



## **Agenda, Minutes & Reports**

**April 9, 2019**

**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**

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

## Table of Contents

Meeting Schedule for 2019	2
AGENDA	3
Minutes of February 12, 2019 Meeting	4
Redi-Wheels Reports	10
Performance Measure	10
Total Trips	11
Taxis – Percentage of Total Trips	12
On-Time Performance	13
Productivity (Passengers/Revenue Vehicle Hour)	14
Monthly Redi-Wheels Comment Statistics	15

## Meeting Schedule for 2019

<b>PCC</b> San Mateo County Paratransit Coordinating Council	<b>PCC</b> Executive Committee	<b>PAL</b> Policy-Advocacy- Legislative Committee	<b>Education Committee</b>	<b>CTC</b> Coastside Trans. Committee	<b>SamTrans Board</b>	<b>ERC</b> Efficiency Review Committee
2 <sup>nd</sup> Tuesday Monthly	1 <sup>st</sup> Tuesday Monthly Conf. Call	2 <sup>nd</sup> Tuesday Monthly	1 <sup>st</sup> Friday Bi-Monthly Conf. Call	2 <sup>nd</sup> Thursday Qtly. Senior Coastsiders 925 Main Street, Half Moon Bay	1 <sup>st</sup> Wednesday Monthly	To be determined
<b>1:30-3:30 p.m.</b>	<b>1:00-2:00pm</b>	<b>11:30-12:30 p.m.</b>	<b>1:00 p.m.</b>	<b>10:00-11:30am</b>	<b>2:00 p.m.</b>	<b>1:30-3:00 p.m.</b>
January 8, 2019	January 14, 2019	January 8, 2019	January 4, 2019		January 9, 2019	TBA
February 12, 2019	None	February 12, 2019			February 6, 2019	TBA
March 12, 2019	March 5, 2019	March 12, 2019	March 1, 2019	March 14, 2019	March 6, 2019	TBA
April 9, 2019	April 2, 2019	April 9, 2019			April 3, 2019	TBA
May 14, 2019	May 7, 2019	May 14, 2019	May 3, 2019		May 1, 2019	TBA
June 11, 2019	June 4, 2019	June 11, 2019		June 13, 2019	June 5, 2019	TBA
July 9, 2019	July 2, 2019	July 9, 2019	July 5, 2019		July 10, 2019 (2 <sup>nd</sup> Wednesday)	TBA
NO MEETING	NO MEETING	NO MEETING			August 7, 2019	TBA
September 10, 2019	September 3, 2019	September 10, 2019	September 6, 2019	September 12, 2019	September 4, 2019	TBA
October 8, 2019	October 1, 2019	October 8, 2019			October 2, 2019	TBA
November 12, 2019	November 5, 2019	November 12, 2019	November 1, 2019		November 6, 2019	TBA
December 10, 2019	December 3, 2019	December 10, 2019		December 12, 2019	December 4, 2019	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

April 9, 2019

- |  |      |
|--|------|
| 1. Welcome/Roll Call   | 1:30 |
| 2. Introductions   | 1:35 |
| 3. Approval of March 12, 2019 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. Presentation: SamTrans' New Mobility Resource Center, Ronny Kraft | 2:30 |
| 6. SamTrans / Redi-Wheels Reports                                    | 2:45 |
| a. Operational Report—Tina Dubost                                    |      |
| b. Performance Summary—Tina Dubost                                   |      |
| c. Monthly Redi-Wheels Comment Statistics Report—Tina Dubost         |      |
| d. Safety Report—Patty Talbott, 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 |

The next PCC meeting will be a biannual retreat and is scheduled for Tuesday, May 14, 2019, from 10am-2:30pm at the Millbrae Library, 1 Millbrae Avenue, Millbrae.

\*Action item

**SAN MATEO COUNTY  
PARATRANSIT COORDINATING COUNCIL (PCC)**

Minutes of March 12, 2019 Meeting

**ATTENDANCE:**

Members:

Valerie Campos, Vista Center for the Blind  
Monica Colondres, Community Advocate  
Dinae Cruise, Consumer  
Tina Dubost, SamTrans  
Judy Garcia, Consumer  
Barbara Kalt, Rosener House  
Sandra Lang, Consumer  
Mike Levinson, Consumer, PAL Chair

Alex Madrid, CID/Education Chair  
Benjamin McMullan, Chair, CID  
Scott McMullin, Community Advocate  
Sammi (Wilhelmina) Riley, Consumer  
Marie Violet, Dignity Health  
(Member attendance = 13/16, Quorum =  
Yes)

Guests:

David Scarbor, SamTrans  
Henry Silvas, SamTrans  
Lynn Spicer, First Transit/Redi-Wheels  
Jane Stahl, PCC Staff

Patty Talbott, First Transit/Redi-Wheels  
Larissa Vasserman, Consumer  
Richard Weiner, Nelson\Nygaard

Absentees:

Susan Capeloto, Dept. of Rehabilitation  
Nancy Keegan, Sutter Health/Senior Focus  
Patty Santoni, Catholic Charities

**WELCOME/INTRODUCTIONS:**

Ben McMullan called the meeting to order at 1:37pm. The meeting started with each attendee introducing themselves.

**APPROVAL OF FEBRUARY MINUTES:**

A motion to approve the February minutes was made by Sammi Riley and seconded by Alex Madrid. The minutes were approved.

## **COMMITTEE REPORTS:**

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

Mike reported that there was a meeting on March 12<sup>th</sup> at 11:30am. The discussions included:

- Projects with the Dumbarton Bridge and the 92/101
- The meeting the Supervisor Carole Groom and PCC inclusion in the oversight committee
- The IVR system and other technologies being considered

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

Barbara Kalt advised there were no updates.

### **C. EDUCATION COMMITTEE**

The committee met on March 1 and reviewed outreach opportunities including San Mateo Daily Journal events on April 25<sup>th</sup> and June 14<sup>th</sup>. They discussed the new Consumer Corps form.

### **D. EXECUTIVE COMMITTEE**

Ben reported that at the March 5<sup>th</sup> meeting they discussed PCC representation on the 2019 TA Strategic Plan Stakeholder Group on March 21<sup>st</sup>. Sandra Lang is interested in attending. Monica Colondres asked if the meeting will be open, and this was confirmed.

The PCC Retreat is on Tuesday, May 14<sup>th</sup>, at the Millbrae Library from 10am – 2:30pm, and they are currently working on the agenda. Any agenda ideas can be submitted via email to Ben or brought to the next PAL or PCC meetings on April 9<sup>th</sup> when there will be a working session over lunch.

Richard Weiner reviewed the agenda from the last retreat in 2017 where the group reviewed the work plan, had four breakout groups discussing various topics, with each group reporting back.

Ben suggested PCC recruitment as a topic for discussion; Richard said he would contact Drennen Shelton from the MTC as a possible speaker. Sammi requested that the agenda from 2017 be included in the April packet.

## **ADA PARATRANSIT – NATIONAL UPDATE**

Richard reported on recent interpretations of ADA compliance reports.

- Philadelphia had very low on-time performance of 83% in the city (standard is 90%) and were penalized.
- Also, they were found to be non-compliant in how operator no-shows were being defined. Two scenarios that were not being included:
  - Vehicle arrives after end of pick-up window and the rider refuses the trip or was not there.
  - Vehicle arrives before or during the pick-up window, the rider is not present, but the driver fails to wait five minutes.
- Eligibility for dialysis or effects of medical treatment; the term “severe fatigue” should be used.
- Whether transit agencies are required to include constructing accessible sidewalks when upgrading bus stop. Transit is not required to do this.
- From LA Access, ride times that are practical for the rider. If time is not usable, the reservationist must provide another time that meets the needs. Request must be initiated by the rider.

There followed a broad discussion about setting an appointment and a comparison between LA Access and Redi-Wheels with Redi-Wheels being deemed much superior by Larissa Vasserman.

David Scarbor confirmed that since bus stops are placed on an easement, the transit agency cannot be responsible for sidewalk or curb cut.

## **OPERATIONAL REPORTS**

### **PERFORMANCE SUMMARY**

Ridership is down from 26,153 in January 2018 to 24,640 in January 2019. Average weekly ridership is also down, from 1,138 to 970. The wetter weather played a role. There was a decrease in demand trips and agency trips, but more subscription trips. Number of individuals riding paratransit was down. Taxi usage was 39% of total trips. On time performance was over 91%. Productivity is high at 1.87 passengers per hour. Average telephone time for reservations met the standard.

## **STATISTICS REPORT**

The reporting is no longer showing valid and non-valid comments. There were 18 compliments; 7 policy and 26 service-related comments. The response time was 7.2 days. Majority of comments came in as consumer reports to the customer service center.

## **SAFETY REPORT**

Patty reported that there were seven incidents in February; five were preventable and all were minor. Alex wondered if there had been training for staff recently. Lynn Spicer said she has been working with the reservations team and the training is 60% complete. Alex said he had noticed a positive change. Judy Garcia complimented Kelly as being very nice.

## **LIAISON REPORTS**

### **A. Coastside Transportation Committee**

Tina reported that the next meeting is on March 14<sup>th</sup>. Marina Fraser is the new SamTrans board member representing Coastside. Cara Schmaljohn, Executive Director of Senior Coastsiders is retiring at the end of March, and the new executive director is Sandra Winter.

### **B. Agency**

Barbara Kalt said that nothing had been scheduled.

### **C. ERC**

Mike reported no meetings are planned but wondered about convening a meeting regarding the 1376 legislation. Ben will follow up with Tina.

### **D. Commission on Disability**

Ben reported CoD has scheduled the focus group for IHHS recipients for April 30<sup>th</sup>, 1-3:30pm, in South San Francisco, City Council Chambers. The new commissioners were sworn in at the last CoD general meeting

### **E. Center for the Independence of Individuals with Disabilities (CID)**

Alex reported that at the last meeting they went over the group's organization.

### **F. Commission on Aging**



Scott reported that the general meeting was March 11<sup>th</sup> and included an update of the area plan and how the area agency spends their older Americans money. The next transportation committee meeting is on second Thursday of the month, at 3pm, at the County Health Building in Redwood City.

### **Other Business**

Tina gave a brief update on Senate Bill 1376 TNC Access as the CPUC sent out a notice of rulemaking with comments due on April 4<sup>th</sup>. The Commission acknowledged the need to address issues related to disabilities and TNCs are required to file plans. Starting July 1 there will be 5 cent surcharge on TNCs for accessibility. Tina will pass along any comments or they can be submitted to CID.

Mike asked where the funds would go. Tina said that has not been decided. TNCs are to come up with a plan to make vehicles accessible. Ben said that contributions to the fund, overseen by the CPUC, would be paid by TNCs not living up to their responsibilities and redirected to those TNCs that were. Larissa Vasserman asked if the TNCs were required to give accessibility training to their drivers; David responded that they are not as TNCs are classified as “technology” companies, not transportation.

Sandra wondered if it be helpful to get an abstract of the legislation and the PUC’s questions; Tina will send this to Ben for distribution. Scott asked when the implementation date was. Ben said the bill contains benchmarks. David advised that these had not yet been set. He also questioned whether all counties would be interested and which counties needed the money the most. Alex asked if they talked about using paratransit as a backup for those people who can’t use Uber or Lyft. David said they discussed partnerships. Sammi wondered if people would need to qualify. David didn’t think so but it’s very early days.

Alex asked if the TNCs had heard that people with disabilities were discussing obtaining money from the fund to pilot a service. David said there was no discussion about distribution of funds. Tina said that it looks as though you have to keep track of all the work you do and then apply for possible funding.

Ben encouraged people to attend the 1376 meeting to learn more. He will also touch base with Senator Hill’s office.

Dinae Cruise read a text received from Aki. All were touched and agreed with Dinae how much he is missed.

Mike had talked to Patty about an appreciation party for drivers and staff and she suggested breakfasts at First Transit. Many drivers do not live close by so it's difficult to get people to come in to an event if not working. She suggested having someone from the PCC attend and thank everyone personally. Mike will continue to work with First Transit on organizing the event.

The meeting was adjourned at 3:00pm.

Next meeting will be on Tuesday, April 9th, 2019 at 1:30pm.

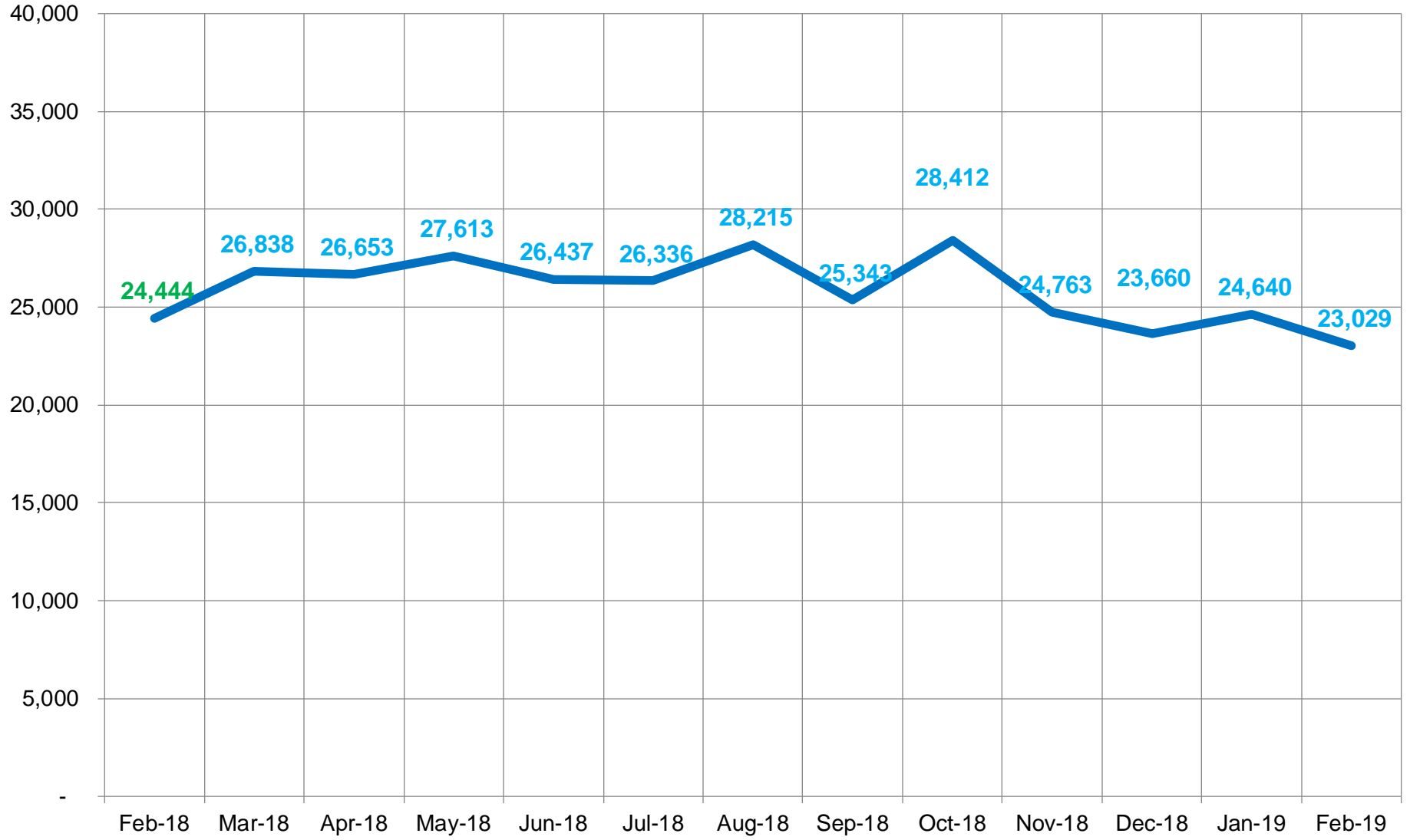
# Redi-Wheels Reports

## Performance Measure

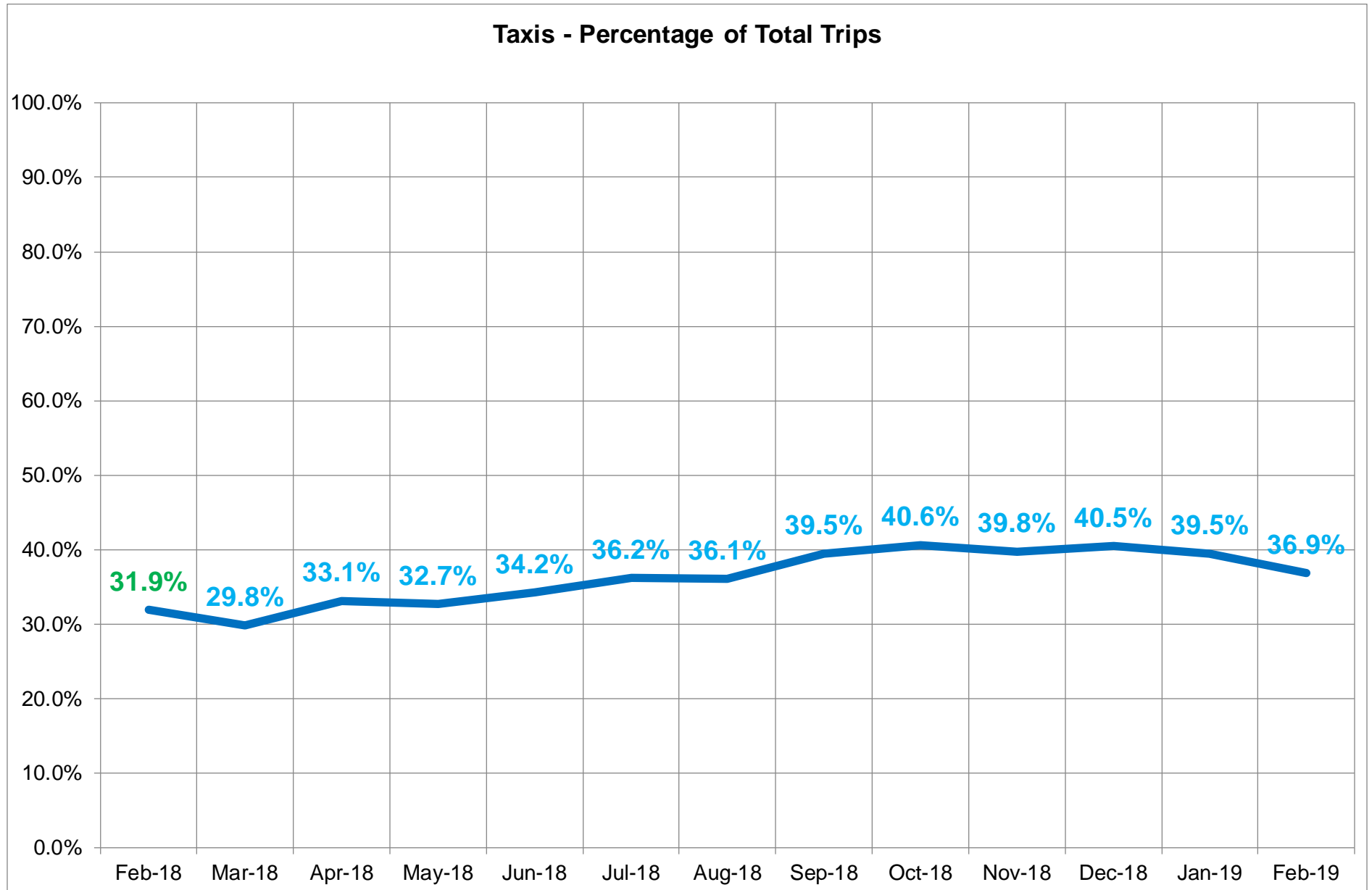
Performance Measure	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Prev. Yr. Average
1. Total trips requested	29,689	32,474	31,533	32,930	31,579	31,698	33,371	30,759	34,196	31,269	29,860	30,918	28,294	32,495
2. Trips scheduled	27,211	29,666	29,227	30,158	29,152	29,191	31,035	28,417	31,082	28,165	27,005	28,172	26,068	29,702
a. Same day cancels	1,895	1,914	1,714	1,657	1,835	2,002	1,888	2,120	1,693	2,396	2,438	2,481	2,073	1,809
% of trips scheduled	7.0%	6.5%	5.9%	5.5%	6.3%	6.9%	6.1%	7.5%	5.4%	8.5%	9.0%	8.8%	8.0%	6.1%
b. Late cancels	528	567	534	523	516	514	553	546	607	598	546	601	534	559
% of trips scheduled	1.9%	1.9%	1.8%	1.7%	1.8%	1.8%	1.8%	1.9%	2.0%	2.1%	2.0%	2.1%	2.0%	1.9%
c. Total customer no-shows	342	347	326	363	363	336	377	405	370	408	360	449	432	386
% of trips scheduled	1.3%	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.4%	1.2%	1.4%	1.3%	1.6%	1.7%	1.3%
d. No-show (operator)	2	0	0	2	1	3	2	3	0	0	1	1	0	1
3. Total trips served	24,444	26,838	26,653	27,613	26,437	26,336	28,215	25,343	28,412	24,763	23,660	24,640	23,029	26,946
a. Average weekday riders	1,052	1,054	1,089	1,085	1,076	1,109	1,081	1,083	1,078	1,004	956	970	951	1,100
b. Advance reservation	16,554	17,855	17,862	18,323	17,414	17,141	18,322	16,741	18,859	16,502	16,203	16,029	14,930	18,224
c. Agency trips	3,289	3,765	3,730	3,943	4,040	4,039	4,285	3,547	4,010	3,360	2,970	3,580	3,381	3,722
d. Individual subscription	4,601	5,218	5,061	5,347	4,983	5,156	5,608	5,055	5,543	4,901	4,487	5,031	4,718	5,001
e. Taxi trips	7,803	8,010	8,832	9,029	9,050	9,531	10,182	10,000	11,539	9,849	9,581	9,730	8,492	8,616
<i>(taxi % of total trips)</i>	31.9%	29.8%	33.1%	32.7%	34.2%	36.2%	36.1%	39.5%	40.6%	39.8%	40.5%	39.5%	36.9%	32.0%
4. Total Redi-Wheels riders	2,184	2,240	2,238	2,253	2,171	2,195	2,277	2,301	2,218	2,140	2,095	2,067	2,050	2,269
5. Inter-County Transfer Trips	163	159	172	137	97	133	164	146	199	155	131	168	155	155
6. On-time performance <sup>1</sup>	90.3%	90.7%	92.4%	91.5%	92.3%	91.4%	91.1%	90.6%	88.7%	90.1%	91.1%	91.8%	92.0%	90%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.82	1.80	1.87	1.89	1.88	1.94	1.94	1.99	1.97	1.87	1.86	1.87	1.83	1.86
8. Complaints per 1000 trips	1.19	0.56	0.53	0.69	0.49	0.23	0.39	0.59	0.67	0.97	0.68	0.77	0.39	0.7
9. Compliments per 1000 trips	0.53	0.45	1.20	0.83	0.34	0.42	0.89	1.03	1.02	1.13	0.85	0.73	1.09	1.0
10. Avg phone wait time (mins) <sup>3</sup>	0.8	1.2	1.1	1.5	2.3	1.6	1.2	0.9	1.1	1.5	1.1	1.6	1.0	1.37
<b>3/19/2019</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Total Trips

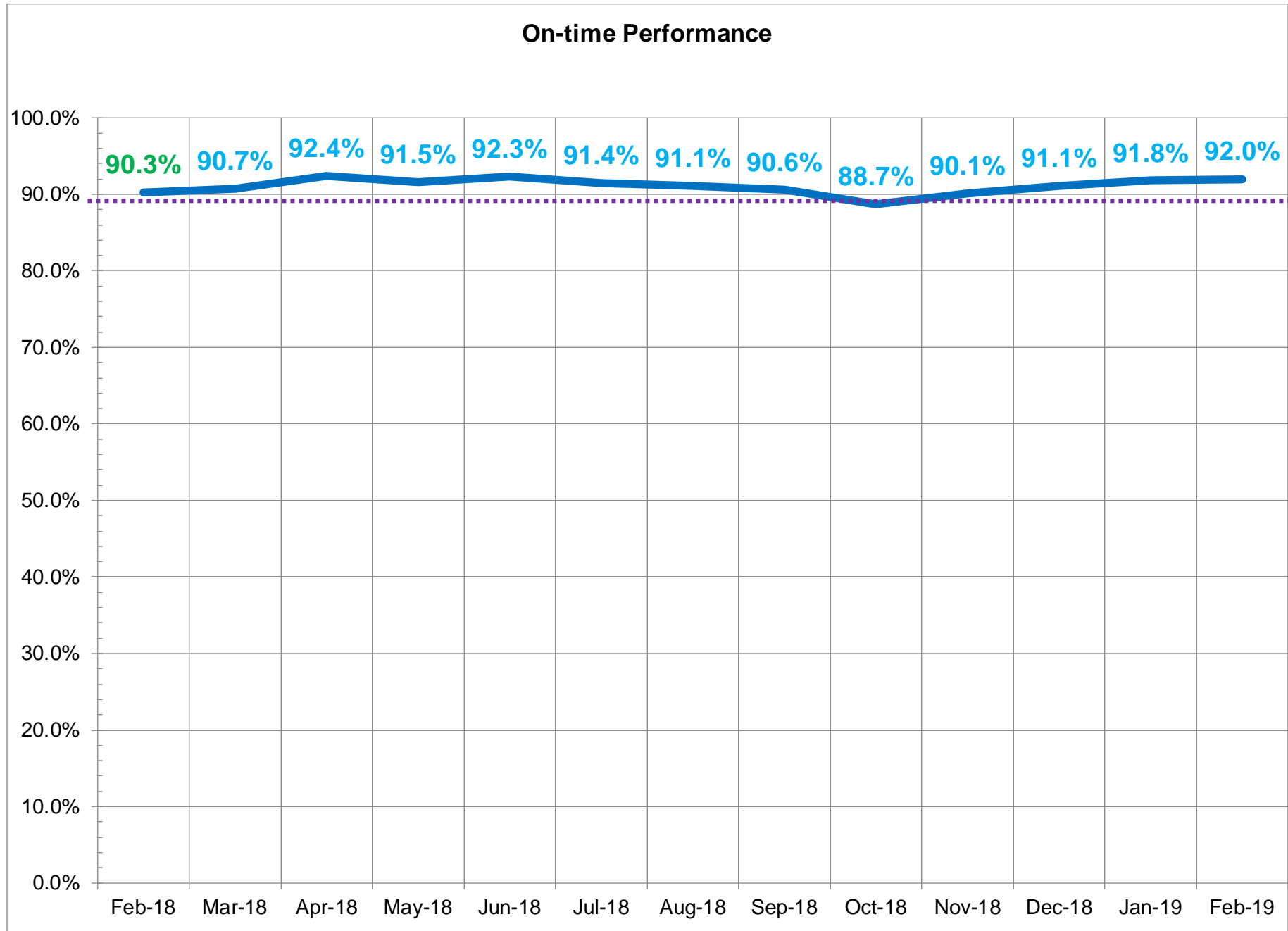
### Total Trips Served



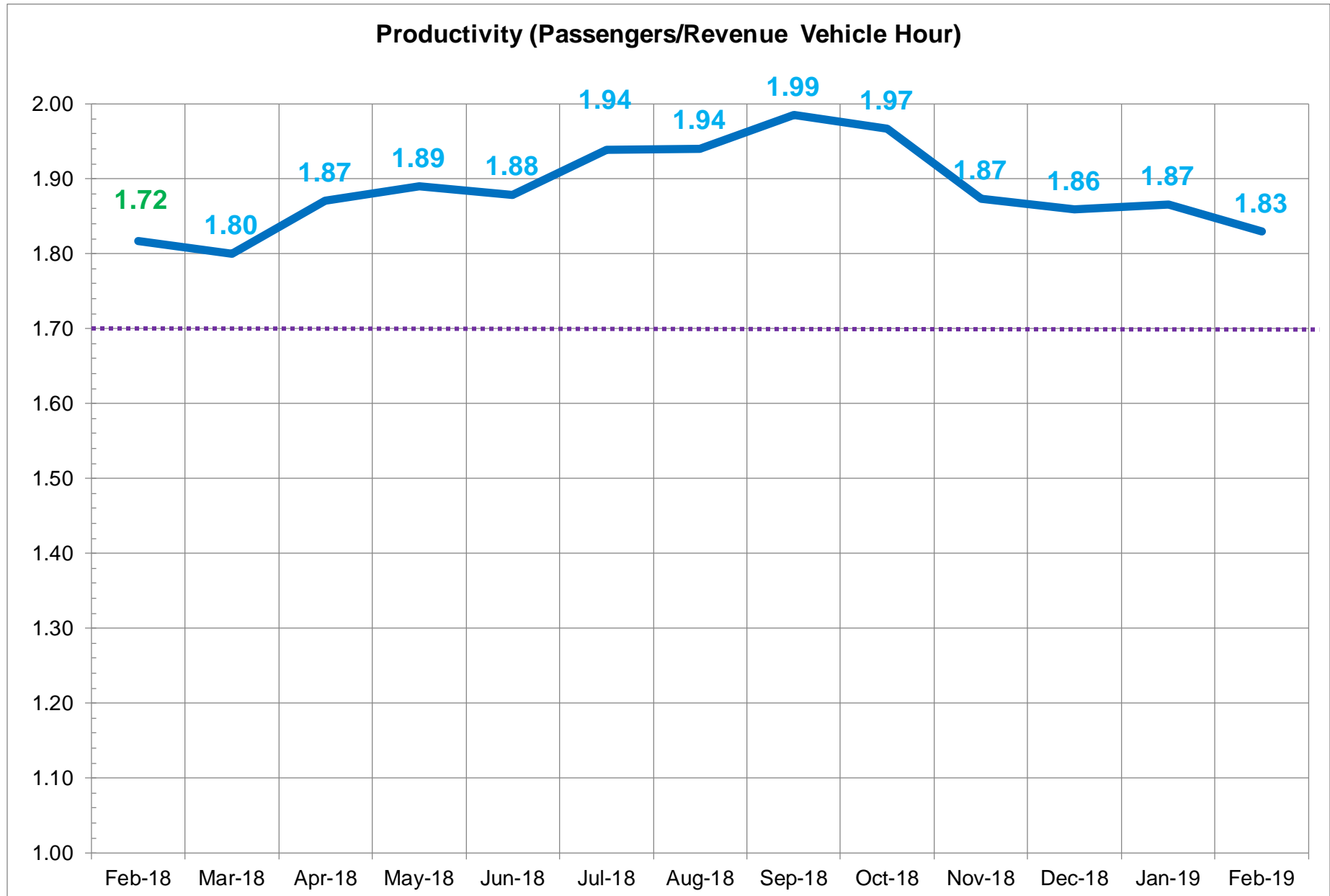
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Redi-Wheels Comment Statistics

<b>2019 Comments</b>	<b>Feb-19</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>23,029</b>	

### Total Comments by Category

<b>Compliment</b>	25	1.09
<b>Policy Related</b>	9	0.39
<b>Service Related</b>	23	1.00
<b>Total</b>	<b>57</b>	<b>2.48</b>

### Average Response Time to Customer (Working Days)<sup>‡</sup>

<b>Compliment</b>	1.9
<b>Policy Related</b>	4.1
<b>Service Related</b>	4.2
<b>Overall</b>	<b>3.2</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	15	10
<b>Policy Related</b>	1	8
<b>Service Related</b>	5	18
<b>Overall</b>	<b>21</b>	<b>36</b>

<sup>‡</sup> Excludes weekends/holidays



**San Mateo County Paratransit Coordinating Council  
Bi-Annual Retreat**

**October 10, 2017**

**10:30 a.m. – 2:30 p.m.**

San Carlos Library, Community Room A  
600 Elm Street, San Carlos, CA 94070  
Tel: (650) 802-4311

**Agenda**

- |   |       |
|---|-------|
| 1. Welcome / Roll Call / Introduction   | 10:30 |
| 2. Approval of September 12 <sup>th</sup> PAL & PCC Minutes*  | 10:45 |
| 3. Executive Committee Report   | 11:00 |
| 4. Review of Regional Conference 2017: Richard Weiner   | 11:05 |
| 5. Review of 2015-2016 Work Plan: What have we accomplished?<br>What do we need to still work on? (Open to PCC Members)                             | 11:30 |
| 6. LUNCH / Define Breakout groups and assign participants to them   | 12:00 |
| 7. Group Breakout to Develop Ideas for FY 2017-2019 Work Plan   | 1:00  |
| Potential Topics for Breakout Groups:   |       |
| • General Advocacy/Service Quality/Customer Service/Customer-Friendly Service in Eligibility Process, Dispatch, etc.                                |       |
| • Maintain Momentum/Future Sustainability – Enhancing impact of PCC through connections with other organizations, PCC and Consumer Corp Recruitment |       |
| • On-Going Policy Issues/Emergency Preparedness/Emerging Mobility (e.g. ride hailing programs like Lyft, Uber)/IVR/Mobility Management              |       |
| • Advocacy for Funding/Education about Funding  |       |
| 8. Reports from Groups  | 1:45  |
| 9. Summary/Wrap Up – Next Steps   | 2:20  |
| 10. Meeting Adjourns  | 2:30  |

\*Action Item