



Agenda, Minutes & Reports

May 14, 2019

**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 13, 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

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

Millbrae Library
1 Millbrae Lane, Millbrae, CA 94030

May 14, 2019

- | | |
|-------------------------------------------------------------------------------------------------------------------------|-------|
| 1. Welcome / Roll Call / Introduction | 10:00 |
| 2. Approval of April 9 th , 2019 PAL & PCC Minutes* | 10:15 |
| a. Consumer Corps Report – 1Q2019 | |
| 3. SamTrans Report (possible) | 10:20 |
| 4. Review of 2017-2019 Work Plan: What have we accomplished?
What do we need to still work on? (Open to PCC Members) | 10:30 |
| 5. Drennen Shelton, MTC “MTC’s Interagency Coordination Initiatives” | 11:15 |
| 6. LUNCH / Define Breakout groups and assign participants to them | 11:45 |
| 7. Group Breakout to Develop Ideas for FY 2019-2021 Work Plan | 12:45 |
| Potential Topics for Breakout Groups: | |
| • Advocacy / Customer Service | |
| • Enhancing Impact of PCC | |
| • On-Going Policy Issues | |
| • Funding / Use of Measure W | |
| 8. Reports from Groups | 1:30 |
| 9. Summary/Wrap Up – Next Steps | 2:00 |
| 10.Meeting Adjourns | 2:30 |

*Action Item

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

Minutes of April 9, 2019 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation
Monica Colondres, Community Advocate
Dinae Cruise, Vice Chair
Tina Dubost, SamTrans
Judy Garcia, Consumer
Barbara Kalt, Rosener House
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
Carmen Santoni, Catholic Charities
Marie Violet, Dignity Health
(Member attendance = 13/16, Quorum = Yes)

Guests:

Kathi Minden, Rosenor House
David Scarbor, SamTrans
Henry Silvas, SamTrans
Lynn Spicer, First Transit/Redi-Wheels

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

Absentees:

Valerie Campos, Vista Center for the Blind

WELCOME/INTRODUCTIONS:

Ben McMullan called the meeting to order at 1:35pm. The meeting started with each attendee introducing themselves.

APPROVAL OF MARCH MINUTES:

A motion to approve the March minutes was made by Mike Levinson and seconded by Sandra Lang. The minutes were approved.

Chair Ben McMullin acknowledged the contributions of Barbara Kalt who is leaving the PCC after 26 years. He thanked her for her strong advocacy and support over the years and her guiding influence on the council. Everyone agreed that she will be much missed and wished her well in the future.

COMMITTEE REPORTS:

A. POLICY ADVOCACY & LEGISLATIVE COMMITTEE (PAL)

Mike reported that there was a meeting on April 9th at 11:30am. The discussions included:

- An update by Jessica Epstein and Ryan McCauley on various pieces of legislation.
- Upcoming proposed fare changes

B. GRANT/BUDGET REVIEW

Barbara Kalt advised there were no updates. Nancy Keegan will take over chairing this committee.

C. EDUCATION COMMITTEE

Alex distributed a list of outreach events and asked PCC members to sign up if they were able to assist. The next meeting is on May 3rd.

D. EXECUTIVE COMMITTEE

Ben reported that at the April 2nd meeting they discussed the retreat and creating an outline of the agenda. He is arranging an ERC meeting with Tina.

PRESENTATION: SamTrans' New Mobility Resource Center

Ronny Kraft spoke to the group about the Center's website (<http://www.peninsularides.com>) and call-in assistance. The Resource Center provides information about transportation options on mobility for older adults and people with disabilities and includes information on public and private services in the county. It provides both information and assistance. The person you speak to can help find the best options and they can forward you directly to a service. They are measuring the site usage on Google analytics and monitoring the number of calls received. Plus, users are asked to take a brief survey after each call.

The hours are 7am – 7pm, Monday to Friday; 8am -5pm, Saturday and Sunday.

Ronny agreed to come back at a future meeting to share updates.

OPERATIONAL REPORTS

Tina reported that SamTrans is proposing fare changes but that these will not affect paratransit fares. There will be meetings in May and June with a public hearing at the July SamTrans Board meeting. Scott McMullin asked if there was a low income fare; there is not but the fare is low at \$2.25 and riders can get monthly passes or a day pass that reduces the fare. Alex mentioned that there is an RTC card that gives people with disabilities the ability to ride for half fare.

PERFORMANCE SUMMARY

Ridership is down from 24,444 in February 2018 to 23,029 in February 2019. Average weekday ridership is also down 4.9%, from 1,052 to 951. There was a decrease in demand trips but an increase in agency and subscription trips. Taxi usage was 36.9% of total trips. On time performance was 92%. Productivity is high at 1.83 passengers per hour. Average telephone time for reservations was 1.37 minutes.

COMMENT STATISTICS REPORT

There were 25 compliments; 9 policy and 23 service-related complaints. The response time was good at 3.2 days.

SAFETY REPORT

Patty reported that there were 11 incidents in March; five were preventable and all were minor.

LIAISON REPORTS

A. Coastside Transportation Committee

Tina reported that there was a meeting on March 14th. Marina Fraser is the new SamTrans Board Member representing Coastside and the new executive director is Sandra Winter.

B. Agency

Barbara Kalt said that nothing had been scheduled. Nancy Keegan agreed to chair the committee following Barbara's departure.

C. ERC

Mike reported that an ERC meeting is being arranged with Tina.

D. Commission on Disability

Ben reported CoD has a date for the focus group for IHSS recipients for April 30th, 1-3pm, in South San Francisco, City Council Chambers. There will be IHSS workers there although only consumers are in the discussion.

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

Alex reported that they had a chamber mixer. They are doing a survey of available housing. The Peninsula Health Care District has a Board meeting scheduled on April 25th in the Burlingame City Hall-Chambers; Town Hall meetings are scheduled for June 24, September 23, and December 3 in the Burlingame Library.

F. Commission on Aging

Scott reported that the CoA general meeting was April 8th and the topic was “Seniors in Poverty.” Justice in Aging reports that 10% of seniors live below the federal poverty level and almost 50% are “economically vulnerable” – just one event from being homeless. California is worse than nationwide statistics. On May 12th, there will be a “Commission on Aging” report. The next transportation committee meeting is on second Thursday of the month, at 3pm, at the County Health Building in Redwood City.

Other Business

There will be a New Beginnings Coalition meeting on April 16th, from 9-11am, in Belmont. At the last meeting, there was a talk about the 2020 census.

Dinae reported that Mike Levinson received a service award from the NAACP.

Nancy Keegan thanked Talib and Serra Cab for their help in organizing rides for the Senior Focus Foster Grandparent Program, National Service Criminal History Check compliance – transportation to/from fingerprinting appointments. It was much appreciated by everyone.

The meeting was adjourned at 2:55pm.

Next meeting will be a retreat on Tuesday, May 14th, 2019 at the Millbrae Library from 10am-2:30pm.



San Mateo County

Paratransit Coordinating Council

Q1 2019 Consumer Corps Quarterly Report

This report covers the months of January - March 2019. More reports were submitted this quarter (186) vs. 127 in 4Q18. Reports were submitted by 12 riders.

On-Time Performance:

- 62% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (69% in 4Q2018).
- The longest ride wait time reported this quarter was 55 minutes in February.

Telephone Reservations:

When making ride reservations, about 41% of Consumer Corps members reported that their calls were taken without being put on hold (45% in 4Q18). The longest time on hold was 16 minutes in January. There were 8 subscription rides - no reservation time was reported.

Night Before Calls:

66% received night before calls; 1 report did not respond.

Same Day Reminder Calls:

60% received same day calls. 1 report did not respond.

Driver Assistance: In Q1 2019, driver assistance that "met needs" or was "above needs" occurred in 92% of reports submitted (96% in 4Q2018).

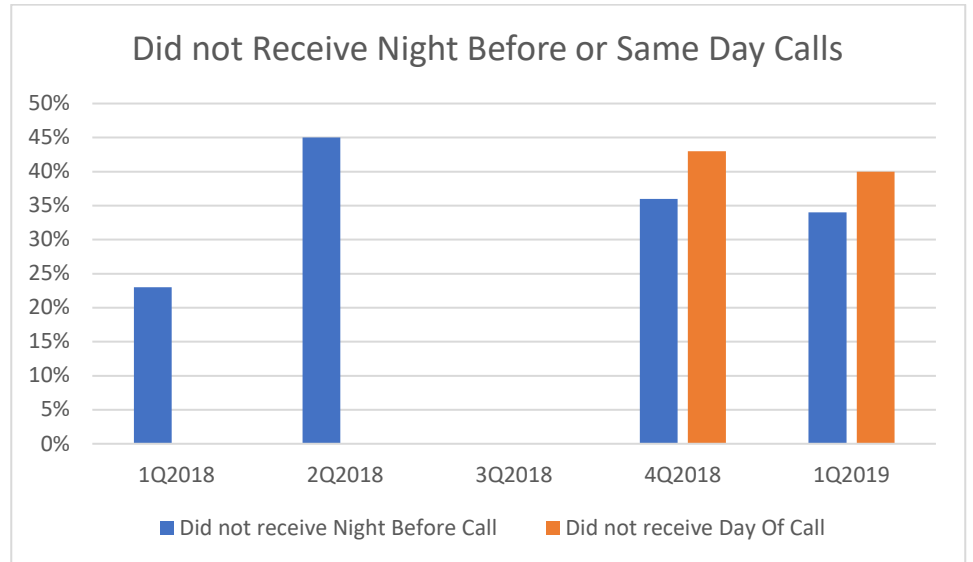
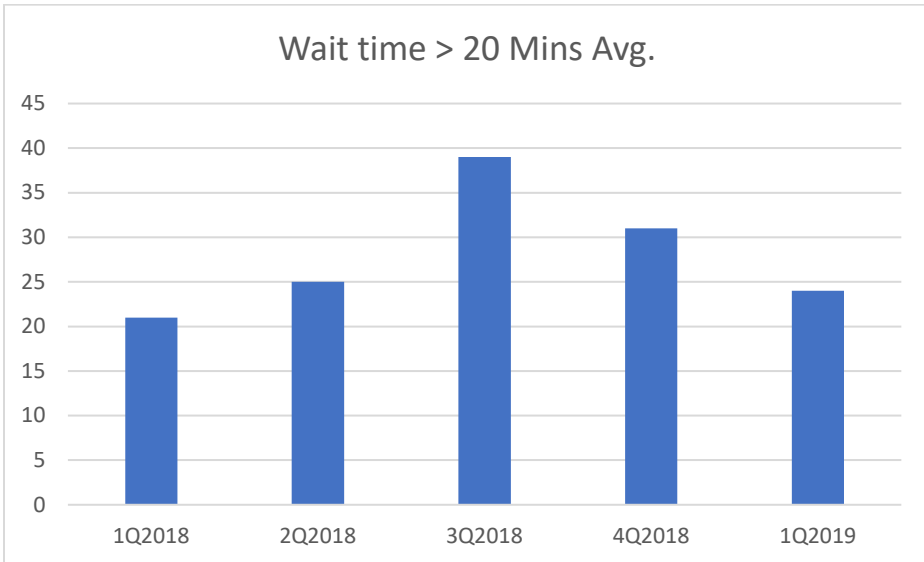
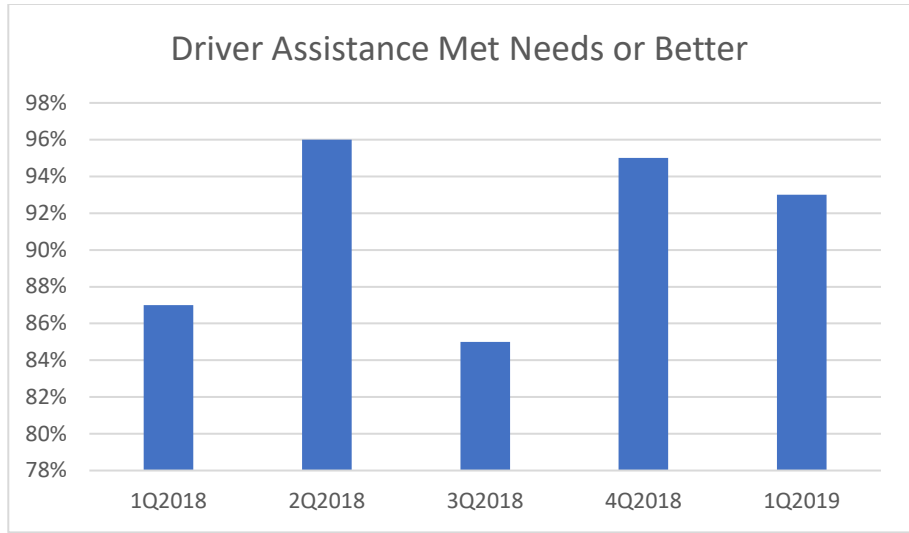
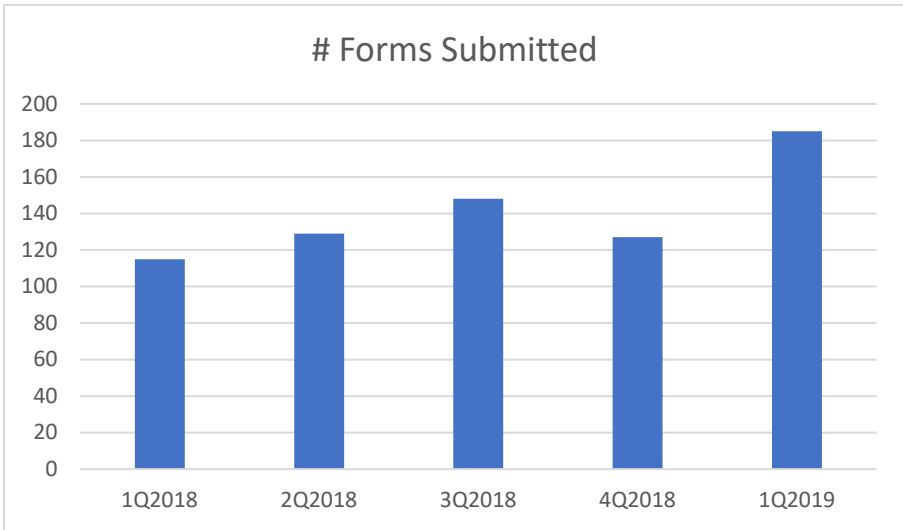
Vehicle Information: During Q12019:

- 55% of the rides were in Redi-Wheels vehicles.
- 35% of the rides were in Taxicabs.
- 10% of the rides were in Redi Coast vehicles.

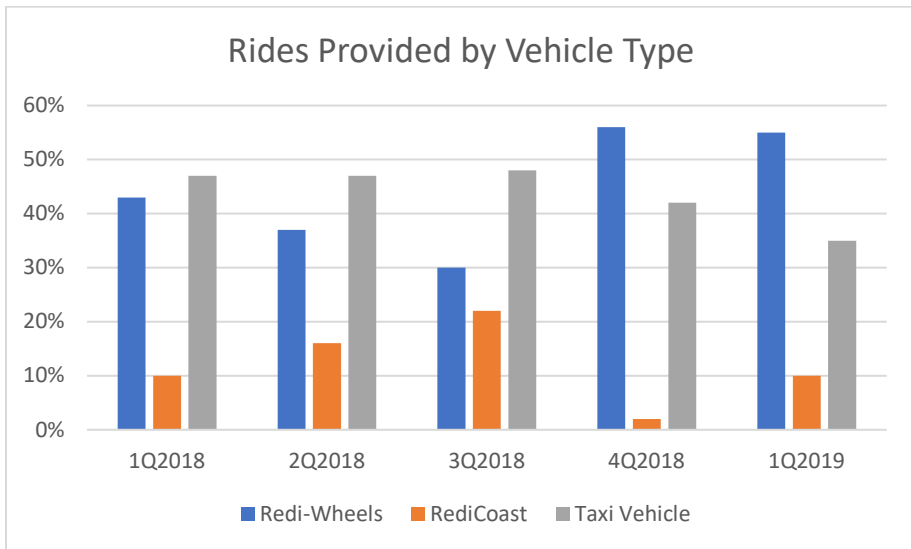
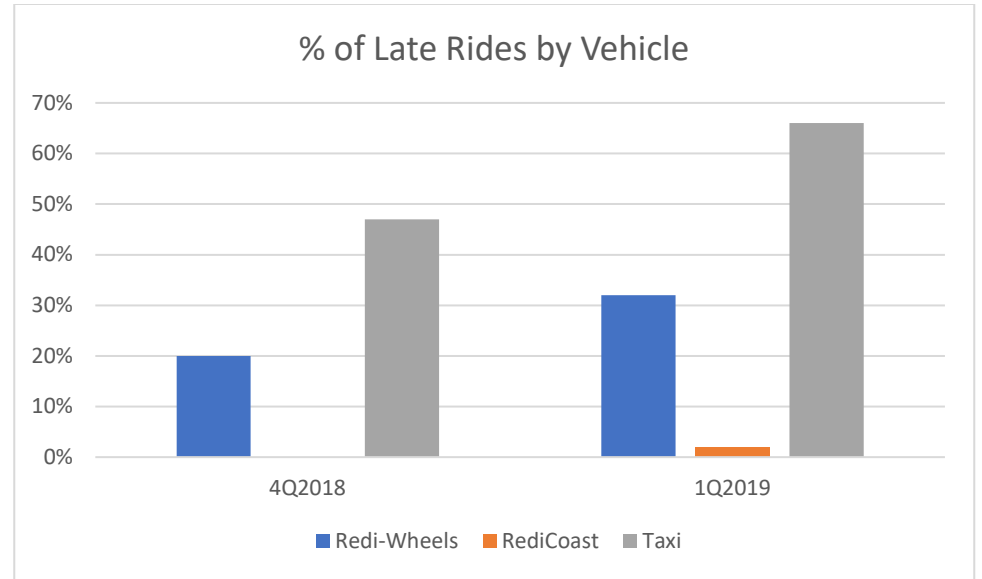
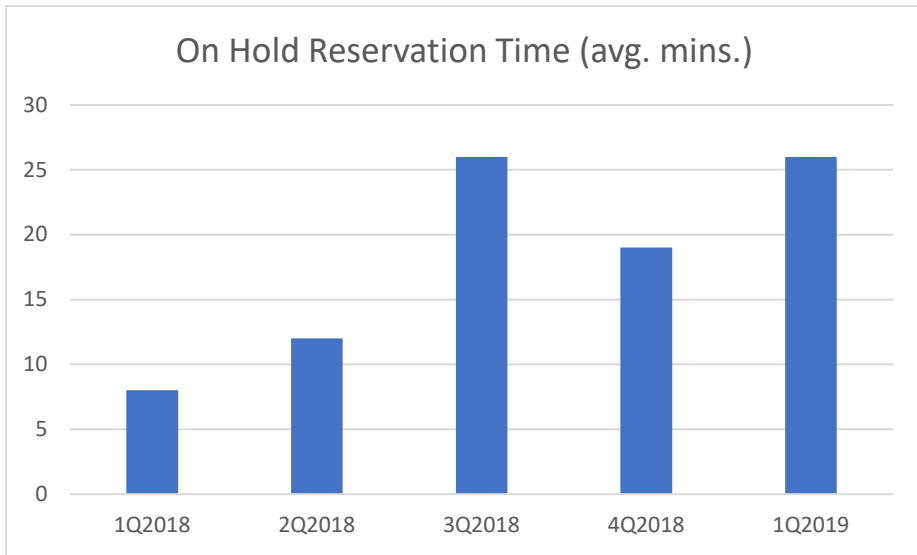
Comment Cards: About 54% of riders noted comment cards on display in Redi-Wheels vehicles.

Q1 – 2019 Consumer Corps Report

	January	February	March	Total	Average
# OF FORMS SUBMITTED	58	73	54	185	62
SUBSCRIPTION RIDES	2	6	4	12	6%
ON-TIME PERFORMANCE					
Rides with wait time longer than 20 minutes (Total)	13	18	10	41	14
% of rides with wait longer than 20 minutes	22%	25%	19%		22%
Longest wait time (after 20 minutes)	50 mins	55 mins	40 mins		
TELEPHONE RESERVATION					
# On hold to reserve a trip	35	24	20	79	26
% of callers on hold (number on hold divided by total)	60%	33%	37%		43%
Longest time on hold	16 mins	15 mins	10 mins		
NIGHT BEFORE CALLS*					
Total Reporting	55	69	52	176	
# Did not receive a Night Before Call	18	26	15	59	20
% Did not receive a Night Before Call	31.03%	35.62%	29%	34%	
SAME DAY CALLS*					
Total Reporting	55	69	52	176	
# Did not receive a Same Day call	18	35	18	71	24
% Did not receive a Same Day Call	33%	51%	35%	40%	
DRIVER ASSISTANCE					
# with driver assistance that met needs or better	53	67	52	172	57
% with driver assistance that met needs or better	91%	92%	96%	93%	
VEHICLE INFORMATION					
# Redi-Wheels vehicles used	30	45	26	101	34
% Redi-Wheels vehicles used	52%	62%	48%	55%	
# RediCoast vehicles used	6	7	6	19	6
% RediCoast vehicles used	7%	5%	9%	10%	
# Taxicab vehicles used	22	21	22	65	22
% Taxicab vehicles used	38%	29%	41%	35%	
COMMENT CARDS*					
# Answered question	34	45	27	106	35
# of Rides with Comment Cards visible on Redi-Wheels vehicles	14	29	14	57	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	41%	64%	52%	54%	
*Not all information submitted					



Tracking of same day calls began in 4Q2018
 Data unavailable for 3Q2018



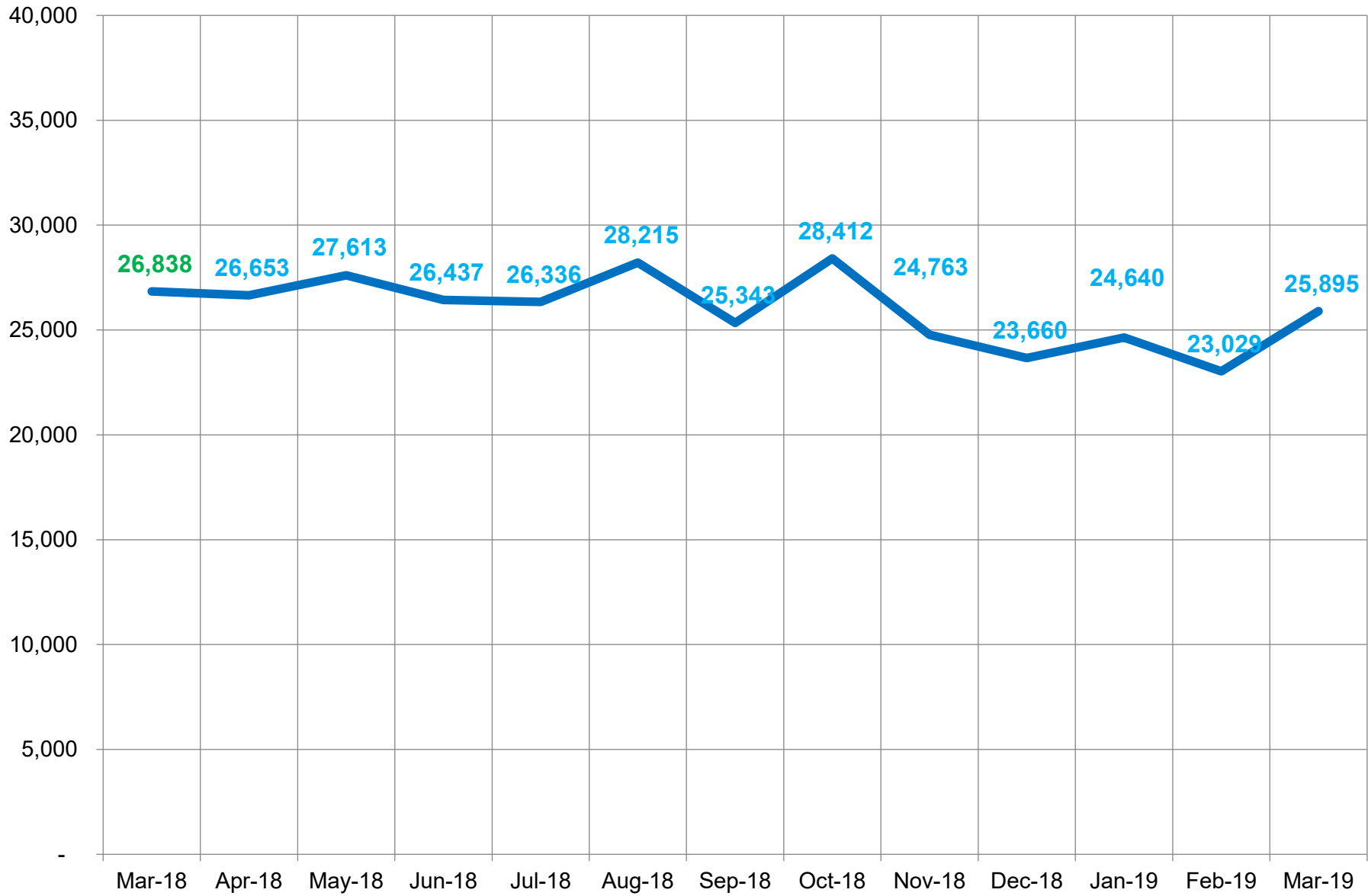
Redi-Wheels Reports

Performance Measure

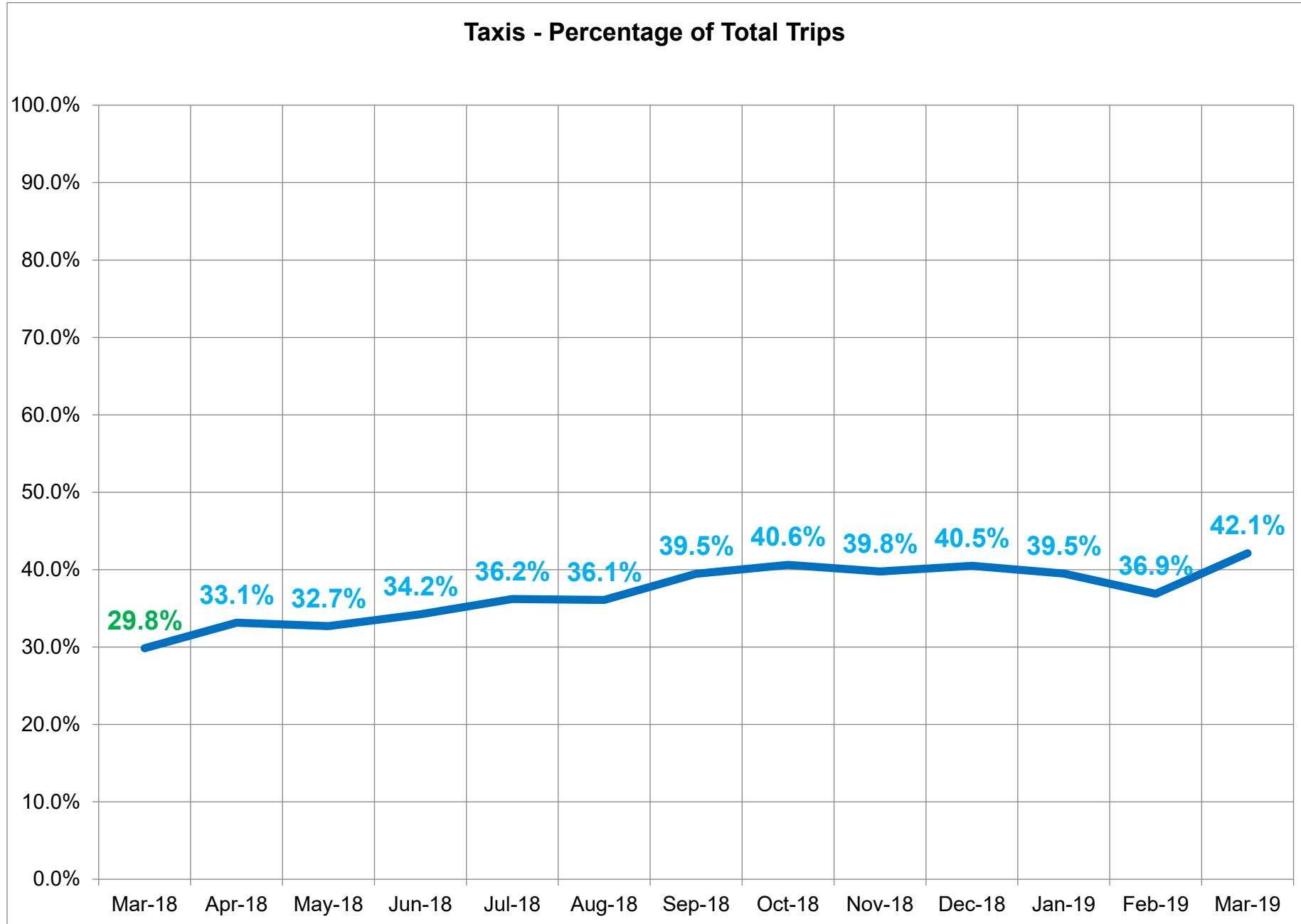
Performance Measure	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Prev. Yr. Average
1. Total trips requested	32,474	31,533	32,930	31,579	31,698	33,371	30,759	34,196	31,269	29,860	30,918	28,294	31,027	32,495
2. Trips scheduled	29,666	29,227	30,158	29,152	29,191	31,035	28,417	31,082	28,165	27,005	28,172	26,068	28,727	29,702
a. Same day cancels	1,914	1,714	1,657	1,835	2,002	1,888	2,120	1,693	2,396	2,438	2,481	2,073	1,795	1,809
% of trips scheduled	6.5%	5.9%	5.5%	6.3%	6.9%	6.1%	7.5%	5.4%	8.5%	9.0%	8.8%	8.0%	6.2%	6.1%
b. Late cancels	567	534	523	516	514	553	546	607	598	546	601	534	560	559
% of trips scheduled	1.9%	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%
c. Total customer no-shows	347	326	363	363	336	377	405	370	408	360	449	432	476	386
% of trips scheduled	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.4%	1.2%	1.4%	1.3%	1.6%	1.7%	1.7%	1.3%
d. No-show (operator)	0	0	2	1	3	2	3	0	0	1	1	0	1	1
3. Total trips served	26,838	26,653	27,613	26,437	26,336	28,215	25,343	28,412	24,763	23,660	24,640	23,029	25,895	26,946
a. Average weekday riders	1,054	1,089	1,085	1,076	1,109	1,081	1,083	1,078	1,004	956	970	951	1,036	1,100
b. Advance reservation	17,855	17,862	18,323	17,414	17,141	18,322	16,741	18,859	16,502	16,203	16,029	14,930	17,183	18,224
c. Agency trips	3,765	3,730	3,943	4,040	4,039	4,285	3,547	4,010	3,360	2,970	3,580	3,381	3,583	3,722
d. Individual subscription	5,218	5,061	5,347	4,983	5,156	5,608	5,055	5,543	4,901	4,487	5,031	4,718	5,129	5,001
e. Taxi trips	8,010	8,832	9,029	9,050	9,531	10,182	10,000	11,539	9,849	9,581	9,730	8,492	10,905	8,616
<i>(taxi % of total trips)</i>	29.8%	33.1%	32.7%	34.2%	36.2%	36.1%	39.5%	40.6%	39.8%	40.5%	39.5%	36.9%	42.1%	32.0%
4. Total Redi-Wheels riders	2,240	2,238	2,253	2,171	2,195	2,277	2,301	2,218	2,140	2,095	2,067	2,050	2,124	2,269
5. Inter-County Transfer Trips	159	172	137	97	133	164	146	199	155	131	168	155	150	155
6. On-time performance ¹	90.7%	92.4%	91.5%	92.3%	91.4%	91.1%	90.6%	88.7%	90.1%	91.1%	91.8%	92.0%	90.8%	90%
7. Productivity (psgrs/rvh) ²	1.80	1.87	1.89	1.88	1.94	1.94	1.99	1.97	1.87	1.86	1.87	1.83	1.83	1.86
8. Complaints per 1000 trips	0.56	0.53	0.69	0.49	0.23	0.39	0.59	0.67	0.97	0.68	0.77	0.39	0.45	0.7
9. Compliments per 1000 trips	0.45	1.20	0.83	0.34	0.42	0.89	1.03	1.02	1.13	0.85	0.73	1.09	0.39	1.0
10. Avg phone wait time (mins) ³	1.2	1.1	1.5	2.3	1.6	1.2	0.9	1.1	1.5	1.1	1.6	1.0	0.8	1.37
4/23/2019														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Total Trips

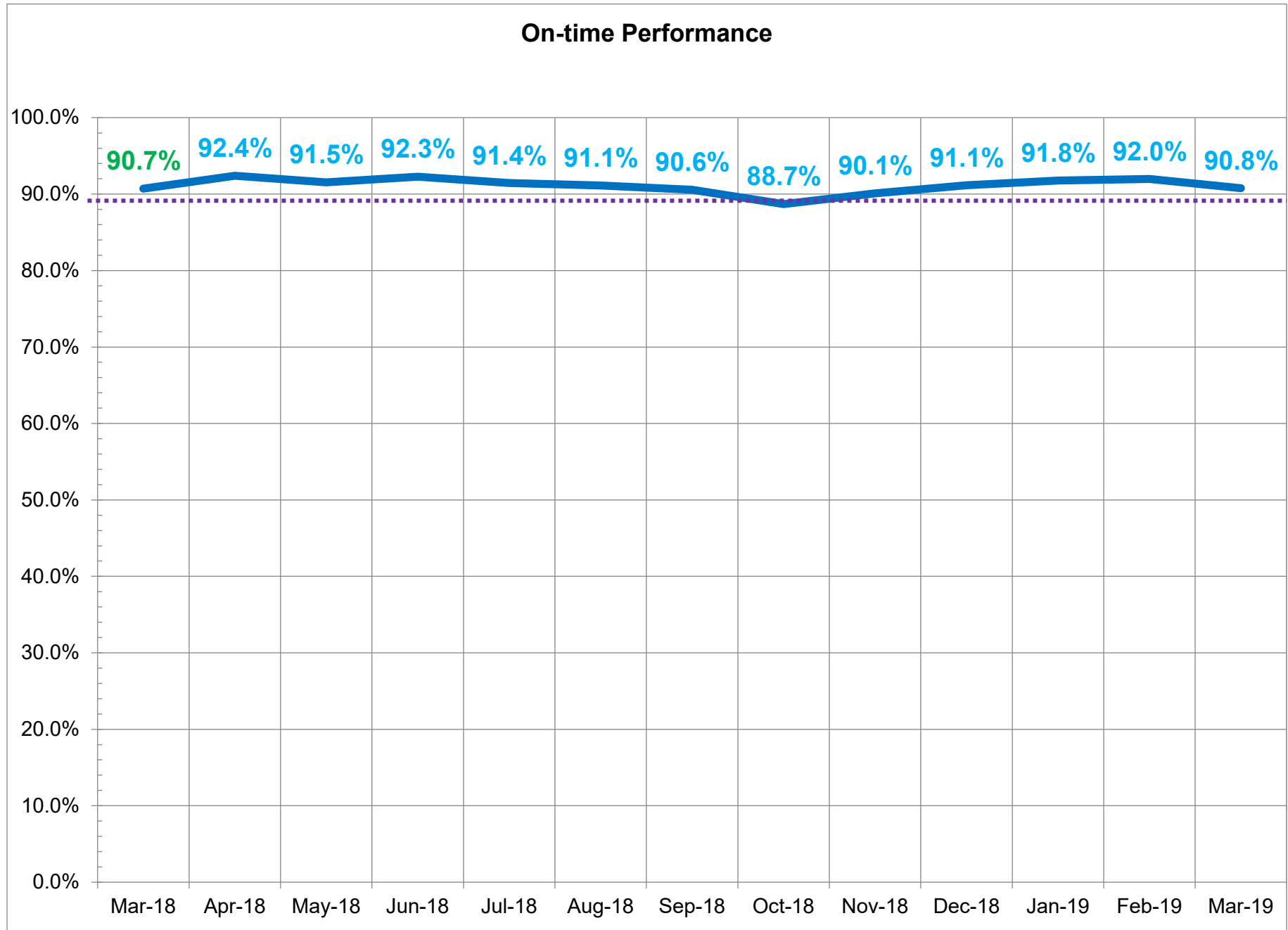
Total Trips Served



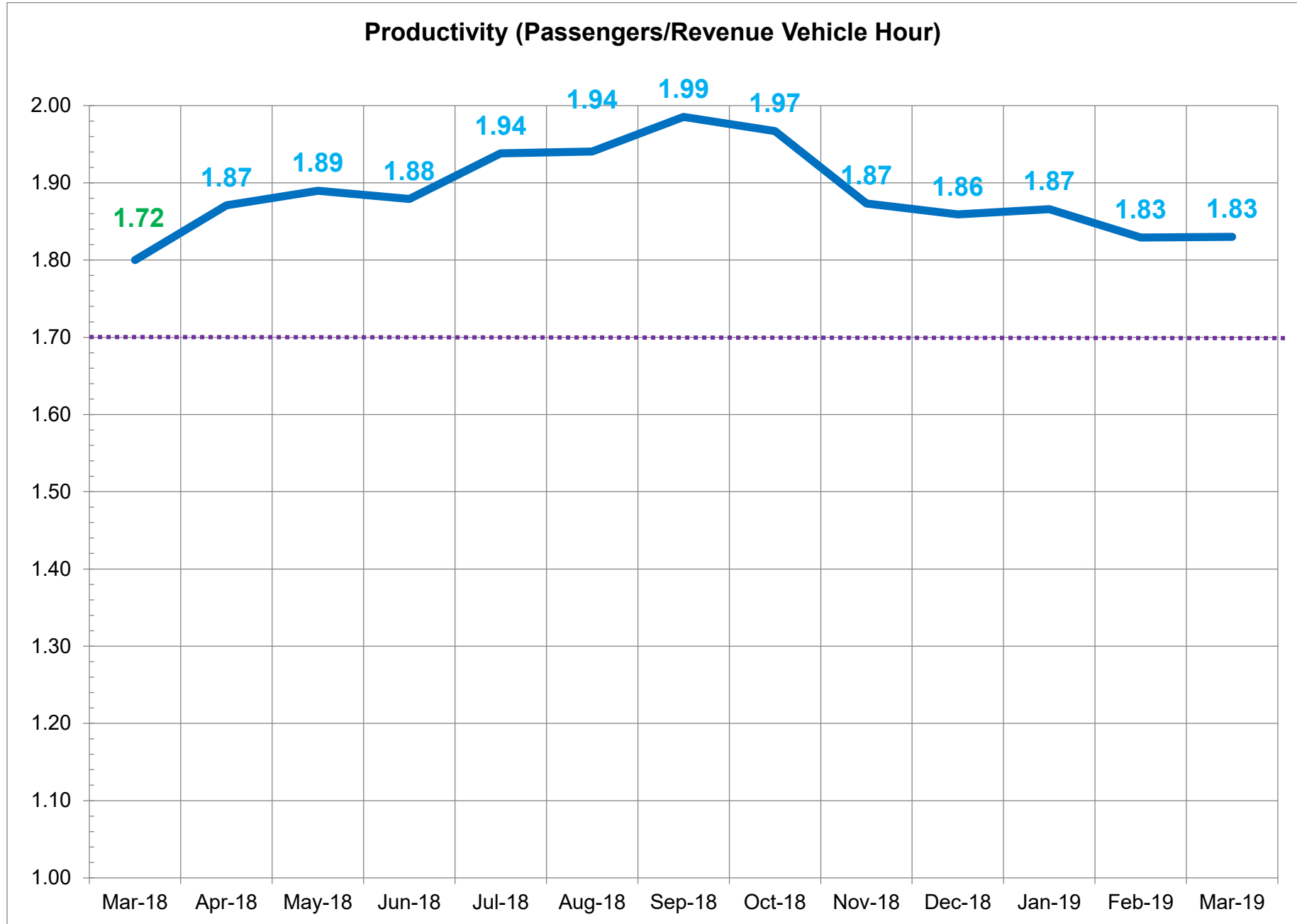
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Redi-Wheels Comment Statistics

2019 Comments	Mar-19	
	Subtotal	Rate/1000
Rides	25,895	
Total Comments by Category		
Compliment	12	0.46
Policy Related	7	0.27
Service Related	31	1.20
Total	50	1.93
Average Response Time to Customer (Working Days)†		
Compliment	2.7	
Policy Related	3.1	
Service Related	3.4	
Overall	3.2	
	CC	CR
Compliment	2	10
Policy Related	2	5
Service Related	1	30
Overall	5	45

† Excludes weekends/holidays