

**San Mateo County
Paratransit Coordinating Council (PCC)**

Meeting Agenda and Minutes



**April 10, 2018
3:00-4:30 p.m.**

San Mateo County Paratransit Coordinating Council (PCC)

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Scheduled Meetings for 2018

<p align="center">PCC San Mateo County Paratransit Coordinating Council</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:30 p.m.</p>	<p align="center">PAL Policy-Advocacy- Legislative-Committee</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:30-12:30 p.m.</p>	<p align="center">Education Committee</p> <p align="center">1st Friday Bi-Monthly conference call</p> <p align="center">1:00 p.m.</p>	<p align="center">CTC Coastside Transportation Committee</p> <p align="center">2nd Thursday/Quarterly Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center">9:30-11:00 a.m.</p>	<p align="center">SamTrans Board</p> <p align="center">1st Wednesday Monthly</p> <p align="center">2:00 p.m.</p>	<p align="center">ERC Efficiency Review Committee</p> <p align="center">To be Determined</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:00 p.m.</p>
January 9, 2018	January 9, 2018			January 3, 2018	TBA
February 13, 2018	February 13, 2018	February 2, 2018		February 7, 2018	TBA
March 13, 2018	March 13, 2018		March 8, 2018	March 7, 2018	TBA
April 10, 2018	April 10, 2018	April 6, 2018		April 4, 2018	TBA
May 8, 2018	May 9, 2018			May 2, 2018	TBA
June 12, 2018	June 12, 2018	June 1, 2018	June 14, 2018	June 6, 2018	TBA
July 10, 2018	July 10, 2018			July 11, 2018* (2 nd Wednesday)	TBA
NO MEETING	**NO MEETING**	August 3, 2018		August 2, 2018	TBA
September 11, 2018	September 11, 2018		September 13, 2018	September 5, 2018	TBA
October 9, 2018	October 9, 2018	October 5, 2018		October 3, 2018	TBA
November 13, 2018	November 13, 2018			November 7, 2018	TBA
December 11, 2018	December 11, 2018	December 7, 2018	December 13, 2018	December 5, 2018	TBA

AGENDA

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

1250 San Carlos Avenue, San Carlos, CA 94070

April 10, 2018

- | | |
|--|------|
| 1. Welcome/Roll Call | 3:00 |
| 2. Introduction of Resource People | 3:05 |
| 3. * Approval of March 13, 2018 Meeting Minutes | 3:10 |
| 4. Committee Reports | 3:15 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair | |
| B. Grant/Budget Review | |
| C. C. Education—Sammi Riley, Chair | |
| D. D. Executive—Mike Levinson, Chair | |
| 1.) Appreciation Party | |
| 5. SamTrans / Redi-Wheels Reports | 4:00 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson | |
| D. Safety Report—Mark Weinstein | |
| 6. Liaison Reports | 4:15 |
| A. Coastside—Cara Schmaljohn / June 14th 9:30-11 | |
| B. Agency – Barbara Kalt | |
| C. ERC – Mike Levinson | |
| D. Commission on Aging (COA) – Sandra Lang | |
| E. Commission on Disabilities (COD) - Benjamin McMullan | |
| F. Center for Independence (CID) - Benjamin McMullan/Alex Madrid | |
| 7. Other Business | 4:25 |

***ACTION ITEM**

The next PCC meeting is scheduled for Tuesday, May 8, 2018 from 1:30 PM - 3:30 PM

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

MEETING MINUTES

March 13, 2018

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Nancy Keegan; Sutter Health Senior Focus; Tina Dubost, SamTrans; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Alex Madrid, Center for Independence of Individuals with Disabilities; Carmen Santoni, Catholic Charities; Valerie Campos, Vista Center for the Blind and Visually Impaired; Aki Eejima; Consumer;

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Mark Weinstein, First Transit; Henry Silvas; SamTrans; John Sanderson, SamTrans; Talib Salamin, Serra Yellow Cab; Giovanni Guadagnini, Jr, Guest

ABSENTEES: Susan Capeloto, Department of Rehabilitation; Marie Violet, Dignity Health; Barbara Kalt, Rosener House; Monica Colondres, Community Resident (Member Attendance 11, Quorum-Yes)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 1:35 p.m. and welcomed all to the PCC Meeting.

APPROVAL OF THE FEBRUARY MINUTES:

Dinae Cruise motioned to approve the December meeting minutes and Alex Madrid seconded the motion. The minutes were approved without changes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

SAMTRANS FINAL TELEPHONE SURVEY REPORT

Tina Dubost introduced Julian Jest, a Market Research Analyst from SamTrans. Julian reviewed the key findings from the October 2017 telephone survey with PowerPoint presentation.

The purpose of the survey was to:

1. Obtain the ridership characteristics of the Redi-Wheels and RediCoast customers (e.g. demographics and trip purpose)
2. Assess key customer satisfaction components
3. Collect information: whether they ride fixed-route, how they like to obtain information, cell and internet usage
4. Ask about recent trip experience as well as overall experiences.

SamTrans received 500 completed survey responses, out of about 4,000 sample riders. The presentation compared the 2017 survey results to the 2015 survey data. The demographics showed that the majority of the riders' household income was less than \$25,000.

Compared to San Mateo County adults, paratransit customers are more likely to be female, and less likely to be white.

The most common purpose of the trips was medical appointments (47%), and errands (11%) coming in second.

The majority of the ridership surveyed used Redi-Wheels and/or RediCoast at least once a week.

Redi-Wheels and RediCoast received an overall satisfaction rating (4 or 5, on a scale of 1-5) of 84%

There was a slight increase (to 75%) of the riders surveyed who had cell phones, and an increase to 48% who used text service.

Of the riders surveyed, only 46% had convenient access to internet.

There was an increased interest in receiving paratransit service information online

There was also an increased interest in purchasing paratransit fares online.

The Report is available at www.samtrans.com/surveys

Julian said SamTrans plans to conduct a paratransit rider survey approximately every 3 years.

Tina followed-up on the next steps following the telephone survey results. SamTrans will review the SamTrans website and freshen up the information. They will improve the message regarding the 20 minute pick-up window. Separately, SamTrans is also developing some mobility initiatives and a Taxi Voucher Pilot program.

Alex asked about how many people use Redi-Wheel per month. Tina said approximately 2,300 riders use Redi-Wheels a month.

FORM A SUBCOMMITTEE TO FINALIZE THE NAME AND FUNCTION CHANGE FOR PAL BYLAWS:

Mike explained that the PCC is required to review and update the PCC bylaws as necessary. Sandra, Mike, Ben and Alex are part of the ad hoc group reviewing the bylaws. They will bring their recommendations to the PAL meeting. Mike discussed what determines a quorum at a PAL meeting if a vote is required. Ben suggested that since the regular PAL attendees are relatively consistent that might constitute a quorum. Tina suggested that the ad hoc members further discuss this issue and determine how members should vote on PAL issues.

REVIEW THE CONSUMER CORPS CHECKLIST:

Below are the suggested changes. The master survey will be updated and sent to the PCC members for final review.

1. Trip date: _____(this is being moved up)

2. A. What time did you call to reserve a trip? _____ (AM or PM)
B. How long did you wait before you spoke to a reservationist? _____ # of minutes

7. A. Did you receive a complete and accurate Night YES NO
Before call for this trip?
B. Did you receive a complete and accurate Same YES NO
Day Reminder call on the day of your trip?

Question 8 (regarding trip length) will be deleted.

LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:

The next Stakeholders Advisory Group meeting will be held on Wednesday, March 14, 2018, 10am-12pm. Mike and Sandra will attend.

B. GRANT/BUDGET REVIEW

Barbara Kalt is on vacation. No report.

Tina did not have any further updates to report.

C. EDUCATION COMMITTEE

Sammi said that the Education Committee had a conference call to discuss the two outreach items and the wording required to place the order. The committee also considered other areas such as the handouts or website that need to be changed to create more visibility for consumers to become involved. The next meeting will be Friday, April 6th at 1:00pm via conference call. Anyone may join in this committee or any other committee.

D. EXECUTIVE COMMITTEE

Mike reported on the Executive Committee meeting scheduled on March 12th to discuss the Driver Appreciation party and a replacement on the Committee for Dale Edwards who has resigned. The position was offered to Nancy Keegan who accepted.

The Driver Appreciation party is scheduled to begin on Tuesday, April 10th around 5:30-6:00pm, when the drivers should arrive, and continue until 7:30 pm.

Please note the following time changes: PAL meeting will meet 1:30-2:30pm. PCC meeting will meet 3:00pm-4:30pm. Set-up will begin on the 4th floor around 5pm. Donations for the raffles are being accepted until April 5th.

Committee members continued the discussion of the draft PCC Work Plan from the October 2017 Retreat.

Changes for the Work Plan v6 were reviewed as follows:

Update page 12 PAL: (form an ad hoc committee)

Update page 15: Appreciation party for all First Transit paratransit staff (delete" and Coastside")

The PCC voted to accept the Work Plan with the changes.

Since the PCC Retreat was postponed from June to October 2017, and assuming that the Regional Conference will not be scheduled within the same calendar year, the next review of the Work Plan will be June 2019.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina provided an update on the *Get Us Moving* project:

She explained that SamTrans has a structural deficit and Caltrain has no dedicated source of funding. There are general maintenance and traffic congestion problems especially over freeway interchanges. SamTrans is wrapping up the first phase of the *Get Us Moving* effort. The survey produced over 14,000 responses, hosted 4 town halls, and presented to every city council (except for one that required rescheduling), and multiple civic and business groups. They are also getting feedback from the SAG and TAG advisory groups. There will be additional outreach programs in Phase 2. This will also include a draft expenditure plan with the guidance of the SAG and TAG group. The goal is to take a draft expenditure plan to the SamTrans board by June 2018. If the expenditure plan is approved, a measure will be developed and placed on the November 2018 ballot.

There was a presentation from the CERTA to a recent SamTrans meeting. They provided the results of popular projects that people are most interested in supporting.

Mike commented that the follow-up survey may be out in a few weeks. The next survey should be more specific on projects that SamTrans may consider. The next SAG meeting is scheduled for March 14th. They will be discussing the draft expenditure plan. The SAG advisory group also has meetings planned for April and May.

B. Performance Summary

Tina compared January 2017 data to January 2018 in the Performance Summary. She mentioned that the data is very similar. The total trips served are down about .04%. The average weekly ridership is up less than 1%. The amount of taxi trips is about 30% of total trips provided. The number of no shows and same day cancels are up compared to last year. The number of Redi-Wheels riders in January 2018 was 2269 individuals. On-time performance is rated at 89.7%. Productivity is good at 1.81.

Alex asked if SamTrans responds to complaints from customers within a certain timeframe. Tina said there has been a delay recently in the responses to the customer. John followed up Tina's comment stating that SamTrans cannot always release disciplinary information to a customer due to Human Resources (HR) considerations. Follow-up comments will not always include specific actions taken.

C. Monthly Redi-Wheels Comment Statistics Report

John indicated that SamTrans is still having problems generating reports on comments

data. The comments data is owned by the customer service group. Riders identified concerns with timeliness and driver conduct. Concerns were with the customer service of the drivers and rides that arrived late. Communications needs to be improved from the call center to the driver.

Sandra suggested that training scripts should be developed for the education of the drivers, dispatch, and reservationist. SamTrans needs to provide employees the response tools. Taxis cabs are set up with GPS. SamTrans does not have the capability to link to the Serra Cab services. The two systems do not work together.

Nancy asked about driver conduct and follow-up. John stated that HR follow-up is not open to the customer. Nancy suggested that the customer might want the assurance that SamTrans would review and take appropriate action, and was not expecting details about disciplinary action.

Sammi was concerned that maybe additional staff is needed to get adequate follow-up dispatch calls. Mark Weinstein indicated that there is a shortage of drivers in the industry. Employment in the Bay Area is at a record high for equivalent positions to paratransit drivers. John responded by saying that unfortunately, SamTrans needs to work with the drivers and staff that they have Improving on-time performance and overall service quality generally will decrease the call volume to dispatch.

Giovanni asked why drivers cannot change fuses on the lift. If there is an in-service lift that requires maintenance such as a fuse replacement, this needs to be replaced by an authorized maintenance person. Checking and cycling the lift before it leaves the yard is a standard procedure.

Giovanni expressed his view that there are problems with the operation of the lift on the new vehicles. Henry said the engine on the new vehicles needs to be active for the lift to work. John says the drivers get extensive training on the lift operation.

D. Safety Report

Mark Weinstein said that there were 5 noted accidents: 3 preventable and 2 non-preventable with no injuries. No other details available.

LIAISON REPORTS:

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

The CTC meeting was for March 8th from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay.

Tina discussed the *Get Us Moving* data and results and an abbreviated Telephone survey report.

Nancy asked what is the responsibility of the PCC for the Coastsides? Tina said that the Coastsides operation is smaller and more personally involved in the community. Mike said that PCC members go to the Coastsides meeting as liaisons to coordinate PCC work with the Coastsides activities. There are no Coastsides riders that attend the meeting. Santos is the representative of Redi-Coast. Santos' organization has hosted various driver appreciation events.

B. AGENCY

Nancy said that she, Barbara and Carmen met with Mark, Tina and John two months ago to review the agency services. Tina followed up on the report. Nancy offered that maybe some other agencies might want to have access to the report.

C. ERC

Mike said there is nothing to report
No meeting scheduled.

D. COMMISSION ON AGING (COA)

Sandra Lang reported that the COA met yesterday. They had a public hearing and approved the Work Plan 2018-2019. Lisa Mancini, the director of the County Health System discussed funding from the Federal government. New Commissioners discussed how allocations of the monies for Aging and Adult services are distributed. The message from Washington DC was not positive and the organization is lucky the state has a safety net and has planned for this deficit. The Transportation committee will still meet. The organization is working on Redi-Wheels eligibility questions with John. The next meeting is April 9th

E. COMMISSION ON DISABILITIES (COD)

IHSS will meet in June/July to discuss with consumers some program solutions and delivery to participants. COD is considering developing a transportation Committee.

Ben had a meeting this morning concerning HR620 which addresses ADA business notification requirements and its current position in California. HR620 has passed the House of Representatives and has not yet made it to the Senate. The requirements will need to be recrafted to go to the Senate.

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

Ben is working on Emergency Preparedness presentations on April 24th at the Menlo Park Senior Center at 110 Terminal Ave., Menlo Park, CA 94025 from 1:30pm-4:30pm. CID is planning another Emergency Preparedness event in the Fall/Winter months. Ben would like to see a PCC table at the April 24th event.

CID is developing more education for families to learn how to adapt to a member who is newly disabled. CID is developing an ADA survey for San Mateo County. The Transition to Independence fair is being planned for October.

CID will be starting the movie series again in June, to promote community discussion regarding disability.

OTHER BUSINESS

Nancy provided a follow-up to the Dale Edwards Appreciation Party. Tentatively, the party is scheduled for April 26th for an early lunch (between 11a-12:30p), possibly at Westlake Joes in Daly City. Sue, Dale's wife, might attend. Once the time and location are determined, a list will be sent to Lorna for invitations to go out.

Sammi reported that PCC member, Judy Garcia has been ill. Sammi will send a card from the PCC.

Aki asked Tina a series of questions about the new paratransit "swipe" ID cards, the fare increase scheduled to take effect in January 2019, and the IVR system.

Lorna is working on the roster update.

The next PAL and PCC meetings will be held on Tuesday, April 10, 2018. The PAL Committee will meet from 1:30 p.m. to 2:30 p.m. and the PCC will meet from 3:00-4:30 p.m. Please note the time change.

The Driver's Appreciation Party will meet on the 4th Floor at 5:30pm.

MEETING ADJOURNED at 3:30 p.m.

Work Plan for 2017/2019 v6
San Mateo County Paratransit Coordinating Council

Objectives	Tasks	Lead and Support Roles	Timeline
Expand PCC Membership			
Educate public on how the PCC works and who it is intended for	<ul style="list-style-type: none"> • Explore additional opportunities for promoting the PCC, such as various forms of social media, advertising in the Daily Journal, PenTV, NextDoor • Post PCC on a Community Forum • Follow through with organizations and agencies for feedback and to provide them with supplemental information 	PCC lead, with Education Committee and PAL Committee in support roles	Draft Outreach Plan by May 2018
Expand PCC membership a. Strategically recruit	<ul style="list-style-type: none"> • Review and provide input on all Redi-Wheels and Redi-Coast materials 		Ongoing

<p>new members</p> <p>b. Educate existing members</p>	<ul style="list-style-type: none"> ● Identify 2 – 4 agencies to recruit new members ● Conduct 2 – 4 outreach events per year ● Evaluate outreach presentations and refine as needed ● Reach out to consumers to join the PCC 		
Improve Communications within PCC			
<p>Continue to enhance the effectiveness of the PCC and PAL committee meetings</p>	<ul style="list-style-type: none"> ● Review time and format of PCC meetings to make sure they are accomplishing meeting objectives ● Make the PCC meeting more interactive, such as a community forum or using social media outlets ● Develop Master Calendar of Events ● Provide new members with 	<ul style="list-style-type: none"> ● This is an ongoing effort spearheaded by the Education Committee and staff ● Sub-committee of PAL to update by-laws (form an ad hoc committee) 	<p>Ongoing</p> <p>Start discussion of meeting format at March 2018 PCC meeting, then Executive Committee can formulate proposal if any changes are being</p>

	<p>an orientation session</p> <ul style="list-style-type: none"> • Update PAL meeting changes in by-laws (name and function) 	at February PAL meeting)	<p>considered</p> <ul style="list-style-type: none"> • Complete by June 2018
Expand PCC Role in Community			
Help Redi-Wheels develop a more positive image in the community	<ul style="list-style-type: none"> • Identify agencies to develop partnerships and assign PCC members to reach out to them • Develop strategic partnerships with agencies/organizations that have similar issues and concerns 	PCC and SamTrans	Ongoing
Advocate for inclusion of projects that serve the needs of people with disabilities in the potential sales tax measure, and the sustainability of the long-term future of Redi-Wheels	<ul style="list-style-type: none"> • Actively participate in Stakeholders Advisory Group (SAG) and be visible promoting accessibility and paratransit 	PAL committee	June 2018

Address Service Quality Issues			
Address customer service dispatch regarding improving hold time and the accuracy of arrival time estimates		PAL Committee PCC	Ongoing
Ensure full implementation of real time arrival notification		PAL committee	On hold
Explore potential for Regional PCC conference to be hosted by MTC or another PCC with support from San Mateo PCC	Staff reach out to other PCCs to build support for approaching MTC to host, or to have another county host	Staff	Initiate activities in 2018 for conference in 2019. Staff reach out by July 2018
Maintain awareness of non-paratransit programs/mobility management	Determine if it is worth pursuing a hospital discharge program since Alameda County discontinued these services due to lack of consumer usage	PCC and staff	Ongoing
Stay informed about ride-hailing programs and how they are used to serve	Include periodic updates at PCC meetings on latest developments with ride-hailing services such as	Staff	Ongoing

people with disabilities in other locations	Lyft and Uber		
Address emergency preparedness issues with the Office of Emergency Services taking confidentiality into account. How can we collaborate on the information?	Staff create a calendar of emergency services-related events to allow PCC members to participate when possible	SamTrans and PCC Staff	Create calendar by July 2018, then ongoing maintenance
Promote and maintain good relations between drivers, riders and agencies. Acknowledge and recognize high quality service.	Host annual appreciation party for all First Transit.	First Transit Executive Committee	Spring
Actively work with SamTrans to explore same day service	Support SamTrans in developing a centralized website for transportation resources and centralized phone number	SamTrans PCC	Ongoing

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

Performance Measure	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Prev. Yr. Average
1. Total trips requested	30,380	35,289	32,135	34,581	34,021	32,559	34,653	32,891	34,167	33,284	31,594	32,573	29,687	32,686
2. Trips scheduled	28,021	32,779	29,501	31,615	31,033	29,504	32,158	30,199	31,502	30,193	28,406	29,036	25,842	30,022
a. Same day cancels	1,854	1,846	1,798	1,809	1,848	1,832	1,818	1,770	1,809	1,869	1,770	1,826	528	1,884
% of trips scheduled	6.6%	5.6%	6.1%	5.7%	6.0%	6.2%	5.7%	5.9%	5.7%	6.2%	6.2%	6.3%	2.0%	6.3%
b. Late cancels	438	514	524	571	527	556	598	546	568	564	546	662	528	502
% of trips scheduled	1.6%	1.6%	1.8%	1.8%	1.7%	1.9%	1.9%	1.8%	1.8%	1.9%	1.9%	2.3%	2.0%	1.7%
c. Total customer no-shows	402	449	313	332	432	415	436	451	390	360	445	395	342	364
% of trips scheduled	1.4%	1.4%	1.1%	1.1%	1.4%	1.4%	1.4%	1.5%	1.2%	1.2%	1.6%	1.4%	1.3%	1.2%
d. No-show (operator)	1	0	0	0	0	0	0	0	0	0	0	0	0	1
3. Total trips served	25,326	29,970	26,866	28,903	28,226	26,701	29,306	27,432	28,735	27,400	25,645	26,153	24,444	27,271
a. Average weekday riders	1,107	1,157	1,139	1,144	1,121	1,107	1,127	1,175	1,131	1,119	1,049	1,138	1,052	1,112
b. Advance reservation	17,696	20,303	18,200	19,659	19,302	18,301	20,008	18,830	19,623	18,830	17,601	17,484	16,554	18,658
c. Agency trips	3,390	4,375	3,922	4,134	3,914	3,618	4,123	3,547	3,802	3,579	3,468	3,754	3,289	3,921
d. Individual subscription	4,240	5,292	4,744	5,110	5,010	4,782	5,175	5,055	5,310	4,991	4,576	4,915	4,601	4,693
e. Taxi trips	7,266	8,444	7,384	8,576	8,607	7,930	8,933	8,735	9,475	9,237	8,473	7,879	7,803	8,434
<i>(taxi % of total trips)</i>	28.7%	28.2%	27.5%	29.7%	30.5%	29.7%	30.5%	31.8%	33.0%	33.7%	33.0%	30.1%	31.9%	30.9%
4. Total Redi-Wheels riders	2,297	2,389	2,294	2,351	2,395	2,268	2,387	2,301	2,268	2,346	2,299	2,269	2,184	2,321
5. Inter-County Transfer Trips	120	185	205	211	178	188	163	163	155	155	131	178	163	177
6. On-time performance ¹	92.0%	92.4%	92.4%	90.0%	89.7%	90.6%	90.8%	87.3%	89.8%	89.8%	89.7%	89.7%	90.3%	92%
7. Productivity (psgrs/rvh) ²	1.78	1.81	1.83	1.82	1.86	1.84	1.87	1.90	1.92	1.88	1.85	1.81	1.82	1.82
8. Complaints per 1000 trips	0.20	0.17	0.45	0.31	0.50	0.41	0.49	0.69	0.66	0.88	0.90	-	-	0.4
9. Compliments per 1000 trips	0.59	0.90	0.67	0.69	0.81	1.50	0.52	1.20	1.01	1.02	2.14	-	-	1.5
10. Avg phone wait time (mins) ³	0.9	0.8	1.1	0.9	1.3	1.3	0.9	2.5	1.6	1.2	1.0	1.0	0.8	0.97

4/3/2018

Notes:

1 Standard = 90%

2 Standard = 1.70

3 Standard = < 1.5

Total Trips Served







