



Agenda, Minutes & Reports

January 14, 2020

1:30pm

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

Meeting Schedule for 2020

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

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

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

SamTrans - 2nd Floor Auditorium

January 14, 2020

- | | |
|---|------|
| 1. Welcome / Introductions | 1:30 |
| 2. Approval of December 10, 2019 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 – Alex Madrid, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| 4. ADA Update: Richard Weiner | 1:50 |
| 5. Consumer Comments | 2:00 |
| 6. SamTrans / Redi-Wheels Reports | 2:15 |
| 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/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 | 2:50 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of December 10th, 2019 Meeting

ATTENDANCE:

Members:

Sue Alvey, Rosener House
Dinae Cruise, Vice Chair
Tina Dubost, SamTrans
Judy Garcia, Consumer
Mike Levinson, Consumer, PAL Chair
Benjamin McMullan, Chair, CID
Scott McMullin, CoA
Marie Violet, Dignity Health
(Member attendance = 8/15, 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
Richard Weiner, Nelson\Nygaard

Absentees:

Valerie Campos, Vista Center
Susan Capeloto, Dept. of Rehabilitation
Patty Clement, Catholic Charities
Monica Colondres, Community Advocate
Nancy Keegan, Sutter Health/Senior Focus
Sandra Lang, Community Member
Alex Madrid, Education Chair, CID
Sammi (Wilhelmina) Riley, Consumer

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:35pm. Attendees introduced themselves.

APPROVAL OF NOVEMBER MINUTES:

A motion to approve the November 2019 PCC minutes was made by Mike Levinson and seconded by Dinae Cruise. The minutes were approved.

COMMITTEE REPORTS:

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

The committee met at 11:30am on December 10th. There will be a presentation by Government Affairs on upcoming legislations at the February meeting.

The next meeting is on January 14th, 2020, at 11:30am.

Grant/Budget Review – Nancy Keegan, Chair

There were no updates.

Education – Alex Madrid, Chair

The committee did not meet in December. The next meeting is Friday, January 10th.

Executive – Benjamin McMullan, Chair

The committee had received a membership application from Evan Milburn, a volunteer with CID. This will be voted on after he has attended two PCC meetings.

There will be another meeting with Supervisor Groom on January 17, 2020.

The SamTrans Board of Directors is conducting a study of TNC usage among Redi-Wheels riders. The Board voted to approve a two-year extension for the Redi-Wheels contracts with First Transit. The contract includes an additional \$807,000.

The PCC had a successful exhibit table at the “Seniors on the Move” event on November 22nd. Dinae Cruise thought that the new PCC banner worked well and attracted many visitors.

The committee discussed Consumer Corps recruitment. Suggestions included starting a “Friends of Redi-Wheels” group, publicizing on NextDoor and at Senior Centers. They also discussed the drop in ridership and the status of the contract renewal with Nelson\Nygaard. Tina indicated that there was no update on the contract renewal status.

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. The presentation can be found on the PCC website (www.sanmateopcc.org) under “Resources.”

CONSUMER COMMENTS

Dinae reported hearing that Redi-Wheels was down to 54 drivers. Patty Smith said that they were down at least 25 drivers, that Serra taxi is being used to supplement ride requests, and that is why the number of taxi rides is up.

OPERATIONAL REPORTS

Tina reported that the MTC is in the process of preparing an RFP for Clipper 2.0 and that it may be possible to use the Clipper on paratransit at some point in the future. SamTrans is also investigating a pre-paid system. After last month's meeting, members had an opportunity to ride a paratransit bus. MTC is interested in discussing inter-agency transfers.

Tina also reminded everyone to complete the "Reimagine SamTrans" survey at <https://www.reimaginesamtrans.com/>. The SamTrans Planning Department is working on a Comprehensive Operations Analysis that will provide a detailed analysis of the service and they want to hear from everyone. The deadline to submit is December 31. Mike thought that the survey contained many very thoughtful questions that deal with important issues.

Tina thanked Alex Madrid who helped with fixed-route bus driver training.

PERFORMANCE SUMMARY

In October, total ridership was down 4.6% compared to 2018, and the average ridership was down 4%. The number of taxi trips was up. The number of late cancels and no shows were up slightly at 1.8% and 1.6% respectively. The number of inter-county transfer trips was down. On time performance was positive at 91.5%

COMMENT STATISTICS REPORT

Tina reported more complaints with an increase due to late or very late trips.

SAFETY REPORT

Patty Talbott reported 6 minor incidents in November. One related to a taxi, five were Redi-Wheels; two were preventable.

LIAISON REPORTS

Agency – Nancy Keegan

No report.

ERC – Mike Levinson

Mike reported that no meeting had been scheduled.

Commission on Disabilities (CoD) – Ben McMullan

The Commission will not meet in December so he will have a report in January.

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

During the power outages, CID has been leasing small generators for people with assistive technology in areas affected by the shut off. The generators can be kept up to 15 days.

Commission on Aging (CoA) – Scott McMullin

The Commission will not be meeting in December – the next meeting is on January 13th. The Transportation committee will meet on January 9th at 3pm.

Coastside Transportation Committee (CTC) – Tina Dubost

There will be a meeting on December 12th in Half Moon Bay at 10am and it will include a presentation on “Reimagine SamTrans.” The quarterly meeting dates for 2020 will be set.

Stakeholder Advisory Group – Sandra Lang

Ben presented Sandra’s SAG report. The final [Strategic Plan](#) was presented by staff at the Transportation Authority board meeting on December 5, which included a review of the processes, timelines, and specific adjustments made to the plan. The plan was approved.

Sandra included a letter written to the Board of Directors by the Transportation Equity Allied Movement Coalition (TEAMC) who were pleased overall with the direction of the Strategic Plan but felt that quite a few unanswered questions remained (see letter in Attachment A). Along with other SAG members, Sandra felt that more attention should be paid to social equity and a clearer explanation of proportionality as this has a large effect on vulnerable populations. This was discussed by the Board. Sandra also pointed out the need for accountability and transparency in the oversight selection process.

Although the comment period on the plan ended on November 15th, interested persons can sign up for a mailing list on the website.

OTHER BUSINESS

Tina told the group that minor changes to the service animal policy had been made in the Rider’s Guide and handed out the new booklet.

Next meeting is on Tuesday, January 14th at 1:30pm.

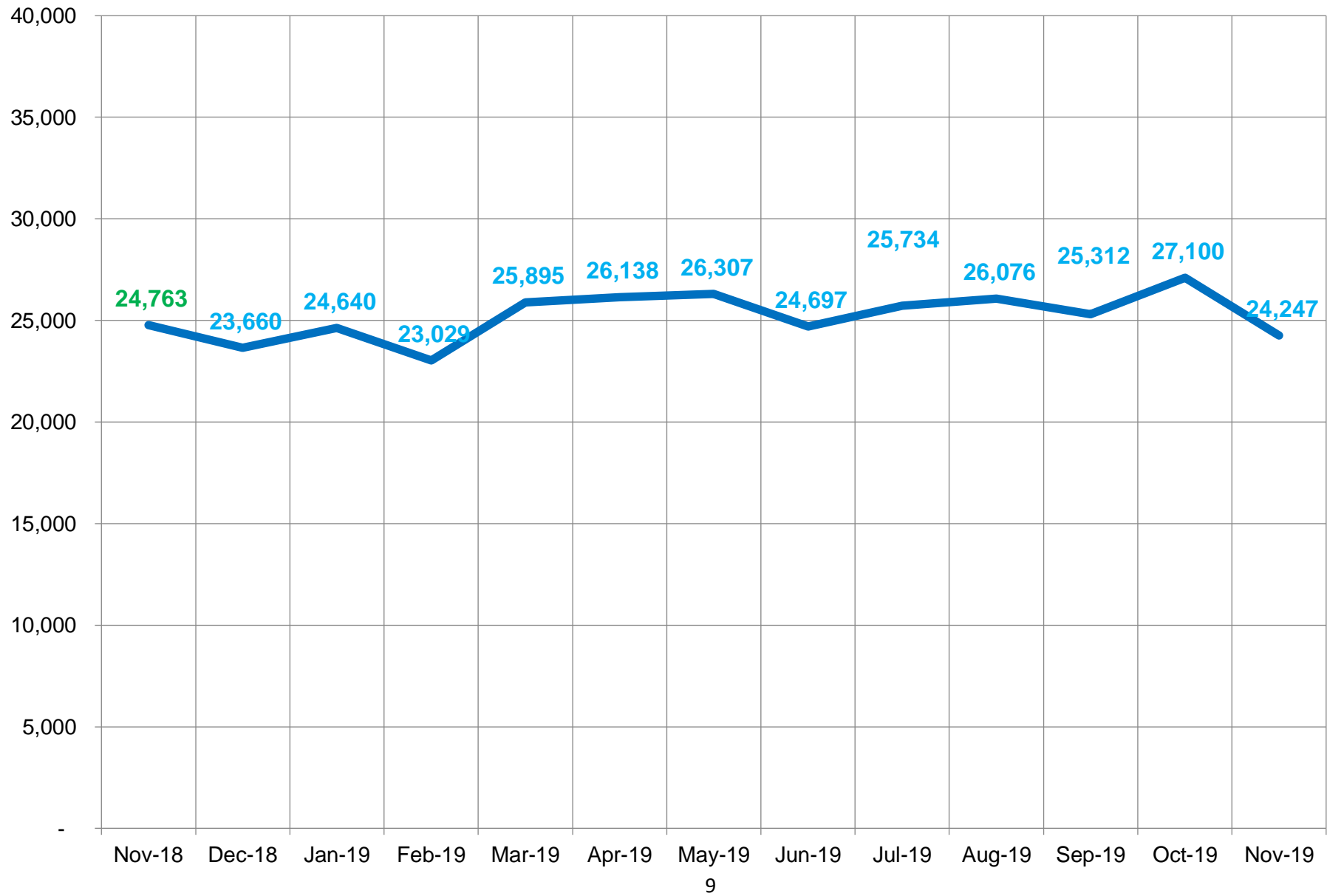
Meeting adjourned at 2:40pm.

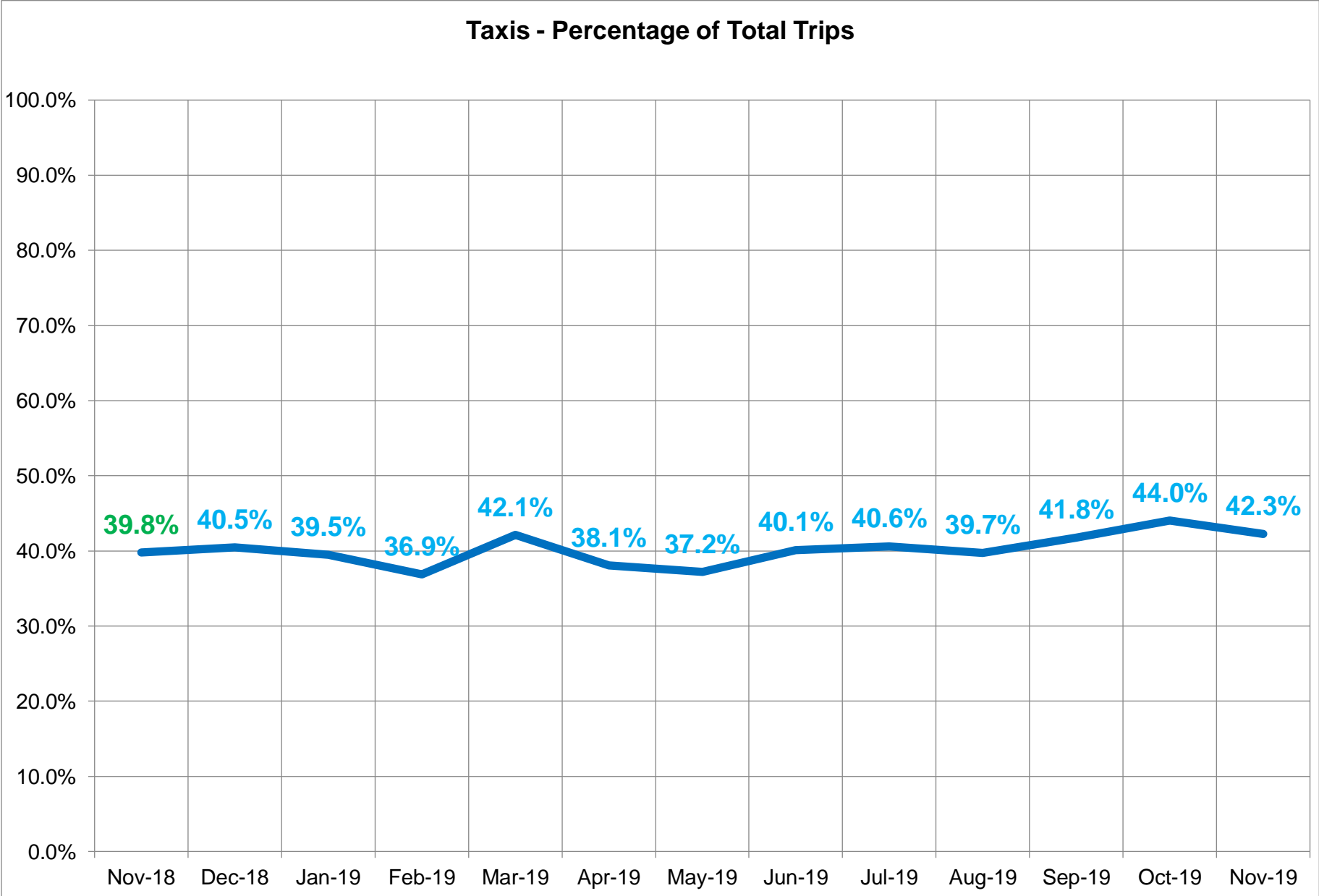
Redi-Wheels Reports

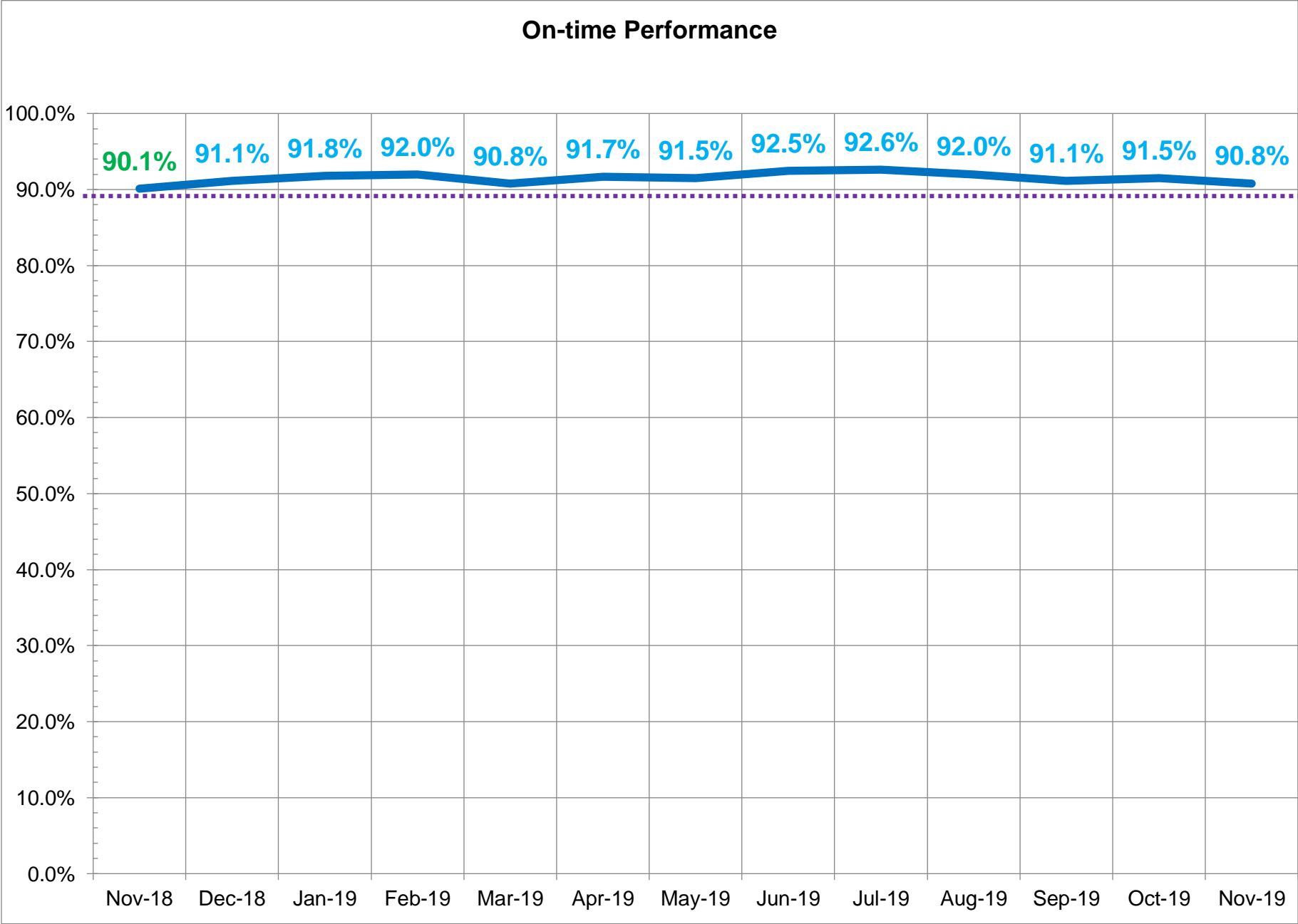
Performance Measures

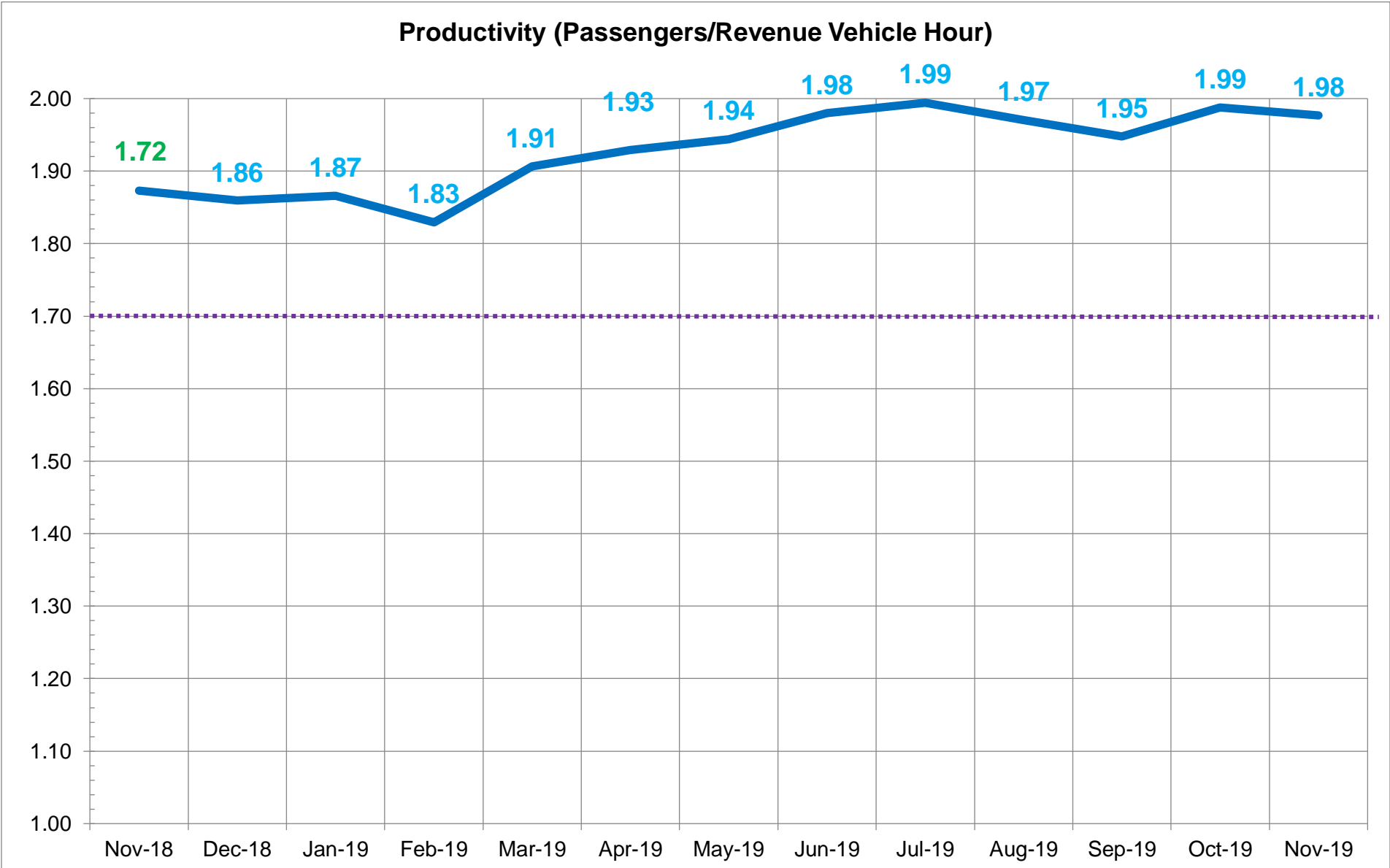
Performance Measure	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Prev. Yr. Average
1. Total trips requested	31,269	29,860	30,918	28,294	31,028	31,316	31,779	29,621	30,954	30,809	30,179	32,315	29,704	31,176
2. Trips scheduled	28,165	27,005	28,172	26,068	28,727	28,869	29,217	27,174	28,551	28,608	28,060	30,015	27,238	28,594
a. Same day cancels	2,396	2,438	2,481	2,073	1,795	1,740	2,159	1,658	2,054	1,650	1,961	1,858	2,077	2,037
% of trips scheduled	8.5%	9.0%	8.8%	8.0%	6.2%	6.0%	7.4%	6.1%	7.2%	5.8%	7.0%	6.2%	7.6%	7.1%
b. Late cancels	598	546	601	534	560	552	482	441	461	447	407	554	495	545
% of trips scheduled	2.1%	2.0%	2.1%	2.0%	1.9%	1.9%	1.6%	1.6%	1.6%	1.6%	1.5%	1.8%	1.8%	1.9%
c. Total customer no-shows	408	360	449	432	476	437	266	377	300	428	375	490	411	391
% of trips scheduled	1.4%	1.3%	1.6%	1.7%	1.7%	1.5%	0.9%	1.4%	1.1%	1.5%	1.3%	1.6%	1.5%	1.4%
d. No-show (operator)	0	1	1	0	1	2	3	1	2	7	5	13	8	1
3. Total trips served	24,763	23,660	24,640	23,029	25,895	26,138	26,307	24,697	25,734	26,076	25,312	27,100	24,247	25,620
a. Average weekday riders	1,004	956	970	951	1,036	1,008	1,032	992	1,007	1,012	1,060	1,032	1,003	1,025
b. Advance reservation	16,502	16,203	16,029	14,930	17,183	15,256	17,400	16,747	16,783	16,753	16,394	17,398	15,917	16,776
c. Agency trips	3,360	2,970	3,580	3,381	3,583	3,675	3,731	3,380	3,795	4,134	3,779	4,249	3,433	3,628
d. Individual subscription	4,901	4,487	5,031	4,718	5,129	5,078	5,176	4,570	5,156	5,189	5,139	5,453	4,897	5,038
e. Taxi trips	9,849	9,581	9,730	8,492	10,905	9,955	9,788	9,909	10,448	10,364	10,573	11,934	10,246	9,955
(taxi % of total trips)	39.8%	40.5%	39.5%	36.9%	42.1%	38.1%	37.2%	40.1%	40.6%	39.7%	41.8%	44.0%	42.3%	38.9%
4. Total Redi-Wheels riders	2,140	2,095	2,067	2,050	2,124	2,129	2,112	2,074	2,131	2,119	2,123	2,183	2,027	2,148
5. Inter-County Transfer Trips	155	131	168	155	150	177	176	172	173	157	157	166	156	161
6. On-time performance ¹	90.1%	91.1%	91.8%	92.0%	90.8%	91.7%	91.5%	92.5%	92.6%	92.0%	91.1%	91.5%	90.8%	91%
7. Productivity (psgrs/rvh) ²	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	1.98
8. Complaints per 1000 trips	0.97	0.68	0.77	0.39	0.50	0.65	0.38	0.40	0.35	0.84	0.83	0.85	0.99	0.6
9. Compliments per 1000 trips	1.13	0.85	0.73	1.09	0.46	0.96	0.80	1.26	0.97	0.69	0.67	0.55	0.70	0.9
10. Avg phone wait time (mins) ³	1.5	1.1	1.6	1.0	0.8	0.9	0.7	1.4	1.1	0.6	1.1	0.7	0.9	1.15
12/23/2019														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Total Trips Served









Monthly Redi-Wheels Comment Statistics

2019 Comments	Nov-19	
	Subtotal	Rate/1000
	Rides	
	24,247	
Total Comments by Category		
Compliment	17	0.70
Policy Related	6	0.25
Service Related	37	1.53
Total	60	2.47
Average Response Time to Customer (Working Days) [‡]		
Compliment	3.65	
Policy Related	2.80	
Service Related	4.00	
Overall	3.80	
	CC	CR
Compliment	6	11
Policy Related	1	5
Service Related	3	34
Overall	10	50

‡ Excludes weekends and holidays

Attachment A

Dec 5, 2019

San Mateo County Transportation Authority (SMCTA)
1250 San Carlos Ave.
San Carlos, CA 94070-1306
Via email

RE: Draft Measure W/A Strategic Plan

Dear Board of Directors and staff,

We are writing to you as several organizations engaged with the Transportation Equity Allied Movement Coalition (TEAMC). We would like to thank the Board and staff for engaging us and other stakeholders in the Strategic Plan process, and we would like to acknowledge the thoughtful letter that staff sent to us this week in response to our October comment letter. There are a number of positive elements in the Strategic Plan that we support and we have a few lingering concerns which we hope can be addressed as the Plan is implemented.

First, we would like to offer direct feedback to staff that relates to the last stage of this process. The Draft and Final Strategic Plans have been made available just a few working days before the SMCTA Board meetings where the Board has been asked to weigh in and make decisions.

In the future, we strongly encourage TA staff to make important documents like these available with more lead time so we as community-based organizations can appropriately respond to what is being proposed, especially those groups that are not resourced to be engaged directly in these kinds of processes. This is an important element of process equity and ensuring diverse and meaningful community input and buy-in.

There are many elements that we applaud in the comprehensive plan:

- The addition of technical assistance for multiple funding categories beyond highways,
- Accommodation of bike/ped bridges in the highway category, so these major investments serve all users and fix barriers,
- Funding for programs and education (not just capital projects), including Safe Routes to Schools programming, in the bicycle/pedestrian category,
- The inclusion of community engagement in the readiness criteria,
- Increasing the point allocation for Principle 11 throughout most of the categories,
- Specific inclusion of social equity metrics in several of the categories, and
- What we perceive to be an overall intent to focus on moving more people not more cars

There are also a few areas where progress has been made in regards to the point distribution in the Strategic Plan metrics but where we continue to have reservations.

- We appreciate the application of most of the Measure W Principles across each spending category and believe the point distribution between the performance-oriented metrics that relate directly to the Principles are quite fair. **There are a few examples, however, where certain Principles were not clearly incorporated under each**

Category, and we would have preferred that clear metrics be incorporated into each category relating directly to each Measure W Principle.

- **Because Measure W is a much more flexible and outcomes oriented measure, it merits a different approach and process from Measure A. We would have preferred a much greater weighting in the metrics section around the Measure W Principles rather than metrics that have little or nothing to do with performance or the Principles themselves.** Though we wanted the Readiness & Funding Leverage Criteria cut to 15% of the total points, we do appreciate the reduction by 5% across each funding category, making the point allocation slightly more focused on performance. Still, as an example with the Regional Transit Connections category, a full 41% of the points remain allocated for non-outcomes oriented considerations (Need and Readiness).

Finally, we would like to raise a few major remaining questions and concerns the Final Plan that were raised in our communications with TA staff and the Board in October in relation to the Draft Plan:

- **Our recommendation that a cost benefit analysis approach be applied for each category was not incorporated and thus creates uncertainty for us as to whether the projects that most effectively meet the multiple objectives set out by Measure W for every dollar spent will be prioritized.**
- **TA staff did not modify the 4% cap on Transportation Demand Management and Alternative Commute Programs within the Highway Category.** We believe TDM and alternative commute mode spending are likely to be among the most effective approaches in meeting the intent of Measure W within the Highway Category. Why would we prematurely limit such spending over the next several years? **We appreciate some of the rationale provided by staff, but we recommend that the TA establish a more specific timeline and commit to revisiting the 4% cap on TDM soon after the proposed Alternative Congestion Relief/TDM Plan is finalized, ideally within the next 2-3 years.** These details should be incorporated into the Strategic Plan for future reference by decision makers, staff, and the public.
- **We are very interested in obtaining greater clarity on what the process of evaluating projects and spending proposals will look like after the Plan is finalized and we would like to have input into the structure of the process.**
 - Transparency of selection committees: We would like to see a more transparent public process for selecting worthwhile applications for funding in the various categories. There should be some level of public input as to the makeup of the evaluation committees as well as publicizing the applications and final scores.
 - Composition and role of the POC: We would like more clarity on the role and makeup/selection of the Public Oversight Committee. How will the selection of members of the Public Oversight be made, and what are the key criteria that would be considered for selecting candidates?
 - Accountability: What are the mechanisms for accountability if jurisdictions or agencies don't comply with the intent of Measure W spending, especially in the local investment share? What checks and balances will be established in the use of return to source funds?

- Quality control: What kind of quality control will take place to ensure the data that is submitted by applicants to evaluate projects is consistent? Will there be a third party review or oversight of the data for projects submitted to the TA?
- **Lastly, the Final Strategic Plan leaves much to be desired in its level of commitment and specificity as it relates to the social equity section, and we would like clarification from staff and the Board regarding its commitment and objectives.** On pg. 48, there is a very short section on Geographic and Social Equity that states: “The Measure A and Measure W programs are countywide efforts that should take into consideration a relative equitable distribution of investments to help ensure all areas of the County, and all socioeconomic groups within it, receive a proportionate share of the transportation benefits and that no area is disproportionately adversely impacted.” If all areas of the county and populations receive a proportional share of benefits, that is not achieving equity, it is reinforcing the status-quo which is currently inequitable. We recommend strengthening the equity section commitment by the TA beyond the status-quo. For reference, see the Contra Costa TA’s 2019 TEP:
 - On pg. 3 the CCTA states that it “will prioritize social equity and provide better mobility options for all, **especially for those with the greatest transportation barriers such as youth, seniors, people of lower incomes, and people with disabilities.**” and on pg. 12 it states that it will ensure “**proportionally greater benefits to Communities of Concern and low-income residents.**”¹

We eagerly await the opportunity to discuss these important details with staff and the Board as the Strategic Plan is implemented to deliver the kind of visionary performance oriented spending intended by the measure’s Guiding Principles. Please follow up with us for clarification of the comments and recommendations in this letter.

Thank you for your consideration,

¹ https://ccta.net/wp-content/uploads/2019/09/CCTA_TEP_Draft24_final_090419_lowres.pdf



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