



## **Agenda, Minutes & Reports**

**April 14, 2020**

**1:30pm**

**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)**

Due to the COVID-19 outbreak, this meeting will be conducted as a teleconference meeting pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

**The public may not attend this meeting in person**

PCC members, staff and the public may participate remotely via web-ex.

Join the meeting remotely here:

<https://samtrans.webex.com/samtrans/j.php?MTID=ma91dbc9565546e6e554233bd69fdd2c8>

Meeting number (access code): **265 357 334**

Meeting password: Redi-Wheels

Tuesday, April 14, 2020

1:25 pm Pacific Time (US & Canada) - 2 hrs.

Or join by phone

**1-888-636-3807** Call-in toll-free number

or

**1-212-372-3762** Call-in number

Phone Access Code: **983 203 0**

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\*For approval

## Meeting Schedule for 2020

[Note: Meetings from March 2020 onwards may be cancelled or moved to conference call.]

<b>PCC</b> San Mateo County Paratransit Coordinating Council  2 <sup>nd</sup> Tuesday Monthly  <b>1:30-3:30pm</b>	<b>PCC</b> Executive Committee  1 <sup>st</sup> Tuesday Monthly Conf. Call  <b>1:00-2:00pm</b>	<b>PAL</b> Policy-Advocacy- Legislative Committee  2 <sup>nd</sup> Tuesday Monthly  <b>11:30-12:30pm</b>	<b>PCC</b> Education Committee  1 <sup>st</sup> Friday Bi-Monthly Conf. Call  <b>1:00pm</b>	<b>CTC</b> Coastside Trans. Committee  2 <sup>nd</sup> Thursday Qtly. Senior Coastsiders 925 Main St., HMB  <b>10:00-11:30am</b>	<b>SamTrans Board</b>  1 <sup>st</sup> Wednesday Monthly  <b>2:00pm</b>
January 14, 2020	January 7, 2020	January 14, 2020	January 10, 2020		January 8, 2020
February 11, 2020	February 4, 2020	February 11, 2020			February 5, 2020
March 10, 2020	March 3, 2020	March 10, 2020	March 6, 2020	March 12, 2020	March 4, 2020
April 14, 2020	April 7, 2020	April 14, 2020			April 1, 2020
May 12, 2020	May 5, 2019	May 12, 2020	May 1, 2020		May 6, 2020
June 9, 2020	June 2, 2020	June 9, 2020			June 3, 2020
July 14, 2020	July 7, 2020	July 14, 2020	July 10, 2020	June 11, 2020	July 8, 2020 (2 <sup>nd</sup> Wednesday)
NO MEETING	August 4, 2020	NO MEETING			August 5, 2020
September 8, 2020	September 1, 2020	September 8, 2020	September 4, 2020	September 10, 2020	September 2, 2020
October 13, 2020	October 6, 2020	October 13, 2020			October 7, 2020
November 10, 2020	November 3, 2020	November 10, 2020	November 6, 2020		November 4, 2020
December 8, 2020	December 1, 2020	December 8, 2020		December 10, 2020	December 2, 2020

NOTE: ERC (Efficiency Review Committee) meets as needed.

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

April 14, 2020

- |   |      |
|---|------|
| 1. Welcome / Roll Call  | 1:30 |
| 2. Approval of February 11, 2020 PCC Minutes*                           | 1:35 |
| 3. Committee Reports  | 1:40 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair             |      |
| b. Grant/Budget Review – Nancy Keegan, Chair                            |      |
| c. Education – Sammi Riley, Chair                                       |      |
| d. Executive – Benjamin McMullan, Chair                                 |      |
| e. Nominating/Membership – Nancy Keegan, Chair                          |      |
| i. Approval of Sue Alvey, Rosenor House, as new PCC member*             |      |
| 4. Consumer Comments  | 2:00 |
| 5. Effect of Covid 19 Pandemic on Paratransit Programs – Richard Weiner | 2:10 |
| 6. SamTrans / Redi-Wheels Reports                                       | 2:20 |
| a. Operational Report – Tina Dubost                                     |      |
| b. Performance Summary – Tina Dubost                                    |      |
| c. Comment Statistics Report – Tina Dubost                              |      |
| d. Safety Report – Patty Talbott  |      |
| 7. Liaison Reports  | 2:30 |
| a. Agency – Nancy Keegan  |      |
| b. ERC – Mike Levinson  |      |
| c. Commission on Disabilities (COD) – Ben McMullan                      |      |
| d. Center for Independence (CID) – Ben McMullan                         |      |
| e. Commission on Aging (COA) – Scott McMullin                           |      |
| f. Coastside Transportation Committee (CTC) – Tina Dubost               |      |
| g. Stakeholder Advisory Group (SAG) – Sandra Lang                       |      |
| 8. Other Business   | 2:40 |
| a. 1Q2020 Consumer Corps Report – Jane Stahl                            |      |

\*Action Item [Note: Due to cancellation of the March 10<sup>th</sup> meeting, there are no minutes from March to approve.]

## SAN MATEO COUNTY

### PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of February 11, 2020 Meeting

[Note: The PCC meeting on March 10<sup>th</sup> was cancelled.]

#### **ATTENDANCE:**

##### Members:

Sue Alvey, Rosener House  
Dinae Cruise, Vice Chair  
Tina Dubost, SamTrans  
Nancy Keegan, Sutter Health/Senior Focus  
Sandra Lang, Community Member  
Mike Levinson, Consumer, PAL Chair  
Benjamin McMullan, Chair, CID  
Sammi (Wilhelmina) Riley, Consumer  
(Member attendance = 8/15, Quorum =  
Yes)

##### Guests:

Talib Salamin, Serra Cab  
Henry Silvas, SamTrans  
Patty Smith, Consumer  
Lynn Spicer, First Transit/Redi-Wheels

Jane Stahl, PCC Staff

Patty Talbott, First Transit/Redi-Wheels

Larisa Vaserman, Consumer

Richard Weiner, Nelson\Nygaard

##### Absentees:

Valerie Campos, Vista Center

Susan Capeloto, Dept. of Rehabilitation

Patty Clement, Catholic Charities

Monica Colondres, Community Advocate

Judy Garcia, Consumer

Scott McMullin, CoA

Marie Violet, Dignity Health

#### **WELCOME/INTRODUCTIONS:**

Chair Ben McMullan called the meeting to order at 1:38pm. Attendees introduced themselves.

#### **APPROVAL OF JANUARY MINUTES:**

Mike Levinson moved to approve the January 2020 minutes; seconded by Dinae Cruise; approved with no abstentions.

## **COMMITTEE REPORTS:**

### **Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair**

The committee met at 11:30 am on February 11<sup>th</sup> and received a detailed presentation from Legislative Affairs on legislative and funding issues for SamTrans and transportation generally. Tina Dubost had received a proposed decision from the PUC on implementation of SB 1376. MTC is planning a summit on paratransit issues although no date or details are available yet. The next PAL meeting is on March 10<sup>th</sup> at 11:30 am.

### **Grant/Budget Review – Nancy Keegan, Chair**

Mike reported a budget adjustment in the SamTrans budget for 2020.

### **Education – Sammi Riley, Chair**

Sammi Riley reported that the committee last met in January and will meet again on March 6<sup>th</sup>. They had a good turnout at a tabling session at the San Bruno Senior Center on January 27<sup>th</sup>. They will give a presentation on April 21<sup>st</sup> at the Foster City Senior Wing.

### **Executive – Benjamin McMullan, Chair**

Ben McMullan reported on a meeting with Jim Hartnett and Supervisor Carole Groom.

Highlights included:

- It was noted that it would be difficult to install Clipper Card readers on paratransit vehicles. As less than 40% of Redi-Wheel riders use smart phones, there is a need to explore other payment systems.
- A discussion on the shortage of drivers on both regular and paratransit vehicles.
- A focus group on the RFP for new scheduling software has since been arranged on February 12<sup>th</sup>.
- In his role as an MTC committee chair, Jim Hartnett will raise the question of a more universal policy on inter-county transfers.

Richard reported that AC Transit and BART did not receive a grant to study the issue of interagency trips. Tina said there are currently universal policies on how transfers work. Patty Talbott mentioned that Redi-Wheels provides fewer than 200 inter-agency trips a month. Richard reported that it's more of an issue in the East Bay and that "one seat rides" are being considered and that this may result in increased demand. Lynn reported issues with multi-agency trips as other agencies are very restrictive (such as having 30 minute on-time windows versus 20 minutes at Redi-Wheels). Patty was concerned that money spent on this issue could be better used and warned that "standardization" could result in loss of local control.

## **Nominations/Membership – Nancy Keegan, Chair**

Nancy reported that she will be scheduling another meeting.

### **CONSUMER COMMENTS**

Larisa reported confusion on drop offs at the Stanford Hospital between the 300 and 500 Pasteur Drive locations in Palo Alto. Lynn Spicer said they would have a supervisor check into the situation.

### **OPERATIONAL REPORTS**

Tina reported that the PUC had released a proposed decision on issues related to SB 1376. The information and comments received from the “Reimagine SamTrans” campaign are being analyzed and they will present more specific information later this year.

### **PERFORMANCE SUMMARY**

Total ridership in December was down as well as average weekday ridership. There is a 4% decrease for the calendar year primarily due to advance reservation trips. Fewer people are riding and there are slightly fewer new applicants.

Taxi rides were 41%; on time performance met the standard at 90.7%; productivity is good at 1.92 passengers/hour. Average telephone wait time in queue met the standard.

The committee discussed the decline in ridership at length. Sue Alvey reported that agencies typically see a decrease in January and February as these are more difficult times of year to travel and numbers in their program do decrease. Tina said that there was a small decrease from this time last year and Henry Silvas reported that prior to that ridership was up 2 to 3% so didn't think it was a significant decrease. Patty Smith thought the decrease could be due to many low-income people leaving the area. Larisa asked if the decrease in ridership would affect the budget for Redi-Wheels but Henry advised that the cost overall of providing the service is not affected.

Ben asked if there is anything that the PCC could do to address the decrease in ridership. Tina didn't think so. Richard thought it best to concentrate on service quality in case that could be contributing to lower ridership rates. Sammi commented that seniors tend to be healthier and many are still driving.

### **COMMENT STATISTICS REPORT**

Tina reported 47 total comments in December; response time is better. Most common complaint was for late rides.



Tina asked if members still liked the charts and the consensus was to keep them. Nancy thought it would be good to look at some historical data. Tina will look into providing this as a one-time five-year look back.

## **SAFETY REPORT**

Patty Talbott reported 3 minor incidents in December with one being preventable.

## **LIAISON REPORTS**

### **Agency – Nancy Keegan**

Nancy reported no meeting had been held.

### **ERC – Mike Levinson**

Tina is working on an RFP for new scheduling software and PCC members are participating in a focus group to provide input into the process.

### **Commission on Disabilities (CoD) – Ben McMullan**

A transportation survey is being conducted and is available at <https://www.surveymonkey.com/r/CoDParatransitsurvey>. They are continuing to work with the Sheriff's office on abuse against people with disabilities. Craig McCullough is organizing a social event on February 27<sup>th</sup>. The PCC would like to have a representative from the CoD as a member.

### **Center for Independence (CID) – Ben McMullan**

No report.

### **Commission on Aging (CoA) – Scott McMullin**

The next meeting is on March 9<sup>th</sup> where there will be a presentation on the Area Plan for Aging and Adult Services for the next four years. The Transportation Commission meets on February 13<sup>th</sup> from 3-4pm.

Nancy reported that the County Health Department has a budget deficit which may result in some Measure K funding for Aging and Adult Services being taken away. This would affect the Alzheimer's Association program and the volunteer ombudsman program. Other areas will also be impacted. Sandra reported that this will be discussed at the March 10<sup>th</sup> meeting of the County Supervisors at 9 am. Nancy advised of a meeting on March 26<sup>th</sup> at the Sobrato Center where these budget cuts will be discussed. The event flyer will be sent to the PCC members. Patty Smith queried why there is an issue when the County has large reserves.

**Coastside Transportation Committee (CTC) – Tina Dubost**

No updates.

**Stakeholder Advisory Group – Sandra Lang**

Ben, Mike and Sandra attended the SamTrans Board of Directors meeting where oversight of Measure W was discussed. An oversight committee will be formed in July. It will be a 15-member committee and will include people with disabilities and other groups.

**OTHER BUSINESS**

None. The next meeting is on Tuesday, March 10<sup>th</sup> at 1:30pm.

Meeting adjourned at 2:45pm.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Prev. Yr. Average
1. Total trips requested	31,028	31,316	31,779	29,621	30,954	30,809	30,179	32,315	29,704	29,504	29,524	27,394	21,835	31,176
2. Trips scheduled	28,727	28,869	29,217	27,174	28,551	28,608	28,060	30,015	27,238	26,766	26,801	25,321	18,513	28,594
a. Same day cancels	1,795	1,740	2,159	1,658	2,054	1,650	1,961	1,858	2,077	2,118	2,188	1,710	3,844	2,037
% of trips scheduled	6.2%	6.0%	7.4%	6.1%	7.2%	5.8%	7.0%	6.2%	7.6%	7.9%	8.2%	6.8%	20.8%	7.1%
b. Late cancels	560	552	482	441	461	447	407	554	495	619	484	374	506	545
% of trips scheduled	1.9%	1.9%	1.6%	1.6%	1.6%	1.6%	1.5%	1.8%	1.8%	2.3%	1.8%	1.5%	2.7%	1.9%
c. Total customer no-shows	476	437	266	377	300	428	375	490	411	479	427	265	378	391
% of trips scheduled	1.7%	1.5%	0.9%	1.4%	1.1%	1.5%	1.3%	1.6%	1.5%	1.8%	1.6%	1.0%	2.0%	1.4%
d. No-show (operator)	1	2	3	1	2	7	5	13	8	3	1	2	1	1
3. Total trips served	25,895	26,138	26,307	24,697	25,734	26,076	25,312	27,100	24,247	23,547	23,701	22,970	13,784	25,620
a. Average weekday riders	1,036	1,008	1,032	992	1,007	1,012	1,060	1,032	1,003	946	906	977	1,036	1,025
b. Advance reservation	17,183	15,256	17,400	16,747	16,783	16,753	16,394	17,398	15,917	15,392	15,094	14,835	8,899	16,776
c. Agency trips	3,583	3,675	3,731	3,380	3,795	4,134	3,779	4,249	3,433	3,651	3,628	3,303	1,346	3,628
d. Individual subscription	5,129	5,078	5,176	4,570	5,156	5,189	5,139	5,453	4,897	4,504	4,979	4,832	3,539	5,038
e. Taxi trips	10,905	9,955	9,788	9,909	10,448	10,364	10,573	11,934	10,246	9,745	9,282	8,689	4,360	9,955
(taxi % of total trips)	42.1%	38.1%	37.2%	40.1%	40.6%	39.7%	41.8%	44.0%	42.3%	41.4%	39.2%	37.8%	31.6%	38.9%
4. Total Redi-Wheels riders	2,124	2,129	2,112	2,074	2,131	2,119	2,123	2,183	2,027	2,018	2,007	1,982	1,557	2,148
5. Inter-County Transfer Trips	150	177	176	172	173	157	157	166	156	143	121	146	77	161
6. On-time performance <sup>1</sup>	90.8%	91.7%	91.5%	92.5%	92.6%	92.0%	91.1%	91.5%	90.8%	90.7%	92.4%	92.8%	95.1%	91%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.91	1.93	1.94	1.98	1.99	1.97	1.95	1.99	1.98	1.92	1.91	1.86	1.52	1.98
8. Complaints per 1000 trips	0.50	0.65	0.38	0.40	0.35	0.84	0.83	0.85	0.99	0.76	0.59	0.52	0.65	0.6
9. Compliments per 1000 trips	0.46	0.96	0.80	1.26	0.97	0.69	0.67	0.55	0.70	0.34	0.46	0.65	0.80	0.9
10. Avg phone wait time (mins) <sup>3</sup>	0.8	0.9	0.7	1.4	1.1	0.6	1.1	0.7	0.9	0.8	0.5	0.8	NA	1.15

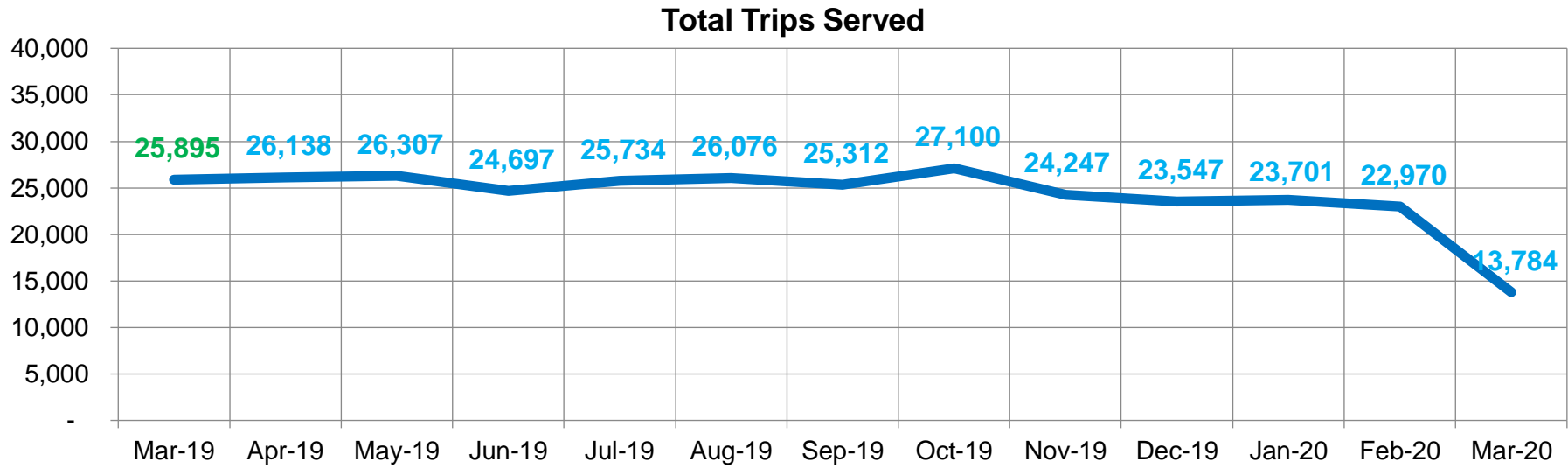
4/11/2020

Notes:

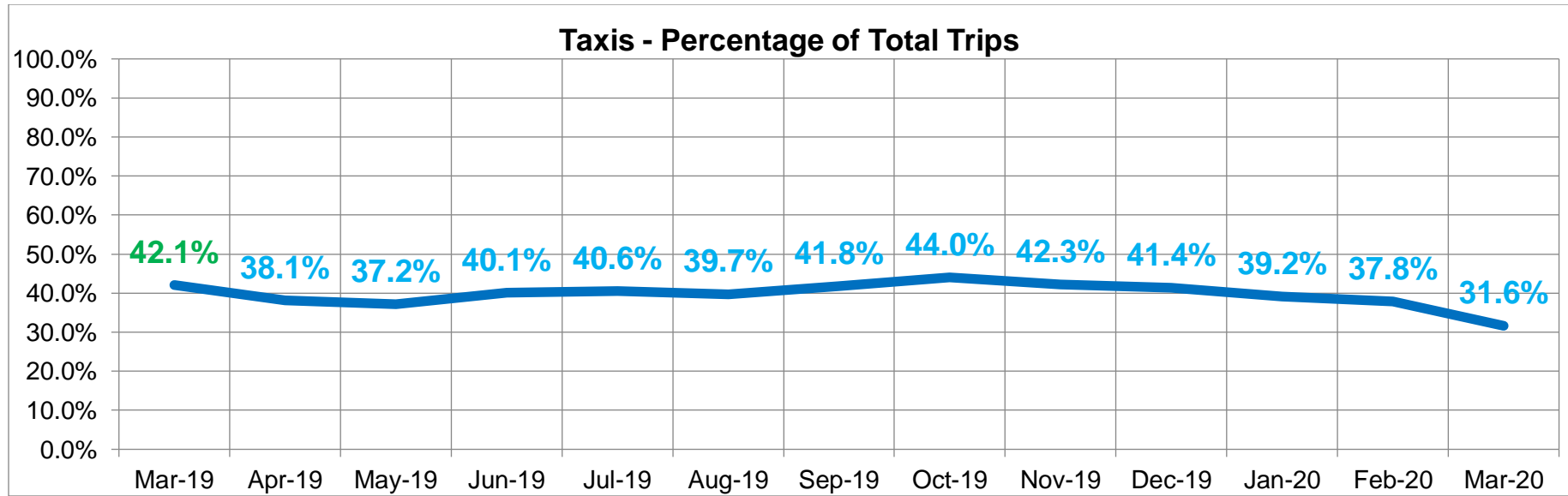
- 1 Standard = 90%
- 2 Standard = 1.70
- 3 Standard = < 1.5

**Note that data for March 2020 is preliminary**

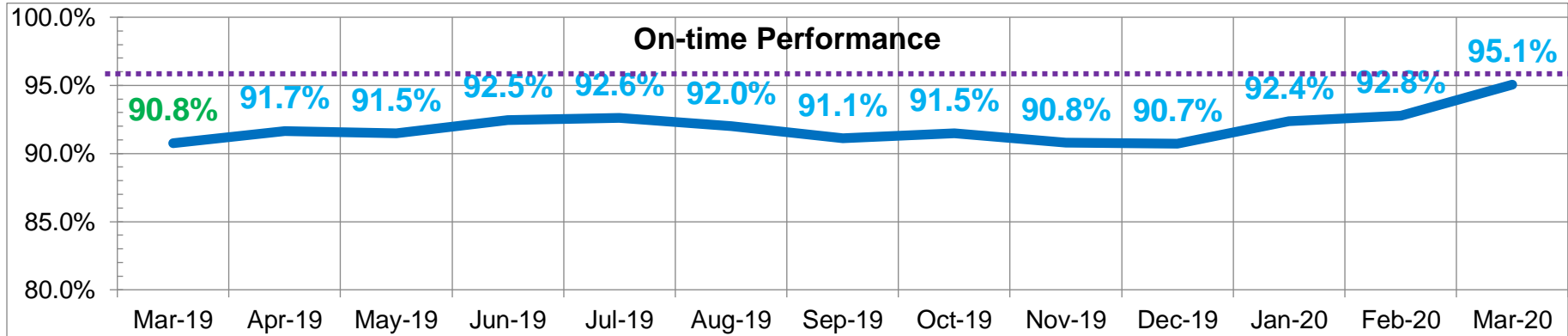
## Total Trips



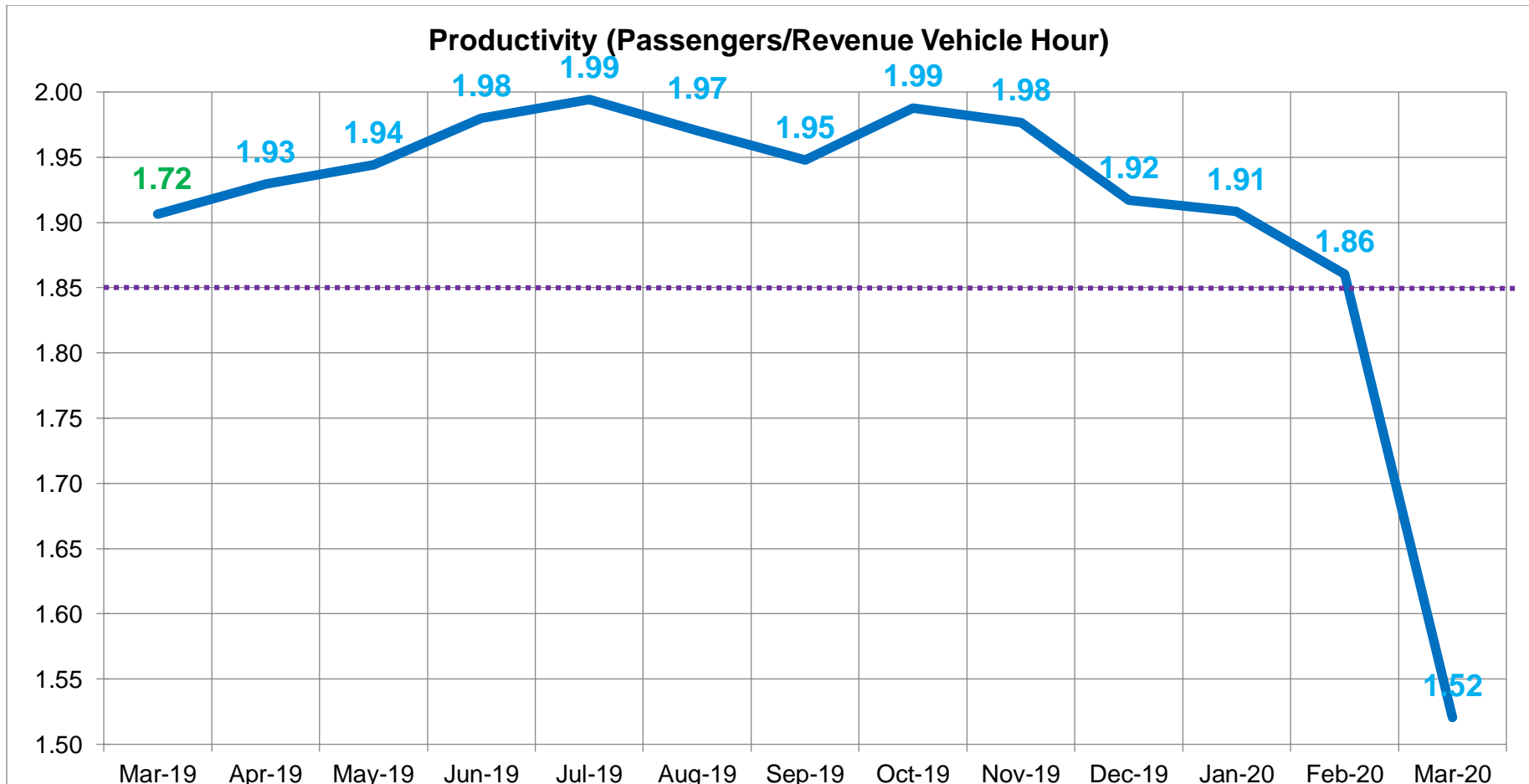
## Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Redi-Wheels Comment Statistics

2019 Comments	Mar-20	
	Subtotal	Rate/1000
Rides	13,785	
<b>Total Comments by Category</b>		
Compliment	11	0.51
Policy Related	3	0.07
Service Related	17	0.22
<b>Total</b>	<b>31</b>	<b>0.80</b>
<b>Average Response Time to Customer (Working Days)‡</b>		
Compliment	5.3	
Policy Related	12.0	
Service Related	12.9	
<b>Overall</b>	<b>9.2</b>	
	<b>CC</b>	<b>CR</b>
Compliment	0	11
Policy Related	0	3
Service Related	1	16
<b>Overall</b>	<b>1</b>	<b>30</b>

‡ Excludes weekends and holidays