

San Mateo County  
Paratransit Coordinating Council

*Meeting Agenda and Minutes*



September 12, 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**

<b>PCC</b> San Mateo County Paratransit Coordinating Council	<b>PAL</b> Policy-Advocacy- Legislative-Committee	<b>Education Committee</b>	<b>CTC</b> Coastside Transportation Committee	<b>SamTrans Board</b>	<b>ERC</b> Efficiency Review Committee
2 <sup>nd</sup> Tuesday Monthly	2 <sup>nd</sup> Tuesday Monthly	1 <sup>st</sup> Friday Bi-Monthly conference call	Senior Coastsiders 925 Main Street, Half Moon Bay	1 <sup>st</sup> Wednesday Monthly	To be Determined
<b>**No August Meeting</b>	<b>**No August Meeting</b>				<b>**No August Meeting</b>
<b>1:30-3:30 p.m.</b>	<b>11:30-12:30 p.m.</b>	<b>1:00 p.m.</b>	<b>9:30-11:00 a.m.</b>	<b>2:00 p.m.</b>	<b>1:30-3:00 p.m.</b>
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		<del>March 16, 2017</del> (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
<b>May 9, 2017 Meeting from 4:00-5:30 p.m.</b>	<b>May 9, 2017 Meeting from 2:30-3:30 p.m.</b>			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
<b>**NO MEETING**</b>	<b>**NO MEETING**</b>	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 2<sup>nd</sup> Floor Auditorium  
1250 San Carlos Avenue, San Carlos, CA 94070  
September 12, 2017**

- |  |      |
|--|------|
| 1. Pledge of Allegiance  | 1:30 |
| 2. Welcome/Roll Call   | 1:35 |
| 3. Introduction of Resource People   | 1:38 |
| 4. *Approval June 2017 Meeting Minutes   | 1:40 |
| 5. *Approval of July 2017 Meeting Minutes  | 1:45 |
| 6. Committee Reports   | 1:50 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair                                    |      |
| B. Budget/Grant Review—Barbara Kalt, Chair   |      |
| 1. SamTrans and PCC 2017 Budget Summaries  |      |
| C. Education—Sammi Riley, Chair  |      |
| D. Executive—Mike Levinson, Chair  |      |
| 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—Dave Daley  |      |
| 8. Liaison Reports   | 2:15 |
| A. Coastside—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) - Benjamin McMullan                                |      |
| F. Center for Independence of Individuals with Disabilities (CID)—Benjamin McMullan    |      |
| 9. Presentation by Shruti Dhapodkar from San Mateo County Office of Emergency Services | 2:45 |
| 10. Other Business   | 3:15 |
| 11. New Member Orientation – Following PCC Meeting                                     | 3:30 |

Current members who are interested in attending should please RSVP to Lorna at [sammateopc2@gmail.com](mailto:sammateopc2@gmail.com)

### \*Action Item

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

**MEETING MINUTES  
June 13, 2017**

**ATTENDANCE:** Members Present: Mike Levinson, Chair; Dinae Cruise, Consumer; Aki Eejima, Consumer; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Maria Kozak, Consumer; Tina Dubost, SamTrans; Monica Colondres, Community Resident; Susan Capeloto, Department of Rehabilitation; Judy Garcia, Consumer; Marie Violet, Sequoia Hospital; and Sandra Lang, COA.

**GUESTS:** Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; Dave Daley, First Transit; Ashish John, SamTrans; John Sanderson, SamTrans; Margo Ross, SamTrans; and Nancy Keegan, Senior Focus.

**ABSENTEES:** Patty Clement-Cihak, Catholic Charities and Dale Edwards, Consumer.

(Member Attendance 12; Quorum—Yes)

**WELCOME/INTRODUCTION**

Mike called the meeting to order at 1:30 p.m. and welcomed all to the June meeting.

**APPROVAL OF THE APRIL AND MAY PCC MINUTES**

A quorum was not present for the PCC meeting in May, so the PCC members voted to approve the April and May meeting minutes today. Diane motioned to approve the April meeting minutes and Sammi seconded the motion. No abstentions or corrections were noted. Sandra motioned to approve the May meeting minutes and Mike seconded the motion. Marie abstained and no corrections were noted.

**COMMITTEE REPORTS**

**A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)**

Mike reported that the PAL Committee met today, prior to the PCC. Legislative issues, including funding for Caltrain electrification were discussed. Measure K (formerly Measure A) funding from the San Mateo County Board of Supervisors is reduced from \$5 million to \$3.75 million in FY 2018. Further reductions are anticipated in future fiscal years. Opportunities for revenue from state gas tax funding were also discussed. Staff does not know the amount of these revenues or when the funds may arrive.

Requests for changes to Same Day IVR calls were shared. An ERC meeting may also be scheduled to explore this issue further.

Richard reported on MTC Regional Measure 3 funding that may be available for transportation projects in San Mateo County through revenues from increased bridge tolls. PCC's from around the Bay Area were asked to submit letters of support for Regional Measure 3.

**B. GRANT/BUDGET REVIEW**

Barbara asked to have the Redi-Wheels and Nelson\Nygaard budget statements included in the July PCC meeting packet.

**C. EDUCATION COMMITTEE**

Six of the Education Committee members held a conference call on Friday, June 2 from 1:00 to 1:30 p.m. On Wednesday, May 17, the Education Committee participated in the Senior Information Faire in Pacifica and on

Friday, May 19, Dinae and Mike gave a presentation at Senior Coastsiders in Half Moon Bay. The Transition to Independence Fair is scheduled for Saturday, October 21, 2017 from 11:00 a.m. to 3:00 p.m. at Sequoia High School in Redwood City. The Seniors on the Move conference date has been tentatively set for Friday, November 17 at the San Mateo County Fairgrounds.

The next Education Committee meeting will be a conference call that is scheduled for Friday, August 4, 2017 from 1:00 to 1:30 p.m.

#### **D. EXECUTIVE COMMITTEE**

Mike reported that the Executive Committee will be scheduling a meeting for later this month.

Reporting for the Nominating Committee, Barbara recommend that the PCC members vote today to approve the application of Benjamin McMullan as a member of the PCC. The PCC members unanimously voted to approve Benjamin's application.

#### **SAMTRANS/REDI-WHEELS REPORT**

##### **A. Operational Report**

Tina reported that SamTrans, Caltrain, and BART customers are encouraged to make suggestions or comments about changes to the Clipper Card system at [www.futureofclipper.com](http://www.futureofclipper.com) or [feedback@futureofclipper.com](mailto:feedback@futureofclipper.com).

SamTrans is working on updates for the *Mobility Plan for Seniors and People with Disabilities*. A stakeholder meeting is scheduled for Tuesday, June 20.

Lifeline fare assistance annual renewals are being changed this year to include a personalized letter. The ride manifest for each Lifeline customer will also be updated during this time.

##### **B. Performance Measures Report**

Tina provided the Redi-Wheels Performance Measures Report. In April 2017, there were 26,866 Total trips served and 1,139 Average weekday riders, reflecting similar levels as April 2016. Over the same time period, Late Cancels have increased from 392 to 524. Taxi trips are trending downward and were 7,384 in April 2017. On-time performance was 92.4% and Productivity was 1.83 passengers/rvh. Both On-time performance and Productivity showed positive trends. Richard and Tina compared the increase in Total trips requested and Total trips scheduled. Tina explained that the difference is due to cancels that occur before the day of the requested trip which would not be included in Late Cancels. These are not shown directly in her graph.

##### **C. Monthly Redi-Wheels Comment Statistics Report**

John reported that customer comments continue to be in the categories of Driver Conduct and Late Vehicle arrivals. Average Response Time to Customer has increased over the past two months while new customer service software was being installed. John said that the response time should improve as bugs in the new system are being worked out and customer comments are addressed more quickly.

##### **Safety Report**

Dave reported that there were four preventable incidents in May. For the annual quota, the safety performance statistics are better than the standard. The safety issues related to the incidents in May were addressed at the most recent Driver Safety Meeting. Drivers who miss the in-service meetings are scheduled for 1-on-1 meetings to review the information covered. Dave discussed the transfer belt that passengers have the option to use on the bus and other paratransit vehicles. He emphasized the proper use of the belt.

Mike asked about the new buses that have been ordered by SamTrans. Dave and Ashish will be attending an

orientation session, after the vehicles are fully integrated by the maintenance department.

## **LIAISON REPORTS**

### **A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)**

Mike reported that the next CTC meeting is scheduled for June 22, from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay.

### **B. AGENCY**

Barbara reported that there are no updates to report.

### **C. ERC**

Aki reported that IVR has been discussed earlier today and an ERC meeting will be scheduled soon. Margo Ross and the PCC members discussed the roll-out of the Same Day IVR calls. The group also went into great depth, discussing historical issues related to IVR software performance and the contract that was accepted by SamTrans. Barbara pointed out that the dispatchers currently call customers who require 10 minutes of advance notice to be able to meet their drivers on time.

### **D. COMMISSION ON AGING (COA)**

Sandra reported that a letter from COA will be sent to the Board of Supervisors from the Transportation Sub Committee.

Seniors on the Square will be held on Friday, June 16 in Redwood City. The COA will be distributing elder abuse awareness brochures.

The next COA meeting will be held on Monday, July 10 in San Mateo.

### **E. COMMISSION ON DISABILITIES (COD)**

Benjamin absent, no update available.

### **F. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CID)**

Benjamin absent, no update available. Mike reported that an emergency preparedness event was hosted by CID and was well-attended.

## **OTHER BUSINESS**

Maria and John discussed how a customer can change their requested ride time.

Sammi commented that the PCC website has not been updated yet. Richard said that the work has been approved and the updates should be completed soon. He asked to have this item placed on the July PCC meeting agenda for further review and discussion.

The next PAL and PCC meetings will be held on Tuesday, July 11, 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 3:30 p.m.**

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

**MEETING MINUTES**

July 11, 2017

**ATTENDANCE:** Members Present: Mike Levinson, Vice-Chair; Dinae Cruise, Consumer; Aki Eejima, Consumer; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Maria Kozak, Consumer; Tina Dubost, SamTrans; Monica Colondres, Community Resident; Lana Lee, Department of Rehabilitation; Judy Garcia, Consumer; Marie Violet, Sequoia Hospital; Sandra Lang, COA; Dale Edwards, Consumer; Benjamin McMullan, Center for Independence of Individuals with Disabilities.

**GUESTS:** Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Mark Weinstein, First Transit; Lynn Spicer; First Transit; Ashish John, SamTrans; John Sanderson, SamTrans ; Henry Silvas, Sam Trans; Valerie Campos, Vista Center; Liliana Zabala, Caregiver for Lana Lee; Mary Moore, Consumer; Andy Moore, Consumer.

**ABSENTEES:** Patty Clement-Cihak, Catholic Charities

(Member Attendance 14; Quorum—Yes)

**WELCOME/INTRODUCTION:**

Mike called the meeting to order at 1:45 p.m. and welcomed all to the July meeting.

**APPROVAL OF THE JUNE PCC MINUTES:**

PCC members voted to approve the June meeting minutes with corrections from Sandra Lang. Dinae motioned to approve the June meeting minutes and Ben seconded the motion.

**COMMITTEE REPORTS:**

**A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)**

Brent Tietjen provided a legislative update on Regional Measure 3, which passed through the Senate last month and now goes to Assembly committees. Not too many details have been provided but it would authorize a ballot measure to allow MTC to increase bridge tolls up to \$3.00, except for the Golden Gate Bridge. There has been a push to designate some of the revenues to transportation for people with disabilities and seniors.

For San Mateo County, Assembly bill 1613, would allow a local ballot measure to provide for a ½ cent sales tax increase. This has not yet been approved by the Senate. This could provide for additional funding for transportation services, including paratransit, Caltrain, and County transportation. County approval is due later this week.

Cap and trading fund increased. Mike mentioned that the San Mateo PCC sent a letter in support of Bay Area Measure RM3 to the Assembly encouraging the passage of that bill. He also indicated that the next Legislative updates will be in September or November.

**B. GRANT/BUDGET REVIEW**

Richard provided Nelson\Nygaard budget statements. The budget is very similar to last year's budget which was not fully expended, with almost \$3,000 left "on the table." The scope includes a focus on trying to recruit new members for the PCC and Consumer Corps, as well



as planning for the biennial retreat that Mike noted is scheduled for October. This was done in order to avoid having two labor-intensive activities (the regional conference and the retreat) too close to each other.

Questions were asked regarding the fact that the SamTrans budget numbers are exactly equal for actual revenues and expenses. Tina explained that since SamTrans has to provide all requested Redi-Wheels trip requests, the funding sources make up all the costs beyond the fare revenues. She also explained that the Paratransit Trust Fund was set up early in the program's history when it was expected that the interest on the Measure A sales tax measure would be sufficient to cover paratransit costs. However, this has not been the case for many years. Additional funding now also comes from other sources. Sandra asked how the trust funds are invested, which Tina said she would look into. Aki asked why the insurance costs were so high, and Tina explained that this is due to a claim.

### **C. EDUCATION COMMITTEE**

The Transition to Independence Fair is scheduled for Saturday, October 21, 2017 from 11:00 a.m. to 3:00 p.m. at Sequoia High School in Redwood City. The Seniors on the Move conference date has been tentatively set for Friday, November 17 at the San Mateo County Fairgrounds.

Since the committee only meets bi-monthly, there was no meeting in the prior month. The next Education Committee meeting will be a conference call that is scheduled for Friday, August 4, 2017 from 1:00 to 1:30 p.m.

### **D. EXECUTIVE COMMITTEE**

Mike reported that the Executive Committee met and discussed the same day arrival calls which have already been noted earlier in these notes.

Reporting for the Nominating Committee, Barbara recommend that the PCC members vote today to approve the application of Nancy Keegan, former PCC member. The PCC members unanimously voted to approve Nancy's application.

The PCC also voted unanimously to approve the application from Valerie Campos. Valerie has been working with Vista Center for the Blind since March 2016. An orientation for new members will be held the week of August 22nd. The orientations should be a little more than one hour. The orientation package is going through some revisions and will be updated. The committee also voted to approve Dinae as the Vice-Chair of the PCC and all new members and the vice-chair received a round of applause.

In the next few months all committee chairs will reviewed.

Lorna presented the highlights from the Consumer Corps quarterly report. One member expressed concern that the 12% of Night Before Calls that were considered inaccurate by the corps members. Tina mentioned that subscription riders don't receive these calls, so if there are subscription riders among the Corps members you would expect there to be a percentage that do not get the calls. A member pointed out that it was the accuracy of the calls that was being measured, not the percentage of people who received calls. There was also some discussion of whether incomplete could be referring to the fact that the first few seconds of the message sometimes gets cut off.

Another member addressed the lower percentage of on-time performance than is found in the SamTrans report. Mark asked whether the Corps members fully understand how the window works. Dinae explained that the packet includes all of the performance measure definitions.

Tina reminded members that the Corps information is based on a tiny percentage of total trips. Mike stated that the Corps numbers aren't being compared to SamTrans numbers as though they could be directly compared. It's only if there was a very large difference between the numbers that the PCC would be concerned.

## **SAMTRANS/REDI-WHEELS REPORT:**

### **A. Operational Report**

Tina briefly discussed the *Mobility Plan for Seniors and People with Disabilities*, which is an update of the earlier plan.

Tina reported that SamTrans, Caltrain, and BART customers are encouraged to make suggestions or comments about changes to the Clipper Card system at

[www.futureofclipper.com](http://www.futureofclipper.com)

or [feedback@futureofclipper.com](mailto:feedback@futureofclipper.com).

### **B. Performance Summary**

Tina reviewed the performance statistics, stating that total trips provided in May were 6% higher than the previous May and average weekday ridership is up 2%. On-time performance and productivity were very positive. Monica noted that she waited over 16 minutes to cancel a ride. Many others would consider dropping off the line and be considered a no show rather than have to wait that long.

John noted that the late cancel/no show policy changed. The new policy regarding when suspensions apply would be if the customer had 3 no shows and more than 6% of reserved trips were no shows in 30 days. There was some discussion about the fact that the new no-show policy is so lenient that it may have led to a decline in the number of appeals.

### **C. Monthly Redi-Wheels Comment Statistics Report**

John reviewed the monthly comment statistics report.

### **Safety Report**

Lynn Spicer noted that there were two incidences of accidents, one of which was preventable and the other was non-preventable.

## **LIAISON REPORTS:**

### **A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)**

The next CTC meeting is scheduled for September 21 from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay.

### **B. AGENCY**

Barbara reported that there are no updates to report.

### **C. ERC**

An ERC conference call was held last week. Tina provided a progress report for Same Day IVR calls. Due to the age of the software, the programmers may not be able to update the coding in order to provide customized messages for each call indicating the rider's scheduled

time. The discussion concluded with the following two message options. Option 1: “This is a reminder that your ride is scheduled to arrive between X & Y. Please be ready to board the vehicle when it arrives.” If the programmer indicates that this will not be possible or will be too costly, then the Option 2 message is as follows: “Your ride is scheduled to arrive shortly. Please be ready to board the vehicle when it arrives.” Tina will inform the committee of the results of her conversation with the programmer. Sammi asked Tina if the call in not answered, would the message go to voicemail. Tina confirmed that it will. The call also repeats if part of the call is cut off in the beginning.

#### **D. COMMISSION ON AGING (COA)**

Sandra reported that the COA met on July 10, 2016. They approved a letter to the Board of Supervisors suggesting a review of pedestrian safety guidelines, based on an 18 month study. COA had a meeting on the differences between Alzheimer Disease and dementia, noting that 1 in 3 people over 80 years of age will experience Alzheimer disease. On the upside they have identified promising research on genomes in particular groups of people. John will be presenting on transportation at the COA meeting on July 19<sup>th</sup> at 3pm

#### **E. COMMISSION ON DISABILITIES (COD)**

Ben provided no new updates

#### **F. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CID)**

Ben noted that free services such as handrails for the bathroom are available for installation by COD. Maria noted that income standards and waitlists might be a consideration.

Ben attended Emergency Preparedness presentations in Menlo Park. A similar presentation will happen in San Bruno in the Fall. CID holds a Movie Series on Wednesdays for community viewing to create discussion around disability issues. CID has a new Executive Director, Donna Reed. A question was asked regarding the availability of paratransit facilities in the event of an emergency situation such as disaster; i.e. earthquake. Henry Silvas commented that SamTrans works with the Office of Emergency Services, who will coordinate resources. Tina emphasized the importance of personal preparedness.

#### **OTHER BUSINESS**

Mary and Andy Moore noted the warning call they received was confusing as she thought that the vehicle would be arriving soon, based on the message, but they had an issue with late arrival of the vehicle.

Richard commented that the PCC website has been updated and thanked members who gave such positive feedback. This link is now live, but we are welcoming comments on the link, which can be found at [www.sanmateopcc.org](http://www.sanmateopcc.org)

Bluetooth microphones will be ordered for the next meeting.

The next PAL and PCC meetings will be held on Tuesday, September 12, 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 3:40 p.m.**

**San Mateo County Transit District  
ADA Programs Budget Summary  
July 2016 - April, 2017**

**Expenses**

	Year to Date Actual	Year to Date Budget	
Redi-Wheels	\$4,476,795	\$5,287,973	
Maintenance & other Related costs	\$2,316,491	\$2,955,548	
ADA Sedan / Taxi service	\$4,187,321	\$3,725,607	
ADA Accessibility Support	\$1,078,279	\$1,519,943	
Coastside ADA Support	\$1,440,741	\$1,511,480	
Insurance Costs	\$1,119,484	\$483,321	
<b>Total</b>	<b>\$14,619,111</b>	<b>\$15,483,872</b>	<b>-6%</b>

**Revenues**

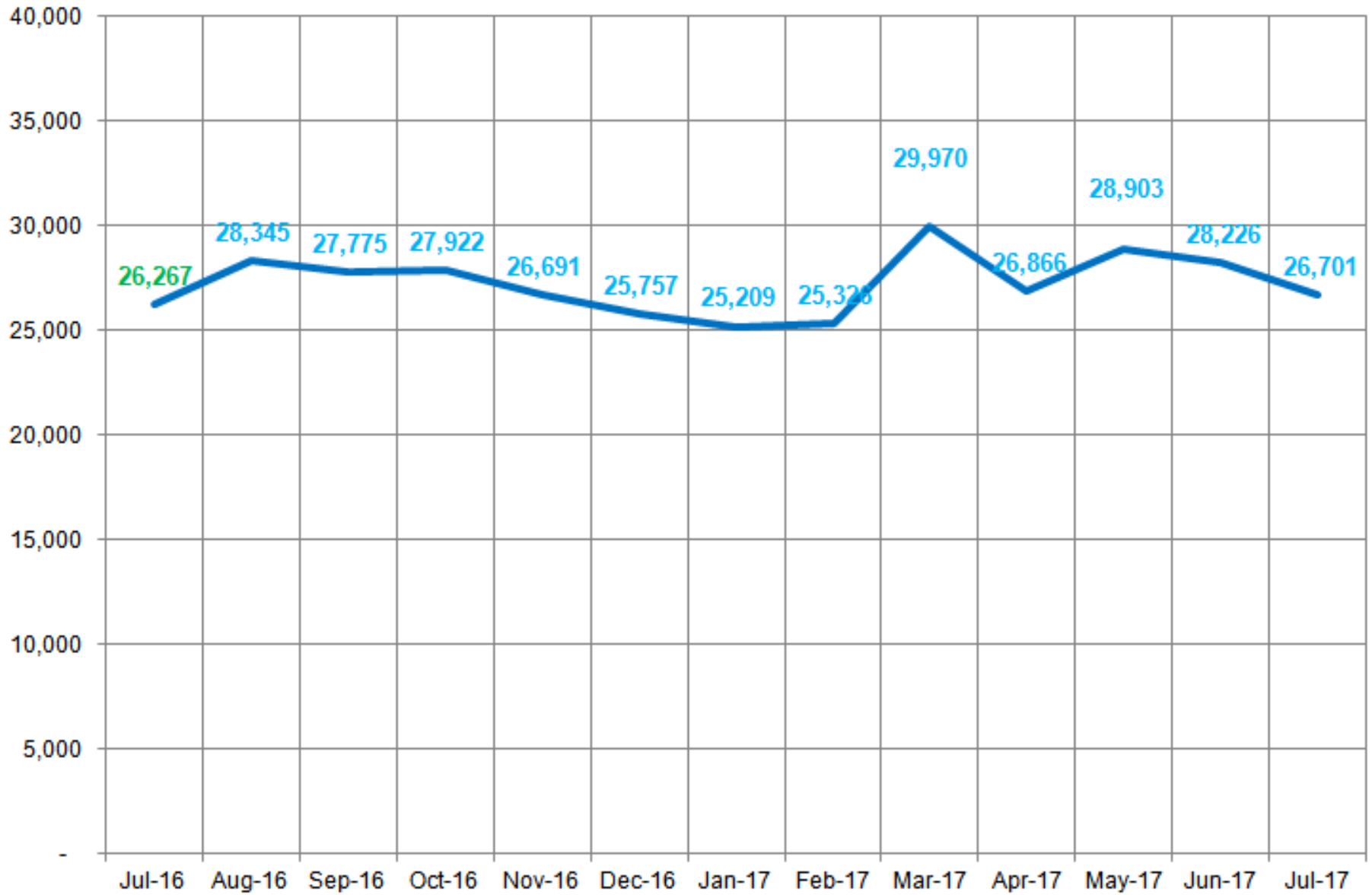
	Year to Date Actual	Year to Date Budget	
Passenger fares	599,380	\$732,500	
Local Transit Development Act (TDA)	1,536,869	\$1,536,869	
Local State Transit Assistance (STA)	299,756	\$299,755	
Operating grants	2,210,825	\$2,210,825	
District sales tax	1,527,048	\$2,372,593	
Interest income - paratransit trust fund	287,225	\$173,333	
SMCTA Measure A	2,747,503	\$2,747,503	
San Mateo County Measure K	4,166,667	\$4,166,667	
Measure M	1,243,838	\$1,243,838	
<b>Total</b>	<b>14,619,111</b>	<b>15,483,883</b>	<b>-6%</b>

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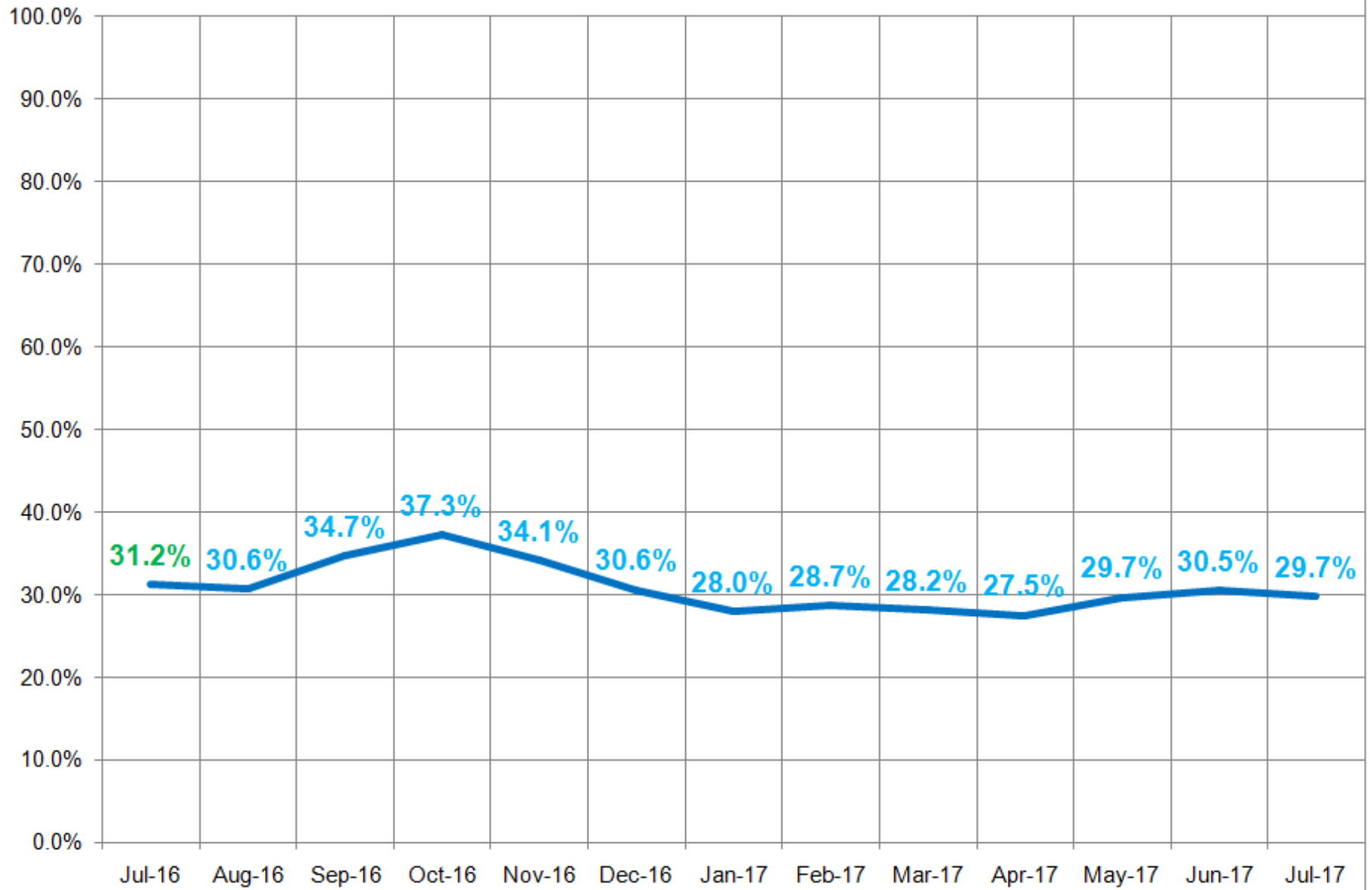
## Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Prev. Yr. Average
1. Total trips requested	31,461	33,362	32,758	32,948	32,662	31,857	30,777	30,380	35,289	32,135	34,581	34,021	32,559	32,898
2. Trips scheduled	28,958	31,268	30,495	30,652	29,282	28,534	28,133	28,021	32,779	29,501	31,615	31,033	29,504	30,022
a. Same day cancels	1,968	2,057	1,960	1,847	1,719	1,882	2,020	1,854	1,846	1,798	1,809	1,848	1,832	1,884
% of trips scheduled	6.8%	7%	6.4%	6.0%	5.9%	6.6%	7.2%	6.6%	5.6%	6.1%	5.7%	6.0%	6.2%	6.3%
b. Late cancels	422	482	443	523	521	510	550	438	514	524	571	527	558	502
% of trips scheduled	1.5%	1.5%	1.5%	1.7%	1.8%	1.8%	2.0%	1.6%	1.6%	1.8%	1.8%	1.7%	1.9%	1.7%
c. Total customer no-shows	299	382	314	358	351	384	354	402	449	313	332	432	415	384
% of trips scheduled	1.0%	1.2%	1.0%	1.2%	1.2%	1.3%	1.3%	1.4%	1.4%	1.1%	1.1%	1.4%	1.4%	1.2%
d. No-show (operator)	0	0	3	2	0	1	0	1	0	0	0	0	0	1
3. Total trips served	26,287	28,346	27,775	27,922	26,691	25,757	25,209	25,326	29,970	26,886	28,903	28,226	26,701	27,271
a. Average weekday riders	1,104	1,097	1,152	1,143	1,108	1,042	1,038	1,107	1,157	1,139	1,144	1,121	1,107	1,112
b. Advance reservation	18,073	18,992	18,888	19,158	18,405	17,870	17,387	17,698	20,303	18,200	19,659	19,302	18,301	18,658
c. Agency trips	3,847	4,497	4,119	4,008	3,680	3,617	3,551	3,390	4,375	3,922	4,134	3,914	3,618	3,921
d. Individual subscription	4,347	4,856	4,790	4,756	4,806	4,270	4,291	4,240	5,292	4,744	5,110	5,010	4,782	4,893
e. Taxi trips	8,184	8,678	9,630	10,404	9,095	7,883	7,061	7,268	8,444	7,384	8,576	8,607	7,930	8,434
<i>(taxi % of total trips)</i>	31.2%	30.6%	34.7%	37.3%	34.1%	30.6%	28.0%	28.7%	28.2%	27.5%	29.7%	30.5%	29.7%	30.9%
4. Total Redi-Wheels riders	2,238	2,329	2,351	2,340	2,324	2,307	2,235	2,297	2,389	2,294	2,351	2,395	2,268	2,321
5. Inter-County Transfer Trips	202	194	209	189	157	129	148	120	185	205	211	178	188	177
6. On-time performance <sup>1</sup>	92.6%	93.8%	92.2%	92.6%	92.3%	92.3%	92.9%	92.0%	92.4%	92.4%	90.0%	89.7%	90.6%	92%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.87	1.81	1.84	1.90	1.77	1.76	1.75	1.78	1.81	1.83	1.82	1.88	1.84	1.82
8. Complaints per 1000 trips	0.5	0.3	0.5	0.5	0.4	0.4	0.1	0.2	0.2	0.4	0.3	0.5	0.4	0.4
9. Compliments per 1000 trips	2.1	2.6	2.3	2.0	2.5	1.5	1.0	0.8	0.9	0.7	0.7	0.8	1.5	1.5
10. Avg phone wait time (mins) <sup>3</sup>	1.2	0.9	1.0	1.0	0.8	0.8	0.7	0.9	0.8	1.1	0.9	1.3	1.3	0.97
<b>9/2/2017</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

### Total Trips Served

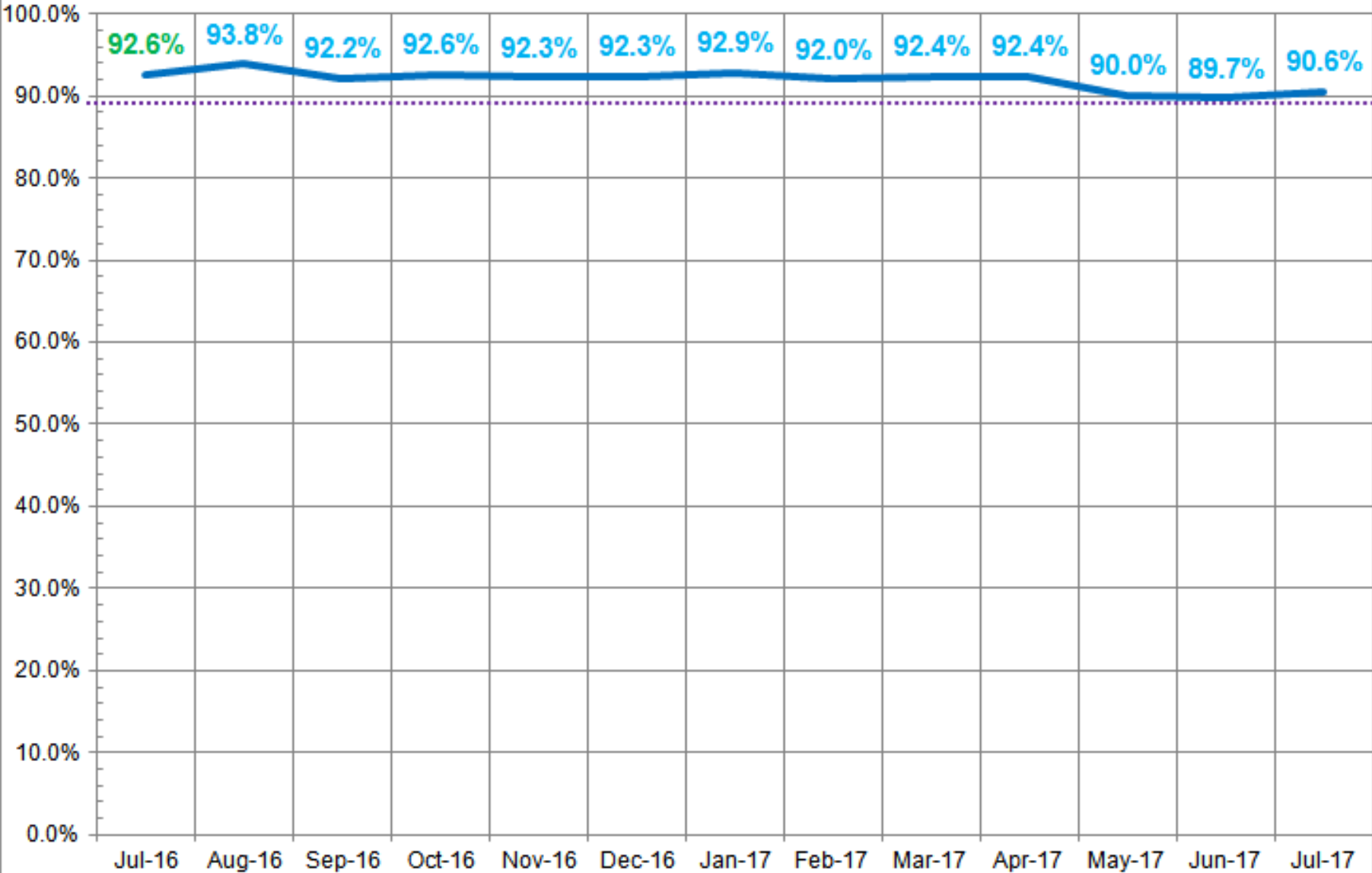


### Taxis - Percentage of Total Trips

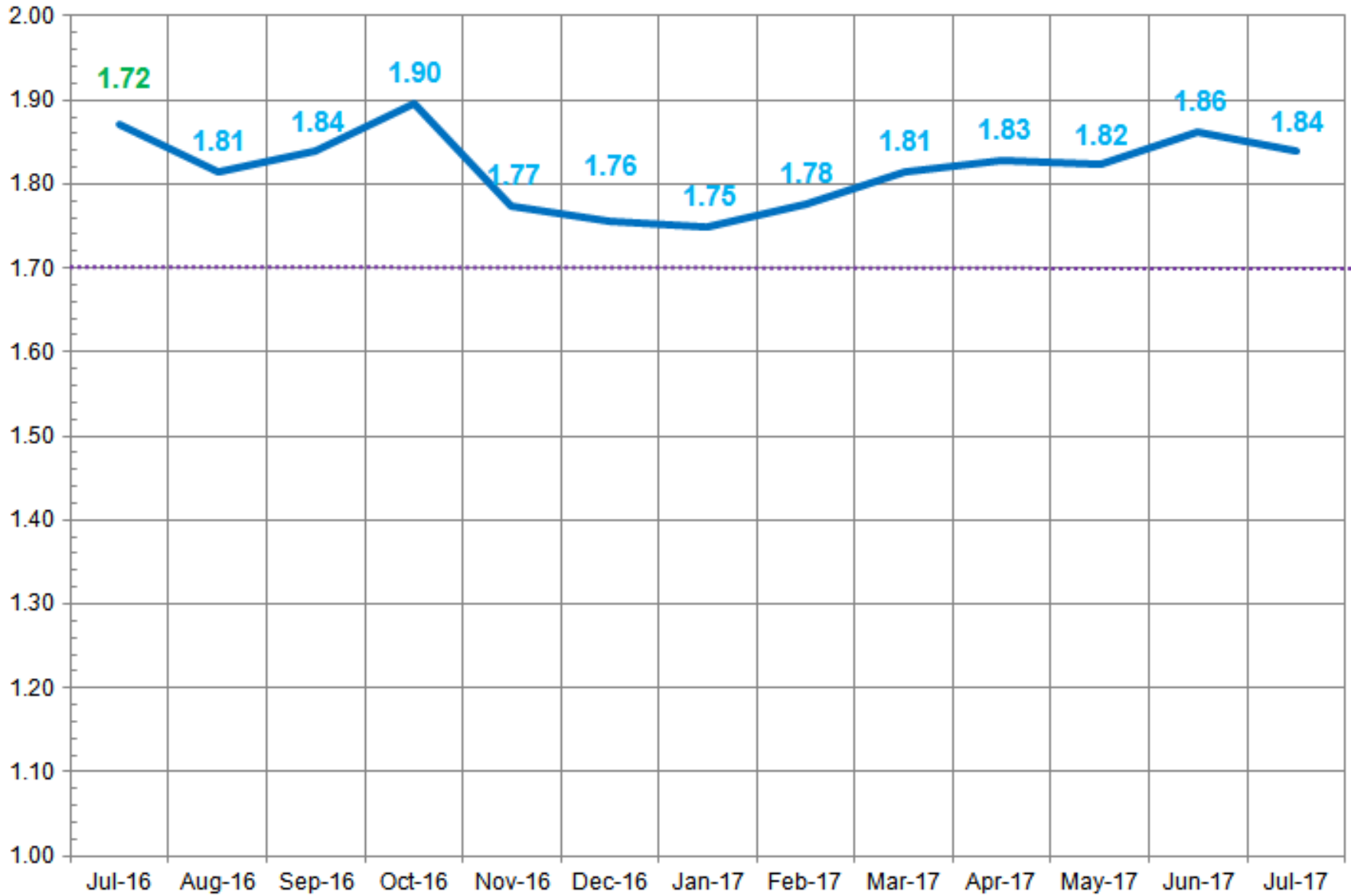




### On-time Performance



**Productivity (Passengers/Revenue Vehicle Hour)**



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

2017 Comments	June		July		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
<b>Total</b>	<b>29</b>	<b>14</b>	<b>32</b>	<b>15</b>	<b>224</b>	<b>80</b>	<b>35.71%</b>
<b>Compliment</b>	25	25	42	42	230	229	99.57%
<b>Complaint</b>	29	14	32	15	224	80	35.71%
<b>Service Related</b>							
Ride Canceled	0	0	0	0	1	0	0.00%
Driver Assistance	0	0	0	0	2	0	0.00%
Driver Conduct	6	0	10	5	50	16	32.00%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	3	1	1	1	18	7	38.89%
Driving Proficiency	0	0	5	2	21	4	19.05%
Early Vehicle	0	0	1	1	2	1	50.00%
Incident	2	0	1	0	7	3	42.86%
Late Vehicle	7	7	5	2	45	20	44.44%
Missed Trip	3	2	6	3	22	7	31.82%
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
<b>Subtotals</b>	<b>21</b>	<b>10</b>	<b>29</b>	<b>14</b>	<b>168</b>	<b>58</b>	<b>34.52%</b>
<b>Non-Service Related</b>							
Phones	0	0	0	0	0	0	N/A
Policy Comment	6	4	2	1	26	9	34.62%
Service Request	2	0	1	0	25	13	52.00%
Vehicle	0	0	0	0	0	0	N/A
Vehicle Preference	0	0	0	0	3	0	0.00%
Vehicle Un-Needed	0	0	0	0	2	0	0.00%
<b>Subtotals</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>56</b>	<b>22</b>	<b>39.29%</b>

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

2017 Comments	June		July		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	28,226		26,701		164,500	
<b>Comments by Category**</b>						
Compliment	25	0.89	42	1.57	179	1.09
Policy Related	4	0.14	1	0.04	20	0.12
Service Related	10	0.35	15	0.56	44	0.27
<b>Total</b>	<b>39</b>	<b>1.38</b>	<b>58</b>	<b>2.17</b>	<b>243</b>	<b>1.48</b>
<b>Average Response Time to Customer (Working Days)‡</b>						
Compliment		4.80		7.17		6.30
Policy Related		12.88		28.67		11.31
Service Related		13.40		26.37		12.71
<b>Overall</b>		<b>9.26</b>		<b>15.26</b>		<b>9.25</b>
*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						

<b>Description</b>	<b>Definition</b>
<i>Compliments</i>	Compliments of any kind
<i>Service Related Complaints</i>	
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
<i>Non-Service Related Complaints</i>	
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
<b>NOTE:</b> Comments are considered <b>VALID</b> if they are found to be factually accurate, when investigated. ☒	
Partially valid comments are counted as valid.	