

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



October 13, 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	April 7, 2015		Thursday, April 16, 2015	April 1, 2015	
*Meeting 4:00-6:00 p.m. *First Transit Appreciation Party 6:00-8:00 p.m.					
May 12, 2015		May 12, 2015		May 6, 2015	
June 9, 2015				June 3, 2015	
*PCC Retreat 10:30-3:30 p.m.					
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	TBD

AGENDA

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

1250 San Carlos Avenue, San Carlos, CA 94070

October 13, 2015

1. Pledge of Allegiance 1:30
2. Welcome/Roll Call 1:35
3. Introduction of Resource People 1:38
4. *Approval of September 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
 - *1) Approval of FY 2015/16 and 2016/17 PCC Work Plan
 - *2) Approval of Maria Kozak's Application to the PCC
 - *3) Q3 Consumer Corps Quarterly Report
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
7. Liaison Reports 3:05
 - A. Coastside—Michal Settles
 - 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
September 8, 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; Sandra Lang, COA; Marie Violet, Sequoia Hospital; Michal Settles, CTC.

GUESTS: Rita Haskin, SamTrans; Scott McMullan, COA; Coli Bertucelli, Community Gatepath; Richard Weiner, Nelson-Nygaard; John Sanderson, SamTrans; Dave Daley, First Transit; Talib Salamin, Serra Taxicab; Henry (Enrique) Silvas, SamTrans; Erin Swartz, PCC Staff.

ABSENTEES: Dale Edwards, Consumer; Dinae Cruise, Consumer; Susan Capeloto, DOR; Dr. Aki Eejima, Consumer; Barbara Kalt, Rosener House; Jim Engvall, Consumer.

(Member Attendance: 9; Quorum—YES.)

WELCOME/INTRODUCTION

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

APPROVAL OF THE JULY PCC MINUTES

Mike requested corrections for the July PCC meeting minutes. Vincent motioned to approve the minutes for July and Sandra seconded. There was one abstention in voting to approve the minutes made by Vincent and no corrections were noted.

PRESENTATION BY RITA HASKIN, SAMTRANS

Rita gave a presentation about the two proposed fare increases that SamTrans is considering. Fare increases are being proposed for both fixed-route and paratransit fares. The last fare increase was more than five years ago. One fare increase would take place in January 2016 and another increase is scheduled for three years after that date. Fare changes would affect categories for individual adults, youth & eligible discount, paratransit, Lifeline, and agency-paid trips.

The first of four public meetings will be held at the Municipal Services Building in South San Francisco and is scheduled for Monday, September 14, 2015 at 6:00 p.m. The second meeting is taking place at the East Palo Alto YMCA building in East Palo Alto and is scheduled for Tuesday, September 15, 2015 at 6:00 p.m. The third meeting is taking place at the Pacifica Community Center in Pacifica on Wednesday, September 16 at 2:00 p.m. The final public meeting is taking place at the SamTrans Administrative Office in San Carlos on Saturday, September 19, 2015 at 12:00 p.m. Additionally, a public hearing will be held during the SamTrans Board of Directors Meeting at 2:00 p.m. on Wednesday, October 7, 2015. The Board meets in the Second Floor Auditorium of the SamTrans building in San Carlos.

Vincent commented that many of the fixed-income consumers that agency representatives serve are going to be significantly impacted by a fare increase.

The toll-free number for public comments can be made by contacting SamTrans Customer Service at 1-800-660-4287. More information about the proposed fare increases can be found on the SamTrans website at:

Michal asked about outreach on the Coastside about the fare increases. Rita stated that notices have been posted on buses, social media, and a press release was sent to newspapers that serve the Coastside. Tina agreed to contact Cara Schmaljohn and Hope Services for public comment.

Rita confirmed that San Mateo County Measure A sales tax has been used to supplement paratransit fares.

Sandra asked if notices about the proposed fare increases would be posted in public places, like libraries. Rita confirmed that the core focus is to reach riders on the SamTrans vehicles, where consumers can obtain this information directly. Rita added that public notices will also be published in the *Examiner* and the *Half Moon Bay Review* newspapers. Sandra suggested additional outreach to other locations.

Mike asked about how the SamTrans Board is expected to act on the fare increase proposal. Rita confirmed that the Board's decision is expected to take place at the November meeting. Rita added that the tickets with the old fare value can still be used, with cash supplementing the difference. Mike commented that \$4.75 is a difficult amount for cash-paying Redi-Wheels riders.

Vincent also commented on the Goals statement of the SamTrans Information: Proposed Fare Adjustments handout. Vincent questioned the benefits to paratransit riders with the proposed fare increases since the fare increase for paratransit is twice as much as for fixed-route riders.

Sandra asked Rita and Tina about how a paratransit customer could switch over to fixed-route service with the proposed fare increase. Tina confirmed that travel training is provided by SamTrans for paratransit riders who would like to try riding fixed route service. Redi-Wheels and RediCoast customers can ride free on SamTrans fixed-route service by showing their paratransit ID card.

Rita stated that 1,100 paratransit trips are served daily, while 41,000 fixed-route trips are served each day. Fare incentives are being proposed for Clipper card users who ride fixed-route buses. The out-of-San Francisco-fare and Express Route fares are also being streamlined.

Mike Levinson asked Rita about the cut off for Public Comments. Michal Settles asked how the SamTrans Board will receive the PCC's comments on the proposed fare increases. Rita confirmed that Mike provides a report to the SamTrans Board, but she said that in order to have comments on the record, a phone call, written comments, or participation in a public hearing would be necessary. Vincent suggested that the PCC draft a letter to the SamTrans Board stating that the members are opposed to a paratransit fare increase. Mike suggested that the Executive Committee place this topic on the next meeting agenda to discuss.

COMMITTEE REPORTS

A. ADVOCACY- LEGISLATIVE COMMITTEE (AL-COM)

Sandra reported that the AL-Com meeting notes reflect the work done and she looks forward to the addition of Policy issues for the group to consider.

B. GRANT/BUDGET REVIEW

Barbara absent, no update available.

C. EDUCATION COMMITTEE

Maureen reported that a small group of Education Committee members met before today's PCC meeting. On October 10, the PCC will be participating in the Transition to Independence Fair. Sammi and Mike are

volunteering for the event. The TIF event focuses on younger individuals, but people of all ages are welcome to participate. Maureen asked if SamTrans could provide staff and/or materials for the event. The SamTrans Ambassador Program was suggested as a representative. Tina will follow up with Maureen and Vincent to make arrangements. Another event that the Education Committee has committed to is on November 10, for Seniors on the Move.

Mike motioned and Vincent seconded to move the PCC meeting date for the month of November from the 10th to the 17th, so that the PCC members can participate in both Seniors on the Move and the PCC meeting in November.

Maureen also reported that clarifying the role of recruiting new members for the PCC is needed, as enrollment has declined. Richard will contact Craig McCulloh to jointly review human service agencies in San Mateo County and decide which ones should be contacted as potential sources of recruitment for the PCC. Richard will then draft a letter of introduction to send out to agencies that the PCC would like to contact for new members. Sandra added that a community-based strategic plan is needed for the PCC, in addition to contacting agencies. Maureen commented that the by-laws should be reviewed to determine who should be responsible for recruitment.

Maureen reported on the change in meeting format for the Education Committee members. Beginning in November, the group will meet by conference calls every other month to help members communicate on a regular basis without as much of a time commitment.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee last met on July 31, 2015. Upcoming outreach opportunities were discussed, along with topics currently being reviewed by the ERC, such as Renewal-by-Mail. The ERC has also discussed Same Day service, Inter-County Transfers, and Door-to-Door service. Mike reported that the Draft PCC Work Plan from the PCC Retreat in June was also discussed.

Discussion of Draft PCC Work Plan for 2015/16 and 2016/17

Mike presented the draft PCC Work Plan for 2015/16 and 2016/17 that was developed at the PCC Retreat in June. The PCC will vote to approve the final draft of the Work Plan at the October meeting.

Tina commented on the Draft Work Plan task #4, meeting packet page 10 “Work with SamTrans to develop a plan to accommodate taxis with IVR.” Mike noted that this is a challenging goal. Dave commented that he is working with Talib on a call-out service from taxis to paratransit riders. Talib confirmed that the taxi call-out service does not have possession of the rider’s phone number.

On page 12 of the meeting packet, task #5, “Review and provide feedback on all Redi-Wheels and RediCoast communication.” Tina suggested changing “communication” to “outreach materials.” Sandra commented that she agreed a change in language for this statement would be helpful. Mike asked to have “feedback” changed to “input.”

On page 14, the objective is stated as, “In collaboration with partners to explore and develop non-paratransit programs/mobility management.” Tina commented on task #3, “Review and develop update to the *Senior Mobility Guide* and develop distribution network.” Tina suggested changing the statement to, “Review and provide comments to the update to the Senior Mobility Guide.” Tina mentioned that an updated edition of the *Senior Mobility Guide* is being drafted and asked for comments on the *Guide* before the October PCC meeting. Tina handed out copies of the current *Guide* for the PCC members to review.

Also on page 14, Tina asked to change task #2 to, “Work with SamTrans to explore same-day service” from, “Work with SamTrans to develop and implement same day services.” Tina added that she would like to comment on task #5, which reads “Explore options for a centralized telephone number for transportation options.” Tina stated that several agencies are already working on this task.

On page 15, the objective is, “Promote and maintain good relations between drivers, passengers, and agencies. Acknowledge and recognize high quality service.” Tina asked for clarification of tasks #1 and #3, as they seem to be redundant. Henry asked to change “First Transit staff” to “all paratransit staff.” Michal asked about how to reference the appreciation event for the Coastside staff. Michal asked for confirmation that the statement includes both First Transit and Coastside paratransit staff. Mike agreed to eliminate task #3 and use task #1 only to refer to appreciation events for both First Transit and the Coastside (MV Transit).

No other comments about the draft Work Plan were submitted.

Discussion of Advocacy-Legislative Committee (AL-Com) Change

Mike discussed a proposal to implement a change to the Advocacy-Legislative Committee (AL-com) to include work on issues related to paratransit policies. Mike noted that this would not result in additional meetings and hoped that the existing AL-Com meeting schedule could continue to be used. Mike also added that there is not currently a Chair in place for AL-Com. The proposed Committee name would become PAL (Policy-Advocacy-Legislative).

Sandra asked for an overview of the new committee’s objective, prior to the October meeting. Maureen asked if a fundamental change to the AL-Com would require changes to the PCC’s by-laws. Tina asked about how the PAL Committee resolution process would function. Vincent noted that the current by-laws are cited directly from the PCC’s website and the only additional comment he proposed was to include periodically reviewing Redi-Wheels/RediCoast Customer Comment Cards.

Mike motioned and Vincent seconded to re-name the AL-Com to PAL (Policy-Advocacy-Legislative) Committee. After two meetings, Mike said that any needed changes to the by-laws would be clearer and a vote would be held at a later date.

PCC Nominating Committee

Michal motioned and Maureen seconded to approve Mike Levinson as the Chair and Vincent Merola as Vice-Chair of the PCC for 2015-16. Vincent and the other PCC members thanked Michal for her work as Vice-Chair to the PCC for the past several years.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Tina reported that Caltrans is holding a contest called, “\$25k Find a new Way.” The contest is being held to seek out innovative ideas to improve transportation and other state services. Contest information is available at www.findanewway.ca.gov or the hashtag #25kFindANewWay on Twitter.

Tina also reported that the SamTrans reception desk located on the 2nd floor of the SamTrans building in San Carlos will soon be moved to the ground floor.

Tina added that the SamTrans Contracts and Procurements Department is evaluating proposals for Travel Training for individuals with developmental disabilities. At the October Board meeting, the Board of Directors will be asked to approve contracts.

F. Performance Summary

Tina reported that Total trips requested increased from 29,859 in July 2014 to 31,725 in July 2015. During that same time period Total trips served has increased from 24,636 to 26,826 and Average weekday riders has increased from 984 to 1,045. Same day cancels remain low at 6.1% for July 2015. For this month, On-time performance was at 88.4% and did not meet the standard. However, Productivity was 1.74 pass/hr and Complaints per 1000 trips were 0.5, which met both standards. Dave commented that new software was implemented in June and that the final part of August showed good productivity and OTP.

John gave the Monthly Redi-Wheels Paratransit Comment Statistics Report. In July 2015, there were seven Driver Conduct comments received, with one found to be valid. John noted that for the Year to Date, about 24% of the comments in this category are found to be valid. Comments about Late Vehicles were received nine times in July and six were found to be valid. For the Year to Date, in this comment category, about 62% were found to be valid. Missed Trip comments (for rides that are more than an hour late), two valid complaints were received. About 38% of the Missed Trip comments were found to be valid this year to date. In the Monthly Redi-Wheels Paratransit Comment Statistics Report, John pointed out that the Average Response Time to Customer is meeting the standard 5.96 days for July 2015.

Safety Report

Dave provided the First Transit Safety Report for June, with two preventable accidents reported. In July, two preventable accidents were reported and August had one preventable accident logged. In all of the accidents reported, no injuries were found to have been sustained by the drivers or passengers.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal reported that the most recent Coastside meeting was held on July 17, 2015. The last meeting of the quarter is scheduled for Thursday, December 17 and is taking place at 925 Main Street in Half Moon Bay. The proposed fare increase, and updated *SamTrans Riders' Guide*, and ongoing public transportation outreach will be discussed. The holiday caroling event in December is being coordinated with John Murphy from MV Transit.

B. AGENCY

Barbara absent, no report available. Tina commented that the next Agency meeting will include a discussion of the proposed fare increase.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Aki absent, Tina reported that the ERC discussed San Mateo County Measure A, IVR updates, and reasonable modifications. The next ERC meeting will be on October 13 from 11:30-1:00 p.m. Mike asked Tina about discussing the SamTrans Customer Service Survey results at the AL-Com or PCC meeting in October.

D. COMMISSION ON AGING (COA)

Sandra reported that the last meeting was held on July 13 and the next meeting is scheduled for September 14, 2015.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that the Transition to Independence event information can be found at www.transitionfair.org

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

Vincent reported that the Disability Unity Parade and Festival will be held on Saturday, September 26th, at Civic Center Plaza. More information can be found at www.disabilityunityfestival.org

G. DEPARTMENT OF REHABILITATION (DOR)

Susan absent, no report available.

H. METROPOLITAN TRANSPORTATION COMMISSION (MTC)

No report available.

OTHER BUSINESS

The next PCC meeting is scheduled to take place from 1:30-3:30 p.m. on Tuesday, October 13, 2015.

Vincent asked Tina if paratransit riders could obtain paid fares in order to attend and have transport to the proposed fare increase public hearing meetings.

MEETING ADJOURNED: 3:30 p.m.

**Final Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
Ensure full implementation of the IVR meets consumer needs and preferences	<ol style="list-style-type: none"> 1. Continue to provide feedback on the first phase of the IVR 2. Participate and provide input in the testing and evaluation of the 2nd phase of the IVR 3. Monitor and evaluate implementation of Phase 2 4. Work with SamTrans to develop plan to accommodate taxis with IVR 	ERC, PCC, SamTrans Staff	<p>Fall 2015 and beyond - 1st phase</p> <p>Winter/Spring 2016 - 2nd Phase (testing and evaluation)</p> <p>Summer 2016 – 2017 - Full Implementation</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
1. Develop strategic partnerships with agencies/organizations that have similar issues and concerns 2. Enhance PCC membership <ul style="list-style-type: none"> a. Strategically recruit new members b. Educate existing members 	1. Identify agencies to develop partnerships and assign PCC members to reach out to them. ¹ 2. Identify 2 -4 agencies to recruit new members 3. Reach out to consumers to join PCC 4. Develop list of guest speakers ²	Education and Executive Committee, PCC Staff, PCC and SamTrans Staff	Fall 2015/Winter 2016 - identify and reach out to agencies and potential new members Fall 2015/Winter 2016 – develop list of speakers and invite them to future meetings
<p>¹ Preliminary list of agencies include College of San Mateo Disability Services, Select college classes, Peninsula, JCC, SF Regional Center</p> <p>² Preliminary list of guest speakers include representative from Office of Emergency Services, Legislative Analyst, New SamTrans General Manager, MTC representative for Mobility Management, expert on transit /paratransit funding</p>			

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
Enhance Communication Within PCC and with SamTrans	<ol style="list-style-type: none"> 1. Develop Master Calendar of Events 2. Explore Regional PCC conference with MTC and other PCCs 3. Expand PCC membership 4. Provide new members with an orientation session 5. Review and provide input on all Redi-Wheels and RediCoast outreach materials 	Executive Committee, PCC Staff, PCC and SamTrans Staff	<p>Fall 2015 for master calendar</p> <p>Winter/Spring 2016 and beyond for Regional Conference</p> <p>Schedule other tasks as needed</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
<p>Explore options and practicality of forming Policy Sub-Committee</p> <ul style="list-style-type: none"> • Provide forum for policy discussions • Consider integration with AI-COM 	<p>With newly formed committee, explore the following issues:</p> <ul style="list-style-type: none"> • Door-to-Door Service • Inter-county transfers (attended drop-off) • Eligibility renewal by mail • New rulings by Office of Civil Rights on reasonable modifications • Same-day reservations 	<p>Executive Committee, AI-COM, PCC and PCC Staff</p>	<p>Fall 2015 – decide on committee structure and prioritize key issues</p> <p>Winter 2016 - develop strategies for address prioritized list of issues</p> <p>Spring/Summer 2016 – begin implementing strategies</p> <p>Fall 2016/Winter 2017 – Monitor and evaluate effectiveness</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
<p>In collaboration with partners explore and develop non-paratransit programs/mobility management</p>	<ul style="list-style-type: none"> • Identify partners to develop hospital discharge program (Home from hospital including ride and escort) • Work with SamTrans to explore same-day service • Review and provide comments to the update to the Senior Mobility Guide • Work with SamTrans on next phase of mobility management. Include veterans, and other “vulnerable groups” who need paratransit services • Explore options for a centralized telephone number for transportation options 	<p>Executive Committee, PCC, and other San Mateo County agencies</p>	<p>Winter 2016 and beyond – Work with SamTrans staff to plan for & implement next phase of mobility management activities</p> <p>Winter 2016 and beyond – Identify and contact agencies that serve “vulnerable populations”</p> <p>Spring 2016- Review and provide input on next update of Senior Mobility Guide</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
<p>Promote and maintain good relations between drivers, passengers, and agencies. Acknowledge and recognize high quality service.</p>	<ul style="list-style-type: none"> • Host annual appreciation party for all First Transit and Coastside paratransit staff • Ensure consumer appreciation cards are available on Coastside • Follow through with recommendation for special event to be held once a year 	<p>PCC Executive Committee, SamTrans staff and First Transit</p>	<p>One special event each year</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
Continue outreach presentations to educate and inform agencies & organizations about PCC and paratransit services	<ul style="list-style-type: none"> • Schedule between two and four outreach events per year • Evaluate outreach presentations and refine as needed • Follow through with organizations and agencies for feedback and to provide them with supplemental information 	Education Committee, PCC, SamTrans Staff	Fall 2015 and beyond



SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL

This report covers the months of July through September 2015. A total of 187 reports were submitted this quarter. This represents an increase from the second quarter of 2015.

Comment Cards: Consumer Corps members observed comment cards in Redi-Wheels vehicles about 84% of the time, another increase from last quarter.

On-Time Performance: Approximately 82% of ride evaluations submitted by Consumer Corps members in Q3 reported their pickup time was within 20 minutes of their scheduled ride time. The longest wait time reported this quarter was 45 minutes. Data from Q2 showed similar OTP.

Night Before Calls: Incomplete and/or inaccurate calls were reported only 6 times out of 187 total ride evaluations submitted in Q3.

Telephone Holds: When making ride reservations, Consumer Corps members reported 91% of their calls, on average, were taken without being put on hold.

Driver Assistance: Drivers assistance that "met needs" or was "above needs" in ride evaluations submitted by Consumer Corps members was about 92% in Q3. Satisfaction with driver assistance has continued to be high for several quarters.

Vehicle Type: 56% of the Consumer Corps members reported in Q3 that a Redi-Wheels vehicle picked them up. The other 44% 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 72% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles. Taxis are increasingly carrying Redi-Wheels Comments Cards.

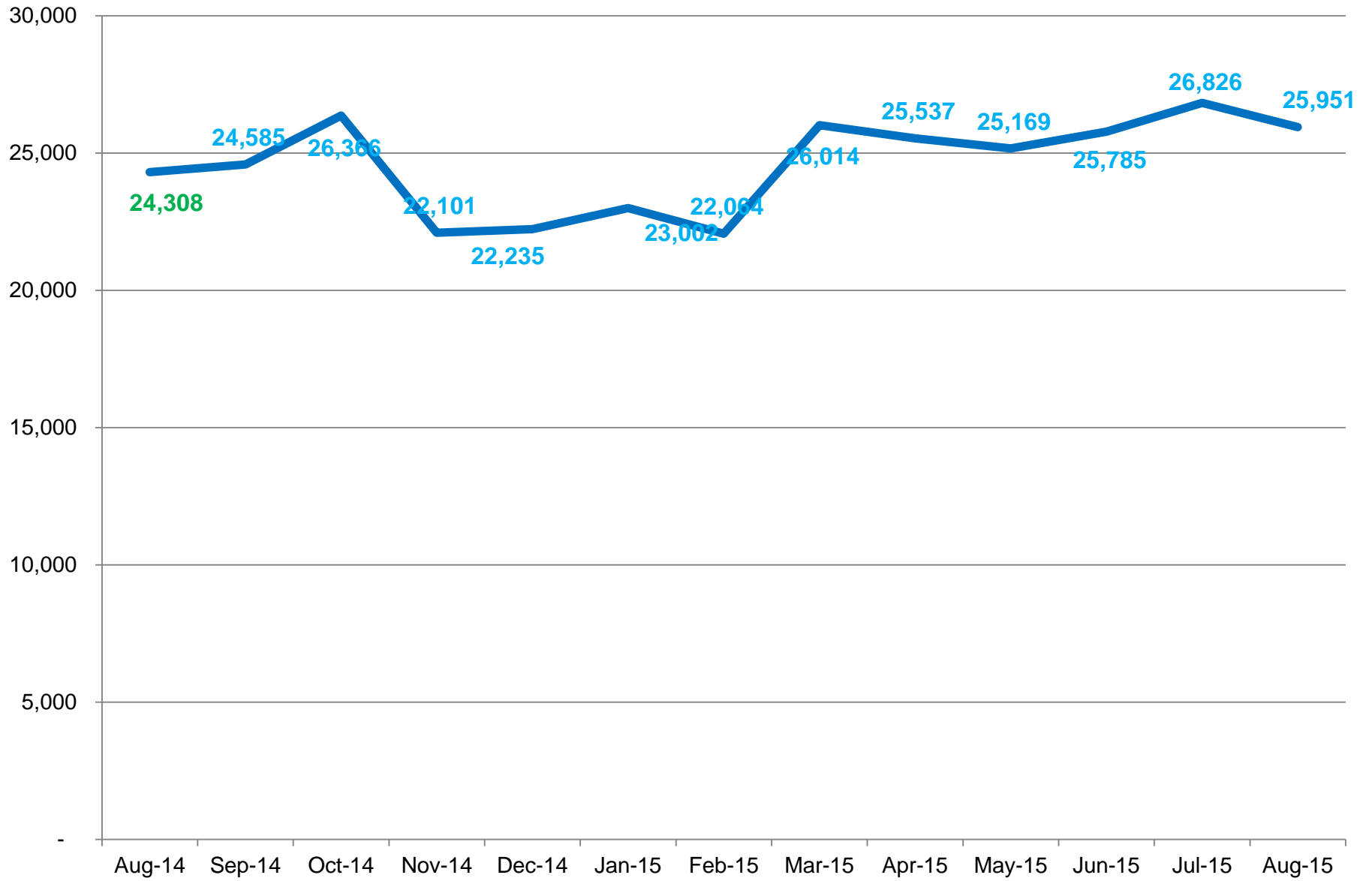
Q3 - 2015 Consumer Corps Report

Quarter Months	July 2015	Aug. 2015	Sept. 2015	Total/Ave./Most
No. of Forms Submitted	66	56	65	187
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	12	10	11	33
Actual pick-up time, minus Scheduled pick-up time	24 min.	30 min.	45 min.	45 min.
% of riders waiting longer than 20 minutes	18%	18%	17%	18%
On hold to reserve a trip	5	6	5	16
% of callers on hold (number on hold divided by total)	8%	11%	8%	9%
Longest time on hold	4 min.	5 min.	3 min.	5 min.
Did not receive a Night Before Call and/or was inaccurate	4	0	2	6
TRIP EXPERIENCE				
Trips shorter than 20 miles	43	36	55	134
% of trips shorter than 20 miles	65%	64%	85%	72%
Trips longer than 20 miles	23	20	10	53
% of trips longer than 20 miles	35%	36%	15%	28%
VEHICLE INFORMATION				
Redi-Wheels vehicle	45	28	32	105
% of vehicles used	68%	50%	49%	56%
RediCoast vehicle	0	0	0	0
% of vehicles used	0%	0%	0%	0%
Serra Taxicab	21	28	33	82
% of vehicles used	32%	50%	51%	44%
Yes, Comment Cards visible on Redi-Wheels vehicles	53	54	49	156
% of Comment Cards visible in vehicles (Yes / Total)	80%	96%	75%	84%
No / No Answer	10 No, 3 NA	0 No, 2 NA	10 No, 6 NA	20 No, 11 NA
Driver assistance consistent with expectations (met needs or better)	60	52	60	172
% of driver assistance that is consistent with expectations	91%	93%	92%	92%

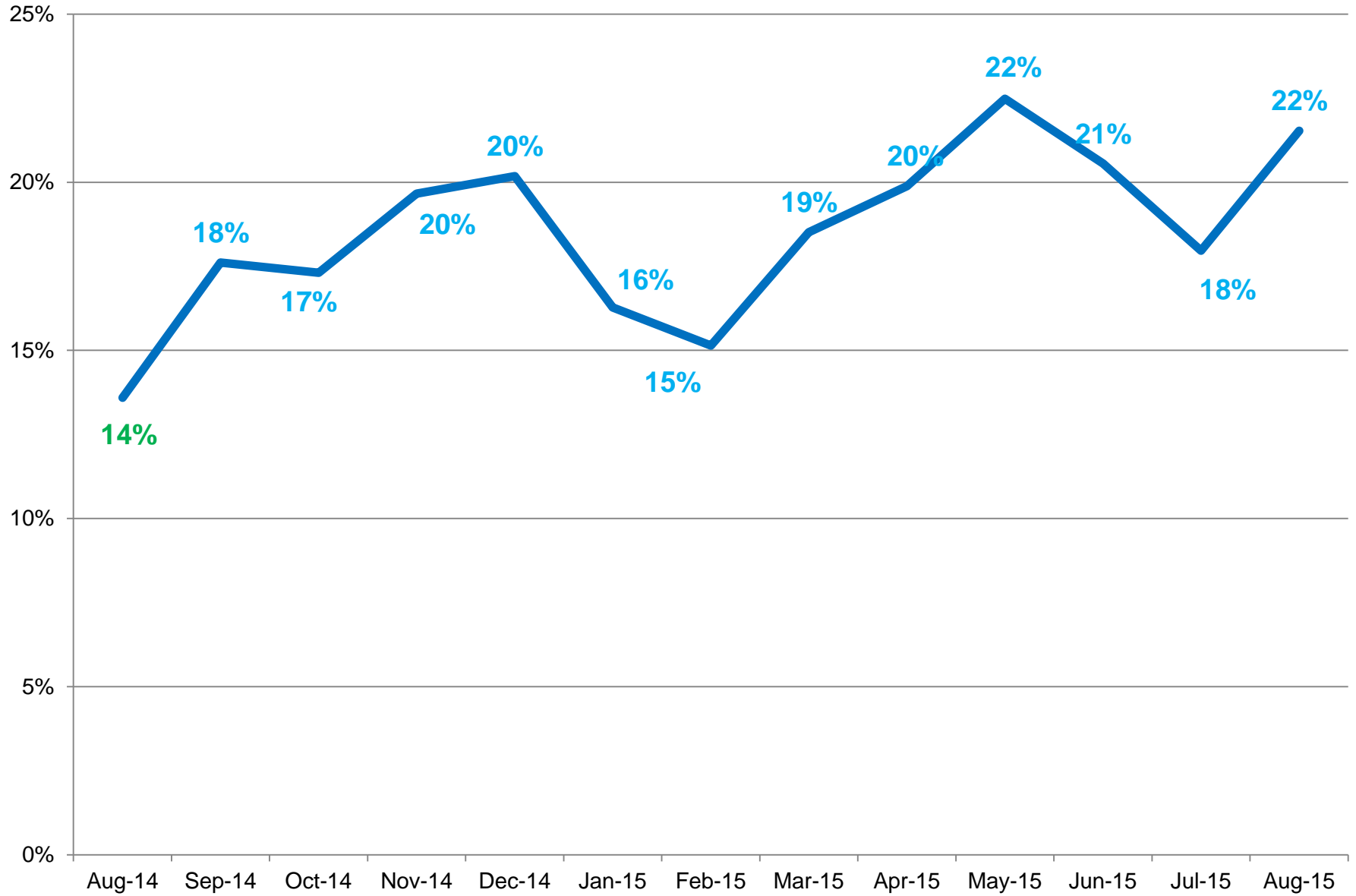
**Monthly Redi-Wheels Paratransit Performance Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

Performance Measure	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Average
1. Total trips requested	28,963	29,553	31,421	27,258	29,026	28,643	26,694	30,650	30,145	30,213	30,655	31,727	30,558	29,600
2. Trips scheduled	26,419	26,923	28,831	24,131	24,685	25,161	23,890	28,046	27,115	27,147	27,930	29,342	29,101	26,660
a. Same day cancels	1,424	1,577	1,658	1,286	1,601	1,421	1,210	1,266	918	1,255	1,415	1,803	2,421	1,369
% of trips scheduled	5.4%	5.9%	6%	5.3%	6.5%	5.6%	5.1%	4.5%	3.4%	4.6%	5.1%	6.1%	8.3%	5.1%
b. Late cancels	291	336	356	330	424	313	312	377	340	380	388	340	344	391
% of trips scheduled	1.1%	1.2%	1.2%	1.4%	1.7%	1.2%	1.3%	1.3%	1.3%	1.4%	1.4%	1.2%	1.2%	1.5%
c. Total customer no-shows	393	423	450	413	422	422	304	386	319	342	342	371	385	388
% of trips scheduled	1.5%	1.6%	1.6%	1.7%	1.7%	1.7%	1.3%	1.4%	1.2%	1.3%	1.2%	1.3%	1.3%	1.5%
d. No-show (operator)	3	2	1	1	3	3	0	3	1	1	0	2	0	2
3. Total trips served	24,308	24,585	26,366	22,101	22,235	23,002	22,064	26,014	25,537	25,169	25,785	26,826	25,951	24,510
a. Average weekday riders	997	1,030	1,025	975	881	967	973	1,033	1,026	1,060	1,045	1,045	1,068	1,003
b. Advance reservation	15,848	16,125	17,393	13,836	14,792	15,752	14,815	17,478	17,096	17,007	17,097	17,458	17,486	16,197
c. Agency trips	4,054	4,095	4,425	4,331	3,726	3,398	3,418	4,112	4,033	3,852	4,265	4,284	4,073	4,024
d. Individual subscription	4,406	4,365	4,548	3,934	3,717	3,852	3,831	4,424	4,408	4,310	4,423	5,084	4,392	4,289
e. Taxi trips	3,304	4,330	4,563	4,345	4,488	3,744	3,342	4,817	5,078	5,660	5,300	4,819	5,588	4,420
<i>(taxi % of total trips)</i>	14%	18%	17%	20%	20%	16%	15%	19%	20%	22%	21%	18%	22%	18%
4. Total Redi-Wheels riders	2,198	2,198	2,236	2,086	2,104	2,108	2,078	2,203	2,206	2,148	2,240	2,240	2,264	2,175
5. Inter-County Transfer Trips	296	251	281	283	274	280	290	310	305	296	282	287	337	289
6. On-time performance ¹	87.6%	88.0%	88.2%	87.6%	87.0%	90.1%	91.1%	89.6%	91.3%	91.7%	88.5%	88.4%	90.7%	89%
7. Productivity (psgrs/rvh) ²	1.66	1.66	1.64	1.64	1.57	1.66	1.59	1.66	1.81	1.70	1.66	1.74	1.74	1.66
8. Complaints per 1000 trips	0.9	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
9. Compliments per 1000 trips	0.9	0.6	0.3	1.2	0.6	3.3	1.8	0.9	0.6	1.0	0.7	0.7	0.6	1.0
10. Avg phone wait time (mins) ³	0.7	1.9	2.2	1.4	1.4	0.8	0.5	0.7	0.9	1.1	1.4	1.4	1.0	1.22
9/29/2015														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

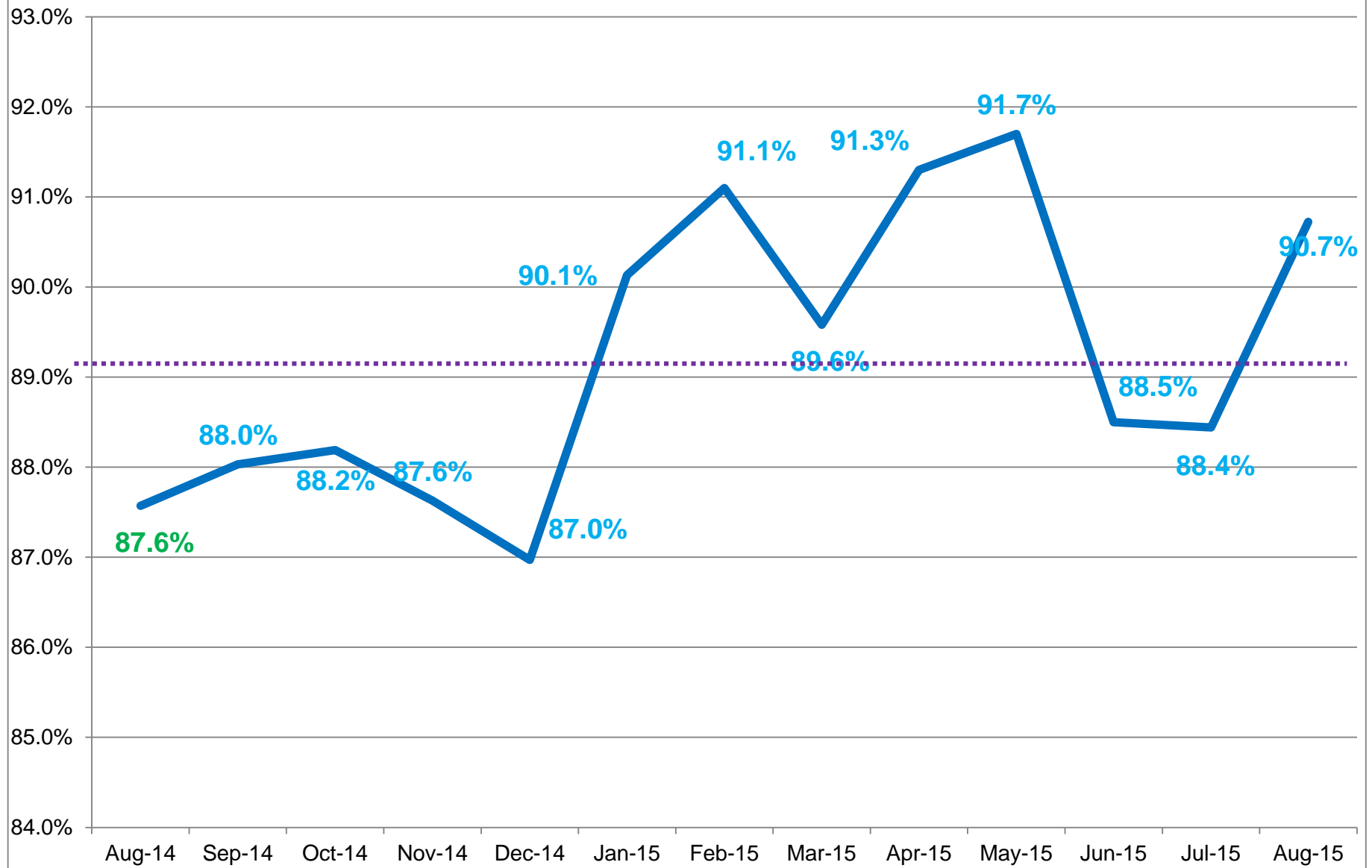
Total Trips Served



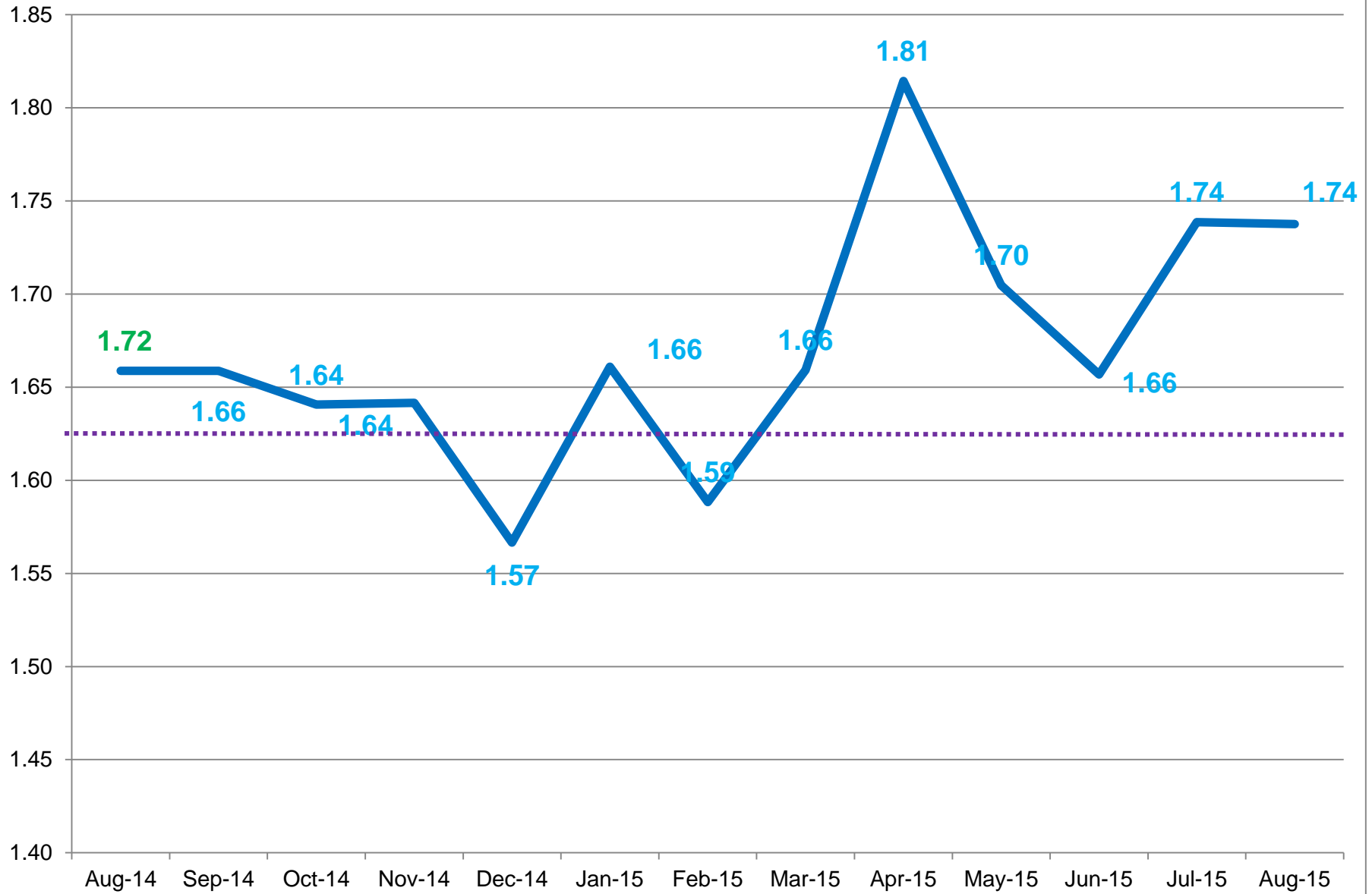
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



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

	July		August		Year to Date		0
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	36	18	24	6	394	150	38.07%
Compliment	42	39	29	24	357	332	93.00%
Complaint	36	18	24	6	394	150	38.07%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	0	0	6	3	50.00%
Driver Conduct	7	1	3	1	79	18	22.78%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	0	0	0	0	15	5	33.33%
Driving Proficiency	3	0	5	1	44	6	13.64%
Early Vehicle	0	0	0	0	2	0	0.00%
Incident	0	0	0	0	4	1	25.00%
Late Vehicle	9	6	4	2	83	52	62.65%
Missed Trip	3	2	2	0	39	16	41.03%
No Callback	0	0	0	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	22	9	14	4	273	101	37.00%
Non-Service Related							
Phones	0	0	0	0	2	2	100.00%
Policy Comment	6	3	4	0	57	22	38.60%
Service Request	7	6	5	2	50	20	40.00%
Vehicle	0	0	1	0	9	3	33.33%
Vehicle Preference	0	0	0	0	1	1	100.00%
Vehicle Un-Needed	1	0	0	0	2	1	50.00%
Subtotals	14	9	10	2	121	49	40.50%

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

2015 Comments	July		August		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000 [†]
Rides	26,826		25,951		200,348	
Comments by Category**						
Compliment	39	1.45	24	0.92	332	1.66
Policy Related	9	0.34	2	0.08	49	0.24
Service Related	9	0.34	4	0.15	101	0.50
Total	57	2.12	30	1.16	482	2.41
Average Response Time to Customer (Working Days)‡						
Compliment		4.93		3.86		5.35
Policy Related		6.43		4.20		7.56
Service Related		7.64		8.00		9.47
Overall		5.96		5.02		7.22
*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	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.	