



Agenda, Minutes & Reports

June 11, 2019

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
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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.	1:00-2:00pm	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

June 11th, 2019

- | | |
|--|------|
| 1. Welcome / Roll Call / Introductions | 1:30 |
| 2. Approval of May 14th, 2019 PCC Minutes* | 1:35 |
| 3. Update on Transportation Authority's Strategic Plan and Mobility
Action Plan – Jessica Epstein | 1:40 |
| 4. Committee Reports | 1:45 |
| 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 | |
| 5. SamTrans / Redi-Wheels Reports | 2:00 |
| a. Operation Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Patty Talbott | |
| 6. Liaison Reports | 2:10 |
| 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 | |
| 7. Periodic Update on ADA Paratransit Regulations and Peer Programs –
Richard Weiner | 2:15 |
| 8. Other Business | 2:25 |
| a. Nominations and voting for PCC Chair and Vice Chair* | |
| b. Revision to bylaws* | |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of May 14th, 2019 Meeting

ATTENDANCE:

Members:

Valerie Campos, Vista Center for the Blind
Dinae Cruise, Vice Chair
Tina Dubost, SamTrans
Nancy Keegan, Sutter Health/Senior Focus
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Alex Madrid, CID/Education Chair
Benjamin McMullan, Chair, CID
Scott McMullin, CoA
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 11/15, Quorum =
Yes)

Guests:

Kathi Minden, Rosener House
David Scarbor, SamTrans
Drennen Shelton, MTC
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Patty Talbott, First Transit/Redi-Wheels
Richard Weiner, Nelson\Nygaard

Absentees:

Susan Capeloto, Dept. of Rehabilitation
Patty Clement, Catholic Charities
Monica Colondres, Community Advocate
Judy Garcia, Consumer

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 10:10am.

Richard Weiner invited participants to share either "A value that I hold that makes me do this work," or "If I were to dedicate this work to somebody, either a public figure or someone in my life, here's who it would be and why."

APPROVAL OF APRIL MINUTES:

A motion to approve the April PCC minutes was made by Dinae Cruise and seconded by Sandra Lang. The minutes were approved.

CONSUMER CORPS

Jane Stahl reviewed the Consumer Corps report for the first quarter of 2019.

COMMITTEE REPORTS:

Reports postponed to June meeting.

OPERATIONAL REPORTS

Tina Dubost talked to the group about the new SamTrans On Demand service within the Linda Mar area of Pacifica that replaces the Pacifica Flex service. Customers can use an app to request a ride or can call and request through SamTrans Customer Service. Customers can pay with the app or on the bus. All vehicles are wheelchair accessible and drivers are appropriately trained. It is a one-year trial.

PERFORMANCE SUMMARY

The number of same day cancellations dropped; late cancels are also down. Ridership is down from 26,838 in March 2018 to 25,895 in March 2019. Average weekday ridership is also down from 1,054 to 1,036. Taxi usage was 42.1% of total trips. On time performance was 90.8%. Productivity remained high at 1.83 passengers per hour.

COMMENT STATISTICS REPORT

There were 12 compliments; 7 policy and 31 service-related complaints. The response time was 3.2 days.

Scott asked about new rider eligibility timing; Tina reported that it's currently at 21 days.

SAFETY REPORT

Report postponed to June meeting.

LIAISON REPORTS

Reports postponed to June meeting.

BYLAWS

Ben McMullan advised that in order to include past PCC chairs on the Executive Committee, the PCC bylaws will need to be changed. It was felt that past chairs provided valuable institutional knowledge and that limiting membership to immediate past chairs was restrictive. Tina questioned whether this would make the committee size unwieldy. The change was tabled for a vote at the June meeting.

ELECTION OF CHAIR AND VICE CHAIR FOR 2019-20:

Mike Levinson advised that a date was needed for nominations for Chair and Vice Chair who each serve a one-year term. It was decided that nominations will be due to Jane Stahl by end of day on June 5th, 2019. Jane will send out a request for nominations to the whole council.

REVIEW OF 2017-19 WORK PLAN

Richard led the group through a review of outcomes from the 2017-19 Work Plan.

PRESENTATION: DRENNEN SHELTON, MTC

Drennen Shelton, Planner with the Metropolitan Transportation Commission gave a presentation “Coordinated Public Transit-Human Services Transportation Plan for the Bay Area.” Following was a Q&A.

Q. Will users be able to use Clipper on paratransit? Will be an account-based system; working with Uber on using Clipper; will be difficult to make this work.

Q. Will there be a paperless system? Difficult as holding people’s money and have to account for it, even more difficult for inter-agency trips.

Q. Is there a “best in class” paratransit system? There are many differences in paratransit service provision and the circumstances under which service is provided, there isn’t just one perfect paratransit system. However, there are elements that can be replicated which is why Richard gives periodic reports on service at other programs and on the latest interpretations of the ADA regulations.

Q. Does MTC have funding mechanisms for individual counties? Funding is for specific projects. ABAG has money for counties for priority areas.

Q. Can we make transfer policies consistent for inter-county trips? These are getting similar but there are still many difficult issues to be resolved. MTC is getting actively involved in this issue.

The group then had lunch and split into four groups to discuss items for the new PCC Work Plan. Notes from each group were gathered to be formatted into the 2019-21 PCC Work Plan.

The meeting was adjourned at 2:30pm.

Next meeting will be on Tuesday, June 11th, 2019 at the SamTrans 2nd Floor Auditorium, at 1:30pm.

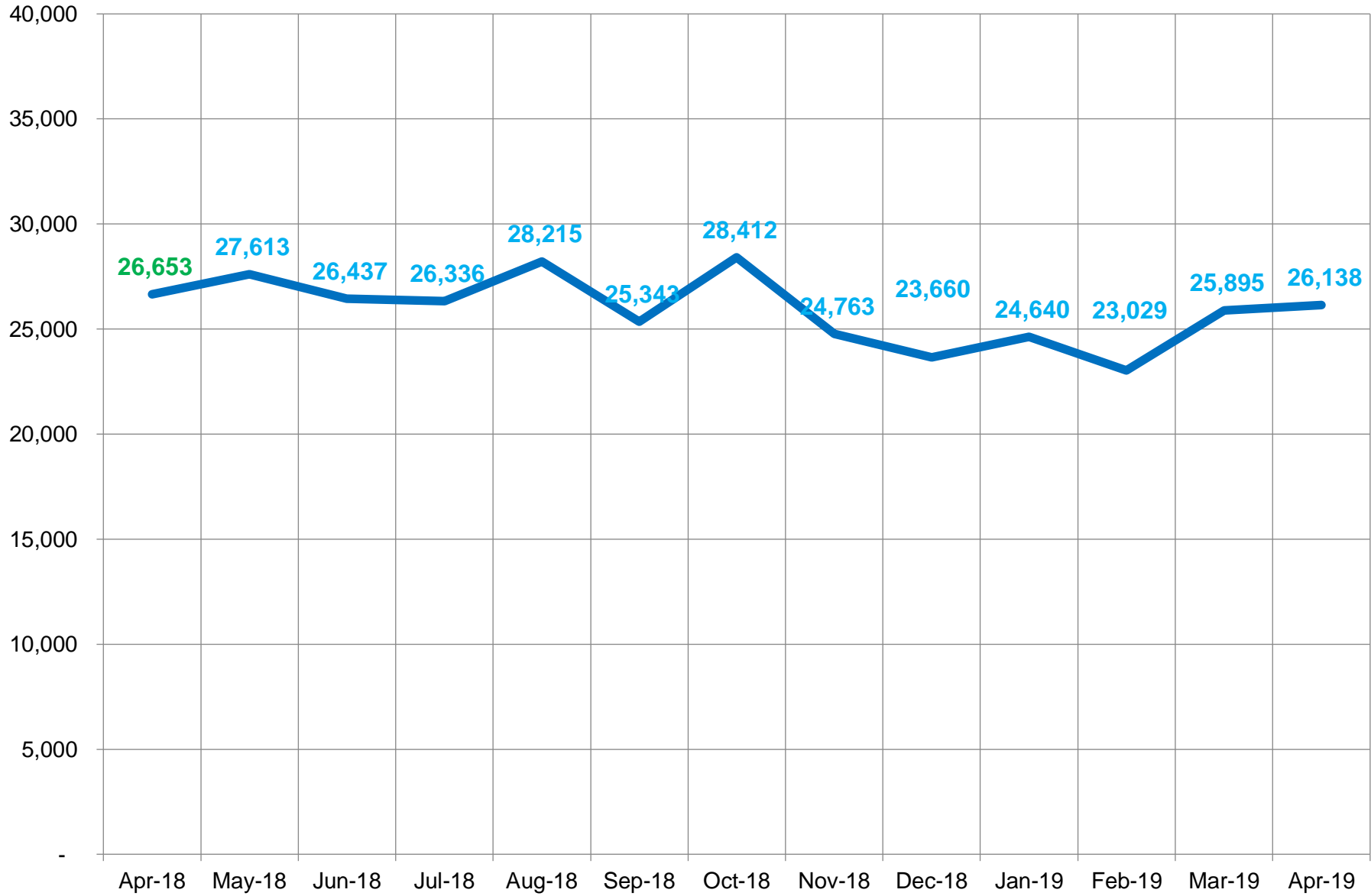
Redi-Wheels Reports

Performance Measure

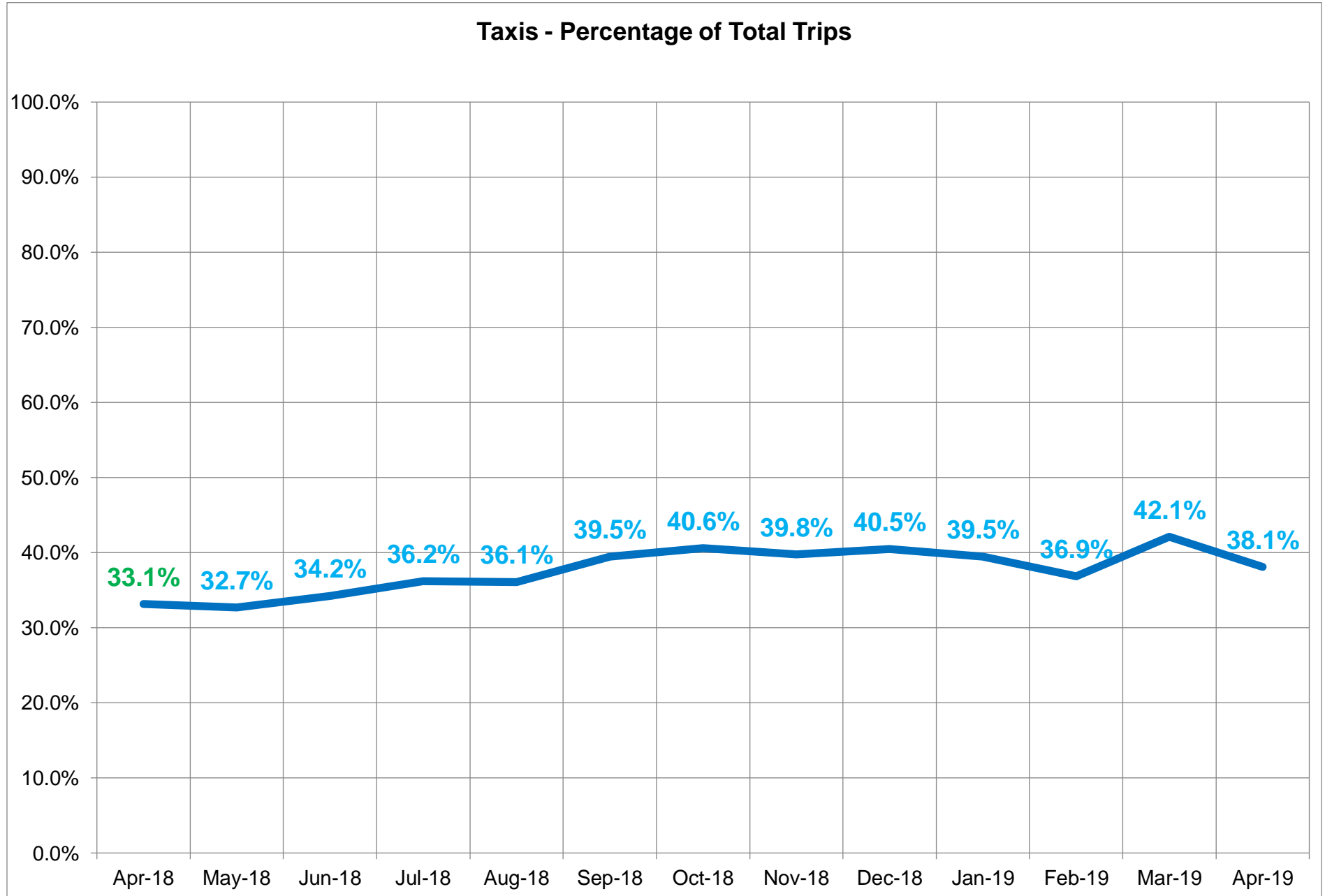
Performance Measure	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	Prev. Yr. Average
1. Total trips requested	31,533	32,930	31,579	31,698	33,371	30,759	34,196	31,269	29,860	30,918	28,294	31,028	31,316	32,495
2. Trips scheduled	29,227	30,158	29,152	29,191	31,035	28,417	31,082	28,165	27,005	28,172	26,068	28,727	28,869	29,702
a. Same day cancels	1,714	1,657	1,835	2,002	1,888	2,120	1,693	2,396	2,438	2,481	2,073	1,795	1,740	1,809
% of trips scheduled	5.9%	5.5%	6.3%	6.9%	6.1%	7.5%	5.4%	8.5%	9.0%	8.8%	8.0%	6.2%	6.0%	6.1%
b. Late cancels	534	523	516	514	553	546	607	598	546	601	534	560	552	559
% of trips scheduled	1.8%	1.7%	1.8%	1.8%	1.8%	1.9%	2.0%	2.1%	2.0%	2.1%	2.0%	1.9%	1.9%	1.9%
c. Total customer no-shows	326	363	363	336	377	405	370	408	360	449	432	476	437	386
% of trips scheduled	1.1%	1.2%	1.2%	1.2%	1.2%	1.4%	1.2%	1.4%	1.3%	1.6%	1.7%	1.7%	1.5%	1.3%
d. No-show (operator)	0	2	1	3	2	3	0	0	1	1	0	1	2	1
3. Total trips served	26,653	27,613	26,437	26,336	28,215	25,343	28,412	24,763	23,660	24,640	23,029	25,895	26,138	26,946
a. Average weekday riders	1,089	1,085	1,076	1,109	1,081	1,083	1,078	1,004	956	970	951	1,036	1,008	1,100
b. Advance reservation	17,862	18,323	17,414	17,141	18,322	16,741	18,859	16,502	16,203	16,029	14,930	17,183	15,256	18,224
c. Agency trips	3,730	3,943	4,040	4,039	4,285	3,547	4,010	3,360	2,970	3,580	3,381	3,583	3,675	3,722
d. Individual subscription	5,061	5,347	4,983	5,156	5,608	5,055	5,543	4,901	4,487	5,031	4,718	5,129	5,078	5,001
e. Taxi trips	8,832	9,029	9,050	9,531	10,182	10,000	11,539	9,849	9,581	9,730	8,492	10,905	9,955	8,616
<i>(taxi % of total trips)</i>	33.1%	32.7%	34.2%	36.2%	36.1%	39.5%	40.6%	39.8%	40.5%	39.5%	36.9%	42.1%	38.1%	32.0%
4. Total Redi-Wheels riders	2,238	2,253	2,171	2,195	2,277	2,301	2,218	2,140	2,095	2,067	2,050	2,124	2,129	2,269
5. Inter-County Transfer Trips	172	137	97	133	164	146	199	155	131	168	155	150	177	155
6. On-time performance ¹	92.4%	91.5%	92.3%	91.4%	91.1%	90.6%	88.7%	90.1%	91.1%	91.8%	92.0%	90.8%	91.7%	90%
7. Productivity (psgrs/rvh) ²	1.87	1.89	1.88	1.94	1.94	1.99	1.97	1.87	1.86	1.87	1.83	1.91	1.93	1.86
8. Complaints per 1000 trips	0.53	0.69	0.49	0.23	0.39	0.59	0.67	0.97	0.68	0.77	0.39	0.50	0.65	0.7
9. Compliments per 1000 trips	1.20	0.83	0.34	0.42	0.89	1.03	1.02	1.13	0.85	0.73	1.09	0.46	0.96	1.0
10. Avg phone wait time (mins) ³	1.1	1.5	2.3	1.6	1.2	0.9	1.1	1.5	1.1	1.6	1.0	0.8	0.9	1.37
5/28/2019														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Total Trips

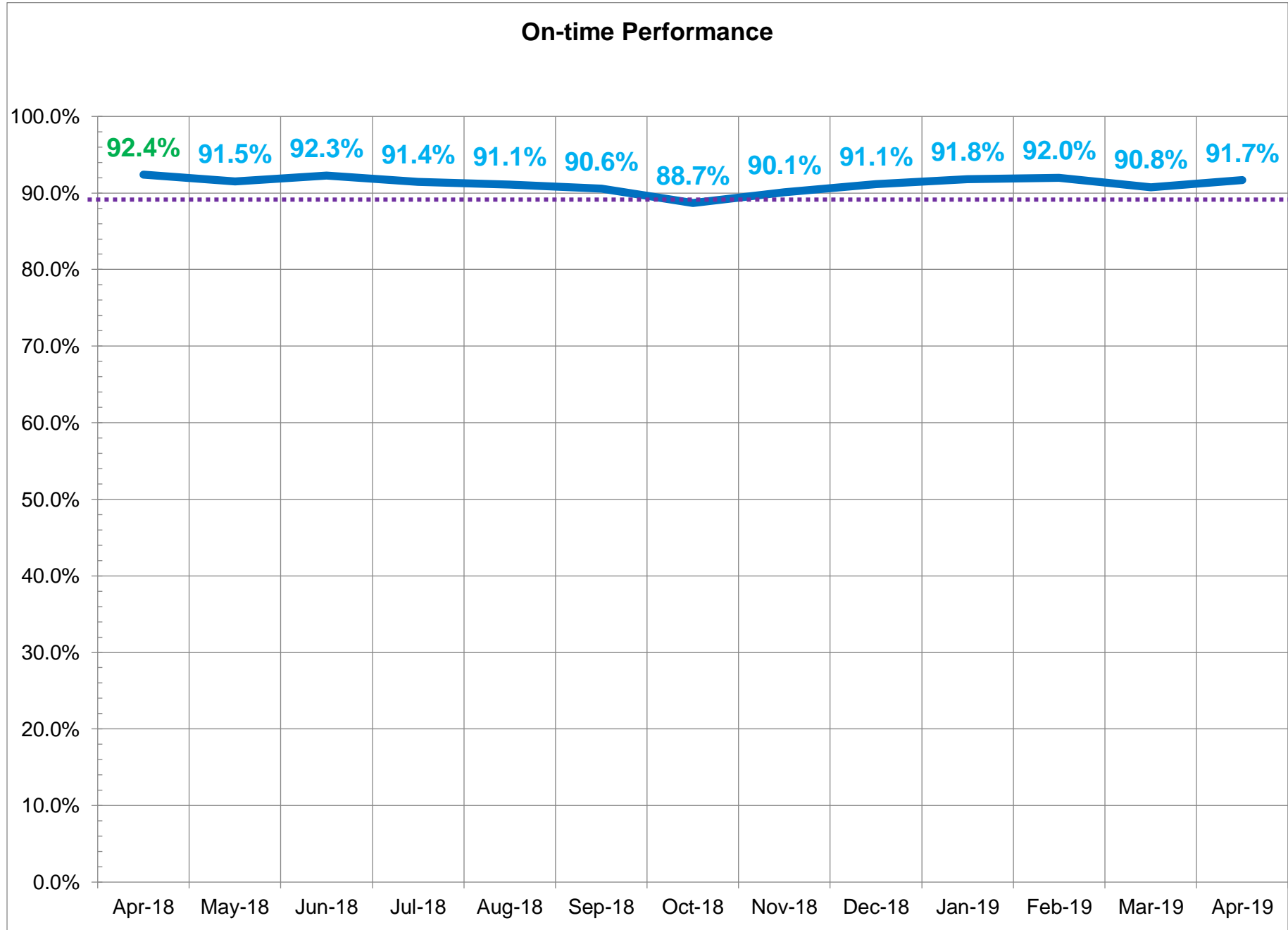
Total Trips Served



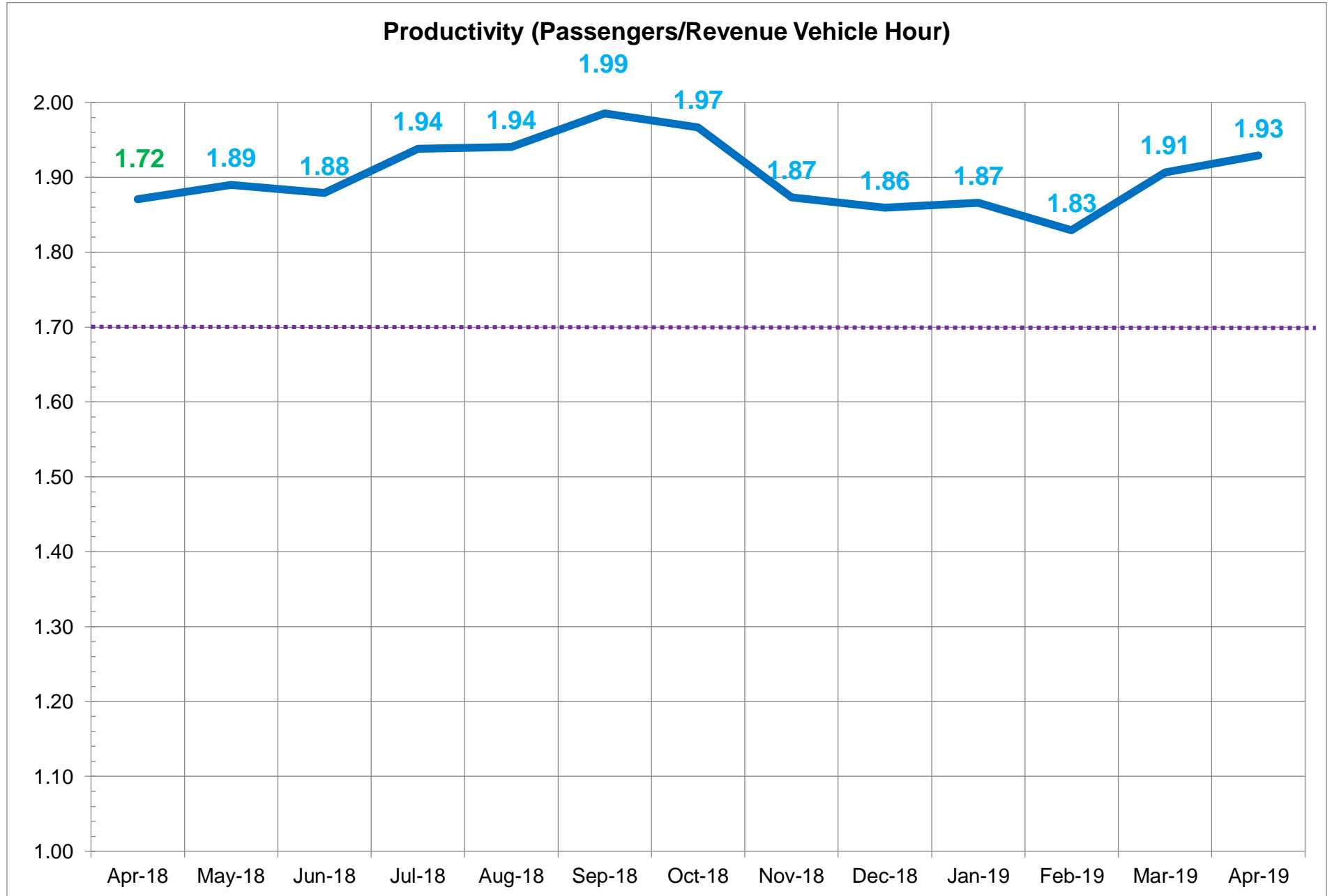
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Redi-Wheels Comment Statistics

2019 Comments	Apr-19	
	Subtotal	Rate/1000
Rides	26,138	
Total Comments by Category		
Compliment	25	0.96
Policy Related	1	0.04
Service Related	29	1.11
Total	55	2.10
Average Response Time to Customer (Working Days)†		
Compliment	6.0	
Policy Related	2.0	
Service Related	11.0	
Overall	8.1	
	CC	CR
Compliment	7	18
Policy Related	1	6
Service Related	3	20
Overall	11	44