



## **Agenda, Minutes & Reports**

**February 11, 2020**

**1:30pm**

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

## Meeting Schedule for 2020

<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

SamTrans - 2nd Floor Auditorium

February 11, 2020

- |   |      |
|---|------|
| 1. Welcome / Introductions                                  | 1:30 |
| 2. Approval of January 14, 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              |      |
| 4. Consumer Comments  | 2:00 |
| 5. SamTrans / Redi-Wheels Reports                           | 2:10 |
| a. Operational Report – Tina Dubost                         |      |
| b. Performance Summary – Tina Dubost                        |      |
| c. Comment Statistics Report – Tina Dubost                  |      |
| d. Safety Report – Patty Talbott                            |      |
| 6. Liaison Reports  | 2:20 |
| 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           |      |
| 7. Other Business   | 2:30 |

\*Action Item

## SAN MATEO COUNTY

### PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of January 14, 2020 Meeting

#### **ATTENDANCE:**

##### Members:

Sue Alvey, Rosener House  
Dinae Cruise, Vice Chair  
Tina Dubost, SamTrans  
Judy Garcia, Consumer  
Nancy Keegan, Sutter Health/Senior Focus  
Sandra Lang, Community Member  
Mike Levinson, Consumer, PAL Chair  
Benjamin McMullan, Chair, CID  
Scott McMullin, CoA  
Sammi (Wilhelmina) Riley, Consumer  
Marie Violet, Dignity Health  
(Member attendance = 11/15, Quorum =  
Yes)

##### Guests:

Talib Salamin, Serra Cab  
David Scarbor, SamTrans  
Lynn Spicer, First Transit/Redi-Wheels  
Jane Stahl, PCC Staff  
Patty Talbott, First Transit/Redi-Wheels  
Richard Weiner, Nelson\Nygaard

##### Absentees:

Valerie Campos, Vista Center  
Susan Capeloto, Dept. of Rehabilitation  
Patty Clement, Catholic Charities  
Monica Colondres, Community Advocate

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

Chair Ben McMullan called the meeting to order at 1:36pm. Attendees introduced themselves.

#### **APPROVAL OF DECEMBER MINUTES:**

A motion to approve the December 2019 PCC minutes was made by Dinae Cruise and seconded by Sammi Riley. The minutes were approved with Sandra Lang, Sammi Riley and Nancy Keegan abstaining.

#### **COMMITTEE REPORTS:**

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

The committee met at 11:30am on January 14<sup>th</sup> and discussed the following:

- The 30-day expiration policy for tickets purchased on the app; Tina Dubost will report on how many Redi-Wheels riders use the app.

- Measure W use and the need to bring up any items that impact the PCC or Redi-Wheels. The January PCC meeting packet included a letter outlining some concerns
- No further updates in SB 1376 as the committee hasn't met for three months.
- There will be an update from Government Affairs at the February PAL meeting.

The next meeting is on February 11<sup>th</sup>, 2020, at 11:30am.

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

There were no updates.

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

The committee met on Friday, January 10<sup>th</sup>. As Alex Madrid is no longer a member, Sammi Riley is now the committee chair.

Sammi reported that the PCC will have a table at the San Bruno Senior Center on Monday, January 27<sup>th</sup>, from 10:30 – noon. Mike, Sammi, Dinae and Sandra will staff the table. The committee had reviewed the list of organizations for outreach and had added two: the Foster City Senior Wing and Vocational Rehabilitation Services. Jane will contact these organizations. The next meeting is on Friday, March 6<sup>th</sup>, at 1pm.

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

Ben reported that Nancy had given a membership update. A membership application from Evan Milburn had been withdrawn due to college class schedule.

The committee had developed an agenda for the January 17<sup>th</sup> meeting with Supervisor Groom that included funding streams, PCC involvement in selection of a new scheduling software, the high volume of taxis, interagency transfers, use of Clipper Card on Redi-Wheels, and the contract with Nelson\Nygaard. Tina reported that Clipper 2.0 will explore Clipper Card use on paratransit and SamTrans are looking into a pre-paid system. Also, with the new contract in place, they hope fewer trips will be on taxis. They had not seen any systematic complaints on taxis.

Information on the Consumer Corps has been posted on NextDoor and San Bruno Patch and publicized at the New Beginnings Coalition and the Commission on Aging.

The committee reviewed and updated the PCC Work Plan:

- Drennen Shelton (MTC) is planning a regional paratransit summit
- Information on the Consumer Corps had been sent to Tina Dubost to include in the welcome packet.

- As Jean Conger is on medical leave, Tina will provide a contact to ensure that PCC information is made available.

The committee asked if Tina could give a presentation on the Redi-Wheels program including eligibility, rules and procedures as there were different levels of information among PCC members. Tina responded that this information was in the Riders' Guide but that she would be happy to also give a presentation. Sandra thought it might be effective to have a periodic update as a standing agenda item, every 2 or 3 months to address any items sent to the Executive Committee. Richard mentioned that one item might be the visitor policy. A discussion then took place on procedures for visitors using paratransit.

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

Nancy reported that the Membership committee had met in December. They want to recruit more individuals from agencies who would benefit from membership in the PCC. Ben is working on recruiting a representative from Skyline College and Valerie Campos had provided some wording to help in outreach. Nancy will bring information back to the PCC so that everyone can be involved in the recruitment effort.

**PRESENTATION:** Richard provided an ADA Update that included the following:

- A complaint was made against Sunline in Palm Springs that there were insufficient wheelchair accessible vehicles available. The FTA ruled that the acceptance of taxi vouchers implies equivalent service requirements and that Sunline needs to conduct an analysis of the number of vehicles required.
- An accessible station lab in Brooklyn subway system is testing way finding technologies that provide sign information in audio, dynamic visual information and train arrival information, connecting people to station personnel for assistance, and travel guidance for people with disabilities. Mike said that a San Francisco station had been testing a way finding app to provide information on train arrival, etc. Tina said that although there were devices that helped people with low vision to navigate the system, there are now Smart phone apps that are better.
- Specific transit ride request; FTA said the transit company is under no obligation to provide special equipment if not required by the ADA.
- SEPTA in Philadelphia had been charging a suburban surcharge of \$1 each way, exceeding the fixed route fare.
- There is a new committee that will study the feasibility of equipping planes with restraint system so that passengers can remain in their wheelchairs on flights. A report is due in October 2021.

## **CONSUMER COMMENTS**

None.

## **OPERATIONAL REPORTS**

Tina reported on changes to fixed route service. ECR Rapid will not be offered due to driver shortage, the cost of a day pass has been reduced and the out of San Francisco fare has been discontinued. There are no changes to the paratransit fare.

The Reimagine SamTrans survey deadline had been extended to January 15<sup>th</sup> and the survey is available online, on paper, and via the phone. The result will be a redesigned SamTrans network.

## **PERFORMANCE SUMMARY**

Ridership in November was down compared to last year with a decrease in “advance reservation” trips and a slight increase in agency trips. The decline parallels the SamTrans fixed route service and national fixed route service. Total trips on taxis was 42%; the number of no shows and cancellations was down; Redi-Wheels service met the standard at 90.8%; productivity remains high at 1.9 passengers per hour; and average phone wait time met the standard. Tina asked for members to send her any comments on how the information is reported.

## **COMMENT STATISTICS REPORT**

The number of policy-related comments was down and the average response time good, with more consumer reports than comment cards. The most common complaint was for late trips.

Dinae reported she had submitted a complaint on a late pickup ride for the December Coastside Transportation Committee meeting but had not received a response. Tina will follow up. Sammi reported not seeing Comment Cards on the buses. Lynn will check it out. Mike wondered about the check out procedures for buses and if the Comment Cards are included in the procedure. Dinae also reported that she’s not seeing the Comment Cards on vehicles.

## **SAFETY REPORT**

Patty Talbott reported 2 minor incidents in December. One was preventable, one not, and both minor.



## **LIAISON REPORTS**

### **Agency – Nancy Keegan**

The last meeting was in October. Nancy shared that the driver Floyd had received compliments from the families of the participants. She thanked First Transit for providing supervisors on site.

### **ERC – Mike Levinson**

No meeting has been scheduled.

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

They had a meeting with Aging and Adult Services to see how to improve IHSS issues in the county. They are also looking at a project to work with the district attorney's office on addressing abuse on people with disabilities. The Transportation Committee meets at the end of the month.

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

They are looking at their emergency preparedness presentation to include lessons learned from the recent power outages.

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

The Commission met on January 13<sup>th</sup> and received a presentation from Aging and Adult Services on the Governor's Master Plan for Aging. A proposal will be ready in October 2020. The Master Plan is not just for older adults – it's for "California for all across the lifespan." There are four main goals:

- To live where we choose and have the support to do so
- Have livable communities that are age-friendly, dementia-friendly, and disability-friendly
- Have access to services and care that optimize health and quality of life
- Have economic security

In California, there are people who will be able to pay for services and people who cannot. But there is a growing percentage who are the "forgotten middle" and who can't afford the expense of living in this area. There will be a resolution from middle-income seniors of the CoA at the Board of Supervisors meeting. The Commission will be looking at ways to improve collaboration between CoA and CoD where there are similar goals.

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

There was a meeting on December 12<sup>th</sup> in Half Moon Bay that included a presentation on "Reimagine SamTrans." There were a lot of comments and discussion.

Scott asked about a transit service called “5311.” Tina responded that it was a general public demand response for rural areas. SamTrans receives funding for a dial-a-ride program for trips on the coastside. Trips are limited to medical and other essential needs. The number to make a reservation is the same.

### **Stakeholder Advisory Group – Sandra Lang**

The meeting packet included a letter from a coalition of groups addressing concerns on Measure W. She urged everyone to read it and bring items to the PCC that they feel should be addressed.

### **OTHER BUSINESS**

Dinae asked about a Title VI sign on the buses that she couldn’t read. Tina responded that Title VI informs people that they have the right to receive information in other languages.

Jane Stahl gave the Consumer Corps report for 4Q2019. This showed improvements in all areas except Comment Cards with only 19% of riders seeing the cards on buses. The report also included charts that tracked the areas that riders report on.

Next meeting is on Tuesday, February 11<sup>th</sup> at 1:30pm.

Meeting adjourned at 2:45pm.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Prev. Yr. Average
1. Total trips requested	29,860	30,918	28,294	31,028	31,316	31,779	29,621	30,954	30,809	30,179	32,315	29,704	29,504	31,176
2. Trips scheduled	27,005	28,172	26,068	28,727	28,869	29,217	27,174	28,551	28,608	28,060	30,015	27,238	26,766	28,594
a. Same day cancels	2,438	2,481	2,073	1,795	1,740	2,159	1,658	2,054	1,650	1,961	1,858	2,077	2,118	2,037
% of trips scheduled	9.0%	8.8%	8.0%	6.2%	6.0%	7.4%	6.1%	7.2%	5.8%	7.0%	6.2%	7.6%	7.9%	7.1%
b. Late cancels	546	601	534	560	552	482	441	461	447	407	554	495	619	545
% of trips scheduled	2.0%	2.1%	2.0%	1.9%	1.9%	1.6%	1.6%	1.6%	1.6%	1.5%	1.8%	1.8%	2.3%	1.9%
c. Total customer no-shows	360	449	432	476	437	266	377	300	428	375	490	411	479	391
% of trips scheduled	1.3%	1.6%	1.7%	1.7%	1.5%	0.9%	1.4%	1.1%	1.5%	1.3%	1.6%	1.5%	1.8%	1.4%
d. No-show (operator)	1	1	0	1	2	3	1	2	7	5	13	8	3	1
3. Total trips served	23,660	24,640	23,029	25,895	26,138	26,307	24,697	25,734	26,076	25,312	27,100	24,247	23,547	25,620
a. Average weekday riders	956	970	951	1,036	1,008	1,032	992	1,007	1,012	1,060	1,032	1,003	946	1,025
b. Advance reservation	16,203	16,029	14,930	17,183	15,256	17,400	16,747	16,783	16,753	16,394	17,398	15,917	15,392	16,776
c. Agency trips	2,970	3,580	3,381	3,583	3,675	3,731	3,380	3,795	4,134	3,779	4,249	3,433	3,651	3,628
d. Individual subscription	4,487	5,031	4,718	5,129	5,078	5,176	4,570	5,156	5,189	5,139	5,453	4,897	4,504	5,038
e. Taxi trips	9,581	9,730	8,492	10,905	9,955	9,788	9,909	10,448	10,364	10,573	11,934	10,246	9,745	9,955
<i>(taxi % of total trips)</i>	40.5%	39.5%	36.9%	42.1%	38.1%	37.2%	40.1%	40.6%	39.7%	41.8%	44.0%	42.3%	41.4%	38.9%
4. Total Redi-Wheels riders	2,095	2,067	2,050	2,124	2,129	2,112	2,074	2,131	2,119	2,123	2,183	2,027	2,018	2,148
5. Inter-County Transfer Trips	131	168	155	150	177	176	172	173	157	157	166	156	143	161
6. On-time performance <sup>1</sup>	91.1%	91.8%	92.0%	90.8%	91.7%	91.5%	92.5%	92.6%	92.0%	91.1%	91.5%	90.8%	90.7%	91%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.86	1.87	1.83	1.91	1.93	1.94	1.98	1.99	1.97	1.95	1.99	1.98	1.92	1.98
8. Complaints per 1000 trips	0.68	0.77	0.39	0.50	0.65	0.38	0.40	0.35	0.84	0.83	0.85	0.99	0.76	0.6
9. Compliments per 1000 trips	0.85	0.73	1.09	0.46	0.96	0.80	1.26	0.97	0.69	0.67	0.55	0.70	0.34	0.9
10. Avg phone wait time (mins) <sup>3</sup>	1.1	1.6	1.0	0.8	0.9	0.7	1.4	1.1	0.6	1.1	0.7	0.9	0.8	1.15

**2/4/2020**

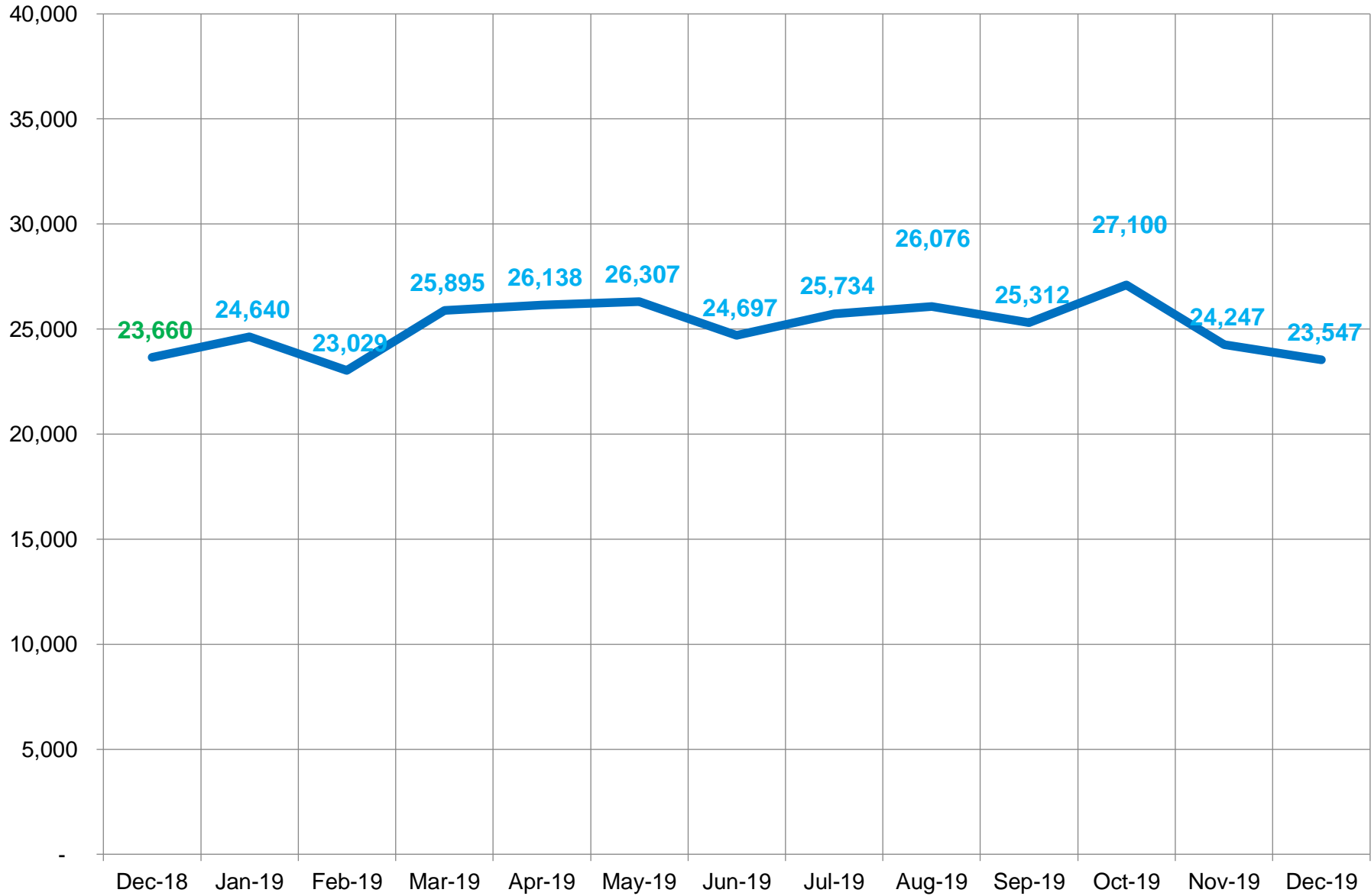
Notes:

1 Standard = 90%

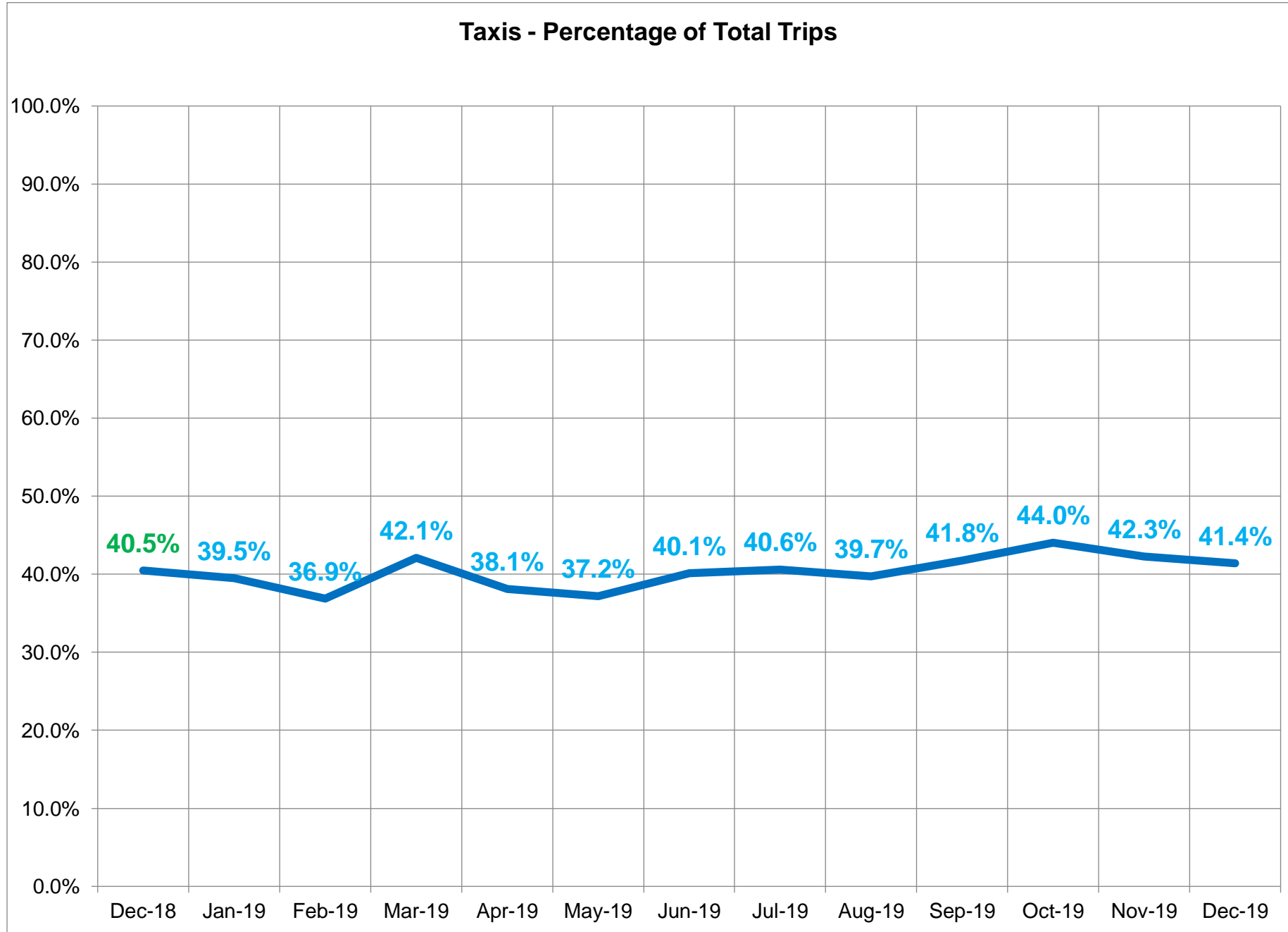
2 Standard = 1.70

3 Standard = < 1.5

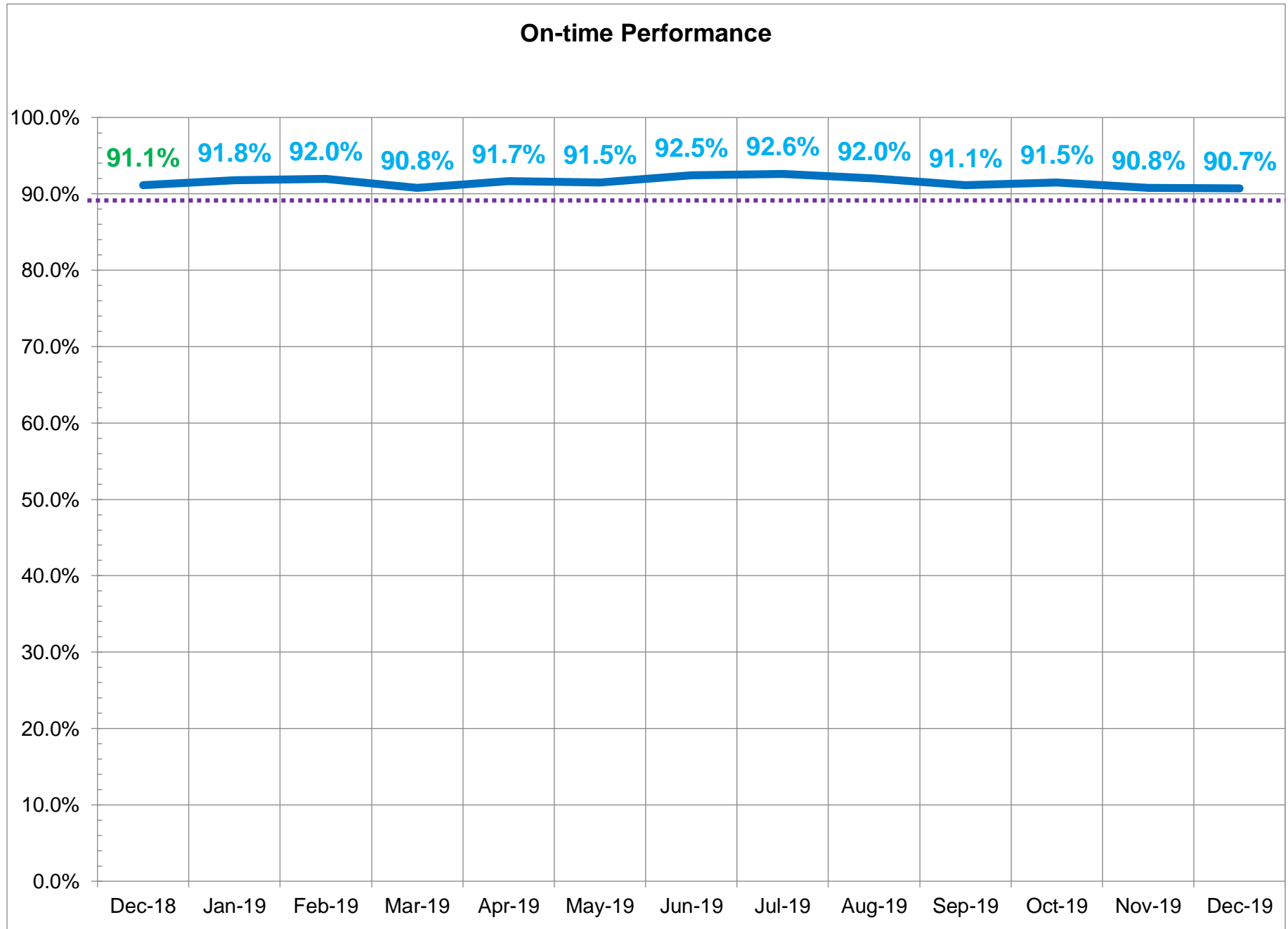
### Total Trips Served



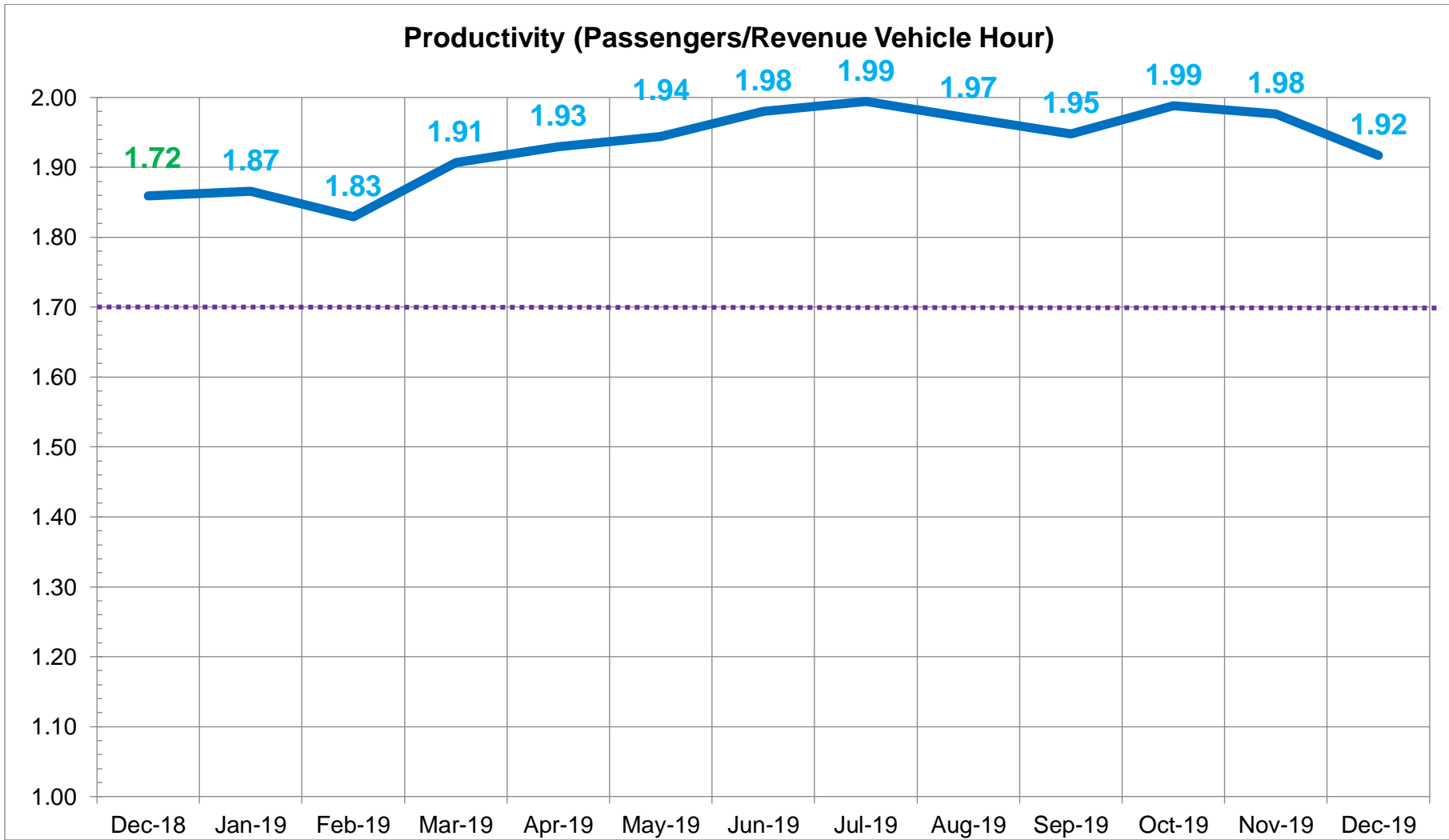
Taxis – Percentage of Total Trips



## On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Redi-Wheels Comment Statistics

2019 Comments	Dec-19	
	Subtotal	Rate/1000
Rides	23,547	
<b>Total Comments by Category</b>		
Compliment	8	0.34
Policy Related	12	0.51
Service Related	27	1.15
<b>Total</b>	<b>47</b>	<b>2.00</b>
<b>Average Response Time to Customer (Working Days)‡</b>		
Compliment	8.5	
Policy Related	15.2	
Service Related	18.5	
<b>Overall</b>	<b>16.3</b>	
	<b>CC</b>	<b>CR</b>
Compliment	6	2
Policy Related	4	8
Service Related	3	24
<b>Overall</b>	<b>13</b>	<b>34</b>

‡ Excludes weekends and holidays