

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

Meeting Agenda and Minutes



**July 10, 2018
1:30 p.m.-3:30 p.m.**

***San Mateo County Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
Phone: (650) 299-1442***

***Visit us Online! www.sanmateopcc.org
Email: sanmateopcc2@gmail.com***

TABLE OF CONTENTS

PCC Schedule of 2018 Meetings3

July PCC Agenda 4

May PCC Meeting Minutes5-13

June PCC Meeting Minutes14-21

Coastside Transportation Committee (CTC) Meeting Minutes ...22-25

Redi-Wheels Reports26-32

 Performance Measures Report26

 Total Trips Served27

 Taxis-Percent of Total Trips Report 28

 On-Time Performance Report29

 Productivity (Passengers/Review Vehicle Hour) Report30

 Monthly Redi-Wheels Comment Statistics Report31-32

Scheduled Meetings for 2018

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative-Committee	Education Committee	CTC Coastside Transportation Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	2 nd Tuesday Monthly	1 st Friday Bi-Monthly conference call	2 nd Thursday/Quarterly Senior Coastsiders 925 Main Street, Half Moon Bay	1 st Wednesday Monthly	To be Determined
**No August Meeting	**No August Meeting				**No August Meeting
1:30-3:30 p.m.	11:30-12:30 p.m.	1:00 p.m.	9:30-11:00 a.m. Except on 9/13 10:00a.m	2:00 p.m.	1:30-3:00 p.m.
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

June 12, 2018

- | | |
|---|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:35 |
| 3. * Approval of May 8, 2018 Meeting Minutes with changes | 1:40 |
| 4. * Approval of June 12, 2018 Meeting Minutes | 1:45 |
| 5. Committee Reports | 1:50 |
| A. Policy/Advocacy/Legislative(PAL)—Mike Levinson, Chair | |
| B. Grant/Budget Review | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| Voting on Nominations for Chair and Vice-Chair position: Ben McMullan and Vice-Chair is open. | |
| Review the letter from the SAG, Team C | |
| 6. Consumer Corps –Lorna Rodriguez-Wong | 2:30 |
| 7. SamTrans / Redi-Wheels Reports | 2:45 |
| 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 Transportation Committee (CTC) | |
| 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 | |
| 9. Other Business | 3:25 |

*ACTION ITEM

The next PCC meeting is scheduled for Tuesday, September 11, 2018 from 1:30 PM - 3:30 PM

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

MEETING MINUTES

1:30 p.m. - 3:30 p.m.

May 8, 2018

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Alex Madrid, Center for Independence of Individuals with Disabilities; Aki Eejima; Consumer; Judy Garcia, Consumer; Nancy Keegan; Sutter Health Senior Focus.

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Mark Weinstein, First Transit; Jim Rusconi, SamTrans, Ashish John, SamTrans; Maureen Dermenjian, Mission Hospice & Home Care.

ABSENTEES: Marie Violet, Dignity Health; Barbara Kalt, Rosener House; Valerie Campos, Vista Center for the Blind and Visually Impaired; Susan Capeloto, Department of Rehabilitation; Monica Colondres, Community Resident; (Member Attendance 10, Quorum-Yes)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 1:40 p.m. and welcomed all to the PCC Meeting.

APPROVAL OF THE APRIL MINUTES:

Dinae Cruise motioned to approve the April meeting minutes and Sammi Riley seconded the motion. The minutes were approved without changes.

COMMITTEE REPORTS:

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Jessica Epstein provided a general legislative update. Jessica provided an update for Phase 2 of the Get Us Moving project with 14,000 responses from the survey. The top transportation issue was addressing traffic and potholes. This was similar to the response heard at the four town halls that were held. During a professional test poll, the measure got a 66% approval rating. After 50 public presentations (Public Town Halls, Chamber of Commerce, etc), the rating increased to 74%. The bill will need two-thirds approval rating to pass. Four more town halls will be held in the county. There will be additional mailings, but no additional surveys will be mailed. The public will be able to sign on to www.getusmovingsmc.com and create a budget for 2.4 billion dollars. This survey can be completed via logging in directly on-line, or a customer may call the service desk and they will help

them complete the budget. With information from the SAG, TAG, and the online feedback, July is the target for consolidating and adopting a proposed budget.

Sandra asked how the funding would be allocated to the proposed budget. Jessica responded that the funding would be applied around 2019. The funds would need to accumulate until it is a viable amount that could be used. SamTrans would have a call for projects and cities would apply with their desired projects. The most qualified projects would move to the top and get funded. Since SamTrans usually runs at a structural deficit, funding becomes part of the regular budget. If nothing is spent during the year, funding will go into the SamTrans reserves. Jessica indicated that they are always assessing new projects and fixed route services.

Richard stated that sometimes he gives a presentation on industry trends based on the *Transit Access report*. He will reserve this presentation for the larger attended PCC meeting following this meeting

Tina said she had not received a completely satisfactory reply from the SamTrans' Legal Department regarding whether or not the PCC can send out a letter of support for SB1 and/or RM3.

LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:

Sandra noted that the Commission on Aging (COA) will review their work plan at the next meeting on May 16th at 3:00pm. The Transportation Committee was addressing paratransit eligibility among other items. The committee had sent a letter to SamTrans expressing their concern. Tina said she did not receive the letter. Tina would respond, but had no information from the letter. Sandra will follow-up with the COA.

Mike asked Mark for an update on the status regarding the 5 minute warning phone call shortly before the ride arrives. Mark said that the information on the customer database lists a phone number. Specifically for Mike's information, the mobile number was located in a text field that the dispatch person needed to scroll through to find a mobile number. Mike's mobile phone number has since been moved to the front of that text field. At this point, the customer database does not have the capability to define whether the phone number is landline or mobile. There is only one field in the database for a phone number.

Mike asked for comments on how often the PAL Committee should meet. There has been discussion whether the hours for the day the PAL and PCC meet are too long. Should the PAL meet once a quarter? Should PAL meet every other month? It was noted that the Bylaws do not specifically define how often the PAL Committee should meet. Alex felt that the agenda and the meeting should define a more strategic direction and topics. Mike felt

that too many items may fall through the cracks if the committee meets only once a quarter. After the Ad Hoc Bylaws Committee finishes defining the PAL function, they will discuss frequency of the PAL Committee meetings and direction. It was noted that the Ad Hoc Bylaws Committee should finish to reviewing the name change and function in the bylaws.

Maureen Dermenjian, Quality Assurance Manager for Mission Hospice & Home Care, called into the PCC phone line to discuss two incidents with one of their clients. Maureen decided to attend the PCC meeting to discuss these incidents further.

Both Mark and Tina were aware of the recent incident. They were not aware of the previous incident from a month ago. Neither was able to discuss the incident due to privacy issues. Maureen wanted to know that if retraining is needed it would be addressed. Mark said he was unable to discuss any disciplinary actions. Tina assured Maureen that SamTrans has a thorough investigation process. Mark assured Maureen that driver training includes several weeks of intense training and includes training on assisting passengers in wheelchairs and being sensitive to the customer.

Mike was concerned that in the Safety Report from a month ago, there was no update regarding an incident that was preventable. Mark said he did not know of this incident a month ago. Both Tina and Mark assured the meeting participants that this incident was being handled and being investigated since they were updated about the incident from the previous day. Tina explained that an incident is handled differently from a comment card. Tina said that a customer may make comments by calling the Customer Service Center at 800-660-4287. They may also send an email at rediwheels@samtrans.com. They may also fill out a yellow comment card or send a letter.

Mike wanted to make clear that the PCC is here to advocate for the consumer. If Maureen does not receive a satisfactory response, she may come back and the PCC will be able to follow-up on the customer's behalf. Mike said that the system is able to track comments and complaints but incidents are more difficult to track.

AD HOC SUBCOMMITTEE TO FINALIZE THE NAME AND FUNCTION CHANGE FOR PAL BYLAWS:

The Ad Hoc Bylaws committee met during the lunch break today, May 8th between the PAL and PCC meetings to discuss changes.

The changes are highlighted in the next pages. These changes will be sent via email unless is the members request otherwise. The membership will vote on the changes at the June 12th meeting.

ARTICLE VII: COMMITTEES

Section 1.
There shall be four standing committees.

A. Budget and Grant Review

1. Review TDA 4.5, Measure A, FTA 5310, STA, and FTA Section 5311 claims, the Redi- Wheels and PCC budgets, and make recommendations to full PCC.
2. Educate PCC members on grant review and other related financial issues.

B. Policy, Advocacy and Legislative (PAL)

1. Monitor paratransit service quality and trends; raise and address problems, issues, concerns.
2. Implement problem resolution process for individual and system-wide problems regarding paratransit issues; the process includes mediation.
3. Organize and empower community with the appropriate advocacy tools to address paratransit needs, access, service delivery, and service quality issues
4. Update PCC members on federal, state, and local legislation, as well as paratransit industry trends.
5. Inform Chair of action and advocacy items for PCC meetings.
6. Meet with and lobby legislators, as needed.

C. Education

1. Conduct general public awareness campaign regarding paratransit service issues, problems, planning, needs.
2. Educate public (including Board of Supervisors, SamTrans Board of Directors, and PCC members) about meaning, impact, and implementation of Americans with Disabilities Act and other federal and state legislation.
3. Organize informational booths at conferences, fairs and other public gatherings.

D. Executive

Committee shall consist of all PCC officers, immediate past PCC chair and chairs of all standing committees. The Chair shall have the option of appointing one other person at large.

1. Conduct annual (or more frequent, if needed) PCC member orientations.
2. Develop goals and objectives for PCC.
3. Advise the chair on appointment of committee chairs and mentor committee chairs.
4. Provide overall guidance/direction to committees.
5. Address special projects as needed and assign special projects/tasks to specific PCC members.
6. Participate in countywide and regional paratransit planning.
7. Communicate with Sam Trans Board of Directors and Board of Supervisors about PCC activities and paratransit issues
8. Nominate new members.

Section 2.

Such other committees shall be appointed by the Chairperson as the Council from time to time shall deem necessary to carry on the work of the Council

Section 3.

Committee members may include participants who are not members of the PCC. These participants may not vote on committee decisions or at the full PCC level. Each committee Chairperson will keep the PCC informed about the composition of committee membership.

Section 4.

The PCC will endeavor to hold bi-annual retreats in order to develop a two year work plan.

B. GRANT/BUDGET REVIEW

Barbara Kalt was not in attendance.

Tina did not have any further updates to report on paratransit vehicles. They are hoping to take delivery of electric buses within the next 6 months, which will be used on fixed route service. Alex wanted to know if the new buses would be very different from the previous buses. Tina responded that the new Proterra buses will be similar. They will be accessible with slightly longer ramps than present vans. There are two wheelchair spots. She added that she believes they will be using a slightly different way to secure a wheelchair. The seats are also slightly different. Tina offered to bring some information on the new vehicles at the next meeting. Mike suggested that since it was mentioned in the SamTrans Board Meeting, the information might be in the SamTrans Board packet. Tina would check and follow-up.

C. EDUCATION COMMITTEE

Sammi showed the PCC the new giveaway tote. The Education Committee had great support at the CID Emergency Preparedness event on April 24th at the Menlo Park

Senior Center. There was a wonderful turnout and sharing of information and food. The next event that the committee will attend is the Health and Information Fair at the Pacifica Senior Center at The Pacifica Community Center at 540 Crespi Drive, Pacifica CA. The event is on May 16th from 10:00 a.m. - 12:00 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. Alex has joined the Education Committee too.

D. EXECUTIVE COMMITTEE

Mike said we are planning another meeting in the next few weeks. Also, the PCC is entertaining nominations for the Chair and Vice-Chair positions by June 1st. Those interested should direct their interest to Barbara Kalt, Nominating Committee. If no one is nominated for the Chair position, the Bylaws say that the present Chair may opt for another term.

E. TRANSIT ACCESS REPORT

Richard Weiner presented industry trends around the country based on the *Transit Access Report* publication from September 2017. The transit agency in Washington DC plans to offer an on-demand Uber/Lyft type of TNC service as a choice to the paratransit rider with a travel subsidy. They projected a cost savings from customers using this on-demand service as an alternative to paratransit. However, Richard commented that people want more mobility and would likely just take more trips on the TNCs rather than simply giving up paratransit. Another study for Toledo, OH, during a compliance report, listed 90% on-time performance during off-peak hours, but during peak periods, they promised their customers 85%. The report noted that 85% is considered below industry standards. Richard stated that the standard is more often 90%. The next issue was the option of vehicle choice based on disability. Usually, the rider does not have a choice of vehicle. One rider mentioned that they suffered more pain and discomfort riding one vehicle versus another. The response was not very satisfying from the FTA. Another article addressed the issue of whether riders should be required to wear shoes to ride paratransit. The response was that the rider needs to provide documentation that is directly related to their disability regarding why they cannot wear shoes. In the event there is an issue with a process that may be ambiguous, the FTA strongly encourages community process. Any changes, for instance, such as changing the eligibility process, would trigger a community process and input.

F. CONSUMER CORPS – First Quarter 2018

This report covers January through March 2018.
A total of 115 reports were submitted.

On-time performance: Over 82% of reports submitted were within 20 minutes of their scheduled ride. About 77% of the Consumer Corps reported their calls were taken without being put on hold. Night before call: About 23% of the Consumer Corps calls

were incomplete/inaccurate. Drivers assistance “met needs” or “above needs” with 87%. Vehicle information: During Q1, 43% of the Consumer Corps rode on Redi-Wheels, 47% rode in taxis and 10% rode on Redi-Coast. Trip Distance: An average of riders travelled, 69% were less than 20 miles on Redi-Wheels. About 32% of Consumer Corps riders were able to see the yellow cards displayed.

There has been a notable increase in Consumer Corps members riding in taxis in this report. The longest rider wait time was for a taxi. We are looking for more people to participate in the Consumer Corps. Mike asked if people could complete the surveys online. Lorna tried to clarify how people have been submitting their information. Most participants either send hardcopies in the mail, email or via a spreadsheet via email. We can develop a standard spreadsheet that people can fill out and send to the PCC email address. Lorna said that the issue may be that the participant may require help in filling out the survey. During our outreach programs, we have been approaching more agencies, senior centers and adult community organizations. Some organizations have a concierge service that might help participants.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Alex also asked that if a rider calls for a reservation, can they expect a certain vehicle. Tina responded by saying that the vehicle may change many times before the final dispatch goes through and picks up the rider. There is no guarantee on the vehicle. Alex asked if everyone should get reminder calls. A rider is set to get a reminder call or they may opt out of getting calls. Nancy asked Tina how long is the eligibility process for an applicant. Tina did not know, but she would email Nancy with the information. Aki asked if SamTrans is satisfied with Care Evaluators (the eligibility contractor) performance. Tina said yes.

B. Performance Summary

Tina compared data from March 2018 to March 2017. Ridership is down probably due to the rainy weather in March 2018. The Total Trips served and the weekly ridership is down from 29,970 to 25,665. Tina noted that March of 2017 was an unusually high month. Taxi ridership is down 26.6% from the previous month which is lower than previous months. The number of individuals riding in March is down, which coincides with lower ridership. The On-Time Performance is 90.7% which met the SamTrans target. The productivity was 1.72 passengers per hour which also met the standard.

C. Monthly Redi-Wheels Comment Statistics Report

Tina said that they are catching up in responding to the comments. They received 12 compliments from March. They received 44 complaints of which 15 were valid. The top complaints were driving proficiency, reservation error, and driver conduct. This is consistent with what they have seen in the past. The reported compliments were 0.47 per 1000 trips. Service complaints were 0.39 per 1000 trips. The average time to respond needs improvement.

D. Safety Report

Mark Weinstein said that there were 4 noted incidents: 0 preventable and 4 non-preventable.

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

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

C. ERC

No meeting scheduled.

D. COMMISSION ON AGING (COA)

Sandra noted that the Commission on Aging (COA) will review their work plan at the next meeting on May 14th at 9:00am. The Transportation Committee next meets on May 14th at 3:00pm.

E. COMMISSION ON DISABILITIES (COD)

Ben reported on the COD meeting with a presentation by Jim Izzari from the voting office. Tonight there will be a presentation to the broader audience. Through COD, they have formed a Transportation Committee. The next Transportation Committee meeting will be on Friday, May 11 from 9:30 a.m. to 11:00 a.m. This is located at 225 37th Ave. Room 132, San Mateo. The Transition to Independence Fair is scheduled for October 21st.

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

Ben said that the Emergency Preparedness event at the Menlo Park Senior Center was a success with over 100 people attending. The next Emergency Preparedness presentation will be on June 18th at the Little House Activity Center at 800 Middle Ave in Menlo Park from 1:30 p.m.- 4:30 p.m. Details will be sent out once available.

OTHER BUSINESS

Sammi thanked Sandra, Nancy and Lorna who participated planning Dale's retirement event at The Sharp Park Golf Course. Nancy also wanted to add Sammi to the planning list. Tina added it was a beautiful event. Everyone was able to share their memories and comments with Dale. The food and company was enjoyed by all.

Lorna added that she contacted Christina from the New Beginnings Coalition regarding the survey for seniors and people with disabilities. Christina said they were still working on the survey but would appreciate it if the PCC would include it on our website. Sandra said they are going through a Needs Assessment and soliciting input. Nancy said that the Needs Assessment feeds into the Area Plan for 4 years. This is what the New Beginnings Coalition uses to guide the quarterly meetings, and addressing the items in the Work Plans that come from the Area Plan. Mike thought the survey might be more agency related. Nancy agreed the survey might seem that way because the Needs Assessment identifies the services that are contracting with Aging and Adult Services. This should identify where the services are, where the gaps might be and where funding might, be directed.

The next PAL and PCC meetings will be held on Tuesday, June 12, 2018. The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30 p.m. to 3:30 p.m.

MEETING ADJOURNED at 3:30 p.m.

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

MEETING MINUTES

1:30 p.m. - 3:30 p.m.

June 12, 2018

ATTENDANCE: Members Present: Mike Levinson, Chair; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Aki Eejima; Consumer; Valerie Campos, Vista Center for the Blind and Visually Impaired; Marie Violet, Dignity Health.

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Mark Weinstein, First Transit; Henry Silva, SamTrans, Talib Salamin, Sierra Taxi Cab; Patty Smith, Consumer.

ABSENTEES: Barbara Kalt, Rosener House; Susan Capeloto, Department of Rehabilitation; Monica Colondres, Community Resident; Dinae Cruise, Vice-Chair; Judy Garcia, Consumer; Nancy Keegan; Sutter Health Senior Focus, Alex Madrid, Center for Independence of Individuals with Disabilities; Carmen Santoni, Catholic Charities (Member Attendance 8, Quorum-No)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 1:40 p.m. and welcomed all to the PCC Meeting.

APPROVAL OF THE MAY MINUTES:

Mike provided changes to the May Meeting minutes. The PCC was not able to approve May Meeting Minutes without a quorum.

COMMITTEE REPORTS:

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Tina provided the legislative update.

Regional Measure 3 passed. The measure increases the bridge tolls, and money will be collected for transportation projects. Examples of potential projects in San Mateo County are: Highway 101 and 92 interchange improvements; Funding of new BART cars; Improvements to Redwood City ferry terminal and Dumbarton Bridge improvements. According to Mike, gradual increase of bridge tolls of \$1.00 has been approved in the years of 2019, 2022 and 2025 on all bridges except the Golden Gate Bridge, reaching \$8. Richard commented that in New York to Staten Island, the bridge toll can be as much as \$14.00.

Mike added that Prop 69 passed, which guaranteed that money raised for SB1, would be spent on transit related projects. In addition, Prop 70 failed, which might have

required 2/3 vote of the legislature for cap and trade to be extended and might have prevented the high speed rail project from progressing .

LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:

Richard mentioned that he was working on a project in Boston where they contacted paratransit services nation-wide to follow-up on various policies such as on-time performance and advanced reservations. SamTrans is one of the few organizations that use the 20 minute window rather than a 30 minute window.

Mike mentioned a recent SamTrans letter which addressed the policy for Redi-Wheels suspension of riders who no-show frequently. Tina confirmed that SamTrans' policy is that if, within a rolling 30 day period, a rider has 3 valid no shows and late cancels and these constitute at least 6% of the rider's trips, the rider will be suspended. This policy is more lenient than previously established. Mike stated that it would be very difficult for any rider to reach that threshold within a 30 day period rather than three months

Ben mentioned that legislation is being developed by Senator Hill's office which will address regulations for transportation network companies (TNCs) in order to make the service more accessible.

Sandra asked if someone might come in to discuss the use of disabled placards. Ben offered to reach out to Senator Hill's office to address the issue.

The New Beginnings Coalition meeting is scheduled for July 17th.

B. GRANT/BUDGET REVIEW

Barbara Kalt was not in attendance.

Tina will send any budget document or projections to Barbara for review. Aki asked if electric minivans were being considered as part of upcoming additions to the fleet. Tina responded that she is not aware of any accessible electric minivans that could be considered an option. Aki asked Talib if that might be a consideration for Sierra Taxi Cab. Talib confirmed that also was not an option for Sierra Cab.

C. EDUCATION COMMITTEE

Sammi said that the Education Committee met via conference call on Friday, June 1st. The committee discussed changes to the PCC website www.sanmateoppcc.org: 1.) the picture link of Dinae was missing and a request would be made to restore. 2.) The top tab would be moved around on the top bar by priority 3.) A new link on the side drop tab bar for "Earn Free Tickets" to the Consumer Corp location was to be added. 4.) Updated contact information to PCC staff. 5.) The bylaws were moved to a more accessible location under Policy and Legislation. Lorna added that the changes for the bylaws have also been updated on the website

Sammi and Lorna attended the Pacifica Senior Health and Information Fair on May 16th. There was a good turnout and local contacts were made.

Sammi, Lorna and Mike are planning to attend the CID Emergency Preparedness Event at Little House in Menlo Park on June 18th from 1:30-4:30pm. CID has added a link to their website to the PCC website for Consumer Corps.

The next meeting via conference call will be on Friday, August 3rd from 1:00-1:30pm

D. EXECUTIVE COMMITTEE

PCC was unable to vote for Chair and Vice Chair without a Quorum of at least 9 members.

Mike mentioned that he would like a discussion on the incidents brought up by Maureen Denmenjian last month. He was concerned with how much information should or should not be included in the final minutes. Mike agreed to get together with Tina and Richard Weiner to develop guidelines in early July (before July 10th) or August.

Tina continued with an update from the last SamTrans Board meeting regarding the draft expenditure plan which will place a sales tax on the November ballot. SamTrans has worked extensively with a technical and stakeholder advisory group, and participated at city council and town hall meetings. They were also outreach programs which included 14,500 public mail surveys and an on-line budget challenge reviewing what the public and private sector would like to focus on for transportation expenditures. Tina added that they received 7 million impressions on social media. Mike added that this project will last 30 years at \$2.4 billion dollars in revenue.

The core principles are:

- 1.) Relieve traffic congestion countywide.
- 2.) Invest in a financially sustainable public transportation system that increases ridership.
- 3.) Provide quality transit options for everyone.
- 4.) Embrace innovation to create more transportation choices and improve the travel experience.
- 5.) Prioritize environmentally sustainable transportation solutions.
- 6.) Promote economic vitality and economic development.
- 7.) Maximize opportunities for leverage investments for public and private partners.
- 8.) Enhance safety and public health.
- 9.) Invest in repair and maintenance in existing and future infrastructure.
- 10.) Facilitate reduction of miles travelled, travel times and greenhouse gas emissions.
- 11.) Incorporate the inclusion of implementation of policies that encourage safe accommodation of all people that cross roads regardless of mode of travel.
- 12.) Incentivize transit bicycle, pedestrian car pool and other shared ride options rather than driving alone.
- 13.) Maximize traffic reduction potential associated with the creation of new housing opportunities and high quality transport.

Tina noted that SamTrans does not directly build housing.

The categories for the draft investment plan are:

1. Dedicate 20-25% to countywide highway improvement addressing traffic congestion; e.g. countywide improvements for demand management on Highway 101 and 92 interchange, Bayfront express lanes, and Highway 101 interchange improvements.
2. Dedicate 10-15% for local safety, pothole and congestion relief improvements; e.g. pavement preservation and rehabilitation, the Geneva Avenue extension, new traffic signals in various locations, and establishing a countywide transportation demand management or commuter program.
3. There is a proposal to spend 5% on bicycle and pedestrian improvements; e.g. bicycle trails, improve Safe Routes to Schools, improve specific pedestrian crossings, and pedestrian/bike overcrossings.
4. For 10% of the budget, SamTrans is also looking at regional transit connections since not all trips begin and end in San Mateo County. They are considering enhancing mobility options by connecting the county with the rest of the region by looking at public and private partnerships; e.g. expanding improvements to the Dumbarton corridor, enhancing express bus service, bicycle/pedestrian use, or ferry terminals.
5. Proposals included 50% for County public transportation system; including SamTrans bus and paratransit system; Caltrain commuter rail and other mobility services. Examples of improvements would include express bus service, converting to zero emission buses, and increasing service frequency on existing routes.

All projects listed are examples.

Mike thought that higher priority should be given to projects that have other financial subsidies and were therefore more likely to move forward.

In July, the SamTrans Board of Directors will take action whether to approve the final investment plan. Mike added that the SamTrans Board will be meeting on July 11th due to the Fourth of July holiday. The County Board of Supervisors will need to take action for the measure to be placed on the ballot. Mike asked Tina what the County Board of Supervisors options would be if they wanted to modify the numbers associated with the proposed expenditure plan submitted by the SamTrans Board of Directors. Tina said she will get back to the PCC after researching this question.

Mike addressed the letter received from members of the stakeholder's advisory group (SAG) regarding support for the plan. Sandra then discussed the points of the letter that Team C of the SAG stakeholder's advisory group has offered. Mike clarified that the members associated with the letter were advocates for transit issues. Sandra went on to say that Team C was much in alignment with all the SamTrans outreach efforts. Sandra added Team C is concerned with #5 in the list above. They thought that the County transportation projects should be increased to 55%. Sandra added that their focus was not only for schools and children but for the disabled and seniors that are vulnerable and need safe pedestrian passage. Mike wondered if, due to the lack of time, the general PCC membership in attendance would be willing to let the Executive Committee decide whether to support the letter. The final option was to wait to discuss offline or wait for a quorum next month. At the next meeting the membership can discuss whether to support the SAG Team C letter, create a PCC letter or do nothing at this time.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina said that Caltrain is preparing for their Annual Emergency Exercise. They would like people with disabilities to attend. Tina had limited event information at this time. The Emergency Exercise event is scheduled for Thursday, July 19th, during the mid-morning in northern San Mateo County. Tina said that those who are interested will need to sign up ahead of time. More specific information will be forwarded at a later date.

SamTrans is continuing to work on the Mobility Plan for Seniors and People with Disabilities. They are getting ready to release a draft of the plan. SamTrans is getting ready for the fare increase in January 2019. For standard fare, the increase will be from \$4.25 to \$4.75, and the assisted fare will remain the same. Tina asked for membership input by September for the information sent to the public. Mike asked that Tina provide a sample letter of the increase. Tina will provide a letter and membership will be ready to provide input by the September 11th PCC Meeting.

B. Performance Summary

Tina compared data from April 2017 to April 2018. Ridership is down since April last year. The Total Trips Served and average weekly ridership are both down. Taxi ridership has increased to 33%, which is higher than usual. Same day and late cancels are relatively unchanged since last year. The number of individuals riding in April 2018 is down. The On-Time Performance is 92.4% which is very good. The productivity was 1.87 passengers per hour and is on target. Richard asked what the reason might be for ridership declines for the past several months. Tina speculated that for March, the reason was the rainy weather. Mike thought that since the ECR (El Camino Real) service was presenting a new transportation alternative. Aki thought since housing prices had increased so much, people are moving out of the state. Patty Smith said as a consumer, traveling from San Mateo to Redwood City or Menlo Park, traffic congestion during the mid-day was awful. So, she has cut down her activities during the mid-day and therefore rides less often.

C. Monthly Redi-Wheels Comment Statistics Report

Tina said that they are catching up in responding to the comments. They received 32 compliments in April. They received 26 complaints of which 14 were valid. The top complaints were late vehicles and driver conduct. There was no specific pattern for the complaints, which could be, for example, if the same driver was the subject of the complaint. Mike asked that Tina check on the Comment total numbers from April report. The total is incorrect. Mike asked how the numbers are calculated. Is it a program or manual? Tina would check.

Mike asked how SamTrans determines valid and invalid complaints for the comment

report. In Tina's review of a complaint, she tries to substantiate the ride. If she cannot, it is viewed as invalid. Mike's point was to see if a consumer's complaint was just listed as invalid when it just was not confirmed.

D. Safety Report

Mark Weinstein said that there were 8 noted incidents: 3 preventable and 5 non-preventable. All resulted in no injuries. Aki asked what vehicles were involved. Mark could not confirm but he thought the majority of the vehicles were buses. Tina explained that made sense since that is the majority of the fleet.

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

Agencies have not met since the last PCC meeting.

C. ERC

No meeting scheduled.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA met on May 14th. The new standing committees have been approved: Resources Access Committee, Transportation Committee and Middle Income Seniors Committee. The Middle Income Senior Committee will be an important committee since middle income seniors are experiencing the high cost of living in this area and having a difficult time making ends meet. There are new resources available going to review middle income seniors rather than just the federal poverty level statistics. A new resource is called the Elder Index. This Elder index reviews housing and transportation. Patty asked if Sandra could share this resource with the group. Sandra would look into it. Sandra said the organization was trying to get the County to use this document as a resource. According to the Federal Poverty index, seniors in our area make too much money to be considered economically challenged, and we would want our County to use the Elder Index as a better guideline in this area. She will forward the link for the Elder index to Lorna.

The Transportation Committee met on May 16th. On June 1st, they had a speaker from the Pride Center come in since COA is celebrating LGBT month. Sandra received a Commendation from the Board of Supervisors for 12 years of service as a Commissioner. Although Sandra will leave this position at the end of June, she will still be very involved in the Middle Income Seniors committee. The next Transportation committee meeting is June 20th. Patty asked when the next Middle Income Senior Committee meeting would be. Sandra said that the meeting location had not been determined but was scheduled for June 25th at 8:30am. The next topic the COA will be

addressing on July 9th is “Technology is a critical component of a connected life“. This will be held at 225 37th Ave., San Mateo from 9-10:30am. In the fall, they will review brain health and depression. In October, COA will also address Emergency Preparedness. In November they will address Spirituality and Faith-based Initiatives.

E. COMMISSION ON DISABILITIES (COD)

Ben reported on the COD general meeting with a presentation on “Person to Person Language “. The COD had a Transportation Committee where Mike gave an overview of the PCC. The COD is working on organizing the In-home Support Services (IHSS) focus groups in the fall. They hope to develop into a town hall and further legislation.

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

Ben said the next event will be on June 18th at the Little House Activity Center at 800 Middle Ave in Menlo Park from 1:30 p.m.- 4:30 p.m. The CID attended the Disability Capital Action Day last week in Sacramento and “good issues” were discussed. The CID took almost the entire staff and 3 Board members. On Friday, CID is having a movie day. They will also have an Inclusion Festival on August 2nd at Burton Park in San Carlos.

OTHER BUSINESS

Richard will be out of town from July 6-15th. David Koffman will be attending the meeting in Richard’s place. David used to work in this position before Richard. For the September meeting, Richard mentioned that he will be presenting some interesting information on service policies at other systems based on a project he is working on for the program in Boston.

Aki asked why his eligibility card was highly scrutinized during one of his recent trips. Tina explained that as old cards were being renewed, they were being replaced with the new card with the magnetic stripe. Replacement cards will also have the magnetic striped card.

Patty asked if there was a possibility that same day rides were still being considered. Patty learned from the State of the City of San Mateo address about a pilot program with Lyft for a cost of \$5.00. It is very restrictive as to certain cities involved and went from March to June. Tina said they are exploring a subsidized taxi program. It is also very limited. SamTrans’ program is probably projected for implementation in Spring 2019. Talib verified that the San Mateo program was with Serra Cab and not Lyft. Talib thought that this pilot program was extended from June through December.

Mike mentioned that there is a new ECR Rapid Express bus service available. It will run between Redwood City and Daly City/Colma BART. It will have only about 12 stops. It will run approximately every 20 minutes. Please check the website for details or the hardcopy schedule at the main lobby.

Sammi mentioned that we are meeting with a senior group at the Oceanview Senior Apartments on June 20th. They wanted to discuss issues with Redi-Wheels. Tina asked that they might get the meeting information.

The next PAL and PCC meetings will be held on Tuesday, July 10, 2018. The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30 p.m. to 3:30 p.m.

MEETING ADJOURNED at 3:30 p.m.

Coastside Transportation Committee June 14, 2018

Those present:

Cara Schmaljohn (Senior Coastsiders), Zoe Kersteen-Tucker (SamTrans Board of Directors), Janie James (Coastside Adult Day Care), Tracey Gould (Senior Coastsiders), Mike Levinson (PCC), Araceli Cruz (Puente de la Costa Sur), Judy Macias (Village of the Coastside), Jeanette Ward (Village of the Coastside), Sue Santoro (Village of the Coastside), Lynette Vega, Maureen Szostak (Village of the Coastside), Wendy Wardwll, Santos Orellana (MV Transportation), Tina Dubost (SamTrans)

Agenda

Coastside ridership report

General Updates

Discussion of transportation needs on the Coastside

Minutes from this meeting and the previous meeting will be approved at the September meeting.

Coastside Statistics Data Report

Tina Dubost reviewed the Coastside ridership report. She discussed ridership statistics, same-day cancels and no-shows. On-time performance is consistently great. It's much better than the standard of 90% or better.

There was discussion of the productivity goal of 1.5 passengers per hour. It is very difficult to achieve this goal because of the rural nature of the service area, traffic, delays on Highway 92 and the length of the trips. Santos Orellana said that he puts a strong emphasis on customer service. His goal is to execute a plan and get it done.

General Updates

Fare change

Paratransit fares will increase on January 1, 2019. Standard fares will increase to \$4.75 each way. Lifeline fares will remain at \$1.75 each way. Information on the agency fares will be sent to Senior Coastsiders and Coastside Adult Day Health Care.

Get Us Moving Ballot Measure

Zoe Kersteen-Tucker discussed the "Get Us Moving" project. She encouraged people to go to www.GetUsMoving.com for information and to use the budget tool to express their opinions. She discussed the extensive outreach that was done.

Staff developed a Draft Expenditure Plan with the guidance and assistance of advisory groups and public input. The SamTrans Board reviewed the draft expenditure plan at the June 6 meeting. At the July 11 meeting, the SamTrans Board will review the final Expenditure Plan. If approved by the SamTrans Board and with the consent of the San Mateo County Board of Supervisors, the sales tax ballot measure will be placed on the November 2018 ballot.

Transportation Needs on the Coastside

Tina Dubost briefly reviewed the Coastside Transit Study. She also briefly reviewed the existing transportation services on the Coastside.

Those present had a number of comments and suggestions.

There was a request for service from Half Moon Bay to the Santa Cruz border. People said that many years ago, there was a SamTrans bus route that did this and that met a Santa Cruz Metro bus. Both the Samtrans and the Santa Cruz Metro routes have been discontinued. The closest Santa Cruz Metro route goes from Davenport to Santa Cruz.

There was a request for better service from Montara to Half Moon Bay. (Santos Orellana discussed the service provided by SamTrans routes #17 and #18.)

There was a request for additional benches and shelters at frequently used bus stops. Examples of requested locations include the Pillar Ridge Mobile Home Park and the Canada Cove Mobile Home Park.

Santos Orellana explained that the SamTrans route #17 goes to Pescadero for one trip in the morning and one trip in the afternoon. He said that the ridership varies.

Zoe Kersteen-Tucker stated funding is an important consideration. Paratransit service costs approximately \$50 per ride and the farebox recovery ratio is very low. It is a struggle to meet the needs. She discussed the SamTrans Mobility Ambassador program, which can teach seniors how to use the SamTrans bus service.

One person stated that there is no fixed-route bus service in La Honda. She noted that people want to remain in the area, even if they are no longer able to drive. People should plan for their future medical and transportation needs. She suggested a shuttle that would operate twice per day that would take people from La Honda to Pescadero and then to Stanford.

The group also encouraged the use of private solutions. Zoe Kersteen-Tucker said that SamTrans is exploring micro-transit and is working with UC Davis on a pilot program. She said that a micro-transit project might include a partially subsidized ride. People noted that organizations such as cities and the villages have contracts with Uber and Lyft. Some of the villages have arrangements where they can arrange the Uber or Lyft ride for the customer.

Judy Macias said that she heard people in Pacifica make complaints about Redi-Wheels. She said that they said that while they are able to get to their destination, they sometimes have a long wait for the return trip. Tina Dubost asked her to encourage people to call SamTrans Customer Service so that their complaints may be investigated. She discussed some paratransit policies.

Judy Macias also said that people report that the Redi-Wheels buses are bumpy. Tina Dubost said that the Redi-Wheels buses (wheelchair-accessible cutaways) do not ride as smoothly as a sedan. SamTrans staff works with the vendor to get good shocks and to adjust them optimally.

Some people felt that Coastsiders residents are not aware of the available services. Putting information onto Next Door was suggested. Other suggestions included making information available at Puente, providing information to the Library's Bookmobile, pamphlets at the Pescadero Post Office (and possibly the Thrift store next door to the Post Office) and information at grocery stores.

Zoe Kersteen-Tucker encouraged people to attend SamTrans Board meetings and to make their voices heard. She said, "Your voice is important." She said that it is possible to send an email to the District Secretary and to ask that it be sent to the SamTrans Board. Information is available through the District web site and on social media. Information on SamTrans services is also available at Senior Coastsiders, at the libraries and other public places.

Mike Levinson discussed the PCC's Consumer Corps. Paratransit riders can sign up with the PCC at www.SanMateoPCC.org. Consumer Corps participants provide anonymous feedback by recording information on all of their paratransit trips. The PCC will prepare a summary on a quarterly basis.

One person noted that it is difficult to get from Half Moon Bay to Skyline College. (It is simpler to get to the College of San Mateo, but not all classes are offered there.) It is not known if Skyline College offers a shuttle service.

There was discussion of how the Pacifica FLX service works. It operates on a fixed-route, but can deviate by up to ½ mile upon request. Customers call to request a deviation. The bus schedule allows time for deviations.

It was suggested that the route #17 offer a similar type of route deviation. Some people have a hard time getting from their homes in El Granada, Moss Beach and Montara to the bus stop. Some areas are hilly and do not have sidewalks.

It was suggested to offer route deviation service on the weekends from La Honda to Palo Alto and Redwood City. The suggestion was to serve Pescadero, La Honda, Palo Alto and Redwood City twice per day as a demonstration. The service would be for medical trips, grocery trips and shopping. One person suggested planning an excursion to take people shopping or to the movies as a way to get them to try the service. This service would be different from RediCoast, which is viewed as more specific. As people age, they will need alternatives to private cars. Others said that it would be more realistic to go from Pescadero to La Honda and then to Half Moon Bay.

Zoe Kersteen-Tucker discussed the SamTrans Coastside Transit Study. She said that information on the outreach meetings was listed on Next Door and in the *Half Moon Bay Review*. She noted that it is difficult to get people to attend meetings.

She said that the SamTrans mission is to serve people who are transit-dependent. She said that SamTrans should also think about choice riders. SamTrans has a structural deficit and does not have the money to be as responsive to choice riders. She discussed the Get Us Moving San Mateo project and encouraged people to make comments.

One person asked if SamTrans considered using different types of vehicles. Zoe Kersteen-Tucker said that SamTrans is about to take delivery of an electric bus. For the Coastside, SamTrans has 29-foot buses. Santos Orellana said that the smaller buses have lower capacity and he does not want to pass up customers.

One person suggested looking at individual transportation. She said that the City of San Francisco and San Mateo's CARE Advantage have taxi vouchers. Meeting attendees said that Uber and Lyft are very limited (and very expensive) on the Coastside. They asked if there is a way for the community to encourage more Uber and Lyft drivers in the area.

One person suggested partnerships with hospitals, especially Kaiser, for transportation from the Coastside for medical appointments.

Next meeting – Note new time

The next meeting is scheduled for September 13, 2018 at 10:00 am. (The starting time is different.)

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

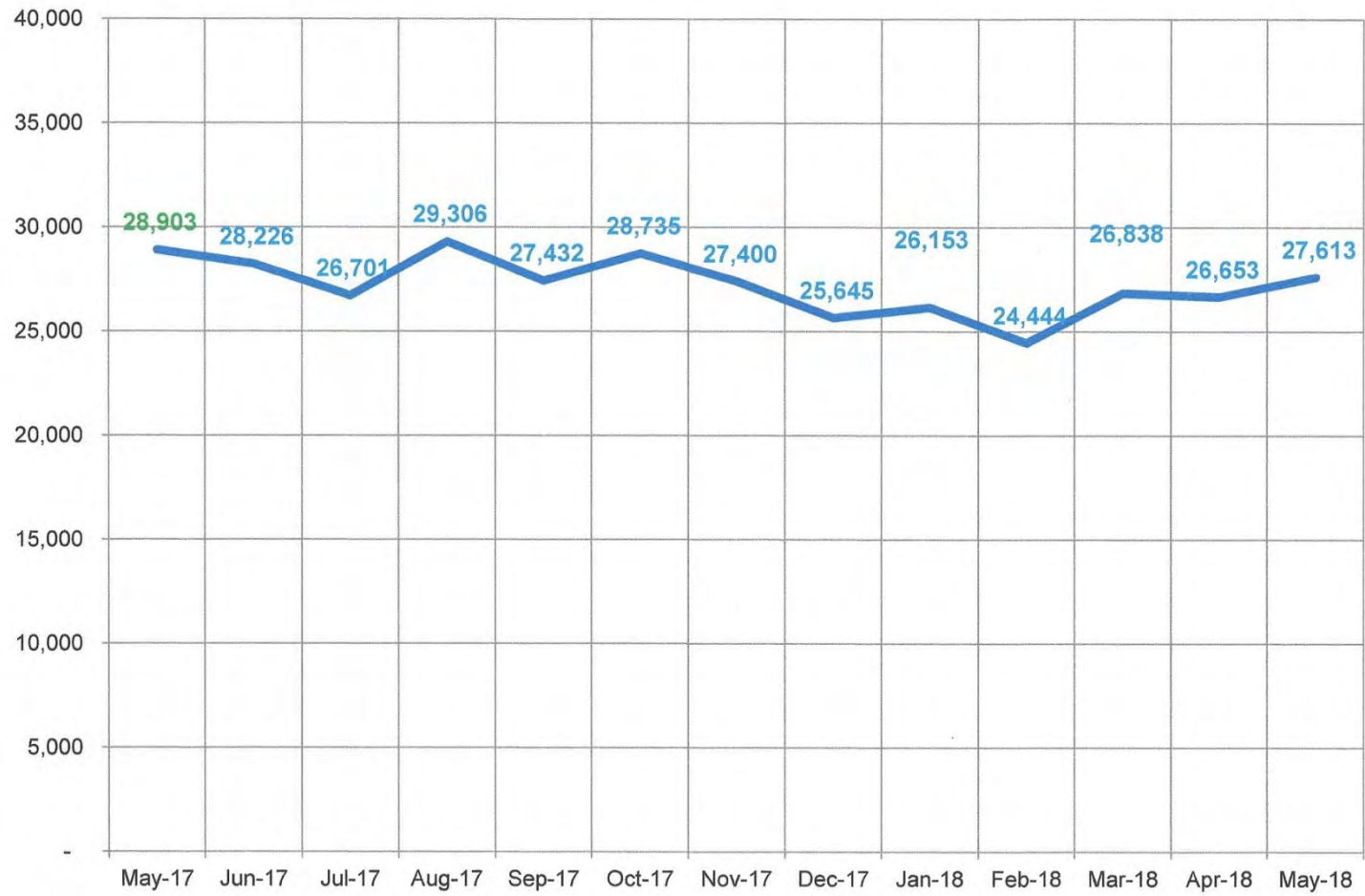
Performance Measure	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Prev. Yr. Average
1. Total trips requested	34,581	34,021	32,562	34,653	32,894	34,187	33,284	31,595	32,574	29,688	32,474	31,533	32,928	32,686
2. Trips scheduled	31,615	31,033	29,507	32,158	30,202	31,502	30,193	28,407	29,037	27,210	29,666	29,227	30,156	30,022
a. Same day cancels	1,809	1,848	1,832	1,818	1,770	1,809	1,869	1,770	1,826	1,895	1,914	1,714	1,657	1,884
% of trips scheduled	5.7%	6.0%	6.2%	5.7%	5.9%	5.7%	6.2%	6.2%	6.3%	7.0%	6.5%	5.9%	5.5%	6.3%
b. Late cancels	571	527	556	598	546	568	564	546	662	528	567	534	523	502
% of trips scheduled	1.8%	1.7%	1.9%	1.9%	1.8%	1.8%	1.9%	1.9%	2.3%	1.9%	1.9%	1.8%	1.7%	1.7%
c. Total customer no-shows	332	432	415	436	451	390	360	445	395	342	347	326	363	364
% of trips scheduled	1.1%	1.4%	1.4%	1.4%	1.5%	1.2%	1.2%	1.6%	1.4%	1.3%	1.2%	1.1%	1.2%	1.2%
d. No-show (operator)	1	2	3	0	3	0	0	1	1	1	0	0	2	1
3. Total trips served	28,903	28,226	26,701	29,306	27,432	28,735	27,400	25,645	26,153	24,444	26,838	26,653	27,613	27,271
a. Average weekday riders	1,144	1,121	1,107	1,127	1,175	1,131	1,119	1,049	1,138	1,052	1,054	1,089	1,085	1,112
b. Advance reservation	19,659	19,302	18,301	20,008	18,830	19,623	18,830	17,601	17,484	16,554	17,855	17,862	18,323	18,658
c. Agency trips	4,134	3,914	3,618	4,123	3,547	3,802	3,579	3,468	3,754	3,289	3,765	3,730	3,943	3,921
d. Individual subscription	5,110	5,010	4,782	5,175	5,055	5,310	4,991	4,576	4,915	4,601	5,218	5,061	5,347	4,693
e. Taxi trips	8,576	8,607	7,930	8,933	8,735	9,475	9,237	8,473	7,879	7,803	8,010	8,832	9,029	8,434
(taxi % of total trips)	29.7%	30.5%	29.7%	30.5%	31.8%	33.0%	33.7%	33.0%	30.1%	31.9%	29.8%	33.1%	32.7%	30.9%
4. Total Redi-Wheels riders	2,351	2,395	2,268	2,387	2,301	2,268	2,346	2,299	2,269	2,184	2,240	2,238	2,253	2,321
5. Inter-County Transfer Trips	211	178	188	163	163	155	155	131	178	163	159	172	137	177
6. On-time performance ¹	90.0%	89.7%	90.6%	90.6%	87.3%	89.6%	89.6%	89.7%	89.7%	90.3%	90.7%	92.4%	91.5%	92%
7. Productivity (pgrs/rvh) ²	1.82	1.86	1.84	1.87	1.90	1.92	1.88	1.85	1.81	1.82	1.80	1.87	1.89	1.82
8. Complaints per 1000 trips	0.31	0.50	0.41	0.49	0.69	0.66	0.88	0.90	-	-	0.56	0.53	0.69	0.4
9. Compliments per 1000 trips	0.69	0.81	1.50	0.52	1.20	1.01	1.02	2.14	-	-	0.43	1.20	0.83	1.5
10. Avg phone wait time (mins) ³	0.9	1.3	1.3	0.9	2.5	1.6	1.2	1.0	1.0	0.8	1.2	0.0	1.5	0.97

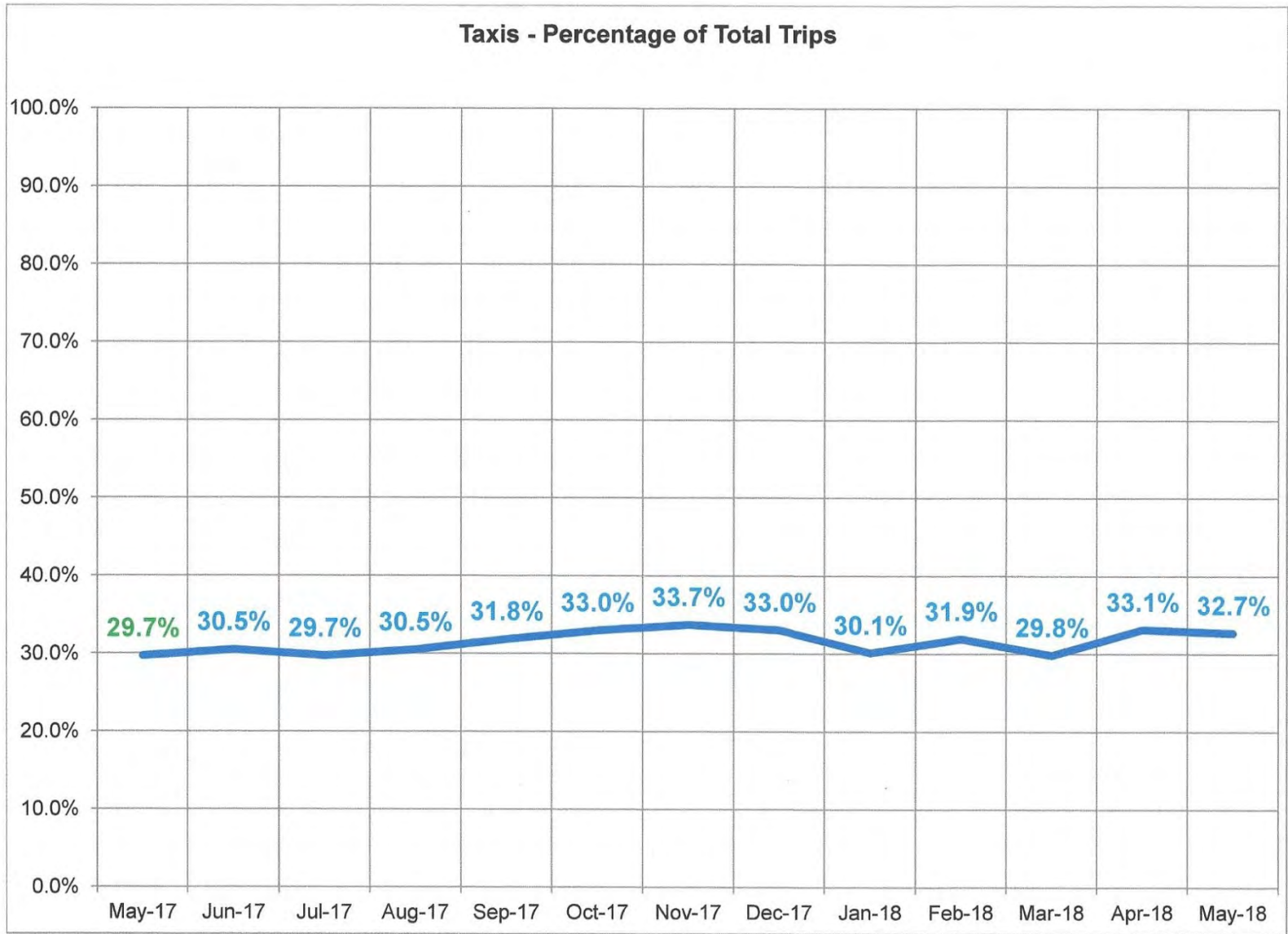
7/3/2018

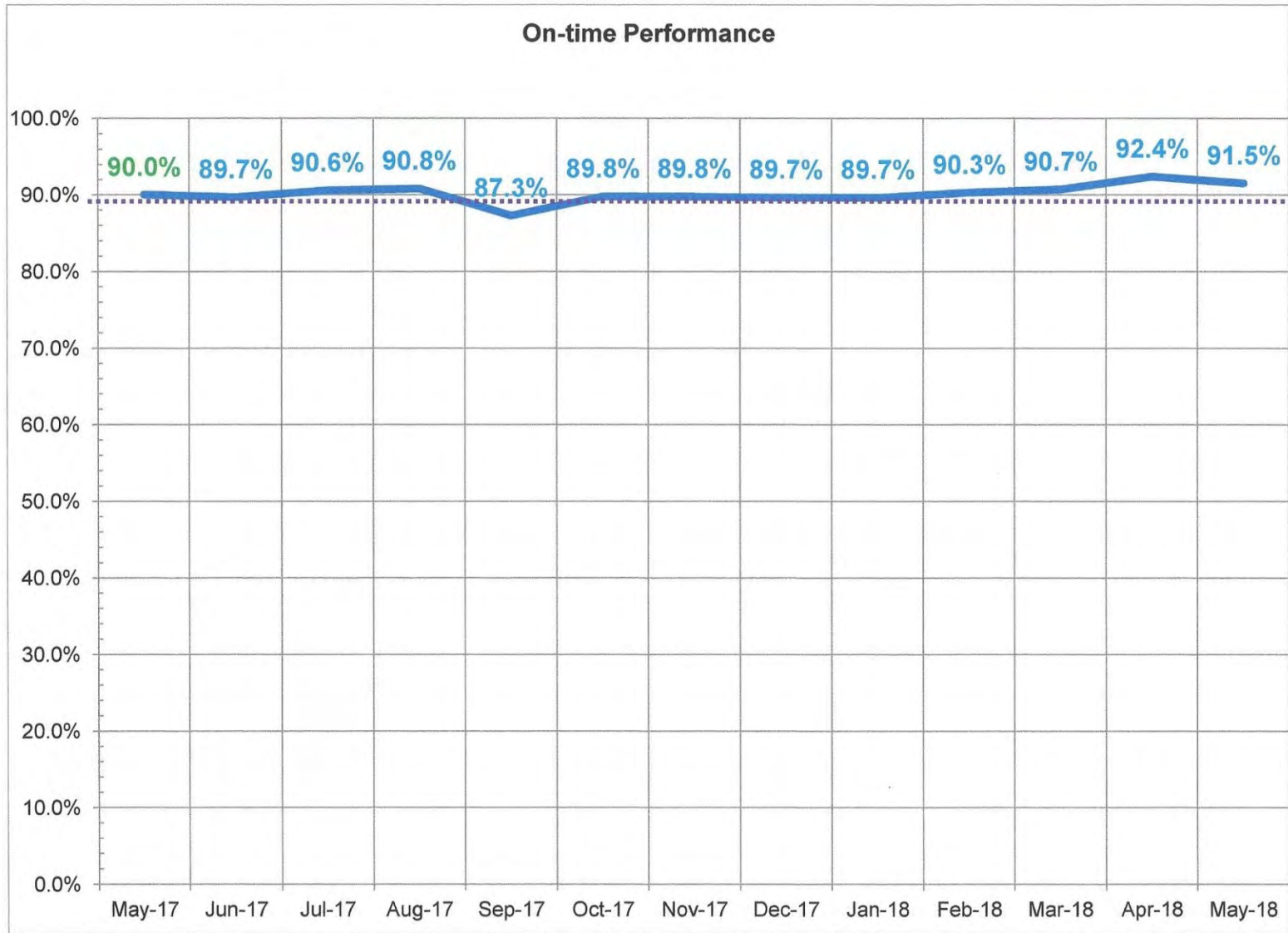
Notes:

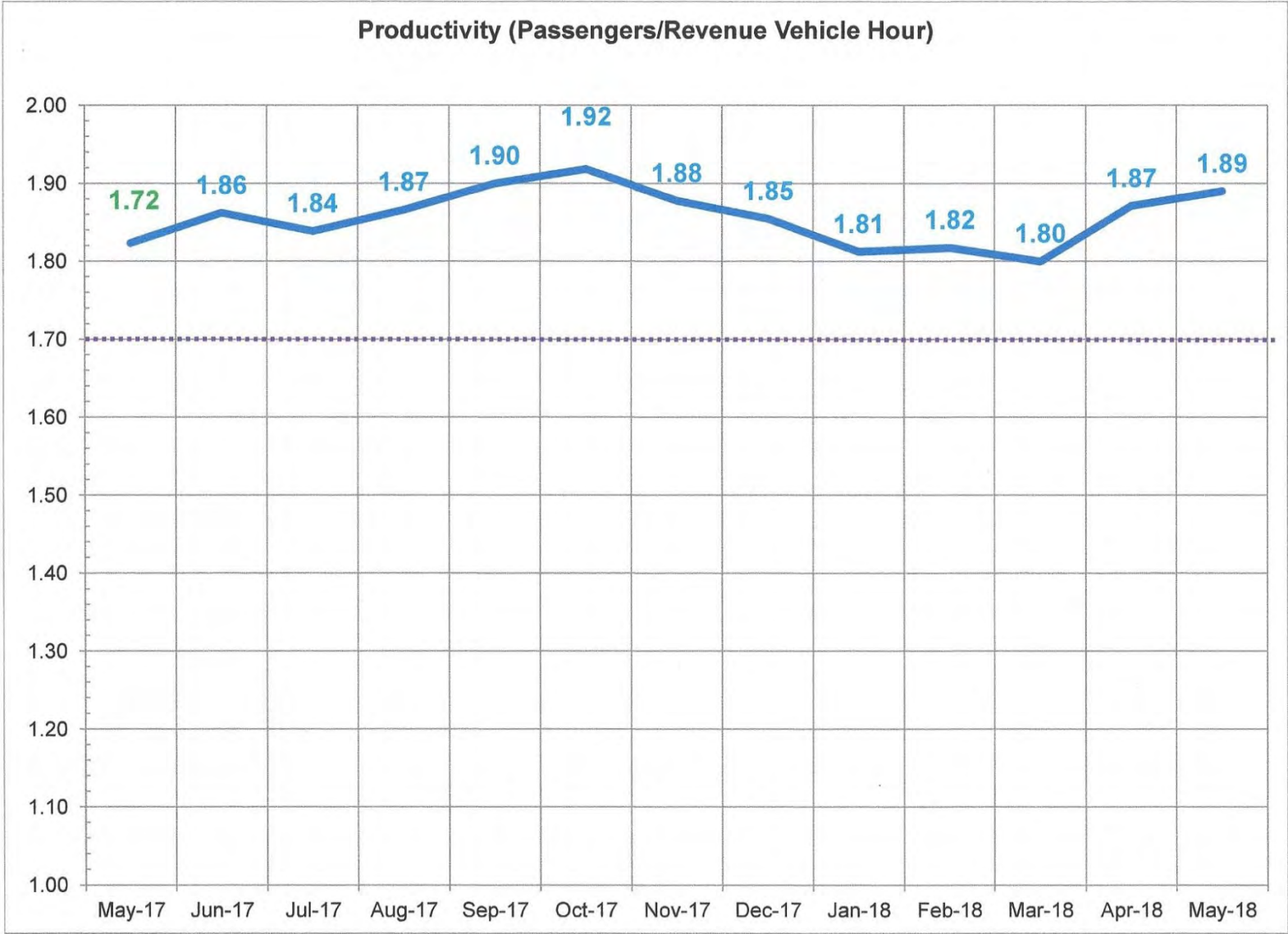
- 1 Standard = 90%
- 2 Standard = 1.70
- 3 Standard = < 1.5

Total Trips Served









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

2018 Comments	May	
	Total	Valid
Total	51	42

Year to Date		
Total	Valid	% Valid

Compliment	23	23
Complaint	28	19

123	123	100.00%
199	64	32.16%

Service Related

Ride Canceled	0	0
Driver Assistance	0	0
Driver Conduct	6	5
Trip Denial	0	0
Dispatcher	2	2
Driving Proficiency	5	2
Early Vehicle	1	1
Incident	1	0
Late Vehicle	5	5
Missed Trip	3	2
No Callback	0	0
Reservation Error	0	0
Reservation System	0	0
Ride Time	0	0
Reservationist	0	0
Scheduling Error	0	0
Safety of Passenger	0	0
Subtotals	23	17

1	1	100.00%
6	3	50.00%
31	8	25.81%
0	0	0.00%
14	6	42.86%
15	4	26.67%
2	1	50.00%
4	1	25.00%
38	16	42.11%
24	4	16.67%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
135	44	32.59%

Non-Service Related

Phones	0	0
Policy Comment	4	1
Service Request	1	1
Vehicle	0	0
Vehicle Preference	0	0
Vehicle Un-Needed	0	0
Subtotals	5	2

1	1	100.00%
37	7	18.92%
23	11	47.83%
2	0	0.00%
1	1	100.00%
0	0	0.00%
64	20	31.25%

**Redi-Wheels Comment Statistics
PCC Review**

2018 Comments	May	
	Subtotal	Rate/1000
Rides	27,613	
Comments by Category**		
Compliment	23	0.83
Valid Policy Related	2	0.07
Valid Service Related	17	0.62
Total	42	1.52
Average Response Time to Customer (Working Days)[†]		
Compliment	5.45	
Policy Related	8.80	
Service Related	9.14	
Overall	7.50	
	CC	CR
Compliment	1	22
Policy Related	0	5
Service Related	1	22
Overall	2	49