

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

***Meeting Agenda and Minutes***



**September 11, 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](http://www.sanmateopcc.org)  
Email: [sanmateopcc2@gmail.com](mailto:sanmateopcc2@gmail.com)***

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**Scheduled Meetings for 2018**

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

## AGENDA

### San Mateo County Paratransit Coordinating Council (PCC) Meeting SamTrans 2<sup>nd</sup> Floor Auditorium

1250 San Carlos Avenue, San Carlos, CA 94070

**September 11, 2018**

- |  |      |
|--|------|
| 1. Welcome/Roll Call   | 1:30 |
| 2. Introduction of Resource People                               | 1:35 |
| 3. * Approval of July 10, 2018 Meeting Minutes                   | 1:40 |
| 4. Committee Reports   | 1:45 |
| A. Policy/Advocacy/Legislative(PAL)— Mike Levinson, Chair        |      |
| B. Grant/Budget Review - Barbara Kalt                            |      |
| C. Education—Sammi Riley, Chair                                  |      |
| D. Executive— Benjamin McMullan, Chair                           |      |
| General Information on Sales Tax Measure – Jessica Epstein       |      |
| SamTrans General Counsel Presentation                            |      |
| 5. Consumer Corps – Lorna Rodriguez-Wong                         | 2:45 |
| 6. SamTrans / Redi-Wheels Reports                                | 2:55 |
| A. Operational Report—Tina Dubost                                |      |
| B. Performance Summary—Tina Dubost                               |      |
| C. Monthly Redi-Wheels Comment Statistics Report —Tina Dubost    |      |
| D. Safety Report—John Lewis, Interim General Manager             |      |
| 7. 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, October 9, 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.

July 10, 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 (CID); Aki Eejima, Consumer; Marie Violet, Dignity Health; Barbara Kalt, Rosener House; Susan Capeloto, Department of Rehabilitation; Nancy Keegan, Sutter Health Senior Focus; Alex Madrid, CID; Monica Colondres; Community Resident; Judy Garcia, Consumer.

**GUESTS:** David Koffman, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Mark Weinstein, First Transit; Henry Silva, SamTrans; Talib Salamin, Serra Taxi Cab; Patty Smith, Consumer; Margo Ross, SamTrans; Jamie Lewis, Consumer; Patti Smith, Consumer; Larry Riegler, San Mateo County Commission on Disabilities; Eve Ragland, Consumer.

**ABSENTEES:** Dinae Cruise, Vice-Chair; Carmen Santoni, Catholic Charities; Valerie Campos, Vista Center for the Blind and Visually Impaired; Richard Weiner, Nelson-Nygaard; (Member Attendance-13 , Quorum-Yes)

**WELCOME/INTRODUCTION:**

Mike called the meeting to order at 1:45 p.m. and welcomed all to the PCC Meeting. Mike wanted to let people know that a separate letter from the SAG meeting was provided last night. Copies are provided and will be discussed and voted on later in the meeting. Mike provided an update on the current Vice Chair, Dinae Cruise, who has been in the hospital lately. She is doing better and is still interested in the Vice Chair position.

**APPROVAL OF THE MAY MINUTES:**

Mike moved to approve the May Meeting Minutes and Sandra seconded the motion. Mike provided changes to the May Meeting minutes. Ben requested that the date for the October event be changed to October 20<sup>th</sup>. All voted to accept the meeting minutes with changes.

**APPROVAL OF THE JUNE MINUTES:**

Ben moved to approve the June Meeting Minutes and Sandra seconded the motion. The minutes were approved without changes. Nancy Keegan abstained from the vote.

## **COMMITTEE REPORTS**

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

Tina provided an update on the Get Us Moving project. After extensive outreach, public comment, and input from the Stakeholders and Technical Advisory Groups (SAG and TAG) an expenditure plan was developed. Tina thanked Mike and Sandra for their participation in the SAG group. The final expenditure plan will go to the SamTrans Board of Directors tomorrow. If approved and with consent of the San Mateo County Board of Supervisors, a ballot measure for the sales tax will be placed on the November ballot.

Tina followed up on a previous question posed last month – “Can the Board of Supervisors make any changes to the proposed expenditure plan?” Tina said that the Board of Supervisors has a choice to concur or not concur with the expenditure plan as it stands. The Board cannot make any changes.

Tina provided the current percentage proposal for the expenditure plan packet: Public Transit 50%, Regional Connections 10%, highways and Interchanges 22.5%, local safety and pothole repairs 12.5%, and bicycle and pedestrian 5%.

Sandra commented on how the process was well facilitated, very straight-forward and transparent. Sandra was able to keep up on the social equity issues in relation to people who are physically challenged. Mike commented that they were provided statistical information on individual cities and their transportation needs. Discussions covered whether some of these communities had adequately prepared for transportation requirements. Some of the SAG members might have disagreed with adding 0.5% on some of the decided allocations; that amount would be about \$12 million dollars of lost transportation funding. This sales tax ballot will need 2/3 of the vote in order to pass. Mike added that funding is projected at \$2.4 billion dollars over a 30 year timeframe.

Jamie Lewis, Consumer, asked if she could get flyers to bring to senior centers to inform them of the importance of this ballot measure. The seniors are a good part of the vote. Tina made it clear that SamTrans, a government agency, would not be involved. Sandra mentioned that the Commission on Aging would get involved for their interest in the senior community. David mentioned once the Board of Supervisors approves the plan, an organization will be developed to support the passing of the ballot measure. Alex asked if the ballot measure was anticipated to pass. Tina thought that the latest test polling projected 67% approval. Mike thought in order for a ballot to pass with an increase in taxes, the test polling should be in the seventies or eighties to pass in November. Sandra said the League of Women Voters were represented at the SAG meeting. The League can be instrumental in providing information to the voters. Lorna mentioned that organizations such as unions provide ballot suggestions to their members, especially a ballot with many measures. Jim mentioned that it was important to get people to register and actually vote.

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

Ben gave a brief update on the TNC accessibility bill from Senator Hill. This would be to regulate and encourage TNCs to provide more accessible vehicles. Mike asked if Senator Hill’s office could send someone to speak at one of the future PCC meetings.

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

No Updates.

With the fiscal year ending, Barbara would like to see the budget review in September from SamTrans and Nelson/Nygaard. Tina said that the SamTrans budget is approved and on the website.

## **C. EDUCATION COMMITTEE**

Sammi reported that she, Mike and Lorna represented the PCC at the CID's Emergency Preparedness event on June 18th at the Little House Activity Center in Menlo Park.

Sammi and Lorna attended a meeting with residents from the Oceanview Apartments on June 20<sup>th</sup> in Pacifica to address concerns with Redi-Wheels. Jim Rusconi from SamTrans also attended to listen to the residents' issues. The main points taken from the meeting were the pick-up and drop off point, timeliness and the driver's behavior. Eve, resident of the Oceanview Apartment, spoke first. She stated that she was over an hour late due to a driver's previous ride. Jamie stated that this is not an isolated issue. She said if she is dropped off late, she may be late for her return pick up, which could result in a no-show or late cancel. Tina assured Eve that if she was running late for any reason, she should call the Redi-Wheels Dispatcher to explain. When she is ready to depart, she can call to request a "go-back". Redi-Wheels will then schedule another trip on the next available vehicle. Aki asked if Eve called dispatch for a current ETA when it appeared her ride was running late. Eve said she called but always seems to receive a "canned" response such as "The driver will be there in 15 minutes." Aki asked if Eve has filled out a yellow comments card or called the 800 number to complain about the ride. Eve said until the June 20<sup>th</sup> meeting, she did not know there were those options to report her ride issues.

Jamie Lewis states that she does not get accurate ETA's from the dispatcher. Tina promised to respond to Jamie regarding her complaints.

Judy had an issue with a ride regarding her pick-up in Menlo Park Senior Center after the Emergency Preparedness event.

The next Education Committee meeting via conference call will be on Friday, August 3<sup>rd</sup> from 1:00-1:30pm

## **D. EXECUTIVE COMMITTEE**

Barbara presented the slate of nominees: for Chair, Ben McMullin and for Vice-Chair, Dinae Cruise. All voted unanimously for Ben and Dinae. These people will take over for the September meeting.

Mike and Sandra then presented the current letter from the TEAMC to the Stakeholders

Advisory Group (SAG). The letter reviews the core principles discussed and addresses accountability and the oversight committee group. The letter makes recommendations for the percentages for each category. TEAMC wanted make sure that this plan is equitable, sustainable, and addresses transportation congestion. TEAMC asked the PCC to support the letter to the SamTrans Board. Mike wanted to know if the PCC, as an advocacy group, wanted to endorse this letter, bring up their own independent letter, or take no action. Monica thought that this letter would address the disabled community specifically, but the PCC should still support the letter. Barbara submitted a motion to support the letter at the SamTrans Board meeting. Monica seconded the motion. The PCC members voted to support the letter. Tina abstained. Monica suggested that Mike state that if the ballot is passed, the PCC might be part an oversight committee.

Nancy brought up the issue regarding items that may or may not be included, due to confidentiality or any other problems, in the meeting minutes. Mike announced that there will be a meeting with Tina, Ben, Mike, Lorna and Richard prior to the September 11<sup>th</sup> PAL meeting to discuss this matter.

## **CONSUMER CORPS REPORT**

Through attrition, we lost one member but gained 4 new members during the second quarter. The consumers' reports were turned in too late for a quarterly report to be provided. The report will be ready in September.

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

### **A. Operational Report**

The Coastside Transportation Committee (CTC) meeting was held June 14<sup>th</sup> during which the Coastside Transit Study was reviewed. More consumers than usual attended this meeting.

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 19<sup>th</sup>, 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. Tina thanked Ben and Sammi for offering to attend this exercise.

### **B. Performance Summary**

Tina compared data from May 2017 to May 2018. Ridership is down. The Total Trips Served is down 4.5%. Average weekly ridership is down 5%. Taxi ridership is 32% of the total trips provided. Van trips and agency trips account for the decline. The number of individuals riding in May 2018 is about the same, indicating people are taking fewer trips. The On-Time Performance is 90% which meets the standard.

Alex asked if there had been any updates on retraining of the customer service staff, specifically dispatch and reservationist. Mark said that the management is using approximately 5 customer service videos for training. It takes a half hour for each



module with follow-up questions. They are fitting it into their schedule between their regularly scheduled duties. Alex thanked Mark for the update.

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

Redi-Wheels received 23 compliments in April and 19 valid complaints. Mike wanted to know how many total comments were received. The top complaints were on-time performance and driver conduct. Service related complaints were 0.62 per thousand trips. The SamTrans standard is no more than 2.5 per thousand trips.

Comment Cards are available on the buses. There is no logical place to put the comment cards on mini vans. Riders must ask for the cards on the mini vans and Serra taxis. They can also make comments by calling 800-660-4287 and email: [rediwheels@samtrans.com](mailto:rediwheels@samtrans.com). The 800 number is posted in and outside of the vehicles. Monica made a recommendation on better ways to keep the vehicles stocked with comment cards. Tina or Mark will follow-up on this point.

Mike asked how SamTrans determines valid and invalid complaints for the comment report. SamTrans staff reviews the complaint and tries to substantiate the information. If staff cannot, the comment is viewed as invalid. Mike's point was to see if a consumer's complaint was listed as invalid when it was just not confirmed.

### **D. Safety Report**

Mark Weinstein said that there were 7 noted incidents: 3 preventable (2 Redi-Wheel and 1 Taxi) and 4 non-preventable.

## **LIAISON REPORTS:**

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

The next CTC meeting is scheduled for September 13<sup>th</sup> 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 July 9<sup>th</sup>. The topic was addressing the digital divide for seniors. Tina will be addressing the COA Transportation Committee at the next meeting on July 18<sup>th</sup>. The Middle Income Senior Committee encourages San Mateo County to relook at the resources available to address middle income seniors.

## **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 an emergency preparedness event was held on June 18th at the Little House Activity Center in Menlo Park with attendance of 45-50 people. The next Emergency Preparedness Event will be held on November 9<sup>th</sup> in San Bruno. The details will be distributed at a later date. The next movie event, as part of the Series to Create Community Conversation is on July 27<sup>th</sup>.

## **OTHER BUSINESS**

Susan Capeloto, from Department of Rehabilitation, introduced a new program to provide services for students. This program addresses job exploration for young adults from the age of 16-21 years old. This program provides adults with counseling in preparation for the job experience, work readiness and self advocacy. It is time limited. Information can be found online at the website. This focus is directed toward young people with disabilities and employment. Susan also added that her San Mateo office is hiring a number of positions.

The next PAL and PCC meetings will be held on Tuesday, September 11, 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 PCC TECHNICAL SUPPORT: PROJECT BUDGET 2018/19

The total project budget for 2018/19 is almost unchanged since the 2017/18 contract year:

2017/18	\$79,264
2018/19	\$79,220

Following are the key changes since the previous budget:

- Nelson\Nygaard staff rates have been increased by 3% to reflect cost of living increases.
- Since ERC meetings are no longer held on a regular basis, the number of meetings for Richard has been reduced to 24 from 26 (this takes into account eleven meetings each for PCC and PAL, and other meetings as needed on an ad hoc basis)
- Richard's hourly allocation has been maintained in order to provide additional technical assistance and to provide quality assurance for Lorna
- Lorna's hours have been slightly reduced as she is no longer in the ramp up period of the previous contract
- Lorna has been granted a 3% cost of living increase to her salary



**San Mateo County  
Paratransit Coordinating Council**

**Consumer Corps Quarterly Report**

This report covers the months of April through June 2018. A total of 129 reports were submitted this quarter.

**On-Time Performance:** Over 81% of ride evaluations submitted by Consumer Corps members in Q2 reported their pickup time was within 20 minutes of their scheduled ride time. The longest ride wait time reported this quarter was 115 minutes.

**Telephone Reservations:** When making ride reservations, about 72% of Consumer Corps members reported that their calls were taken without being put on hold.

**Night Before Calls:** In Q2, about 45% of Night Before calls received by Consumer Corps members were incomplete/inaccurate.

**Driver Assistance:** In Q2, Drivers assistance that "met needs" or was "above needs" occurred in 96% of reports submitted. Customer satisfaction with driver assistance continues to be very positive.

**Vehicle Information:** During Q2, 37% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 47% of reported trips and RediCoast vehicles provided the remaining 16% of rides

**Comment Cards:** About 27% of rides taken by Consumer Corps members noted comment cards on display in Redi-Wheels vehicles.

## Q2 – 2018 Consumer Corps Report

Quarter Months	April	May	June	Total/Ave./Most
<b>No. of Forms Submitted</b>	55	29	45	129 (tot.)
<b>ON-TIME PERFORMANCE</b>				
<b>Wait time longer than 20 minutes</b>	8	8	9	25. (tot.)
<b>Longest Actual pick-up time, minus Scheduled pick-up time</b>	50 min.	115 min.	65 min.	115 min. (most)
<b>% of riders waiting longer than 20 minutes</b>	16%	28%	20%	19% (ave.)
<b>TELEPHONE RESERVATION</b>				
<b>On hold to reserve a trip</b>	5	17	13	35 (tot.)
<b>% of callers on hold (number on hold divided by total)</b>	9%	59%	29%	27% (ave.)
<b>Longest time on hold</b>	3 min.	11 min.	5 min.	11 min. (most)
<b>NIGHT BEFORE CALLS</b>				
<b>Did not receive a Night Before Call and/or was inaccurate</b>	47%	21%	60%	45% (ave.)
<b>DRIVER ASSISTANCE</b>				
<b>% of driver assistance that meets expectations (met needs or better)</b>	98%	97%	93%	96% (ave.)
<b>VEHICLE INFORMATION</b>				
<b>% Redi-Wheels vehicles used</b>	42%	52%	22%	37% (ave.)
<b>% RediCoast vehicles used</b>	3%	3%	40%	16% (ave.)
<b>% Taxicab vehicles used</b>	55%	45%	38%	47% (ave.)
<b>COMMENT CARDS</b>				
<b>% of rides with Comment Cards visible on Redi-Wheels vehicles</b>	*18%	*34%	*27%	27% (ave.)

\*Some riders choose not to ask for Redi-Wheels Comment Cards on trips where the Cards are not visibly displayed

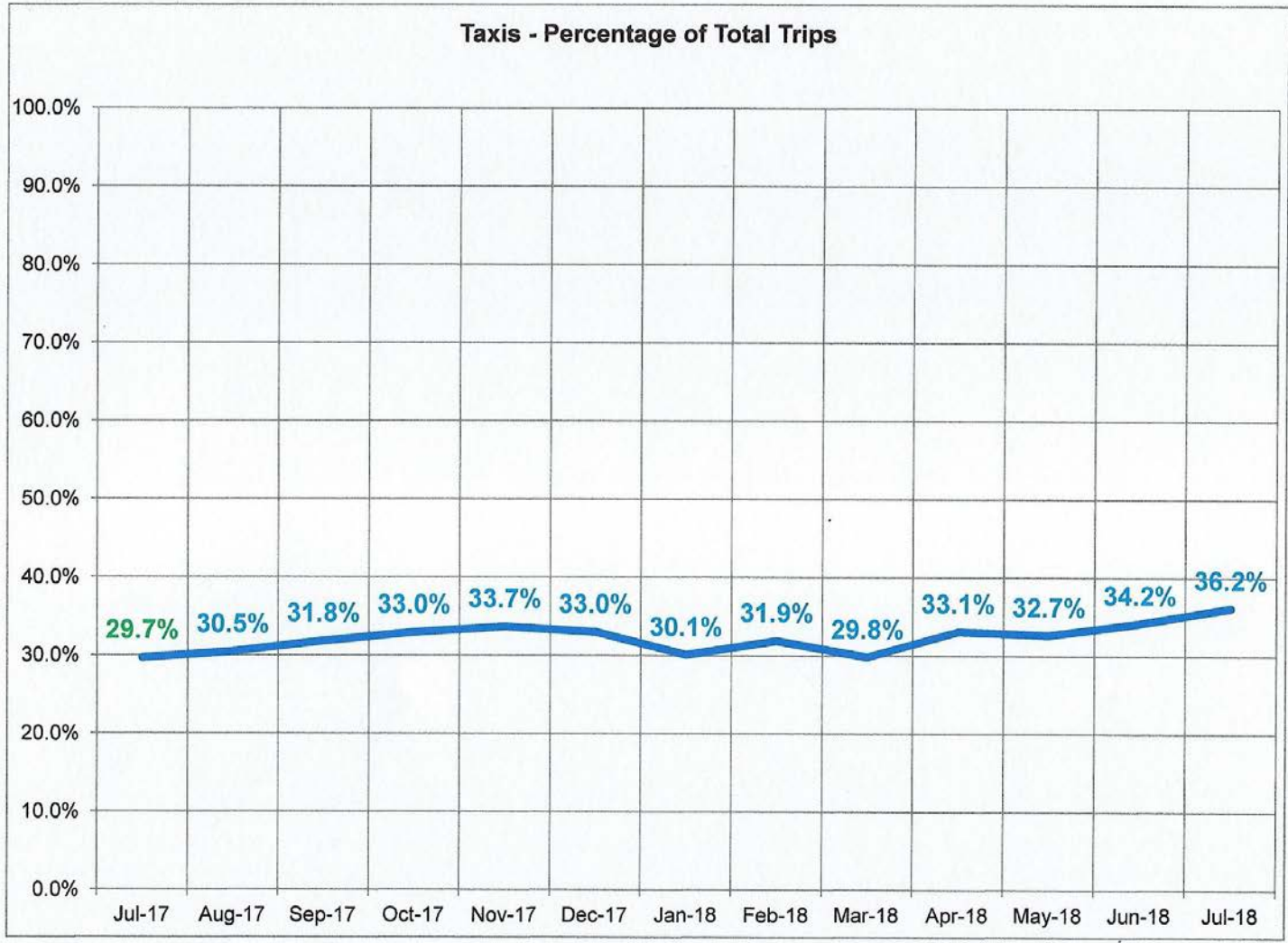
**Monthly Redi-Wheels Paratransit Performance Statistics  
For San Mateo County Paratransit Coordinating Council (PCC) Review**

Performance Measure	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Prev. Yr. Average
1. Total trips requested	32,652	34,653	32,894	34,167	33,284	31,595	32,578	29,689	32,474	31,533	32,930	31,579	32,118	32,495
2. Trips scheduled	29,507	32,158	30,202	31,502	30,193	28,407	29,041	27,211	29,666	29,227	30,158	29,152	29,233	29,702
a. Same day cancels	1,832	1,818	1,770	1,809	1,869	1,770	1,826	1,895	1,914	1,714	1,657	1,835	2,002	1,809
% of trips scheduled	6.2%	5.7%	5.9%	5.7%	6.2%	6.2%	6.3%	7.0%	6.5%	5.9%	5.5%	6.3%	6.8%	6.1%
b. Late cancels	556	598	546	568	564	546	662	528	567	534	523	516	556	559
% of trips scheduled	1.9%	1.9%	1.8%	1.8%	1.9%	1.9%	2.3%	1.9%	1.9%	1.8%	1.7%	1.8%	1.9%	1.9%
c. Total customer no-shows	415	436	451	390	360	445	395	342	347	326	363	363	336	386
% of trips scheduled	1.4%	1.4%	1.5%	1.2%	1.2%	1.6%	1.4%	1.3%	1.2%	1.1%	1.2%	1.2%	1.1%	1.3%
d. No-show (operator)	3	0	3	0	0	1	5	2	0	0	2	1	3	1
3. Total trips served	26,701	29,306	27,432	28,735	27,400	25,645	26,153	24,444	26,838	26,653	27,613	26,437	26,336	26,946
a. Average weekday riders	1,107	1,127	1,175	1,131	1,119	1,049	1,138	1,052	1,054	1,089	1,085	1,076	1,109	1,100
b. Advance reservation	18,301	20,008	18,830	19,623	18,830	17,601	17,484	16,554	17,855	17,862	18,323	17,414	17,936	18,224
c. Agency trips	3,618	4,123	3,547	3,802	3,579	3,468	3,754	3,289	3,765	3,730	3,943	4,040	4,039	3,722
d. Individual subscription	4,782	5,175	5,055	5,310	4,991	4,576	4,915	4,601	5,218	5,061	5,347	4,983	5,156	5,001
e. Taxi trips	7,930	8,933	8,735	9,475	9,237	8,473	7,879	7,803	8,010	8,832	9,029	9,050	9,531	8,616
(taxi % of total trips)	29.7%	30.5%	31.8%	33.0%	33.7%	33.0%	30.1%	31.9%	29.8%	33.1%	32.7%	34.2%	36.2%	32.0%
4. Total Redi-Wheels riders	2,268	2,387	2,301	2,268	2,348	2,299	2,269	2,184	2,240	2,238	2,253	2,171	2,195	2,269
5. Inter-County Transfer Trips	188	163	163	155	155	131	178	163	159	172	137	97	133	155
6. On-time performance <sup>1</sup>	90.6%	90.8%	87.3%	89.8%	89.8%	89.7%	89.7%	90.3%	90.7%	92.4%	91.5%	92.3%	91.4%	90%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.84	1.87	1.90	1.92	1.88	1.85	1.81	1.82	1.80	1.87	1.89	1.88	1.94	1.86
8. Complaints per 1000 trips	0.41	0.49	0.69	0.66	0.88	0.90	0.96	1.19	0.56	0.53	0.69	0.49	0.23	0.7
9. Compliments per 1000 trips	1.50	0.52	1.20	1.01	1.02	2.14	1.38	0.53	0.45	1.20	0.83	0.34	0.42	1.0
10. Avg phone wait time (mins) <sup>3</sup>	1.3	0.9	2.5	1.6	1.2	1.0	1.0	0.8	1.2	1.1	1.5	2.3	1.6	1.37

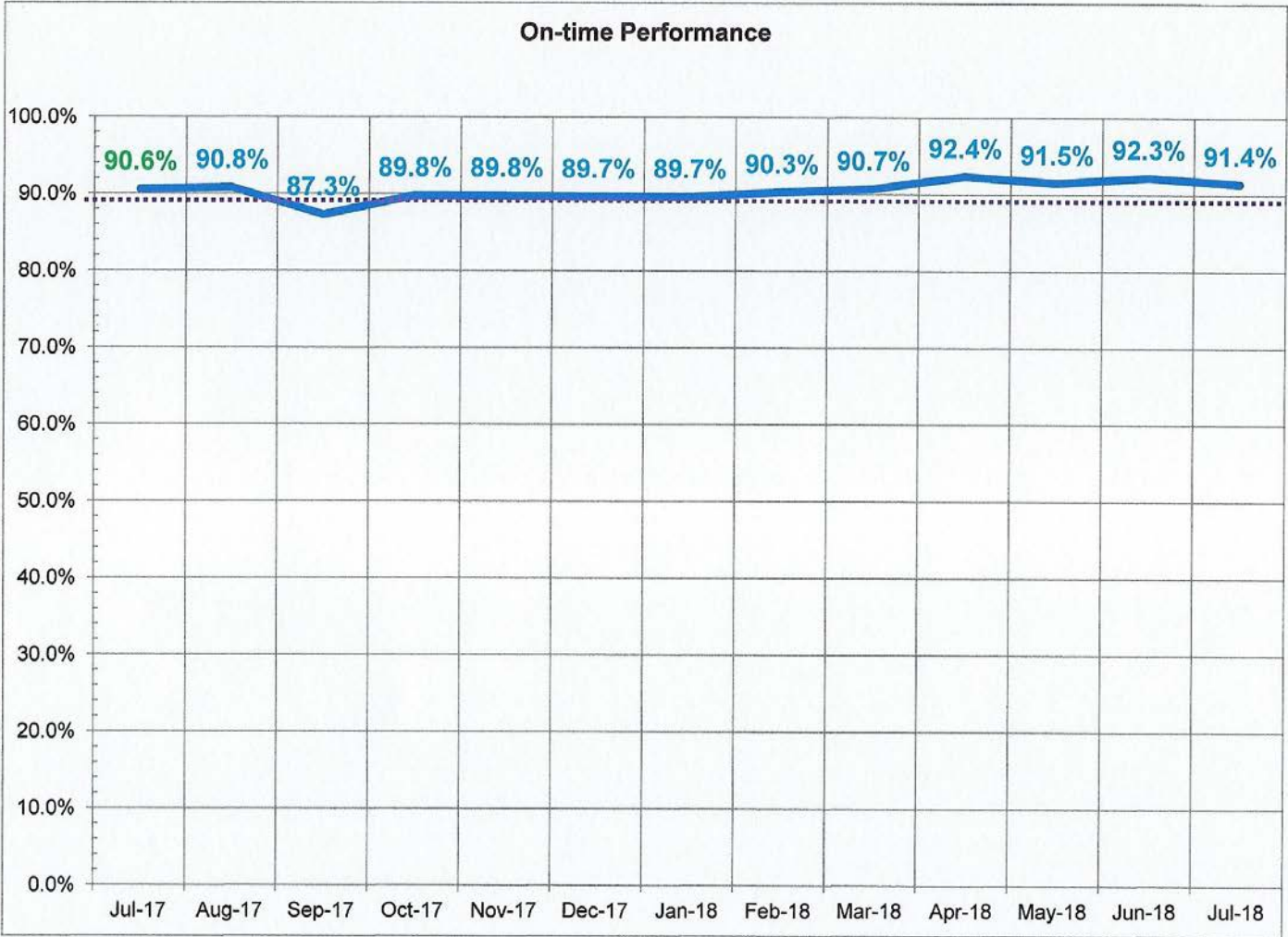
9/4/2018

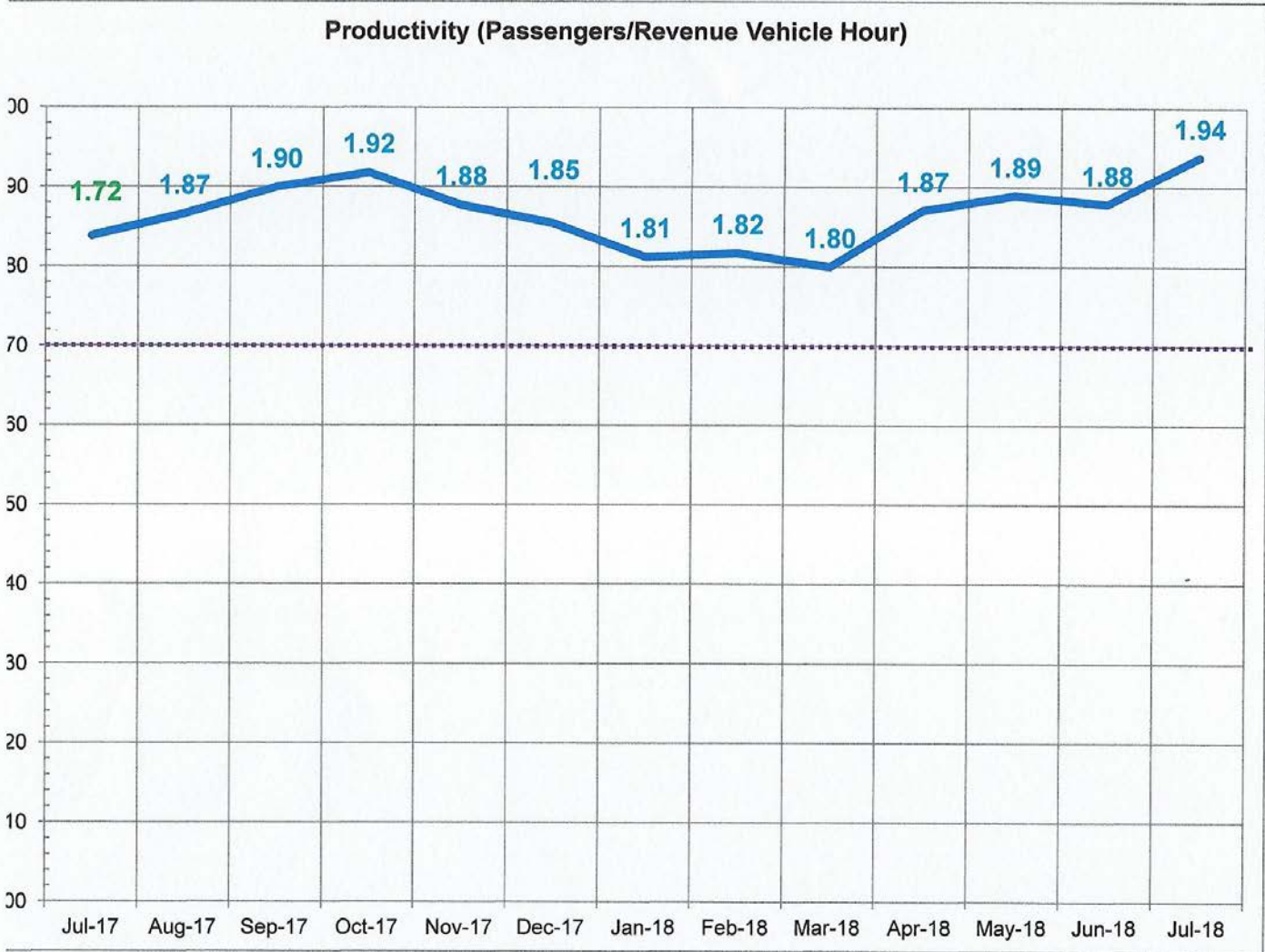
### Total Trips Served











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

2018 Comments	July		Year to Date		
	Total	Valid	Total	Valid	% Valid
Total	29	7	266	123	40.79%

Compliment	11	11	146	146	94.12%
Complaint	29	7	266	123	40.79%

**Service Related**

Ride Canceled	0	0	3	1	33.33%
Driver Assistance	1	0	7	5	62.50%
Driver Conduct	5	3	48	18	31.58%
Trip Denial	0	0	0	0	0.00%
Dispatcher	3	0	19	8	38.10%
Driving Proficiency	3	0	22	5	17.86%
Early Vehicle	0	0	2	1	50.00%
Incident	0	0	4	1	25.00%
Late Vehicle	6	3	50	40	72.73%
Missed Trip	0	0	26	10	31.25%
No Callback	0	0	0	0	0.00%
Reservation Error	0	0	0	0	0.00%
Reservation System	0	0	0	0	0.00%
Ride Time	0	0	0	0	0.00%
Reservationist	0	0	0	0	0.00%
Scheduling Error	0	0	0	0	0.00%
Safety of Passenger	0	0	0	0	0.00%
Subtotals	18	6	181	89	42.38%

**Non-Service Related**

Phones	0	0	1	1	100.00%
Policy Comment	7	0	54	19	32.20%
Service Request	2	1	25	13	46.43%
Vehicle	0	0	2	0	0.00%
Vehicle Preference	2	0	3	1	33.33%
Vehicle Un-Needed	0	0	0	0	0.00%
Subtotals	11	1	94	35	37.23%

**Redi-Wheels Comment Statistics  
PCC Review**

2018 Comments	July	
	Subtotal	Rate/1000
Rides	26,701	

**Valid Comments by Category\*\***

Compliment	11	0.41
Policy Related	1	0.04
Service Related	6	0.22
<b>Total</b>	<b>18</b>	<b>0.67</b>

**Average Response Time to Customer (Working Days)<sup>†</sup>**

Compliment	2.45
Policy Related	3.40
Service Related	9.17
<b>Overall</b>	<b>5.79</b>

	CC	CR
Compliment	3	8
Policy Related	0	11
Service Related	0	18
<b>Overall</b>	<b>3</b>	<b>37</b>