

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



November 14, 2017
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 the Lorna Rodriguez-Wong, 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 2017

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative-Committee	Education Committee	CTC Coastside Transportation Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	2 nd Tuesday Monthly	1 st Friday Bi-Monthly conference call	Senior Coastsiders 925 Main Street, Half Moon Bay	1 st Wednesday Monthly	To be Determined
**No August Meeting	**No August Meeting				**No August Meeting
1:30-3:30 p.m.	11:30-12:30 p.m.	1:00 p.m.	9:30-11:00 a.m.	2:00 p.m.	1:30-3:00 p.m.
January 10, 2017	January 10, 2017			January 4, 2017	TBA
February 14, 2017	February 14, 2017	February 3, 2017		February 1, 2017	TBA
March 14, 2017	March 14, 2017		March 16, 2017 (Cancelled)	March 1, 2017	TBA
April 11, 2017	April 11, 2017	April 7, 2017	April 6, 2017 (Re-scheduled Meeting from March)	April 5, 2017	TBA
May 9, 2017 Meeting from 4:00-5:30 p.m.	May 9, 2017 Meeting from 2:30-3:30 p.m.			May 3, 2017	TBA
June 13, 2017	June 13, 2017	June 2, 2017	June 22, 2017	June 7, 2017	June 8, 2017
July 11, 2017	July 11, 2017			July 5, 2017	TBA
NO MEETING	**NO MEETING**	August 4, 2017		August 2, 2017	TBA
September 12, 2017	September 12, 2017		September 21, 2017	September 6, 2017	TBA
October 10, 2017	October 10, 2017	October 6, 2017		October 4, 2017	TBA
November 14, 2017	November 14, 2017			November 1, 2017	TBA
December 12, 2017	December 12, 2017	December 1, 2017	December 14, 2017	December 6, 2017	TBA

AGENDA

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

1250 San Carlos Avenue, San Carlos, CA 94070

November 14, 2017

1. Pledge of Allegiance 1:30
2. Welcome/Roll Call 1:35
3. Introduction of Resource People 1:38
4. *Approval October 10, 2017 Bi-Annual Retreat Meeting Minutes 1:40
5. Committee Reports 1:50
 - A. Policy/Advocacy/Legislative—Mike Levinson, Chair
 - B. Grant/Budget Review
 - C. Education—Sammi Riley, Chair
 - D. Executive—Mike Levinson, Chair

* Voting on continuation of the Pledge of Allegiance
6. Consumer Corps Quarterly Report – Lorna Rodriguez-Wong 1:55
7. SamTrans / Redi-Wheels Reports 2:00
 - A. Operational Report—Tina Dubost
 - B. Performance Summary—Tina Dubost
 - C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson
 - D. Safety Report—DeRees Clark
8. Liaison Reports 2:15
 - A. Coastside—Cara Schmaljohn
 - B. Agency – Barbara Kalt
 - C. ERC
 - D. Commission on Aging (COA) – Sandra Lang
 - E. Commission on Disabilities (COD) - Benjamin McMullan
 - F. Center for Independence (CID) - Benjamin McMullan
9. Other Business 3:15

*Action Item

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)
BI-ANNUAL RETREAT**

MEETING MINUTES

October 10, 2017

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Tina Dubost, SamTrans; Judy Garcia, Consumer; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Nancy Keegan; Sutter Health Senior Focus; Dale Edwards, Consumer, Marie Violet, Sequoia Hospital; Susan Capeloto, Department of Rehabilitation;

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; John Sanderson, SamTrans; Ashish John, SamTrans; Jessica Epstein; SamTrans; Carmen Santoni; Catholic Charities

ABSENTEES: Aki Eejima, Consumer; Monica Colondres; Community Resident, Valerie Campos, Vista Center for the Blind(Member Attendance 12, Quorum—Yes)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 11:15a.m.and welcomed all to the PCC Retreat.

APPROVAL OF THE SEPTEMBER PAL MINUTES:

Dinae Cruise motioned to approve the September meeting minutes and Mike Levinson seconded the motion.

APPROVAL OF THE SEPTEMBER PCC MINUTES:

Nancy Keegan motioned to approve the September meeting minutes and Barbara Kalt seconded the motion.

RETREAT REPORTS:

A. EXECUTIVE COMMITTEE

Mike Levinson mentioned that the Executive Committee met this month and will place the continuation of saying the Pledge of Allegiance on the agenda at the November 14th PCC meeting.

B. REVIEW OF THE REGIONAL CONFERENCE 2017

On Tuesday, February 21, 2017, the San Mateo County Paratransit Coordinating Council hosted a Regional Conference, "Beyond ADA." The conference was held at the

SamTrans Headquarters building in San Carlos, CA. In attendance at the conference were Paratransit Coordinating Council (PCC) representatives, paratransit providers, paratransit customers, transit agency representatives, transit planners, and transit consultants from five of the nine Bay Area Counties. Representatives from the SamTrans Board of Directors and San Mateo County Field Representatives for California State Legislature offices were also in attendance.

Richard Weiner reviewed the topics from the Regional Conference in February 2017. Conference attendees gathered into breakout groups, shared their experiences and opinions on the following topics: Other Same-Day Service Options (not taxis or TNCs), Use of Taxis and TNCs in Service to People with Disabilities, Effectiveness of PCCs & Protocols Used for Inter-County Transfers, and other Best Practices in Paratransit Services. Some of the highlights of that conference follow:

- Taxi Companies are suffering with the use of TNC(Lyft and Uber types of) competition. Participants said there were issues regarding the screening of TNC drivers. It was suggested that a surcharge be placed on the TNC drivers to contribute funding to the CPUC to regulate them. Fremont has tried working with the TNC due to lack of control and oversight of drivers' hours. It was noted that sometimes drivers are members of both Lyft and Uber. This can present a hazard to the community if drivers' focus is limited due to lack of sleep when drivers shift from one company to the other at the end of their work shift.
- There was a concern that there was insufficient availability of vehicles to accommodate people who use wheelchairs and that some TNC drivers have refused to allow service animals in their vehicles.
- Participants said there is a growing need for affordable paratransit fares for low income consumers (in other counties that don't have comparable program to San Mateo County).
- Participants stated that ongoing sensitivity training is needed for bus operators.
- East Bay Paratransit provides customers a booklet with emergency instructions which may be useful in other systems.

Action Item: Richard to Weiner will contact Annette Williams, SFMTA to get a copy of a report with recommendation on providing guidelines for the equity of TNC alternatives in San Francisco. Richard suggested contacting Drennen Shelton, MTC staff regarding hosting the next regional conference.

C. REVIEW OF THE 2015-2017 WORK PLAN

Retreat participants then reviewed the Work Plan that resulted from the previous retreat to determine which items had been accomplished and which ones required continued activity. These are described below.

**Final Work Plan for FY 2015/17 and Draft Plan 2017/2019
San Mateo County Paratransit Coordinating Council (PCC)**

2015/2017 Objectives	2015/17 Tasks	2015/17 Accomplishments	2017/19 New Tasks
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 	Tina indicated that the IVR project was implemented.	<ol style="list-style-type: none"> 1. Mike stated that same day IVR still needs improvement. 2. Sammie noted that based on present software, more accurate same day notification could not be addressed at this time. 3. We will continue advocating for real time estimate of arrival

2015/2017 Objectives	2015/17 Tasks	2015/17 Accomplishments	2017/19 New Tasks
<ol style="list-style-type: none"> 1. Develop strategic partnerships with agencies/organizations that have similar issues and concerns 2. Enhance PCC membership <ol style="list-style-type: none"> a. Strategically recruit new members b. Educate existing members 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Tina concluded that this objective has been successful. 2. PCC members agreed but pointed out that this will always be a function of the PCC. 	This is an ongoing activity
<p>¹ Preliminary list of agencies include College of San Mateo Disability Services, Select college classes, Peninsula, JCC, SF Regional Center</p> <p>² Preliminary list of guest speakers include representative from Office of Emergency Services, Legislative Analyst, New SamTrans General Manager, MTC representative for Mobility Management, expert on transit /paratransit funding</p>			

2015/2017 Objectives	2015/17 Tasks	2015/17 Accomplishments	2017/19 New Tasks
Enhance Communication Within PCC and with SamTrans	<ol style="list-style-type: none"> 1. Develop Master Calendar of Events 2. Explore Regional PCC conference with MTC and other PCCs 3. Expand PCC membership 4. Provide new members with an orientation session 5. Review and provide input on all Redi-Wheels and RediCoast outreach materials 	<ol style="list-style-type: none"> 1. PCC has created a Calendar of Events. 2. Our PCC held a Regional Conference with MTC and other PCCs. 3. The PCC reviewed and provided input on all Redi-Wheels and Redi-Coast outreach materials. 	<ol style="list-style-type: none"> 1. We have ongoing tasks to expand the PCC membership and have provided new members with an orientation session. 2. We need to create new tasks for this objective.

2015/2017 Objectives	2015/17 Tasks	2015/17 Accomplishments	2017/19 New Tasks
<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>The PAL meeting changes need to be addressed and the By-Laws updated</p>

2015/2017 Objectives	2015/17 Tasks	2015/17 Accomplishments	2017/19 New Tasks
<p>In collaboration with partners explore and develop non-paratransit programs/mobility management</p>	<ul style="list-style-type: none"> • Identify partners to develop hospital discharge program (Home from hospital including ride and escort) • Work with SamTrans to explore same-day service • Review and provide comments to the update to the Senior Mobility Guide • Work with SamTrans on next phase of mobility management. Include veterans, and other “vulnerable groups” who need paratransit services • Explore options for a centralized telephone number for transportation options 	<p>SamTrans has created a Senior Mobility Guide.</p>	<ol style="list-style-type: none"> 1. SamTrans is exploring a centralized website for transportation resources and centralized telephone number. 2. Ongoing advocacy efforts are required to explore same day services. 3. PCC is still working with SamTrans to identify other “vulnerable” groups. 4. Further review is required for a hospital discharge program since Alameda County discontinued these services due to consumers not taking advantage of the service

2015/2017 Objectives	2015/17 Tasks	2015/17 Accomplishments	2017/19 New Tasks
Promote and maintain good relations between drivers, passengers, and agencies. Acknowledge and recognize high quality service.	<ul style="list-style-type: none"> • Host annual appreciation party for all First Transit and Coastside paratransit staff • Ensure consumer appreciation cards are available for the Coastside • Follow through with recommendation for special event to be held once a year 	<ul style="list-style-type: none"> • PCC has hosted an Appreciation event for paratransit staff for Redi-Wheels and Redi-Coast • This is an annual on-going event. 	<ul style="list-style-type: none"> • One special event each year.

2015/2017 Objectives	2015/17 Tasks	2015/17 Accomplishments	2017/19 New Tasks
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 	PCC Education Committee has scheduled and attended many outreach events during the past two years.	This is an on-going effort spearheaded by the PCC Education Committee.

D. RETREAT BREAKOUT GROUPS

Retreat attendees gathered into breakout groups, shared their experiences and opinions on the following topics:

Group A: General Advocacy/Service Quality/Customer Service/Customer-Friendly Service in Eligibility Process, Dispatch etc.

Participants: Susan Capeloto, Tina Dubost, Carmen Santoni, Barbara Kalt, Lorna Rodriguez-Wong

- Help Redi-Wheels develop a more positive image in the community.
- Educate the public on how the system works

- Work with SamTrans Marketing on educational pieces such as phone message or a pocket handout
 - Address Customer Service Dispatch regarding improving hold time and improving the accuracy of arrival time estimates
- Review eligibility process and re-certification process.

Group B: Maintain Momentum/ Future Sustainability – Enhancing impact of PCC through connections with other organizations, PCC and Consumer Corps Recruitment

Participants: Nancy Keegan, Jessica Epstein, Dale Edwards, Marie Violet, Sammi Riley, Judy Garcia

1. Continue Outreach events to recruit new people
2. Review time of day of PAL or PCC meeting
3. Review PCC General meeting topics. Are they too overwhelming?
4. Review rotating reports or topics quarterly to shorten meeting
5. Develop a roundtable opportunity to make a contribution or announcement
6. Review other ways to get the word out on the PCC Meeting; i.e. Daily Journal Calendar (free space)
7. Post PCC on a Community Forum
8. Provide short Educational pieces so membership will walk away with new information
9. Post Public Service Announcements on Pen TV, Nextdoor, Facebook or other Social Media venues
10. Contact people on Comment Cards

Group C: On-Going Policy Issues/Emergency Preparedness/Emerging Mobility (e.g. ride hailing programs like Lyft, Uber)/ IVR/ Mobility Management

Participants: Dinae Cruise, Ashish John, Sandra Lang, Richard Weiner, Mike Levinson, John Sanderson. Benjamin McMullan

1. The PCC should stay informed about ride sharing programs and how transit agencies are using them.
2. Address accessibility advocacy
3. Address Emergency Preparedness issues with Office of Emergency Services taking confidentiality into account. How can we collaborate on the information?
4. Review 211. What happens when calling?
5. Review Mobility Management with MTC/ Can we accomplish a one call or one click service?
6. Request the next Regional Conference to be hosted by MTC or another county.

Group D: Advocacy for Funding / Education about Funding

Participants: Nancy Keegan, Jessica Epstein, Dale Edwards, Marie Violet, Sammie Riley, Judy Garcia

1. SamTrans is the Mobility Manager for San Mateo County. Jessica Epstein, SamTrans Government Affairs Officer, was introduced to the group and provided new information on the new Advisory groups.
2. Advisory groups which have been developed:
TAG – Technical Advisory Group: City Managers, Public Works directors, BART, CIGAG

SAG- Stakeholders Advisory Group: Employers, Advocacy, County Organization, A & AS, PCC, 80 groups on the list by invite only – Monthly Meeting on 3rd Tuesday of the month, next October 17th, November 21st. No meeting in December and January. Ends in June

3. Develop Funding priorities for San Mateo County
4. Define current funding gaps, priority and future projects
5. Transportation operates at a deficit every year.
6. The TAG and SAG will make recommendations on the priorities by the end of June and staff will present a plan to the Board. A Ballot measure will be developed from that information for the ¼ % sales tax.

Action Item: PCC will send a representative to the SAG meetings on the third Tuesday of the month located at the SamTrans building. Sandra Lang will attend on October 17th.

Following the report backs from the breakout groups Richard indicated that an updated Work Plan for 2017 through 2019 will be presented in draft form to the PCC via email in mid-November, and reviewed and approved at the December meeting.

The next PAL and PCC meetings will be held on Tuesday, November, 14, 2017. The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30-3:30 p.m.

MEETING ADJOURNED at 2:30 p.m.



Consumer Corps Quarterly Report

This report covers the months of July through September 2017. A total of 167 reports were submitted this quarter.

Comment Cards: About 34% of rides taken by Consumer Corps members noted comment cards on display in Redi-Wheels vehicles.

On-Time Performance: Over 97% 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 ride wait time reported this quarter was 35 minutes.

Night Before Calls: In Q3, about 16% of Night Before calls received by Consumer Corps members were incomplete/inaccurate.

Telephone Holds: When making ride reservations, about 58% 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 93% of reports submitted. Customer satisfaction with driver assistance continues to be very positive.

Vehicle Type: During Q3, 64% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 19% of reported trips and RediCoast vehicles provided the remaining 17% of rides

Comments and Trends: An average of 74% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles.

Q3 – 2017 Consumer Corps Report

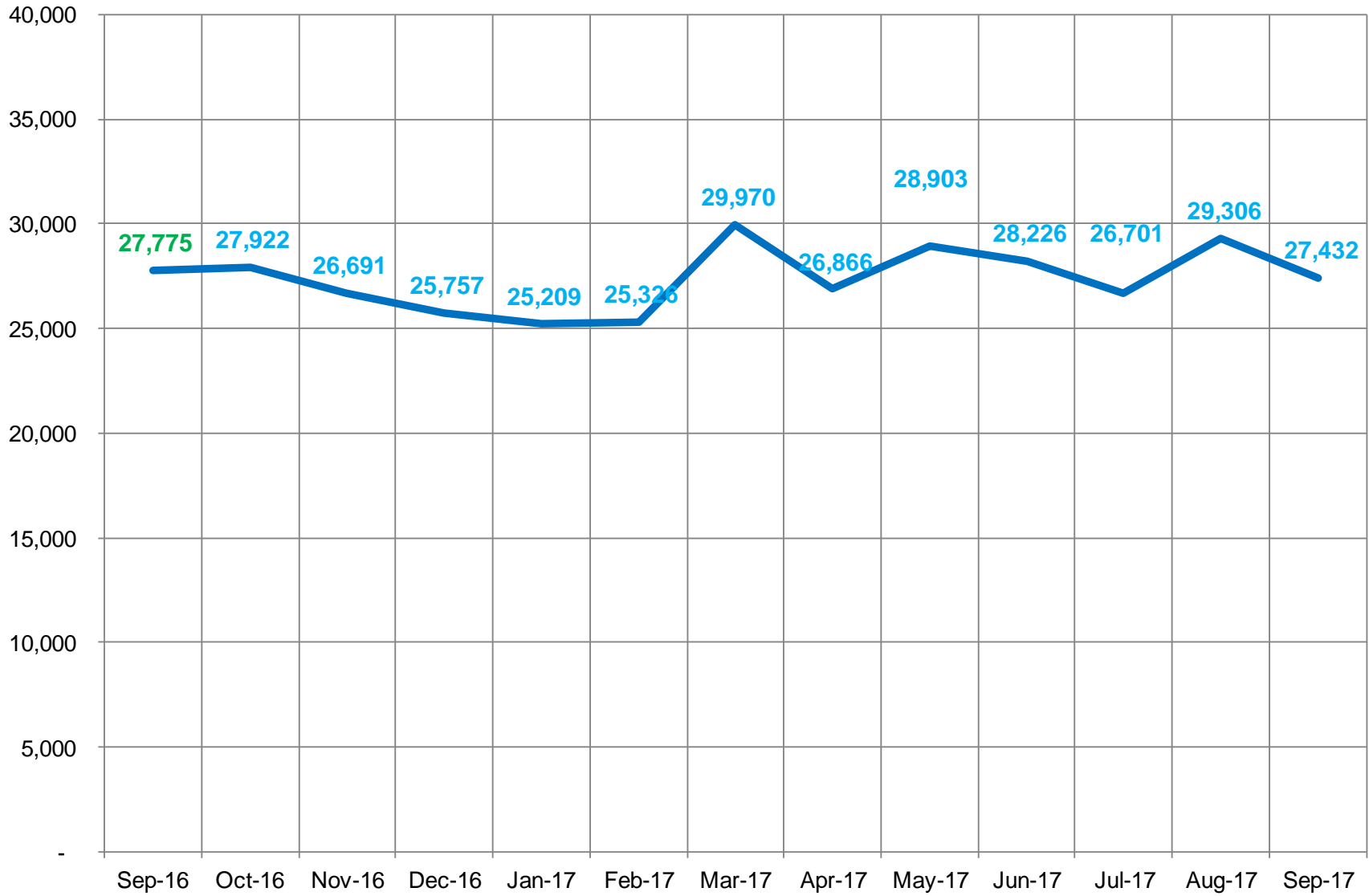
Quarter Months	July 2017	August 2017	Sept 2017	Total/Ave./Most
No. of Forms Submitted	112	31	24	167 (tot.)
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	11	3	1	5 min. (ave.)
Longest Actual pick-up time, minus Scheduled pick-up time	25 min.	15 min.	15 min.	25 min. (most)
% of riders waiting longer than 20 minutes	9%	9%	4%	7% (ave.)
On hold to reserve a trip	40	23	7	70 (tot.)
% of callers on hold (number on hold divided by total)	35%	74%	29%	46% (ave.)
Longest time on hold	4 min.	7 min.	7 min.	7 min. (most)
Did not receive a Night Before Call and/or was inaccurate	24%	35%	33%	30% (ave.)
TRIP EXPERIENCE				
% of trips shorter than 20 miles	74%	77%	75%	75% (ave.)
% of trips longer than 20 miles	21%	25%	16%	20% (ave.)
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	71%	54%	83%	69% (ave.)
% RediCoast vehicles used	14%	12%	4%	13% (ave.)
% Taxicab vehicles used	14%	41%	16%	24% (ave.)
% of rides with Comment Cards visible on Redi-Wheels vehicles	* 41%	* 41%	20%	* 34% (ave.)
% of driver assistance that meets expectations (met needs or better)	95%	100%	66%	87% (ave.)

*Some riders choose not to ask for Redi-Wheels Comment Cards on trips where the Cards are not visibly displayed.

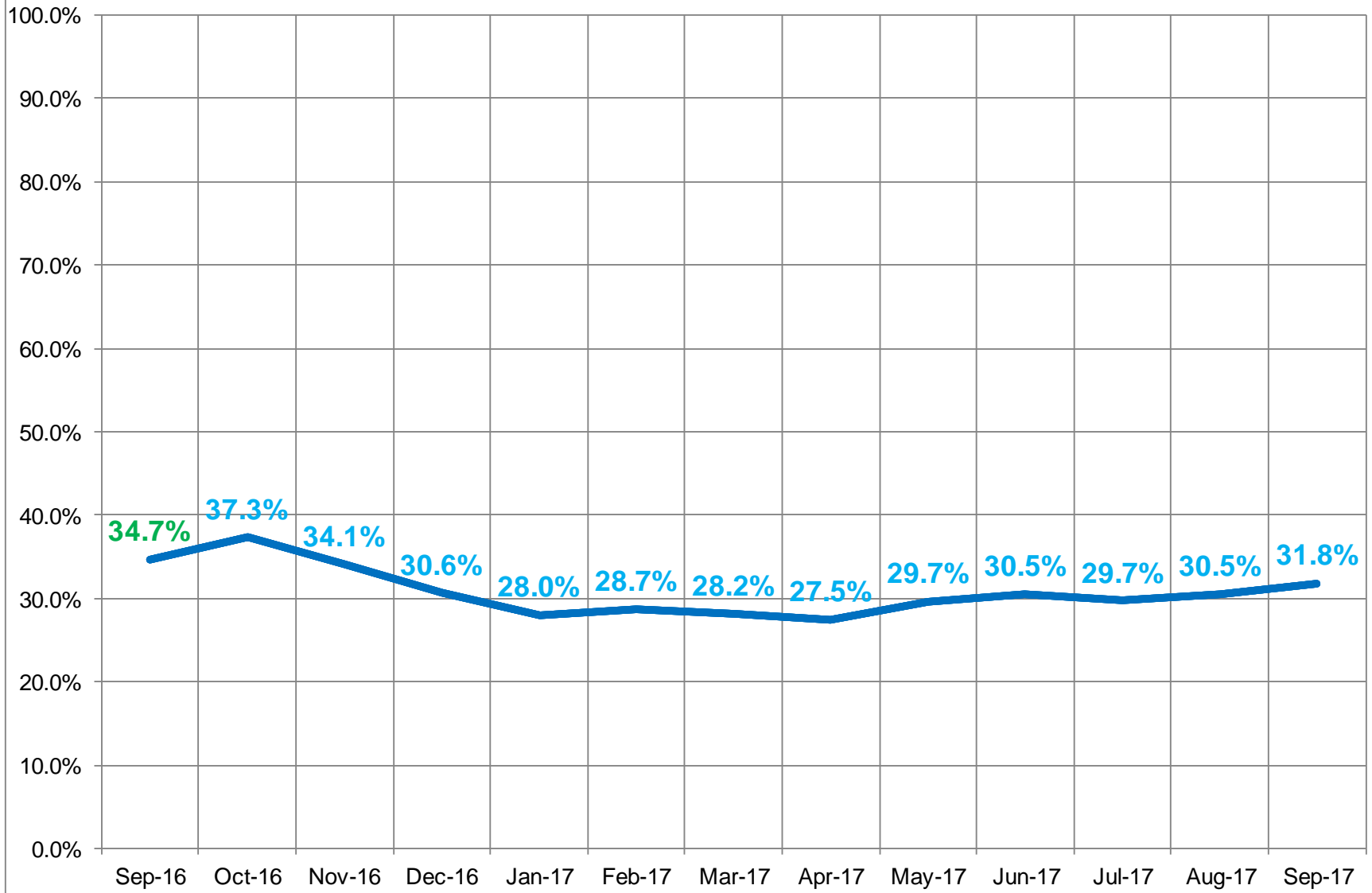
**Monthly Redi-Wheels Paratransit Performance Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

Performance Measure	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Prev. Yr. Average
1. Total trips requested	32,756	32,948	32,662	31,857	30,777	30,380	35,289	32,135	34,581	34,021	32,559	34,653	32,891	32,686
2. Trips scheduled	30,495	30,652	29,282	28,534	28,133	28,021	32,779	29,501	31,615	31,033	29,504	32,158	30,199	30,022
a. Same day cancels	1,960	1,847	1,719	1,882	2,020	1,854	1,846	1,798	1,809	1,848	1,832	1,818	1,770	1,884
% of trips scheduled	6.4%	6.0%	5.9%	6.6%	7.2%	6.6%	5.6%	6.1%	5.7%	6.0%	6.2%	5.7%	5.9%	6.3%
b. Late cancels	443	523	521	510	550	438	514	524	571	527	556	598	546	502
% of trips scheduled	1.5%	1.7%	1.8%	1.8%	2.0%	1.6%	1.6%	1.8%	1.8%	1.7%	1.9%	1.9%	1.8%	1.7%
c. Total customer no-shows	314	358	351	384	354	402	449	313	332	432	415	436	451	364
% of trips scheduled	1.0%	1.2%	1.2%	1.3%	1.3%	1.4%	1.4%	1.1%	1.1%	1.4%	1.4%	1.4%	1.5%	1.2%
d. No-show (operator)	3	2	0	1	0	1	0	0	0	0	0	0	0	1
3. Total trips served	27,775	27,922	26,691	25,757	25,209	25,326	29,970	26,866	28,903	28,226	26,701	29,306	27,432	27,271
a. Average weekday riders	1,152	1,143	1,108	1,042	1,038	1,107	1,157	1,139	1,144	1,121	1,107	1,127	1,175	1,112
b. Advance reservation	18,866	19,158	18,405	17,870	17,367	17,696	20,303	18,200	19,659	19,302	18,301	20,008	18,830	18,658
c. Agency trips	4,119	4,008	3,680	3,617	3,551	3,390	4,375	3,922	4,134	3,914	3,618	4,123	3,547	3,921
d. Individual subscription	4,790	4,756	4,606	4,270	4,291	4,240	5,292	4,744	5,110	5,010	4,782	5,175	5,055	4,693
e. Taxi trips	9,630	10,404	9,095	7,883	7,061	7,266	8,444	7,384	8,576	8,607	7,930	8,933	8,735	8,434
<i>(taxi % of total trips)</i>	34.7%	37.3%	34.1%	30.6%	28.0%	28.7%	28.2%	27.5%	29.7%	30.5%	29.7%	30.5%	31.8%	30.9%
4. Total Redi-Wheels riders	2,351	2,340	2,324	2,307	2,235	2,297	2,389	2,294	2,351	2,395	2,268	2,387	2,301	2,321
5. Inter-County Transfer Trips	209	189	157	129	146	120	185	205	211	178	188	163	163	177
6. On-time performance ¹	92.2%	92.6%	92.3%	92.3%	92.9%	92.0%	92.4%	92.4%	90.0%	89.7%	90.6%	90.8%	87.3%	92%
7. Productivity (psgrs/rvh) ²	1.84	1.90	1.77	1.76	1.75	1.78	1.81	1.83	1.82	1.86	1.84	1.87	1.90	1.82
8. Complaints per 1000 trips	0.47	0.47	0.41	0.43	0.12	0.20	0.17	0.45	0.31	0.50	0.41	0.49	-	0.4
9. Compliments per 1000 trips	2.27	2.01	2.55	1.48	1.03	0.59	0.90	0.67	0.69	0.81	1.50	0.52	-	1.5
10. Avg phone wait time (mins) ³	1.0	1.0	0.8	0.8	0.7	0.9	0.8	1.1	0.9	1.3	1.3	0.9	2.5	0.97
11/12/2017														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

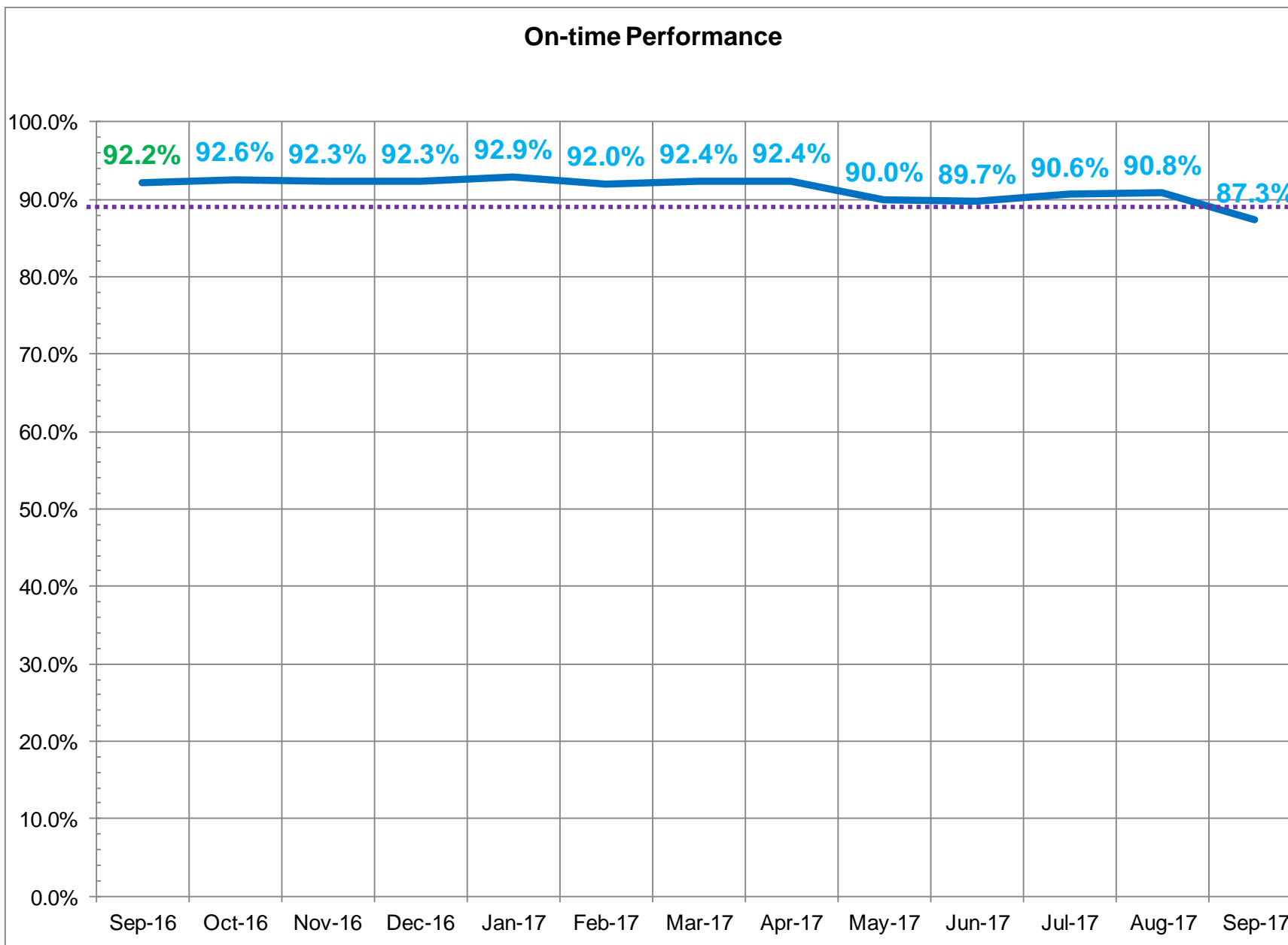
Total Trips Served



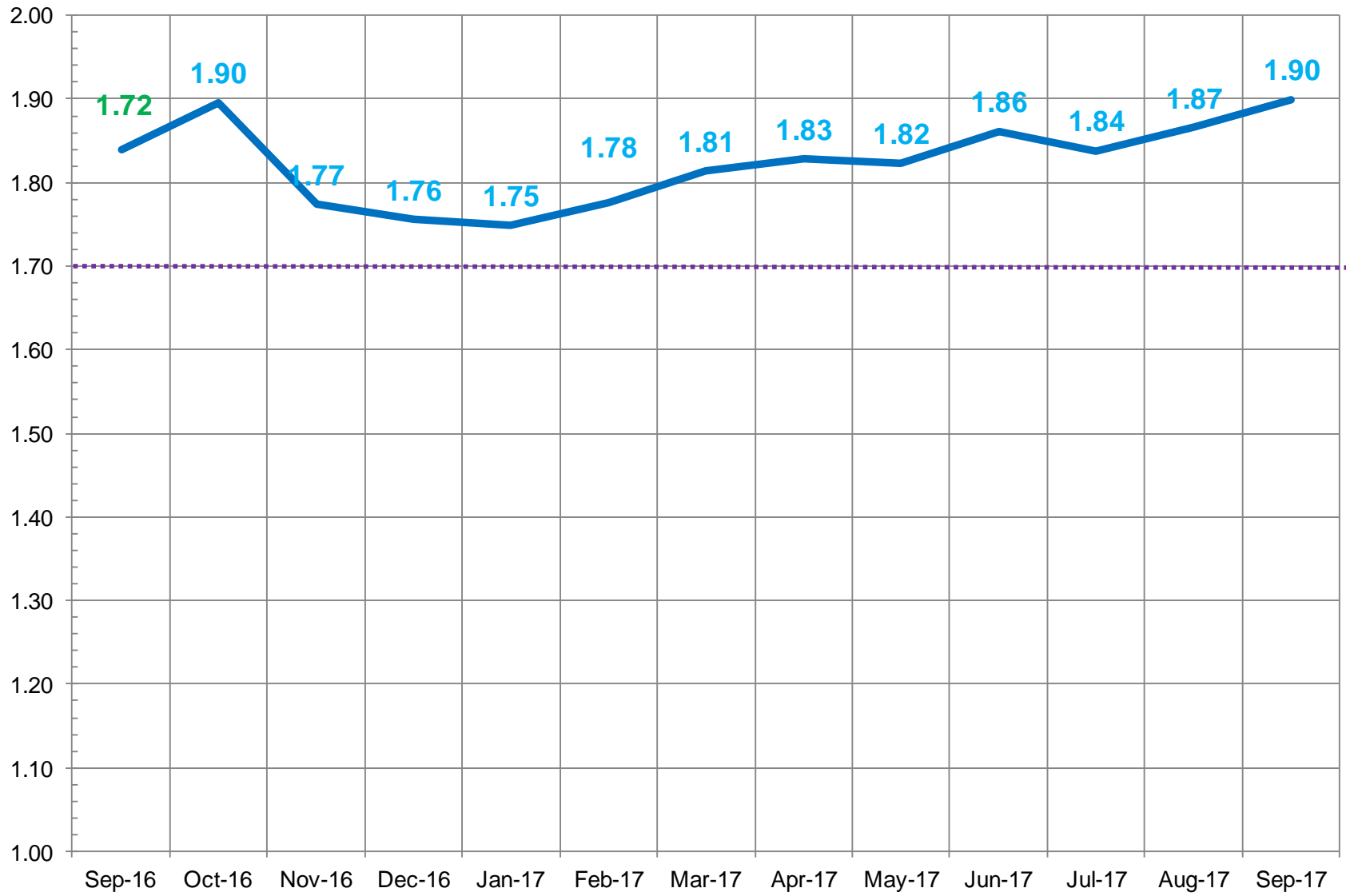
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



2017 Comments	July		August		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	32	16	31	16	312	103	33.01%
Compliment	42	42	22	22	290	286	98.62%
Complaint	32	16	31	16	312	103	33.01%
Service Related							
Ride Canceled	0	0	1	0	3	0	0.00%
Driver Assistance	0	0	2	1	5	1	20.00%
Driver Conduct	10	5	6	1	67	19	28.36%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	1	1	3	2	24	10	41.67%
Driving Proficiency	5	3	3	0	25	5	20.00%
Early Vehicle	1	1	0	0	5	1	20.00%
Incident	1	0	0	0	7	3	42.86%
Late Vehicle	5	2	10	8	70	31	44.29%
Missed Trip	6	3	1	0	30	8	26.67%
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	15	26	12	236	78	33.05%
Non-Service Related							
Phones	0	0	0	0	0	0	N/A
Policy Comment	2	1	3	2	39	11	28.21%
Service Request	1	0	1	1	31	13	41.94%
Vehicle	0	0	0	0	0	0	N/A
Vehicle Preference	0	0	1	1	4	1	25.00%
Vehicle Un-Needed	0	0	0	0	2	0	0.00%
Subtotals	3	1	5	4	76	25	32.89%

2017 Comments	July		August		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	26,701		29,306		247,939	

Comments by Category**

Compliment	42	1.57	22	0.75	286	1.15
Policy Related	1	0.04	4	0.14	25	0.10
Service Related	16	0.60	12	0.41	79	0.32
Total	59	2.21	38	1.30	390	1.57

Average Response Time to Customer (Working Days)‡

Compliment		7.17		11.27		7.61
Policy Related		28.67		18.40		12.98
Service Related		26.43		26.42		16.53
Overall		15.44		19.10		11.53

*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

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.