

# Paratransit Coordinating Council

## *Meeting Agenda and Minutes*



February 2010

*San Mateo PCC*

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***Please note: We now have personal amplification devices available for this meeting; if you would like amplification, please advise Rose Berta, PCC Staff. Due to the sensitivity of this device, it is important to refrain from personal conversations for the duration of the meeting.***

## PCC Upcoming Dates

### February

February 9 PCC Meeting, 1:30-3:30 pm  
February 10 SamTrans BOD Meeting, 2 pm

### March

March 9 PCC Meeting, 1:30-3:30 pm Newsletter articles due this week  
March 10 SamTrans BOD Meeting, 2 pm  
March 23 Education Committee Meeting, 2-3:30 pm  
March 23 Coastside Transportation Committee, 9-11:30 am

### April

April 6 AL-Com Meeting, 1-3:30 pm  
April 13 PCC Meeting, 1:30-3:30 pm  
April 14 SamTrans BOD Meeting, 2 pm  
April 14 CTC Meeting, 9:30-11 am

## PCC 2010 Meeting Dates

AL-Com (Advocacy/Legislative Meeting) 1:00-3:00 pm (1<sup>st</sup> Tues. of Quarter month)

January 5  
April 6  
July 6  
October 5

PCC General Meeting 1:30-3:30 pm

January 12 July 13  
February 9 August (no meeting this month)  
March 9 September 14  
April 13 October 12 (4-5:30 pm) (MV Party 6-7:30 pm) (tentative)  
May 11 November 9  
June 8 December 14

Education Committee Meeting 2:00-3:30 pm (4<sup>th</sup> Tues. of every other month)

January 26 July 27  
March 23 September 28  
May 25 November 23

Coastside Transportation Committee (CTC) Meeting 9:30-11:00 am (2<sup>nd</sup> Wed. of Quarter month)

January 13 535 Kelly St., HMB (Office/facility of Senior Coastsiders)  
April 14  
July 14  
October 13

**San Mateo County PCC Meeting**  
**February 9, 2010**  
**1:30 – 3:30 pm**  
**SamTrans 2<sup>nd</sup> Floor Auditorium**  
**1250 San Carlos Ave., San Carlos, CA 94070**

|  |      |
|--|------|
| 1. Pledge of Allegiance                                  | 1:30 |
| 2. Welcome/Roll Call                                     | 1:35 |
| 3. Introduction of Resource People                       | 1:40 |
| 4. *Approval of January Minutes                          | 1:45 |
| 6. Committee Reports                                     | 1:50 |
| A. *Advocacy/Legislative – Dale Edwards, AL-Com Chair    |      |
| B. Budget/Grant Review— Barbara Kalt, Chair              |      |
| C. Education—Nancy Keegan, Chair                         |      |
| D. *Executive—Kent Mickelson, Chair                      |      |
| 1. Executive Committee Report                            |      |
| 7. SamTrans / Redi-Wheels Report                         | 2:30 |
| A. Operational Report—Bill Welch                         |      |
| B. Performance Summary—Tina DuBost                       |      |
| C. Customer Comments—Elly Colwell                        |      |
| D. Safety Report—John Murphy                             |      |
| 8. Liaison Reports                                       | 2:45 |
| A. MTC— Marshall Loring                                  |      |
| B. Agency—Barbara Kalt                                   |      |
| C. Coastside Transportation Committee—Dr. Michal Settles |      |
| D. Efficiency Review Update— Mike Levinson               |      |
| E. Commission on Aging (Seniors)—May Nichols             |      |
| F. Commission on Disabilities—Pat Dixon                  |      |
| 9. Other Business  | 3:15 |
| Meeting Adjourned  | 3:30 |
| *Action Item   |      |

**SAN MATEO COUNTY**  
**PARATRANSIT COORDINATING COUNCIL**  
**AL-COM MEETING**  
**January 5, 2010**  
**MEETING MINUTES**

**ATTENDANCE**

Members Present: Dale Edwards, AL-Com Chair; Bill Welch, SamTrans; Dr. Aki Eejima, Consumer; Mike Levinson, Consumer; Dan Mensing, Consumer.

Guests: John Murphy, MV Transportation; Linda Rhine, PCC Consultant, Nelson\Nygaard; Tina Dubost, SamTrans; Elly Colwell, SamTrans; Rose Berta, PCC Staff.

(Total Attendance: 10)

Quorum: No

**WELCOME/INTRODUCTION**

Dale Edwards, AL-Com Chair, welcomed everyone to the January AL-Com meeting.

**LEGISLATIVE UPDATE**

Dale has no report for this year.

Mike shared that the Governor claims he is not raising taxes so there is a good chance of more cuts next fiscal year, given the large amount of the State budget deficit.

Bill stated there has been talk of a constitutional convention sometime in the future to get to the root of California's funding problems. It would be structured to involve members of the public on a selection basis. This is in the early phases of development with more information to be provided at a future date.

**LOCAL ADVOCACY ISSUES—OPEN DISCUSSION**

Dale commented that he has been receiving wonderful service from Redi-Wheels and RediCoast. He complimented both Redi-Wheels and RediCoast and expressed his appreciation for the excellent quality provided by both services.

Aki said that he has observed that "hold times" have gone down when calling to request service. John confirmed that this is indeed the case as the hold time has been cut in half. John said they have added a third person on Sundays, and that hold time for reservations is less than one minute. He also mentioned that it might be valuable to keep a record of hold time when calling dispatch.

Aki asked John about pick-up and drop-off locations at San Francisco Airport. John explained that drivers are allowed to drop off at multiple locations; however, customers can only be picked up at one paratransit stop, located behind the SamTrans bus stop at the arrivals level of United Airlines terminal 3. This information will be included in the Winter PCC Newsletter.

Dan prompted a discussion on courtesy calls. Tina explained that the driver calls the dispatcher if the passenger is not at the designated pickup site. The dispatcher will attempt to place a call as a courtesy to notify the passenger before the driver leaves. The dispatcher will wait five minutes after the scheduled time. There is no courtesy call when they arrive. The passenger is expected to be ready and waiting for the vehicle. The point of the call is to alert dispatch if they have not seen the passenger. The dispatcher calls the passenger to avoid a “no show.” The rule is for the passenger to be at the curb when the vehicle is scheduled to arrive. John mentioned that Redi-Wheels would be pleased to receive a call stating that the passenger is waiting for the pick up, especially if it is difficult to locate the pick up site.

Aki asked about traveling to the coast from the bay side. John explained that RediCoast vehicles pick up passengers rather than Redi-Wheels vehicles for easier scheduling.

### **COMPLAINT REVIEW COMMITTEE—OPEN DISCUSSION**

Dale shared that before MV became the operator, the Complaint Review Committee (CRC) had meetings every month. The meetings are now scheduled on a quarterly basis due to very few complaints.

Tina distributed the statistics for September to November 2009 period with comparisons to prior quarters. All statistics are taken from the customer reports via comment cards, 800 number, and Redi-Wheels/RediCoast emails. Complaints per 1,000 rides of 0.73 are better than the standard of 2.5; compliments remain high and are passed on to both the supervisors and employees. Tina encouraged members to continue submitting compliments. Complaints on late vehicles have increased from the last quarter; on-time performance was lower. There was only one missed trip, which is very positive; over 72,000 trips were provided for this quarter. “Late vehicles” are the largest category except for “customer error”. SamTrans has thoroughly reviewed and determined these are not valid and takes all comments seriously. Dale mentioned that when the customer provides information on date and approximate time, SamTrans can and does track down the driver. John shared that drivers receive additional training for passenger safety which includes practice on how to tie down wheelchairs.

There was a discussion about taxi service. John explained that taxis are used primarily for trips after 6:00 pm. John commented that he will look into the possibility of incorporating the Interactive Voice Response (IVR) system with the taxis GPS system, but it will be a challenge.

Dale mentioned that he has invited speakers to future AL-Com meetings who have traveled to New Zealand and Australia, and Africa to share their traveling experiences in these countries. We are fortunate to have our paratransit services in San Mateo County.

### **OTHER BUSINESS**

The newly printed mini tri-fold brochure was distributed to PCC members. Dale thanked everyone for their attendance and input.

**MEETING ADJOURNED: 2:15 PM**

**SAN MATEO COUNTY**  
**PARATRANSIT COORDINATING COUNCIL**  
**January 12, 2010**  
**MEETING MINUTES**

**ATTENDANCE**

Members Present: Nancy Keegan, Vice Chair; Dale Edwards, AL-Com Chair; Bill Welch, SamTrans; Maureen Dunn, Senior Focus; Mike Levinson, Consumer; Dr. Aki Eejima, Consumer; Dr. Michal Settles, Coastside; May Nichols, COA; Myria Barnes-Jackson, DOR; Stephanie Hill, Consumer; Dan Mensing, Consumer; Sammi Riley, Consumer; Diane Griffith, Consumer.

Absentees: Kent Mickelson, PCC Chair; Barbara Kalt, Rosener House; Craig McCulloh, Aging & Adult Services; Ben McMullan, CID; Joe Monsor, Caregiver; Judy Garcia, Consumer; Paula Kathryn Petropoulos, Consumer.

Guests: John Murphy, MV Transportation; Linda Rhine, PCC Consultant, Nelson\Nygaard; Tina Dubost, SamTrans; Elly Colwell, SamTrans; Rose Berta, PCC Staff; Nancy Ng, Guest; Pearl Tseng, Guest.

(Total Attendance: 20) Quorum--Yes

**WELCOME/INTRODUCTION**

In Kent Mickelson's absence, Nancy Keegan, Vice Chair, welcomed all to the January PCC meeting and wished everyone a happy new year.

**APPROVAL OF OCTOBER PCC MINUTES**

Nancy asked for a vote of approval for the December minutes. May moved the minutes be approved and Dale seconded the motion. The minutes were approved by all with Nancy and Myria abstaining because of their absence from the December meeting.

**COMMITTEE REPORTS**

**A. AL-COM REPORT**

Dale Edwards, Chair, reported that the AL-Com meeting on January 5 had a good turnout but no riders were present to offer comments. Dale shared that everything is going smoothly with the service. There was a discussion on the general advocacy and on finer points in the Rider's Guide. The next AL-Com meeting is scheduled for April 6 with a guest speaker sharing his traveling experience in New Zealand and Australia. All are invited to attend.

**B. GRANT/BUDGET REVIEW**

Linda reported that there is still no decision on the 5310 applications.

**EDUCATION COMMITTEE**

Nancy announced that the next meeting is January 26 from 2:00-3:30 pm at SamTrans. Rose will send an email reminder with the location of the meeting. Dale said the Education Committee performs outreach at fairs. He attended the Daly City "Access" meeting and learned about a program called

HART (Healthy Aging Response Team). There were 50 attendees representing over 50 agencies. Dale distributed a handout on the highlights on HART. *“The Healthy Aging Response Team (HART) Project is an innovative non-emergency, volunteer-based community initiative that promotes and supports the health and well being of underserved older adults and persons with disabilities in Daly City; it strengthens the safety net of community-based care and contributes to crisis prevention.”* Nancy thanked Dale for representing the PCC and reporting on the meeting.

Nancy distributed the mini tri-fold brochure to be distributed directly to consumers. Its purpose is to give basic information about the PCC and the meeting dates.

Linda announced the winter newsletter is scheduled for publication at the end of January, and to send articles and photos to Rose or Linda by Friday, January 15<sup>th</sup>.

## **D. EXECUTIVE COMMITTEE**

### **1. EXE-Com**

Nancy reported no meeting this month. An application from Diane Griffith was approved for her membership and would like the full Board approval.

**May nominated Diane’s membership for approval and Maureen seconded the motion.** All approved her membership. Diane commented that she appreciates the support and looks forward to sub-committees she can serve on. She is committed to promoting the PCC to everyone and is proud to be a member of the PCC. **Dale moved and May seconded for Joey, Diane’s Seeing Eye dog, to be an honorary member of the PCC.**

## **SAM TRANS/REDI-WHEELS REPORT**

### **A. Operational Report**

Bill reported and updated members on four items.

- **The SamTrans Redi-Wheels accident reported in the *Daily News*.** Bill read the article and gave an update on the status of the driver involved and the accident. There was no other information to report outside of the newspaper article except there is an on-going investigation.
- **Interactive Voice Response (IVR) update.** The procurement of the IVR system will call riders to let them know the vehicle will arrive in approximately ten minutes. The system also calls the night before and reminds the rider of their scheduled ride. The end of 2010 is the scheduled implementation date with the recommendation to go to the Board of Directors at their March meeting. The best vendor of the three interviewed has been recommended. All were competent. Bill thanked Mike Levinson for contributing his time and knowledge during the selection process.
- **Late Cancel Policy.** Bill gave a progress report and reviewed the schedule for implementing the revised Late Cancel Policy. A copy of a draft letter that will be sent to all Redi-Wheels and RediCoast members was distributed and read by Bill. The letter will be sent at the end of January. Mike commented that the letter should clarify that the suspension policy remains the same. May said she will review the letter with the people in her program that use Redi-Wheels service to get the word out earlier. Bill will take other suggestions and comments under consideration. The avenues for informing all customers of the change in policy include: Flyers on all vehicles; article in the PCC newsletter; instructing Redi-Wheels drivers about the change; letter to all current customers of Redi-Wheels and RediCoast; stickers on Rider’s Guide; new phone message in February (first message, then random message); announcement to the

SamTrans Accessibility Advisory Committee, the Customer Service Center, and the Eligibility office; inform all staff and dispatchers; making personal calls to frequent cancellers.

- Mobility Ambassadors Program. Mobility Ambassadors will be receiving their diplomas for their training. They will be introduced to the Board of Directors for recognition.

### **B. Performance Summary**

Tina gave her report stating that the same day and late cancels are down in December 2009; total ridership is similar to November 2008. Average weekday ridership is down from November 2008. Complaints per 1,000 trips remain at a good level; on-time performance was down but productivity was up, serving more passengers per hour. Nancy noted that the 90% standard for on-time performance was not met. John said that the problem can be attributed to taxi trips, combined with the goal of increasing productivity. He is now trying to bring balance to productivity and on-time performance and meet the on-time performance standard in January 2010.

### **C. Customer Comments**

Elly gave her report stating that overall comments have decreased in December. All categories have gone down; the average response time increased a bit but is still within the 7-day turnaround limit. Compliments have gone down as well as customer error. Complaints about driver performance have increased, but there is no particular pattern. Stephanie shared that drivers want to help passengers but customers sometimes are not receptive to the help. Elly clarified that totals in this report include both Redi-Wheels and RediCoast statistics.

### **D. Safety Report**

John reported that RediCoast had one chargeable accident in December and Redi-Wheels had three minor accidents, with one being chargeable.

## **LIAISON REPORTS**

### **A. MTC REPORT**

There was no report from Marshall due to his absence to attend an MTC meeting. Nancy shared a notice to the group advertising that MTC is seeking policy advisors. May applied for one of the advisor positions.

### **B. AGENCY**

No date has been scheduled for the next meeting on fares for agency trips. Nancy noted that they had carolers at the agencies. John shared a collage of photos from the wonderful event showing everyone having a good time. Nancy thanked Bill, John, Dale and others for their contributions and for spreading holiday cheer.

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

Michal Settles discussed the agenda for their established quarterly meeting beginning January 13<sup>th</sup> of this year. Agenda items include the no show policy changes, the Interactive Voice Response (IVR) system, and the Big Wave organization project. Michal explained that the Big Wave project is a live/work facility for people with disabilities to live independently. The 19.4 acres on the coast is near a trailer park where environmental concerns are being reviewed by the San Mateo County Planning Commission.

Michal also shared the most recent newsletter article from Access Exchange International. It was mentioned that Tom Rickert may be a good guest speaker at a future PCC meeting.

#### **D. EFFICIENCY REVIEW COMMITTEE (ERC)**

Mike reported that the eligibility numbers look good. He explained that the Efficiency Review Committee (ERC) discussed the change in the Late Cancel Policy and the Interactive Voice Response (IVR) update. Nancy thanked Mike for giving of his time and working on the committee.

#### **E. COMMISSION ON AGING (COA) REPORT**

May announced that the agency is cutting down their involvement to five fairs a year due to the difficulty of staffing booths. The new Chair is Dennis O'Sullivan with May as immediate Past Chair on the Executive Board.

#### **COMMISSION ON DISABILITY (COD) REPORT**

No report due to Pat Dixon's absence.

#### **OTHER BUSINESS**

Aki asked about PCC membership and recruitment; there are currently 20 members. Nancy commented that the Education Committee can discuss recruitment at their meeting.

Dale asked about the Millbrae Fair on January 23<sup>rd</sup>, from 10:00 am to 2:00 pm at the Millbrae Senior Center. **A notice will be sent out to all committee members.**

Dale notes that we all express a speedy recovery for Kent who injured his back.

MV, SamTrans, Dale Edwards, John Murphy and Bill Welch provided holiday cheer with caroling at four different agencies in December.

Nancy thanked everyone for their input.

**MEETING ADJOURNED: 3:00 pm.**

| <b>Performance Measure</b>             | <b>Definition</b>  |
|--|--|
| <b>1. Total trips requested</b>        | <b>All trip requests called into Redi-Wheels reservationists</b>   |
| <b>2. Trips scheduled</b>              | <b>Trips scheduled up to 5:00 p.m. the day before the scheduled trip and standby trips (excludes cancels made before this time)</b>  |
| <b>a. Same day cancels</b>             | <b>Cancellation by customer from 5:01 p.m. the day before the scheduled trip up to one hour before scheduled pick up time</b>  |
| <b>b. Late cancels</b>                 | <b>Cancellation by customer within 60 minutes of scheduled pick up time</b>  |
| <b>c. No-show (customer)</b>           | <b>Customer does not appear within 5 minutes of vehicle arrival</b>  |
| <b>d. No-show (operator)</b>           | <b>Redi-Wheels fails to pick up passenger or arrived more than 90 minutes after the scheduled time (documented from customer complaints and/or Redi-Wheels operating records)</b>                              |
| <b>3. Total trips served</b>           | <b>Completed one-way passenger trips by Redi-Wheels bus, sedan, taxi or minivan</b>  |
| <b>a. Average weekday ridership</b>    | <b>Total weekday trips divided by number of weekdays in month</b>  |
| <b>b. Advance reservation</b>          | <b>Redi-Wheels trips booked 1-7 days in advance</b>  |
| <b>c. Agency trips</b>                 | <b>Redi-Wheels standing order trips provided to agency clients</b>   |
| <b>d. Individual subscription</b>      | <b>Redi-Wheels trips made by individuals on a standing-order basis</b>   |
| <b>4. Total Redi-Wheels riders</b>     | <b>Unduplicated individuals who rode Redi-Wheels during the month</b>  |
| <b>5. Intercounty transfer trips</b>   | <b>Trips which the customer states involve a transfer to another paratransit provider. Does not include trips with an origin or destination in the Redi-Wheels service area of San Francisco or Palo Alto.</b> |
| <b>6. On-time performance</b>          | <b>Percent of trips picked up within 20 minutes of scheduled pick up time</b>  |
| <b>7. Productivity (psgrs/rvh)</b>     | <b>Number of passengers divided by number of vehicle revenue hours<br/>Computed by dividing valid service complaints (consumer reports &amp; customer comments) by total trips</b>                             |
| <b>8. Complaints per 1000 trips</b>    | <b>(for all Redi-Wheels operations)</b>  |
| <b>9. Compliments per 1000 trips</b>   | <b>Computed by dividing total compliments (consumer reports &amp; customer comment cards) by total trips<br/>(for all Redi-Wheels operations)</b>  |
| <b>10. Avg. phone wait time (mins)</b> | <b>This is the average wait for reservation calls; it represents the approximate wait time for most customer</b>   |
| <b>3/29/2009</b>                       |  |

**Redi-Wheels**  
**Monthly Comment Statistics**

|                              | Dec              | Nov               |               | 12/31/09        |               |
|------------------------------|------------------|-------------------|---------------|-----------------|---------------|
|                              | Current<br>Month | Previous<br>Month | %<br>Change   | YTD*<br>Average | YTD*<br>Total |
| <b>Total Comments</b>        |                  |                   |               |                 |               |
| Consumer Reports<br>Comment  | 26               | 25                | 4.0%          | 35              | 209           |
| Cards                        | 10               | 32                | -68.8%        | 31              | 184           |
| <b>Total</b>                 | <b>36</b>        | <b>57</b>         | <b>-36.8%</b> | <b>66</b>       | <b>393</b>    |
| <b>Comments by Category</b>  |                  |                   |               |                 |               |
| Policy related<br>Service    | 3                | 8                 | -62.5%        | 21              | 125           |
| related<br>Compliment        | 16               | 22                | -27.3%        | 16              | 93            |
|                              | 17               | 27                | -37.0%        | 29              | 175           |
| <b>Total</b>                 | <b>36</b>        | <b>57</b>         | <b>-36.8%</b> | <b>66</b>       | <b>393</b>    |
| <b>Average Response Time</b> |                  |                   |               |                 |               |
| <b>By Provider</b>           |                  |                   |               |                 |               |
| Complaints                   | 5.4              | 2.0               | 171.0%        | 3.5             |               |
| Compliments                  | 0.8              | 4.0               | -80.9%        | 1.8             |               |
| Overall                      | 3.0              | 3.0               | 2.0%          | 2.7             |               |
| <b>To Customer</b>           |                  |                   |               |                 |               |
| Complaints                   | 7.7              | 3.1               | 151.0%        | 4.4             |               |
| Compliments                  | 2.1              | 4.3               | -52.1%        | 2.4             |               |
| Overall                      | 5.0              | 3.7               | 37.8%         | 3.5             |               |

## Redi-Wheels Monthly Comment Statistics

|                                   | Dec              | Nov               |             | 12/31/09        |               |
|-----------------------------------|------------------|-------------------|-------------|-----------------|---------------|
|                                   | Current<br>Month | Previous<br>Month | %<br>Change | YTD*<br>Average | YTD*<br>Total |
| <b>Comments by Type</b>           |                  |                   |             |                 |               |
| Compliment                        | 17               | 27                | -37.0%      | 29              | 175           |
| <b>Late vehicle</b>               | 5                | 9                 | -44.4%      | 6               | 37            |
| <b>Driver assistance</b>          | 1                | 1                 | 0.0%        | 0               | 2             |
| <b>Driver conduct</b>             | 2                | 5                 | -60.0%      | 2               | 13            |
| <b>Driver proficiency</b>         | 2                | 2                 | 0.0%        | 2               | 13            |
| Service request                   | 0                | 0                 | 0.0%        | 2               | 11            |
| Customer error                    | 3                | 7                 | -57.1%      | 17              | 103           |
| <b>Missed trip</b>                | 2                | 0                 | 100.0%      | 1               | 7             |
| <b>Reservation error</b>          | 1                | 1                 | 0.0%        | 1               | 6             |
| General policy                    | 0                | 1                 | -100.0%     | 2               | 11            |
| Vehicle preference                | 0                | 0                 | 0.0%        | 0               | 0             |
| Phones (wait times, no<br>answer) | 0                | 0                 | 0.0%        | 0               | 0             |
| Vehicle quality                   | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Dispatcher error</b>           | 0                | 0                 | 0.0%        | 1               | 3             |
| <b>Ride time</b>                  | 1                | 1                 | 0.0%        | 1               | 5             |
| Denied ride                       | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Reservationist</b>             | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>No Call Back</b>               | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Safety</b>                     | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Safety of passenger</b>        | 0                | 1                 | -100.0%     | 0               | 1             |
| <b>Early vehicle</b>              | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Incident</b>                   | 1                | 0                 | 100.0%      | 0               | 2             |
| Insufficient information          | 0                | 0                 | 0.0%        | 0               | 0             |
| Reservation system                | 0                | 0                 | 0.0%        | 0               | 0             |
| Ride quality                      | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Ride cancelled</b>             | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Scheduling error</b>           | 1                | 2                 | -50.0%      | 1               | 4             |
| Standby system                    | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Vehicle unneeded</b>           | 0                | 0                 | 0.0%        | 0               | 0             |
| <b>Total</b>                      | 36               | 57                | -36.8%      | 66              | 393           |

\* Year-to-date figures are from July 2009.  
 Service-related complaints are in bold  
 For questions, call Elly at 650-508-6241

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

|                                |                 | 2008-09                                     |               |               |               |               |               |               |               |               |               |               |               |               |               |
|--------------------------------|-----------------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <b>Performance Measure</b>     | <b>Standard</b> | <b>Average</b>                              | <b>Dec-08</b> | Jan-09        | Feb-09        | Mar-09        | Apr-09        | May-09        | Jun-09        | Jul-09        | Aug-09        | Sep-09        | Oct-09        | Nov-09        | Dec-09        |
| 1. Total trips requested       |                 | 29,584                                      | <b>30,721</b> | 28,983        | 27,277        | 29,467        | 29,488        | 29,516        | 28,538        | 30,145        | 27,244        | 29,899        | <b>30,702</b> | <b>28,492</b> | <b>29,182</b> |
| 2. Trips scheduled             |                 | 26,830                                      | <b>26,901</b> | 25,941        | 24,446        | 27,103        | 26,576        | 26,605        | 25,927        | 27,007        | 24,746        | 26,196        | <b>27,904</b> | <b>25,519</b> | <b>25,718</b> |
| a. Same day cancels            |                 | 2,014                                       | <b>2,338</b>  | 2,119         | 2,103         | 2,006         | 1,814         | 1,693         | 1,503         | 1,546         | 1,301         | 1,388         | <b>1,755</b>  | <b>1,743</b>  | <b>1,916</b>  |
| % of trips scheduled           |                 | 7.5%  | <b>8.7%</b>   | 8.2%          | 8.6%          | 7.4%          | 6.8%          | 6.4%          | 5.8%          | 5.7%          | 5.3%          | 5.3%          | <b>6.3%</b>   | <b>6.8%</b>   | <b>7.5%</b>   |
| b. Late cancels                |                 | 226   | <b>253</b>    | 213           | 182           | 190           | 207           | 174           | 252           | 191           | 174           | 171           | <b>187</b>    | <b>201</b>    | <b>199</b>    |
| % of trips scheduled           |                 | 0.8%  | <b>0.9%</b>   | 0.8%          | 0.7%          | 0.7%          | 0.8%          | 0.7%          | 1.0%          | 0.7%          | 0.7%          | 0.7%          | <b>0.7%</b>   | <b>0.8%</b>   | <b>0.8%</b>   |
| c. Total customer no-shows     |                 | 490   | <b>580</b>    | 427           | 422           | 513           | 502           | 487           | 424           | 481           | 451           | 413           | <b>499</b>    | <b>423</b>    | <b>530</b>    |
| % of trips scheduled           |                 | 1.8%  | <b>2.2%</b>   | 1.6%          | 1.7%          | 1.9%          | 1.9%          | 1.8%          | 1.6%          | 1.8%          | 1.8%          | 1.6%          | <b>1.8%</b>   | <b>1.7%</b>   | <b>2.1%</b>   |
| d. No-show (operator)          |                 | 2   | <b>2</b>      | 1             | 2             | 1             | 1             | 2             | 0             | 1             | 1             | 0             | <b>1</b>      | <b>0</b>      | <b>2</b>      |
| 3. Total trips served          |                 | <b>24,098</b>                               | <b>23,728</b> | <b>23,181</b> | <b>21,737</b> | <b>24,393</b> | <b>24,052</b> | <b>24,249</b> | <b>23,748</b> | <b>24,789</b> | <b>22,819</b> | <b>24,224</b> | <b>25,462</b> | <b>23,152</b> | <b>23,071</b> |
| a. Average weekday riders      |                 | 988   | <b>938</b>    | 954           | 961           | 974           | 968           | 1,025         | 955           | 998           | 937           | 1,005         | <b>1,012</b>  | <b>992</b>    | <b>1,005</b>  |
| b. Advance reservation         |                 | 15,433                                      | <b>15,492</b> | 14,880        | 13,751        | 15,516        | 16,358        | 15,766        | 15,074        | 15,702        | 14,172        | 15,517        | <b>16,458</b> | <b>15,167</b> | <b>14,959</b> |
| c. Agency trips                |                 | 3,910                                       | <b>3,890</b>  | 3,666         | 3,557         | 3,983         | 3,847         | 3,711         | 4,065         | 4,091         | 4,107         | 4,052         | <b>4,231</b>  | <b>3,837</b>  | <b>4,252</b>  |
| d. Individual subscription     |                 | 4,755                                       | <b>4,346</b>  | 4,635         | 4,429         | 4,894         | 4,949         | 4,772         | 4,609         | 4,996         | 4,540         | 4,655         | <b>4,773</b>  | <b>4,148</b>  | <b>3,860</b>  |
| 4. Total Redi-Wheels riders    |                 | 2,075                                       | <b>2,100</b>  | 2,005         | 1,953         | 2,075         | 2,118         | 2,080         | 2,084         | 2,082         | 2,051         | 2,160         | <b>2,167</b>  | <b>2,025</b>  | <b>2,043</b>  |
| 5. Inter-County Transfer Trips |                 | 512   | <b>493</b>    | 472           | 497           | 565           | 554           | 607           | 538           | 456           | 531           | 505           | <b>492</b>    | <b>429</b>    | <b>376</b>    |
| 6. On-time performance *       | <b>90%</b>      | 91%   | <b>89.7%</b>  | 91.6%         | 89.4%         | 92.7%         | 90.3%         | 91.7%         | 92.8%         | 93.7%         | 93.8%         | 92.1%         | <b>88.4%</b>  | <b>87.8%</b>  | <b>86.1%</b>  |
| 7. Productivity (psgrs/rvh)    | <b>1.50</b>     | 1.61  | <b>1.51</b>   | 1.55          | 1.52          | 1.55          | 1.59          | 1.54          | 1.58          | 1.57          | 1.58          | 1.63          | <b>1.70</b>   | <b>1.69</b>   | <b>1.63</b>   |
| 8. Complaints per 1000 trips   |                 | 0.51  | <b>0.38</b>   | 0.56          | 0.28          | 0.49          | 0.83          | 0.54          | 0.17          | 0.69          | 0.48          | 0.33          | <b>0.79</b>   | <b>0.95</b>   | <b>0.69</b>   |
| 9. Compliments per 1000 trips  |                 | 1.06  | <b>0.17</b>   | 1.25          | 0.87          | 1.07          | 0.87          | 1.53          | 1.26          | 1.09          | 1.71          | 0.95          | <b>1.61</b>   | <b>1.17</b>   | <b>0.74</b>   |
| 10. Avg phone wait time (mins) | <b>&lt;1.5</b>  | 1.30  | <b>1.2</b>    | 1.3           | 1.2           | 1.0           | 1.5           | 1.8           | 0.9           | 0.9           | 0.9           | 0.9           | <b>1.1</b>    | <b>1.1</b>    | <b>0.8</b>    |
| <b>11/25/2009</b>              |                 | <b>For questions, call Tina at 508-6247</b> |               |               |               |               |               |               |               |               |               |               |               |               |               |

## Proposed Schedule for PCC Newsletters – 2010

| <u>Date for Email<br/>Reminder for Articles</u> | <u>Due Date for<br/>Articles</u> | <u>Review Period</u> | <u>Publication Date</u> | <u>Newsletter</u> |
|---|----------------------------------|----------------------|-------------------------|-------------------|
| Week of December 14                             | Week of January 11               | Week of January 26   | Week of February 1      | winter            |
| Week of February 8                              | Week of March 8                  | Week of March 22     | Week of March 29        | spring            |
| Week of May 10                                  | Week of June 7                   | Week of June 21      | Week of June 28         | summer            |
| Week of August 9                                | Week of September 6              | Week of September 20 | Week of September 27    | fall              |

*Notes:*

1. *Review period includes both Chair of the Education Committee and SamTrans*
2. *Articles due week there is a PCC meeting*
3. *Spring, summer and fall newsletters will be issued in advance of AL-Com meetings.*
4. *Include in the Education Committee report at the PCC meeting the month before*