

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

***Meeting Agenda and Minutes***



**March 13, 2018  
1:30-3:30 p.m.**

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

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**TABLE OF CONTENTS**

PCC Schedule of 2018 Meetings ..... 3

March PCC Agenda ..... 4

February PCC Meeting Minutes .....5-10

Draft Work Plan 2017/2019 .....11-15

Redi-Wheels Reports .....16-20

    Performance Measures Report .....16

    Total Trips Served .....17

    Taxis-Percent of Total Trips Report ..... 18

    On-Time Performance Report .....19

    Productivity (Passengers/Review Vehicle Hour) Report .....20

    Monthly Redi-Wheels Comment Statistics Reports.....

    Comments Code Definitions .....

### Scheduled Meetings for 2018

<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  <b>**No August Meeting</b>  <b>1:30-3:30 p.m.</b>	2 <sup>nd</sup> Tuesday Monthly  <b>**No August Meeting</b>  <b>11:30-12:30 p.m.</b>	1 <sup>st</sup> Friday Bi-Monthly conference call  <b>1:00 p.m.</b>	2 <sup>nd</sup> Thursday/Quarterly Senior Coastsiders 925 Main Street, Half Moon Bay  <b>9:30-11:00 a.m.</b>	1 <sup>st</sup> Wednesday Monthly  <b>2:00 p.m.</b>	To be Determined  <b>**No August Meeting</b>  <b>1:30-3:00 p.m.</b>
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 <sup>nd</sup> Wednesday)	TBA
<b>**NO MEETING**</b>	<b>**NO MEETING**</b>	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 2<sup>nd</sup> Floor Auditorium**

1250 San Carlos Avenue, San Carlos, CA 94070

**March 13, 2018**

- |  |      |
|--|------|
| 1. Welcome/Roll Call   | 1:30 |
| 2. Introduction of Resource People                                 | 1:35 |
| 3. * Approval of February 13, 2018 Meeting Minutes                 | 1:40 |
| 4. Committee Reports   | 1:45 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair                |      |
| B. Grant/Budget Review   |      |
| C. C. Education—Sammi Riley, Chair                                 |      |
| D. D. Executive—Mike Levinson, Chair                               |      |
| 1.) Discussion on Work Plan 2017/19                                |      |
| 2.) Bylaws   |      |
| 3.) Appreciation Party   |      |
| 4.) Adding additional committee members to the Executive committee |      |
| 5. Consumer Corps Report – 1 <sup>st</sup> Quarter due April 2018  |      |
| 6. SamTrans / Redi-Wheels Reports                                  | 2:35 |
| A. Operational Report—Tina Dubost                                  |      |
| B. Performance Summary—Tina Dubost                                 |      |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson   |      |
| D. Safety Report—Mark Weinstein                                    |      |
| 7. Liaison Reports   | 2:45 |
| A. Coastside—Cara Schmaljohn / March 8 <sup>th</sup> 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   |      |
| 8. Other Business  | 3:15 |

**\*ACTION ITEM**

The next PCC meeting is scheduled for Tuesday, April 10, 2018 from 3:00 PM - 4:30 PM  
Appreciation Party is Tuesday, April 10, 2018 from 6:00PM-7:30PM – PCC Members Welcomed

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

**MEETING MINUTES**

February 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; Monica Colondres, Community Resident; Alex Madrid, Center for Independence of Individuals with Disabilities; Carmen Santoni, Catholic Charities; Valerie Campos, Vista Center for the Blind and Visually Impaired

**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; Ellen Aberstat, Consumer.

**ABSENTEES:** Susan Capeloto, Department of Rehabilitation; Marie Violet, Dignity Health; Barbara Kalt, Rosener House; Aki Eejima; Consumer; (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 JANUARY MINUTES:**

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

**COMMITTEE REPORTS**

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

**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 volunteered to form a temporary ad hoc committee to review the bylaws and suggest recommendations to formally change the name from Advocacy and Legislative Committee (AL-Com) to Policy, Advocacy and Legislative (PAL) committee and the function changes regarding PAL in the bylaws. Tina will check with the SamTrans legal department to determine if there is a conflict with the Brown Act. The PCC bylaws are located on the [www.sanmateopcc.com](http://www.sanmateopcc.com) website in the Contact Us section. Lorna will email the bylaws to the ad hoc committee members for review. The ad hoc committee will work together and share their recommendations initially via email and send recommendations for Lorna to compile.

## **REVIEW THE CONSUMER CORPS CHECKLIST:**

Richard stated that the PAL Committee should review the Consumer Corps checklist to see what areas in the consumer experience may need changes or updates. The direction was to make the questions to the consumer more pertinent for the report and to address areas that require more clarification. Mark stated that some of the question/answers are already being tracked in the SamTrans data. He suggested that the checklist might cover areas of the consumer experience that the comment cards do not. The survey does direct consumers to address specific issues via SamTrans comment cards, customer service or the website.

Suggested changes:

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

Question 8 (regarding trip length) will be deleted.

This discussion will continue in the next PAL meeting due to time constraints.

## **Legislation Update:**

Sandra and Mike attended the SAG meeting February 8<sup>th</sup>. Sandra reported that a spreadsheet was provided that listed potential projects if the measure is approved. If the Measure is approved, the funding process will cover a 30 year period. After February 28<sup>th</sup>, the SAG/TAG is considering making a recommendation to send out a secondary survey. The next Stakeholders Advisory Group meeting will be held on Wednesday, March 14, 2018, 10am-12pm.

Sandra said there are Get Us Moving Town Halls scheduled in different parts of the County. There is one in Menlo Park on February 15<sup>th</sup> and one in South San Francisco on February 22<sup>nd</sup>.

## **LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:**

Mike reported a problem that he's had regarding calls from dispatch to alert him that his vehicle has arrived. Tina said that during pickups from the customer's home address SamTrans uses the home phone as their default for trips that originate at the customer's home. The customer should be looking for the vehicle outside. Tina said that customers also have the option to receive all calls on their cell phone however it is nearly impossible for dispatchers to distinguish between times where the customer is inside or outside their home. In some cases, the customer will be traveling to get to their pick-up location in front of the home and will not be inside the apartment to answer the warning call that their vehicle is about to leave.

Mike felt that these calls should be placed to his cell phone whenever the call is made after the scheduled pick-up time. When Mike has already left his apartment to meet the vehicle and the warning call is made to his home phone. Mike has no way to let the dispatcher know he is on his way out.

## **B. GRANT/BUDGET REVIEW**

No report.

Tina did not have any further updates.

## **C. EDUCATION COMMITTEE**

Sammi reported that the meeting was held on February 2, 2018 at 12:30pm-2:00pm. The committee met at Rainbow Pizza in San Mateo. They looked at the two outreach items to determine the art work required to place the order. Final considerations of the language to be used on the items will be addressed via email before the next meeting and the design work will be done by Nelson\Nygaard staff. 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 6<sup>th</sup>.

## **D. EXECUTIVE COMMITTEE**

Mike reported that the committee did not meet during the past month. A new meeting will be scheduled between March 9<sup>th</sup> and 12<sup>th</sup> to discuss the Appreciation party.

Committee members continued the discussion of the draft PCC Work Plan from the October 2017 Retreat. The membership reviewed the Draft Work Plan by adding the responsible parties and timelines. The document will continue to be reviewed at the March 13<sup>th</sup> PCC Meeting.

The Driver's Appreciation Party is scheduled for April 10<sup>th</sup>.

## **CONSUMER CORPS:**

### **A. Quarterly Report for October 1, 2017 to December 31, 2017**

Lorna presented the quarterly Consumer Corps.

A total of 183 surveys were submitted during this period. Over 82% of the ride evaluations reported that the ride arrived on-time. The longest reported wait time was 70 minutes. 18% of the Night before calls were reported as incomplete or inaccurate. About 63% of the reservations and dispatch calls were taken without waiting in queue. 92% of the responses indicated that the driver assistance "met needs" or was "above needs." 61% of the rides were on Red-Wheels, 33% were in taxis and 6% were on RediCoast vehicles. An average of 82% of the rides was reported to be less than 20 miles long. About 42% of the rides reports indicated that the yellow comment cards were visibly displayed inside the vehicle. Lorna noted that rides for taxis had increased. She questioned if the taxis displayed the yellow comments cards. Tina said that they are provided upon request.

Mike reported that the Night before calls he has received have been more inaccurate recently. Tina reported that recently there was a technical error that was being reported to the vendor. Tina confirmed in response to a question from Alex that the Night before calls are placed automatically.

Ellen, a guest consumer, reported on a recent taxi trip with her dog. On this trip, she stated that the taxi driver wanted her to get out so he could transport a woman in a wheelchair with her husband. It was 11:30pm in San Francisco. Ellen refused to get out of the taxi. Talib wanted more specifics from Ellen to investigate this trip.

On another trip Ellen stated that she had to walk two blocks to find her ride when the taxi was were not at the agreed pick-up location. Talib and Tina ask to meet with Ellen after the meeting to get the details in order to follow-up.

When Ellen makes her reservation she claimed she always states that she will be bringing her service dog. When she speaks with Redi-Wheels dispatch, she reported they sometimes clarify if she is travelling with her dog. Ellen was concerned that other riders might complain when they see her dog. Tina stated that Ellen was allowed to travel with her service dog.

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

### **A. Operational Report**

Tina provided an update on the Get Us Moving project:  
There is a proposal to place a sales tax measure on the November ballot 2018.

The Get Us Moving project has been distributing surveys and is currently getting feedback from the public on their transportation needs. The deadline to submit a survey is February 28<sup>th</sup>.

SamTrans board recently approved the purchase of 55 new articulated diesel buses. The new buses will include Wi-Fi and 3 bike racks. Monica asked if the new buses would have lifts or ramps on both doors. Tina said there would be ramps on the front door only. The cost is approximately one million dollars per bus. Mike added that SamTrans may transition to electric buses.

There is a change in the lifeline fare assisted program. Lifeline approval/welcome letters will no longer include a sticker to be affixed to the customer's Redi-Wheels card. The fare due for each customer appears on the driver's manifest. The information is stored on the computer.

### **B. Performance Summary**

The overall picture is relatively unchanged since the previous year. Total Trips served in December 2017 shows a decline by 0.4% since December 2016. Average weekday ridership is up by less than 1%. Within the last year, ridership is up by 2%. Same day cancels and no shows are up slightly compared to last year. The number of people riding in the month is about the same. On-Time Performance is not quite 90%, but above 89%. Productivity is good at 1.8 passengers per hour.

Mike asked why, in the last quarter, the numbers have gone down for on-time and productivity. Usually when one is up the other goes down. Mark said that typically the holidays affect the numbers. There are fewer drivers during this period, the weather is



worse, and there is more traffic.

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

John provided an annual roll-up for the full-year 2017 Comment Statistics Report. John noted that SamTrans received 102 driver conduct reports during the calendar year. Timeliness was the number one thing that the riders were most concerned about. About half of reported late trips were in fact late. The number of compliments outnumbered the number of complaints received by more than two to one. SamTrans received 1.86 comments for every 1,000 rides provided in 2017.

Ellen asked if you would not get a “ding” if you call 5 minutes before the 2 hour window to cancel a ride. John verified that she would not get a late cancel if she called to cancel her ride more than two hours before the negotiated pickup time. Since there was not sufficient time to discuss the late cancellation policy in the meeting, participants were asked to refer to the *Rider’s Guide* for clarification.

### **D. Safety Report**

Mark Weinstein said that there were 2 minor accidents with no injuries. 1 bus was rear ended at a railroad track and in the other accident a bus rear ended a vehicle.

## **LIAISON REPORTS:**

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

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

### **B. AGENCY**

Nancy said that she, Barbara and Carmen met with Mark, Tina and John to review the agency services. They got together to review some of the concerns and noted the positives, as well. Nancy is still waiting for some feedback from Tina on the lift and information that Barbara requested. Tina did get together with Margo Ross and discussed Barbara’s concerns.

### **C. ERC**

Mike said there is nothing to report

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

Sandra Lang reported that the COA met yesterday. The organization was going to have a retreat in order to bring the new Commissioners up-to-date. The Transportation committee has not been reinstated. They were concerned with the eligibility process for Redi-Wheels. Sandra did say that they were looking for follow-up on their letter on pedestrian safety to the Board of Supervisors. Meetings are held the 2<sup>nd</sup> Monday of every month.

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

A bill will be voted on Thursday in the House concerning ADA business notification requirements.

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

Ben is still working on Emergency Preparedness presentations specifically for San Bruno for May/June and another in the Fall/winter months. Ben would like to see a table for the PCC at this event.

IHSS will meet in the June/July timeframe. CID is developing more education for families to learn how to adapt to a member who is 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 to promote community discussion regarding disability.

## **OTHER BUSINESS**

Richard presented information sent by an individual in the community regarding on-line education resources specifically for students with disabilities. He asked the committee whether this is something that should be included on the PCC website. He will supply the information to those requesting (Valerie, Ben and Alex).

Monica reported that the City of Redwood City Veterans Memorial Senior YMCA Center is in the second stage of planning. She encouraged SamTrans to reach out now regarding Redi-Wheels stops at the new center. Presently, the current transportation consideration needs feedback and suggestions from the public and transportation services.

Nancy volunteered to try to coordinate a project to honor Dale Edwards, long time advocate. Nancy suggested that he might be included in the Appreciation Party in addition to a lunch-time event.

The next PAL and PCC meetings will be held on Tuesday, March 13, 2018. 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 3:35 p.m.

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

Objectives	Tasks	Lead and Support Roles	Timeline
<b>Expand PCC Membership</b>			
Educate public on how the PCC works and who it is intended for	<ul style="list-style-type: none"> <li>• Explore additional opportunities for promoting the PCC, such as various forms of social media, advertising in the Daily Journal, PenTV, NextDoor</li> <li>• Post PCC on a Community Forum</li> <li>• Follow through with organizations and agencies for feedback and to provide them with supplemental information</li> </ul>	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"> <li>• Review and provide input on all Redi-Wheels and Redi-Coast materials</li> </ul>		Ongoing

<p>new members</p> <p>b. Educate existing members</p>	<ul style="list-style-type: none"> <li>• Identify 2 – 4 agencies to recruit new members</li> <li>• Conduct 2 – 4 outreach events per year</li> <li>• Evaluate outreach presentations and refine as needed</li> <li>• Reach out to consumers to join the PCC</li> </ul>		
<b>Improve Communications within PCC</b>			
<p>Continue to enhance the effectiveness of the PCC and PAL committee meetings</p>	<ul style="list-style-type: none"> <li>• Review time and format of PCC meetings to make sure they are accomplishing meeting objectives</li> <li>• Make the PCC meeting more interactive, such as a community forum or using social media outlets</li> <li>• Develop Master Calendar of Events</li> <li>• Provide new members with</li> </ul>	<ul style="list-style-type: none"> <li>• This is an ongoing effort spearheaded by the Education Committee and staff</li> <li>• Sub-committee of PAL to update by-laws (form an ad hoc committee)</li> </ul>	<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"> <li>• Update PAL meeting changes in by-laws (name and function)</li> </ul>	at February PAL meeting)	<p>considered</p> <ul style="list-style-type: none"> <li>• Complete by June 2018</li> </ul>
<b>Expand PCC Role in Community</b>			
Help Redi-Wheels develop a more positive image in the community	<ul style="list-style-type: none"> <li>• Identify agencies to develop partnerships and assign PCC members to reach out to them</li> <li>• Develop strategic partnerships with agencies/organizations that have similar issues and concerns</li> </ul>	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"> <li>• Actively participate in Stakeholders Advisory Group (SAG) and be visible promoting accessibility and paratransit</li> </ul>	PAL committee	June 2018

<b>Address Service Quality Issues</b>			
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 and Coastside paratransit staff	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	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Prev. Yr. Average
1. Total trips requested	30,777	30,380	35,289	32,135	34,581	34,021	32,559	34,653	32,891	34,167	33,284	31,594	32,573	32,686
2. Trips scheduled	28,133	28,021	32,779	29,501	31,615	31,033	29,504	32,158	30,199	31,502	30,193	28,406	29,036	30,022
a. Same day cancels	2,020	1,854	1,846	1,798	1,809	1,848	1,832	1,818	1,770	1,809	1,869	1,770	1,826	1,884
% of trips scheduled	7.2%	6.6%	5.6%	6.1%	5.7%	6.0%	6.2%	5.7%	5.9%	5.7%	6.2%	6.2%	6.3%	6.3%
b. Late cancels	550	438	514	524	571	527	556	598	546	568	564	546	662	502
% of trips scheduled	2.0%	1.6%	1.6%	1.8%	1.8%	1.7%	1.9%	1.9%	1.8%	1.8%	1.9%	1.9%	2.3%	1.7%
c. Total customer no-shows	354	402	449	313	332	432	415	436	451	390	360	445	395	364
% of trips scheduled	1.3%	1.4%	1.4%	1.1%	1.1%	1.4%	1.4%	1.4%	1.5%	1.2%	1.2%	1.6%	1.4%	1.2%
d. No-show (operator)	0	1	0	0	0	0	0	0	0	0	0	0	0	1
3. Total trips served	25,209	25,326	29,970	26,866	28,903	28,226	26,701	29,306	27,432	28,735	27,400	25,645	26,153	27,271
a. Average weekday riders	1,038	1,107	1,157	1,139	1,144	1,121	1,107	1,127	1,175	1,131	1,119	1,049	1,138	1,112
b. Advance reservation	17,367	17,696	20,303	18,200	19,659	19,302	18,301	20,008	18,830	19,623	18,830	17,601	17,484	18,658
c. Agency trips	3,551	3,390	4,375	3,922	4,134	3,914	3,618	4,123	3,547	3,802	3,579	3,468	3,754	3,921
d. Individual subscription	4,291	4,240	5,292	4,744	5,110	5,010	4,782	5,175	5,055	5,310	4,991	4,576	4,915	4,693
e. Taxi trips	7,061	7,266	8,444	7,384	8,576	8,607	7,930	8,933	8,735	9,475	9,237	8,473	7,879	8,434
(taxi % of total trips)	28.0%	28.7%	28.2%	27.5%	29.7%	30.5%	29.7%	30.5%	31.8%	33.0%	33.7%	33.0%	30.1%	30.9%
4. Total Redi-Wheels riders	2,235	2,297	2,389	2,294	2,351	2,395	2,268	2,387	2,301	2,268	2,346	2,299	2,269	2,321
5. Inter-County Transfer Trips	146	120	185	205	211	178	188	163	163	155	155	131	178	177
6. On-time performance <sup>1</sup>	92.9%	92.0%	92.4%	92.4%	90.0%	89.7%	90.6%	90.8%	87.3%	89.8%	89.8%	89.7%	89.7%	92%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.75	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
8. Complaints per 1000 trips	0.12	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	1.03	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) <sup>3</sup>	0.7	0.9	0.8	1.1	0.9	1.3	1.3	0.9	2.5	1.6	1.2	1.0	1.0	0.97

3/5/2018

Notes:

1 Standard = 90%

2 Standard = 1.70

3 Standard = < 1.5



### Total Trips Served







