

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

Meeting Agenda, Minutes & Reports



**January 8, 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**

**Visit us Online! www.sanmateopcc.org
Email: sanmateopcc2@gmail.com**

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Meeting Schedule for 2019

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative- Committee	Education Committee	CTC Coastside Transportation Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	2 nd Tuesday Monthly	1 st Friday Bi-Monthly conference call	2 nd Thursday Quarterly Senior Coastsiders 925 Main Street, Half Moon Bay	1 st Wednesday Monthly	To be Determined
No August Meeting	*No August Meeting*				*No August Meeting*
1:30-3:30 p.m.	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 8, 2019	January 4, 2019		January 9, 2019	TBA
February 12, 2019	February 12, 2019			February 6, 2019	TBA
March 12, 2019	March 12, 2019	March 1, 2019	March 14, 2019	March 6, 2019	TBA
April 9, 2019	April 9, 2019			April 3, 2019	TBA
May 14, 2019	May 14, 2019	May 3, 2019		May 1, 2019	TBA
June 11, 2019	June 11, 2019		June 13, 2019	June 5, 2019	TBA
July 9, 2019	July 9, 2019	July 5, 2019		July 10, 2019* (2 nd Wednesday)	TBA
NO MEETING	**NO MEETING**			August 7, 2019	TBA
September 10, 2019	September 10, 2019	September 6, 2019	September 12, 2019	September 4, 2019	TBA
October 8, 2019	October 8, 2019			October 2, 2019	TBA
November 12, 2019	November 12, 2019	November 1, 2019		November 6, 2019	TBA
December 10, 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
January 8, 2019

- | | |
|--|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:35 |
| 3. Approval of December 11, 2018 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. SamTrans / Redi-Wheels Reports | 2:25 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —Tina Dubost | |
| D. Safety Report—Patty Talbott, Interim General Manager | |
| 6. Presentation from Christy Wegener | 2:45 |
| SamTrans Director of Planning, “UC Davis Review on Paratransit Efficiencies” | |
| 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, February 12, 2019
1:30 PM - 3:30 PM

*ACTION ITEM

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

December PCC Meeting Minutes

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

December 11, 2018

ATTENDANCE: Members Present Chair: Benjamin McMullan, Center for Independence of Individuals with Disabilities (CID); Mike Levinson, Consumer/PAL Chair; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Sandra Lang, PCC Member; Marie Violet, Dignity Health; Barbara Kalt, Rosener House; Judy Garcia, Consumer; Dinae Cruise, Consumer, Vice-Chair: Alex Madrid, CID/Education Chair; (Member Attendance- 10, Quorum-Yes).

GUESTS: Richard Weiner, Nelson\Nygaard; Lorna Rodriguez-Wong, PCC Staff; Patty Talbott, First Transit; Lynn Spicer, First Transit/Redi-Wheels; Talib Salamin, Serra Cab; Larisa Vaserman, Consumer.

ABSENTEES: Monica Colondres; Community Advocate; Valerie Campos, Vista Center for the Blind and Visually Impaired; Aki Eejima, Consumer; Nancy Keegan; Sutter Health; Patty Clement; Catholic Charities.

WELCOME/INTRODUCTION:

Ben McMullan called the meeting to order at 1:40 p.m. and welcomed all to the PCC Meeting. Richard announced that this will be Lorna's last meeting and thanked her for her work with the PCC. A number of PCC members expressed their appreciation of Lorna and her sensitivity to the committee members' needs, and her overall responsiveness. They also wished her well for the future.

APPROVAL OF THE NOVEMBER MINUTES:

Mike moved to approve the November Meeting Minutes and Alex seconded the motion. The meeting minutes were approved with Dinae abstaining.

COMMITTEE REPORTS

A. POLICY ADVOCACY& LEGISLATIVE COMMITTEE (PAL)

Mike said that Measure W passed by about 500 votes. The funds from this Measure will not be available for at least a year and a half.

The SamTrans Board of Directors voted to delay the fare increase which was originally planned for January 1, 2019. There will be opportunities for public comment.

LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:

Patty, Lynn and Tina provided an update on the meeting with Talib Salamin and Serra Cab. The meeting addressed expected time of arrival (ETA), communication, GPS solutions and on-time performance. Talib added that they are working on some upgrades that may improve their arrival and on-time performance.

B. GRANT/BUDGET REVIEW

Barbara asked Tina to comment on the SamTrans Paratransit Revenue Report. Tina compared the fiscal year 2018 numbers to the anticipated fiscal year 2019 of paratransit revenue and expenses.

Tina began by saying that paratransit is the most expensive form of transit that SamTrans supports. Each ride is about \$50.00 per trip. Most of the revenue comes from sales tax with a small portion from passenger fares. One of the differences from the previous year is that the Local State Transit Assistance sales tax is no longer available. There will be fewer funds from operating grants and San Mateo County Measure K. There is more revenue from the District sales tax for ADA programs and interest from the paratransit trust fund. These funds will cover the anticipated operating expenses for 2019, which include the maintenance of the vehicles and salaries to support operations. Any costs for new vehicles are planned in the capital budget.

Barbara asked how the inclusion of Measure W funds will coordinate with the Measure K funds, which will end as of the end of 2019. Tina said that it is too early to tell since Measure W funds will not be available until July of 2020. Tina explained that with certain funds, such as the District sales tax, SamTrans has some flexibility on how they are used while other funds are designated for specific purposes. Larisa was concerned that San Mateo County may be less committed to funding paratransit services. Mike suggested that Larisa and others attend the San Mateo County Board of Supervisors Meeting to voice their concerns regarding ending paratransit support in 2020.

Sandra felt that we as advocates for paratransit should be educating ourselves now on how we should be approaching these issues such as funding prior to distribution. Mike agreed with Sandra and suggested that we should send someone to apply for the oversight position for Measure W next year once it becomes available. Marie asked when the cycle for Measure K would end. Usually one needs to apply for a grant to access the funds. Tina will check to see when more information is available.

C. EDUCATION COMMITTEE

Alex provided an update on the outreach events. The Education Committee attended and tabled at “Seniors on the Move” on November 2nd and the CID “Emergency Preparedness” on November 9th.

The next Education Committee meeting via conference call will be held on Friday, January 4th from 1:00-1:30pm.

D. EXECUTIVE COMMITTEE

Ben mentioned that an Executive Committee had a conference call to discuss the types of questions for Shuti Dhapodkar from Office of Emergency Medical Services, who will present later today. The committee wanted to focus on where paratransit services might be more involved in the process. Another item for discussion in the meeting was whether meetings should be recorded. It was determined that recordings were not necessary or a need at this time, as meeting summary notes are provided on the web site. Mike added that we did not really have a need to preserve the information. The PCC Executive Committee also discussed the possibility of meeting with agencies, adult day centers, senior centers and other locations who utilize paratransit services. The committee wanted to get feedback on paratransit services, in general, to see if their needs were being met. Barbara and Nancy were getting a list together to see what agencies and locations might be contacted.

Alex asked if it would be possible to see how the First Transit office works. Dinae thought it might be good to get a tour of the operations center. Tina and Lynn said there would be little space to accommodate a group in the facilities. It was suggested that a video might be considered for a virtual tour of the Operations, including dispatch, reservations and training. There was a lot of interest in having SamTrans develop a video on the eligibility process and how it is handled. An eligibility video would help educate prospective applicants on the process.

Sandra reflected on Shruti's original presentation which asked that everyone plan out their Emergency Preparedness pack and prepare. Sandra said that she still has not done so but now might be a good time.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina said that Measure W passed by about 500 votes. She thanked all involved who helped in getting Measure W passed. The funds from this measure will not be available until July of 2020.

The SamTrans Board of Directors voted to delay the fare increase that was planned for January 1, 2019. This will give SamTrans time to develop a fare policy and develop increases in line with that fare policy. There will be opportunities for public comment.

SamTrans got a grant for a subsidized taxi program. This is not a paratransit service. This program has been developing a little slower than planned. The El Camino Real (ECR) Express which stops at one stop in each city until it reaches BART is still being studied. Alex had a service suggestion for the ECR Express service. Tina asked him to call the 800 number to make the suggestion.

B. Performance Summary

Tina compared data from October 2018 to October 2017. Ridership is lower than in 2017, and total trips served are average weekly ridership are also down. Taxi ridership has increased to 40% of total trips performed. No-shows are down in comparison to the same time last year. The on-time performance was 88.7%, which did not meet the 90% standard. Productivity was good at 1.97 passengers per hour. Barbara asked if the use of a taxi is cheaper than a SamTrans vehicle. Tina said it depends on the time of day and the destination. She said that an average cost for one versus the other does not really show the strategic planning required for the optimum use of the vehicles. Richard said that it is difficult to compare the average cost of the two services because of the way taxis can be used to serve trips in the peak period trips or those in late evening hours which would be relatively expensive for First Transit to provide. Patty added that the driver shortage may be more of an issue than vehicle costs.

C. Monthly Redi-Wheels Comment Statistics Report

Tina said there was a total of 30 compliments. There were 49 complaints, of which 28 were determined valid. The most frequent type of comments was for on-time performance and driver conduct. Committee members were reminded that unless riders state they want a call back on a compliment or complaint, they will not get a response.

D. Safety Report

Patty Talbott said that there were 12 minor incidents in November. Of those incidents, 7 were preventable and 5 were non-preventable. There were no injuries.

LIAISON REPORTS:

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

The next CTC meeting is scheduled for December 13th from 10:00-11:30 a.m. at 925 Main Street in Half Moon Bay.

B. AGENCY

Agencies have not met since the last PCC meeting.

C. ERC

No meeting scheduled.

D. COMMISSION ON DISABILITIES (COD)

There is one COD General Meeting scheduled in December but at this point, there is nothing to report.

E. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CID)

There is nothing to report for CID this month.

F. COMMISSION ON AGING (COA)

There is no COA meeting this month. A meeting scheduled for January 14, 2019. Scott mentioned a report that the COA wanted regarding the length of time it takes to schedule an eligibility appointment and the length of time it takes to get approved after the appointment. According to Tina, per ADA requirements, once the eligibility contractor receives a completed application, the customer must be notified within 21 days. Tina should be able to provide the information quarterly. Richard did mention that the ADA did not note how long it should take to schedule an appointment, but that generally up to 10 days is considered acceptable.

OTHER BUSINESS

Shruti Dhapodkar, Office of Emergency Medical Services

Shruti explained that medical health and disasters come under her focus for Emergency Preparedness. There are 17 functions that the Medical Health Operational Area Coordination is supposed to perform, such as immediate needs of patients, triage, and vector control. One of the areas that does not fall under her control is the “vulnerable population”. Technically, the “vulnerable population” falls under the Office of Emergency Services (OES) at the County level. OES will coordinate with the fire departments, Office of Emergency Medical Service, the local police, public works, etc. Shruti stated that the issue of transportation for this population needs to be addressed. Their office has reviewed various areas in the country that have experienced major disasters such as New Orleans and Florida. Transportation and evacuating people with disabilities was always an issue and difficult to plan for.

Shruti stated that tracking people using registries is a problem because most registries are outdated before you receive them. She is working with a startup which uses data sourced from Medicare and soon to be from Medicaid. This registry is still in development. Alex asked about the security of was the data. Shruti felt that since the data was from Medicare, she was more confident in its development. Keeping data secure will always be a major concern. Mike asked the committee if, given what we know about the reliability of registries, should we even pursue this as an option for emergency resources?

One strategy that was discussed was developing an MOU between OMS and SamTrans. A MOU is a Memorandum of Understanding (or an Agreement) which is not a legally binding agreement. This lists the sources responsible for certain areas on a regional and state level, as well as different companies and agencies. For instance, Napa and Sonoma counties had a MOU in place, which enabled Shruti’s office to send medical resources, ambulance strike teams, and environmental health for cleanup. Just knowing who is responsible for things enables her office to move quickly to where help is needed. It helps FEMA follow-up. It is difficult to send resources if they have no assurances of getting paid back. Clear roles and responsibilities need to be defined and resourced. Shruti suggested that the MOU should be a county wide collaboration. Shruti

also suggested contacting the Emergency Management Association (EMA) which includes all the city managers who should be involved in developing a transportation plan. Shruti will provide a contact from OES (Office of Emergency Services.) Mike also asked for a copy of a MOU to use as an example. She will also find a copy of a MOU and send to the PCC.

Tina provided a list of items for emergency preparedness from www.Ready.gov. She encouraged everyone to be personally prepared for an emergency and gave everyone a water packet.

The next PAL and PCC meetings will be held on Tuesday, January 8, 2018. The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30 p.m. to 3:30 p.m.

MEETING ADJOURNED at 3.35 p.m.

**Monthly Redi-Wheels Paratransit Performance Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

Performance Measure	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Prev. Yr. Average
1. Total trips requested	33,284	31,595	32,578	29,689	32,474	31,533	32,930	31,579	31,698	33,371	30,759	34,196	30,861	32,495
2. Trips scheduled	30,193	28,407	29,041	27,211	29,666	29,227	30,158	29,152	29,191	31,035	28,417	31,082	27,757	29,702
a. Same day cancels	1,869	1,770	1,826	1,895	1,914	1,714	1,657	1,835	2,002	1,888	2,120	1,693	2,396	1,809
% of trips scheduled	6.2%	6.2%	6.3%	7.0%	6.5%	5.9%	5.5%	6.3%	6.9%	6.1%	7.5%	5.4%	8.6%	6.1%
b. Late cancels	564	546	662	528	567	534	523	516	514	553	546	607	598	559
% of trips scheduled	1.9%	1.9%	2.3%	1.9%	1.9%	1.8%	1.7%	1.8%	1.8%	1.8%	1.9%	2.0%	2.2%	1.9%
c. Total customer no-shows	360	445	395	342	347	326	363	363	336	377	405	370	408	386
% of trips scheduled	1.2%	1.6%	1.4%	1.3%	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.4%	1.2%	1.3%	1.3%
d. No-show (operator)	0	1	5	2	0	0	2	1	3	2	3	0	3	1
3. Total trips served	27,400	25,645	26,153	24,444	26,838	26,653	27,613	26,437	26,336	28,215	25,343	28,412	24,763	26,948
a. Average weekday riders	1,119	1,049	1,138	1,052	1,054	1,089	1,085	1,076	1,109	1,081	1,083	1,078	1,004	1,100
b. Advance reservation	18,830	17,601	17,484	16,554	17,855	17,862	18,323	17,414	17,141	18,322	16,741	18,859	16,502	18,224
c. Agency trips	3,579	3,468	3,754	3,289	3,765	3,730	3,943	4,040	4,039	4,285	3,547	4,010	3,360	3,722
d. Individual subscription	4,991	4,576	4,915	4,601	5,218	5,061	5,347	4,983	5,156	5,608	5,055	5,543	4,901	5,001
e. Taxi trips	9,237	8,473	7,879	7,803	8,010	8,832	9,029	9,050	9,531	10,182	10,000	11,539	9,849	8,816
<i>(taxi % of total trips)</i>	33.7%	33.0%	30.1%	31.9%	29.8%	33.1%	32.7%	34.2%	36.2%	36.1%	39.5%	40.6%	39.8%	32.0%
4. Total Redi-Wheels riders	2,346	2,299	2,269	2,184	2,240	2,238	2,253	2,171	2,195	2,277	2,301	2,218	2,140	2,269
5. Inter-County Transfer Trips	155	131	178	163	159	172	137	97	133	164	146	199	155	155
6. On-time performance ¹	89.8%	89.7%	89.7%	90.3%	90.7%	92.4%	91.5%	92.3%	91.4%	91.1%	90.6%	88.7%	90.1%	90%
7. Productivity (psgrs/rvh) ²	1.88	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
8. Complaints per 1000 trips	0.88	0.90	0.96	1.19	0.56	0.53	0.69	0.49	0.23	0.39	0.59	0.67	0.97	0.7
9. Compliments per 1000 trips	1.02	2.14	1.38	0.53	0.45	1.20	0.83	0.34	0.42	0.89	1.03	1.02	1.13	1.0
10. Avg phone wait time (mins) ³	1.2	1.0	1.0	0.8	1.2	1.1	1.5	2.3	1.6	1.2	0.9	1.1	1.5	1.37

12/31/2018

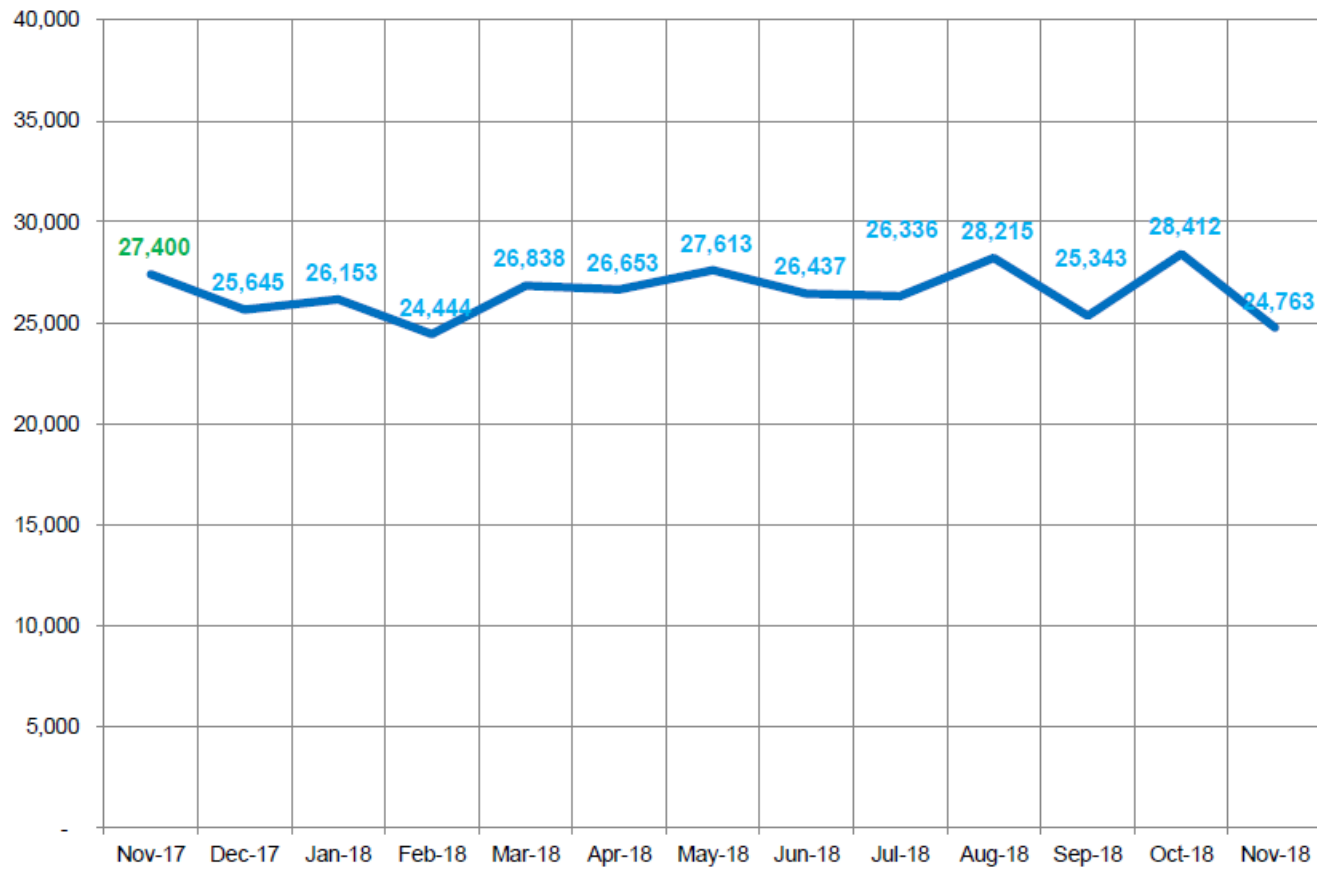
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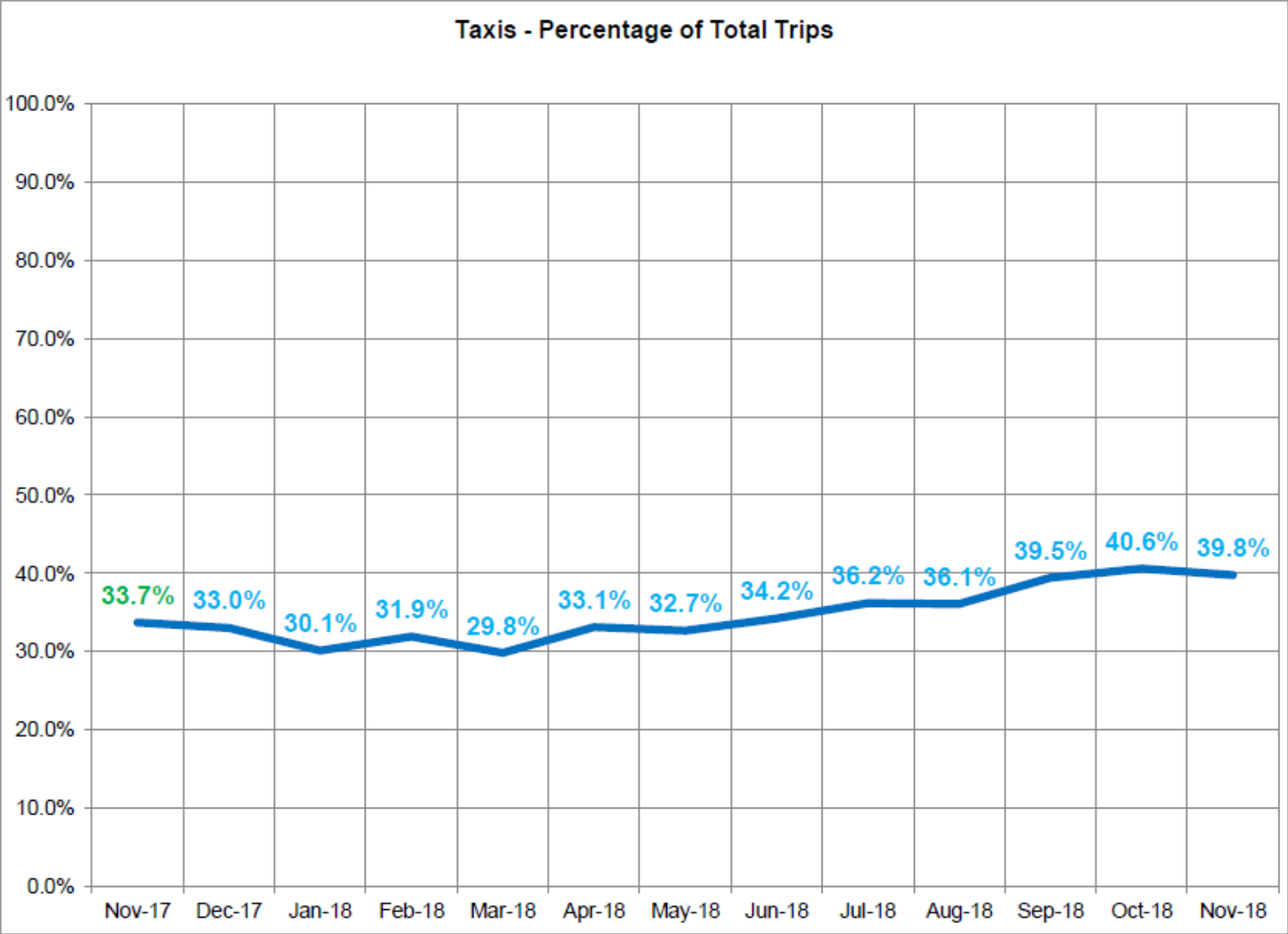
1 Standard = 90%

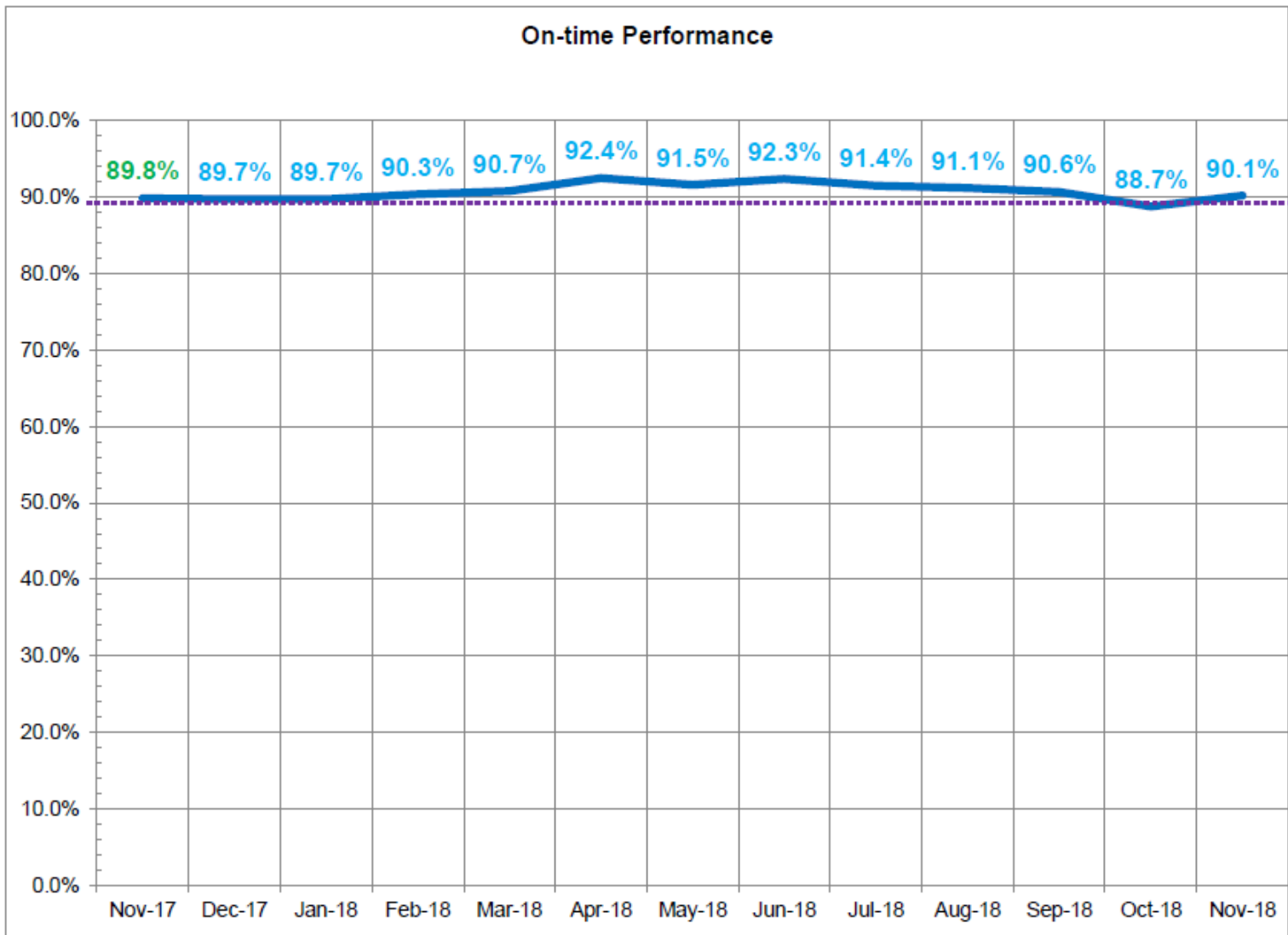
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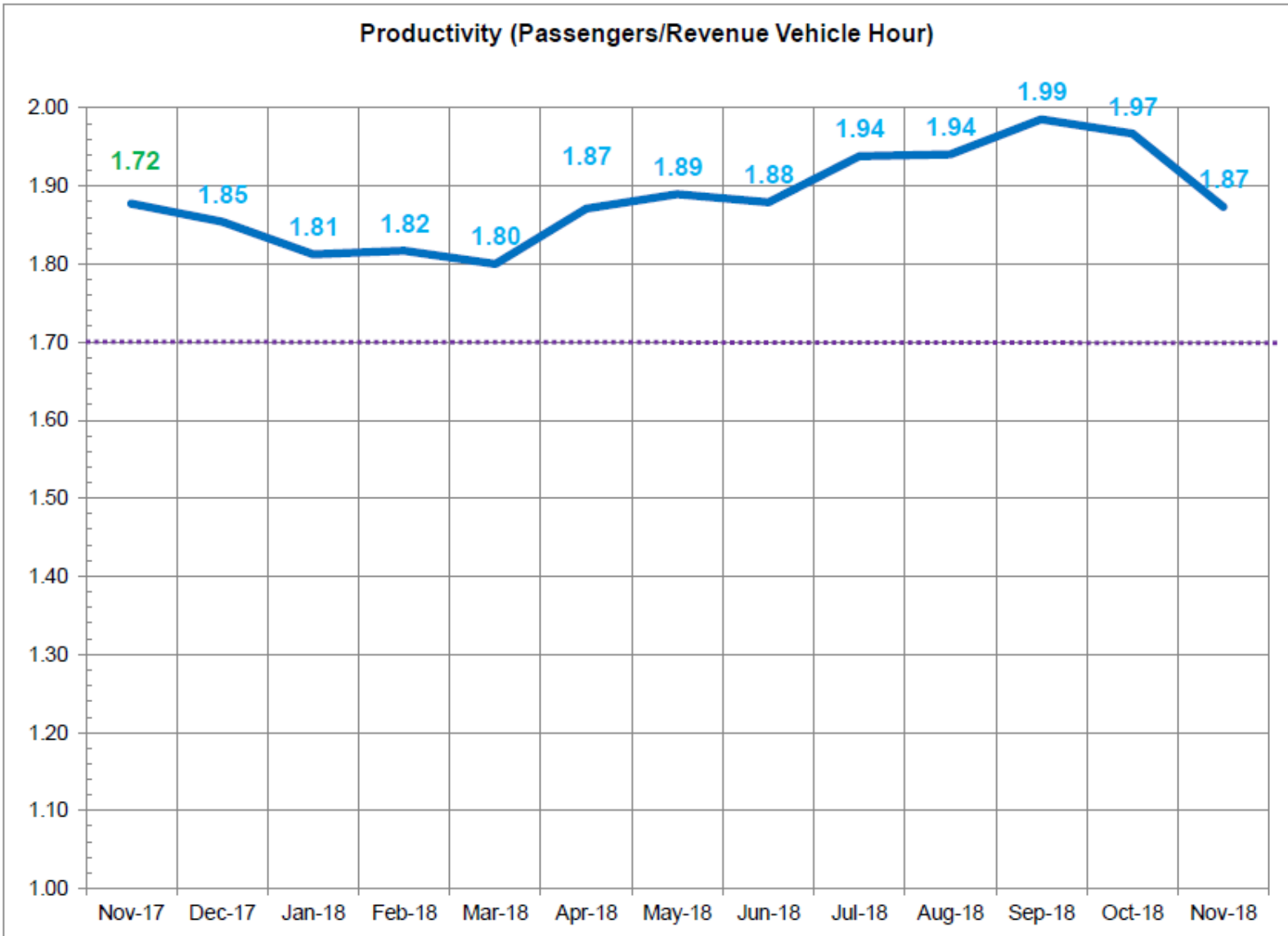
3 Standard = < 1.5

Total Trips Served









Monthly Redi-Wheels Comment Statistics PCC Review

2018 Comments	October	
	Total	Valid
Total	49	28

Year to Date		
Total	Valid	% Valid
410	185	45.12%

Compliment	30	30
Complaint	49	28

226	224	99.12%
410	185	45.12%

Service Related

Ride Canceled	0	0
Driver Assistance	0	0
Driver Conduct	6	0
Trip Denial	0	0
Dispatcher	1	1
Driving Proficiency	1	1
Early Vehicle	0	0
Incident	2	1
Late Vehicle	24	22
Missed Trip	0	0
No Callback	0	0
Reservation Error	0	0
Reservation System	0	0
Ride Time	0	0
Reservationist	0	0
Scheduling Error	0	0
Safety of Passenger	0	0
Subtotals	34	25

3	1	33.33%
9	5	55.56%
77	26	33.77%
0	0	0.00%
23	9	39.13%
33	7	21.21%
3	1	33.33%
6	2	33.33%
101	78	77.23%
33	14	42.42%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
0	0	0.00%
288	143	49.65%

Non-Service Related

Phones	0	0
Policy Comment	12	2
Service Request	3	1
Vehicle	0	0
Vehicle Preference	0	0
Vehicle Un-Needed	0	0
Subtotals	15	3

3	3	100.00%
79	24	30.38%
34	14	41.18%
2	0	0.00%
4	1	25.00%
0	0	0.00%
122	42	34.43%

**Redi-Wheels Comment Statistics
PCC Review**

2018 Comments	October	
	Subtotal	Rate/1000
Rides	28,412	

Valid Comments by Category**

Compliment	30	1.06
Policy Related	3	0.11
Service Related	25	0.88
Total	58	2.04

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

Compliment	2.22
Policy Related	6.67
Service Related	13.00
Overall	4.62

	CC	CR
Compliment	8	21
Policy Related	1	13
Service Related	1	33
Overall	10	67