



Agenda, Minutes & Reports

December 10, 2019

1:30pm

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

Meeting Schedule for 2019

PCC San Mateo County Paratransit Coordinating Council	PCC Executive Committee	PAL Policy-Advocacy- Legislative Committee	Education Committee	CTC Coastside Trans. Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	1 st Tuesday Monthly Conf. Call	2 nd Tuesday Monthly	1 st Friday Bi-Monthly Conf. Call	2 nd Thursday Qtly. Senior Coastsiders 925 Main Street, Half Moon Bay	1 st Wednesday Monthly	To be determined
1:30-3:30 p.m.	1:00-2:00pm	11:30-12:30 p.m.	1:00 p.m.	10:00-11:30am	2:00 p.m.	1:30-3:00 p.m.
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	May 2, 2019 11a.m.
June 11, 2019	June 4, 2019	June 11, 2019		June 27, 2019*	June 5, 2019	TBA
July 9, 2019	July 2, 2019	July 9, 2019	July 5, 2019		July 10, 2019 (2 nd 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

*Date change

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

SamTrans - 2nd Floor Auditorium

December 10th, 2019

- | | |
|---|------|
| 1. Welcome / Roll Call / Introductions | 1:30 |
| 2. Approval of November 12, 2019 PCC Minutes* | 1:35 |
| 3. Presentation: “An Overview of San Mateo County’s Aging & Adult Services and the Frequency of Elder Abuse in Our Local Community”
Nicole Fernandez, San Mateo County EDAPT | 1:40 |
| 4. Committee Reports | 2:00 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| b. Grant/Budget Review – Nancy Keegan, Chair | |
| c. Education – Alex Madrid, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| 5. Consumer Comments | 2:15 |
| 6. SamTrans / Redi-Wheels Reports | 2:30 |
| a. Operation Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Patty Talbott | |
| 7. Liaison Reports | 2:45 |
| a. Agency – Nancy Keegan | |
| b. ERC – Mike Levinson | |
| c. Commission on Disabilities (COD) – Ben McMullan | |
| d. Center for Independence (CID) – Ben McMullan/Alex Madrid | |
| e. Commission on Aging (COA) – Scott McMullin | |
| f. Coastside Transportation Committee (CTC) – Tina Dubost | |
| g. Stakeholder Advisory Group (SAG) – Sandra Lang | |
| 8. Other Business | 3:00 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of November 12th, 2019 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation
Dinae Cruise, Vice Chair
Tina Dubost, SamTrans
Judy Garcia, Consumer
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Alex Madrid, Education Chair, CID
Benjamin McMullan, Chair, CID
Scott McMullin, CoA
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 11/16, Quorum =
Yes)

Guests:

Talib Salamin, Serra Cab
David Scarbor, SamTrans
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
David Koffman, Nelson\Nygaard

Absentees:

Valerie Campos, Vista Center
Patty Clement, Catholic Charities
Monica Colondres, Community Advocate
Nancy Keegan, Sutter Health/Senior Focus
Kathi Minden, Rosener House

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:39pm. Attendees introduced themselves.

APPROVAL OF OCTOBER MINUTES:

A motion to approve the October 2019 PCC minutes was made by Dinae Cruise and seconded by Sandra Lang. Scott McMullin abstained. The minutes were approved.

COMMITTEE REPORTS:

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

The committee met at 11:30am on November 12th. They discussed SB 1376 at length but there were advised that no conclusions had been made on how it would be implemented. They also discussed the possibility of adding call-in capability to PCC

meetings but the consensus was that there was no reasonable way to accomplish this and there isn't a pressing need. However, increasing outside attendance is in the work plan.

Ben McMullan asked if there were any next steps that the PCC might take with regard to SB 1376 but David Scarbor thought not at the moment.

The next meeting is on December 10th, at 11:30am.

Grant/Budget Review – Nancy Keegan, Chair

There were no updates.

Education – Alex Madrid, Chair

The committee met on November 1. They discussed wording for the new banner, and an outreach event at the San Bruno Senior Center in January. They also discussed submitting a letter to the editor of the San Mateo Daily Journal on the work of the PCC in an effort to recruit more members, and a meeting with Supervisor Groom in January. At the meeting, Mike reported that the SamTrans Board of Directors had approved \$1.7M to purchase 13 new paratransit buses. Finally, everyone thanked Marie Violet for facilitating an interview on PenTV where Mike and Sammi talked with Dani Gasparini on "Pen Voice."

Executive – Benjamin McMullan, Chair

The committee met on November 5th. Nancy Keegan is coordinating a meeting of the Nominating/Membership Committee to develop a plan for outreach and membership recruitment. Alex and Ben will work with them. There is no plan to move forward with an ERC meeting at the moment.

They discussed the proposed new scheduling software and Mike reminded the committee that the PCC had been involved with the RFP process in the past. Ben reported on a meeting in October with Supervisor Groom where they discussed funds for paratransit, the need for more accessible taxis in the county, and the installation of Clipper card capability on Redi-Wheels vehicles. Nelson\Nygaard reported at the meeting that their contract is being extended through 6/30/20 and they were waiting for a formal request from SamTrans to submit a new proposal that will be a continuation of current services.

Tina Dubost advised that Clipper is sponsored by the MTC who are in the process of upgrading to Clipper 2.0 which may have the capability to be used on Redi-Wheels.

Nicole Fernandez will give a presentation on Elder Abuse at the December 10th PCC meeting.

PRESENTATION: “Reimagine SamTrans” by Amy Linehan, SamTrans Public Affairs Specialist

Amy Linehan reviewed an effort underway to redesign the bus network for 2021. A copy of her presentation can be found [on the PCC website](http://sanmateopcc.org/advocacy-and-legislation/) (<http://sanmateopcc.org/advocacy-and-legislation/>). Everyone is invited to complete the online survey at <http://www.reimaginesamtrans.com/survey>.

Questions following her presentation included:

- The survey should be available in languages other than English, Spanish and Chinese. Amy responded that these are just the primary languages but understood that those aren't the only languages spoken throughout the county. They should focus on areas where service is lacking, e.g. Coastside. They are aware of such areas and will take this into account in their outreach.
- To reach out to people who don't have internet service. They can call the customer service number and take the survey over the phone.
- To focus efforts on the emerging senior population who might not currently use SamTrans but might in the future. They are planning to give presentations to many groups and welcome any suggestions for outreach groups or locations.
- The survey should include analysis of where people go as opposed to where they board a bus. Yes, the survey asks how riders are using SamTrans.
- Talk to students in schools and community colleges about using public transportation. Yes, they are reaching out to those communities.
- Is paratransit part of the project? Not per se, but they do recognize that disabled persons utilize the bus service and will include this in the effort.
- Ensure that payment options are accessible to people who don't have smartphones.

CONSUMER COMMENTS

Patty Smith reported having been involved in an accident on Redi-Wheels and felt she was put into a vulnerable situation as she was not provided any instructions. She said that the incident showed a lack of guidance on what passengers should do in such an event. Tina said that there are few accidents, there are many variables, and including information in the Rider's Guide might deter passengers from taking the service. Patty was advised to report any follow up with Claims and to share any additional information with them. Ben thought it would be helpful if there could be some basic steps available.

Larisa reported an occasion when dispatch “lectured” her when she called for an ETA on a pick-up. Tina and Patty said they would look into this.

OPERATIONAL REPORTS

Tina arranged for PCC members to take a ride on a Redi-Wheels vehicle after the meeting.

She had researched on-time performance for the consumer who attended the November meeting and reported a late pickup. The late pick up was due to heavy traffic but the consumer was dropped off on time. In addition, the customer had taken 132 trips so far this year – drop-off was at 96% on time and pick-up was 97%. Tina had sent a letter to the consumer.

She reported that Redi-Wheels didn’t lose power during the recent safety shutoffs. RediCoast did lose power but continued to operate on generators.

Alex reported that drivers are confused about the tie downs on the new buses on the ECR route. Tina will follow up on that.

PERFORMANCE SUMMARY

Total ridership was very similar to September 2018, down just 2%. On demand trips declined which Tina felt was part of an overall trend with transit riders being priced out of the county. Taxi trips were at 41%, on-time performance was 91.1%, and productivity was good at 1.95. Average time in queue met the standard.

COMMENT STATISTICS REPORT

There were 18 compliments and 51 policy and service comments with most comments about late trips. Retraining took place following complaints about a driver’s conduct

SAFETY REPORT

Patty Talbott reported 7 incidents in October, one of which was preventable.

LIAISON REPORTS

Agency – Nancy Keegan

Tina reported that they had a meeting and there were no major issues.

ERC – Mike Levinson

Mike reported that no meeting had been scheduled.

Commission on Disabilities (CoD) – Ben McMullan

Ben reported that CoD is putting out a transportation survey, talking further about IHSS focus groups, and organizing an advocacy effort related to people with disabilities being victims of abusive situations.

Center for Independence (CID) – Ben McMullan/Alex Madrid

CID is still looking for part-time and full-time employees. CID worked with CERT to get power batteries to people in need and distributing them on an as needed basis on this side of the county.

Alex asked about using Redi-Wheels in the event of an emergency. Tina advised that they don't have the capacity to respond to ride requests in the event of an emergency. Sandra reminded the group to reinforce the need to sign up for SMC Alerts and be prepared for an emergency.

Ben also noted that people with disabilities need to plan for any required assistance and put in place support networks. Sammi talked about a program in Burlingame to get to know your neighbor.

Commission on Aging (COA) – Scott McMullin

The next meeting will be November 18 and the topic is nutrition. Guest speakers will be a panel of nutrition and meal delivery representatives. The next Transportation meeting will be January.

Coastside Transportation Committee (CTC) – Tina Dubost

There will be a meeting on December 12th.

Stakeholder Advisory Group – Sandra Lang

The draft plan for Measure A and Measure W was released on October 14th and reviewed by the SAG on October 22nd. The final product was presented at a virtual town hall on November 4th and is available online. The plan will go before the full SamTrans Board of Directors in December. Everyone is encouraged to review it and provide final comments before November 15th.

OTHER BUSINESS

Mike mentioned that the New Beginning Coalition will meet on November 19th, at 264 Harbor Blvd., Belmont, from 9-11am.

Next meeting is on Tuesday, December 10th at 1:30pm.

Meeting adjourned at 3:13pm.

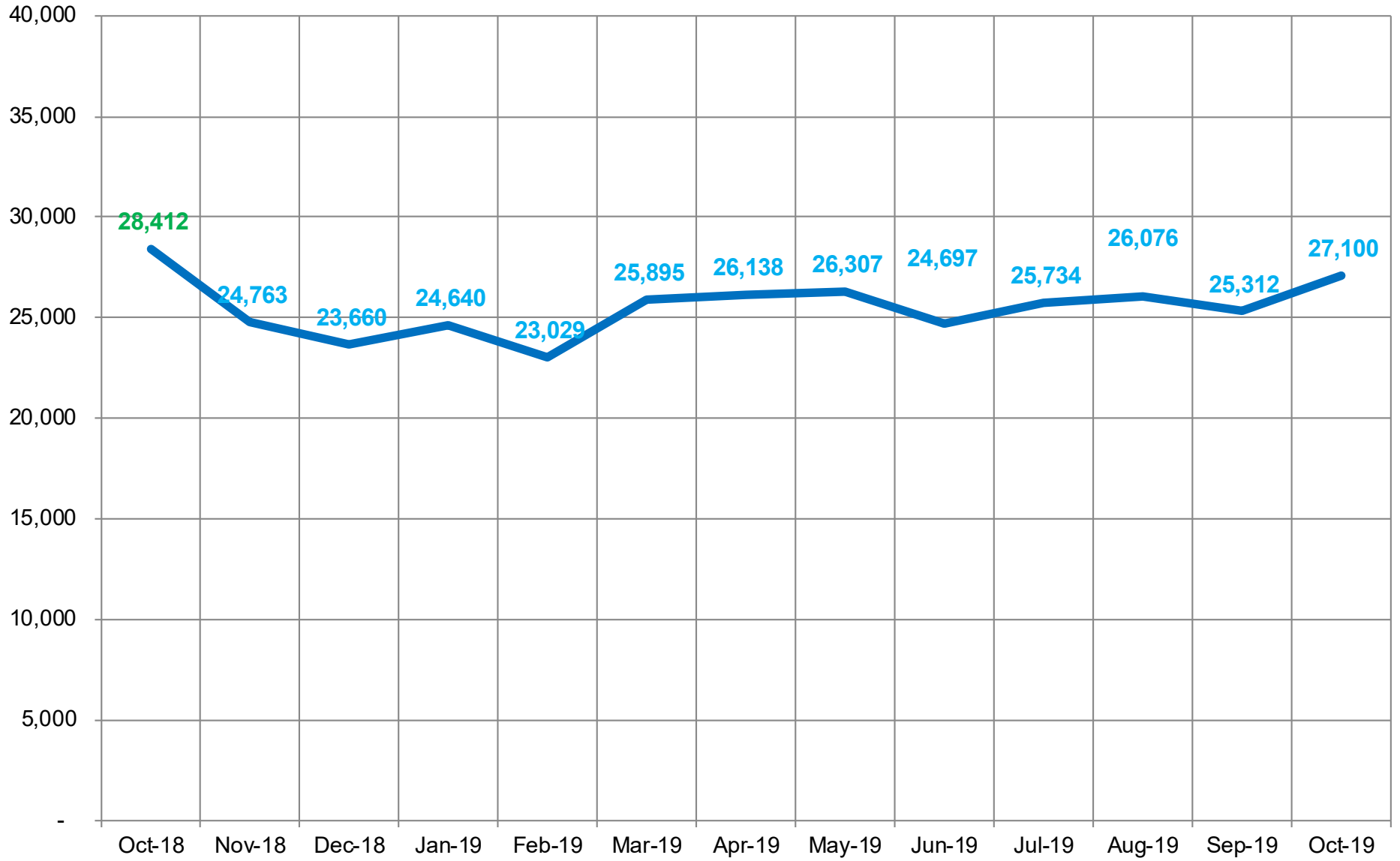
Redi-Wheels Reports

Performance Measure

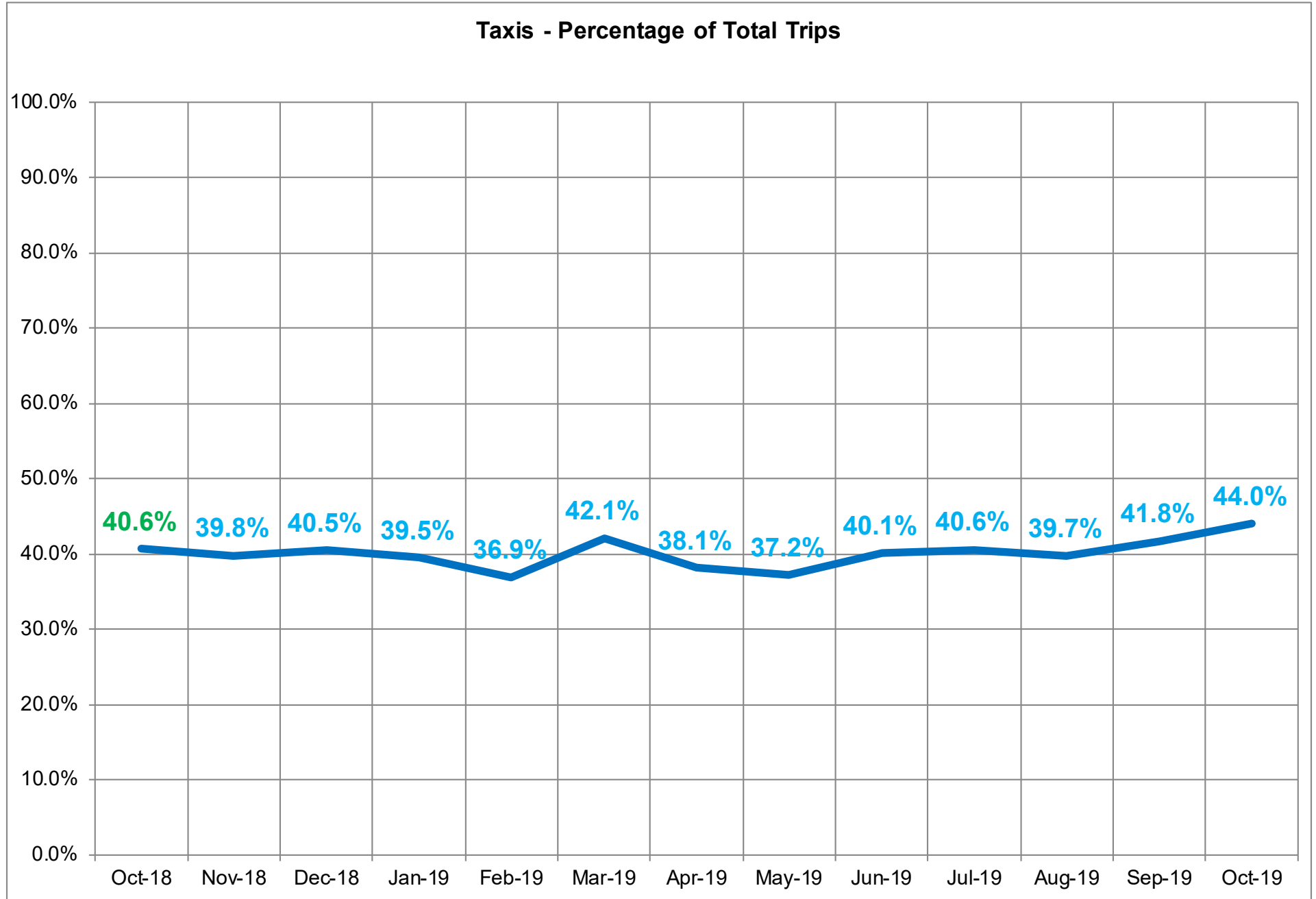
Performance Measure	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Prev. Yr. Average
1. Total trips requested	34,196	31,269	29,860	30,918	28,294	31,028	31,316	31,779	29,621	30,954	30,809	30,179	32,315	31,176
2. Trips scheduled	31,082	28,165	27,005	28,172	26,068	28,727	28,869	29,217	27,174	28,551	28,608	28,060	30,015	28,594
a. Same day cancels	1,693	2,396	2,438	2,481	2,073	1,795	1,740	2,159	1,658	2,054	1,650	1,961	1,858	2,037
% of trips scheduled	5.4%	8.5%	9.0%	8.8%	8.0%	6.2%	6.0%	7.4%	6.1%	7.2%	5.8%	7.0%	6.2%	7.1%
b. Late cancels	607	598	546	601	534	560	552	482	441	461	447	407	554	545
% of trips scheduled	2.0%	2.1%	2.0%	2.1%	2.0%	1.9%	1.9%	1.6%	1.6%	1.6%	1.6%	1.5%	1.8%	1.9%
c. Total customer no-shows	370	408	360	449	432	476	437	266	377	300	428	375	490	391
% of trips scheduled	1.2%	1.4%	1.3%	1.6%	1.7%	1.7%	1.5%	0.9%	1.4%	1.1%	1.5%	1.3%	1.6%	1.4%
d. No-show (operator)	0	0	1	1	0	1	2	3	1	2	7	5	13	1
3. Total trips served	28,412	24,763	23,660	24,640	23,029	25,895	26,138	26,307	24,697	25,734	26,076	25,312	27,100	25,620
a. Average weekday riders	1,078	1,004	956	970	951	1,036	1,008	1,032	992	1,007	1,012	1,060	1,032	1,025
b. Advance reservation	18,859	16,502	16,203	16,029	14,930	17,183	15,256	17,400	16,747	16,783	16,753	16,394	17,398	16,776
c. Agency trips	4,010	3,360	2,970	3,580	3,381	3,583	3,675	3,731	3,380	3,795	4,134	3,779	4,249	3,628
d. Individual subscription	5,543	4,901	4,487	5,031	4,718	5,129	5,078	5,176	4,570	5,156	5,189	5,139	5,453	5,038
e. Taxi trips	11,539	9,849	9,581	9,730	8,492	10,905	9,955	9,788	9,909	10,448	10,364	10,573	11,934	9,955
<i>(taxi % of total trips)</i>	40.6%	39.8%	40.5%	39.5%	36.9%	42.1%	38.1%	37.2%	40.1%	40.6%	39.7%	41.8%	44.0%	38.9%
4. Total Redi-Wheels riders	2,218	2,140	2,095	2,067	2,050	2,124	2,129	2,112	2,074	2,131	2,119	2,123	2,183	2,148
5. Inter-County Transfer Trips	199	155	131	168	155	150	177	176	172	173	157	157	166	161
6. On-time performance ¹	88.7%	90.1%	91.1%	91.8%	92.0%	90.8%	91.7%	91.5%	92.5%	92.6%	92.0%	91.1%	91.5%	91%
7. Productivity (psgrs/rvh) ²	1.97	1.87	1.86	1.87	1.83	1.91	1.93	1.94	1.98	1.99	1.97	1.95	1.99	1.98
8. Complaints per 1000 trips	0.67	0.97	0.68	0.77	0.39	0.50	0.65	0.38	0.40	0.35	0.84	0.83	0.85	0.6
9. Compliments per 1000 trips	1.02	1.13	0.85	0.73	1.09	0.46	0.96	0.80	1.26	0.97	0.69	0.67	0.55	0.9
10. Avg phone wait time (mins) ³	1.1	1.5	1.1	1.6	1.0	0.8	0.9	0.7	1.4	1.1	0.6	1.1	0.7	1.15
11/29/2019														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Total Trips

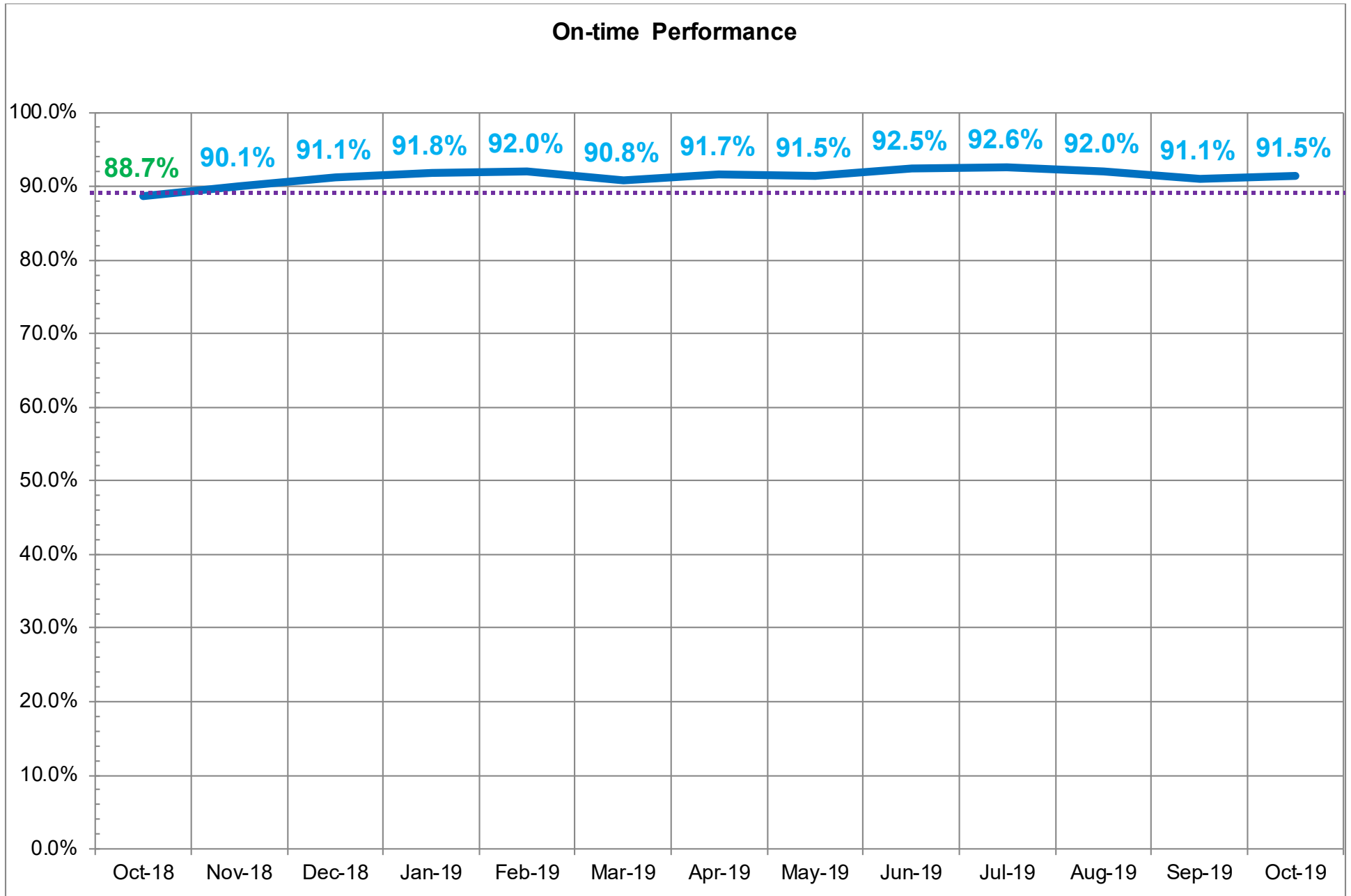
Total Trips Served



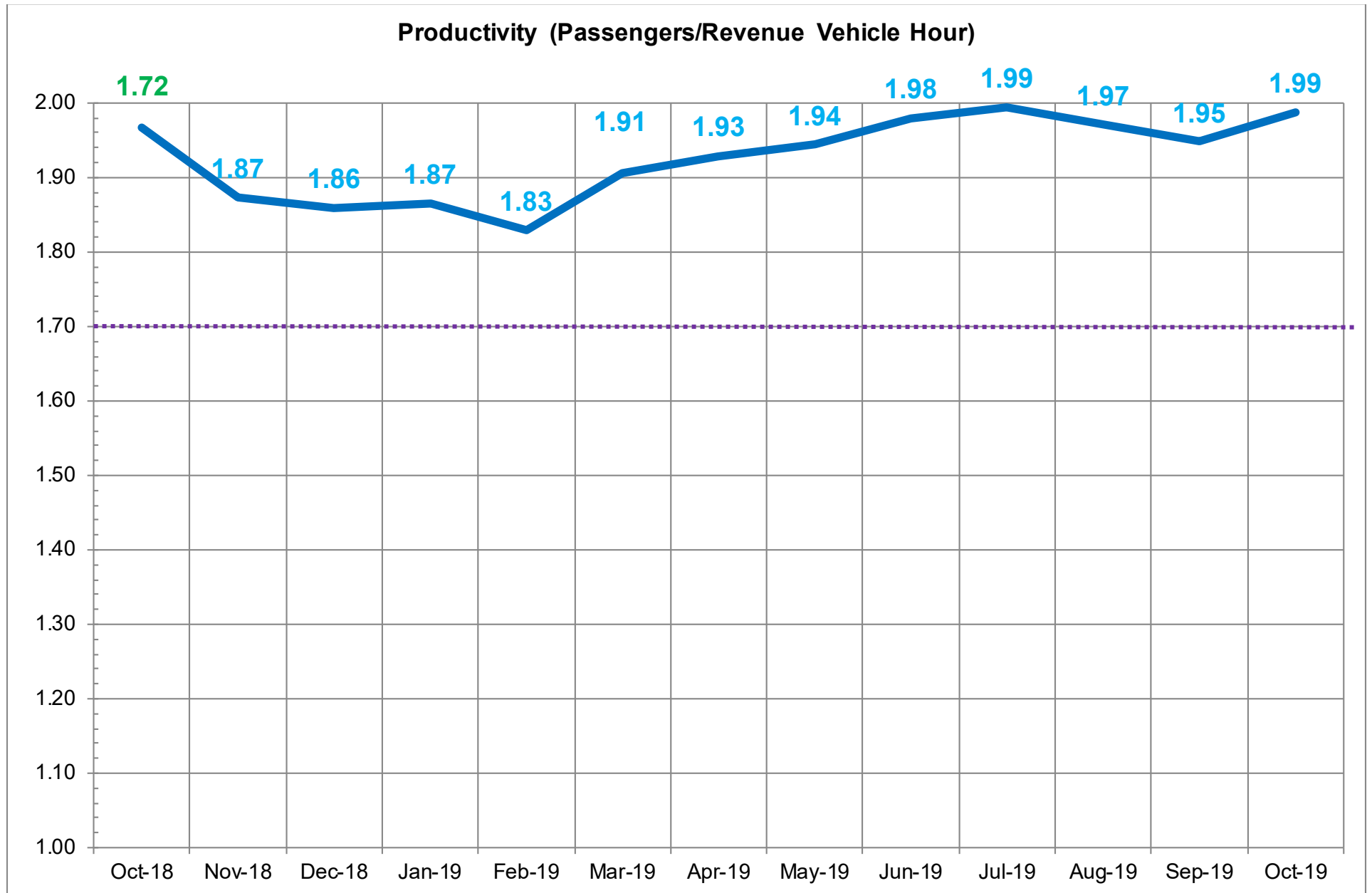
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Redi-Wheels Comment Statistics

2019 Comments	Oct-19	
	Subtotal	Rate/1000
Rides	27,100	

Total Comments by Category

Compliment	15	0.55
Policy Related	15	0.55
Service Related	39	1.44
Total	69	2.55

Average Response Time to Customer (Working Days)[‡]

Compliment	4.13	
Policy Related	10.46	
Service Related	8.88	
Overall	8.06	

	CC	CR
Compliment	4	11
Policy Related	2	13
Service Related	2	37
Overall	8	61

‡ Excludes weekends and holidays