



Agenda, Minutes & Reports

July 9, 2019

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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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

July 9th, 2019

- | | |
|---|------|
| 1. Welcome / Roll Call / Introductions | 1:30 |
| 2. Approval of June 11th, 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. Consumer Comments | 2:00 |
| 5. SamTrans / Redi-Wheels Reports | 2:15 |
| a. Operation Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Patty Talbott | |
| 6. 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 | |
| 7. Other Business | 3:00 |
| a. Revision to Article VII of Bylaws* | |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of June 11th, 2019 Meeting

ATTENDANCE:

Members:

Valerie Campos, Vista Center for the Blind
Susan Capeloto, Dept. of Rehabilitation
Dinae Cruise, Vice Chair
Tina Dubost, SamTrans
Judy Garcia, Consumer
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 9/15, Quorum =
Yes)

Guests:

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

Absentees:

Nancy Keegan, Sutter Health/Senior Focus
Patty Clement, Catholic Charities
Monica Colondres, Community Advocate
Alex Madrid, Education Chair, CID
Benjamin McMullan, Chair, CID
Scott McMullin, CoA

WELCOME/INTRODUCTIONS:

Vice Chair Dinae Cruise called the meeting to order at 1:35pm. Attendees introduced themselves.

APPROVAL OF APRIL MINUTES:

A motion to approve the May PCC minutes was made by Judy Garcia and seconded by Mike Levinson. The minutes were approved.

NEW MEMBER NOMINATION

Dinae requested approval of the nomination of Kathi Minden, Rosener House, for PCC membership. The nomination was approved unanimously.

COMMITTEE REPORTS:

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

At the committee meeting on June 11th, they received data from SamTrans on renewals and applications for Redi-Wheels and the length of time for a response. There was also discussion of fare payment and non-payment and steps being taken to improve efficiency of collecting fares. Next meeting is on July 9th, 2019.

Grant/Budget Review – Nancy Keegan, Chair

Tina Dubost reviewed paratransit expenses and revenues for FY2020; these totaled \$19,665,385 with passenger fares making up 4.6% of that total. The budget is shown in Attachment A.

Education – Alex Madrid, Chair

Mike Levinson, Sammi Riley, Dinae Cruise, and Scott McMullin represented the PCC at a CID Emergency Preparedness event on June 5th in East Palo Alto. The PCC will have a table at a similar CID event on June 26th in Menlo Park. There was no meeting in May. Next meeting is on July 5th, 2019.

Executive – Benjamin McMullan, Chair

Richard Weiner reported that the committee had discussed the retreat and suggested changes for 2021. They received a copy of the 2019-21 Work Plan for review, discussed formation of a Membership Committee to attract more members, nomination deadline for PCC Chair and Vice Chair for 2019-20, a change in the bylaws, and an updated membership application. The Work Plan will be discussed at the next Executive Committee meeting on July 2nd and again at the next PCC meeting on July 9th.

PRESENTATION: Update on Transportation Authority's Strategic Plan and Mobility Action Plan

Jessica Epstein from SamTrans' Government and Community Affairs provided an update on the US-101 Mobility Action Plan (MAP) which is developing policies to maximize infrastructure projects on the US-101 corridor. SamTrans' role is to enhance bus access and become the mobility manager for San Mateo County. Items being discussed include:

- Unpredictability of making trips on US-101
- Worsening congestion limiting access to jobs and other places
- US-101 not moving as many people as it could
- US-101 causing disproportionate public health burdens and mobility constraints for nearby communities

- Congestion, unpredictability and limited transit options present mobility challenges for all – but some groups are more vulnerable

Jessica also spoke about the 2020-24 San Mateo County Transportation Authority (TA) Strategic Plan. The TA administers sales tax revenues and develops funding priorities, which include a 5-year Strategic Plan. She reviewed Measure A projects and Measure W categories, how they compare, and gave an overview of the strategic plan's key elements.

In order to gather input from as many community members as possible, she encouraged everyone to take the Mobility Action Plan Survey at www.smcta.com/Survey and/or attend one of the six in person opportunities taking place in the county. A draft of the strategic plan is planned for Fall 2019.

STRATEGIC ACTION GROUP

Sandra Lang reported that the SAG is currently working on understanding the data to better suggest and develop criteria for evaluating proposals for spending in the five program categories: Public Transportation Systems; Highway Congestion Relief; Grade Separations; Bicycle and Pedestrian; Regional Transit. This is critical to make sure that the criteria align with what the constituents want. The plan will be adopted in November.

Sandra urged PCC members to provide her with input on transit solutions that would best serve seniors and people with disabilities. Mike Levinson requested that accessibility be incorporated into all forms of communication on projects.

OPERATIONAL REPORTS

Tina Dubost responded to a question regarding the number of new applicants for paratransit. During the last calendar year, there were an average of 177 new applicants per month. This calendar year there is an average of 105 applicants per month.

She reminded the group that PG&E may be shutting down power when there is a danger of fire. She encouraged everyone to sign up for alerts and be prepared. Sammi suggested that members attend one of the CID Emergency Preparedness events for more information on being ready for any emergency.

PERFORMANCE SUMMARY

Ridership is down from 26,653 in April 2018 to 26,138 in April 2019, which is a 1.9% decrease. Average weekday ridership is also down about 7%. Taxi usage was 38% of total trips. On time performance was 91.7%. Productivity remained high at 1.93 passengers per hour.

COMMENT STATISTICS REPORT

There was a slight increase in comments; 29 service related and 25 compliments. The overall response time was 8 days. They received 11 comment cards and 44 other consumer reports.

SAFETY REPORT

In May there were 11 minor incidents, 4 of which were preventable. None were related to taxis.

LIAISON REPORTS

Agency – Nancy Keegan

No report.

ERC – Mike Levinson

No meetings are scheduled. At the meeting in May, they were brainstorming about IVR projects.

Commission on Disabilities (CoD) – Ben McMullan

No report.

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

Mike mentioned that there was another Emergency Preparedness event on June 26th in Menlo Park, at 9:30-11:30am. He also reported that CID had received a grant to help people learn about CalFresh. Ben McMullan will be presenting at the County Emergency Preparedness Day on Saturday, September 21st. This event is being organized by Supervisor Groom's office.

Commission on Aging (COA) – Scott McMullin

No report.

Coastside Transportation Committee (CTC) – Tina Dubost

The next meeting is on June 27th at Senior Coastsiders. Jane reported that Senior Coastsiders was selected as Nonprofit of the Year for the 13th State Senate District. Tina reported that the new Director is Sandra Winter.

UPDATE ON ADA PARATRANSIT REGULATIONS AND PEER PROGRAMS

In his quarterly update, Richard Weiner reported the following:

- SEPTA in Philadelphia have taken significant steps to improve on-time performance which was at 83% (much lower than the 90% goal that they share with Redi-Wheels).
- In San Jose there was a case of a rider using a power wheelchair, who plunged down a steep incline at a bus stop. The Judge ruled that the burden of proof was on the plaintiff and that evidence did not establish a violation of the ADA as it was not a frequent event.
- In San Francisco, a rider had been suspended from using cable cars for 5 years for repeated service disruptions with their service animal. The ruling defined ADA rules for service animals. Although local transit districts can accommodate pets and comfort animals, it remains a local decision.
- In Jacksonville a ruling confirmed that accommodations need to be made for people who are deaf and blind. They need to be able to communicate by email, receive advance notice of vehicle arrival by text, and the agency needs to provide enhanced training to personnel, and provide customers with the ability to communicate with drivers en route.
- In Las Vegas, paratransit riders can now request trips by appointment time, not just a pickup time.
- At the RTC (Las Vegas' transit system), FTA said that riders with power wheelchairs must be eligible for paratransit, but there was ambiguity whether this should grant at least automatic conditional eligibility or not, recognizing that no transit operating environment is fully accessible due to path of travel issues.
- A report was submitted on paratransit for dialysis patients and noted the need for a higher level of service than required by the ADA paratransit regulations.

NOMINATIONS FOR PCC CHAIR AND VICE CHAIR

Valerie Campos announced that Ben McMullan and Dinae Cruise were willing to continue as Chair and Vice Chair respectively for 2019-20. Mike Levinson moved to re-elect Ben and Dinae; Sammi seconded; all approved.

Next meeting is on Tuesday, July 9th at 1:30pm.

Meeting adjourned at 3:08pm.

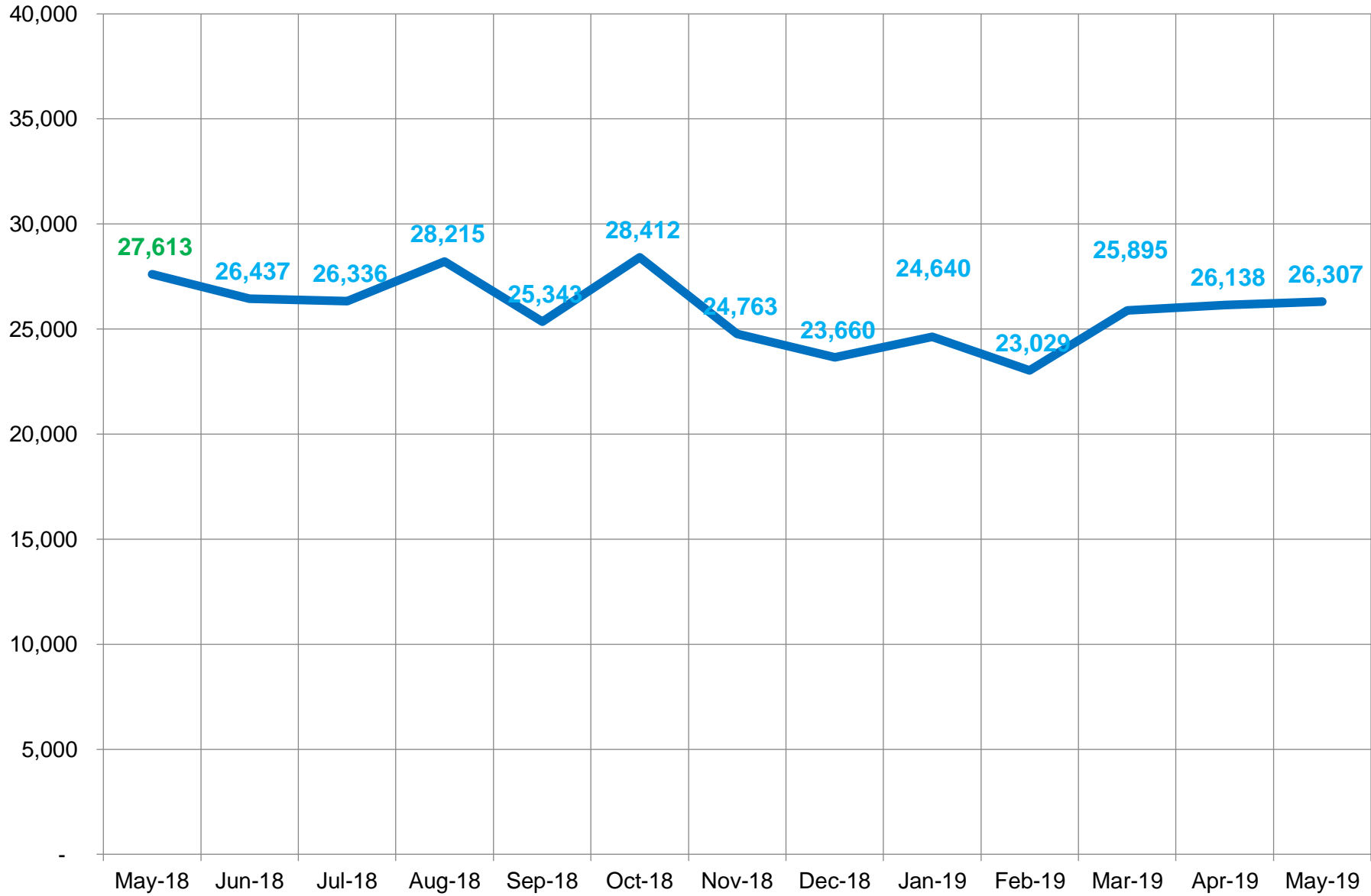
Redi-Wheels Reports

Performance Measure

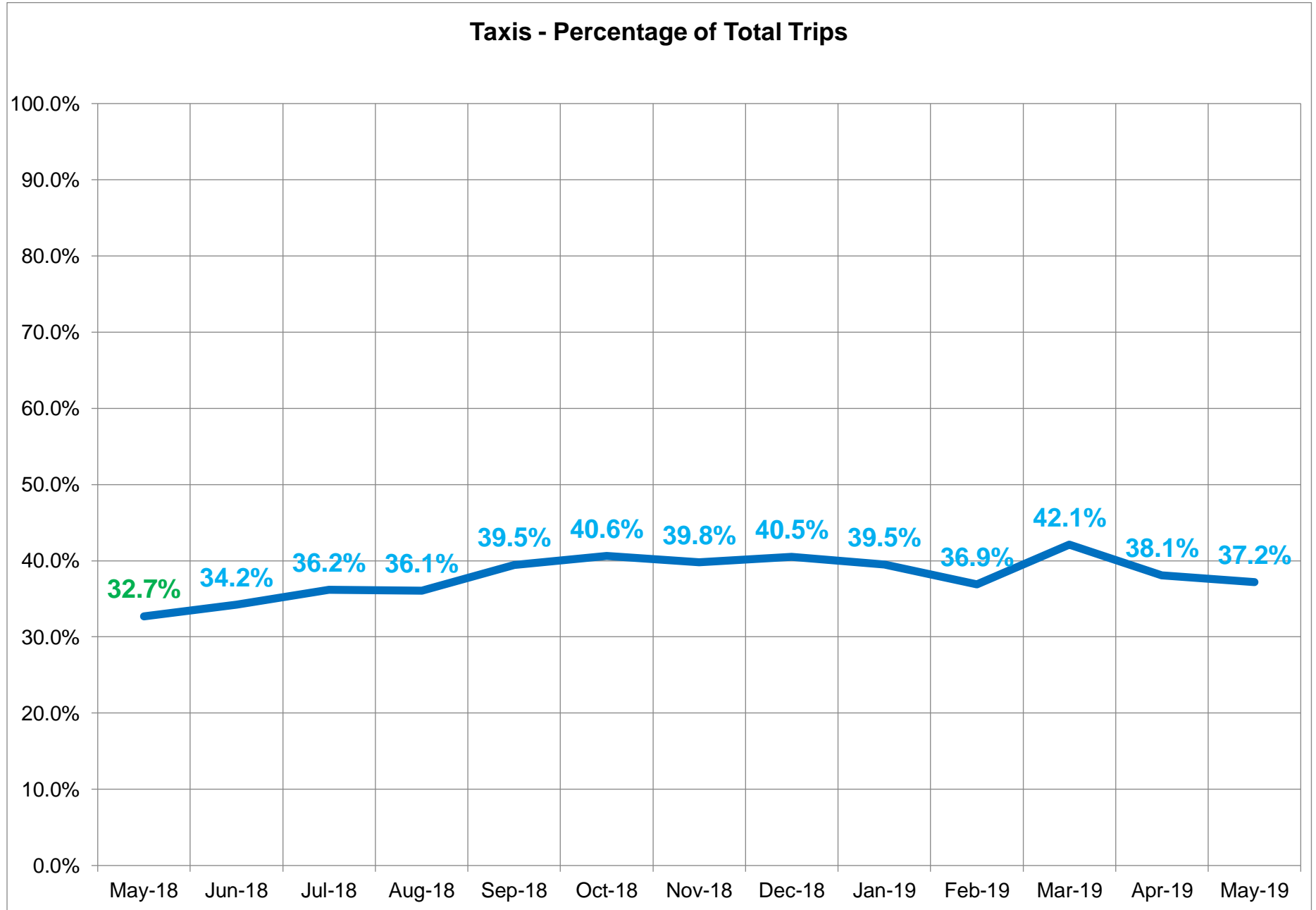
| Performance Measure | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Prev. Yr. Average |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------|
| 1. Total trips requested | 32,930 | 31,579 | 31,698 | 33,371 | 30,759 | 34,196 | 31,269 | 29,860 | 30,918 | 28,294 | 31,028 | 31,316 | 31,779 | 32,495 |
| 2. Trips scheduled | 30,158 | 29,152 | 29,191 | 31,035 | 28,417 | 31,082 | 28,165 | 27,005 | 28,172 | 26,068 | 28,727 | 28,869 | 29,217 | 29,702 |
| a. Same day cancels | 1,657 | 1,835 | 2,002 | 1,888 | 2,120 | 1,693 | 2,396 | 2,438 | 2,481 | 2,073 | 1,795 | 1,740 | 2,159 | 1,809 |
| % of trips scheduled | 5.5% | 6.3% | 6.9% | 6.1% | 7.5% | 5.4% | 8.5% | 9.0% | 8.8% | 8.0% | 6.2% | 6.0% | 7.4% | 6.1% |
| b. Late cancels | 523 | 516 | 514 | 553 | 546 | 607 | 598 | 546 | 601 | 534 | 560 | 552 | 482 | 559 |
| % of trips scheduled | 1.7% | 1.8% | 1.8% | 1.8% | 1.9% | 2.0% | 2.1% | 2.0% | 2.1% | 2.0% | 1.9% | 1.9% | 1.6% | 1.9% |
| c. Total customer no-shows | 363 | 363 | 336 | 377 | 405 | 370 | 408 | 360 | 449 | 432 | 476 | 437 | 266 | 386 |
| % of trips scheduled | 1.2% | 1.2% | 1.2% | 1.2% | 1.4% | 1.2% | 1.4% | 1.3% | 1.6% | 1.7% | 1.7% | 1.5% | 0.9% | 1.3% |
| d. No-show (operator) | 2 | 1 | 3 | 2 | 3 | 0 | 0 | 1 | 1 | 0 | 1 | 2 | 3 | 1 |
| 3. Total trips served | 27,613 | 26,437 | 26,336 | 28,215 | 25,343 | 28,412 | 24,763 | 23,660 | 24,640 | 23,029 | 25,895 | 26,138 | 26,307 | 26,946 |
| a. Average weekday riders | 1,085 | 1,076 | 1,109 | 1,081 | 1,083 | 1,078 | 1,004 | 956 | 970 | 951 | 1,036 | 1,008 | 1,032 | 1,100 |
| b. Advance reservation | 18,323 | 17,414 | 17,141 | 18,322 | 16,741 | 18,859 | 16,502 | 16,203 | 16,029 | 14,930 | 17,183 | 15,256 | 17,400 | 18,224 |
| c. Agency trips | 3,943 | 4,040 | 4,039 | 4,285 | 3,547 | 4,010 | 3,360 | 2,970 | 3,580 | 3,381 | 3,583 | 3,675 | 3,731 | 3,722 |
| d. Individual subscription | 5,347 | 4,983 | 5,156 | 5,608 | 5,055 | 5,543 | 4,901 | 4,487 | 5,031 | 4,718 | 5,129 | 5,078 | 5,176 | 5,001 |
| e. Taxi trips | 9,029 | 9,050 | 9,531 | 10,182 | 10,000 | 11,539 | 9,849 | 9,581 | 9,730 | 8,492 | 10,905 | 9,955 | 9,788 | 8,616 |
| <i>(taxi % of total trips)</i> | 32.7% | 34.2% | 36.2% | 36.1% | 39.5% | 40.6% | 39.8% | 40.5% | 39.5% | 36.9% | 42.1% | 38.1% | 37.2% | 32.0% |
| 4. Total Redi-Wheels riders | 2,253 | 2,171 | 2,195 | 2,277 | 2,301 | 2,218 | 2,140 | 2,095 | 2,067 | 2,050 | 2,124 | 2,129 | 2,112 | 2,269 |
| 5. Inter-County Transfer Trips | 137 | 97 | 133 | 164 | 146 | 199 | 155 | 131 | 168 | 155 | 150 | 177 | 176 | 155 |
| 6. On-time performance ¹ | 91.5% | 92.3% | 91.4% | 91.1% | 90.6% | 88.7% | 90.1% | 91.1% | 91.8% | 92.0% | 90.8% | 91.7% | 91.5% | 90% |
| 7. Productivity (psgrs/rvh) ² | 1.89 | 1.88 | 1.94 | 1.94 | 1.99 | 1.97 | 1.87 | 1.86 | 1.87 | 1.83 | 1.91 | 1.93 | 1.94 | 1.86 |
| 8. Complaints per 1000 trips | 0.69 | 0.49 | 0.23 | 0.39 | 0.59 | 0.67 | 0.97 | 0.68 | 0.77 | 0.39 | 0.50 | 0.65 | 0.38 | 0.7 |
| 9. Compliments per 1000 trips | 0.83 | 0.34 | 0.42 | 0.89 | 1.03 | 1.02 | 1.13 | 0.85 | 0.73 | 1.09 | 0.46 | 0.96 | 0.80 | 1.0 |
| 10. Avg phone wait time (mins) ³ | 1.5 | 2.3 | 1.6 | 1.2 | 0.9 | 1.1 | 1.5 | 1.1 | 1.6 | 1.0 | 0.8 | 0.9 | 0.7 | 1.37 |
| 6/17/2019 | | | | | | | | | | | | | | |
| Notes: | | | | | | | | | | | | | | |
| 1 Standard = 90% | | | | | | | | | | | | | | |
| 2 Standard = 1.70 | | | | | | | | | | | | | | |
| 3 Standard = < 1.5 | | | | | | | | | | | | | | |

Total Trips

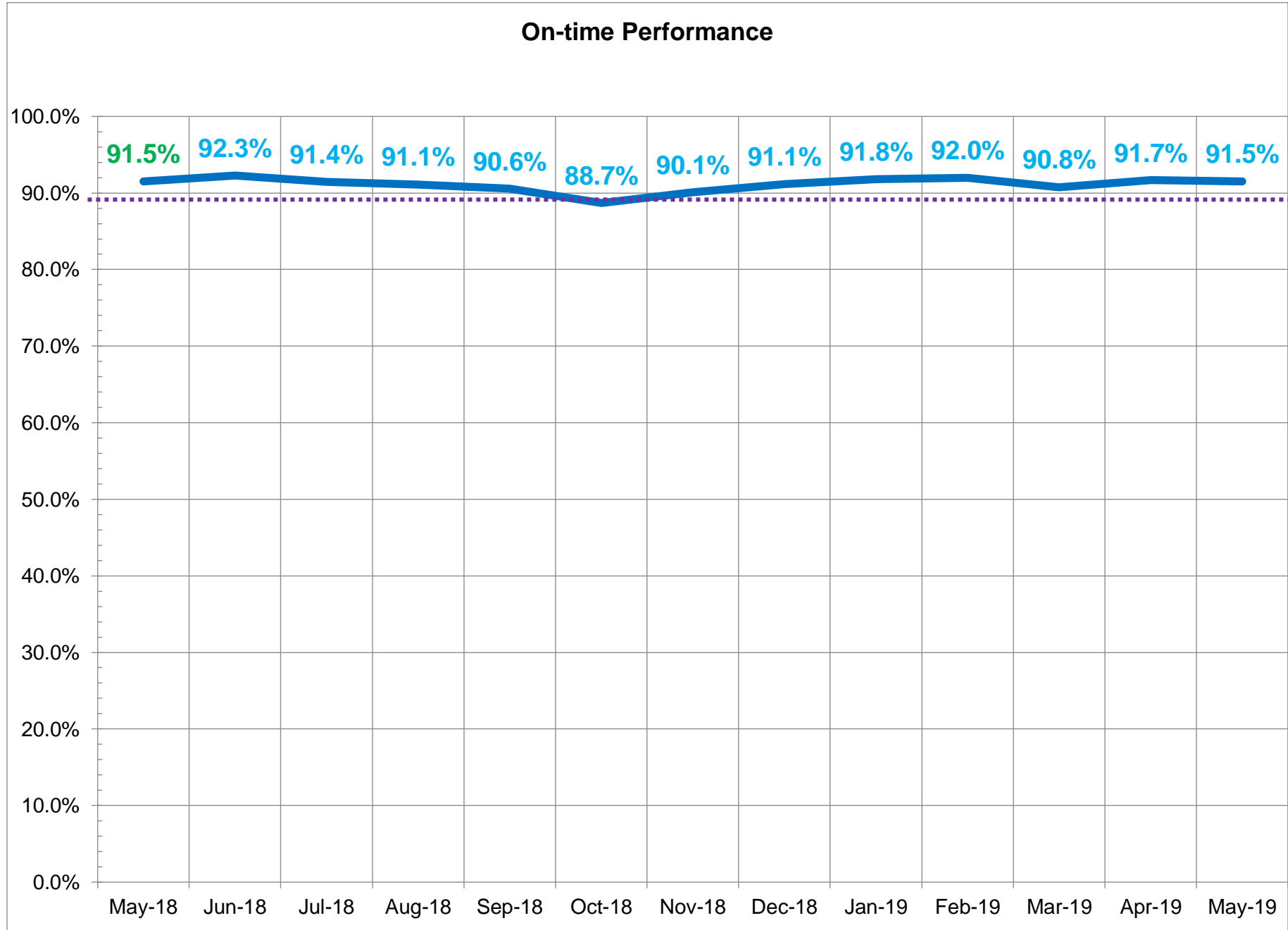
Total Trips Served



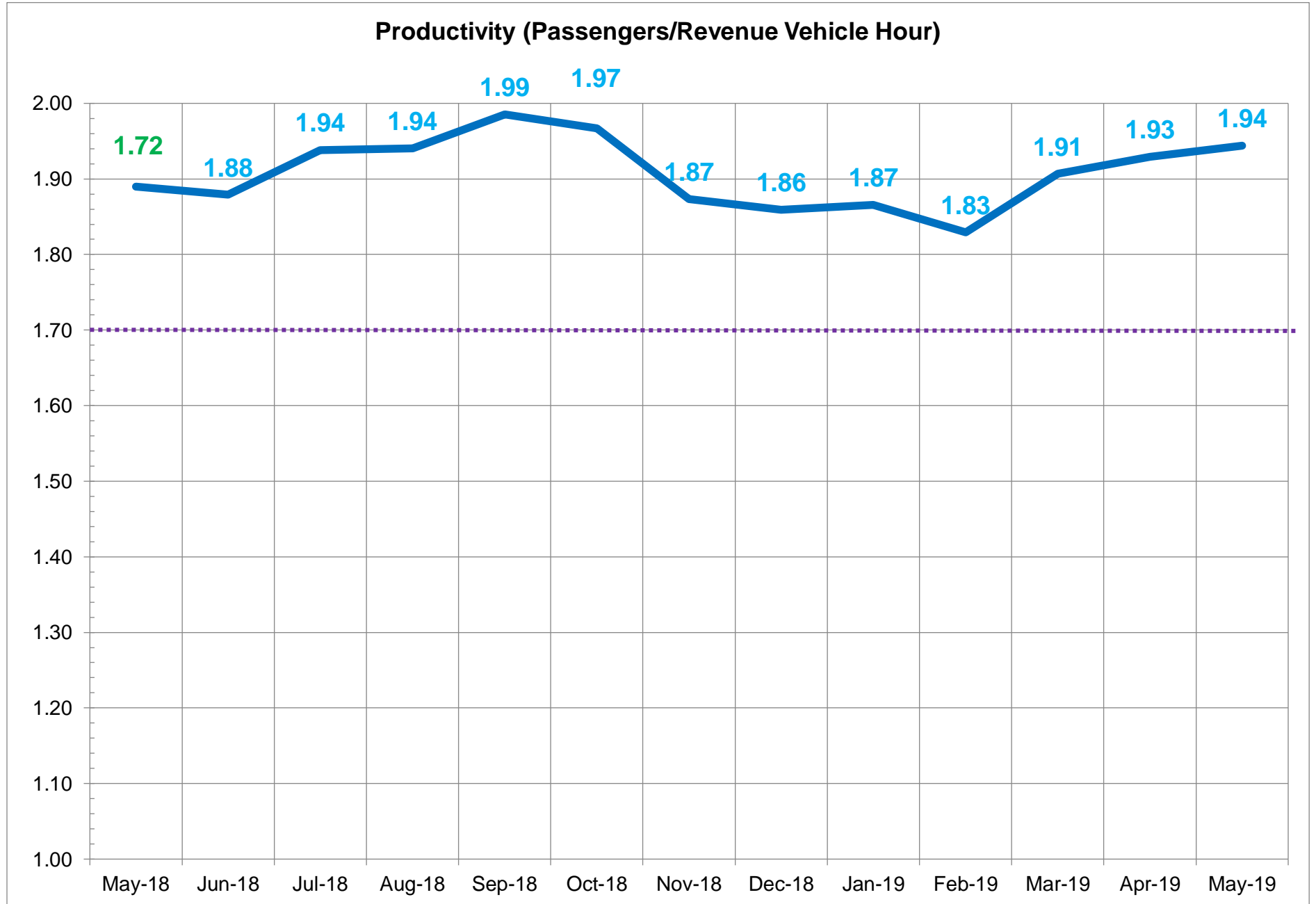
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Redi-Wheels Comment Statistics

| 2019 Comments | May-19 | |
|--|------------|-------------|
| | Subtotal | Rate/1000 |
| Rides | 26,307 | |
| Total Comments by Category | | |
| Compliment | 21 | 0.80 |
| Policy Related | 6 | 0.23 |
| Service Related | 24 | 0.91 |
| Total | 51 | 1.94 |
| Average Response Time to Customer (Working Days)‡ | | |
| Compliment | 3.3 | |
| Policy Related | 4.0 | |
| Service Related | 4.0 | |
| Overall | 3.7 | |
| | CC | CR |
| Compliment | 11 | 10 |
| Policy Related | 1 | 5 |
| Service Related | 6 | 18 |
| Overall | 18 | 33 |

‡ Excludes weekends and holidays

Report to PCC, June 2019

Summary of Paratransit Expenses and Revenues Budget for Fiscal Year 2020

**Paratransit Revenue
Budget for FY 2020**

| | Budget |
|--|--------------|
| Passenger fares | \$909,000 |
| Local Transit Development Act (TDA) 4.5 | \$2,471,745 |
| Local State Transit Assistance (STA) | \$1,658,475 |
| Operating grants | \$2,075,524 |
| District sales tax - District ADA programs | \$6,915,641 |
| Interest income - paratransit trust fund | \$595,000 |
| SMCTA Measure A | \$3,640,000 |
| Measure M | \$1,400,000 |
| Total | \$19,665,385 |

Expenses in FY 2020 Budget

| | Budget |
|--------------------------------|--------------|
| Redi-Wheels | \$8,024,300 |
| ADA Sedan / Taxi Service | \$3,834,100 |
| Coastside ADA Support | \$1,921,400 |
| ADA Related Wages and Benefits | \$3,113,135 |
| ADA Related support | \$2,127,186 |
| Insurance | \$645,264 |
| Total | \$19,665,385 |