

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

Meeting Agenda and Minutes



**November 13, 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***

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Scheduled Meetings for 2018

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

November 13, 2018

- | | |
|--|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:35 |
| 3. * Approval of October 9, 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—Alex Madrid, Chair | |
| D. Executive— Benjamin McMullan, Chair | |
| 5. Consumer Corps – Lorna Rodriguez-Wong | 2:20 |
| 6. SamTrans / Redi-Wheels Reports | 2:25 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —Tina Dubost | |
| D. Safety Report—Patty Talbott, Interim General Manager | |
| 7. Liaison Reports | 2:55 |
| A. Coastside Transportation Committee (CTC) | |
| B. Agency – Barbara Kalt | |
| C. ERC – Mike Levinson | |
| D. Commission on Disabilities (COD) - Benjamin McMullan | |
| E. Center for Independence (CID) - Benjamin McMullan/Alex Madrid | |
| F. Commission on Aging (COA) – Scott McMullin | |
| 8. Other Business | 3:15 |

***ACTION ITEM**

The next PCC meeting is scheduled for Tuesday, December 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.
October 9, 2018

ATTENDANCE: Members Present Chair: Benjamin McMullan, Center for Independence of Individuals with Disabilities (CID); Dinae Cruise, Vice-Chair; Mike Levinson, Consumer/PAL Chair; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Sandra Lang, PCC Member; Aki Eejima, Consumer; Marie Violet, Dignity Health; Alex Madrid, CID/Education Chair; Monica Colondres; Community Resident; Valerie Campos, Vista Center for the Blind and Visually Impaired; Nancy Keegan, Sutter Health; (Member Attendance-13, Quorum-Yes).

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Patty Talbott, First Transit; Jim Rusconi, SamTrans/Accessible Services; Lynn Spicer, First Transit/Redi-Wheels; Patti Smith, Consumer; Scott McMullin, Commission on Aging (COA), Sarah Verity, Gatepath.

ABSENTEES: Barbara Kalt, Rosener House, Judy Garcia, Consumer; Carmen Santoni, Catholic Charities.

WELCOME/INTRODUCTION:

Ben McMullan called the meeting to order at 1:35 p.m. and welcomed all to the PCC Meeting.

APPROVAL OF THE OCTOBER MINUTES:

Mike moved to approve the October Meeting Minutes and Sandra seconded the motion. The meeting minutes were approved with changes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Mike said the SB 1376 addressing TNCs is on the governor' desk. SB 1376 will require the California Public Utilities Commission (CPUC) to create a stakeholder's group which will develop regulations and address where the geographic areas of demand exist. PCC will provide an update when received.

LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:

Mike asked that Dennis Rosselli, representative for Marla Esquivel, his wife, come forward to explain his Redi-Wheels concern. Tina explained that she had spoken to Dennis prior to the meeting and would follow-up on his concerns. Tina explained that Dennis' wife attends a dialysis center. Since the pick-up times have been getting longer and the weather is getting colder, Dennis was requesting that the driver be able to get

his wife inside the center. Mike stated that the driver may go to the immediate door to the facility without jeopardizing other riders. Richard asked that the resolution be provided to the committee since we have similar issues with other consumers.

Richard provided some information on a study he is working on for MBTA Boston which is reviewing performance measures and service policies with other paratransit programs in the country. The topics discussed covered; on-time performance window goals, maximum timeframes to make a reservation and no-show/late cancellation policies. :

Sammi asked if Serra Cab is assigned a Redi-Wheels rider, whether they only pick up Redi-Wheel riders all day. Lynn said not necessarily so. Tina stated that one pick-up might include more than one Red-Wheels rider. Henry did say that SamTrans was reviewing the current contract. Alex asked why dispatchers cannot provide more accurate pick-up information. Lynn said that this was one of the issues that they are reviewing.

Mike asked that someone from Serra Cab come to a meeting to discuss some of the new issues experienced with increased taxi ridership.

B. GRANT/BUDGET REVIEW

Barbara was not in attendance.

Mike asked Tina if the updated budget was available for Barbara to review. Tina did not have the information available. Tina said she would check and provide to Barbara.

Aki asked when the new rate increase was scheduled to occur. Tina said that issue was under discussion. The original timeframe for the rate increase was January 1, 2019. There is discussion regarding postponing the rate increase until a later date. Mike asked if this topic would be on the next SamTrans Board agenda. Tina did not know but will contact Ben or Mike regarding this information.

C. EDUCATION COMMITTEE

Alex reported the last committee conference call was held on October 5th. The committee discussed outreach tabling at the "Transition to Independence" on October 20th, "Seniors on the Move" on November 2nd and "Emergency Preparedness" on November 9th. The website is back up and working. We also discussed getting a copy of the Consumer Corps application and copy of the updated Checklist on the website.

Lorna mentioned that more and more people are asking for basic SamTrans information at our table. Tina offered to bring some brochures for the outreach events.

The next Education Committee meeting via conference call will be on Friday, December 7th from 1:00-1:30pm

D. EXECUTIVE COMMITTEE

Ben mentioned that a meeting was held with Tina to discuss what information could appear in the monthly meeting minutes. Basically, all topics are open for discussion at the meeting but details would not be reflected in the meeting minutes. Consumer details and safety report details should be omitted due to confidentiality purposes.

Tina stated that the Office of Emergency Services has not requested a registry from SamTrans. There is no registry available from SamTrans. Ben offered to contact Shruti Dhapodkar, at Office of Emergency Services to start the discussion and present to the PCC again. This time, the program should address whether there is a need for a registry or not. Tina also suggested that someone from SamTrans should also present to the PCC and address the relationship between the two organizations in the event of an emergency.

The membership discussed various ways that they thought the PCC should address this matter. Tina suggested that everyone should also visit www.ready.gov to review personal preparedness.

The PCC membership on two transportation resolutions:

Resolution to support Measure W:

Sandra explained that Measure W was very extensive and was developed by SamTrans and the stakeholders groups to come up with the principles and language for the measure. Mike added that Measure W also included a 15 member oversight board which would review expenditures. The board will have one seat reserved for a person with a disability and another for a bicycle and pedestrian representative.

Sandra motioned to support the resolution that supports Measure W. Dinae seconded the motion.

Resolution passed and adopted on October 9, 2018 by the following vote:

Ayes: 10

Noes: 1

Abstention: 1 (Tina Dubost abstained from voting on this item.)

Resolution to Oppose Proposition 6

The passage of this Proposition would jeopardize funding needed to support presently active road repairs and upgrades in San Mateo County.

Mike motioned that we support the resolution opposing Proposition 6. Sandra seconded.

Resolution passed and adopted on October 9, 2018 by the following vote:

Ayes:10

Noes:0

Abstention: 2 (Tina Dubost and abstained from voting on this item.)

CONSUMER CORPS REPORT:

This quarter had 13 participants and 148 checklist submissions. There was an increase in taxis rides. The detailed report will be in next month's packet.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina informed the PCC committee that Patty Talbott is the new First Transit General Manager. PCC members welcomed Patty Talbott.

SamTrans launched a mobile app last month for riders to purchase single tickets. Once purchased, the tickets are good for 30 days. The rider will need to activate the ticket just prior to getting on the bus and show the driver. This is different from a Redi-Wheels paper ticket which does not expire.

Tina said that the new Transbay Terminal is closed for repairs in San Francisco. SamTrans is routing vehicles to the old Transbay terminal. All paratransit services are using the old terminal at this time.

In the City of San Mateo it is unlawful to ride or operate any motorized bicycle or scooter on any pedestrian sidewalk or overhead pedestrian crossing.

B. Performance Summary

Tina compared data from August 2018 to August 2017. Ridership is down. Total trips served is down at 3.7%. Average weekly ridership is down by 4%. Taxi ridership is the same at 36% of the total trips provided. The on-time performance is 91.1%, which meets the standard. Productivity is good at 1.94 trips per hour.

Monica asked if there had been any follow-up to the three hour wait that Judy had reported at the previous meeting. Lynn said she and Jim tried to get additional information from Judy. They have been unable to contact Judy and cannot pursue any other follow-up.

Aki asked if we could get more brochures on "SamTrans and people with disabilities." for the Education outreach events. Tina said there are more brochures available in the lobby or for a larger number of brochures; she will get the contact person to Lorna.

C. Monthly Redi-Wheels Comment Statistics Report

Tina said there was a total of 25 compliments. There were 43 complaints, of which 15 were valid. The most frequent type of comments were on driver conduct or on-time performance. Comments mostly came through the 800 number.

The question of the high number of complaints listed as invalid was brought up again. Mike brought up the point that this category should have a third column for items that

have not been resolved. Items in this column might include those where there is a “He said” versus “She said” situation, rather than simply assuming that the agency is correct and the complaint is therefore invalid. Nancy asked what the opposition was to a third category for complaints. Tina felt that the additional work to support this addition versus the number of instances in this category did not merit a change. On an experimental basis, Tina agreed to review the possibility of adjusting this category.

Alex asked if cameras were available on the SamTrans buses. Tina said they were not on SamTrans vehicles but would make a recommendation. Cameras are located in the Serra taxis.

A consumer complained that for the first time in 6 years, she made a mistake and was then scolded by the dispatcher. This consumer is now afraid of retribution from Customer Service. She asked if she could make a complaint without being subjected to problems with future reservations or have her complaint listed as invalid. Tina said that it would be difficult to follow-up on the recording since the details of the rider need to be pulled up. Tina offered to speak with this consumer in order to see how they could follow-up on the situation. She said that retribution is not allowed.

D. Safety Report

Patty Talbott said that there were 8 total incidents in September. Of those incidents, 1 was preventable involving a mobility device and 7 were non-preventable.

Alex asked if there was retraining provided for dispatchers and receptionists regarding customer service conduct. Patty agreed to get back to the PCC members on this item.

LIAISON REPORTS:

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Tina reported that the CTC met last month. There was a strong recommendation to improve service in the La Honda area and education in the transit services available to the community.

The next CTC meeting is scheduled for December 13th 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 DISABILITIES (COD)

Ben reported that COD is moving forward in organizing the In-Home Support Services (IHSS) focus groups in order to bring feedback to the state legislature. Sandra asked

when San Mateo County comes out with their budget for IHSS, is there discussion on payment for the workers. Ben said they are hopeful but need to wait and see what the budget will provide.

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

Alex reported that the Transition to Independence Fair is scheduled for October 20th at Mills High School. The next Emergency Preparedness Event will be held on November 9th in San Bruno Senior Center. They will be giving out a 3-day Emergency Preparedness kit to the first 100 attendees. There will also be a raffle for other Emergency Preparedness bags.

F. COMMISSION ON AGING (COA)

Scott McMullin, representing the COA, thanked Sandra Lang for representing the COA through the years. Another COA representative will be appointed at a future date. Scott reported that there are three standing committees. The Transportation committee would like to be better informed regarding the Redi-Wheels and Redi-Coast application approval process. Tina recently attended a meeting with the Transportation committee. The committee wanted to improve the knowledge of mobility services. The committee reviewed some areas regarding improvement on the wait time and the language translation in the *Senior Mobility Guide*. This is a work in progress. The COA now has a full complement of 17 commissioners. Mike suggested that one COA representative become a member but an alternative COA representative may attend the monthly PCC meeting.

OTHER BUSINESS

Aki asked if SamTrans would be providing service to UCSF Medical Center in San Francisco. Patti (Consumer) added that she had to end her services to UCSF because she did not have a direct paratransit option available. She wondered why SamTrans can go to other San Francisco entertainment venues but not UCSF. Tina explained that the SamTrans paratransit service area goes within $\frac{3}{4}$ of mile of where SamTrans service goes. Tina also added, due to the SamTrans deficit, there is no funding presently available to add destinations that are not within the required service area. Mike said there are a few areas that are beyond the service area such as the VA Hospital which SamTrans does serve. Sammi brought up that coordination between connection points was the problem and for her to go to UCSF is a whole day project.

Monica added that this was one of the areas brought up for Measure W. Sandra added that this point was one of the pillars of the measure, to address regional connections especially for medical care. Mike explained that this type of issue might be better served by presenting directly to the SamTrans board for consideration.

The next PAL and PCC meetings will be held on Tuesday, November 13, 2018. The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30 p.m. to 3:30 p.m.

MEETING ADJOURNED at 3:30 p.m.



Consumer Corps Quarterly Report

This report covers the months of July through September 2018. A total of 148 reports were submitted this quarter.

On-Time Performance: Over 74% of ride evaluations submitted by Consumer Corps members in Q3 reported their pickup time was within 20 minutes of their scheduled ride time. The longest ride wait time reported this quarter was 160 minutes.

Telephone Reservations: When making ride reservations, about 47% of Consumer Corps members reported that their calls were taken without being put on hold.

Night Before Calls: In Q3, this information was not available. The information will be valid next year.

Driver Assistance: In Q3, Drivers assistance that "met needs" or was "above needs" occurred in 85% of reports submitted. Customer satisfaction with driver assistance has declined from 96%.

Vehicle Information: During Q3, 30% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 48% of reported trips and Redi Coast vehicles provided the remaining 22% of rides

Comment Cards: About 21% of rides taken by Consumer Corps members noted comment cards on display in Redi-Wheels vehicles.

Q3 – 2018 Consumer Corps Report

Quarter Months	July	August	Sept	Total/Ave./Most
No. of Forms Submitted	64	44	40	148 (tot.)
ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	19	7	13	39. (tot.)
Longest Actual pick-up time, minus Scheduled pick-up time	160 min.	60 min.	55 min.	160 min. (most)
% of riders waiting longer than 20 minutes	30%	16%	33%	26% (ave.)
TELEPHONE RESERVATION				
On hold to reserve a trip	27	24	27	78 (tot.)
% of callers on hold (number on hold divided by total)	42%	55%	68%	53% (ave.)
Longest time on hold	4 min.	15 min.	3 min.	15 min. (most)
NIGHT BEFORE CALLS- Information is not available				
Did not receive a Night Before Call and/or was inaccurate	0%	0%	0%	0% (ave.)
DRIVER ASSISTANCE				
% of driver assistance that meets expectations (met needs or better)	86%	94%	75%	85% (ave.)
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	42%	32%	42%	30% (ave.)
% RediCoast vehicles used	37%	11%	8%	22% (ave.)
% Taxicab vehicles used	41%	57%	50%	48% (ave.)
COMMENT CARDS				
% of rides with Comment Cards visible on Redi-Wheels vehicles	22%	25%	15%	21% (ave.)

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

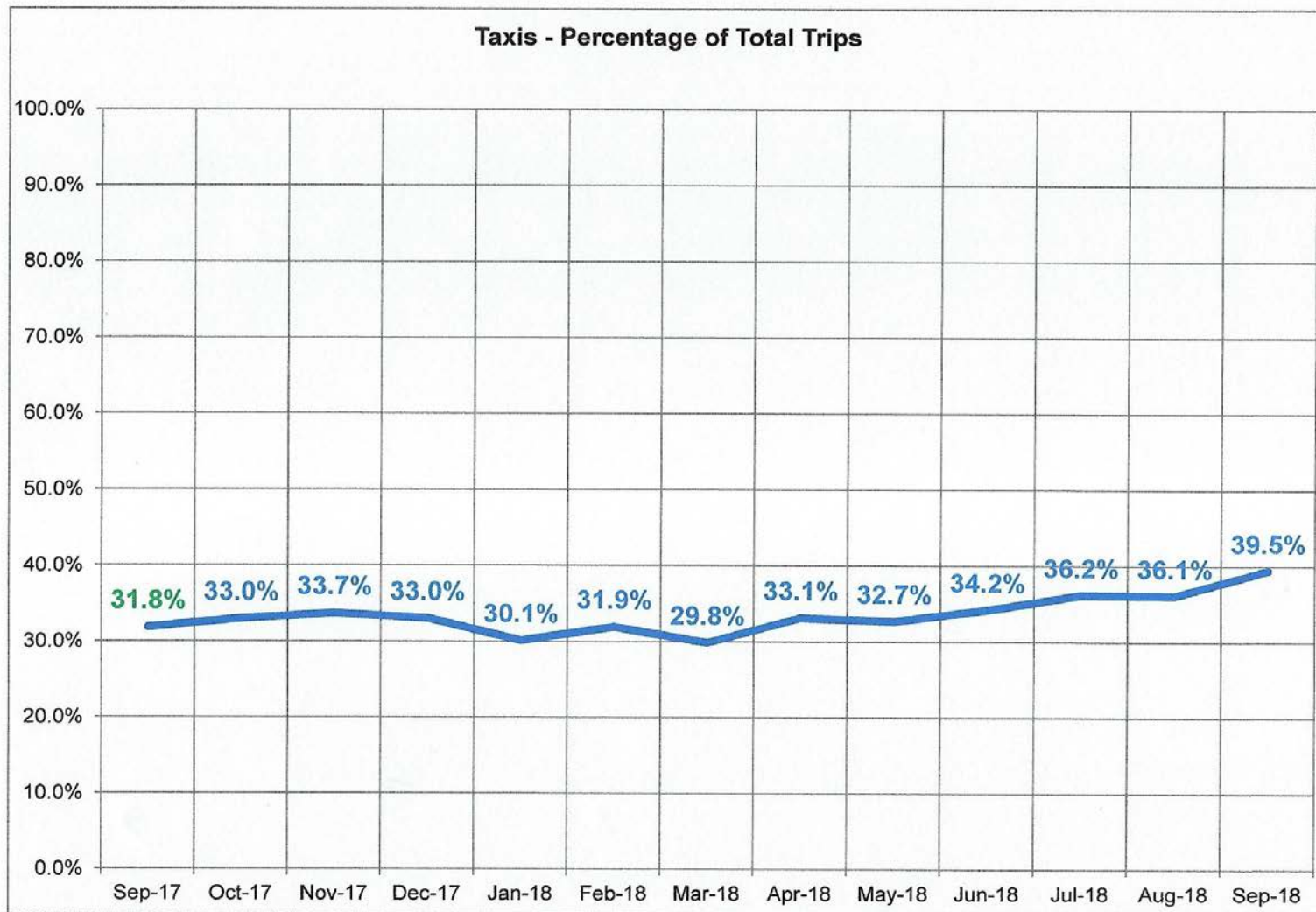
Performance Measure	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Prev. Yr. Average
1. Total trips requested	32,894	34,167	33,284	31,595	32,578	29,689	32,474	31,533	32,930	31,579	31,698	33,371	30,769	32,495
2. Trips scheduled	30,202	31,502	30,193	28,407	29,041	27,211	29,666	29,227	30,158	29,152	29,191	31,035	28,417	29,702
a. Same day cancels	1,770	1,809	1,869	1,770	1,826	1,895	1,914	1,714	1,657	1,835	2,002	1,898	2,120	1,809
% of trips scheduled	5.9%	5.7%	6.2%	6.2%	6.3%	7.0%	6.5%	5.9%	5.5%	6.3%	6.9%	6.1%	7.5%	6.1%
b. Late cancels	546	568	564	546	662	528	567	534	523	516	514	553	546	559
% of trips scheduled	1.8%	1.8%	1.9%	1.9%	2.3%	1.9%	1.9%	1.8%	1.7%	1.8%	1.8%	1.8%	1.9%	1.9%
c. Total customer no-shows	451	390	360	445	395	342	347	326	363	363	336	377	405	386
% of trips scheduled	1.5%	1.2%	1.2%	1.6%	1.4%	1.3%	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.4%	1.3%
d. No-show (operator)	3	0	0	1	5	2	0	0	2	1	3	2	3	1
3. Total trips served	27,432	28,735	27,400	25,645	26,153	24,444	26,838	26,653	27,613	26,437	26,336	28,215	25,343	26,946
a. Average weekday riders	1,175	1,131	1,119	1,049	1,138	1,052	1,054	1,089	1,085	1,076	1,109	1,081	1,083	1,100
b. Advance reservation	18,830	19,623	18,830	17,601	17,484	16,554	17,855	17,862	18,323	17,414	17,141	18,322	16,741	18,224
c. Agency trips	3,547	3,802	3,579	3,468	3,754	3,289	3,765	3,730	3,943	4,040	4,039	4,285	3,547	3,722
d. Individual subscription	5,055	5,310	4,991	4,576	4,915	4,601	5,218	5,061	5,347	4,983	5,156	5,608	5,055	5,001
e. Taxi trips	8,735	9,475	9,237	8,473	7,879	7,803	8,010	8,832	9,029	9,050	9,531	10,182	10,000	8,616
(taxi % of total trips)	31.8%	33.0%	33.7%	33.0%	30.1%	31.9%	29.8%	33.1%	32.7%	34.2%	36.2%	36.1%	39.5%	32.0%
4. Total Redi-Wheels riders	2,301	2,268	2,346	2,299	2,269	2,184	2,240	2,238	2,253	2,171	2,195	2,277	2,301	2,269
5. Inter-County Transfer Trips	163	155	155	131	178	163	159	172	137	97	133	164	146	165
6. On-time performance ¹	87.3%	89.8%	89.8%	89.7%	89.7%	90.3%	90.7%	92.4%	91.5%	92.3%	91.4%	91.1%	90.6%	90%
7. Productivity (psgrs/rvh) ²	1.90	1.92	1.88	1.85	1.81	1.82	1.80	1.87	1.89	1.88	1.94	1.94	1.99	1.86
8. Complaints per 1000 trips	0.69	0.66	0.88	0.90	0.96	1.19	0.56	0.53	0.69	0.49	0.23	0.39	0.59	0.7
9. Compliments per 1000 trips	1.20	1.01	1.02	2.14	1.38	0.53	0.45	1.20	0.83	0.34	0.42	0.89	1.03	1.0
10. Avg phone wait time (mins) ³	2.5	1.6	1.2	1.0	1.0	0.8	1.2	1.1	1.5	2.3	1.6	1.2	0.9	1.37

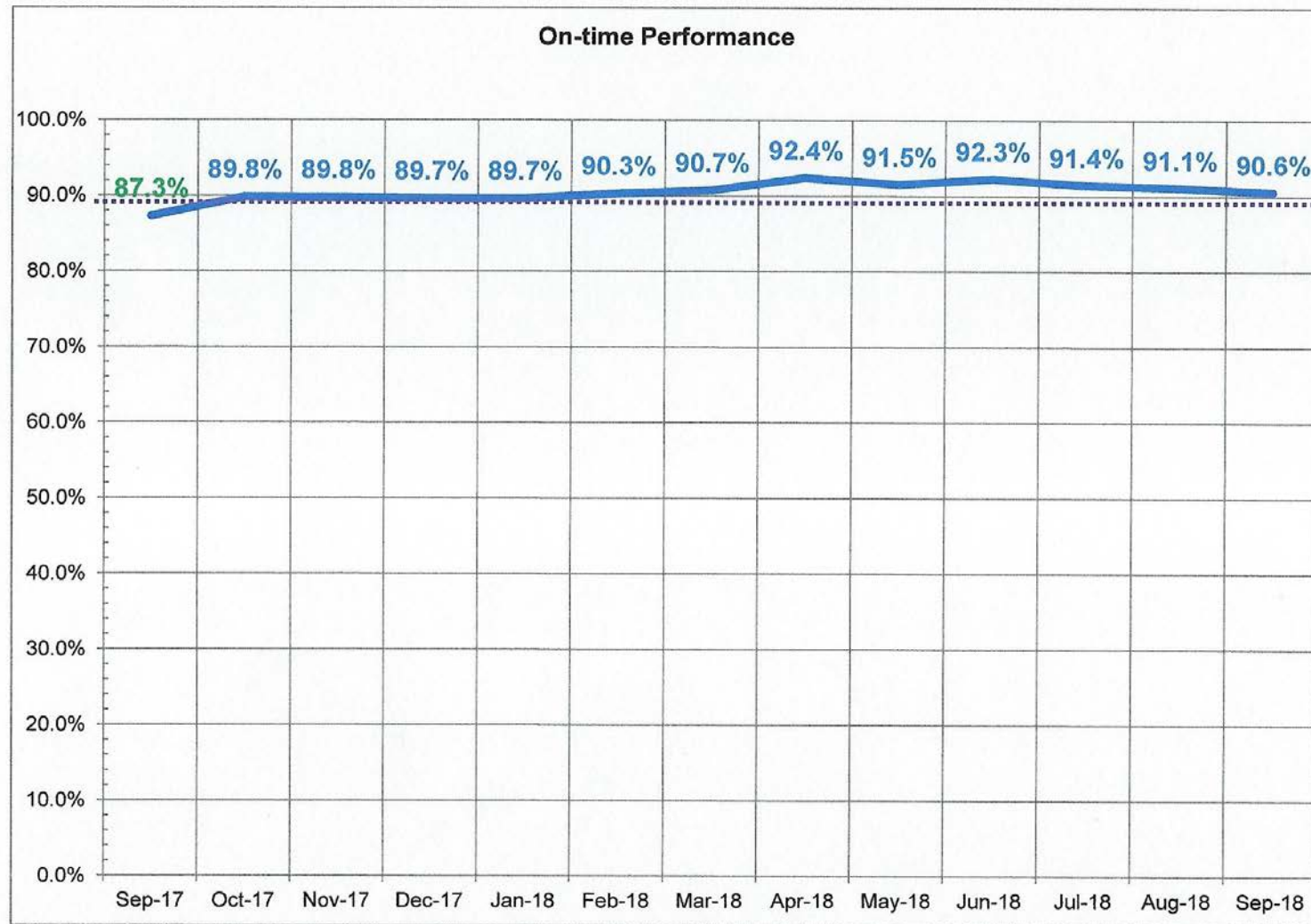
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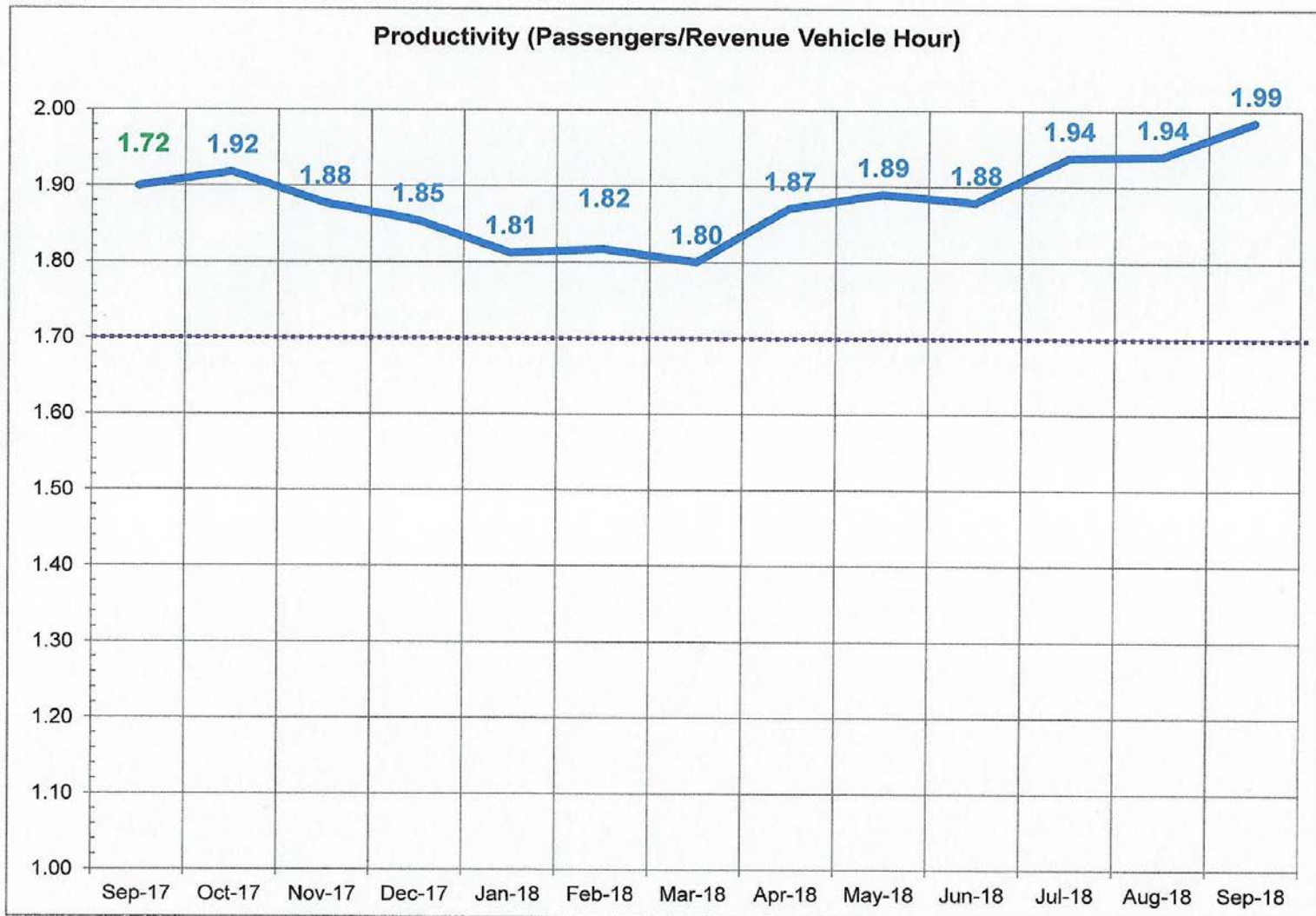
Notes:

Total Trips Served









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

2018 Comments	September	
	Total	Valid
Total	47	22

Year to Date		
Total	Valid	% Valid
359	157	43.73%

Compliment	26	26
Complaint	47	22

196	194	98.98%
359	157	43.73%

Service Related

Ride Canceled	0	0
Driver Assistance	1	0
Driver Conduct	12	5
Trip Denial	0	0
Dispatcher	0	0
Driving Proficiency	4	1
Early Vehicle	1	0
Incident	0	0
Late Vehicle	17	10
Missed Trip	2	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	37	18

3	1	33.33%
9	5	55.56%
70	26	37.14%
0	0	N/A
22	8	36.36%
32	6	18.75%
3	1	33.33%
4	1	25.00%
77	56	72.73%
33	14	42.42%
0	0	N/A
0	0	N/A
0	0	N/A
0	0	N/A
0	0	N/A
0	0	N/A
0	0	N/A
253	118	46.64%

Non-Service Related

Phones	1	1
Policy Comment	7	3
Service Request	1	0
Vehicle	0	0
Vehicle Preference	1	0
Vehicle Un-Needed	0	0
Subtotals	10	4

3	3	100.00%
67	22	32.84%
30	13	43.33%
2	0	0.00%
4	1	25.00%
0	0	N/A
106	39	36.79%

**Redi-Wheels Comment Statistics
PCC Review**

2018 Comments	September	
	Subtotal	Rate/1000
Rides	25,343	
Valid Comments by Category**		
Compliment	26	1.03
Policy Related	4	0.16
Service Related	18	0.71
Total	48	1.89
Average Response Time to Customer (Working Days)[†]		
Compliment		3.23
Policy Related		14.67
Service Related		9.00
Overall		4.57
	CC	CR
Compliment	11	15
Policy Related	6	4
Service Related	3	34
Overall	20	53