



Agenda, Minutes & Reports

February 12, 2019

1:30 p.m.-3:30 p.m.

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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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.	1:30-2:30pm	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	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 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

AGENDA

San Mateo County Paratransit Coordinating Council (PCC) Meeting

SamTrans - 2nd Floor Auditorium

1250 San Carlos Avenue, San Carlos, CA 94070

February 12, 2019

- | | |
|--|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:35 |
| 3. Approval of January 8, 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. Consumer Corps Report – 4 th Quarter 2019 | 2:15 |
| 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 | |
| E. Emergency Preparedness – SamTrans Security Officer | |
| 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 is scheduled for Tuesday, March 12, 2019 at 1:30pm

*Action item

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

Minutes of Meeting
January 8, 2019

ATTENDANCE:

Members:

Monica Colondres, Community Advocate	Alex Madrid, CID/Education Chair
Dinae Cruise, Consumer, Vice Chair	Benjamin McMullan, Chair, CID
Tina Dubost, SamTrans	Sammi (Wilhelmina) Riley, Consumer
Barbara Kalt, Rosener House	Marie Violet, Dignity Health
Nancy Keegan, Sutter Health/Senior Focus	(Member attendance = 10, Quorum = Yes)
Mike Levinson, Consumer, PAL Chair	

Guests:

Scott McMullin, Community	Jane Stahl, PCC Staff
Talib Salamin, Serra Cab	Patty Talbott, First Transit-Redi-Wheels
David Scarbor, SamTrans	Larisa Vaserman, Consumer
Lynn Spicer, First Transit-Redi-Wheels	Richard Weiner, Nelson/Nygaard

Absentees:

Valerie Campos, Vista Center for the Blind	Judy Garcia, Consumer
Susan Capeloto, Dept. of Rehabilitation	Sandra Lang, COA Liaison
Aki Eejima, Consumer	

WELCOME/INTRODUCTIONS:

Ben McMullan called the meeting to order at 1:40pm. The meeting started with each attendee introducing themselves.

APPROVAL OF DECEMBER MINUTES:

A motion to approve the December minutes was made by Mike Levinson and seconded by Dinae Cruise; Nancy Keegan abstained. The minutes were approved.

COMMITTEE REPORTS:

A. POLICY ADVOCACY & LEGISLATIVE COMMITTEE (PAL)

Mike reported that Measure W passed by a narrow margin and no legal action was taken challenging the count. The committee had discussed Scott McMullin's question about the group advocating for other transportation services besides Redi-Wheels.

B. GRANT/BUDGET REVIEW

Barbara Kalt advised there were no updates.

C. EDUCATION COMMITTEE

Alex Madrid reported that the committee met on Friday, January 4th and are in the process of getting data for outreach activities. They will meet again in March.

D. EXECUTIVE COMMITTEE

Ben advised that the committee will meet on Monday, January 14th at 1pm.

PRESENTATION

Christy Wegener, SamTrans Director of Planning, gave a presentation on a UC Davis review of paratransit efficiencies to be presented to the SamTrans board on January 9th. This review looked at two different studies giving alternatives for:

- a. Microtransit feasibility
- b. Paratransit efficiency

The presentation covered the scope of the study, existing conditions, challenges and opportunities, alternatives to reducing costs, increasing revenue, demand management, and driver shortage. A copy of her presentation can be found here:

<http://www.samtrans.com/Assets/Agendas+and+Minutes/SamTrans/Board+of+Directors/Presentations/2019/UC+Davis+Paratransit+Efficiency+Study.pdf>.

A discussion followed her presentation.

Talib Salamin asked that the Board consider the time and training that has already occurred to start the taxi service project, that the real costs for taxis are used in comparison to a TNC, and that the Board is educated to the difficulties of bringing a taxi model into compliance since

they are subject to a number of contract obligations that TNCs don't have to meet. They should not select a TNC just to save a few cents.

Barbara Kalt suggested that the Board and/or PCC gather input from customers on what is more important – increasing fares or longer waits - before deciding to raise fares. Lifeline fares are well utilized because there are many very low income people who use paratransit.

Larisa Vaserman agreed with Barbara that the Lifeline fare is important and she would rather wait another hour vs. a fare increase. In response to a comment that indicated that Lifeline fares and cutting back to the ¾ mile ADA minimum are unique, Richard advised that the Lifeline fare is quite rare among paratransit agencies but cutting back to the ¾ mile limit is not that unusual. Many systems still do exceed that limit as the cost savings were not significant enough to deal with the political backlash of cutting service. He advised the group that Redi-Wheels ridership has grown by 17% in five years, which is not a big increase compared to other systems. 3% a year is less than in other areas. He asked what scheduling software was demonstrated to SamTrans staff. It's called Ecolane.

Monica Colondres commented on the operator shortage. County unemployment is the lowest it's been for a long time, which makes it hard to recruit Redi-Wheels operators. There's also competition with SamTrans who also have a driver shortage.

Scott McMullin said that we should be proud of voting to tax ourselves to provide more services and go beyond the minimum required by the ADA.

Nancy thought that the most appealing option amongst the cost savings measures would be to explore technological options. The PCC has worked on these for years. Larisa agreed that technology could be used for scheduling and routes but didn't think that it is the complete answer for the system. Talib urged caution with scheduling technology, especially in this geographic area.

David Scarbor commented that Atlanta looked at technological options but found that no technology can affect what is happening on the roads, e.g. traffic patterns, accidents, and weather. Larisa agreed and thought the best alternative is something that incorporates technology where it works best.

Monica asked if we have a scheduling problem that could be fixed with technology. She wasn't aware of any and we need to be careful as new technology may not be the answer. Christy said that she recognized that the points raised in the study on technology may be academic and not practical.

Mike said that the biggest advantage for technology is helping with dispatch not with scheduling. He agreed that there's a trade-off between fare adjustments and on-time performance. This varies from county to county due to traffic conditions. He asked if there was anything in the study that would compare a 30- vs. a 20- minute window. Tina said that this study is a starting point and much more analysis and research needs to be done. Mike said he would lean towards a 30-minute window if it would result in cost savings.

Barbara thought it would be a good idea to understand the impact of Measure W before any decisions were made. Christy said that the Board would have a retreat in March and will be asked to discuss how to spend the funds.

Talib reminded everyone that the City of San Mateo provides same day taxi rides for qualified participants and thought that more cities should adopt the same program. Sammi Riley said that Santa Clara has same day paratransit service for which they charge \$16. Christy knew of the demand for same-day service, that they would need to do much more analysis, and there would be heavy public input on any alternatives.

Alex thought there were good ideas in the study but didn't see any discussion on how to increase paratransit ridership. Christy is not aware of any studies on this but it's tricky as increasing ridership would increase costs. She thought the Board needed to talk about providing mobility options not just increasing ridership and should think critically about how to measure success. Tina reminded the group that, in contrast to fixed route service where it's economically efficient to add riders, Redi-Wheels is a very personalized service and each new rider adds significant cost.

The committee warmly thanked Christy for her presentation.

OPERATIONAL REPORT

None

PERFORMANCE SUMMARY

Comparing information from November 2017 to November 2018, ridership is down from 33,284 to 30,861. Tina thought this was due to the smoke from the wild fires that discouraged people from riding. The percentage of taxi trips was 39.8%. On time performance is good at 90.1%. The productivity remains high at 1.87 passengers per hour. Average Reservation telephone wait time meets the standard at 1.5 minutes.

STATISTICS REPORT

The new Monthly Redi-Wheels Comment Statistics report through November was distributed and showed a total of 26 complaints. Alex asked about time to respond and Tina will research. There were 30 compliments. The highest number of complaints were service related with late vehicles being the most common complaint.

Alex asked about clarification of the term “Valid” in the report. Tina explained that it represented the number of complaints that were substantiated; however, all complaints are taken seriously. They look for patterns, listen to recorded calls, and talk to drivers. This might result in providing coaching to drivers or reservationists. Mike suggested substituting the word “substantiated” to avoid the inference that if a comment is not deemed valid, then it’s invalid. A proposed solution was to add an asterisk by the word “Valid” and defining it at the bottom of page.

Sammi asked if everyone thought this was an issue and Ben said it had been raised at several meetings. It was stated that the report should be as accurate as possible i.e. if something is 45% valid, then the implication is that 55% are invalid. But we know that 55% are not invalid.

As this issue has been raised at many meetings, Monica suggested a subcommittee to look at a new wording. Apart from that no one has any question about the thoroughness of the report – the process is not in question. Ben said we could form a group so the PCC wouldn’t have return to the topic.

SAFETY REPORT

Patty reported that there were 12 incidents in December out of 30,000 trips, 6 of which were preventable. Alex asked about the pick-up issue with the Oceanview Senior Center in Pacifica; Lynn thought that it had been resolved and that all is now well.

LIAISON REPORTS

A. Coastside

Tina reported that a Coastside meeting was held in December talking about ridership and other updates. A Transportation Fair will be held at the end of January. The current director is retiring soon and they are looking for a replacement. The next meeting is in March.

B. Agency

Barbara said they will be working on it.

C. ERC

Mike reported that no meetings are scheduled.

D. Commission on Disability

Ben reported that they started meeting again in December so will give an update at a later meeting.

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

Alex reported that they are planning a new staff handbook training.

F. Commission on Aging

Scott reported that the next meeting is on Monday, January 14th with a spokesperson from the Ombudsman Program. The meeting is open to the public.

Other Business

Following a committee request, Tina reported on the number of days to become certified for paratransit. The number of calendar days to make an appointment was 16 in September, 15 in October and 11 in November, and the days from interview to receipt of eligibility letter were 8 in September, 10 in October, and 10 in November, which is below the standard.

Alex asked about the denial rate, and Tina thought it was between 4-5%; 64% are given unrestricted eligibility, the remainder get either temporary or conditional eligibility. Mike asked about appeals and Tina responded that the decision was upheld in all the appeals held in the last several months. She thanked Sammi for being on the eligibility committee.

Scott wondered if the 10 days to receive an eligibility decision could be improved? Tina said that amount of time was needed to make an accurate decision. Richard mentioned that having a lower goal would mean inadequate follow up and that due diligence required at least 10 days. A 4% denial rate is a low percentage by industry standards.

Mike reported a New Beginnings meeting on Tuesday, January 15th, 9-11am, 264 Harbor Blvd., Belmont where they will be discussing the County Managers database and statistics.

Monica asked if/how to get ahead of the Measure W funds apportionment. Tina said that no one knows yet what the process will be. Mike commented that PCC members should be involved in the selection of some to represent people with disabilities on the oversight committee responsible for allocation of funds.

Scott followed up on the suggestion at the December meeting of making a video of the scheduling/dispatch office and where that stands. Tina and David had concerns about confidentiality. Since dispatchers are often relaying customer names and addresses, it would be difficult to make a good video while protecting individuals' privacy. First Transit doesn't allow anyone outside of staff access to this information.

Next meeting will be on Tuesday, February 12, 2019 at 1:30pm.

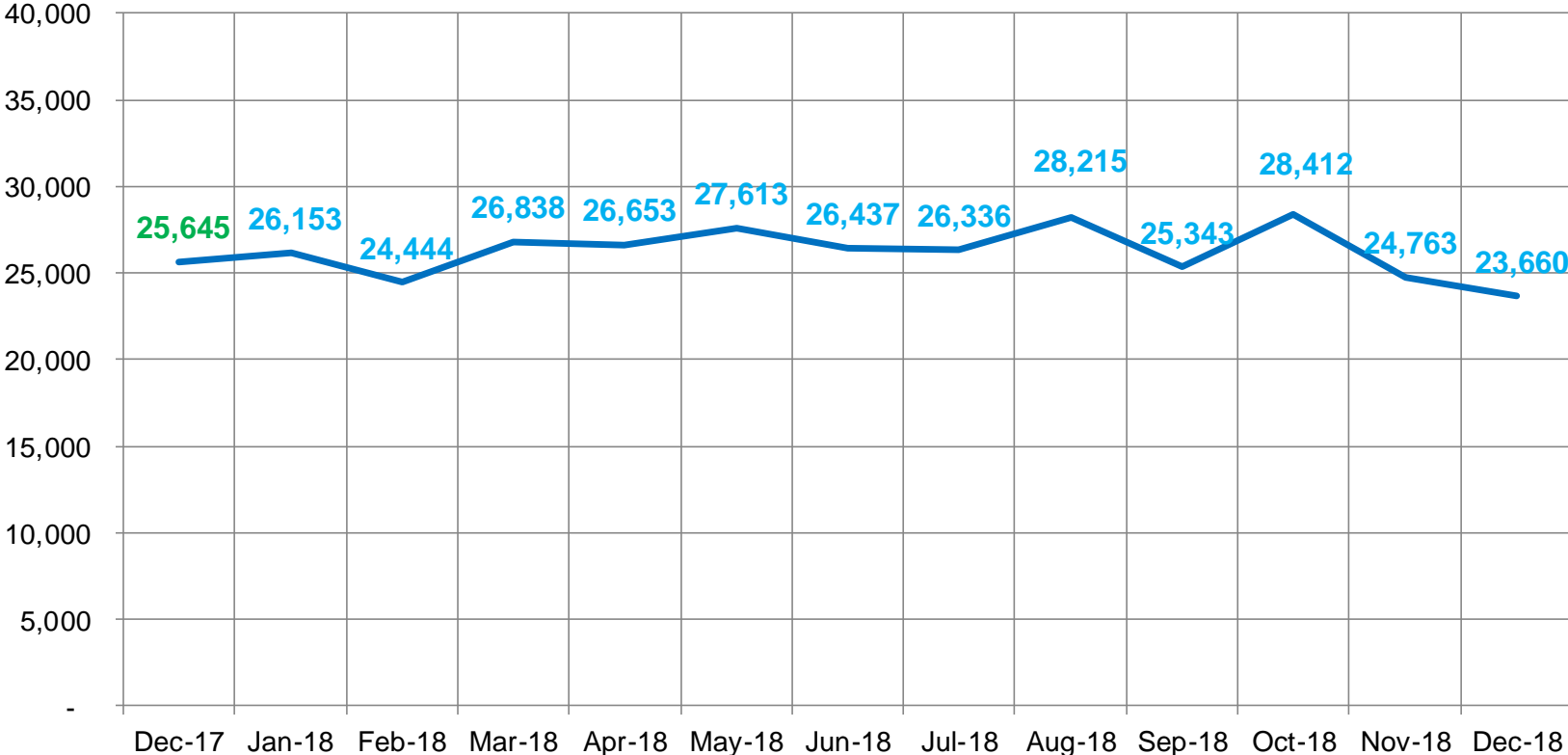
The meeting was adjourned at 3:30pm.

Redi Wheels Reports

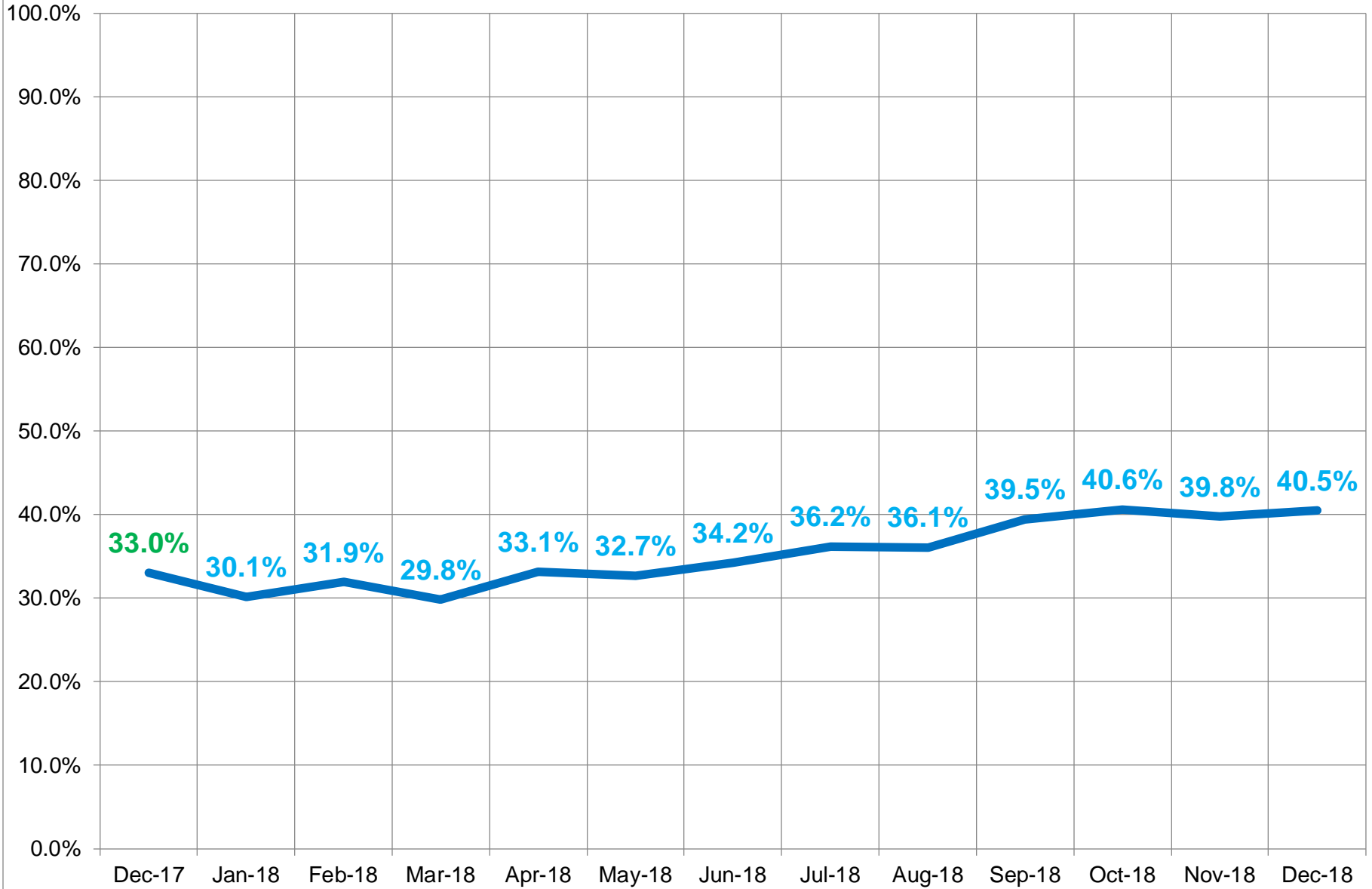
Performance Measure

Performance Measure	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Prev. Yr. Average
1. Total trips requested	31,595	32,578	29,689	32,474	31,533	32,930	31,579	31,698	33,371	30,759	34,196	31,269	29,860	32,495
2. Trips scheduled	28,407	29,041	27,211	29,666	29,227	30,158	29,152	29,191	31,035	28,417	31,082	28,165	27,005	29,702
a. Same day cancels	1,770	1,826	1,895	1,914	1,714	1,657	1,835	2,002	1,888	2,120	1,693	2,396	2,438	1,809
% of trips scheduled	6.2%	6.3%	7.0%	6.5%	5.9%	5.5%	6.3%	6.9%	6.1%	7.5%	5.4%	8.5%	9.0%	6.1%
b. Late cancels	546	662	528	567	534	523	516	514	553	546	607	598	546	559
% of trips scheduled	1.9%	2.3%	1.9%	1.9%	1.8%	1.7%	1.8%	1.8%	1.8%	1.9%	2.0%	2.1%	2.0%	1.9%
c. Total customer no-shows	445	395	342	347	326	363	363	336	377	405	370	408	360	386
% of trips scheduled	1.6%	1.4%	1.3%	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.4%	1.2%	1.4%	1.3%	1.3%
d. No-show (operator)	1	5	2	0	0	2	1	3	2	3	0	0	1	1
3. Total trips served	25,645	26,153	24,444	26,838	26,653	27,613	26,437	26,336	28,215	25,343	28,412	24,763	23,660	26,946
a. Average weekday riders	1,049	1,138	1,052	1,054	1,089	1,085	1,076	1,109	1,081	1,083	1,078	1,004	956	1,100
b. Advance reservation	17,601	17,484	16,554	17,855	17,862	18,323	17,414	17,141	18,322	16,741	18,859	16,502	16,203	18,224
c. Agency trips	3,468	3,754	3,289	3,765	3,730	3,943	4,040	4,039	4,285	3,547	4,010	3,360	2,970	3,722
d. Individual subscription	4,576	4,915	4,601	5,218	5,061	5,347	4,983	5,156	5,608	5,055	5,543	4,901	4,487	5,001
e. Taxi trips	8,473	7,879	7,803	8,010	8,832	9,029	9,050	9,531	10,182	10,000	11,539	9,849	9,581	8,616
(taxi % of total trips)	33.0%	30.1%	31.9%	29.8%	33.1%	32.7%	34.2%	36.2%	36.1%	39.5%	40.6%	39.8%	40.5%	32.0%
4. Total Redi-Wheels riders	2,299	2,269	2,184	2,240	2,238	2,253	2,171	2,195	2,277	2,301	2,218	2,140	2,095	2,269
5. Inter-County Transfer Trips	131	178	163	159	172	137	97	133	164	146	199	155	131	155
6. On-time performance ¹	89.7%	89.7%	90.3%	90.7%	92.4%	91.5%	92.3%	91.4%	91.1%	90.6%	88.7%	90.1%	91.1%	90%
7. Productivity (psgrs/rvh) ²	1.85	1.81	1.82	1.80	1.87	1.89	1.88	1.94	1.94	1.99	1.97	1.87	1.86	1.86
8. Complaints per 1000 trips	0.90	0.96	1.19	0.56	0.53	0.69	0.49	0.23	0.39	0.59	0.67	0.97	0.68	0.7
9. Compliments per 1000 trips	2.14	1.38	0.53	0.45	1.20	0.83	0.34	0.42	0.89	1.03	1.02	1.13	0.85	1.0
10. Avg phone wait time (mins) ³	1.0	1.0	0.8	1.2	1.1	1.5	2.3	1.6	1.2	0.9	1.1	1.5	1.1	1.37
1/28/2019														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

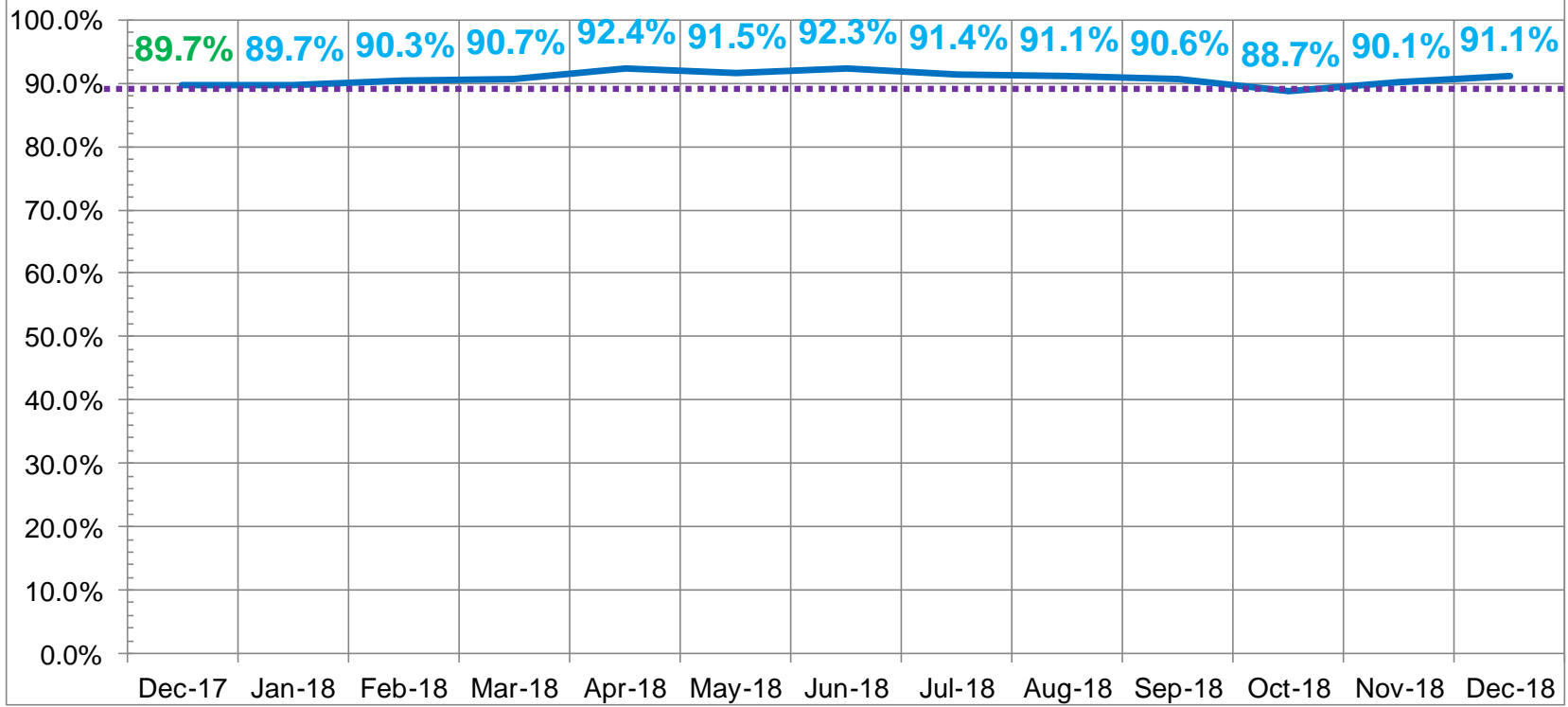
Total Trips Served



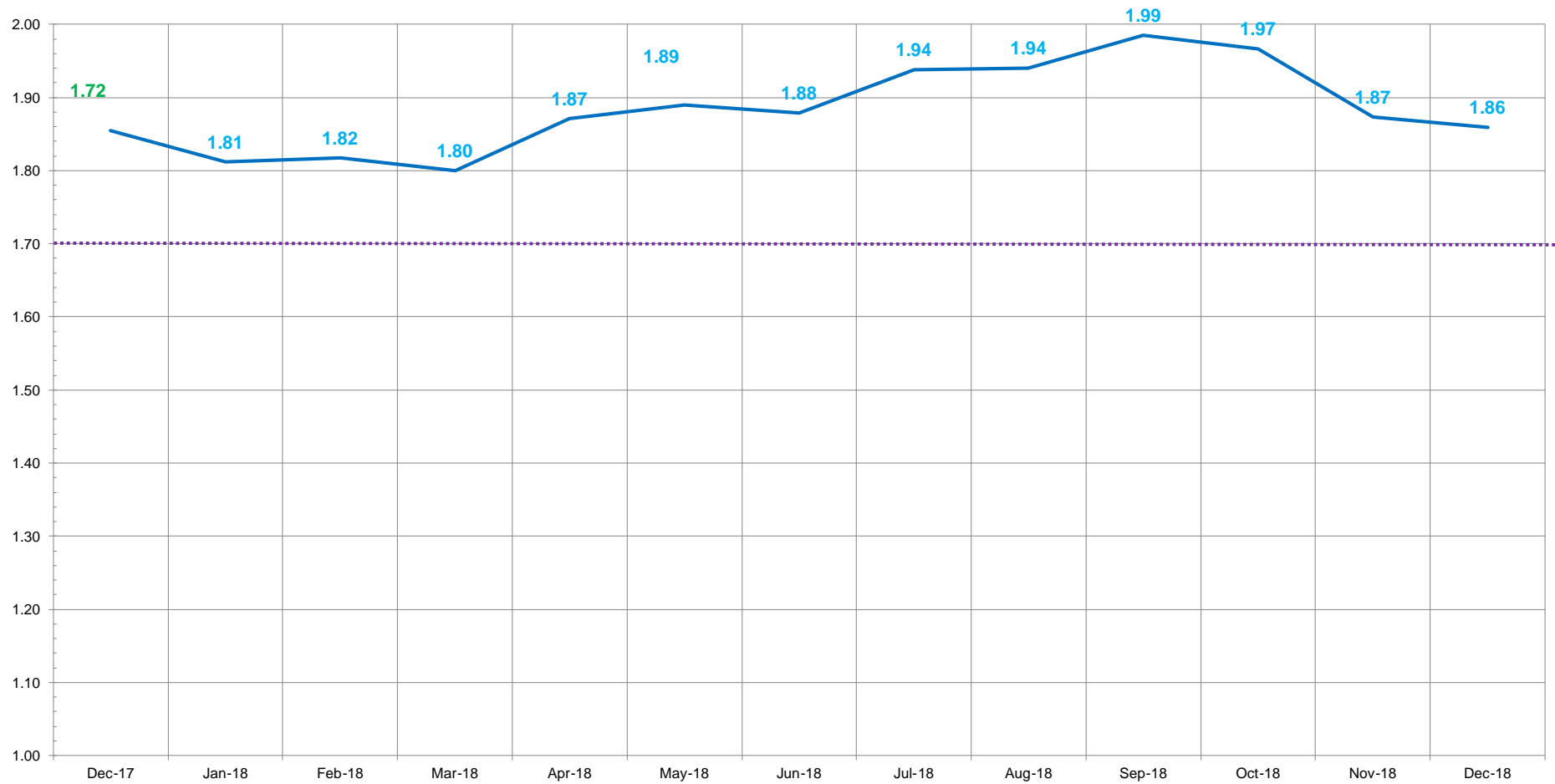
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Redi-Wheels Comment Statistics

PCC Review

2018 Comments	December		Year to Date		
	Total	Valid	Total	Valid	% Valid
Total	38	20	478	219	45.82%
Compliment	20	20	276	274	99.28%
Complaint	38	19	478	219	45.82%
Service Related					
Ride Canceled	1	0	4	1	25.00%
Driver Assistance	1	0	10	5	50.00%
Driver Conduct	8	1	90	28	31.11%
Trip Denial	0	0	0	0	N/A
Dispatcher	2	1	28	10	35.71%
Driving Proficiency	0	0	33	7	21.21%
Early Vehicle	0	0	3	1	33.33%
Incident	1	1	9	4	44.44%
Late Vehicle	12	11	122	96	78.69%
Missed Trip	1	0	36	15	41.67%
No Callback	0	0	0	0	N/A
Reservation Error	1	1	0	0	N/A
Reservation System	0	0	0	0	N/A
Ride Time	1	1	0	0	N/A
Reservationist	3	0	0	0	N/A
Scheduling Error	0	0	0	0	N/A
Safety of Passenger	0	0	0	0	N/A
Subtotals	31	16	335	167	49.85%
Non-Service Related					
Phones	0	0	3	3	100.00%
Policy Comment	0	0	91	30	32.97%
Service Request	6	3	40	18	45.00%
Vehicle	0	0	2	0	0.00%
Vehicle Preference	0	0	5	1	20.00%
Vehicle Un-Needed	1	0	2	0	0.00%
Subtotals	7	3	143	52	36.36%

Redi-Wheels Comment Statistics

PCC Review

2018 Comments	Dec-18	
	Subtotal	Rate/1000
Rides	23,660	
Valid Comments by Category		
Compliment	20	0.85
Policy Related	3	0.13
Service Related	16	0.68
Total	39	1.65
Average Response Time to Customer (Working Days)[‡]		
Compliment		
Policy Related		
Service Related		
Overall		
	CC	CR
Compliment	12	8
Policy Related	0	12
Service Related	7	19
Overall	12	39
‡ Includes: Non-Valid Comments; Excludes: weekends/holidays		



San Mateo County

Paratransit Coordinating Council

Consumer Corps Quarterly Report

This report covers the months of October through December 2018. A total of 127 reports were submitted this quarter.

On-Time Performance:

- 69% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time.
- The longest ride wait time reported this quarter was 100 minutes due to a missed connection following a delayed train from Reno.
- The next longest ride wait time reported was 67 minutes for a ride via taxi from San Francisco to San Mateo.

Telephone Reservations:

When making ride reservations, about 56% of Consumer Corps members reported that their calls were taken without being put on hold. 4% were subscription rides.

Night Before Calls:

64% received night before calls; 5% opted out; 1 report did not respond.

Same Day Reminder Calls:

57% received same day calls; 5% opted out; 2 reports did not respond.

Driver Assistance: In Q4, driver assistance that "met needs" or was "above needs" occurred in 95% of reports submitted. The following comments were received on the checklist forms:

- "Driver had a cold and was a jerk."
- "Nice driver."
- "Excellent service."
- "Driver Domingo is letter-perfect. He is an excellent driver. He fulfills all the requirements of his job to perfection. An outstanding employee."
- "Driver was courteous, helpful, completely professional, and competent."
- "Driver didn't get pick-up order until 12:45pm; he was in SSF when he got the order to pick me up in Pacifica."

Vehicle Information: During Q4, 56% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 42% of reported trips and Redi Coast vehicles provided the remaining 2% of rides

Comment Cards: About 24% of riders noted comment cards on display in Redi-Wheels vehicles.

Q4 – 2018 Consumer Corps Report

	October	November	December	Average
# of Forms Submitted (Total 127)	54	45	28	42
ON-TIME PERFORMANCE				
Rides with wait time longer than 20 minutes (Total 39)	13	20	6	13
Longest wait time (after 20 minutes)	67 min.	100 min.	30 min.	
% of rides with wait longer than 20 minutes	24%	44%	21%	31%
TELEPHONE RESERVATION				
# On hold to reserve a trip	20	21	15	19
% of callers on hold (number on hold divided by total)	37%	47%	54%	44%
Longest time on hold	8 min	8.5 min	5 min.	
NIGHT BEFORE CALLS				
Did not receive a Night Before Call	35%	44%	25%	36%
DAY OF CALLS				
Did not receive a Day Of Call	41%	51%	39%	43%
DRIVER ASSISTANCE				
% of rides where driver assistance met needs or better	96%	100%	89%	95%
VEHICLE INFORMATION				
	31	26	14	
% Redi-Wheels vehicles used	57%	58%*	50%	56%
	0	0	2	
% RediCoast vehicles used	0%	0%	7%	2%
	23	18	12	
% Taxicab vehicles used	43%	40%	43%	42%
COMMENT CARDS				
Rides with Comment Cards visible on Redi-Wheels	11	13	6	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	20%	29%	21%	24%
*Not all information submitted				