

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



September 8, 2015
1:30-3:30 p.m.

San Mateo County Paratransit Coordinating Council (PCC)

P.O. Box 1035

San Carlos, CA 94070

Phone: (650) 299-1442

Fax: (888) 519-6279

Visit us Online! www.sanmateopcc.org

Email: sanmateopcc2@gmail.com

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
September PCC Agenda.....	4
July PCC Meeting Minutes.....	5-9
Draft 2015/16 & 2016/17 PCC Work Plan.....	10-16
Redi-Wheels Reports.....	17-25
Performance Measures Report.....	17
Total Trips Served Report.....	18
Taxis – Percent of Total Trips Report.....	19
On-time Performance Report.....	20
Productivity (Passengers/Revenue Vehicle Hour) Report.....	21
Monthly Comment Statistics by Category.....	22
Monthly Comment Statistics by Type.....	23
Comment Code Definitions.....	24

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	1 st Tuesday Quarterly	2 nd Tuesday Bi-Monthly	3 rd Thursday or Friday Quarterly	1 st Wednesday, Monthly
*No August Meeting		*No August Meeting	Senior Coastsiders 925 Main Street, Half Moon Bay	
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.
January 13, 2015	January 6, 2015	January 13, 2015		January 7, 2015
February 10, 2015			Thursday, February 19, 2015	February 4, 2015
March 10, 2015		March 10, 2015		March 11, 2015
April 14, 2015 *Meeting 4:00-6:00 p.m. *First Transit Appreciation Party 6:00-8:00 p.m.	April 7, 2015		Thursday, April 16, 2015	April 1, 2015
May 12, 2015		May 12, 2015		May 6, 2015
June 9, 2015 *PCC Retreat 10:30-3:30 p.m.				June 3, 2015
July 14, 2015	July 7, 2015	July 14, 2015	Friday, July 17, 2015	July 1, 2015
				August 5, 2015
September 8, 2015		September 8, 2015		September 2, 2015
October 13, 2015	October 6, 2015			October 7, 2015
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**

September 8, 2015

- | | |
|--|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of July Meeting Minutes | 1:40 |
| 5. Presentation by Rita Haskin, SamTrans | 1:45 |
| 6. Committee Reports | 2:15 |
| 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) Discussion of Draft FY 2015/16 and 2016/17 PCC Work Plan | |
| *2) Motion to Approve the Policy Committee as part of AL-Com | |
| E. PCC Nominating Committee – Barbara Kalt and Dale Edwards | |
| *Approval of 2015-16 PCC Officers | |
| 7. 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 | |
| 8. 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)—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
July 14, 2015**

ATTENDANCE: Members Present: Mike Levinson, Chair; Sammi (Wilhelmina) Riley, Consumer; Dale Edwards, Consumer; Maureen Dunn, Senior Focus; Vincent Merola, CiD; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Susan Capeloto, DOR; Dr. Aki Eejima, Consumer; Judy Garcia, Consumer; and Sandra Lang, COA.

GUESTS: Coli Bertucelli, Community Gatepath; Richard Weiner, Nelson-Nygaard; Ashish John, SamTrans; John Sanderson, SamTrans; Dave Daley, First Transit; Elly Colwell, SamTrans; Erin Swartz, PCC Staff.

ABSENTEES: Dr. Michal Settles, PCC Vice-Chair; Jim Engvall, Consumer; Nancy Kegan, Catholic Charities; Barbara Kalt, Rosener House; Marie Violet, Sequoia Hospital.

(Member Attendance: 11; Quorum—YES.)

WELCOME/INTRODUCTION

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

APPROVAL OF THE JUNE PCC MINUTES

Mike requested corrections for the June PCC meeting minutes. First, the call to order was at 10:30 a.m. instead of 1:30 p.m. and the meeting ending time should be around 3:00 p.m. Mike also asked that the text of the presentation given by Richard Weiner, include the phrase, "...at least the same" in the section referring to the availability of paratransit services. Mike motioned to approve the corrected minutes for June and Maureen seconded. There were no abstentions.

COMMITTEE REPORTS

A. ADVOCACY- LEGISLATIVE COMMITTEE (AL-COM)

Sandra reported that the most recent AL-Com meeting was on Tuesday, July 7, 2015. She reviewed the work of the Ad Hoc Committee and stated that she would be stepping down as AL-Com Chair. The Committee will continue working with Seamus Murphy at SamTrans to receive legislative updates. Tina will be contacting Jean Conger at SamTrans to ask if she can attend an upcoming AL-Com meeting. The Ad hoc Committee completed a thorough review of Redi-Wheels customer comments and worked with John Sanderson to reformat the Customer Comment Report for the PCC. Sandra added that AL-Com Chair nominees should contact Mike, Vincent or Erin. Tina will also be bringing copies of the Senior Mobility Guide to the next AL-Com meeting. The next AL-Com meeting is scheduled for Tuesday, October 6, 2015.

B. GRANT/BUDGET REVIEW

Barbara absent, no report available.

C. EDUCATION COMMITTEE

Maureen reported that the Education Committee met before today's PCC meeting. The last outreach presentation was at Doelger Center in Daly City on June 15. About 30 people attended the meeting. Aki and Mike received multiple messages after the presentation, with positive feedback. Legal Aid, another group presenting that day, may be a good source for recruiting new PCC members. Erin also reported on an outreach event in Pacifica that took place in May.

The next outreach event is Seniors on the Move, which is scheduled on November 10, the same day as the November PCC meeting. Four people have tentatively volunteered to work at this event. The PCC will be tentatively re-scheduling the November meeting for the 17th, so that the PCC members can attend Seniors on the Move and come to the PCC meeting.

The Education Committee discussed the process for new members who are joining the PCC. New PCC members will be invited to attend meetings first and then get an application from Erin. The PCC will review the applications and approve the new members. An orientation session will be provided for new PCC members, as well.

D. EXECUTIVE COMMITTEE

The next Executive Committee meeting will be held at 10:00 a.m. on Friday, July 31, 2015 in a conference call format. Vincent Merola, who has been nominated as the PCC Vice-Chair, will be participating, along with Linda Rhine and Richard Weiner from Nelson-Nygaard.

Consumer Corps Report

Erin provided the Consumer Corps Quarterly Report. A total of 136 ride evaluations were submitted between April and June 2015. Total reports this quarter were slightly lower than the previous quarter, along with the number of Redi-Wheels Comment Cards observed in paratransit vehicles. On-time performance was about 81% and the longest wait time reported by a rider was 38 minutes beyond the 20 minute scheduled pick up time. Problems with Night Before Calls and reservation hold times continue to be very low. Redi-Wheels rider satisfaction with Driver Assistance continues to be very high. About 2/3 of Consumer Corps members reported being picked up in a Redi-Wheels vehicle and the remaining 1/3 reported being picked up by a taxicab. Erin clarified that the Consumer Corps members who travel in and around Pacifica are categorized as Redi-Wheels clients, not RediCoast. Trends show that most of the Consumer Corps members traveled distances less than 20 miles on their rides and that taxicabs are carrying Redi-Wheels Comment Cards more often.

Vincent asked about On-Time Performance in the Consumer Corps, as it compares to the Redi-Wheels On-Time Performance data provided in Tina's monthly reports. Tina noted that the Consumer Corps data is not intended to be statistically significant, but rather, operates as a "snapshot" of an average ride on Redi-Wheels. Dave pointed out that advance reservation service has a lower On-Time Performance and agency service has higher On-Time Performance. He discussed the four types of paratransit rides provided: Advanced reservation, Agency trips, Individual subscription, and Taxi trips. Dave reported that On-Time Performance for Agency service rides has been over 97% and Advance reservation (on-demand) service is over 80%. Together, these two types of trips averaged about 90% On-Time Performance.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Tina reported that the SamTrans Marketing Survey was completed with 500 Redi-Wheels/RediCoast riders. About 10% of the respondents used RediCoast. In September, a full report should be available for the AI-Com and the PCC meetings.

Tina provided several other updates from SamTrans. SamTrans Contracts and Procurements department released RFPs for Travel Training Contracts. Tina described this service as travel training for people with specific types of disabilities, so that they can utilize fixed route service. Tina said that the SamTrans reception desk will be moved to the first floor of the building at some point before the end of 2015.

In addition, the C.A.R.E. Evaluators contract was renewed for paratransit eligibility evaluations.

SamTrans is no longer charged for individual evaluations and has now switched to a flat rate per month payment structure. The new five-year contract also includes additional staff that are based locally. Mike added that the new C.A.R.E. evaluators Office is in Burlingame.

Tina followed up on Dinae's complaint from last week's AL-Com meeting. Tina noted that hold times have gone up in May and June, but more information would be needed to address Dinae's specific complaint. Tina said that although the dispatcher department was fully staffed, there was a high call volume yesterday.

Coastside Statistics Report

In Michal Settles' absence, Tina announced that the Coastside meeting is taking place this Friday. Mike Levinson reported that he will be attending.

Tina provided the Coastside Transportation Committee Quarterly Report. Total Trips have increased from 2,204 in June 2014 to 3,222 in June 2015. Average weekday ridership has increased slightly, while Same day cancels have decreased over the same time period. There were 9 No-shows in June 2014 and 41 in June 2015. On-Time Performance has been near 100% for the past several months. Productivity did not meet the standard, but has increased over the past several months. Richard asked about the Productivity standard of 1.5 passengers/hour. Ashish John reported that the assessment and bonus table used by SamTrans includes productivity. In response to a question from Maureen, SamTrans confirmed that taxicabs are not used as a part of paratransit services on the Coastside. Complaints were less than 1 per 1000 trips. Average phone wait times exceeded the standard of 1.5 minutes or less.

F. Performance Summary

Tina provided the Redi-Wheels Performance Measures Report. From April to May 2015, Total trips served decreased slightly and Total customer no-shows increased. Late cancels decreased significantly over the same time period. From April to May 2015, Average weekday ridership stayed near 1,000 and taxi trips continued to increase. In May 2015 there were 2,148 Redi-Wheels riders and 296 Inter-County Transfer Trips. On-time performance continues to exceed the standard of 90%. Productivity met the standard of 1.70 passengers/hour. Average phone wait time also exceeded the standard of 1.5 minutes or less.

Dave reported that more taxi service has been needed because SamTrans owned vehicles are running at near capacity. Vincent asked about the dotted line on the OTP graph. Richard noted that the dotted line likely represents the average of the OTP data for the past 12 months.

Dave said that in the next 30 days, the installation of new mobile data terminals and equipment in sedans will be completed. Aki asked about the status of Trapeze and IVR. John responded that after the Trapeze upgrade in June, some features were not fully functional for a few weeks while bugs in the software were being worked out. Tina reported that IVR imminent arrival calls will go through internal testing once the Trapeze upgrade is wrapped up.

Aki also asked about commute.org vehicles that he has observed on local roads. Ashish John reported that the shuttles are a joint service between SamTrans and the Peninsula Traffic Congestion Relief Alliance (Commute.org). The shuttles mainly serve Caltrain and BART stations. Ashish John noted that the new RFP stipulates that the vehicles are ADA accessible, but they do run on a fixed schedule without requiring reservations.

John provided the Monthly Redi-Wheels Paratransit Comment Statistics Report. About 1/3 of the 48 total Comments in May were determined to be valid. John pointed out that Redi-Wheels receives many reports of late vehicles, which are not found to be late beyond the 20 minute pick-up window. Overall, the data shows consistent trends in Service Related comments, such as Driver Conduct and Late Vehicles.

Safety Report

Dave reported that in May, there were 3 preventable, non-injury accidents. Two minor accidents took place in June, which exceeded the standard. Aki asked Dave about safety reporting for Serra taxicab. Dave confirmed that accidents involving taxis are included.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Mike reported that the next Coastside meeting is scheduled for Friday, July 17, 2015 from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay.

B. AGENCY

Barbara reported that no update is available.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Aki reported that the ERC did not hold a July meeting. The next meeting will be on Tuesday, August 4, 2015 from 11:00-12:30 p.m.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA met yesterday at the County of San Mateo Human Services Agency in Belmont. The COA has been working to restructure the group to focus on elder abuse, transportation, and resources for seniors. There is a new Committee on Transportation. The next COA meeting is scheduled for September.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that the Art Showcase Artists' Reception and Silent Auction will take place on October 20, 2015 and the Transition to Independence Fair is scheduled for October, as well. He will share more information about these events soon.

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

Vincent reported that the CiD is collaborating with other independent living centers to host the Disability Unity Festival near the UN Plaza in San Francisco at UN Plaza on September 25 and 26. Vincent will forward Erin an electronic copy of the event flyer to share with the members of the PCC.

G. DEPARTMENT OF REHABILITATION (DOR)

Susan reported that a pilot program for the Work Incentive and Planning Assistance Project is being implemented. One WIPA office will be in San Mateo County and one will be in San Francisco. Work Incentive Planners (WIPAs) will work with clients who are job-ready to coordinate their benefits.

H. METROPOLITAN TRANSPORTATION COMMISSION (MTC)

No report available.

OTHER BUSINESS

Tina reported that she has received feedback from only one person about the new Redi-Wheels ticket format.

Dinae asked to have Christmas caroling brought back for December 2015. Tina agreed to check staffing on the Coastside and Dinae noted that Bill Welch would like to participate. Dave volunteered to play the 12 Days of Christmas on the guitar and Marie Violet may be available to play piano.

Dave announced that a longtime paratransit driver and trainer, Willie Vaughn, passed away unexpectedly in June. Tina motioned and Mike seconded to adjourn the meeting in honor of Willie.

The next PCC meeting will be scheduled to take place from 1:30-3:30 p.m. on September 8. The Education Committee will be meeting that same day from 12:00-1:00 p.m.

MEETING ADJOURNED: 3:15 p.m.

**Draft 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

¹ Preliminary list of agencies include College of San Mateo Disability Services, Select college classes, Peninsula, JCC, SF Regional Center

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

**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 feedback on all Redi-Wheels and RediCoast communication 	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 develop and implement same day services • Review and develop update to the Senior Mobility Guide and develop distribution network • 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 First Transit 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>

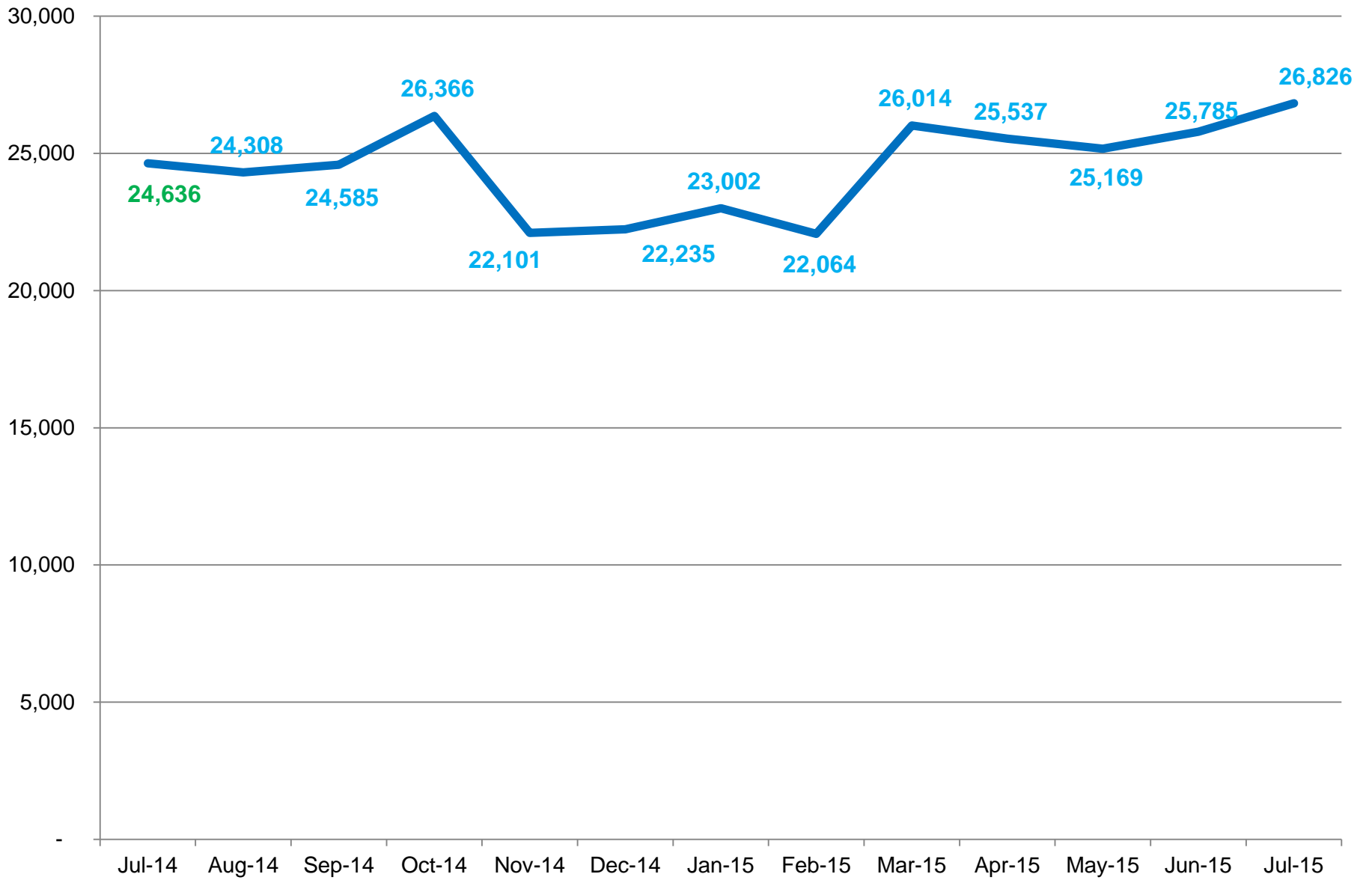
**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

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

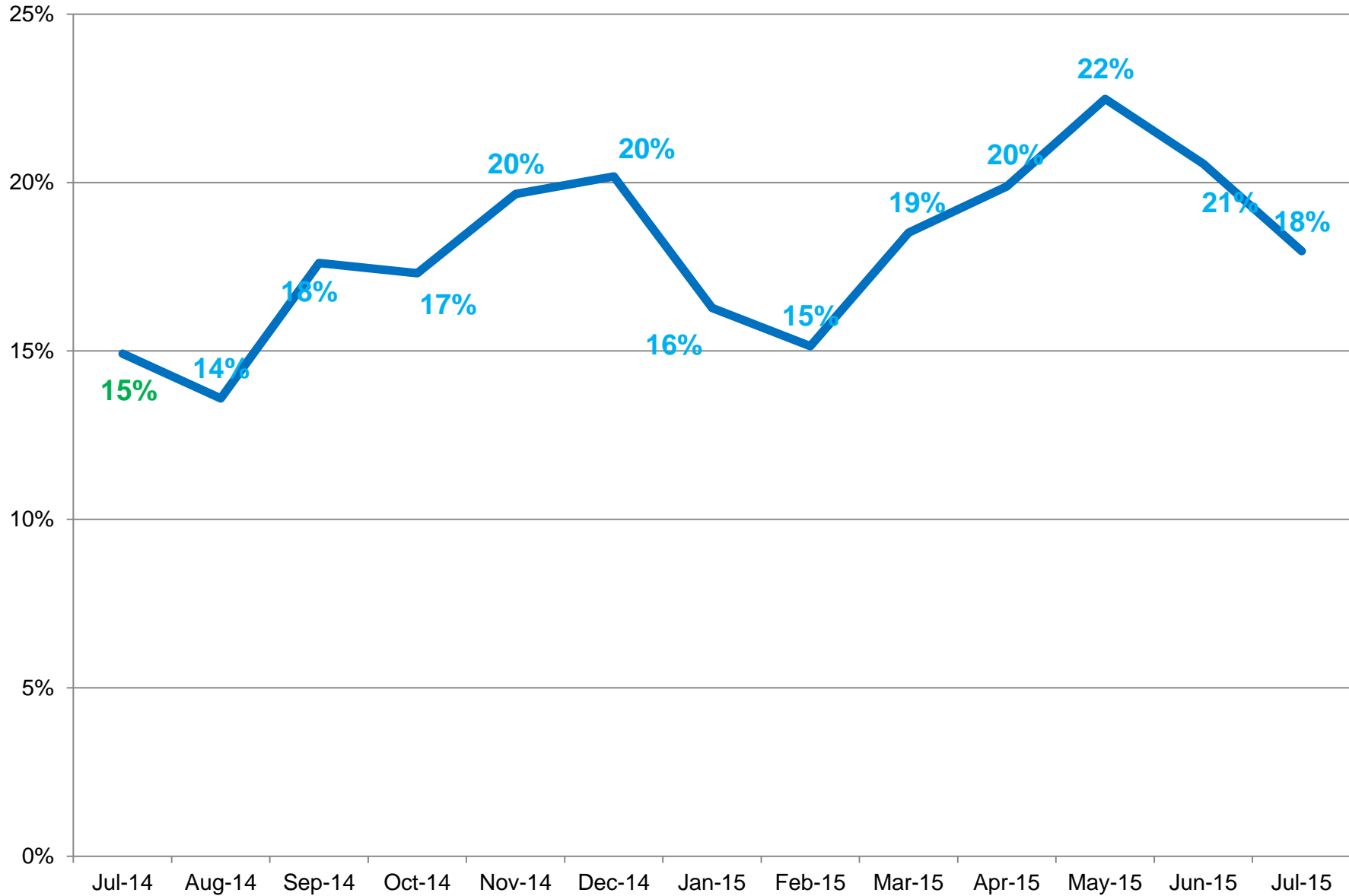
Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Average
1. Total trips requested	29,859	28,963	29,553	31,421	27,258	29,026	28,643	26,694	30,650	30,145	30,213	30,655	31,725	29,600
2. Trips scheduled	26,956	26,419	26,923	28,831	24,131	24,685	25,161	23,890	28,046	27,115	27,147	27,930	29,340	26,660
a. Same day cancels	1,542	1,424	1,577	1,658	1,286	1,601	1,421	1,210	1,266	340	1,255	1,415	1,803	1,369
	5.7%	5.4%	5.9%	6%	5.3%	6.5%	5.6%	5.1%	4.5%	1.3%	4.6%	5.1%	6.1%	5.1%
b. Late cancels	317	291	336	356	330	424	313	312	377	918	380	388	340	391
% of trips scheduled	1.2%	1.1%	1.2%	1.2%	1.4%	1.7%	1.2%	1.3%	1.3%	3.4%	1.4%	1.4%	1.2%	1.5%
c. Total customer no-shows	459	393	423	450	413	422	422	304	386	319	342	342	371	388
% of trips scheduled	1.7%	1.5%	1.6%	1.6%	1.7%	1.7%	1.7%	1.3%	1.4%	1.2%	1.3%	1.2%	1.3%	1.5%
d. No-show (operator)	2	3	2	1	1	3	3	0	3	1	1	0	0	2
3. Total trips served	24,636	24,308	24,585	26,366	22,101	22,235	23,002	22,064	26,014	25,537	25,169	25,785	26,826	24,510
a. Average weekday riders	984	997	1,030	1,025	975	881	967	973	1,033	1,026	1,060	1,045	1,045	1,003
b. Advance reservation	15,862	15,848	16,125	17,393	13,836	14,792	15,752	14,815	17,478	17,096	17,007	17,097	17,458	16,197
c. Agency trips	4,316	4,054	4,095	4,425	4,331	3,726	3,398	3,418	4,112	4,033	3,852	4,265	4,284	4,024
d. Individual subscription	4,458	4,406	4,365	4,548	3,934	3,717	3,852	3,831	4,424	4,408	4,310	4,423	5,084	4,289
e. Taxi trips	3,676	3,304	4,330	4,563	4,345	4,488	3,744	3,342	4,817	5,078	5,660	5,300	4,819	4,420
<i>(taxi % of total trips)</i>	15%	14%	18%	17%	20%	20%	16%	15%	19%	20%	22%	21%	18%	18%
4. Total Redi-Wheels riders	2,230	2,198	2,198	2,236	2,086	2,104	2,108	2,078	2,203	2,206	2,148	2,240	2,240	2,175
5. Inter-County Transfer Trips	317	296	251	281	283	274	280	290	310	305	296	282	287	289
6. On-time performance ¹	90.6%	87.6%	88.0%	88.2%	87.6%	87.0%	90.1%	91.1%	89.6%	91.3%	91.7%	88.5%	88.4%	89%
7. Productivity (psgrs/rvh) ²	1.63	1.66	1.66	1.64	1.64	1.57	1.66	1.59	1.66	1.81	1.70	1.66	1.74	1.66
8. Complaints per 1000 trips	0.6	0.9	0.5	0.4	0.5	1.0	1.3	0.5	0.5	0.9	0.7	0.5	0.5	0.7
9. Compliments per 1000 trips	0.9	0.9	0.6	0.3	1.2	0.6	3.3	1.8	0.9	0.6	1.0	0.7	0.7	1.0
10. Avg phone wait time (mins)	1.4	0.7	1.9	2.2	1.4	1.4	0.8	0.5	0.7	0.9	1.1	1.4	1.4	1.22
8/26/2015														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

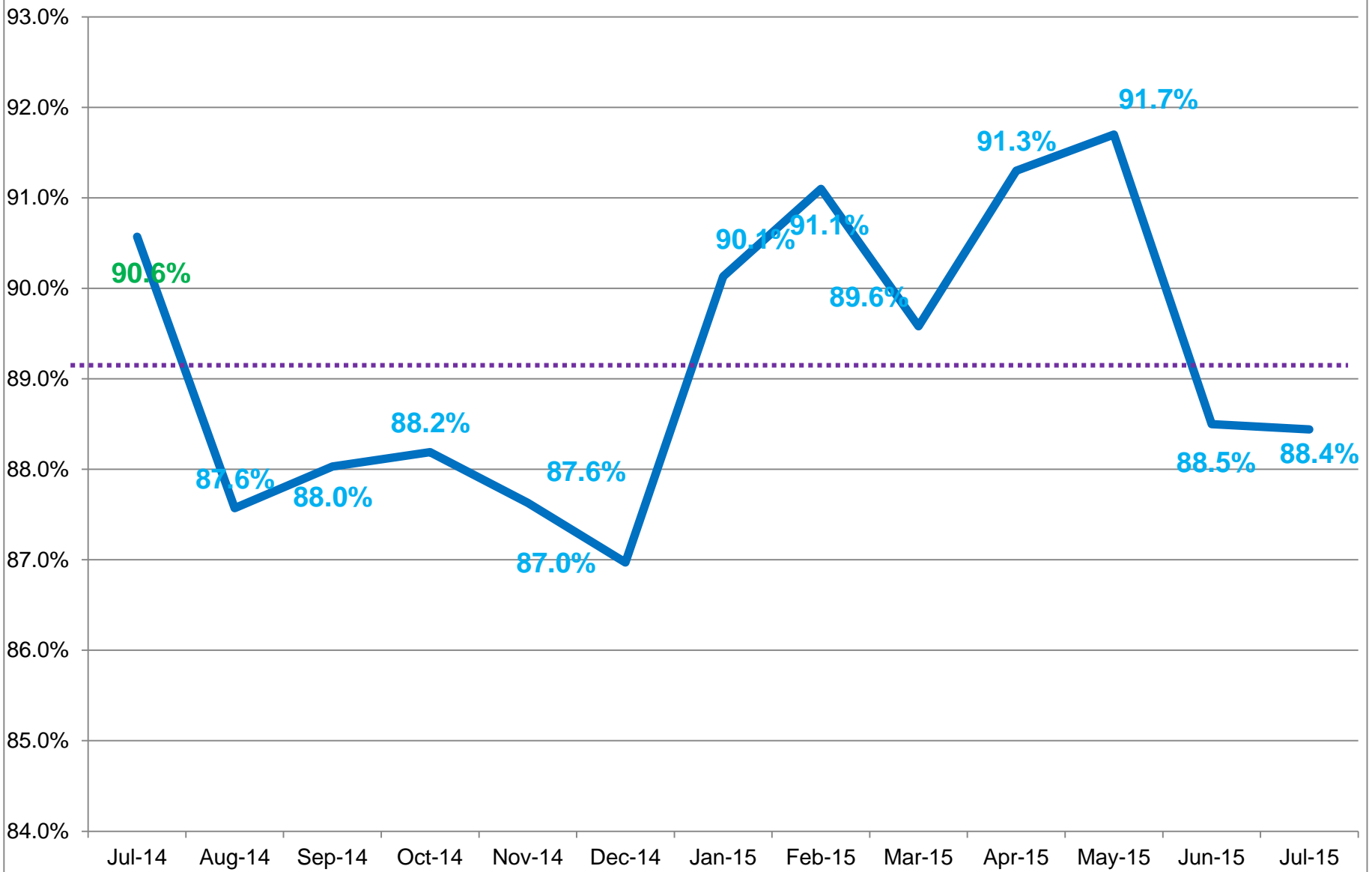
Total Trips Served



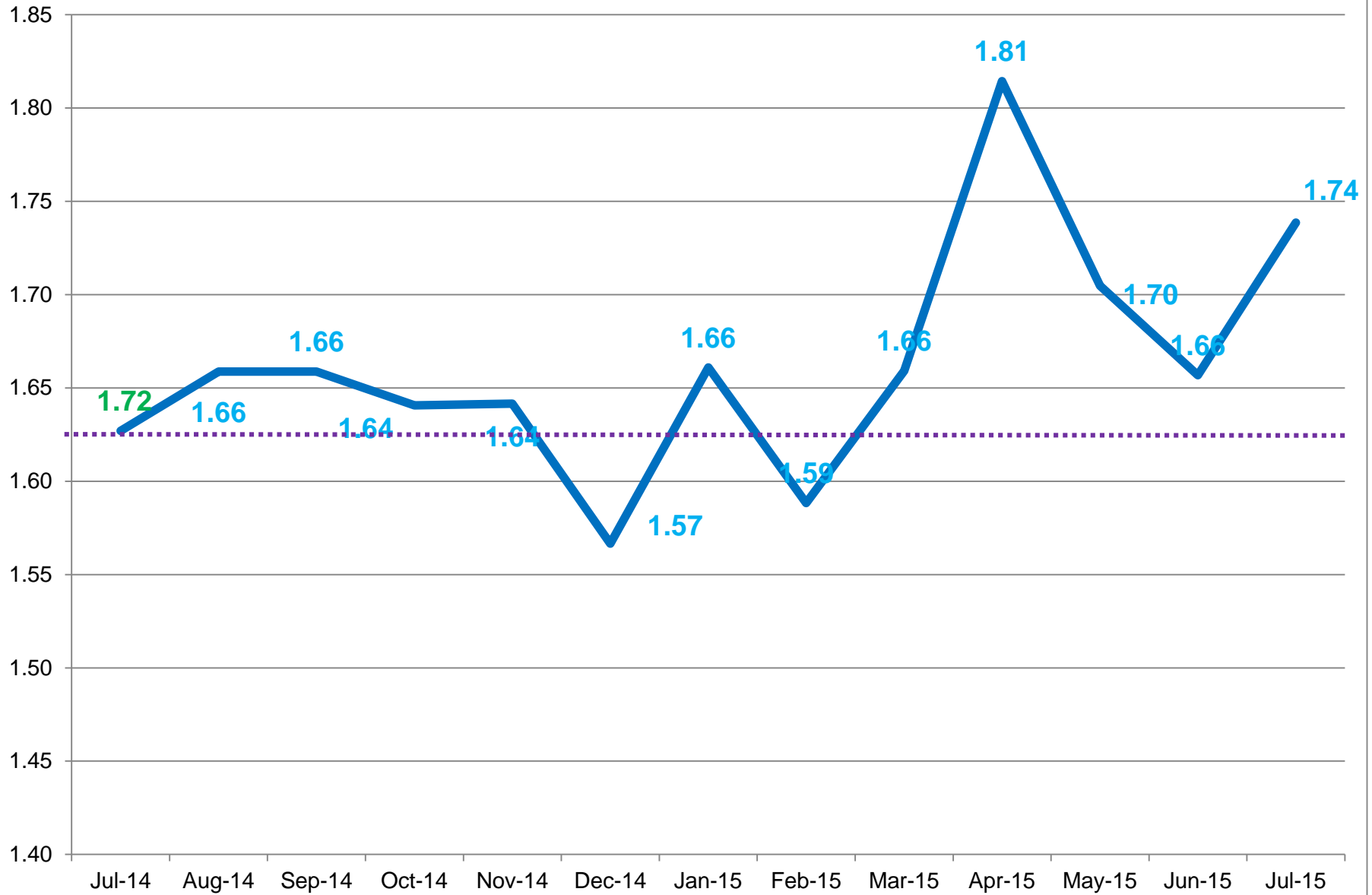
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



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

2015 Comments	June		July		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	50	24	36	18	352	137	38.92%
Compliment	60	60	42	39	315	305	96.83%
Complaint	50	24	36	18	352	137	38.92%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	0	0	5	3	60.00%
Driver Conduct	10	5	7	1	67	16	23.88%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	3	1	0	0	14	5	35.71%
Driving Proficiency	5	0	3	0	39	4	10.26%
Early Vehicle	0	0	0	0	2	0	0.00%
Incident	0	0	0	0	4	1	25.00%
Late Vehicle	9	6	9	6	77	48	62.34%
Missed Trip	8	3	3	2	34	13	38.24%
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	35	15	22	9	242	90	37.19%
Non-Service Related							
Phones	1	1	0	0	2	2	100.00%
Policy Comment	9	4	6	3	53	22	41.51%
Service Request	5	4	7	6	43	18	41.86%
Vehicle	0	0	0	0	9	3	33.33%
Vehicle Preference	0	0	0	0	1	1	100.00%
Vehicle Un-Needed	0	0	1	0	2	1	50.00%
Subtotals	15	9	14	9	110	47	42.73%

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

2015 Comments	June		July		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000 [†]
Rides	25,785		26,826		174,397	
Comments by Category**						
Compliment	60	2.33	39	1.45	305	1.75
Policy Related	9	0.35	9	0.34	47	0.27
Service Related	15	0.58	9	0.34	90	0.52
Total	84	3.26	57	2.12	442	2.53
Average Response Time to Customer (Working Days)[‡]						
Compliment		4.70		4.93		5.45
Policy Related		7.27		6.43		7.70
Service Related		9.09		7.64		9.72
Overall		6.45		5.96		7.39
*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.	