

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

Meeting Agenda and Minutes



**October 9, 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

<p align="center">PCC San Mateo County Paratransit Coordinating Council</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:30 p.m.</p>	<p align="center">PAL Policy-Advocacy- Legislative-Committee</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:30-12:30 p.m.</p>	<p align="center">Education Committee</p> <p align="center">1st Friday Bi-Monthly conference call</p> <p align="center">1:00 p.m.</p>	<p align="center">CTC Coastside Transportation Committee</p> <p align="center">2nd Thursday/Quarterly Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center">9:30-11:00 a.m. Except on 9/13 10:00a.m</p>	<p align="center">SamTrans Board</p> <p align="center">1st Wednesday Monthly</p> <p align="center">2:00 p.m.</p>	<p align="center">ERC Efficiency Review Committee</p> <p align="center">To be Determined</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:00 p.m.</p>
January 9, 2018	January 9, 2018			January 3, 2018	TBA
February 13, 2018	February 13, 2018	February 2, 2018		February 7, 2018	TBA
March 13, 2018	March 13, 2018		March 8, 2018	March 7, 2018	TBA
April 10, 2018	April 10, 2018	April 6, 2018		April 4, 2018	TBA
May 8, 2018	May 9, 2018			May 2, 2018	TBA
June 12, 2018	June 12, 2018	June 1, 2018	June 14, 2018	June 6, 2018	TBA
July 10, 2018	July 10, 2018			July 11, 2018* (2 nd Wednesday)	TBA
NO MEETING	**NO MEETING**	August 3, 2018		August 2, 2018	TBA
September 11, 2018	September 11, 2018		September 13, 2018	September 5, 2018	TBA
October 9, 2018	October 9, 2018	October 5, 2018		October 3, 2018	TBA
November 13, 2018	November 13, 2018			November 7, 2018	TBA
December 11, 2018	December 11, 2018	December 7, 2018	December 13, 2018	December 5, 2018	TBA

AGENDA

**San Mateo County
Paratransit Coordinating Council (PCC) Meeting
SamTrans 2nd Floor Auditorium**

1250 San Carlos Avenue, San Carlos, CA 94070

October 9, 2018

- | | |
|--|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:35 |
| 3. * Approval of September 11, 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 | |
| Discussion of the Measure W and Proposition 6 Resolution | |
| 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 | 3:00 |

***ACTION ITEM**

The next PCC meeting is scheduled for Tuesday, November 13, 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.

September 11, 2018

ATTENDANCE: Members Present Chair: Benjamin McMullan, Center for Independence of Individuals with Disabilities (CID);Mike Levinson, Consumer/PAL Chair; Sammi (Wilhelmina) Riley, Consumer/Education Chair;Tina Dubost, SamTrans; Sandra Lang, PCC Member; Aki Eejima, Consumer;Marie Violet, Dignity Health; Barbara Kalt, Rosener House/Budget Chair;Susan Capeloto, Department of Rehabilitation;Alex Madrid, CID;Monica Colondres; Community Resident;Judy Garcia, Consumer;Patty Clement; Catholic Charities/Aging and Support Services; Carmen Santoni, Catholic Charities. (Member Attendance-13, Quorum-Yes)

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Jessica Epstein, SamTrans/Government Affairs; Jim Rusconi, SamTrans/Accessible Services; Lynn Spicer, First Transit/Redi-Wheels; Catherine Groves, Hanson Bridgett (Attorney for SamTrans).

ABSENTEES: Dinae Cruise, Vice-Chair; Valerie Campos, Vista Center for the Blind and Visually Impaired;Nancy Keegan, Sutter Health.

WELCOME/INTRODUCTION:

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

APPROVAL OF THE SEPTEMBER MINUTES:

Mike moved to approve the September Meeting Minutes and Barbara seconded the motion. The meeting minutes were approved without changes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Ben introduced Alex Wong from Senator Jerry Hill's office who presented information on SB 1376. This bill addresses TNC's (Transportation Network Companies such as Uber and Lyft) providing transportation options to disabled people. This bill is at the Governor's office awaiting signature. Alex began by saying that SB 1376 is addressing the lack of TNC transportation options for people with disabilities. The TNCs have made great strides for some people with disabilities such as those, who are hearing impaired or blind. But, the TNCs are faced with a tougher problem with wheelchairs users since the TNC companies do not own their vehicles and individual drivers do not typically own wheelchair accessible vehicles such as vans with ramps or lifts. Although Lyft and Uber

have wheelchair options on their apps, very few vehicles are available for that service. The issue is once a vehicle is requested for a wheelchair on the app, the customer will receive no response or not in a timely fashion.

SB 1376 will require that the California Public Utilities Commission (CPUC) create a stakeholder's group which will develop regulations and address where the geographic areas of demand exist. The CPUC will also be given the authority to assess a fee of at least 5 cents on each TNC ride. These fees will be collected and deposited into a TNC "Access for All Fund" to subsidize projects or fund applicants who supply accessible transportation services. The CPUC might determine that the 5 cent fee per TNC ride should be increased. Similar programs are currently active in Chicago and Seattle with a fee of 10 or 15 cents per TNC ride. The fee may be decided by the geographic location and the demand.

If the Governor signs SB 1376 this year, the bill will take effect on January 1, 2019, at which point, disability advocates, TNCs, transit agencies and others can begin holding public workshops. If this bill passes, on July 1, 2019, the CPUC will begin collecting money for the Access Fund. April 1, 2020 is the deadline to accept applications for the Access Fund use. On July 1, 2020, the CPUC will announce the Access Fund recipients and begins disseminating funds. On January 1, 2024, the CPUC will report back to the Legislature on the programs on its successes or deficiencies. On January 1, 2026, the program will sunset unless it is reauthorized. The programs already have a list of supporters including transportation agencies, including Uber and Lyft. The Legislature has no opposition.

Questions arose concerning regulating the recipients of the funding. Alex responded that this process is still in development. Richard asked if criteria have been developed to determine the geographic locations. Alex stated that this is still flexible. They are still trying to determine where the need is. Richard asked what might be the incentive for TNCs to support this. Tina mentioned that there have been other services that have accessible but use the facilities for luggage instead of people. She asked how those companies would be regulated. Alex said that would be the job of the CPUC. Alex Madrid mentioned that in San Francisco, vehicles that pickup wheelchairs get an extra \$10 for each direction. Jim asked if an app was a required to summon a vehicle just like Uber. Alex said an app was not required but it should take about the same time to call for service as the app. Sandra asked if the drivers of these vehicles will be qualified to transport people with disabilities. Will they be trained and prepared for new customers and vehicles? Alex said that might be determined as conditions for receiving funds. Jessica explained how this bill has been developed in contrast to other bills which have more detail and instruction provided. The details of this bill will go through to the CPUC to develop the regulations and more specific requirements. Alex Wong wrapped it up by saying that this bill was developed to try to create incentives for the TNCs to provide wheelchair service voluntarily.

LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:

Lorna provided Tina with a copy of a comment card that a customer, Karen Ella sent to the PCC. We were also sent another email from Barbara Kalt of the Rosener House office regarding an issue with driver behavior. A copy of that email was also given to Tina. Feedback was requested

B. GRANT/BUDGET REVIEW

Barbara reviewed the budget from Nelson\Nygaard. The numbers are essentially the same as last year.

Tina provided information on the SamTrans budget for fiscal year through May 2018. June 2018 numbers are not available. Tina noted that anticipated funding had not been applied at the time of the budget report. These operating funds will be applied later. Passenger fares, TDA sales tax, district sales tax, interest income from paratransit funds (prior to ADA act), Measure K (\$2.5 million for 2019 only) and M (vehicle registration) are funding resources for paratransit services. Cost is still about \$50 per ride. Tina said that paratransit is the most expensive service that SamTrans provides but it is one of the most important services to many SamTrans customers. Barbara noted that only 5% of the operating costs come from passenger fares and the remaining costs need to come from other resources. Alex Madrid asked if SamTrans received federal grants. Tina said, in the past, federal grants have been used for capital costs but not operating cost.

Patty noted that SamTrans has been delayed in providing agencies timely billing for transit services.

C. EDUCATION COMMITTEE

Sammi reported the last committee conference call was held on August 3rd. The committee discussed the issues at the Oceanview Apartments in Pacifica. The riders are still having issues with service. The riders were having difficulty leaving comments with SamTrans. Alex suggested that SamTrans might provide yellow comments cards possibly on the Oceanview Apartment bulletin board.

The next outreach event will be: Transition to Independence on October 20th at Mills High School. The PCC will table at the exhibition hall for the "Seniors on the Move" event scheduled for November 2nd at the San Mateo Event Center. A separate presentation will be in the conference center that same day. Attendees must sign up separately with Jackie Speier's office. There will also be an Emergency Preparedness event on November 9th at the San Bruno Senior Center. The PCC will also have a table at that event.

Mike added that the www.sanmateopcc.org website is offline. Richard said that Nelson-Nygaard is looking into the problem.

Sammi announced that Alex Madrid will be the new Education Chair. Ben thanked Sammi for her service as Education Chair.

The next Education Committee meeting via conference call will be on Friday, October 5th from 1:00-1:30pm

D. EXECUTIVE COMMITTEE

Ben introduced Jessica Epstein who provided general information on the half-cent sales tax measure, now called Measure W. The final ordinance documentation accompanied the PAL and PCC packets this month. Measure W is currently with the Board of Elections Commission. As a transit agency, SamTrans is now removed from the campaign process. The private sector now takes over the campaign to pass Measure W.

There are 5 categories covered under this measure which will be on the ballot in November:

1. Countywide highway congestion improvements at 22.5% of the funds (i.e. interchanges such as Highway 101/92).
2. Local safety pothole congestion improvements at 12.5% of the funds (a formula to determine how much should go to each city based on specific criteria). 2.5% of the 12.5% of funds will be reserved for helping with grade improvements.
3. Bicycle and Pedestrian improvements with 5% of the funds
4. Regional transit connections with 10% of the funds; these funds are reserved for projects that connect between counties. For example: express buses would qualify and major transit hubs such as Millbrae Transit Center since buses and trains cross counties becoming a multi-county station. Ferry services would also qualify for these funds under this category.
5. SamTrans with 50% of funds going to the General Fund budget. The SamTrans Board will determine how to allocate the funds, as needed.

Jessica explained that the SamTrans Board and the Board of Supervisors have unanimously supported this measure. Areas of need were identified through public surveys, public town halls, and working with organizations such as the SAG and TAG stakeholders groups. This resulted in an outcome of 80% support of the final measure.

Mike added that Measure W funds are intended to supplement projects that already have funding in place in these categories.

Catherine Groves, SamTrans legal counsel with Hanson Bridgett, presented the Ballot Measure Training. Since the PCC is supported by a public agency due to resources and staff, the PCC cannot use agency resources to advocate or campaign for local Ballot measures. The PCC can use agency resources to provide informational educational materials that are neutral and balanced in timing, tenor and tone. Members may personally take a stand but make it clear they are not speaking on behalf of the PCC. The PCC can be listed in documentation to support Measure W. The PCC cannot campaign or advocate as an organization.

Also on the ballot in November is Prop 6 which proposes repeal of S.B. 1 which is

known as “Road Repair and Accountability Act”, signed into law in 2017.

The PCC will place on the next PCC agenda discussion whether to support either Measure W or Proposition 6. We must keep language informational. SamTrans will supply approved language in support of Prop 6 and Measure W for review.

Sandra wanted to make sure that once the PCC had placed the resolution for Measure W on the October agenda, discussed and voted to support, a copy would be sent to the Team C to endorse Measure W.

CONSUMER CORPS REPORT

Lorna provided the 2nd quarter report: April 1, 2018 – June 30, 2018

There were 129 reports submitted from the Consumer Corps.

- 81% reported on-time performance with the longest wait time of 115 minutes
- 71% of the reservation calls were taken without being placed on hold
- 45% of the “night before” calls were incomplete or inaccurate
- 96% of the rides reported the driver’s assistance “met needs” or “above needs”
- Vehicle information: 37% Redi-Wheels, 47% Taxi Cab, and 16% Redi-Coast
- 27% of the rides carried Comment cards

Tina noted that since there was an increase in use of taxi cabs, a rider will have to request a comment card. Ben suggested that maybe regular subscribers should be sent comment cards. Ben also suggested that when purchasing a ticket or book of tickets customers could be given a comment card. There is a form on the PCC website that is a comment card and will be forwarded directly to SamTrans.

Judy mentioned that she waited for 3 hours to be picked up for a ride. Monica thought that if someone was waiting for over an hour there was a plan for supervisors to be equipped with a van to pick-up the person. Lynn said that there is a plan in place for those instances. Ben asked if Lynn would report back at the next meeting regarding this issue. Sandra thought that the cards should be available for pickup and hand out. Tina did say there are other ways to make comments.

Alex asked how SamTrans follow-up on the comments. Lynn Spicer responded by saying that her department follows-up on all the calls and cards sent in. They do the investigation. They call the customer only if a response is requested. Lynn says they research all comments whether good or bad. Due to time, the conversation was tabled for a later date.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina informed the PCC committee that Mark Weinstein has left First Transit and moved to another company. John Lewis is the Interim General Manager.

SamTrans just launched a mobile app for riders to purchase tickets. Once purchased, the tickets are good for 30 days. The rider should activate the ticket just prior to getting on the bus and show the driver. This is different from a Redi-Wheels ticket which does not expire. For a short time, there is a “buy one get one free” incentive program. Those interested can go the SamTrans website for further information. SamTrans marketing will be distributing more information. Sammi felt that the drivers should be trained better when a new program is instituted. Lynn said that they have been trained but no one has used this ticket app yet. There will be a learning curve.

SamTrans recognized two Redi-Coast drivers, Hector Tagal and Jaime Gonzalez, who helped a victim in a Coastside accident recently.

B. Performance Summary

Tina compared data from July 2018 to May 2017. Ridership is stable but down at 1.4%. Total trips served is showing a small downward trend. Average weekly ridership is up 0.4%. Taxi ridership has increased to 36% of the total trips provided. The on-time performance is 90%, which meets the standard. Productivity is good at 1.9 trips per hour. Lynn reported that there is a paratransit driver shortage, which is why they are using more taxis. TNCs and tech buses are presenting competition for driver recruitment.

C. Monthly Redi-Wheels Comment Statistics Report

Tina provided new Comment reports for the September packets.

Aki asked how many comments are received from cards versus other means. Tina said that for instance, in July, 3 comments came from yellow cards and the remaining came from other means. The majority of the comments come from the 800 number. The most frequent comments are regarding driver conduct and late arrival. For July, SamTrans received 11 compliments and 29 complaints of which 7 were valid. Lynn added that most of the complaints they received are regarding instances where the rider does not accept the way the driver assists. Aki asked if they were valid complaints. Lynn said sometimes yes and sometimes no, depending on the situation. Approximately 31% are valid. Barbara noted that in the service industry, usually the customer is correct. Rude driver reports are a problem. Lynn said she will meet with staff to review driver's conduct. Lynn did state that taxis have video. There are no video cameras in Redi-Wheels vehicles. Tina said Redi-Wheels video cameras are under discussion.

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. The 800 number is posted in and outside of the vehicles. .

D. Safety Report

Lynn Spicer said that there were 8 noted incidents: 4 Redi-Wheel and 4 Taxi cabs. Of those incidents, 1 was preventable for Redi-Wheels and 1 was preventable for Serra

Cab.

Aki asked what the regulation is for riding a scooter on the sidewalk. Alex said that new regulations are active in San Francisco banning scooters on sidewalks. Tina will check.

LIAISON REPORTS:

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

The next CTC meeting is scheduled for September 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 AGING (COA)

Sandra is no longer reporting on COA since she no longer serves as a commissioner. Another commissioner may be assigned in the future.

E. COMMISSION ON DISABILITIES (COD)

The COD is working on organizing the In-Home Support Services (IHSS) focus groups.

F. 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. The Education Committee will have outreach tables at both events. On Saturday, September 22, 2018, the CID will be at County of San Mateo Emergency Medical Services at the Emergency Preparedness day in association with Supervisor Carole Groom's office.

OTHER BUSINESS

Monica found the SamTrans mobile app from the Apple store. It seemed easy enough to use.

The next PAL and PCC meetings will be held on Tuesday, October 9, 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
STATE OF CALIFORNIA
RESOLUTION SUPPORTING MEASURE W AND THE SAN MATEO COUNTY CONGESTION RELIEF
PLAN PROPOSED FOR VOTER APPROVAL ON THE NOVEMBER 6TH BALLOT**

* * *

WHEREAS, San Mateo County continues to experience significant yearly growth in employment and population, which growth has rapidly outpaced available funding through local, state and federal funds for investment in transportation solutions, resulting in unprecedented traffic congestion, aging infrastructure, and transit services that are not adequately resourced to support the County's evolving mobility demands; and

WHEREAS, the San Mateo County Transit District (District), with concurrence from the San Mateo County Board of Supervisors, has called an election on November 6th, 2018 to seek voter approval of Measure W, which would authorize the District to impose a new half-cent sales tax for thirty years to fund investment for transportation and public transit in accordance with the San Mateo County Congestion Relief Plan (Congestion Relief Plan);

WHEREAS, Measure W would generate an estimated \$80 million annually, or \$2.4 billion over thirty years, for improvements that will:

- Reduce traffic congestion on highways including 101, 280, and other highways and their related interchanges, potentially including bicycle and pedestrian components and facilities;
- Repair potholes, maintain streets, and reduce local traffic;
- Plan and construct grade separations that eliminate hazards and bottlenecks where the Caltrain tracks intersect with local streets;
- Improve bicycle and pedestrian facilities;
- Provide new and better regional transit connections;
- Maintain and enhance transit services for seniors, youth, residents with lower incomes and people with disabilities; and
- Improve and expand transit services to reduce travel times and car trips; and

WHEREAS, Measure W provides that the San Mateo County Transportation Authority would be responsible for administering investments in the following four categories, accounting for one half of all Measure W proceeds:

1. Countywide Highway Congestion Improvements;
2. Local Safety, Pothole, and Congestion Relief Improvements;
3. Bicycle and Pedestrian Improvements;
4. Regional Transit Connections; and

WHEREAS, the San Mateo County Transit District would be responsible for administering investments of the remaining half of the Measure W revenues in a fifth category: County Public Transportation Systems.

NOW, THEREFORE BE IT RESOLVED, that the San Mateo County Paratransit Coordinating Council supports the passage of Measure W , which would enact a new half-cent sales tax for 30 years to fund investment in transportation and public transit needs in San Mateo County; and

BE IT FURTHER RESOLVED, that the San Mateo County Paratransit Coordinating Council supports all principles and terms of the San Mateo County Congestion Relief Plan as set forth in Measure W ; and

Regularly passed and adopted this 9th day of October, 2018 by the following vote:

AYES:

NOES:

ABSENT:

Chair, San Mateo County Paratransit Coordinating Council

ATTEST:

PCC Staff

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

Performance Measure	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Prev. Yr. Average
1. Total trips requested	34,653	32,894	34,167	33,284	31,595	32,578	29,689	32,474	31,533	32,930	31,579	31,898	33,369	32,495
2. Trips scheduled	32,158	30,202	31,502	30,193	28,407	29,041	27,211	29,666	29,227	30,158	29,152	29,191	31,033	29,702
a. Same day cancels	1,818	1,770	1,809	1,869	1,770	1,826	1,895	1,914	1,714	1,657	1,835	2,002	1,888	1,809
% of trips scheduled	5.7%	5.9%	5.7%	6.2%	6.2%	6.3%	7.0%	6.5%	5.9%	5.5%	6.3%	6.9%	6.1%	6.1%
b. Late cancels	598	546	568	564	546	662	528	567	534	523	516	514	553	559
% of trips scheduled	1.9%	1.8%	1.8%	1.9%	1.9%	2.3%	1.9%	1.9%	1.8%	1.7%	1.6%	1.8%	1.8%	1.9%
c. Total customer no-shows	436	451	390	360	445	395	342	347	326	363	363	336	377	386
% of trips scheduled	1.4%	1.5%	1.2%	1.2%	1.6%	1.4%	1.3%	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.3%
d. No-show (operator)	0	3	0	0	1	5	2	0	0	2	1	3	2	1
3. Total trips served	29,306	27,432	28,735	27,400	25,645	26,153	24,444	26,838	26,653	27,613	26,437	26,336	28,215	26,946
a. Average weekday riders	1,127	1,175	1,131	1,119	1,049	1,138	1,052	1,054	1,089	1,085	1,076	1,109	1,081	1,100
b. Advance reservation	20,008	18,830	19,623	18,830	17,601	17,484	16,554	17,855	17,862	18,323	17,414	17,141	18,322	18,224
c. Agency trips	4,123	3,547	3,802	3,579	3,468	3,754	3,289	3,765	3,730	3,943	4,040	4,039	4,285	3,722
d. Individual subscription	5,175	5,055	5,310	4,991	4,576	4,915	4,601	5,218	5,061	5,347	4,983	5,156	5,608	5,001
e. Taxi trips	8,933	8,735	9,475	9,237	8,473	7,879	7,803	8,010	8,832	9,029	9,050	9,531	10,182	8,616
(taxi % of total trips)	30.5%	31.8%	33.0%	33.7%	33.0%	30.1%	31.9%	29.8%	33.1%	32.7%	34.2%	36.2%	36.1%	32.0%
4. Total Redi-Wheels riders	2,387	2,301	2,268	2,346	2,299	2,269	2,184	2,240	2,238	2,253	2,171	2,195	2,277	2,269
5. Inter-County Transfer Trips	163	163	155	155	131	178	163	159	172	137	97	133	164	155
6. On-time performance ¹	90.8%	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%
7. Productivity (psgrs/rvh) ²	1.87	1.90	1.92	1.88	1.85	1.81	1.82	1.80	1.87	1.89	1.88	1.94	1.94	1.86
8. Complaints per 1000 trips	0.49	0.69	0.66	0.68	0.90	0.96	1.19	0.56	0.53	0.69	0.49	0.23	0.39	0.7
9. Compliments per 1000 trips	0.52	1.20	1.01	1.02	2.14	1.38	0.53	0.45	1.20	0.83	0.34	0.42	0.89	1.0
10. Avg phone wait time (mins) 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	1.2	1.37

10/3/2018

Notes:

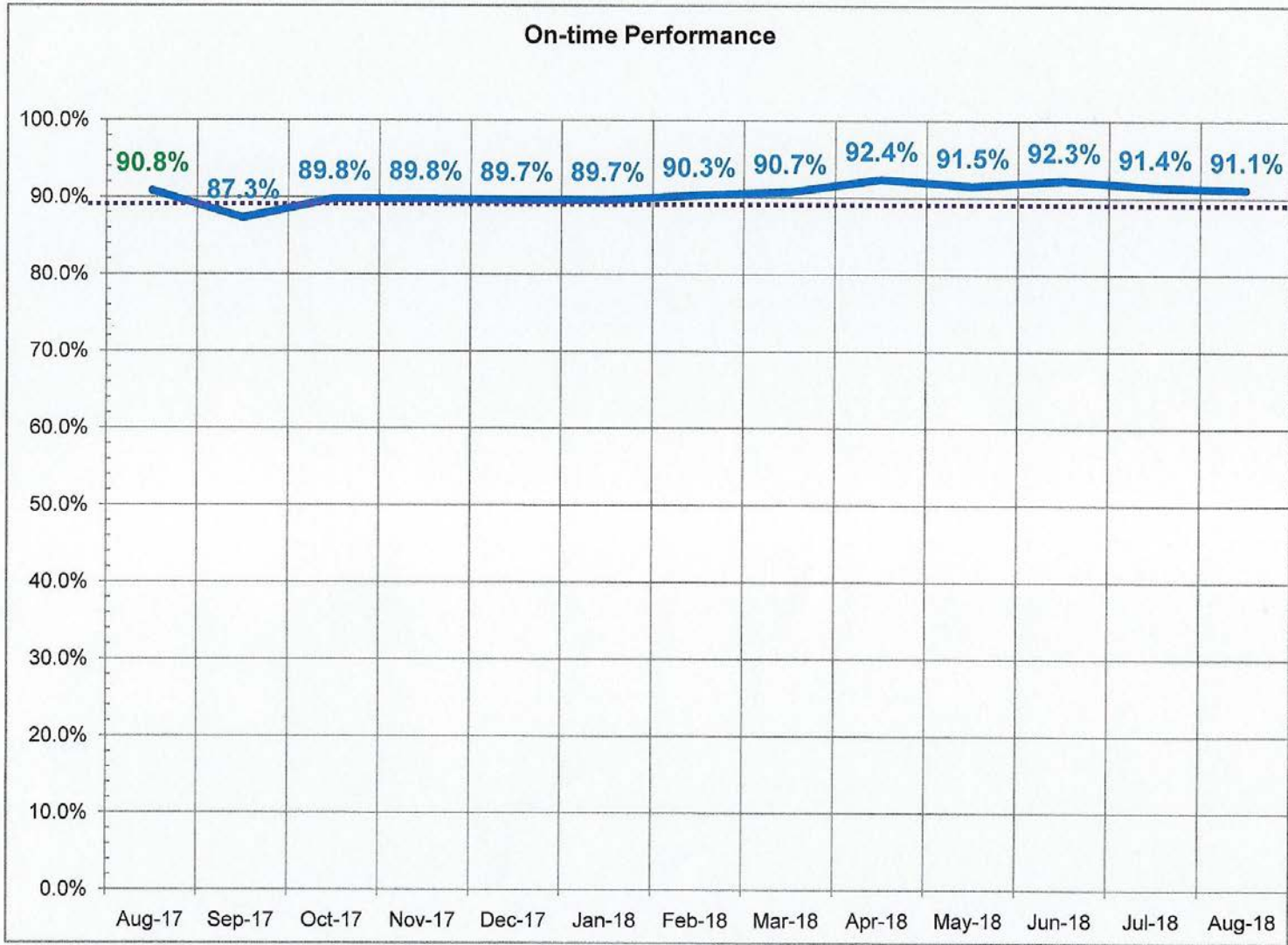
Total Trips Served

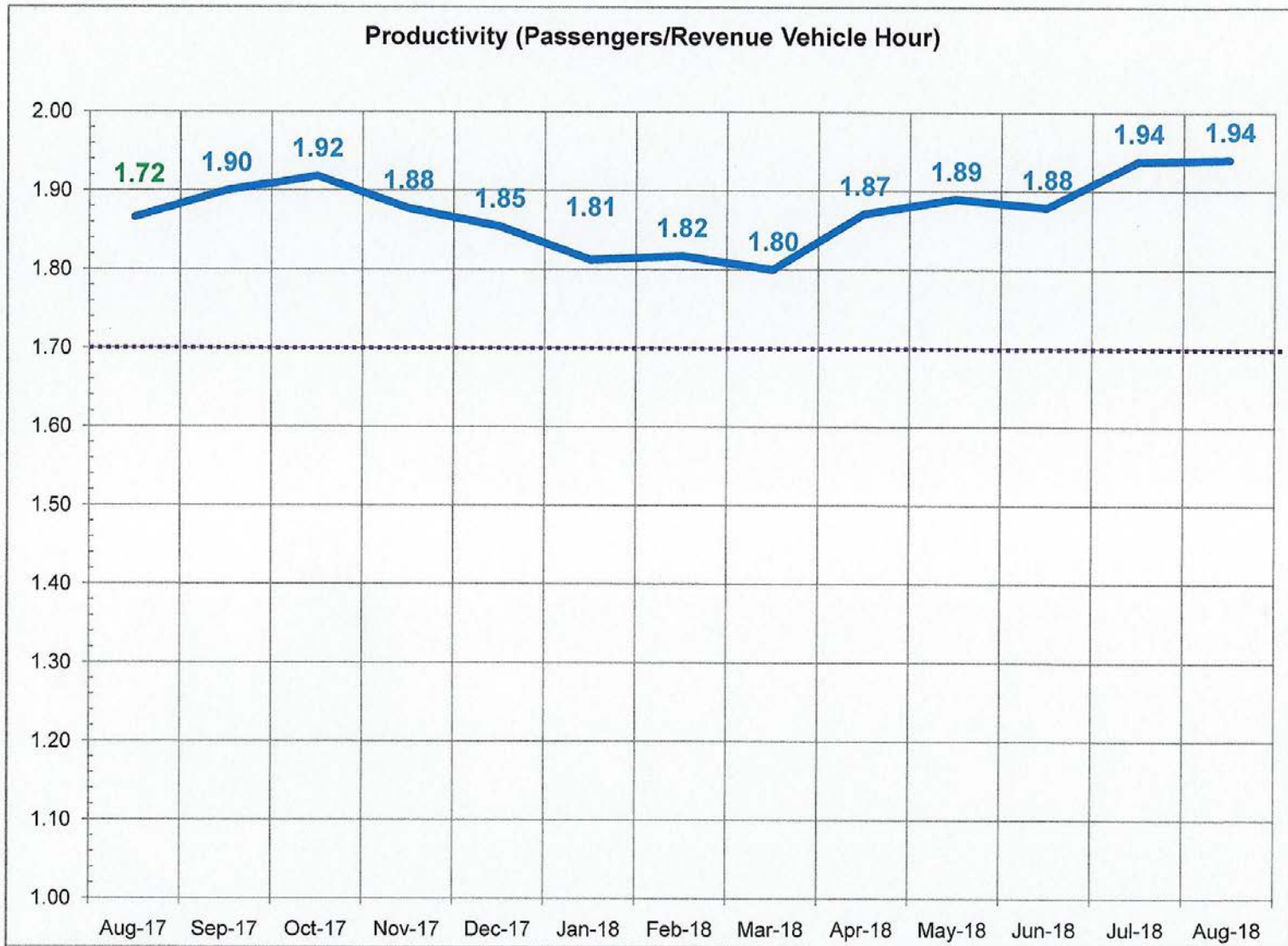


Taxis - Percentage of Total Trips



On-time Performance





Monthly Redi-Wheels Comment Statistics PCC Review

2018 Comments	August	
	Total	Valid
Total	43	15

Compliment	25	25
Complaint	43	15

Year to Date		
Total	Valid	% Valid
266	123	40.79%

146	146	94.12%
266	123	40.79%

Service Related

Ride Canceled	0	0
Driver Assistance	1	0
Driver Conduct	10	3
Trip Denial	0	0
Dispatcher	2	0
Driving Proficiency	6	0
Early Vehicle	0	0
Incident	0	0
Late Vehicle	9	5
Missed Trip	5	2
No Callback	0	0
Reservation Error	1	1
Reservation System	0	0
Ride Time	0	0
Reservationist	2	0
Scheduling Error	0	0
Safety of Passenger	2	0
Subtotals	38	11

3	1	33.33%
7	5	62.50%
48	18	31.58%
0	0	0.00%
19	8	38.10%
22	5	17.86%
2	1	50.00%
4	1	25.00%
50	40	72.73%
26	10	31.25%
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%
181	89	42.38%

Non-Service Related

Phones	1	1
Policy Comment	0	2
Service Request	3	0
Vehicle	1	1
Vehicle Preference	0	0
Vehicle Un-Needed	0	0
Subtotals	5	4

1	1	100.00%
54	19	32.20%
25	13	46.43%
2	0	0.00%
3	1	33.33%
0	0	0.00%
94	35	37.23%

Redi-Wheels Comment Statistics PCC Review

2018 Comments	August	
	Subtotal	Rate/1000
Rides	28,215	
Valid Comments by Category**		
Compliment	25	0.89
Policy Related	4	0.14
Service Related	11	0.39
Total	40	1.42
Average Response Time to Customer (Working Days)[†]		
Compliment		7.20
Policy Related		9.11
Service Related		9.90
Overall		8.57
	CC	CR
Compliment	12	13
Policy Related	1	4
Service Related	2	36
Overall	15	53