

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

Meeting Agenda and Minutes



**June 12, 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***

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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.	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 | 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 | |
| Voting on Nominations for Chair and Vice-Chair position: Ben McMullan and
Dinae Cruise | |
| 5. SamTrans / Redi-Wheels Reports | 2:30 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —Tina Dubost | |
| D. Safety Report—Mark Weinstein | |
| 6. 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, July 10, 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 March 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 of regarding the 5 minute warning phone call 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 questionable.

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 Chairman 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 Chairman position, the Bylaws say that the present Chairman 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 on-line. 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.

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

Performance Measure	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	Prev. Yr. Average
1. Total trips requested	32,135	34,581	34,021	32,562	34,653	32,894	34,167	33,284	31,595	32,574	29,688	32,474	31,533	32,685
2. Trips scheduled	29,501	31,615	31,033	29,507	32,158	30,202	31,502	30,193	28,407	29,037	27,210	29,666	29,227	30,022
a. Same day cancels	1,798	1,809	1,848	1,832	1,818	1,770	1,809	1,869	1,770	1,826	528	1,914	1,714	1,884
% of trips scheduled	6.1%	5.7%	6.0%	6.2%	5.7%	5.9%	5.7%	6.2%	6.2%	6.3%	1.9%	6.5%	5.9%	6.3%
b. Late cancels	524	571	527	556	598	546	568	564	546	662	1895	567	534	502
% of trips scheduled	1.8%	1.8%	1.7%	1.9%	1.9%	1.8%	1.8%	1.9%	1.9%	2.3%	7.0%	1.9%	1.8%	1.7%
c. Total customer no-shows	313	332	432	415	436	451	390	360	445	395	342	347	326	364
% of trips scheduled	1.1%	1.1%	1.4%	1.4%	1.4%	1.5%	1.2%	1.2%	1.6%	1.4%	1.3%	1.2%	1.1%	1.2%
d. No-show (operator)	0	1	2	3	0	3	0	0	1	1	1	0	0	1
3. Total trips served	26,866	28,903	28,226	26,701	29,306	27,432	28,735	27,400	25,645	26,153	24,444	26,838	26,653	27,271
a. Average weekday riders	1,139	1,144	1,121	1,107	1,127	1,175	1,131	1,119	1,049	1,138	1,052	1,054	1,089	1,112
b. Advance reservation	18,200	19,659	19,302	18,301	20,006	18,830	19,623	18,830	17,601	17,484	16,554	17,855	17,862	18,658
c. Agency trips	3,922	4,134	3,914	3,618	4,123	3,547	3,802	3,579	3,468	3,754	3,289	3,765	3,730	3,921
d. Individual subscription	4,744	5,110	5,010	4,782	5,175	5,055	5,310	4,991	4,576	4,915	4,601	5,218	5,061	4,693
e. Taxi trips	7,384	8,576	8,607	7,930	8,933	8,735	9,475	9,237	8,473	7,879	7,803	8,010	8,832	8,434
(taxi % of total trips)	27.5%	29.7%	30.5%	29.7%	30.5%	31.8%	33.0%	33.7%	33.0%	30.1%	31.9%	29.8%	33.1%	30.9%
4. Total Redi-Wheels riders	2,294	2,351	2,395	2,268	2,387	2,301	2,268	2,346	2,299	2,269	2,184	2,240	2,238	2,321
5. Inter-County Transfer Trips	205	211	178	188	163	163	155	155	131	178	163	159	172	177
6. On-time performance ¹	92.4%	90.0%	89.7%	90.6%	90.8%	87.3%	89.6%	89.8%	89.7%	89.7%	90.3%	90.7%	92.4%	92%
7. Productivity (psgrs/rvh) ²	1.83	1.82	1.86	1.84	1.87	1.90	1.92	1.88	1.85	1.81	1.82	1.80	1.87	1.82
8. Complaints per 1000 trips	0.45	0.31	0.50	0.41	0.49	0.69	0.66	0.88	0.90	-	-	0.56	0.53	0.4
9. Compliments per 1000 trips	0.67	0.69	0.81	1.50	0.52	1.20	1.01	1.02	2.14	-	-	0.56	1.20	1.5
10. Avg phone wait time (mins) ³	1.1	0.9	1.3	1.3	0.9	2.5	1.6	1.2	1.0	1.0	0.8	1.2	0.0	0.97

6/5/2018

Notes:

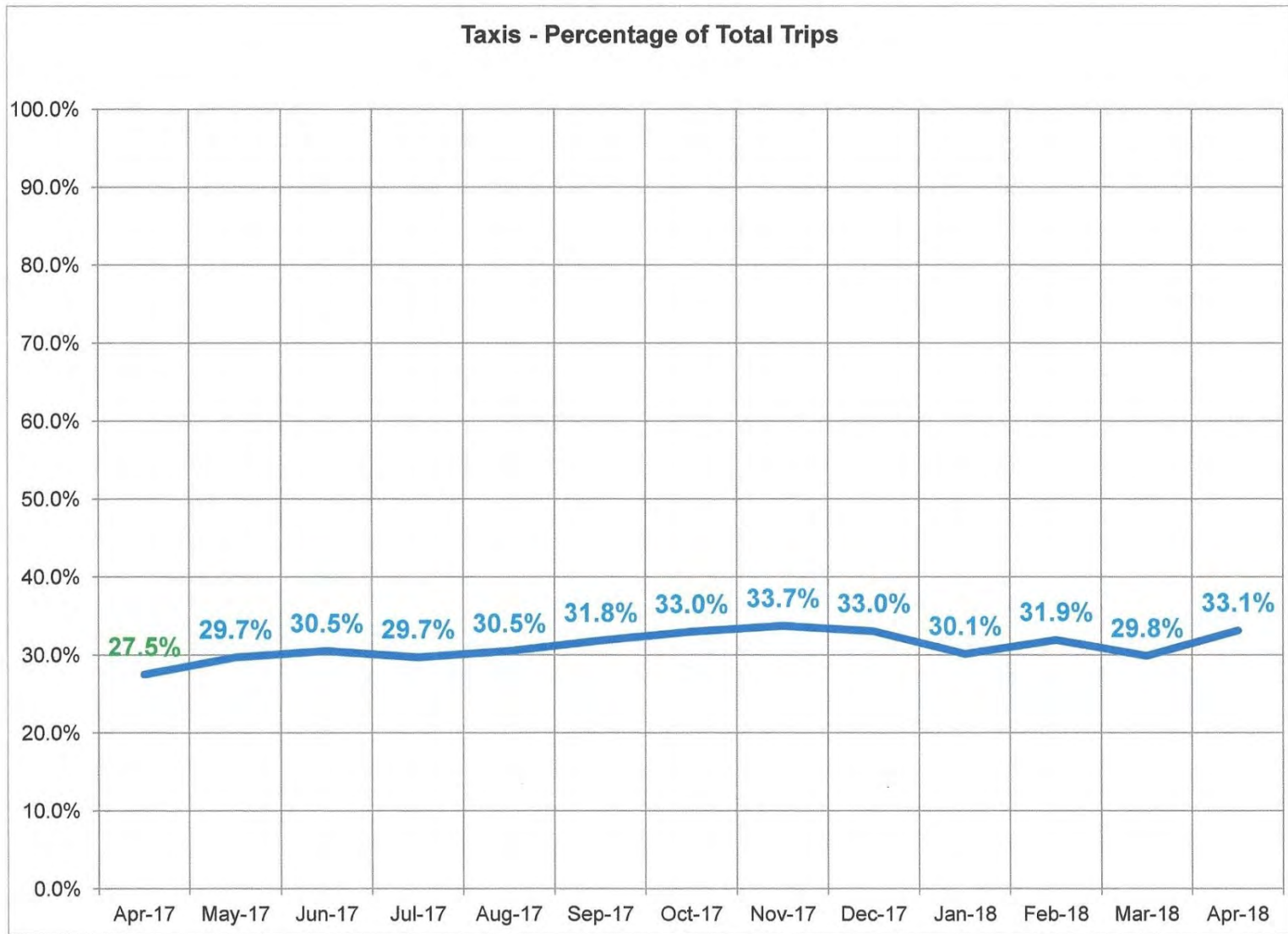
1 Standard = 90%

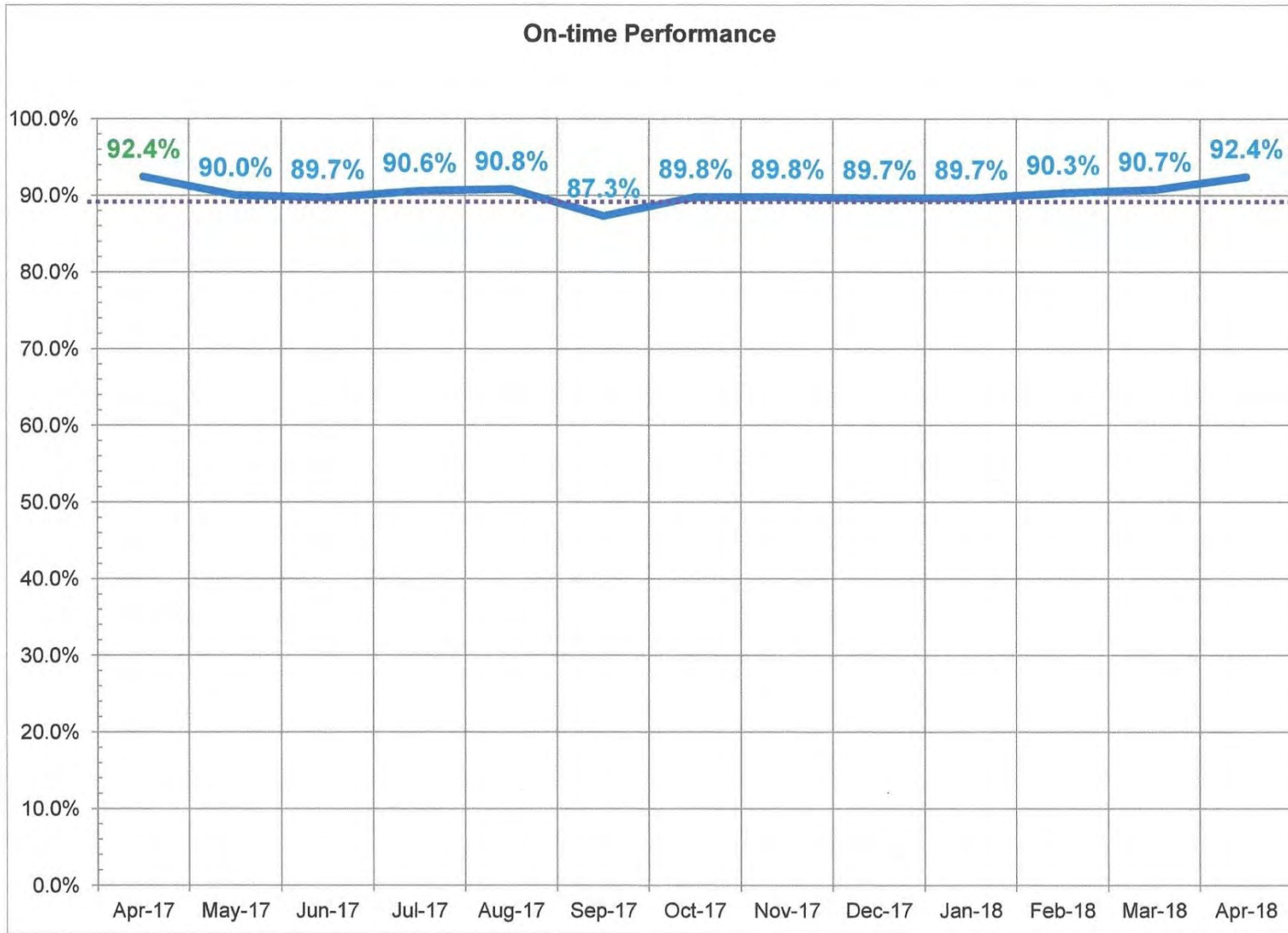
2 Standard = 1.70

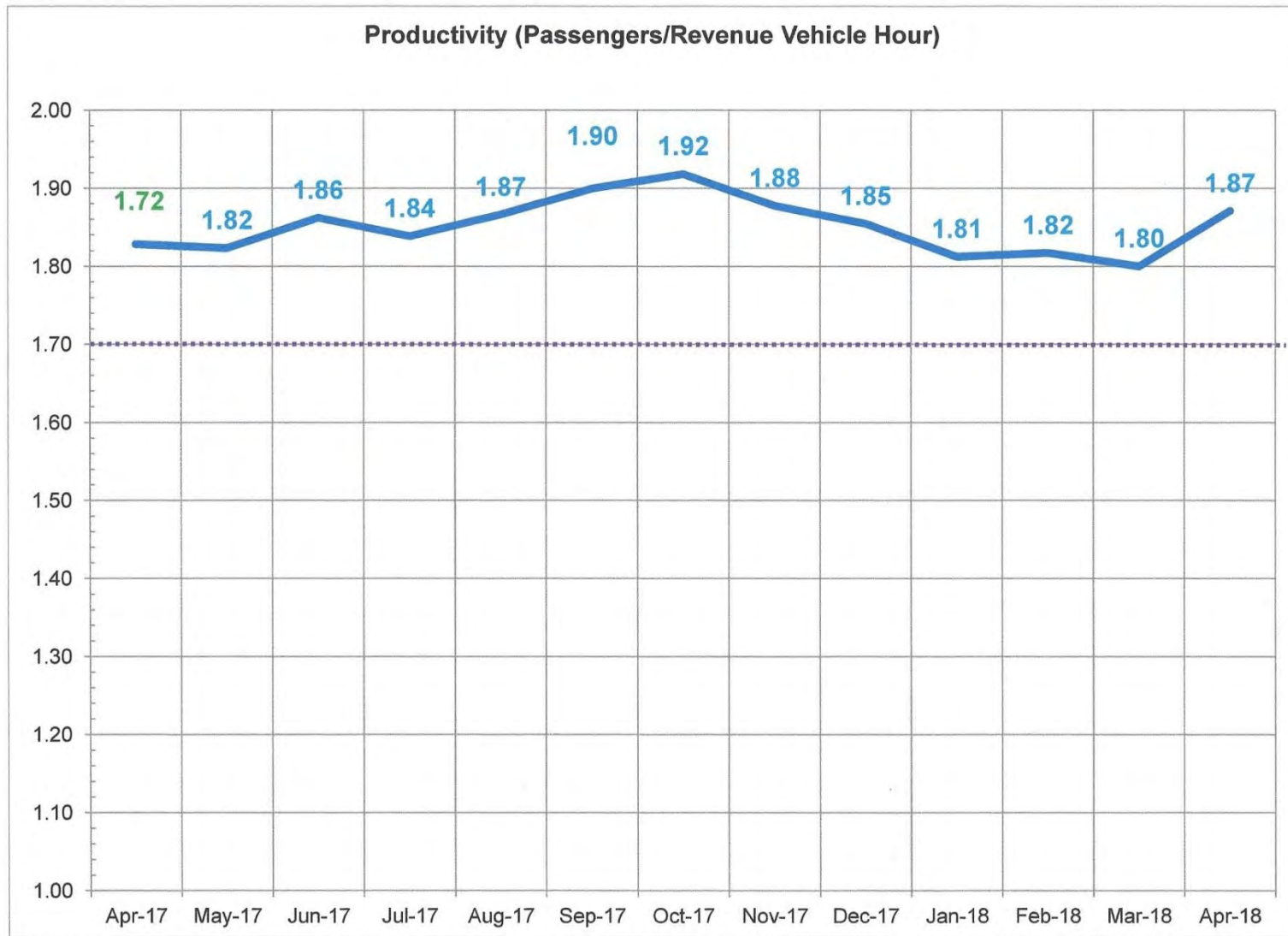
3 Standard = < 1.5

Total Trips Served









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

2018 Comments	April	
	Total	Valid
Total	26	14

Year to Date		
Total	Valid	% Valid
171	45	26.32%

Compliment	32	32
Complaint	26	14

100	100	100.00%
171	45	26.32%

Service Related

Ride Canceled	0	0
Driver Assistance	2	1
Driver Conduct	6	0
Trip Denial	0	0
Dispatcher	0	0
Driving Proficiency	0	0
Early Vehicle	0	0
Incident	0	0
Late Vehicle	8	8
Missed Trip	1	0
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	17	9

1	1	100.00%
6	3	50.00%
25	3	12.00%
0	0	0.00%
12	4	33.33%
10	2	20.00%
1	0	0.00%
3	1	33.33%
33	11	33.33%
21	2	9.52%
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%
112	27	24.11%

Non-Service Related

Phones	0	0
Policy Comment	6	3
Service Request	2	1
Vehicle	0	0
Vehicle Preference	1	1
Vehicle Un-Needed	0	0
Subtotals	9	5

1	1	100.00%
33	6	18.18%
22	10	45.45%
2	0	0.00%
1	1	100.00%
0	0	0.00%
59	18	30.51%

**Redi-Wheels Comment Statistics
PCC Review**

2018 Comments	April	
	Subtotal	Rate/1000
Rides	26,653	
Comments by Category**		
Compliment	32	1.20
Policy Related	5	0.19
Service Related	9	0.34
Total	46	1.73
Average Response Time to Customer (Working Days)[†]		
Compliment	1.53	
Policy Related	6.56	
Service Related	11.06	
Overall	5.10	
	CC	CR
Compliment	18	14
Policy Related	3	6
Service Related	1	16
Overall	22	36