

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

Meeting Agenda and Minutes



**May 8, 2018
1:30 p.m.-3:30 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

May 8, 2018

- | | |
|--|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:35 |
| 3. * Approval of April 10, 2018 Meeting Minutes | 1:40 |
| 4. Committee Reports | 1:45 |
| A. Policy/Advocacy/Legislative(PAL)—Mike Levinson, Chair | |
| B. Grant/Budget Review | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| Accepting Nominations for Chair and Vice-Chair position | |
| 5. Review of the Transit Access Report-Richard Weiner | 2:30 |
| 6. Consumer Corp Q1 2018 Report-Lorna Rodriguez-Wong | 2:45 |
| 7. SamTrans / Redi-Wheels Reports | 3:00 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —Tina Dubost | |
| D. Safety Report—Mark Weinstein | |
| 8. Liaison Reports | 3:15 |
| 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 | 3:25 |

*ACTION ITEM

The next PCC meeting is scheduled for Tuesday, June 12, 2018 from 1:30 PM - 3:30 PM

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

MEETING MINUTES

3:00 p.m. - 4:30 p.m.

April 10, 2018

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Barbara Kalt, Rosener House; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Alex Madrid, Center for Independence of Individuals with Disabilities; Valerie Campos, Vista Center for the Blind and Visually Impaired; Aki Eejima; Consumer; Susan Capeloto, Department of Rehabilitation; Monica Colondres, Community Resident; Judy Garcia, Consumer.

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Mark Weinstein, First Transit; John Sanderson, SamTrans.

ABSENTEES: Marie Violet, Dignity Health; Nancy Keegan; Sutter Health Senior Focus (Member Attendance 12, Quorum-Yes)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 3:15 p.m. and welcomed all to the PCC Meeting.

APPROVAL OF THE MARCH MINUTES:

Sammi Riley motioned to approve the March meeting minutes and Mike Levinson seconded the motion. The minutes were approved without changes.

COMMITTEE REPORTS

A. POLICY ADVOCACY-LEGISLATIVE COMMITTEE (PAL)

Mike had no legislative updates. Tina reported no specific TNC updates. She added that there was some discussion on Regional Transit Connection cards and emergency preparedness. Ben reported that he was contacted by Senator Hill's office about working on legislation that would make TNC's more accessible. They were contacted to start the discussion and obtain information.

Jessica Epstein provided a general legislative update. Jessica began by saying that 2016-2017 was very busy for transportation activity in transit bills. There are not many transit bills this year. This year is all about protecting the transit bills in place. SB1 was a significant bill known as the "gas tax". There is a major effort directed to repeal SB1 in Sacramento. SamTrans is supporting SB1 via Proposition 69 makes sure that the funds are directed to transportation. Jessica said there is new legislation being developed by Senator Jerry Hill to assure TNC access for people with disabilities. Basically it is

placing more regulations on TNC to make sure they can accommodate people with disabilities. This is Senate bill SB1376.

RM3 is on the June Ballot. It will increase bridge tolls and will fund transportation projects in the region, including the Dumbarton corridor. San Mateo voters will not be paying the bulk of the toll increase since they do not commute over the bridges in as large numbers as those in the East Bay.

Alex asked if either SB1 or RM3 address paratransit specifically. Jessica said none of these bills addressed paratransit specifically. Mike added that if funds come into SamTrans through these bills, it could keep fares low, or at least minimize SamTrans deficits.

Jessica added that *Get Us Moving* is the County's local ½ cent sales tax that specifically addresses SamTrans and goes to the voters in November 2018. Jessica indicated that although there is currently no expenditure plan, SamTrans is aware of the increased paratransit usage. Sandra asked that if once SB1 is finalized, would that help Caltrain with their deficit. Jessica said she was hopeful. Jessica added, on the competitive side, they are also applying for \$630 million in grants to electrify the cars and not use diesel. These grants would also increase the number of Caltrain cars from six to eight.

Mike asked about the timeline and whether the PCC should send letters of support to the legislators. Jessica wasn't sure if the PCC could or should send letters of support. Jessica said that on behalf of the agencies, they are sending out letters of support for SB1 and RM3. Tina will speak to SamTrans' Legal Department regarding whether or not the PCC can send out a letter of support for SB1 and/or RM3.

Jessica anticipated that the updated *Get Us Moving* website might be ready by the next Stakeholders Advisory Group (SAG) meeting. She indicated that the website should be more interactive in determining consumers' transit issues. Alex asked for how long the sales tax would be in effect. Jessica said that the ½ cent sales tax would be in effect for 30 years.

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

No updates were presented. Sandra and Mike suggested this ad hoc committee meet during the lunch break May 8th between the PAL and PCC meetings.

LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:

Mike brought up a paratransit problem that he had experienced that day. He was on his way for a pick-up and his 5 minute call came in to his home phone to tell him that his driver was on the way. Within a 5 minute window, Mike explained that he may have a number of obstacles to avoid before he gets to his meeting spot. He does not feel it is unreasonable that if the dispatcher calls his home phone and they get the answering machine, that they should call the cell phone. Tina said that standard policy for the IVR system is if it calls the home phone and gets an answering machine, it has made

contact with the customer. Mike wanted to make it clear that this is not an IVR issue. The 5 minute call is usually made by a live dispatcher who is in contact with the driver. Mike said that all attempts should be made to make the connection and not claim a “no-show.” The 5 minute call is made by the dispatcher who can call the cell phone to see what delay the customer might be experiencing.

Mark Weinstein said he would follow-up to see what the procedure or process is used for contacting the customer. He will respond with feedback on the process. If for some reason, they cannot add in the second call, he will inform the committee.

Alex asked if the IVR calls are automatic and Tina confirmed that they are. John followed up that the default is for all ride reminder calls to go through the IVR, but a customer can request no reminder calls at all.

Sandra and Mike provided an update on the March 14th SAG meeting. The attendees were separated into different groups to discuss funding needs for projects. The projects were categorized based on the feedback from the contractors from the Technical Advisory Group (TAG). A percentage of funding was given to a project. The breakout SAG groups were tasked to determine whether to increase or decrease the percentage of funding to each category of projects.

Discussion continued regarding the Caltrain and SamTrans deficits. Tina commented that SamTrans has received a number of capital grants for capital expenditures. When the vehicles have reached the end of service, SamTrans needs to be able to have the capital funds to purchase and maintain the vehicles.

B. GRANT/BUDGET REVIEW

Barbara Kalt had no updates.

Tina did not have any further updates to report.

C. EDUCATION COMMITTEE

Sammi said that the committee had decided on the final wording on the giveaway tote bag and these will be ordered. The committee also considered other topics such as the handouts or website that need to be changed to create more visibility for consumers to become involved. The committee will have a table at the CID Emergency Preparedness event on April 24th at the Menlo Park Senior center from 1:30-4:30 p.m. The next Education Committee Meeting is on June 1st from 1:00-1:30 p.m. via conference call. All are welcome to join.

D. EXECUTIVE COMMITTEE

On Wednesday, April 4th, the SamTrans Board of Directors honored our own Dale Edwards for his longtime service to the PCC. Barbara Kalt spoke about Dale’s service to the attendees. You may view the presentation at SamTrans.com. Go to “About SamTrans” and then to “Board of Directors.” Go to “Video-Board of Directors” and choose the video for April 4, 2018. The event is about 32 minutes into the meeting and

lasts about 7 minutes.

Sammi, Nancy and Sandra have put together an event for Dale Edwards at Sharp Park Golf Course Restaurant on April 26th from 11:00a.m.-12:30 p.m. It is located at 2600 Francisco Blvd, Hwy 1 & Sharp Park Rd., Pacifica, CA 94044. The cost is \$25.00 per person. Please RSVP by April 20th: 650-299-1442 or email: sanmateopcc2@gmail.com. Send lunch money to PCC, PO Box 1035, San Carlos, CA 94070. Write checks to Nancy Keegan. Please send a list of attendees with payment. Please feel free to bring your own personal gift for Dale.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina stated that SamTrans just approved a contract with a company for an app to purchase SamTrans bus fares and obtain schedule information. Customers will be able to purchase tickets through the app using a credit card. Alex asked how to obtain the ticket. Tina said you would show the ticket to the driver using your phone. She is not sure if this can be applied on Redi-Wheels yet.

SamTrans is partnering with a number of groups for an event series. An upcoming event is called “Three revolutions: Preparing for an electric autonomous shared transportation future.” The event will be held at SamTrans 2nd Floor Auditorium on April 19th at 8:00 p.m. The second event is “Optimizing our highways, moving more people with fewer cars.” That event is scheduled for April 30th at 7-8:30 p.m. at the Burlingame Public Library.

B. Performance Summary

Tina compared February 2017 data to February 2018 data in the Performance Summary. Ridership was down, probably due to the rainy weather. The total trips served went down from 25,326 to 24,444. The average weekday ridership is also down. Taxi service is 31% of the total trips. There is a typo for Same Day Cancels which is 6 %. No shows are similar to the number last year. The number of individual riders is down, which is consistent with the overall ridership being down. The On-Time Performance met the 90% target. Productivity was good at 1.82 passengers per hour. Aki asked if there was a specific goal for percentage of taxi trips. Tina said no goals are set for taxi service.

Alex mentioned that he has had problems with the steepness of the ramps on the Serra Taxi Cabs. Tina indicated that they are compliant. She would check on any specific vehicles that Alex may have difficulty with.

Alex mentioned that someone that he knows was told that they needed to contact SamTrans four hours before to cancel, or be charged for a “No-show”. Tina said that was incorrect. They require at least 2 hours notice. No-shows can be excused if they occur for reasons beyond the rider’s control.

C. Monthly Redi-Wheels Comment Statistics Report

Tina said that they are behind in responding to complaints. More than half of the comments are compliments. The other comments refer to on-time performance and driver conduct. SamTrans is trying to make sure that they are reporting the information correctly.

Mike commented that the on-time performance and driver's conduct is always at the top on the list in terms of rider satisfaction. Mark was asked if he has any ideas on how we might address the issue of driver's conduct and whether this is justifiable or not. Mark mentioned that the customers, especially new customers and caregivers, have a preconceived idea of what the service entails. They have not learned what the drivers are required to do and what they cannot do.

Alex asked what training the drivers get. Mark said that drivers go through 3 weeks of training with classroom instruction, videos and working with veteran drivers before "going live." Sensitivity training and customer service is included in this training.

D. Safety Report

Mark Weinstein said that there were 3 noted accidents: 0 preventable and 3 non-preventable. In all cases the vehicle was stopped.

LIAISON REPORTS:

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

The next CTC meeting is scheduled for June 14th from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay.

B. AGENCY

Barbara reported that agencies have not met since the last PCC meeting.

C. ERC

Mike said there is nothing to report
No meeting scheduled.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA met yesterday. The meeting mainly stressed that all the committees complete their goals and action items. Goals for the Transportation Committee: 1. To improve the Redi-Wheels eligibility process for short and long terms use. 2. Develop a survey for organizations who received funds from Aging and Adult Services, to provide transportation services to seniors and people with disabilities for San Mateo County, and to determine their satisfaction and issues. 3. To access the current on-demand services available to seniors in San Mateo County.

E. COMMISSION ON DISABILITIES (COD)

Ben reported that the COD has developed a Transportation Committee. The first meeting will be April 11, 2018

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

Ben said the CID has scheduled the *Transition to Independence* event for October 20th. This year it will be at Mills High School.

They are planning an IHSS forum or town hall style event which was originally scheduled for June. The schedule date for this event will be determined.

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 1:30 p.m.- 4:30 p.m. CID is planning another Emergency Preparedness event in the Fall/Winter months.

OTHER BUSINESS

Judy mentioned that she was involved in an incident where she was separated from her wheelchair. In order to retrieve her wheelchair she was required to pay an additional \$42.00. Tina reported that customers might contact the wheelchair manufacturers who have picked up the wheelchairs in the past. Tina said that Redi-Wheels transports people in wheelchairs but they do not transport wheelchairs without their owners.

Mike added that the "SamTrans' Mobility Plan for Seniors and People with Disabilities" Stakeholders meeting is on Friday, April 13th from 10:00 a.m.-12:00 p.m. at the SamTrans 2nd Floor Auditorium.

Sandra said that the new Medicare cards are being sent out. Sandra indicated as a FYI to be aware of any scams.

John Sanderson said he will be leaving the District as of Friday. He will be moving on to Solano County.

Barbara mentioned that The New Beginning Coalition survey might be added to our website in order to get more response. Lorna will contact Cristina Ugaitafa to see if that would be possible.

The New Beginning Coalition is scheduled to meet on April 17th, from 9:00 a.m. - 11:00 a.m., in Room 100 at the Health System building at 225 37th Avenue, San Mateo

Aki asked whether we need to expand membership as a goal. It was stated that the PCC can increase to 21 members legally.

The next PAL and PCC meetings will be held on Tuesday, May 8, 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 4:30 p.m.



Consumer Corps Quarterly Report

This report covers the months of January through March 2018. A total of 115 reports were submitted this quarter.

On-Time Performance: Over 82% of ride evaluations submitted by Consumer Corps members in Q4 reported their pickup time was within 20 minutes of their scheduled ride time. The longest ride wait time reported this quarter was 78 minutes.

Telephone Reservations: When making ride reservations, about 77% of Consumer Corps members reported that their calls were taken without being put on hold.

Night Before Calls: In Q4, about 23% of Night Before calls received by Consumer Corps members were incomplete/inaccurate.

Driver Assistance: In Q4, Drivers assistance that "met needs" or was "above needs" occurred in 87% of reports submitted. Customer satisfaction with driver assistance continues to be very positive.

Vehicle Information: During Q4, 43% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 47% of reported trips and RediCoast vehicles provided the remaining 10% of rides

Trip Distance: An average of 69% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles.

Comment Cards: About 32% of rides taken by Consumer Corps members noted comment cards on display in Redi-Wheels vehicles.

Q1 – 2018 Consumer Corps Report

Quarter Months	January	February	March	Total/Ave./Most
No. of Forms Submitted	42	46	27	115 (tot.)
ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	8	9	4	21. (tot.)
Longest Actual pick-up time, minus Scheduled pick-up time	78 min.	55 min.	17 min.	78 min. (most)
% of riders waiting longer than 20 minutes	19%	19%	15%	18% (ave.)
TELEPHONE RESERVATION				
On hold to reserve a trip	7	8	11	26 (tot.)
% of callers on hold (number on hold divided by total)	17%	17%	40%	23% (ave.)
Longest time on hold	5 min.	3 min.	4 min.	5 min. (most)
NIGHT BEFORE CALLS				
Did not receive a Night Before Call and/or was inaccurate	21%	54%	30%	23% (ave.)
DRIVER ASSISTANCE				
% of driver assistance that meets expectations (met needs or better)	90%	76%	96%	87% (ave.)
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	31%	52%	45%	43% (ave.)
% RediCoast vehicles used	24%	0%	7%	10% (ave.)
% Taxicab vehicles used	45%	48%	48%	47% (ave.)
TRIP DISTANCE				
% of trips shorter than 20 miles	62%	85%	59%	70% (ave.)
% of trips longer than 20 miles	38%	15%	41%	30% (ave.)
COMMENT CARDS				
% of rides with Comment Cards visible on Redi-Wheels vehicles	*21%	*39%	*37%	32% (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	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Prev. Yr. Average
1. Total trips requested	35,289	32,135	34,581	34,021	32,559	34,653	32,891	34,167	33,284	31,594	32,573	29,687	31,291	32,666
2. Trips scheduled	32,779	29,601	31,615	31,033	29,604	32,158	30,199	31,602	30,193	28,406	29,036	25,842	28,483	30,022
a. Same day cancels	1,846	1,798	1,809	1,848	1,832	1,818	1,770	1,809	1,869	1,770	1,826	528	1,914	1,884
% of trips scheduled	5.6%	6.1%	5.7%	6.0%	6.2%	5.7%	5.9%	5.7%	6.2%	6.2%	6.3%	2.0%	6.7%	6.3%
b. Late cancels	514	524	571	527	558	598	546	568	564	546	662	528	567	502
% of trips scheduled	1.6%	1.8%	1.8%	1.7%	1.9%	1.9%	1.8%	1.8%	1.9%	1.9%	2.3%	2.0%	2.0%	1.7%
c. Total customer no-shows	449	313	332	432	415	436	451	390	360	445	396	342	347	364
% of trips scheduled	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%	1.2%
d. No-show (operator)	0	0	1	2	3	0	3	0	0	1	1	1	0	1
3. Total trips served	29,970	26,866	28,903	28,226	26,701	29,306	27,432	28,735	27,400	25,645	26,163	24,444	25,655	27,271
a. Average weekday riders	1,157	1,139	1,144	1,121	1,107	1,127	1,175	1,131	1,119	1,049	1,138	1,052	1,054	1,112
b. Advance reservation	20,303	18,200	19,659	19,302	18,301	20,008	18,830	19,623	18,830	17,601	17,484	16,554	16,672	18,658
c. Agency trips	4,375	3,922	4,134	3,914	3,618	4,123	3,547	3,802	3,579	3,468	3,754	3,289	3,765	3,921
d. Individual subscription	5,292	4,744	5,110	5,010	4,782	5,175	5,055	5,310	4,991	4,576	4,915	4,601	5,218	4,693
e. Taxi trips	8,444	7,384	8,576	8,607	7,930	8,933	8,735	9,475	9,237	8,473	7,879	7,879	7,803	8,434
(faxi % of total trips)	28.2%	27.5%	29.7%	30.5%	29.7%	30.5%	31.8%	33.0%	33.7%	33.0%	30.1%	31.9%	26.6%	30.9%
4. Total Redi-Wheels riders	2,389	2,294	2,351	2,395	2,268	2,387	2,301	2,268	2,346	2,299	2,269	2,184	2,240	2,321
5. Inter-County Transfer Trips	185	205	211	178	188	163	163	155	155	131	178	163	159	177
6. On-time performance ¹	92.4%	92.4%	90.0%	89.7%	90.6%	90.8%	87.3%	89.8%	89.8%	89.7%	89.7%	90.3%	90.7%	92%
7. Productivity (psgrs/rvh) ²	1.81	1.83	1.82	1.86	1.84	1.87	1.90	1.92	1.88	1.85	1.81	1.82	1.72	1.82
8. Complaints per 1000 trips	0.17	0.45	0.31	0.50	0.41	0.49	0.69	0.66	0.88	0.90	-	-	0.58	0.4
9. Compliments per 1000 trips	0.90	0.67	0.69	0.81	1.50	0.52	1.20	1.01	1.02	2.14	-	-	0.47	1.5
10. Avg phone wait time (mins) ³	0.8	1.1	0.9	1.3	1.3	0.9	2.5	1.8	1.2	1.0	1.0	0.8	1.2	0.97

5/1/2018

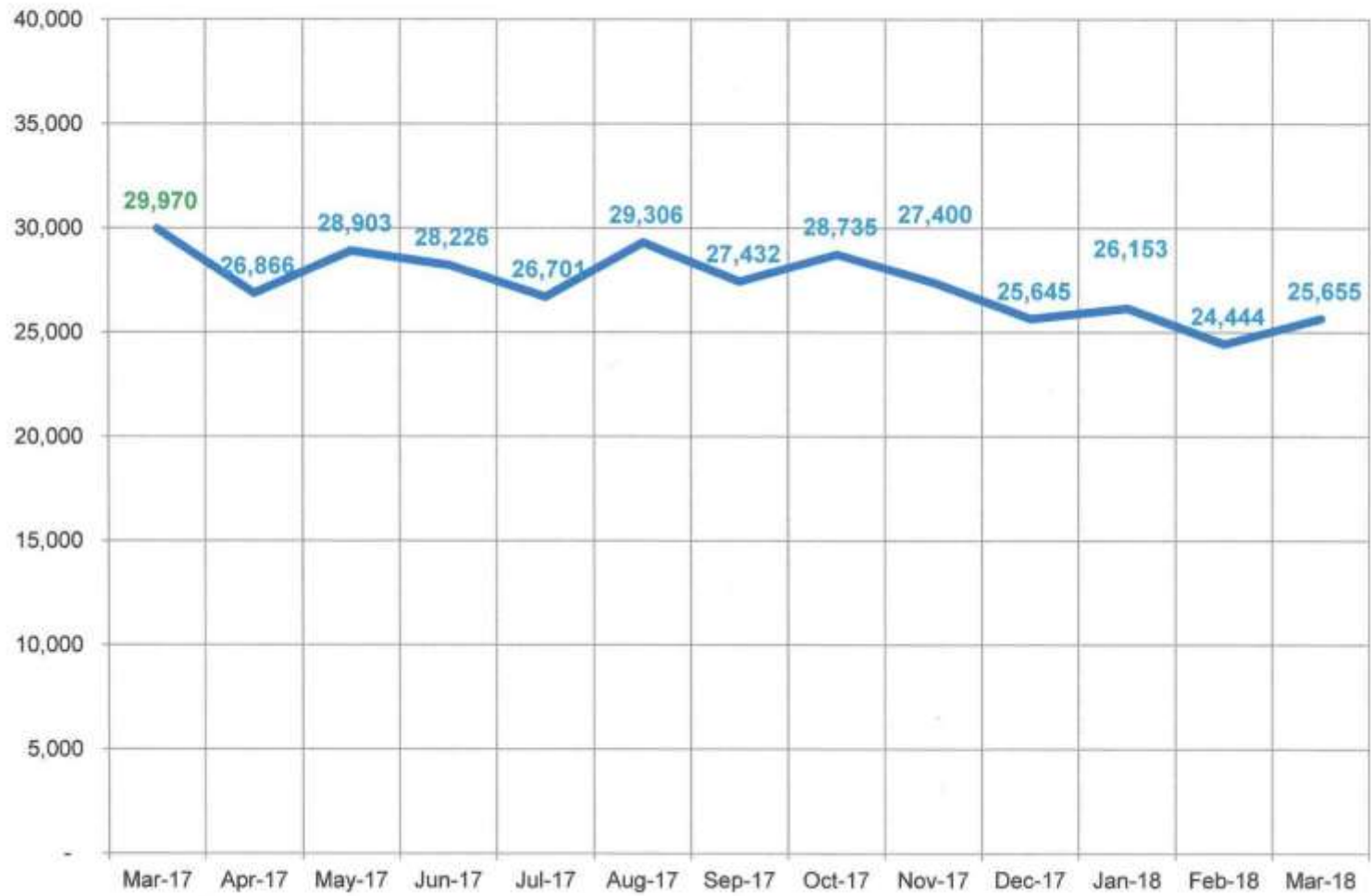
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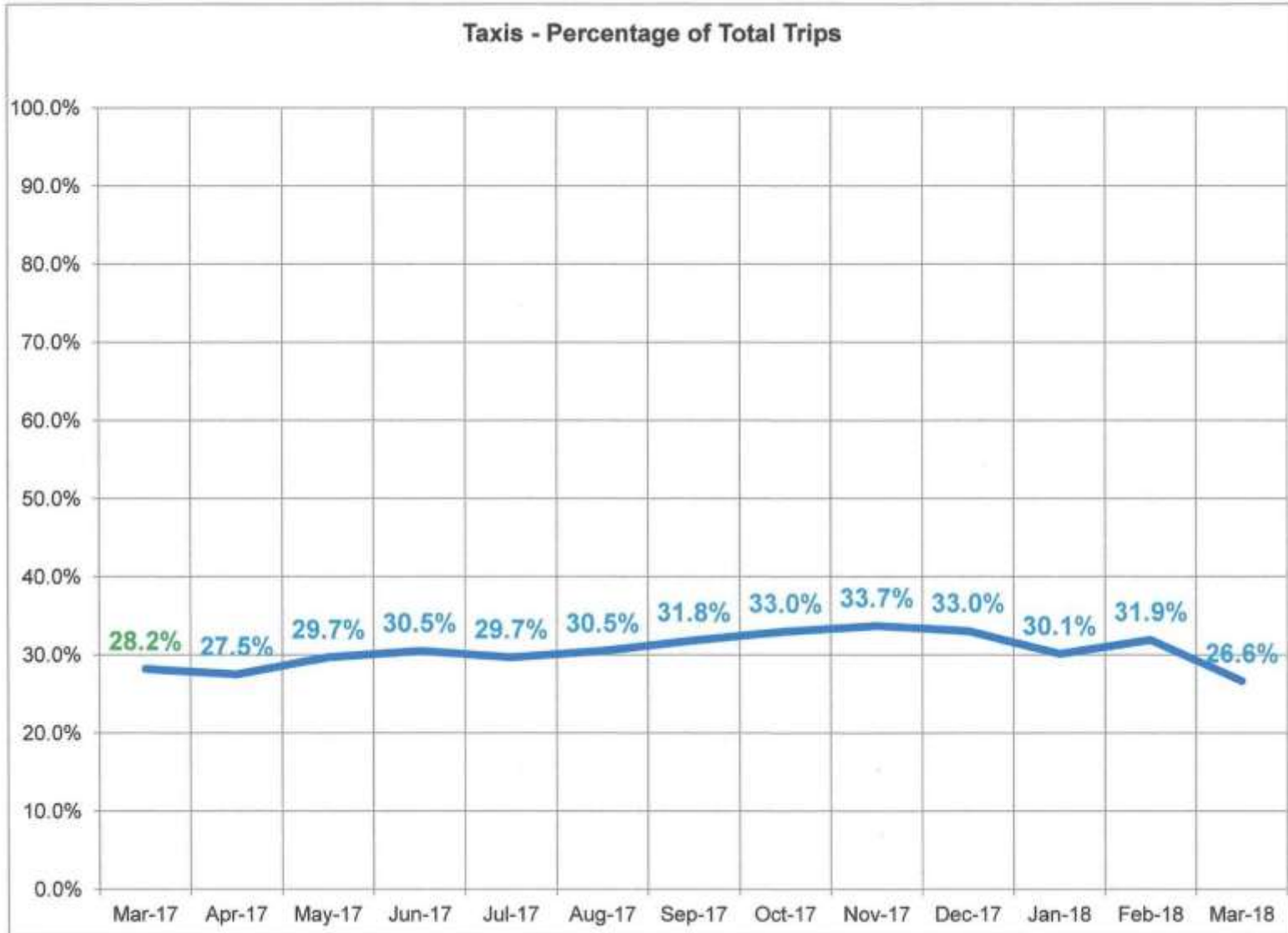
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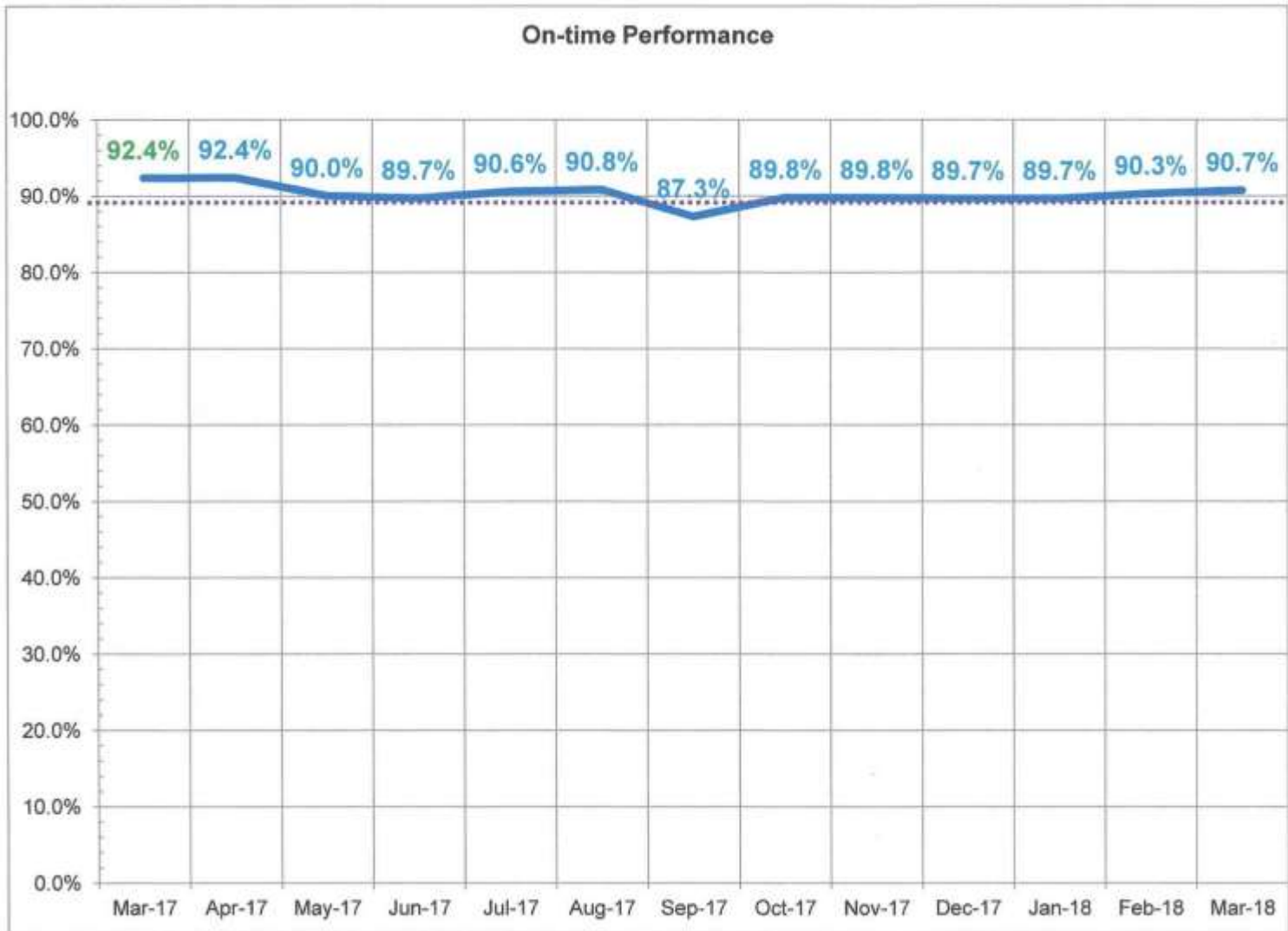
2 Standard = 1.70

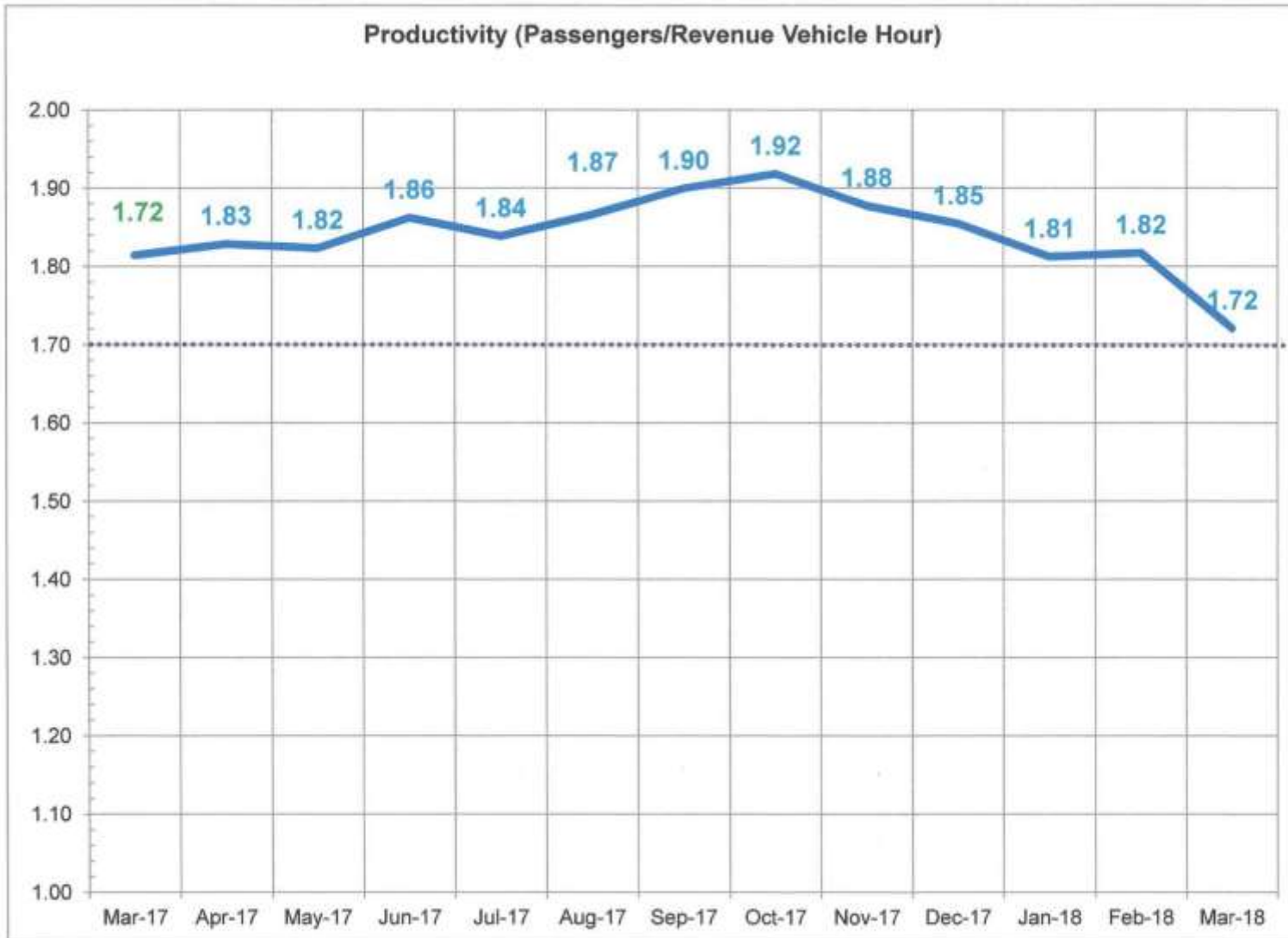
3 Standard = < 1.5

Total Trips Served









**Monthly Redi-Wheels Comment Statistics
PCC Review**

2018 Comments	March	
	Total	Valid
Total	56	27

Year to Date		
Total	Valid	% Valid
267		

Compliment	12	12
Complaint	44	15

99		
168		

Service Related

Ride Canceled	1	1
Driver Assistance	2	2
Driver Conduct	8	2
Trip Denial	0	0
Dispatcher	3	1
Driving Proficiency	5	1
Early Vehicle	0	0
Incident	0	0
Late Vehicle	5	3
Missed Trip	5	0
No Callback	0	0
Reservation Error	5	2
Reservation System	0	0
Ride Time	0	0
Reservationist	4	1
Scheduling Error	1	0
Safety of Passenger	0	0
Subtotals	39	13

1		
5		
25		
0		
12		
10		
1		
3		
31		
21		
0		
0		
0		
0		
0		
0		
0		
0		
109		

Non-Service Related

Phones	0	0
Policy Comment	0	0
Service Request	5	2
Vehicle	0	0
Vehicle Preference	0	0
Vehicle Un-Needed	0	0
Subtotals	5	2

1		
33		
22		
2		
1		
0		
59		

**Redi-Wheels Comment Statistics
PCC Review**

2018 Comments	March	
	Subtotal	Rate/1000
Rides	25,655	
Comments by Category**		
Compliment	12	0.47
Policy Related	5	0.19
Service Related	10	0.39
Total	27	1.05
Average Response Time to Customer (Working Days)[†]		
Compliment		5.08
Policy Related		11.53
Service Related		14.67
Overall		11.82
	CC	CR
Compliment	3	9
Policy Related	3	2
Service Related	2	37
Overall	8	48