence Fair, the Education Committee volunteers will host a table at the Seniors on the Move Conference on Tuesday, October 25, 2016.

The PCC members also discussed the selection of a new logo for use on promotional materials.

Erin shared an updated outreach flyer that includes information about the PCC meetings, Consumer Corps, and the PCC's contact information.

TRANSPORTATION NETWORK COMPANY (TNC) PRESENTATION BY RICHARD WEINER

Richard reported that he attended the International Conference on Demand Response Transportation last week. The concept of TNC's offering demand-responsive service was discussed at the conference.

Richard said that he would be giving his presentation in two parts at the October and November PCC meetings.

Do TNC's have a role in ADA paratransit?

Bridj, Lyft, are Uber well-known TNC providers. Using TNC's to offset the cost of ADA paratransit was highlighted. One example given was in the use TNC's as non-dedicated service. Richard pointed out that the existing transit model utilizes dedicated service. Cost per trip may be reduced with the incorporation of TNC's. Same-Day service use of TNC's may also reduce demand on ADA paratransit.

Schedulers could potentially use TNC's to serve non-productive trips in long, out-of-the-way trips, as well as trips that are running late and for paratransit vehicles that have broken down. "Go backs" for no-show rides could also potentially be shifted to TNC's. In summary, more scheduling options for schedulers could potentially emerge with the use of TNC's.

ADA paratransit applies driver eligibility criteria, and requires background checks along with driver training. TNC's do not necessarily have requirements that are as strict. One solution proposed is to have voluntary driver participation for ADA paratransit trips and using LiveScan background checks.

ADA paratransit has vehicle specifications, while TNC vehicles have a different standard. Participation of drivers with new vehicles may be given preference with the use of TNC's.

Insurance requirements between ADA paratransit and TNC's are also different. The solution suggested was voluntary participation by TNC drivers.

Richard closed his presentation by noting that there are no current examples of TNC's for ADA paratransit.

Judy asked if fixed-route drivers receive training to assist elderly and/or passengers with disabilities. Tina confirmed that fixed-route drivers receive extensive training and participate in several professional development modules, including Sensitivity Training and Safety Training.

Dinae said that some people who do not use Smart Phones are excluded from using TNC's. Sammi added that most TNC vehicles are not wheelchair-accessible. Richard commented that Concierge-style services, like GoGo Grandparent have surfaced that provide phone reservations without the use of an app. Mike said that he is working to schedule a presentation an upcoming PCC meeting by a GoGo Grandparent representative.

Vincent asked to clarify that all of the standard requirements for SamTrans drivers are the same for taxi drivers. Dave said that Serra Taxicab provides specific insurance coverage for ADA paratransit, including Indemnification and Hold Harmless coverage whereas TNC's rely on insurance coverage by the vehicle operator. Ashish, Dave, Talib and Vincent discussed vehicle requirements that are different under the Federal Transit Administration for transit agencies than for taxi companies.

Talib commented that the solutions given to make TNC's comparable to taxi service would be highly complicated and will require many years to meet the same standard, especially for a large number of drivers who are providing a service. Richard said that income for TNC drivers isn't always calculated with the overhead costs included, while taxi drivers pay their gate fees upfront.

In November, Richard will be giving the second part of his presentation as a Power-Point.

D. EXECUTIVE COMMITTEE

Mike reported that the next Executive Committee conference call is being scheduled for November. The Committee will discuss the PCC Regional Conference and imminent arrival calls.

Vincent asked Tina about reporting data for average wait time for abandoned ride reservation phone calls. Monica and Vincent also asked about callers in queue who hang up. Vincent said that Marin Transit captures

data for abandoned phone calls.

Erin provided the 3rd Quarter Consumer Corps Report. A total of 64 reports (ride evaluations) were received. On two-thirds of the rides in the third quarter, Consumer Corps members observed Redi-Wheels Comment Cards. Over 90% of the ride evaluations showed a ride pick up time within the scheduled ride time. Incomplete and/or Inaccurate Night Before calls were reported 5 times during the third quarter. Consumer Corps member reports show that over 90% of the ride reservation calls were taken without being put on hold first. Customer Satisfaction with Driver Assistance continues a years-long trend of being near 100%. Consumer Corps members took rides in Redi-Wheels vehicles in 64% of trips, with the remaining trips completed in taxicabs. Erin noted that no trips were reported on RediCoast vehicles. She explained that Corps members who live on the Coastside are located in Pacifica, which is part of the Redi-Wheels service area. One trend that Erin reported was that more than 75% of Consumer Corps trips this quarter were less than 20 miles. Erin noted an error in her printed report in the section, Vehicle Type. She said that the data summarized for Q2 is actually for Q3. Vincent asked about the average number of ride evaluations received in a quarter. Erin said that a number of frequent Redi-Wheels riders who have been active on the Consumer Corps for many years have recently been unable to use paratransit and have had to switch to inactive status for a variety of reasons. Erin, Monica and John discussed the number of Inaccurate/Incomplete Night Before Calls reported.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

Tina shared information about SamTrans service to the Half Moon Bay Pumpkin Festival this coming weekend.

John thanked Mike, Dinae, and Sammi for participating in the new Redi-Wheels Vehicle review. Dave and some of the First Transit Staff also attended the event to provide information about the operational aspects of the new vehicle. John said that the new low-floor cutaway minibus has a ramp, but the floor of the vehicle sits below the wheel well. John noted that he added an illustration in the vehicle picture to show where the wheel well is located in the second row of seats. The demonstration vehicle has 13 ambulatory seating spots available.

John observed that entering and exiting the vehicle seemed to be easy for all of the people attending the event, both at street and curb level. Securement technology was discussed at the event. The demonstration vehicle uses a different Q'Straint securement system. The new vehicle may use the existing system. Dave agreed that the new vehicle makes it easy for drivers to secure passengers using mobility devices. Utilizing flip-up style seats would provide extra space, when needed. John asked anyone with comments after today's meeting to send him and/or Erin an email.

Maureen asked John about the vehicle design that limits the number of wheelchairs to two. Maureen said that some of her adult-day program's trips have three people in wheelchairs scheduled to ride in the same vehicle. John said that rides with several passengers who use walkers are also a factor. On the seats, Maureen reflected on some safety features that are needed. She said that a shoulder strap and head rest provide an increased level of protection. Judy said that the new ramp offers a greater level of traction for wheelchairs, but does not include a strap like the lifts used in the existing paratransit fleet.

Sandra Lang was unable to attend today's meeting, but submitted comments about the new bus review via email. She asked if the loading ramp was quickly retractable in excessively wet conditions. She also asked if the track beneath the seats allows for adjusting the seat forwards or backwards and also asked if a securement system is in place for the vehicle. John said that the ramp can be deployed either electronically, via a switch on the dashboard, or manually from the curbside. Either way, it's very easy for the driver to do and a bit quicker than deploying the hydraulic lift on the current Redi-Wheels vehicles. The ramp can be deployed and retracted manually – which is MUCH easier than raising or lowering a hydraulic lift manually. If a lift breaks down, the bus must be placed out of service; if the ramp breaks down, that's not necessarily the case. John added that the

seats are bolted to the floor and the frame of the vehicle, just like on the cutaways already in service. In the new bus, seats are not movable or adjustable like the front seat of a car, although SamTrans may request that the front row seat bottoms flip up (like movie theater seats) when the vehicle order is finalized. The bus in these photos is equipped with a fairly new securement system for wheelchairs. Rather than mounting to the in-floor tracks like we have on the current fleet of Redi-Wheels buses, the retractors on the new bus attach to individual hard-points attached to the floor. There are some advantages and disadvantages to each system over the other, and the best option is an active area of discussion.

B. Performance Measures Report

Tina reported that ridership is up again in the month of August.

C. Monthly Redi-Wheels Comment Statistics Report

John reported that 16.4% comments were found to be valid complaints, which is lower than the month prior.

Safety Report

Dave reported that August and September had zero preventable accidents.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal absent, no updates to report.

B. AGENCY

Barbara said that there are no updates to report.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Mike reported that the ERC has not met in the past month and the next meeting has not been scheduled.

D. COMMISSION ON AGING (COA)

Sandra absent, no report available.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that the Transition to Independence Fair will take place this Saturday, October 15. Event details can be found at <http://www.transitionfair.org/>.

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

Vincent reported that he serves on HPSM and a partnership with UCSF has been established. More patients from San Mateo County will be traveling to the UCSF Parnassus Campus.

G. DEPARTMENT OF REHABILITATION (DOR)

Susan absent, no report available.

OTHER BUSINESS

The PCC members discussed the proposed PCC logo designs and selected a new version that includes features for increased readability for individuals with visual disabilities.

Mike reminded everyone that the next PAL meeting is scheduled for Tuesday, November 8, 2016 from 11:30 a.m. -12:30 p.m. and the PCC will meet the same day from 1:30 to 3:30 p.m.

Mike said that the New Beginnings Coalition meets October 18, 2016 from 9:00 to 11:00 a.m.

Monica commented that having the PCC members participate in vehicle review before they operate in the fleet is very important.

MEETING ADJOURNED 3:28 p.m.

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

Performance Measure	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Prev. Yr. Average
1. Total trips requested	31,859	33,672	31,322	32,041	30,076	30,790	33,251	31,515	32,384	32,320	31,461	33,362	32,756	31,416
2. Trips scheduled	29,711	31,732	28,419	28,605	27,127	28,948	30,154	29,663	29,908	29,718	28,956	31,266	30,495	29,369
a. Same day cancels	2,142	2,150	1,862	1,939	1,670	2,381	1,499	2,060	2,008	1,565	1,968	2,057	1,960	1,958
% of trips scheduled	7.2%	6.8%	7%	6.8%	6.2%	8.2%	5.0%	6.9%	6.7%	5.3%	6.8%	6.6%	6.4%	6.7%
b. Late cancels	387	458	413	517	410	397	514	392	360	405	422	482	443	411
% of trips scheduled	1.3%	1.4%	1.5%	1.8%	1.5%	1.4%	1.7%	1.3%	1.2%	1.4%	1.5%	1.5%	1.5%	1.4%
c. Total customer no-shows	373	354	373	396	318	380	330	337	410	342	299	382	314	364
% of trips scheduled	1.3%	1.1%	1.3%	1.4%	1.2%	1.3%	1.1%	1.1%	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%
d. No-show (operator)	4	3	4	2	2	3	1	2	0	1	0	0	3	2
3. Total trips served	26,805	28,767	25,767	25,751	24,727	25,787	27,811	26,874	27,130	27,406	26,267	28,345	27,775	26,634
a. Average weekday riders	1,116	1,146	1,103	1,033	994	1,086	1,083	1,117	1,116	1,099	1,104	1,097	1,152	1,084
b. Advance reservation	18,342	19,896	18,036	17,676	17,014	17,670	18,842	18,054	18,464	18,821	18,073	18,992	18,866	18,147
c. Agency trips	3,832	4,036	3,597	3,953	3,463	3,635	4,096	4,042	4,043	4,210	3,847	4,497	4,119	3,939
d. Individual subscription	4,631	4,835	4,134	4,122	4,250	4,482	4,873	4,778	4,623	4,375	4,347	4,856	4,790	4,548
e. Taxi trips	6,785	7,580	7,669	8,170	7,794	8,454	8,409	8,383	8,953	8,853	8,184	8,678	9,630	7,621
<i>(taxi % of total trips)</i>	25%	26%	30%	32%	32%	33%	30%	31%	33%	32%	31%	31%	35%	29%
4. Total Redi-Wheels riders	2,261	2,338	2,230	2,200	2,142	2,157	2,256	2,201	2,269	2,317	2,238	2,329	2,351	2,240
5. Inter-County Transfer Trips	280	277	265	207	209	182	211	200	232	222	202	194	209	246
6. On-time performance ¹	90.4%	90.2%	91.0%	91.8%	92.5%	92.3%	92.4%	91.9%	92.1%	93.5%	92.6%	93.8%	92.2%	91%
7. Productivity (psgrs/rvh) ²	1.75	1.80	1.80	1.83	1.78	1.79	1.75	1.83	1.83	1.81	1.87	1.81	1.84	1.79
8. Complaints per 1000 trips	0.6	0.8	0.6	0.7	0.3	0.4	0.4	0.7	0.4	0.4	0.5	0.3	0.5	0.5
9. Compliments per 1000 trips	1.2	2.3	2.1	1.2	2.6	3.3	2.9	1.1	1.5	2.3	2.1	2.6	2.3	1.9
10. Avg phone wait time (mins) ³	1.7	1.5	1.5	1.9	1.3	1.0	1.1	1.2	1.0	1.1	1.2	0.9	1.0	1.32

10/30/2016

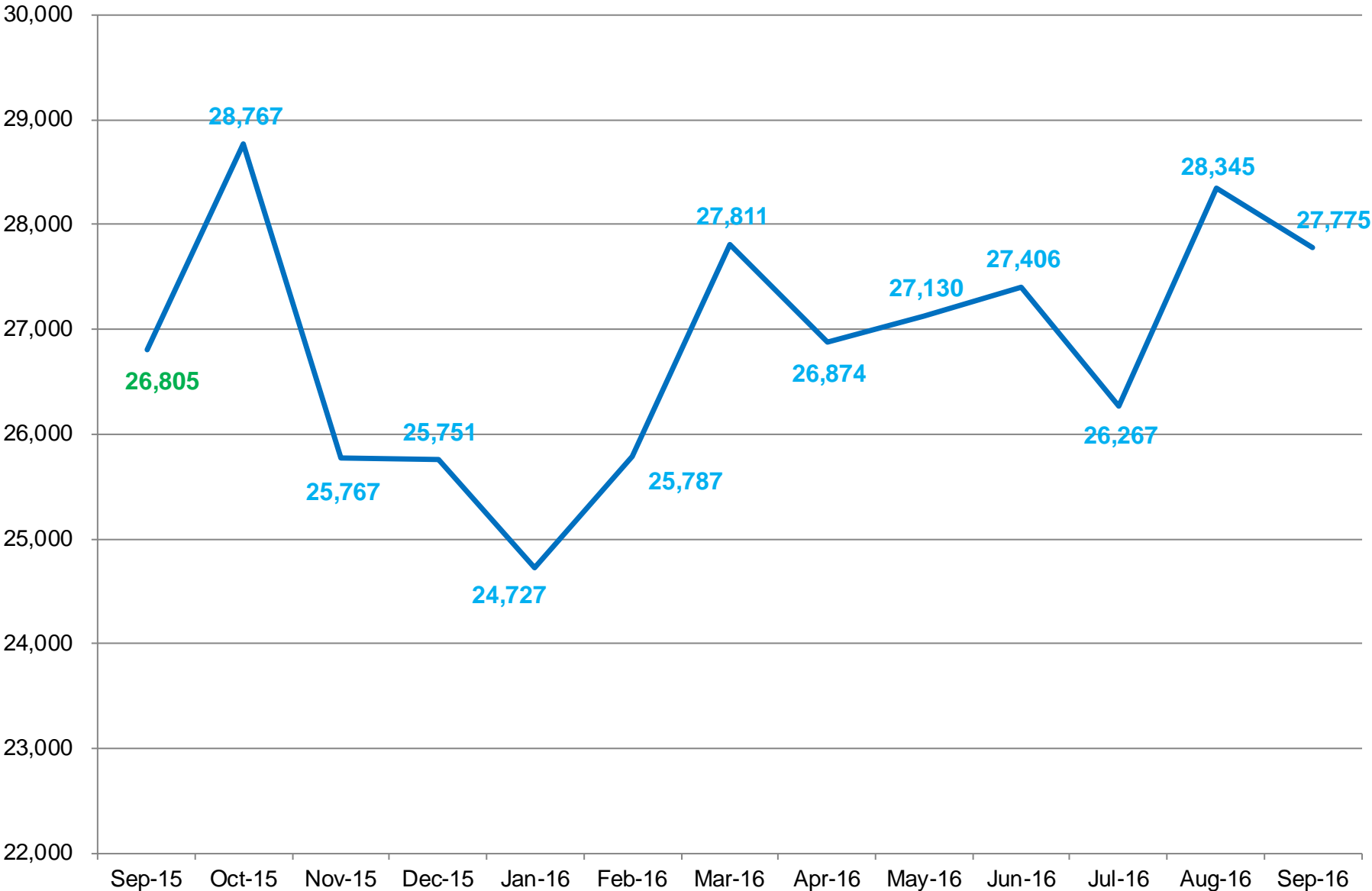
Notes:

1 Standard = 90%

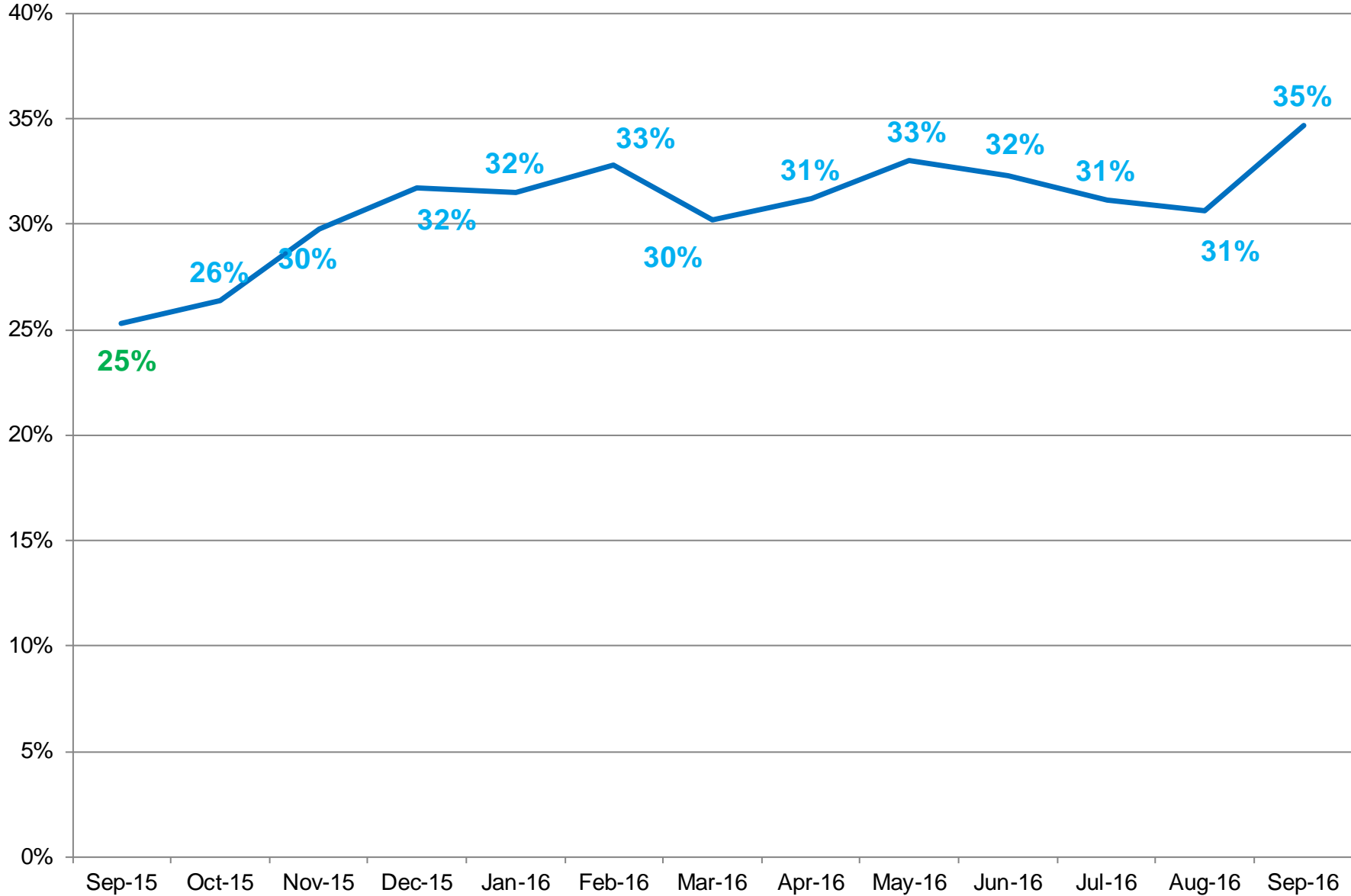
2 Standard = 1.70

3 Standard = < 1.5

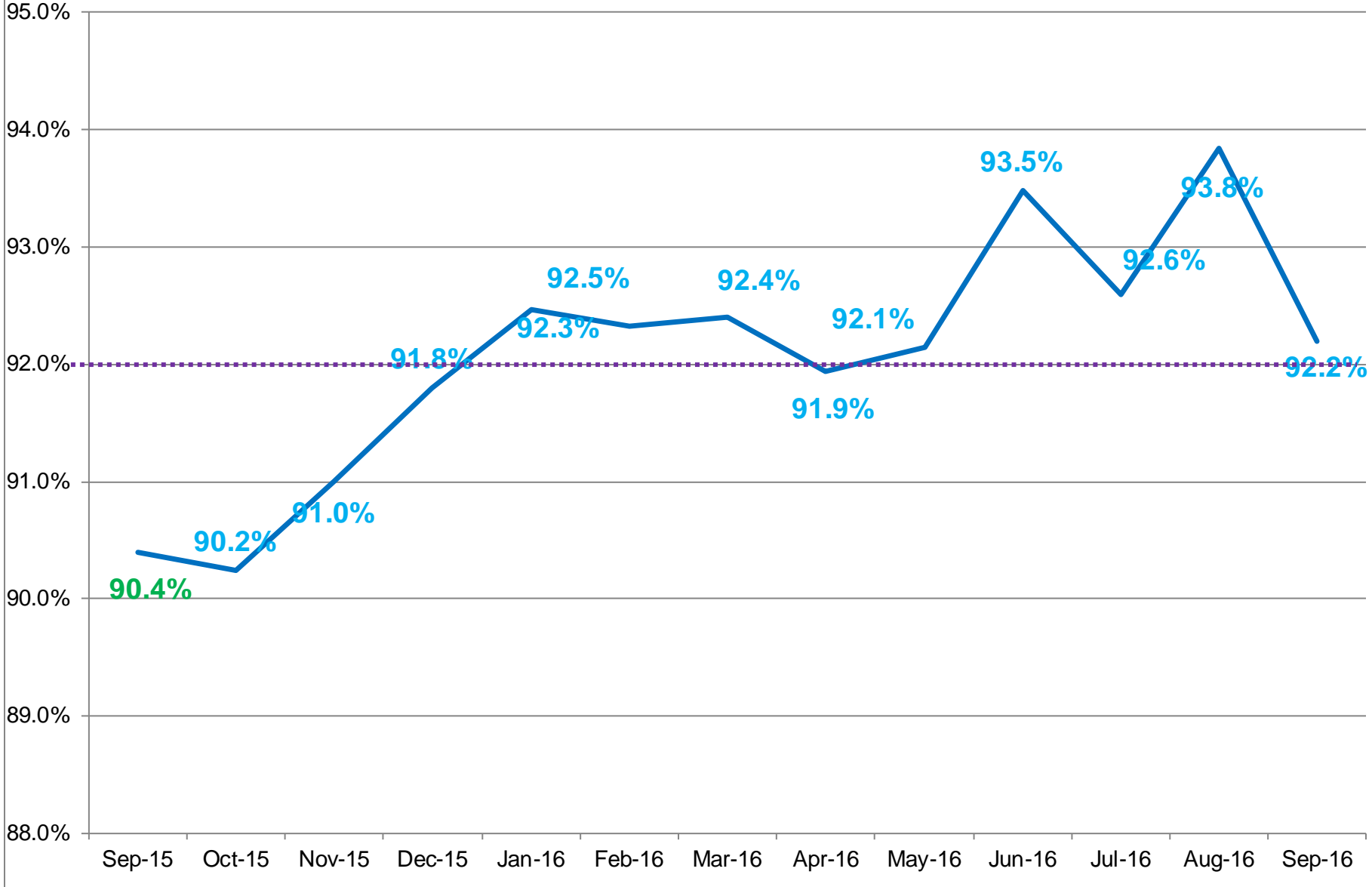
Total Trips Served



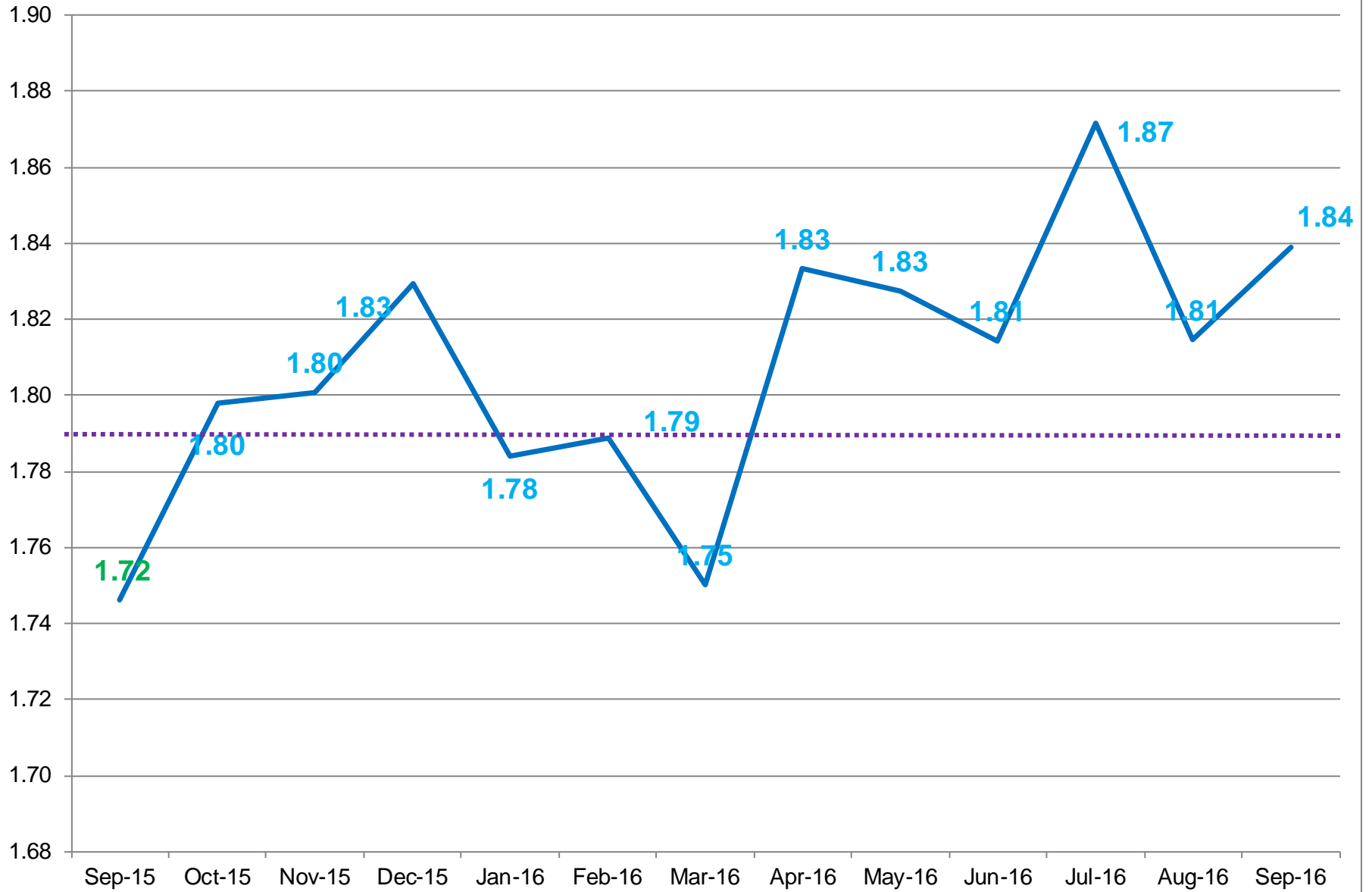
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)




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

August		September		Year to Date		
Total	Valid	Total	Valid	Total	Valid	% Valid
27	7	30	13	313	146	46.65%
67	67	63	63	584	584	100.00%
27	7	30	13	313	146	46.65%
0	0	0	0	0	0	N/A
2	0	0	0	8	2	25.00%
9	3	11	3	71	27	38.03%
0	0	0	0	0	0	N/A
1	0	1	0	19	5	26.32%
2	0	1	0	30	10	33.33%
0	0	0	0	3	3	100.00%
0	0	0	0	6	4	66.67%
4	3	5	5	50	43	86.00%
2	0	4	3	28	13	46.43%
0	0	0	0	0	0	N/A
0	0	0	0	0	0	N/A
0	0	0	0	0	0	N/A
0	0	0	0	0	0	N/A
0	0	0	0	0	0	N/A
0	0	0	0	0	0	N/A
0	0	0	0	0	0	N/A
20	6	22	11	215	107	49.77%
0	0	0	0	1	0	0.00%
5	1	3	1	49	21	42.86%
1	0	3	1	37	15	40.54%
0	0	2	0	5	2	40.00%
1	0	0	0	4	1	25.00%
0	0	0	0	2	0	0.00%
7	1	8	2	98	39	39.80%

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

2016 Comments	August		September		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	28,345		27,775		242,122	
Comments by Category**						
Compliment	67	2.36	63	2.27	584	2.41
Policy Related	1	0.04	2	0.07	39	0.16
Service Related	6	0.21	11	0.40	107	0.44
Total	74	2.61	76	2.74	730	3.02
Average Response Time to Customer (Working Days)‡						
Compliment		4.78		4.02		3.57
Policy Related		8.43		7.63		7.82
Service Related		7.20		8.50		7.55
Overall		5.56		5.39		4.96
*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.	