



## **Agenda, Minutes & Reports**

**March 12, 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**

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## Meeting Schedule for 2019

<b>PCC</b> San Mateo County Paratransit Coordinating Council	<b>PCC</b> Executive Committee	<b>PAL</b> Policy-Advocacy- Legislative Committee	<b>Education Committee</b>	<b>CTC</b> Coastside Trans. Committee	<b>SamTrans Board</b>	<b>ERC</b> Efficiency Review Committee
2 <sup>nd</sup> Tuesday Monthly	1 <sup>st</sup> Tuesday Monthly Conf. Call	2 <sup>nd</sup> Tuesday Monthly	1 <sup>st</sup> Friday Bi-Monthly Conf. Call	2 <sup>nd</sup> Thursday Qtly. Senior Coastsiders 925 Main Street, Half Moon Bay	1 <sup>st</sup> Wednesday Monthly	To be determined
<b>1:30-3:30 p.m.</b>	<b>1:30-2:30pm</b>	<b>11:30-12:30 p.m.</b>	<b>1:00 p.m.</b>	<b>10:00-11:30am</b>	<b>2:00 p.m.</b>	<b>1:30-3:00 p.m.</b>
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	TBA
June 11, 2019	June 4, 2019	June 11, 2019		June 13, 2019	June 5, 2019	TBA
July 9, 2019	July 2, 2019	July 9, 2019	July 5, 2019		July 10, 2019 (2 <sup>nd</sup> 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

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

**SamTrans - 2<sup>nd</sup> Floor Auditorium**

1250 San Carlos Avenue, San Carlos, CA 94070

March 12, 2019

- |  |      |
|--|------|
| 1. Welcome/Roll Call   | 1:30 |
| 2. Introductions   | 1:35 |
| 3. Approval of February 12, 2019 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                              | 2:45 |
| a. Operational Report—Tina Dubost                              |      |
| b. Performance Summary—Tina Dubost                             |      |
| c. Monthly Redi-Wheels Comment Statistics Report—Tina Dubost   |      |
| d. Safety Report—Patty Talbott, General Manager                |      |
| 6. 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                    |      |
| 7. Other Business  | 3:15 |

The next PCC meeting is scheduled for Tuesday, April 9, 2019 at 1:30pm

\*Action item

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

Minutes of February 12, 2019 Meeting

**ATTENDANCE:**

Members:

Valerie Campos, Vista Center for the Blind  
Tina Dubost, SamTrans  
Judy Garcia, Consumer  
Barbara Kalt, Rosener House  
Nancy Keegan, Sutter Health/Senior Focus  
Sandra Lang, Consumer  
Mike Levinson, Consumer, PAL Chair

Alex Madrid, CID/Education Chair  
Benjamin McMullan, Chair, CID  
Sammi (Wilhelmina) Riley, Consumer  
Marie Violet, Dignity Health  
(Member attendance = 11/15, Quorum =  
Yes)

Guests:

Scott McMullin, Community  
Talib Salamin, Serra Cab  
David Scarbor, SamTrans

Jane Stahl, PCC Staff  
Patty Talbott, First Transit-Redi-Wheels  
Richard Weiner, Nelson/Nygaard

Absentees:

Susan Capeloto, Dept. of Rehabilitation  
Monica Colondres, Community Advocate  
Dinae Cruise, Consumer  
Patty Santoni, Catholic Charities

**WELCOME/INTRODUCTIONS:**

Ben McMullan called the meeting to order at 1:40pm. The meeting started with each attendee introducing themselves.

**APPROVAL OF DECEMBER MINUTES:**

A motion to approve the January minutes was made by Mike Levinson and seconded by Ben McMullan. Sandra Lang abstained. The minutes were approved.

Ben informed the council that long-time council member Aki Eejima had passed away on Friday, February 1<sup>st</sup>; and the meeting was held in his memory.

## **COMMITTEE REPORTS:**

### **A. POLICY ADVOCACY & LEGISLATIVE COMMITTEE (PAL)**

Mike reported that there was a meeting on February 12<sup>th</sup> at 11:30am. They discussed different ways to obtain additional support for paratransit and will be having a meeting with Supervisor Carole Groom on February 22<sup>nd</sup> regarding Measure W funds allocation. Tina Dubost mentioned that SamTrans might use the funds for scheduling software and that helping to solve the issue of driver shortage that is impacting the service.

### **B. GRANT/BUDGET REVIEW**

Barbara Kalt advised there were no updates.

### **C. EDUCATION COMMITTEE**

In order to be represented at the Elder Care Resource Fair on February 16<sup>th</sup> in San Carlos, Alex will take PCC materials to display on the CID table.

Mike reported that the Senior Transportation Fare on January 30<sup>th</sup> in Half Moon Bay had about 75 attendees, with many visiting the PCC table.

Richard reported that there is a new PCC flyer and a redesigned FAQ sheet. The next meeting is on Friday, March 1<sup>st</sup>.

### **D. EXECUTIVE COMMITTEE**

Ben reported that an agreement had been made on how to report complaints submitted by consumers. Going forward, these will be consolidated to show a total number without separating those deemed “valid.”

The PCC retreat will be on Tuesday, May 14<sup>th</sup>, 2019 from 10am-2:30pm. The next meeting will be on Tuesday, March 5<sup>th</sup>, at 1:30pm, via conference call. Jane updated the council on possible locations for the retreat at both the Peninsula Mills and the Beresford Community Center. Mike requested the she check on breakout rooms.

Ben read highlights from Scott McMullin’s membership application and requested that the council vote to approve it. Barbara Kalt moved to approve the application; Ben McMullan seconded the motion; the motion passed unanimously.

## **E. CONSUMER CORPS REPORT**

Jane Stahl reviewed highlights from the 4Q2018 Consumer Corps report. In the future, reports will include trends. The form has been slightly redesigned and is also now available as an online form.

Mike Levinson expressed concern at the low number of people receiving reminder calls. Richard Weiner said that it was actually a small number of people reporting this, but that they were not consistently receiving calls. A suggestion was made that the calls might be perceived as “robo-calls” so might not be picked up. Tina Dubost also mentioned that subscription rides don’t receive a reminder call.

Alex wondered if it was possible to not receive a reminder call for some demand trips, but Tina responded that they weren’t able to accommodate that request.

Tina reminded consumer corps riders to fill out a comment card for a complaint or compliment. Comment cards on vehicles may not always be on display in the buses, but riders can request one from the driver.

Alex asked if the consumer can ask dispatch to send another vehicle if a ride is late. Tina confirmed that riders should call dispatch for an ETA and that it may or may not involve sending another vehicle.

## **OPERATIONAL REPORTS**

### **PERFORMANCE SUMMARY**

Ridership is down from 24,763 in December 2017 to 23,660 in December 2018, which is a 7% decline. Average weekly ridership is also down, probably due to the holidays as well as the wet weather. Taxi usage was 40%. On time performance was 91.1%. Productivity is high at 1.86 passengers per hour. Average telephone time met standard. A consumer attending the meeting reported that her experience has been outstanding and commended the drivers and staff for this service.

## **STATISTICS REPORT**

The most common complaint is late vehicles and they are continuing to work on providing on time performance. Service requests were customer specific so no pattern was apparent. The average response time for a compliment was about 8 days and 18 days for a complaint. The response times for February will be better.

## **SAFETY REPORT**

Patty reported that there were six incidents in January three of which were preventable and none were serious.

## **PRESENTATION**

Tina introduced Bill Grizzard, Director of Safety and Security for SamTrans. She reminded the council that SamTrans has an MOU with the Office of Emergency Services and doesn't maintain a registry of personal information. She encouraged everyone to make plans to be personally prepared. Members of the public can access [www.ready.gov](http://www.ready.gov) for information and can sign up for local alerts at [smcready.gov](http://smcready.gov).

Bill spoke to the group on SamTrans' role in emergency preparedness:

- SamTrans, CalTrain, and MTA have an obligation written into law, called "Continuity of Service" which is the basis for maintaining service in the case of an emergency.
- National level for emergencies (NIMS) that includes preparation and training and operates with other agencies i.e. police, fire, and emergency responders.
- State level (SIMS) for emergencies is organized in a similar way but at the local level.
- SamTrans' role is to support first responders e.g. use buses as a temporary shelter, or to transport people to another location.
- There is an emergency operations center in the SamTrans building that is networked with other transit agencies.
- SamTrans has MOUs with the Metropolitan Transportation Commission (MTC) regionally and Office of Emergency Service (OES) in the County.
- They conduct a field exercise each year on Caltrans and replicate a disaster scenario. Another is scheduled in Menlo Park in July and they hope to have more people volunteer.
- Everyone should be prepared and have sufficient supplies on hand for at least 72 hours.



Alex asked if emergency exercises include taxis and First Transit and if paratransit could be involved. Although they've not been included in scenarios in the past, Bill felt that involving taxis and First Transit was a good suggestion. SamTrans are currently planning their own exercise and could look to include paratransit.

Marie Violet asked if there are registries where people are notified of emergency. Bill responded that all emergency drills are scenario based so it would be hard to do this.

A question was raised as to what SamTrans would do with paratransit riders in the case of an emergency. Tina said that they would do their best and the response would vary depending on the situation and timing. Mike Levinson asked if any of the MOUs include a database of individuals to be contacted and could that be incorporated into the planning process. Would OES be the logical place for such a registry? Tina responded that SamTrans does not have such registries and that they are complex. Based on his experience in Atlanta, David Scarborough said that they didn't work nor is there funding.

Nancy mentioned the case of a fire in Southern California and the paratransit drivers knew where their customers lived. In the event of an emergency, we should look at the tools currently available to help get people to safety. It may not be possible to come up with a solution now but we should start looking at the bigger picture.

Ben agreed that a collaborative strategy is needed and suggested a future discussion to explore what else could be done. Sandra mentioned that New Beginnings Coalition has a map that shows vulnerable areas and cities are using it exploring options in the case of a disaster.

The council thanked Bill Grizzard for his presentation and offered to be involved with emergency planning discussions and drills going forward.

## **LIAISON REPORTS**

### **A. Coastside**

SamTrans had a table at the Coastside Transportation Fair on January 30<sup>th</sup>. Attendees were very interested in the RTC card, how to get it, and how to use it.

### **B. Agency**

Barbara Kalt said that nothing had been planned yet.

**C. ERC**

Mike reported no action.

**D. Commission on Disability**

COD is continuing to reach out to groups to collaborate. At the last general meeting they had a presentation from the Pride Center. In-Home Supportive Services (IHSS) focus groups will be preparing flyers.

**E. Center for the Independence of Individuals with Disabilities (CID)**

Alex reported that CID joined the San Mateo Chamber of Commerce in San Mateo and will host a member reception on March 27<sup>th</sup>.

**F. Commission on Aging**

Sandra reported that they met on February 11<sup>th</sup> with a presentation by a representative of the district attorney’s office on cases of elder abuse both financial and physical. Aging and Adult Services has a 24-hour line that provides advice and assistance – 1-800-675-TIES. Judy Garcia and Nancy Keegan mentioned that Nicole Fernandez with San Mateo County Health is available to give a presentation on fraud at a future meeting.

**Other Business**

None

Next meeting will be on Tuesday, March 12, 2019 at 1:30pm.

The meeting was adjourned at 3:00pm.

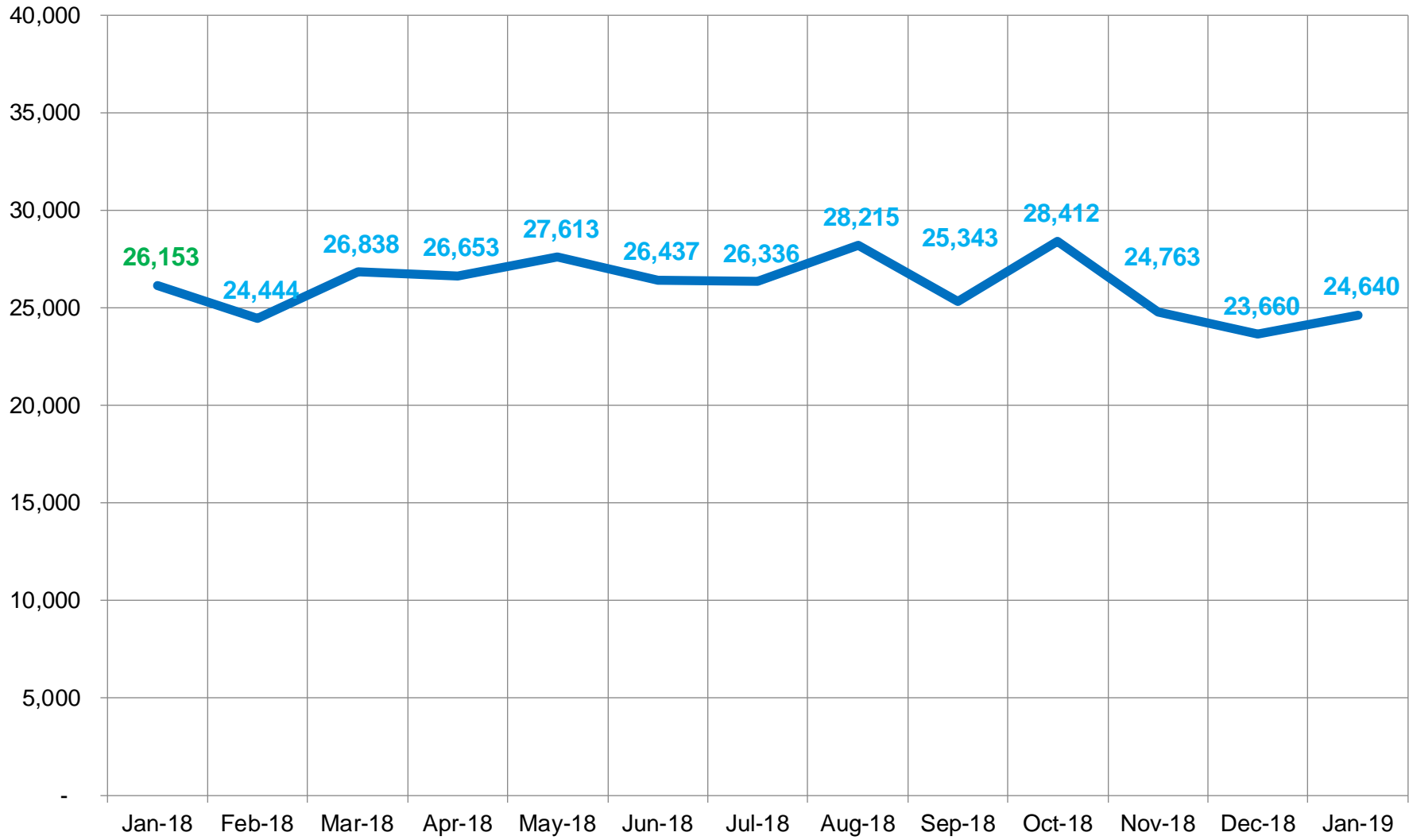
# Redi-Wheels Reports

## Performance Measure

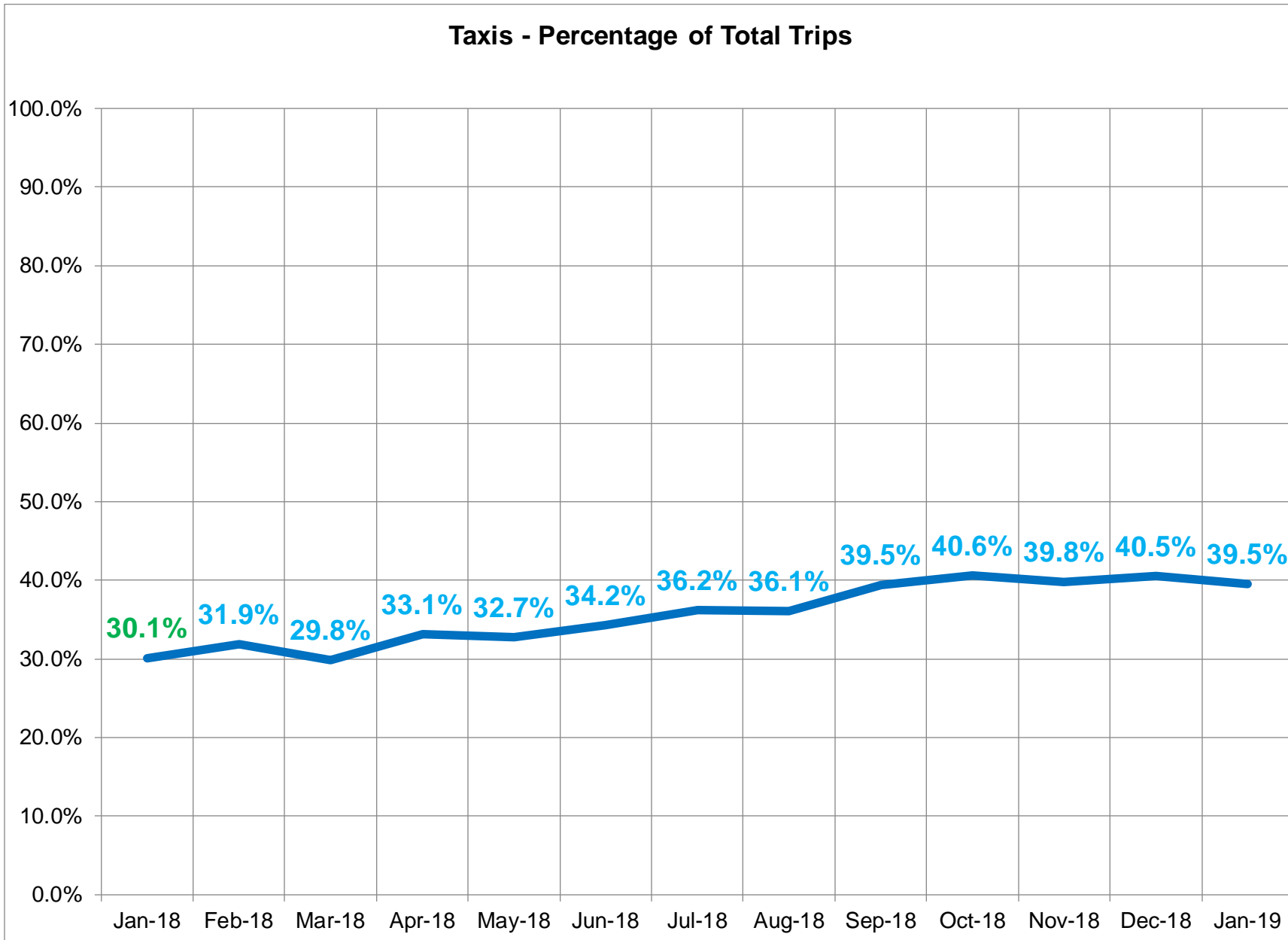
Performance Measure	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Prev. Yr. Average
1. Total trips requested	32,578	29,689	32,474	31,533	32,930	31,579	31,698	33,371	30,759	34,196	31,269	29,860	30,918	32,495
2. Trips scheduled	29,041	27,211	29,666	29,227	30,158	29,152	29,191	31,035	28,417	31,082	28,165	27,005	28,172	29,702
a. Same day cancels	1,826	1,895	1,914	1,714	1,657	1,835	2,002	1,888	2,120	1,693	2,396	2,438	2,481	1,809
% of trips scheduled	6.3%	7.0%	6.5%	5.9%	5.5%	6.3%	6.9%	6.1%	7.5%	5.4%	8.5%	9.0%	8.8%	6.1%
b. Late cancels	662	528	567	534	523	516	514	553	546	607	598	546	601	559
% of trips scheduled	2.3%	1.9%	1.9%	1.8%	1.7%	1.8%	1.8%	1.8%	1.9%	2.0%	2.1%	2.0%	2.1%	1.9%
c. Total customer no-shows	395	342	347	326	363	363	336	377	405	370	408	360	449	386
% of trips scheduled	1.4%	1.3%	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.4%	1.2%	1.4%	1.3%	1.6%	1.3%
d. No-show (operator)	5	2	0	0	2	1	3	2	3	0	0	1	1	1
3. Total trips served	26,153	24,444	26,838	26,653	27,613	26,437	26,336	28,215	25,343	28,412	24,763	23,660	24,640	26,946
a. Average weekday riders	1,138	1,052	1,054	1,089	1,085	1,076	1,109	1,081	1,083	1,078	1,004	956	970	1,100
b. Advance reservation	17,484	16,554	17,855	17,862	18,323	17,414	17,141	18,322	16,741	18,859	16,502	16,203	16,029	18,224
c. Agency trips	3,754	3,289	3,765	3,730	3,943	4,040	4,039	4,285	3,547	4,010	3,360	2,970	3,580	3,722
d. Individual subscription	4,915	4,601	5,218	5,061	5,347	4,983	5,156	5,608	5,055	5,543	4,901	4,487	5,031	5,001
e. Taxi trips	7,879	7,803	8,010	8,832	9,029	9,050	9,531	10,182	10,000	11,539	9,849	9,581	9,730	8,616
<i>(taxi % of total trips)</i>	30.1%	31.9%	29.8%	33.1%	32.7%	34.2%	36.2%	36.1%	39.5%	40.6%	39.8%	40.5%	39.5%	32.0%
4. Total Redi-Wheels riders	2,269	2,184	2,240	2,238	2,253	2,171	2,195	2,277	2,301	2,218	2,140	2,095	2,067	2,269
5. Inter-County Transfer Trips	178	163	159	172	137	97	133	164	146	199	155	131	168	155
6. On-time performance <sup>1</sup>	89.7%	90.3%	90.7%	92.4%	91.5%	92.3%	91.4%	91.1%	90.6%	88.7%	90.1%	91.1%	91.8%	90%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.81	1.82	1.80	1.87	1.89	1.88	1.94	1.94	1.99	1.97	1.87	1.86	1.87	1.86
8. Complaints per 1000 trips	0.96	1.19	0.56	0.53	0.69	0.49	0.23	0.39	0.59	0.67	0.97	0.68	0.77	0.7
9. Compliments per 1000 trips	1.38	0.53	0.45	1.20	0.83	0.34	0.42	0.89	1.03	1.02	1.13	0.85	0.73	1.0
10. Avg phone wait time (mins) <sup>3</sup>	1.0	0.8	1.2	1.1	1.5	2.3	1.6	1.2	0.9	1.1	1.5	1.1	1.6	1.37
<b>2/25/2019</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Total Trips

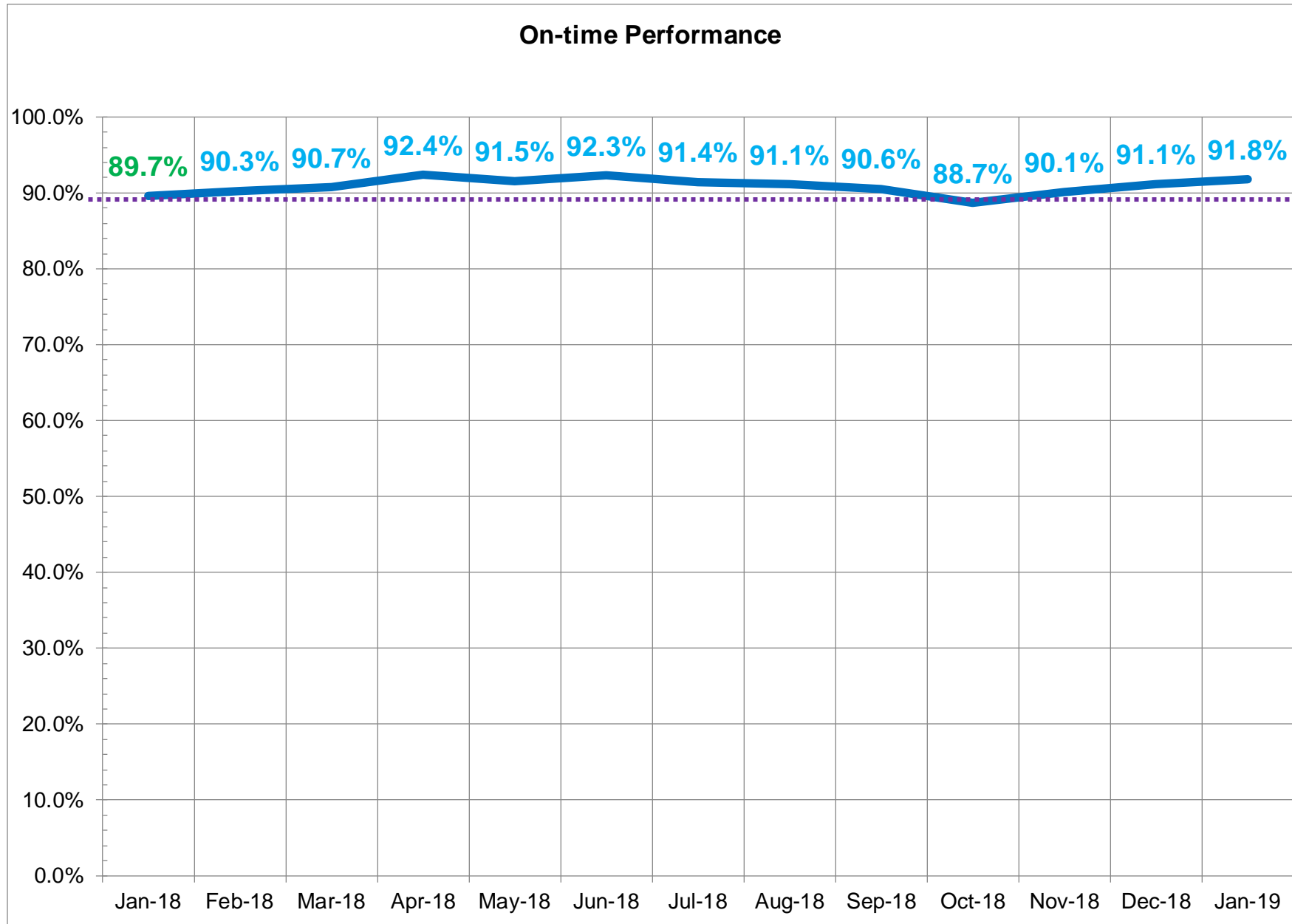
### Total Trips Served



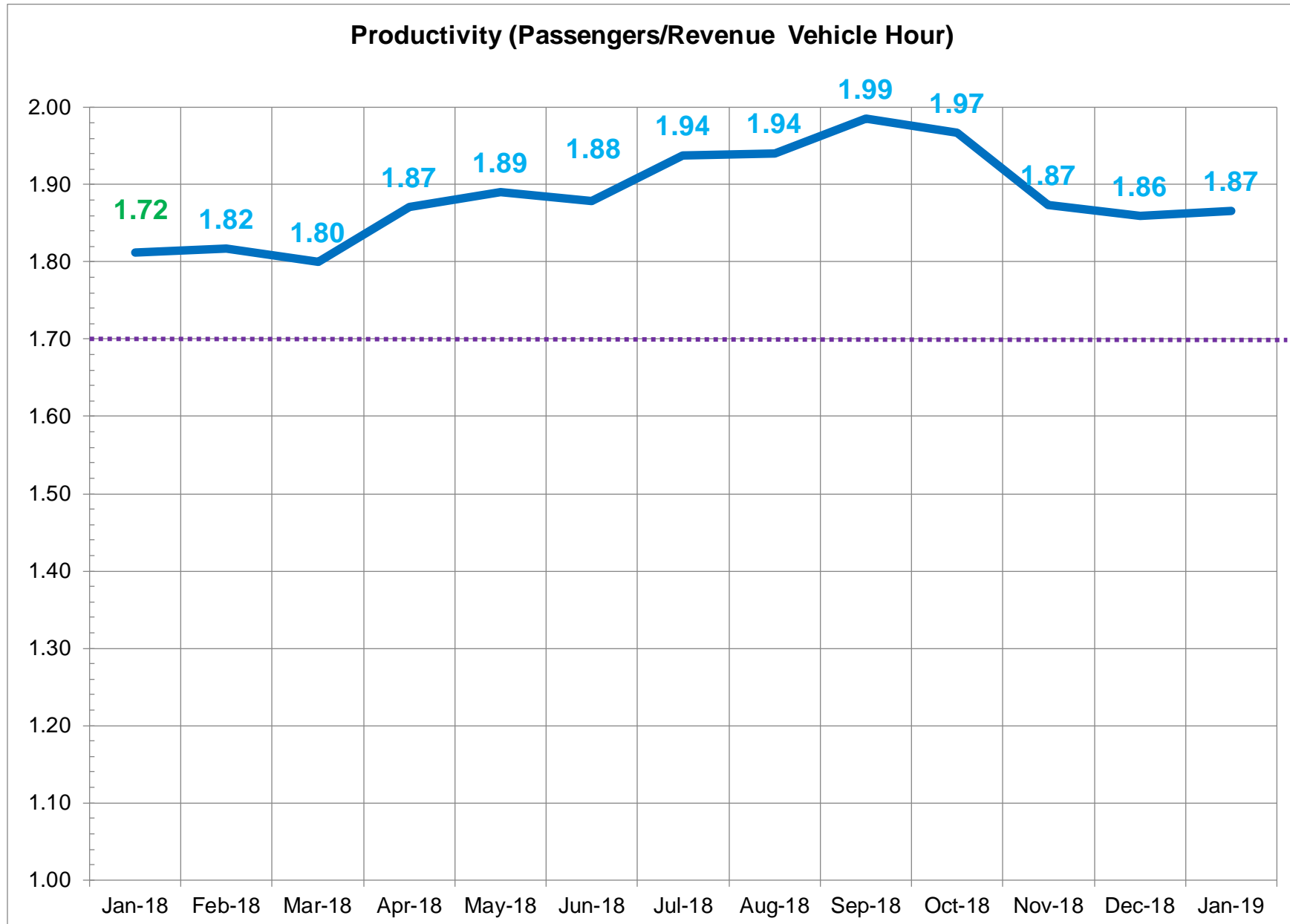
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Redi-Wheels Comment Statistics

<b>2019 Comments</b>	<b>Jan-19</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>24,640</b>	

### Total Comments by Category

<b>Compliment</b>	18	0.73
<b>Policy Related</b>	7	0.28
<b>Service Related</b>	26	1.06
<b>Total</b>	<b>51</b>	<b>2.07</b>

### Average Response Time to Customer (Working Days)<sup>‡</sup>

<b>Compliment</b>	2.2
<b>Policy Related</b>	9.6
<b>Service Related</b>	10.0
<b>Overall</b>	<b>7.2</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	5	13
<b>Policy Related</b>	0	7
<b>Service Related</b>	4	22
<b>Overall</b>	<b>9</b>	<b>42</b>

<sup>‡</sup> Excludes weekends/holidays