

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



October 11, 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
October 11, 2016**

- | | |
|--|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of September 2016 Meeting Minutes | 1:40 |
| 5. Committee Reports | |
| A. Policy/Advocacy/Legislative—Mike Levinson and Vincent Merola, Co-Chairs | 1:42 |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Sammi Riley, Chair | |
| 1) Selection of updated logo for the PCC | |
| D. Executive—Mike Levinson, Chair | |
| 1) Consumer Corps Quarterly Report | |
| 6. SamTrans / Redi-Wheels Reports | 2:10 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson | |
| D. Safety Report—Dave Daley | |
| 7. Liaison Reports | 2:40 |
| A. Coastside—Michal Settles/Cara Schmaljohn | |
| B. Agency—Barbara Kalt | |
| C. Efficiency Review Update (ERC)—Aki Eejima | |
| D. Commission on Aging (COA)—Sandra Lang | |
| E. Commission on Disabilities (COD)—Vincent Merola | |
| F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola | |
| G. Department of Rehabilitation (DOR)—Susan Capeloto/Ka’ili Crabbe | |
| 8. Other Business | 3:15 |

***Action Item**

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

**MEETING MINUTES
September 13, 2016**

ATTENDANCE: Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Sandra Lang, COA; Michal Settles, Coastside; Marie Violet, Sequoia Hospital; Ka’ili Crabbe, DOR; Aki Eejima, Consumer; and Judy Garcia, Consumer.

GUESTS: Monica Colondres, Community Resident; Richard Weiner, Nelson-Nygaard Consulting; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Dave Daley, First Transit; Talib Salamin, Serra Taxicab.

ABSENTEES: Dale Edwards, Consumer; Sammi (Wilhelmina) Riley, Consumer; Maureen Dunn, Senior Focus; Maria Kozak, Consumer; Barbara Kalt, Rosener House; and Patty Clement-Cihak, Catholic Charities.

(Member Attendance 10; 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 NEW PCC MEMBER

Mike motioned to approve the membership of Monica Colondres on the PCC and Michal Settles seconded the motion. The PCC members unanimously voted to approve her membership.

Monica stated that she started working at SamTrans in 1977, as a bus operator. She later worked in the Human Resources Department for many years at SamTrans. Monica said that on a personal level, she has become interested in advocating for increased paratransit service.

APPROVAL OF PCC OFFICERS

Michal commented that Vincent and Mike have done a great job working together as Chair and Vice-Chair and supports their continued appointments. Dinae motioned to continue the appointment of Mike Levinson as Chair and Vincent Merola as Vice-Chair of the PCC. Judy seconded the motion to approve the PCC officers for 2016-17. The PCC members voted unanimously to approve the PCC officers for 2016-17.

Mike said that Barbara will continue to Chair the Nominating Committee and Sammi Riley will be the Chair of the Education Committee. Mike and Vincent will Co-Chair the PAL Committee.

APPROVAL OF THE JUNE AND JULY PCC MINUTES

Vincent motioned to approve the July PCC meeting minutes and Michal seconded the motion. The PCC members voted unanimously to approve the minutes. No corrections or abstentions

were noted. Vincent motioned to approve the June PCC meeting minutes and Mike seconded the motion. Vincent, Michal, and Marie abstained from voting and no corrections were noted.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Vincent reported that the PAL Committee met today and voted to continue meeting from 11:30 a.m. to 12:30 p.m. on the second Tuesday of each month. Door-to-Door Service, Temporary Eligibility, Premium Service (above ADA), Out-of-County Trips, Time/Area of Service, and Inter-County Transfers were some of the topics discussed at today's meeting. Mike added that extended service to UCSF will continue to be discussed at future meetings. Tina said that SamTrans management determined that extended service to UCSF is not financially viable at this time.

Vincent asked for discussion of the current Redi-Wheels Eligibility Appeals process. Mike and Tina confirmed that one or more of the Eligibility Appeals Panel members is a PCC member. Tina said that the panel for each appeal hearing consists of a medical professional, a public representative, and a member of SamTrans staff (not from the Accessible Services department).

B. GRANT/BUDGET REVIEW

Barbara absent, no report available. Tina reported that SamTrans is finalizing the funding for two expansion vehicles. Tina will be working to set up a Bus Review Committee soon.

C. EDUCATION COMMITTEE

Mike reported that the Education Committee held a conference call in August. Sammi has agreed to Chair the Committee for 2016-17. Sammi and Mike gave a presentation in July at Lesley Terrace in Belmont. The presentation was well-attended.

Vincent reported that the Transition to Independence Fair is scheduled to take place from 11:30 a.m. to 3:30 p.m. at El Camino High School on Saturday, October 15, 2016.

Michal Settles asked if SamTrans had service for the Half Moon Bay Art and Pumpkin Festival. Tina said that the Route 294 buses will be providing service for the event from 7:00 a.m. to 7:00 p.m. on October 15 and 16.

Michal suggested that the PCC and SamTrans work together to host a table at next year's festival, as the event is well-attended.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee held a conference call earlier in September. The Committee discussed planning and hosting a Regional Conference for Bay Area county paratransit coordinating councils and transit agency representatives. The last conference was held in 2007. Sandra confirmed that the PCC would host the event. Richard reported that Tina agreed to provide SamTrans Staff to assist visitors on the day of the event. Richard reported that finding funding to provide food for the event remains an item to be resolved.

Richard provided an update on the Alameda County Hospital Discharge (HDS) and

Wheelchair/Scooter Breakdown Transportation Service (WSBTS). Richard noted that the transit agency in Alameda County does not administer the program. The program is small, but has been in place for a few years. The goal of the HDTS is to help wheelchair users who are being discharged from the hospital, but lack transportation home. The WSBTS is designed to assist wheelchair users whose mobility device broke down or for individuals who were issued mobility devices at the time of their hospital discharge.

Currently, 7 hospitals in Alameda County are participating in the program. Not all hospitals in Alameda County chose to participate. The non-participating hospitals stated that working through an MOU agreement was too time consuming.

The WSBTS program logged 120-150 trips for wheelchair users and 250-400 trips for patients in the HDTS program per year.

HDTS has had low usage, which means that not all of the program's goals are being met. Liability with patients in transit is an issue. More people are using the program in Central Alameda County. Only half of the participants needed a mobility-accessible vehicle. Taxi service used for this program has not been reliable. One solution is to expand the arrival window for taxis from one hour to two hours.

WSBTS has been more successful, with 10-12 people per month using the program. Like the HDTS program, liability is a concern. Some reports of program misuse were found to have taken place in instances where riders had wheelchairs that were not broken, but simply desired a same-day ride. Provider response is an issue as well. WSBTS is the only Same-Day Service in Alameda County, aside from the Taxi Voucher Program.

With the increased tax revenues, the program will be refined by adjusting the administrative responsibilities, ride reservation process, expanding accessibility to the program to 24/7, more outreach to consumers using wheelchairs, and potentially eliminating rides for ambulatory hospital patients.

Richard summarized the program as being highly beneficial to the users, but small in scope. Richard confirmed for Aki that program participants do not have to be approved for paratransit service in Alameda County to participate. Richard added that participants are encouraged to apply for paratransit service. Dave noted that Medicaid eligible hospital patients receive transportation service through Medicaid, which would account for part of the low levels of HDTS use in Alameda County.

Richard added that the HDTS program staff works with hospital discharge planners to administer training.

Aki and Tina discussed the participation of SamTrans in a similar program. Tina reported that the Executive Team determined that there is not sufficient expertise presently in non-medical transport to participate in this type of program. Tina said that programs like the Health Plan of San Mateo County (HPSM) may have more expertise in non-medical transport.

John commented that East Bay Paratransit is part of a complex network of agencies in Alameda County that provide paratransit services, which is distinctly different than how paratransit services in San Mateo County are organized.

Talib commented that Peninsula Family Services works with families that have patients being discharged from the hospital to make arrangements for transportation from the hospital, social services, and Meals on Wheels. Marie noted that hospital funds supported this program.

Talib and Vincent discussed how the volume of use of accessible vehicles through Serra Taxicab in San Mateo County has been inconsistent. Talib compared the volume of ride requests through Redi-Wheels as a comparison. Tina commented that there are non-emergency medical transportation providers in San Mateo County.

Marie commented that getting consistent taxi service for hospital discharge has been difficult. Talib commented that a time window is given, and that although a ride pickup may be late, a ride would not be a no-show. Talib said that San Mateo Yellow Cab was under different ownership last year, when they were accepting vouchers from the hospitals.

The PCC members discussed the purpose and function of the ACTC in Alameda County. Richard, John, and Tina discussed the agencies responsible for administering sales tax revenues in Alameda County. Tina said that the San Mateo County Transit Authority is not an exact equivalent to the ACTC in its role of administering sales tax revenues. John said that in San Francisco County the transit authority has unique operating structure because San Francisco City and County are coterminous, which allows the SFCTA to effectively act at both the city and county level. Richard said that almost every city in San Mateo County has a taxi voucher program. Richard and Monica discussed the budget for the HDTS and WSTS program. Richard confirmed that the budget for the program is about \$70,000 per year.

Judy commented that the cost of hospital discharge transportation service may be determined by proximity of the hospital patient's home to the discharging hospital. Sandra commented that exploring this need in the community is important.

Richard asked Vincent to arrange a meeting with someone from HPSM to plan next steps. Vincent said that he attended a HPSM meeting and later met with their contractor who provides transportation service. Talib said that American Logistics is the contractor for HPSM. Talib said that there were issues with American Logistics that prohibited Serra Taxicab from a partnership to provide hospital discharge transportation service. American Logistics operates as a brokerage, and subcontracts with many different van service operators to provide the actual trips. Dave pointed out that working with HPSM would be favorable because it is vendor-neutral, as opposed to working with a specific vendor directly.

Aki discussed the continuation of care from hospitals participating in the Alameda County Program. Judy commented that she previously used a program from the hospital called Ready-Ride. Michal commented that hospital discharge transportation is a significant issue on the Coastsides. Michal and Richard discussed how the Coastsides is part of the HPSM. Michal commented that patients needing hospital discharge transportation service have been working

with local churches to arrange rides.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

Tina reported that SamTrans celebrated its 40th Anniversary on September 10, 2016. Mike was among the speakers at the anniversary celebration event.

Following up on a discussion from today's PAL Committee meeting, Tina reported that in July, it took 10 calendar days to process paratransit eligibility applications – less than half of the 21 days permitted by the ADA.

In the Operations Report, Tina also noted that funding is being finalized for two expansion vehicles. Tina will send out a request for people to participate in a Bus Review Committee soon.

Erin confirmed with Tina that completion of the new ground-floor Reception Desk is still underway.

John provided updated copies of the *San Mateo County Paratransit Rider's Guide*.

John referenced pages 6-7 in the *Guide* to provide more information about eligibility criteria for paratransit in San Mateo County. John said that a service map is found on page 10 and a table of contents is included in the current *Guide*. The service area map illustrations have been clarified to show the portions of San Francisco and Santa Clara County that are served directly by Redi-Wheels.

John and Sandra discussed how the new font style makes reading the *Guide* much easier. John agreed to send extra copies of the *Guide* to Marie at Sequoia Hospital for her clients. John said that 7,000 copies were made at the first printing which should be enough for a year and he is working to keep a supply at the Information Desk. All new and recertifying registered Redi-Wheels customers are sent a guide.

John agreed to verify that the new *Guide* is posted on the SamTrans website.

John, Aki, and Tina discussed fare increases scheduled for 2019, the next scheduled *Guide* publication date, and progress on IVR. John confirmed that translation services are available for customers needing language assistance. John and Vincent discussed addresses in San Mateo County that are inaccessible for both SamTrans and Redi-Wheels service.

Michal asked for extra copies of the *Guide* to be sent to Senior Coastsiders at 925 Main Street in Half Moon Bay.

B. Performance Measures Report

Tina said that in July 2016 showed total ridership slightly lower than July 2015, which is the first time this trend has appeared since November 2013. In contrast, Average weekday ridership increased by 5%. The total number of Redi-Wheels riders has been consistent. Productivity

continues to be high. Dave commented that low traffic levels in July benefitted productivity rates.

C. Monthly Redi-Wheels Comment Statistics Report

John reported that the valid comments received have been consistent. Policy related comments and service-related complaints that are found to be valid are a very small number per 1,000 rides provided by Redi-Wheels each month.

Safety Report

Dave reported that drivers have been working on the safety issues that were discussed in May and June. Dave said that there were 0 accidents in August and 1 preventable taxi accident. Taxi drivers have been retrained in passenger assistance. Aki asked about feedback from the First Transit Staff about the Appreciation Event that took place in April. Dave reported that the event was great for everyone and First Transit is implementing a new Be Safe Program to acknowledge staff and drivers who are giving superior service.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal reported that the 3rd quarter Coastside meeting will take place on Sept. 20 at 925 Main Street in Half Moon Bay from 9:30 to 11:00 a.m. One carryover item is an effort to reinstate Route 17 service to one of the mobile home parks in Half Moon Bay. The CTC has planned a marketing release with Q & A in the local newspaper. Michal reported that Santos is working to recruit drivers. Michal asked Tina to bring extra copies of the new *Guide* to the next CTC meeting.

B. AGENCY

Barbara absent, no report available.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Mike reported that the last meeting took place in July. Tina confirmed that scheduling the September meeting for next week won't work out, but that she hopes to have a date selected soon.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA met on September 12, 2016. At the meeting, one speaker gave information about cities that were found to have characteristics that are "age friendly" for older adults. Another speaker discussed the growing population of individuals who live with dementia. The COA transportation sub-committee is working to develop a Senior Safety toolkit for the San Mateo County Commissioners. The next COA meeting is scheduled for October 17, from 9:00-10:30 a.m. at 225 37th Avenue in San Mateo.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that the COD 25th anniversary celebration luncheon took place on Friday, August 26. Vincent thanked Mike, Dale, and Dinae for attending the event. A celebration barbeque will be announced soon.

The Transition to Independence Fair will take place on 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 there are no updates from CiD.

G. DEPARTMENT OF REHABILITATION (DOR)

Ka'ili reported that there are no updates from DOR.

OTHER BUSINESS

Aki reported on an informative Alzheimer's seminar that he attended, along with Barbara Kalt.

Aki clarified that afternoon time slots would be helpful for scheduling future ERC meetings, but that it wasn't absolutely necessary.

Mike reminded everyone that the next PAL meeting is scheduled for Tuesday, October 11, 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.

MEETING ADJOURNED 3:30 p.m.



This report covers the months of July through September 2016. A total of 64 reports were submitted this quarter.

Comment Cards: On two-thirds of the rides taken in Q3, Consumer Corps members observed comment cards in Redi-Wheels vehicles.

On-Time Performance: Over 90% 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 50 minutes.

Night Before Calls: Incomplete and/or inaccurate Night Before calls were reported 5 times by Consumer Corps members in Q3.

Telephone Holds: When making ride reservations, over 90% of Consumer Corps members reported that their calls were taken without being put on hold.

Driver Assistance: In Q3, Drivers assistance that "met needs" or was "above needs" occurred in 98% of reports submitted. Customer satisfaction with driver assistance continues to be very positive.

Vehicle Type: 64% of the Consumer Corps members reported in Q2 that a Redi-Wheels vehicle picked them up. The other 36% were picked up by a taxicab. No reports were submitted by Consumer Corps member who rode in RediCoast vehicles.

Comments and Trends: More than 75% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles.

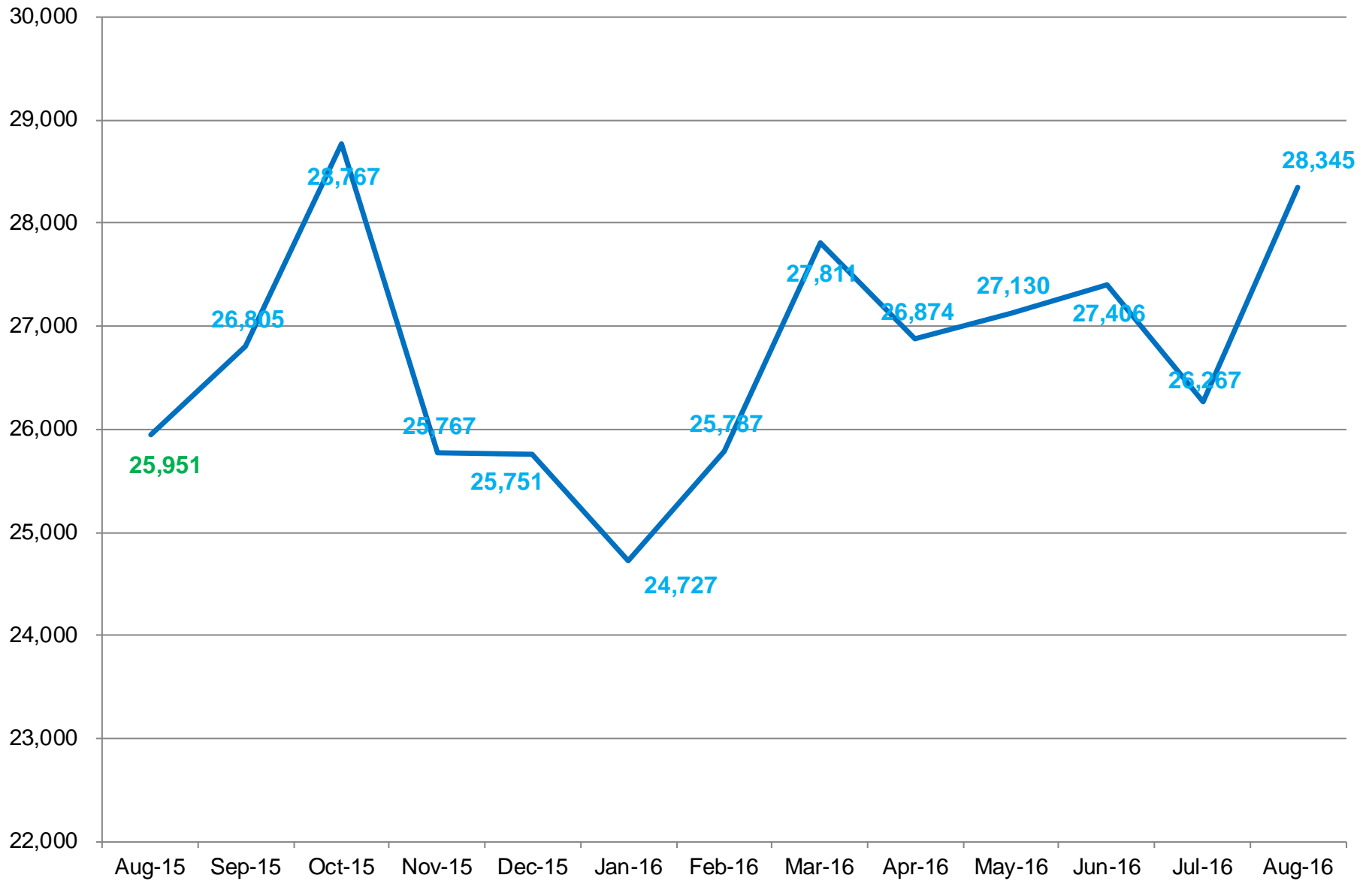
Q3 - 2016 Consumer Corps Report

Quarter Months	July 2016	Aug. 2016	Sept. 2016	Total/Ave./Most
No. of Forms Submitted	28	18	18	64
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	4	1	0	5
Actual pick-up time, minus Scheduled pick-up time	50 min.	1 min.	0 min.	50 min.
% of riders waiting longer than 20 minutes	14%	6%	0%	6.8%
On hold to reserve a trip	4	1	0	5
% of callers on hold (number on hold divided by total)	14%	6%	0%	6.8%
Longest time on hold	7 min.	3 min.	0 min.	10 min.
Did not receive a Night Before Call and/or was inaccurate	1	2	2	5
TRIP EXPERIENCE				
Trips shorter than 20 miles	25	11	13	49
% of trips shorter than 20 miles	89%	61%	72%	77%
Trips longer than 20 miles	3	7	5	15
% of trips longer than 20 miles	11%	39%	28%	23%
VEHICLE INFORMATION				
Redi-Wheels vehicle	22	8	11	41
% of vehicles used	79%	44%	61%	64%
RediCoast vehicle	0	0	0	0
% of vehicles used	0%	0%	0%	0%
Serra Taxicab	6	10	7	23
% of vehicles used	21%	56%	39%	36%
Yes, Comment Cards visible on Redi-Wheels vehicles	14	12	16	42
% of Comment Cards visible in RW vehicles (Yes / Adj. Total)	50%	67%	89%	66%
No / No Answer	0 No, 14 NA	0 No, 6 NA	0 No, 2 NA	0 No, 22 NA
Driver assistance consistent with expectations (met needs or better)	27	18	18	63
% of driver assistance that is consistent with expectations	96%	100%	100%	98%

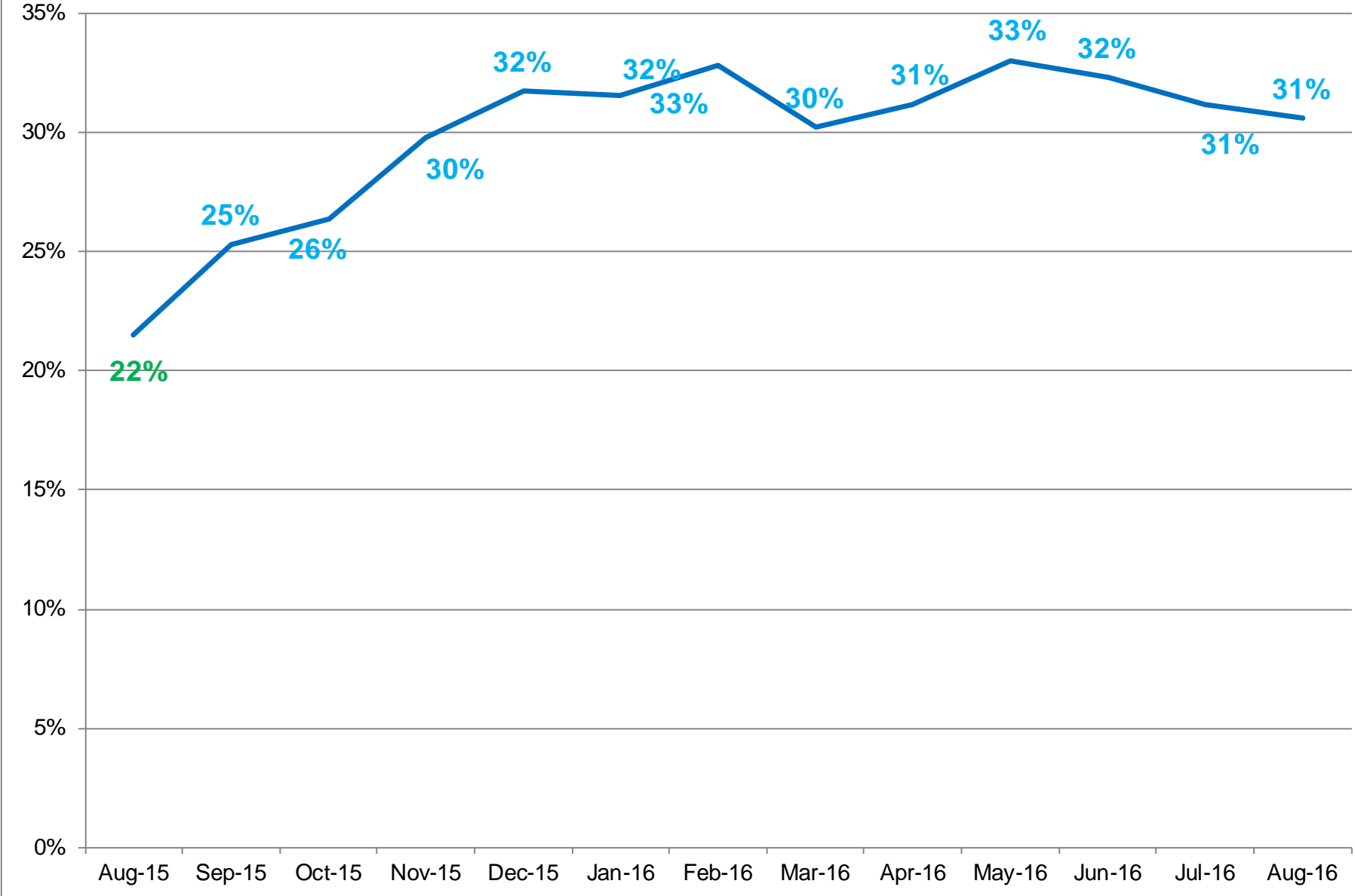
Monthly Redi-Wheels Paratransit Performance Statistics for San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Prev. Yr. Average
1. Total trips requested	30,558	31,859	33,672	31,322	32,041	30,076	30,790	33,251	31,515	32,384	32,320	31,461	33,362	31,416
2. Trips scheduled	29,101	29,711	31,732	28,419	28,605	27,127	28,948	30,154	29,663	29,908	29,718	28,956	30,784	29,369
a. Same day cancels	2,421	2,142	2,150	1,862	1,939	1,670	2,381	1,499	2,060	2,008	1,565	1,968	2,057	1,958
% of trips scheduled	8.3%	7.2%	7%	6.6%	6.8%	6.2%	8.2%	5.0%	6.9%	6.7%	5.3%	6.8%	6.7%	6.7%
b. Late cancels	344	387	458	413	517	410	397	514	392	360	405	422	-	411
% of trips scheduled	1.2%	1.3%	1.4%	1.5%	1.8%	1.5%	1.4%	1.7%	1.3%	1.2%	1.4%	1.5%	0.0%	1.4%
c. Total customer no-shows	385	373	354	373	396	318	380	330	337	410	342	299	382	364
% of trips scheduled	1.3%	1.3%	1.1%	1.3%	1.4%	1.2%	1.3%	1.1%	1.1%	1.4%	1.2%	1.0%	1.2%	1.2%
d. No-show (operator)	0	4	3	4	2	2	3	1	2	0	1	0	0	2
3. Total trips served	25,951	26,805	28,767	25,767	25,751	24,727	25,787	27,811	26,874	27,130	27,406	26,267	28,345	26,634
a. Average weekday riders	1,068	1,116	1,146	1,103	1,033	994	1,086	1,083	1,117	1,116	1,099	1,104	1,097	1,084
b. Advance reservation	17,486	18,342	19,896	18,036	17,676	17,014	17,670	18,842	18,054	18,464	18,821	18,073	18,992	18,147
c. Agency trips	4,073	3,832	4,036	3,597	3,953	3,463	3,635	4,096	4,042	4,043	4,210	3,847	4,497	3,939
d. Individual subscription	4,392	4,631	4,835	4,134	4,122	4,250	4,482	4,873	4,778	4,623	4,375	4,347	4,856	4,548
e. Taxi trips	5,588	6,785	7,580	7,669	8,170	7,794	8,454	8,409	8,383	8,953	8,853	8,184	8,678	7,621
<i>(taxi % of total trips)</i>	22%	25%	26%	30%	32%	32%	33%	30%	31%	33%	32%	31%	31%	29%
4. Total Redi-Wheels riders	2,264	2,261	2,338	2,230	2,200	2,142	2,157	2,256	2,201	2,269	2,317	2,238	2,329	2,240
5. Inter-County Transfer Trips	337	280	277	265	207	209	182	211	200	232	222	202	194	246
6. On-time performance ¹	90.7%	90.4%	90.2%	91.0%	91.8%	92.5%	92.3%	92.4%	91.9%	92.1%	93.5%	92.6%	93.8%	91%
7. Productivity (psgrs/rvh) ²	1.74	1.75	1.80	1.80	1.83	1.78	1.79	1.75	1.83	1.83	1.81	1.87	1.81	1.79
8. Complaints per 1000 trips	0.2	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
9. Compliments per 1000 trips	1.1	1.2	2.3	2.1	1.2	2.6	3.3	2.9	1.1	1.5	2.3	2.1	2.6	1.9
10. Avg phone wait time (mins) ³	1.0	1.7	1.5	1.5	1.9	1.3	1.0	1.1	1.2	1.0	1.1	1.2	0.9	1.32
10/4/2016														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

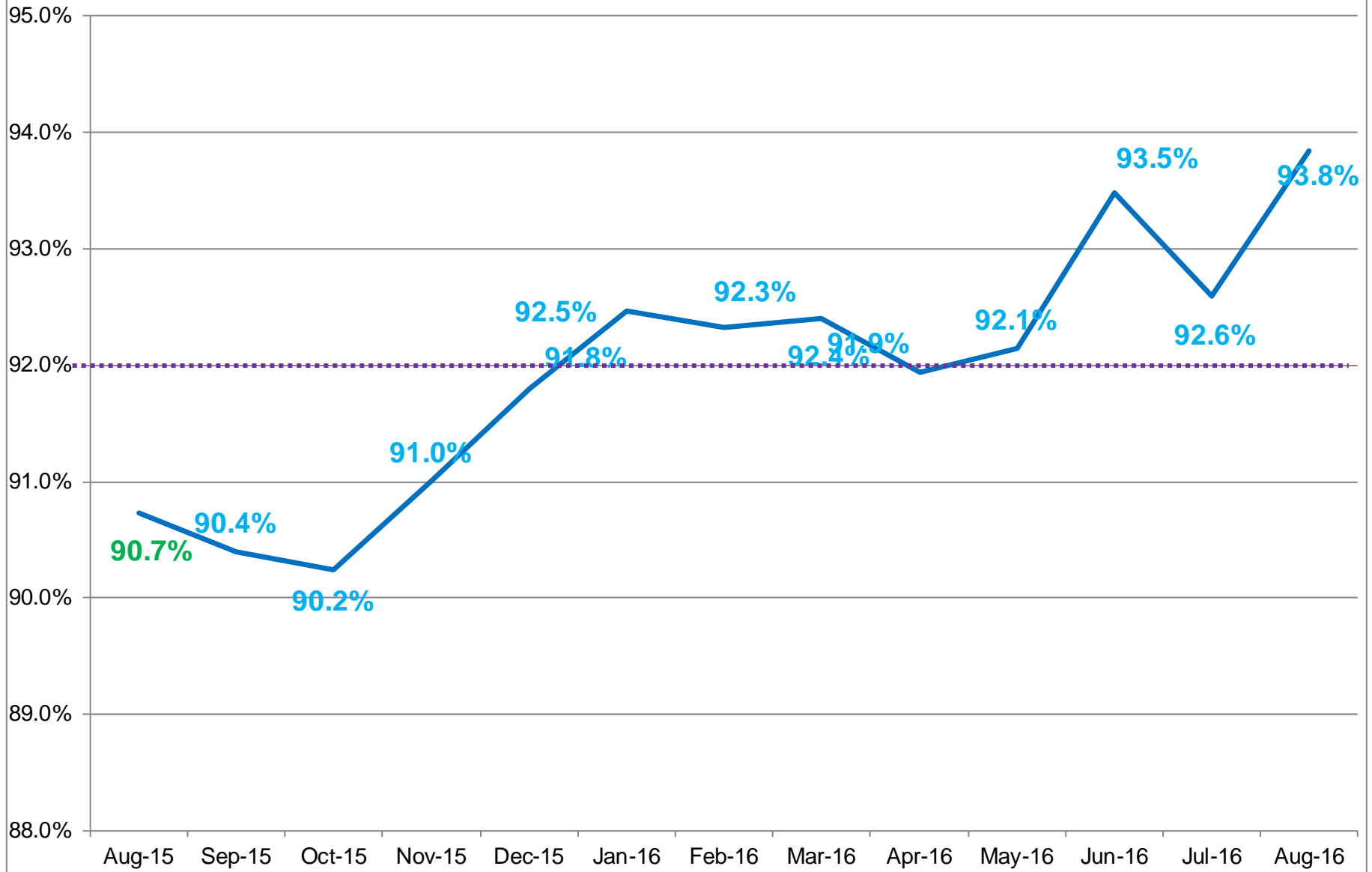
Total Trips Served



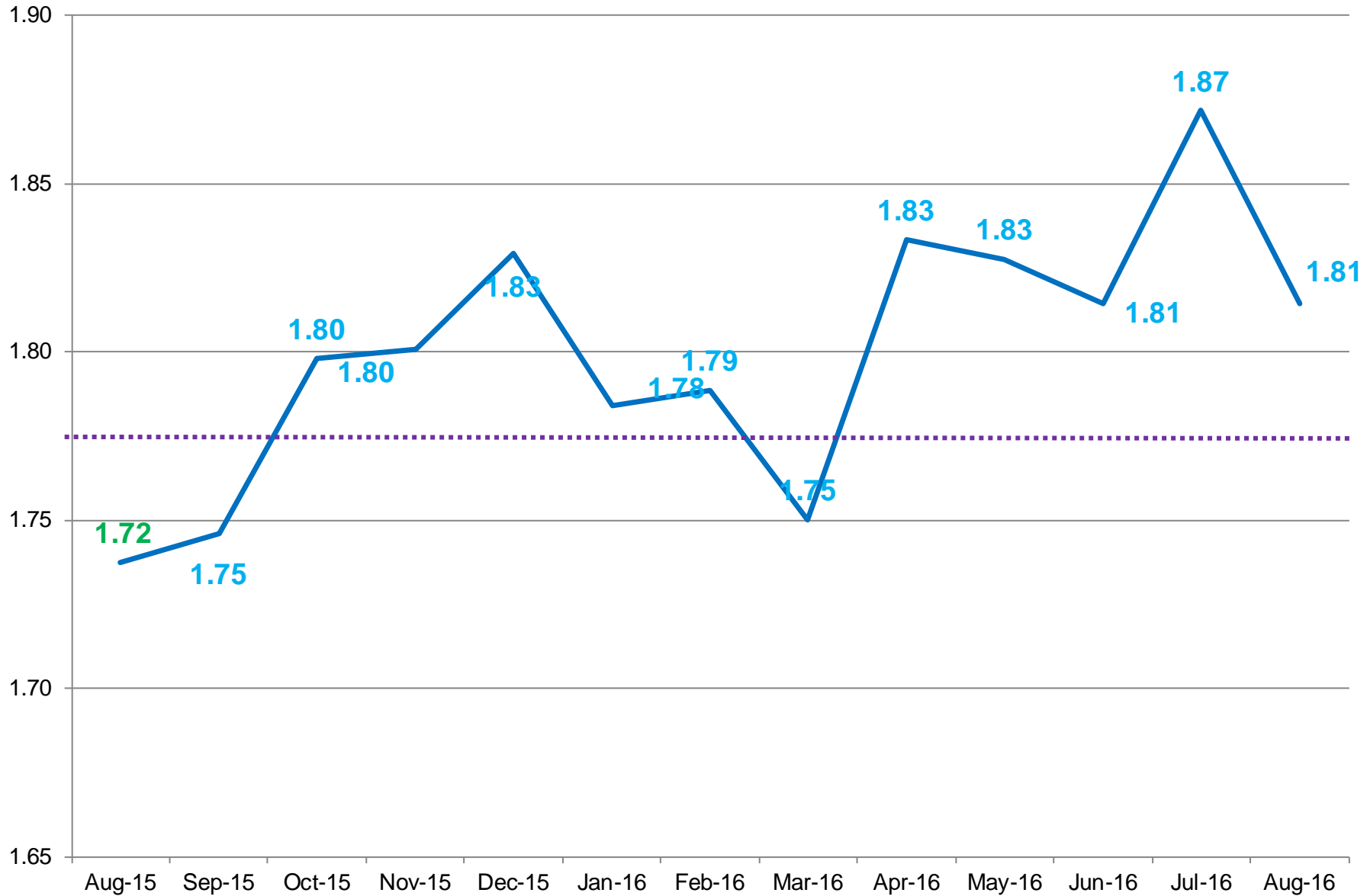
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



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

2016 Comments	July		August		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	35	15	27	7	275	128	46.55%
Compliment	55	55	67	67	507	506	99.80%
Complaint	35	15	27	7	275	128	46.55%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	1	0	2	0	7	2	28.57%
Driver Conduct	9	3	9	3	60	22	36.67%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	3	1	1	0	15	5	33.33%
Driving Proficiency	5	1	2	0	29	10	34.48%
Early Vehicle	0	0	0	0	3	3	100.00%
Incident	1	1	0	0	6	4	66.67%
Late Vehicle	8	6	4	3	47	36	76.60%
Missed Trip	2	0	2	0	23	9	39.13%
No Callback	0	0	0	0	0	0	N/A
Reservation Error	0	0	0	0	0	0	N/A
Reservation System	0	0	0	0	0	0	N/A
Ride Time	0	0	0	0	0	0	N/A
Reservationist	0	0	0	0	0	0	N/A
Scheduling Error	0	0	0	0	0	0	N/A
Safety of Passenger	0	0	0	0	0	0	N/A
Subtotals	29	12	20	6	190	91	47.89%
Non-Service Related							
Phones	0	0	0	0	1	0	0.00%
Policy Comment	2	2	5	1	41	21	51.22%
Service Request	4	1	1	0	34	13	38.24%
Vehicle	0	0	0	0	3	2	66.67%
Vehicle Preference	0	0	1	0	4	1	25.00%
Vehicle Un-Needed	0	0	0	0	2	0	0.00%
Subtotals	6	3	7	1	85	37	43.53%

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

2016 Comments	July		August		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000 [†]
Rides	26,267		28,345		214,347	
Comments by Category**						
Compliment	55	2.09	67	2.36	506	2.36
Policy Related	3	0.11	1	0.04	37	0.17
Service Related	12	0.46	6	0.21	91	0.42
Total	70	2.66	74	2.61	634	2.96
Average Response Time to Customer (Working Days)‡						
Compliment		4.53		4.78		3.56
Policy Related		7.00		8.43		7.75
Service Related		6.48		7.20		7.43
Overall		5.32		5.56		4.93
*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.	