

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



March 10, 2015

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.

TABLE OF CONTENTS

PCC Schedule of 2015 Meetings	3
March PCC Agenda.....	4
February PCC Meeting Minutes	5-10
Redi-Wheels Reports.....	11-19
Performance Measures Report.....	11
Total Trips Served Report.....	12
Taxis – Percent of Total Trips Report.....	13
On-time Performance Report.....	14
Productivity (Passengers/Revenue Vehicle Hour) Report.....	15
Monthly Comment Statistics by Category.....	16
Monthly Comment Statistics by Type.....	17
Monthly Operating Performance Summary Definitions.....	18
Comment Code Definitions.....	19

Scheduled Meetings for 2015

PCC San Mateo County Paratransit Coordinating Council	AL-Com Advocacy- Legislative Committee	Education Committee <i>Prior to the PCC</i>	CTC Coastside Transportation Committee	SamTrans Board
2 nd Tuesday, Monthly *No August Meeting 1:30-3:30 p.m.	1 st Tuesday Quarterly 1:00-3:00 p.m.	2 nd Tuesday Bi-Monthly *No August Meeting 12:00-1:00 p.m.	3 rd Thursday or Friday Quarterly Senior Coastsiders 925 Main Street, Half Moon Bay 9:30-11:00 a.m.	1 st Wednesday, Monthly 2:00 p.m.
January 13, 2015	January 6, 2015	January 13, 2015		January 7, 2015
February 10, 2015			Thursday, February 19, 2015	February 4, 2015
March 10, 2015		March 10, 2015		March 11, 2015
April 14, 2015 *Meeting 4:00-6:00 p.m. *First Transit Appreciation Party 6:00-8:00 p.m.	April 7, 2015		Thursday, April 16, 2015	April 1, 2015
May 12, 2015		May 12, 2015		May 6, 2015
June 9, 2015 *PCC Retreat 10:00-3:00 p.m.				June 3, 2015
July 14, 2015	July 7, 2015	July 14, 2015	Friday, July 17, 2015	July 1, 2015
				August 5, 2015
September 8, 2015		September 8, 2015		September 2, 2015
October 13, 2015	October 6, 2015			October 7, 2015
November 10, 2015		November 10, 2015		
December 8, 2015			Friday, December 18, 2015	December 2, 2015

AGENDA

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

1250 San Carlos Avenue, San Carlos, CA 94070

March 10, 2015

- | | |
|--|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of February Meeting Minutes | 1:40 |
| 5. Committee Reports | 1:42 |
| A. Advocacy/Legislative—Sandra Lang, AL-Com Chair | |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Maureen Dunn, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 1. Executive Committee Report | |
| 7. SamTrans / Redi-Wheels Reports | 2:30 |
| A. Operational Report—Tina DuBost | |
| B. Performance Summary—Tina DuBost | |
| C. Customer Comments—Elly Colwell | |
| D. Safety Report—Lynn Spicer | |
| 8. Liaison Reports | 2:55 |
| A. Coastsides—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)—Jim Engvall | |
| F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola | |
| G. Department of Rehabilitation (DOR)—Susan Capeloto | |
| H. Metropolitan Transportation Commission (MTC)—Vacant Position | |
| 9. Other Business | 3:25 |

*Action Item

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

**MEETING MINUTES
February 10, 2015**

ATTENDANCE: Members Present: Mike Levinson, Chair; Dr. Michal Settles, Vice-Chair; Maureen Dunn, Senior Focus; Nancy Keegan, San Carlos Adult Day Services; Judy Garcia, Consumer; Sammi (Wilhelmina) Riley; Barbara Kalt, Rosener House; Tina Dubost, SamTrans; Vincent Merola, CiD; Dinae Cruise, Consumer; Susan Capeloto, DOR; Jim Engvall, COD; Marie Violet, Sequoia Hospital.

GUESTS: Patti Smith, Consumer; Dave Daley, First Transit; Talib Salamin, Serra Taxi Cab; Lynn Spicer, First Transit; Elly Colwell, SamTrans; Mark Weinstein, First Transit; Erin Swartz, PCC Staff; Linda Rhine, Nelson-Nygaard.

ABSENTEES: Dale Edwards, Consumer; Dr. Aki Eejima, Consumer; and Sandra Lang, COA.

(Member Attendance: 13, Quorum—YES.)

WELCOME/INTRODUCTION

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

APPROVAL OF THE JANUARY PCC MINUTES

Vincent motioned and Dinae seconded the approval of the January minutes. Marie abstained from voting to approve the minutes. Vincent requested a correction to the January minutes showing that he abstained from voting to approve the December minutes.

COMMITTEE REPORTS

A. ADVOCACY- LEGISLATIVE COMMITTEE (AL-COM)

In Sandra's absence, Tina provided an update on the Ad-hoc Committee review of complaints. She said that John is doing detailed research, including analysis of specific comments. John will provide a progress report for the April AL-Com meeting.

B. GRANT/BUDGET REVIEW

Barbara requested a Measure A funding update from Tina. One concern Tina shared was that on the Measure A website, it states that 307,000 customers were served. The number actually reflects 277,000 Redi-Wheels trips and 30,000 RediCoast one-way trips in the most recent fiscal year. Judy asked Tina for clarification about how one-way trips with multiple stops are counted. Tina stated that each segment of the trip would be counted individually. Linda clarified that other transit agencies refer to "one-way trips" as "boardings."

Linda also asked about paratransit funding provided through Measure A. Tina distributed a handout, "Information on San Mateo County Measure A", that showed the Paratransit Budget FY 2014 and Expenses FY 2014. Tina reviewed the \$14.8 million in revenues that include several sources: Passenger fares were \$0.8 million, Transportation Development Act Funds were \$1.8 million, State Transit Assistance was \$0.6 million, District Sales Tax was \$1.1 million, Transportation Authority was \$1.4 million, Measure M (Motor Vehicle Reg. Fee) was \$1.4 million, Operating Grants were \$0.4 million, Interest (Paratransit Trust Fund) was \$0.3 million and San Mateo County Measure A funds were \$5.0 million. Tina pointed out that passenger fares make up about 6% of the total revenues, meaning that 94% comes from government subsidies.

Expenses for FY 2014 totaled \$13.7 million dollars. The Expenses were: Redi-Wheels operations at \$5.8

million, Other related costs were \$2.4 million and Sedan service at \$3.1 million, ADA Accessibility support at \$0.8 million, Coastside ADA support (RediCoast) at \$1.3 million, and Insurance for \$0.3 million. One other important item on the handout was zero trip denials by SamTrans in FY 2014.

Barbara asked about the Transportation Authority funding and the old Measure A (San Mateo County) sales tax funding. Tina clarified that the Transportation Authority funding is specifically designated for projects related to all modes of transportation. The San Mateo County Measure A funding is used for a variety of services throughout San Mateo County and is not limited to transportation. Tina added that SamTrans was given San Mateo County Measure A money for two years, but it is not an ongoing revenue source that can be counted on from year to year. The interest earned on the paratransit trust fund from the old Measure A was originally thought to provide sufficient funding for paratransit services, but the amount of paratransit service provided has increased and the cost of paratransit services has exceeded the amount projected. These supplemental funds served as backfill in the budget and allowed SamTrans to not cut back on its level of service. If these funds are not forthcoming in future years, then SamTrans will have to rely on other funding sources. Tina noted that the projected expenses are less than anticipated revenues, which was done to cover unanticipated overages and other excess costs, such as insurance claims.

Barbara asked if it would be possible to request a change on the Measure A website, to change the language of the text to read, “boardings” for clarification. Vincent asked for more details about structural deficit reductions. Tina noted that some of the deficit included payments to BART for the extension into San Mateo County. Mike noted that deficit might include payments for future financial obligations. Vincent clarified that the language of Measure A did not specify expansions to paratransit services.

C. EDUCATION COMMITTEE

Maureen reported that the Education Committee will be meeting again in March. She presented the PCC Outreach Presentation Evaluation Report for 2014, covering seven outreach activities and Jackie Speier’s Seniors on the Move Conference. Feedback from the audience rated the outreach presentations as “very good” or “excellent”. Written comments from attendees and presenters were all constructive and positive. Many comments on the survey revealed that the information presented was useful and will be shared with friends and colleagues.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee met yesterday. The Executive Committee confirmed that the transition to First Transit is going well. Dave Daley confirmed that the union contract has been finalized. He reported that the health insurance matter has been settled and that additional drivers are receiving coverage. Negotiations are continuing with the taxi company through March 31, 2015 to extend the supplemental service from taxis.

The committee also discussed planning the First Transit Appreciation Party for Tuesday, April 14, 2015. Mike said that the PCC would meet that day from 4:00 to 6:00 p.m. in the 2nd floor auditorium and the party would be held from 6:00 to 8:00 p.m. on the fourth floor meeting room of the SamTrans building in San Carlos. Tina will make the room reservations. Tina also offered to coordinate with Michal and Linda on an appreciation event for the Coastside drivers and staff.

Mike added that the Executive Committee followed up on policy issues being reviewed by the ERC. The PCC roster has also been updated to reflect the new PCC members and the transition to First Transit. An updated copy will be distributed with contact information but no other personal information for members.

Mike also reviewed the attendance policy for PCC members. Two absences are allowed per year and then a letter will be sent to the member. Mike asked that members send Erin or Linda an email if they anticipate an

absence from a PCC meeting. Mike reminded the PCC members that a substitute can be sent from agencies to provide an update.

COASTSIDE TRANSPORTATION COMMITTEE QUARTERLY REPORT

Tina presented the Coastside Transportation Committee Quarterly Report. Average weekday ridership is up 12% over the past year. No Shows and Late Cancels are relatively stable. Same day cancels have decreased significantly from the same time period last year. On time performance is consistently good, at 97% in December 2014 and 98% in 2015. Complaints per 1000 trips were 1.3, which is equal to 3 complaints. The standard is 2.5 complaints per 1000 trips. So few rides are taken on RediCoast that even a few complaints appear as a significant increase in the statistics. Of the three complaints, two were found to be valid and one determination is still in progress. One of the complaints was about a late pick-up and another was about a broken brake light. The third complaint was about driver safety.

Tina confirmed that this report will be provided to the Coastside Committee and the AL-Com on a quarterly basis. Maureen suggested reformatting the report, so that it matches the layout of the Redi-Wheels MOPS reports. Michal will check with the Coastside Committee to determine if they have a formatting preference. Nancy thanked Tina for providing the information in today's report. Nancy asked if this report could be provided each quarter for the PCC, in addition to the AL-Com meeting notes.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Tina recognized the SamTrans maintenance department for achieving 153,000 miles without any road calls. The standard is 20,000 miles per road call.

Tina confirmed that the transition to First Transit is going well and she thanked Dave and Lynn for their hard work to help make this possible.

Dinae and Mike noted that the new sedans are very comfortable and well-marked.

Tina also passed along a compliment for Kelly, a First Transit reservationist, who set up an inter-county transfer trip for a customer. Dave added that Kelly also handles a large number of the certification reservations.

Tina added that the contract for Care Evaluators has been extended through July 2015 while SamTrans works to complete the RFP process. Patti Smith, a guest, mentioned that she had a great experience with Care Evaluators.

Tina shared updated copies of the *San Mateo County Paratransit Rider's Guide*. Tina pointed out that the new guide includes the new Redi-Wheels logo and a clearer service area map. The first page of the *Guide* provides information for riders who would like to request information in other languages.

F. Performance Summary

Tina presented the Performance Measures Report and noted that the report is formatted to show the most recent data in the left-hand column. Total trips requested increased from November to December 2014. Trips scheduled were higher in December 2014 than at that same point in 2013. Same day cancels and Total trips served also increased. Inter-County Transfer Trips have declined. On-time performance and Productivity are both below the standard in December 2014, but the numbers for January 2015 show improvement. Average phone wait time is 1.4 minutes and meets the SamTrans standard. The graph, "Taxis – Percentage of Total Trips," shows that taxi use fluctuates. Tina confirmed that standards for Redi-Wheels and RediCoast are the same, except for productivity. On the Coastside, it is lower because of the rural nature of the service area.

Michal asked about the effect on service during the stormy weather days in December. Lynn said that there were a lot of cancellations. Drivers were told to slow down and be extra careful. There were no major incidents during that time!

Elly provided the Monthly Comment Statistics Report. Policy and Service related comments were up slightly in December 2014, from November 2014 while compliments decreased. Average response time to customers was within the standard. Elly thanked Lynn for the assistance with customer comments.

In the Monthly Comment Statistics Report, Elly highlighted a decrease the Compliments category and increases for Driver conduct and Dispatcher error complaints.

G. Safety Report

Lynn reported that RediCoast had zero incidents and First Transit six non-preventable incidents. In the non-preventable incidents reports, two vehicles were damaged and another was rear-ended. The other incidents were a hit and run accident and vehicle struck a parked car. There were five preventable incidents. None of the incidents reported on today resulted in any injuries. All drivers involved have been re-trained. Mike asked Dave Daley to describe the process for handling incidents with drivers. Dave noted that drivers are given a letter outlining the specific incident and how to avoid it in the future. The drivers also work through a retraining process. Issues of concern are addressed with all drivers in the safety meetings.

Dinae said that she was dropped off at a place that was not a designated stop at Stanford University Hospital (300 Pasteur Drive, Palo Alto) posing a safety issue. Tina and Lynn agreed to look into this issue.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal reported that the Coastside agenda has changed and the PCC packet includes the updated meeting dates and times for 2015. The next meeting, located at 925 Main Street in Half Moon Bay, will be held from 9:30 to 11:00 a.m. on Thursday, February 19, 2015. Michal noted that the RediCoast contract with MV Transportation ends on October 31, 2017, with an option to renew for another five years through November 1, 2022. Tina will not be able to attend the next Coastside meeting; John Sanderson will provide an updated statistics report in her absence. John Sanderson will also talk about the eligibility contract, performance standards, and he will distribute copies of the new *San Mateo County Paratransit Rider's Guide*. Michal invited everyone to the next meeting. She will provide an update at the next PCC meeting.

B. AGENCY

Barbara reported that the agencies have not met recently. Another meeting will likely be scheduled in the next few months.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

In Aki's absence, Linda reported that the ERC met last Tuesday. In that meeting, a lively discussion took place about No-Show/Late Cancels. Tina agreed to bring sample policies from other Bay Area Transit Agencies to the next meeting for comparative purposes. The full PCC will be given an update report in 4-6 months. Mike added that the retreat will be discussed in an upcoming meeting and the issue mentioned by Linda could be a topic of discussion. Linda noted that the PCC retreat is scheduled for Tuesday, June 9, 2015, from 10:00 a.m. until 3:00 p.m.

D. COMMISSION ON AGING (COA)

Sandra absent, no report available.

E. COMMISSION ON DISABILITIES (COD)

Jim reported that he was unable to attend the last COD meeting.

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

Vincent reported that a "Know Your Rights" presentation will be held on March 4 from 1-2:30 at SV Foundation (13000 So. El Camino Real) in San Mateo. Vincent will send a copy to Erin and Linda to forward to the PCC members.

G. DEPARTMENT OF REHABILITATION (DOR)

Susan announced that Darlene Rutkowski, Staff Services Manager at the Department of Rehabilitation has announced her retirement. Susan reported that clients continue to be placed in good jobs and operations are going well. She observed that the transition to First Transit has been going well for the DOR clients and staff using this service.

H. METROPOLITAN TRANSPORTATION COMMISSION (MTC)

No report available.

OTHER BUSINESS

Patti Smith, a Redi-Wheels rider, shared a concern about service to UCSF on Parnassus. She said that the San Francisco Paratransit service from Stonestown Galleria Mall (her Redi-Wheels drop-off point) to UCSF is very poor, however the Redi-Wheels portion of the trip was good. Patti related that her trip included a transfer at Stonestown and then a shared ride that extended out to 44th Avenue, which took much longer than 511.org trip planner service predicted. Patti noted that due to a cast on her leg, she is unable to walk long distances. Tina pointed out that the ADA requirements established require the paratransit service area to be set to be within .75 miles within the fixed route bus service. Parnassus is beyond the .75 mile radius, which is why San Francisco Paratransit in SF suggests using 511.org to plan trips. Travel time on paratransit is supposed to be comparable to fixed-route service. Mike and Patti discussed the possibility of submitting a request to include UCSF as a destination beyond the Redi-Wheels service area. The PCC members also suggested that Patti contact the SF Paratransit Coordinating Council for advocacy in that service area. Linda offered to put Patti in contact with the San Francisco PCC staff person. Tina confirmed that Patti plans her trips backwards, so that the SF portion of the trip is planned first, so that Redi-Wheels portion can coordinate a pickup at the correct time. Vincent also offered to put Patti in contact with the San Francisco Independent Living Center for assistance with advocacy on this issue.

Mike reported that the hold recording for ride reservations states "please continue to hold" is redundant without including the estimated hold time.

Judy asked Tina about a friend of hers that hasn't used Redi-Wheels in a long time. She asked about how he can start using Redi-Wheels again. Judy wanted to know if her friend would have to go through the recertification process again. Tina offered the correct phone number for Judy's friend to call to find out if he is still certified. Redi-Wheels can provide service to/from the recertification meeting for Judy's friend.

Patti Smith asked the PCC to consider hosting a blog or some other forum for riders to communicate online about their experiences using paratransit services.

On Tuesday, February 10, 2015 from 6:00-7:30 p.m., Rosener House and the Alzheimer's Association are hosting, "Know the 10 signs of Alzheimer's - Early Detection Matters." This workshop will take place at Peninsula Volunteers Rosener House Adult Day Services, 500 Arbor Road in Menlo Park. For more information or to RSVP, please contact Florence Marchick at [\(650\) 322-0126](tel:6503220126) or email fmarkchick@peninsulavolunteers.org

On Thursday, February 12, 2015 from 3:00-5:00 p.m., Catholic Charities Adult Day Services - San Mateo County and the Alzheimer's Association are hosting, "Compassionate Communication: Connecting with Memory Impaired Individuals." This workshop will take place at 787 Walnut Street in San Carlos. To RSVP, contact Trish Hurst at [\(650\) 592-9325](tel:6505929325)

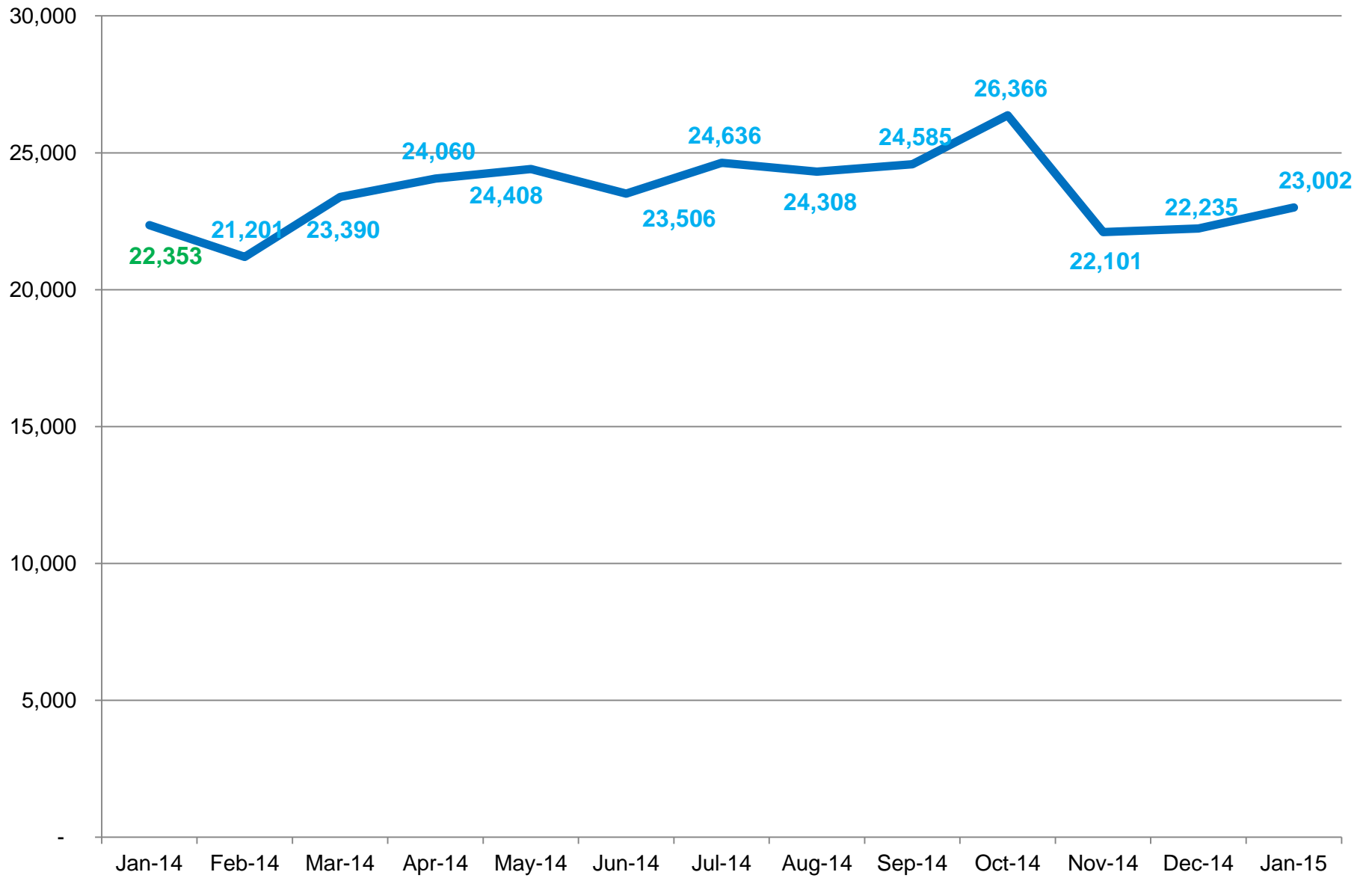
The next PCC meeting is scheduled for March 10, 2015 from 1:30-3:30 p.m. The Education Meeting will take place that day from 12:00 to 1:00 p.m.

MEETING ADJOURNED: 3:19 p.m.

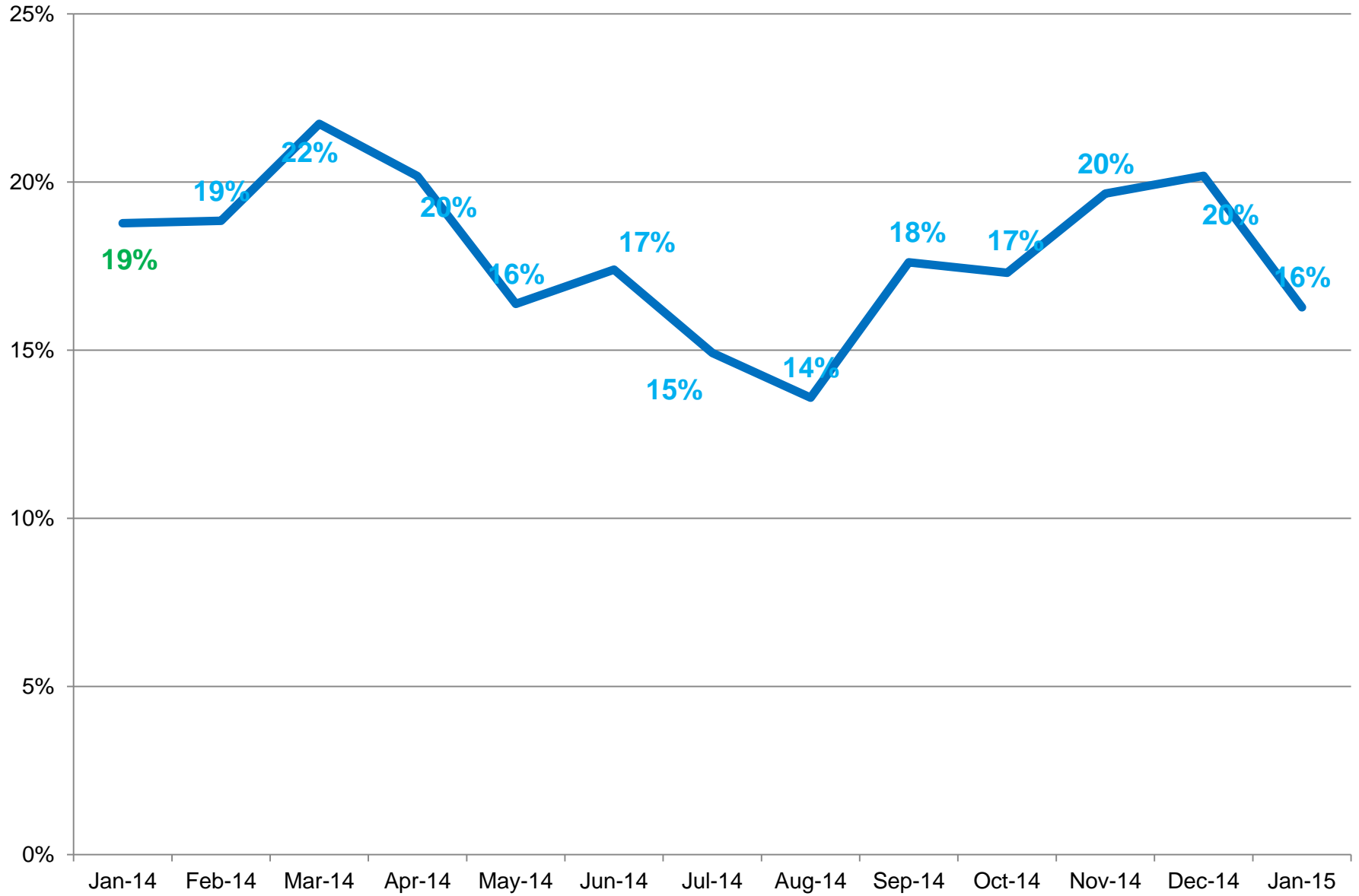
Performance Measure	Jan-15	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Average
1. Total trips requested	28,643	29,024	27,258	31,421	29,553	28,963	29,859	28,055	29,483	28,737	27,897	25,758	27,312	27,784
2. Trips scheduled	25,161	24,683	24,131	28,831	26,923	26,419	26,956	25,663	26,663	26,377	25,547	23,200	24,468	25,320
a. Same day cancels	1,421	1,601	1,286	1,658	1,577	1,424	1,542	1,457	1,540	1,671	1,515	1,348	1,526	1,626
% of trips scheduled	5.6%	6.5%	5.3%	5.8%	6%	5.4%	5.7%	5.7%	5.8%	6.3%	5.9%	5.8%	6.2%	6.4%
b. Late cancels	313	424	330	356	336	291	317	312	291	299	285	294	239	273
% of trips scheduled	1.2%	1.7%	1.4%	1.2%	1.2%	1.1%	1.2%	1.2%	1.1%	1.1%	1.1%	1.3%	1.0%	1.1%
c. Total customer no-shows	422	422	413	450	423	393	459	386	424	345	356	357	349	368
% of trips scheduled	1.7%	1.7%	1.7%	1.6%	1.6%	1.5%	1.7%	1.5%	1.6%	1.3%	1.4%	1.5%	1.4%	1.5%
d. No-show (operator)	3	3	1	1	2	3	2	2	0	2	1	0	1	1
3. Total trips served	23,002	22,235	22,101	26,366	24,585	24,308	24,636	23,506	24,408	24,060	23,390	21,201	22,353	23,053
a. Average weekday riders	967	881	975	1,025	1,030	997	984	974	1,000	972	964	940	924	956
b. Advance reservation	15,752	14,792	13,836	17,393	16,125	15,848	15,862	14,841	15,758	15,393	15,002	13,443	14,027	14,608
c. Agency trips	3,398	3,726	4,331	4,425	4,095	4,054	4,316	4,269	4,211	4,170	3,976	3,674	4,069	4,086
d. Individual subscription	3,852	3,717	3,934	4,548	4,365	4,406	4,458	4,396	4,439	4,497	4,412	4,084	4,257	4,359
e. Taxi trips	3,744	4,488	4,345	4,563	4,330	3,304	3,676	4,089	3,998	4,855	5,083	3,996	4,198	4,335
(taxi % of total trips)	16%	20%	20%	17%	18%	14%	15%	17%	16%	20%	22%	19%	19%	19%
4. Total Redi-Wheels riders	2,108	2,104	2,086	2,236	2,198	2,198	2,230	2,130	2,166	2,162	2,089	1,971	1,996	2,061
5. Inter-County Transfer Trips	280	274	283	281	251	296	317	279	252	261	285	229	291	358
6. On-time performance ¹	90.1%	87.0%	87.6%	88.2%	88.0%	87.6%	90.6%	91.0%	91.0%	91.5%	92.0%	91.5%	94.3%	90%
7. Productivity (psgrs/rvh) ²	1.66	1.57	1.64	1.64	1.66	1.66	1.63	1.62	1.70	1.74	1.70	1.71	1.69	1.72
8. Complaints per 1000 trips	1.4	1.0	0.5	0.4	0.5	0.9	0.6	0.9	0.7	0.7	0.6	0.7	0.4	0.7
9. Compliments per 1000 trips	3.3	0.6	1.2	0.3	0.6	0.9	0.9	1.0	1.5	1.0	1.5	1.3	0.5	1.1
10. Avg phone wait time (mins)	0.8	1.4	1.4	2.2	1.9	0.7	1.4	1.1	1.4	1.5	1.5	1.3	1.2	1.50
2/27/2015														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

For questions, call Tina at 508-6247

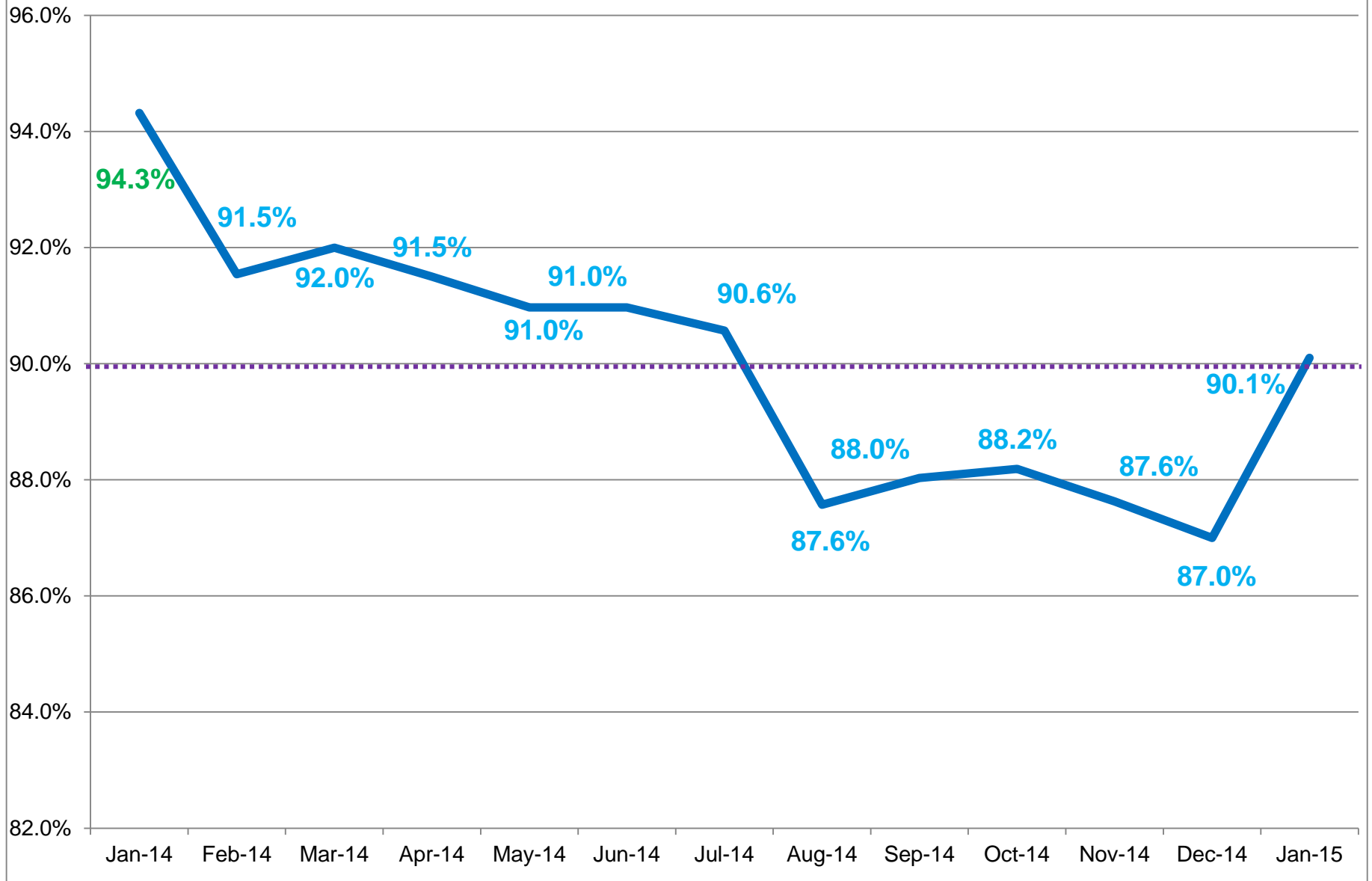
Total Trips Served



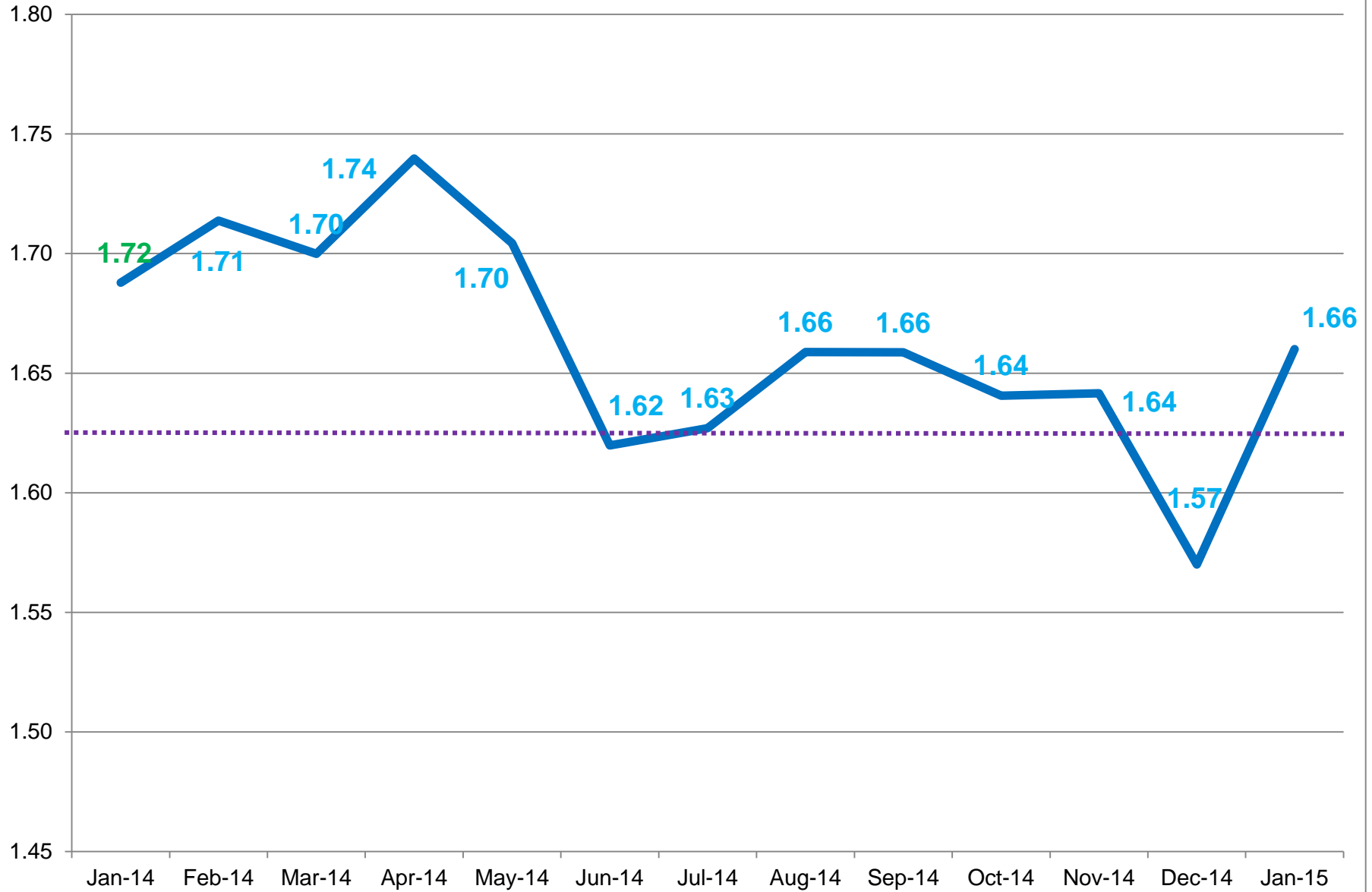
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



**Redi-Wheels
Monthly Comment Statistics**

2/27/2015

	<u>December</u>		<u>November</u>		<u>% Change</u>	<u>YTD*</u>	
	<u>Number</u>	<u>Rate per 1000 rides</u>	<u>Number</u>	<u>Rate per 1000 rides</u>	<u>in rate per 1000 rides</u>	<u>Average Number</u>	<u>Rate per 1000 rides</u>
Comments by Category							
Policy related	25	1.1	17	0.8	47%	17	0.7
Service related	23	1.0	12	0.5	92%	8	0.3
Compliment	13	0.6	26	1.2	-50%	9	0.4
Total	61	2.7	55	2.5	11%	34	1.4

Average Response Time to Customer (Days) **

Complaints	3.8	4.8	3.9
Compliments	4.0	3.6	3.0
Overall	3.8	4.2	3.6

* Year to date from July 2014

** Time from when SamTrans receives the comment until the customer gets a response

**Redi-Wheels
Monthly Comment Statistics**

					2/27/2015
	Dec	Nov		YTD* Average	YTD* Rate per 1000 rides
Comments by Type					
Compliment	13	26		18	0.7
	0	0			
Customer error	19	15		28	1.2
Ride cancelled	0	0		0	0.0
Driver assistance	0	1		0	0.0
Denied ride	0	0		0	0.0
Driver conduct	8	2		3	0.1
Dispatcher error	3	1		1	0.0
Driver proficiency/driver safety	1	1		1	0.0
Early vehicle	0	0		0	0.0
Incident	1	0		0	0.0
Late vehicle	7	4		6	0.2
Missed trip	3	1		2	0.1
Phones (wait times, no answer)	1	0		1	0.0
General policy	0	0		0	0.0
Reservation error	0	2		1	0.0
Ride Time	0	0		1	0.0
Reservationist	0	0		0	0.0
Scheduling error	0	0		0	0.0
Safety of passenger	0	0		0	0.0
Service request	4	2		5	0.2
Vehicle preference	0	0		0	0.0
Vehicle quality	1	0		0	0.0
Total	61	55		68	2.8
* Year-to-date from July 2014.					

MONTHLY OPERATING PERFORMANCE SUMMARY DEFINITIONS

Performance Measure	Definition
1. Total trips requested	All trip requests called into Redi-Wheels reservationists
2. Trips scheduled	Trips scheduled up to 5:00 p.m. the day before the scheduled trip and standby trips (excludes cancels made before this time)
a. Same day cancels	Cancellation by customer from 5:01 p.m. the day before the scheduled trip up to two hours before scheduled pick up time
b. Late cancels	Cancellation by customer within 2 hours of scheduled pick up time
c. No-show (customer)	Customer does not appear within 5 minutes of vehicle arrival
d. No-show (operator)	Redi-Wheels fails to pick up passenger or arrived more than 90 minutes after the scheduled time (documented from customer complaints and/or Redi-Wheels operating records)
3. Total trips served	Completed one-way passenger trips by Redi-Wheels bus, sedan, taxi or minivan
a. Average weekday ridership	Total weekday trips divided by number of weekdays in month
b. Advance reservation	Redi-Wheels trips booked 1-7 days in advance
c. Agency trips	Redi-Wheels standing order trips provided to agency clients
d. Individual subscription	Redi-Wheels trips made by individuals on a standing-order basis
4. Total Redi-Wheels riders	Unduplicated individuals who rode Redi-Wheels during the month
5. Intercounty transfer trips	Trips which the customer states involve a transfer to another paratransit provider. Does not include trips with an origin or destination in the Redi-Wheels service area of San Francisco or Palo Alto.
6. On-time performance	Percent of trips picked up within 20 minutes of scheduled pick up time
7. Productivity (psgrs/rvh)	Number of passengers divided by number of vehicle revenue hours
8. Complaints per 1000 trips	Computed by dividing valid service complaints by total trips divided by 1,000
9. Compliments per 1000 trips	Computed by dividing total compliments by total trips divided by 1,000
10. Avg. phone wait time (mins)	This is the average wait for reservation calls; it represents the approximate wait time for most customers.
2/27/2015	

Comment Code Definitions									
Description	Definition								
Compliment	compliments of any kind								
Customer error	complaints resulting from a misunderstanding or misinterpretation of policy								
Ride cancelled	customer's trip was cancelled in error or for unknown reason								
Driver assistance	complaints about level/quality of assistance from driver, including securement								
Denied ride	complaint about a denied trip								
Driver conduct	dissatisfaction with driver conduct, attitude, appearance, actions, judgment								
Dispatcher error	dissatisfaction with dispatcher's actions or conduct								
Driver proficiency/safety	observations of unsafe driving, bad driving practices								
Early vehicle	vehicle arrived more than 5 minutes before the scheduled p/u time								
Incident	accidents, injuries or other serious incidents								
Late vehicle	vehicle arrived more than 20 minutes after the scheduled p/u time or dropoff time								
Missed trip	contractor failed to pick up the passenger								
Phones	dissatisfaction with wait times, no answer, busy, etc.								
General policy	complaints about Redi-Wheels policies								
Reservation error	wrong information taken for reservation								
Ride time	ride time exceeded the ride time standards								
Reservationists	dissatisfaction with reservationist's actions or conduct								
Scheduling error	complaint about scheduling error								
Safety of passenger	safety complaint related to passenger, e.g. securement								
Service request	service requests and suggestions								
Vehicle preference	request for particular type of vehicle								
Vehicle quality	Complaints related to the vehicle								