



## **Agenda, Minutes & Reports**

**November 12, 2019**

**1:30pm**

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

## 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>1:00-2:00pm</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	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 <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

\*Date change

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

**SamTrans - 2nd Floor Auditorium**

November 12th, 2019

- |  |      |
|--|------|
| 1. Welcome / Roll Call / Introductions                                     | 1:30 |
| 2. Approval of October 8, 2019 PCC Minutes*                                | 1:35 |
| 3. Presentation: Operations Analysis of the SamTrans Bus Service           | 1:40 |
| 4. Committee Reports   | 2:00 |
| 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. Consumer Comments   | 2:15 |
| 6. SamTrans / Redi-Wheels Reports  | 2:30 |
| a. Operation Report – Tina Dubost  |      |
| b. Performance Summary – Tina Dubost                                       |      |
| c. Comment Statistics Report – Tina Dubost                                 |      |
| d. Safety Report – Patty Talbott   |      |
| 7. Liaison Reports   | 2:45 |
| 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 (Sandra Winters) |      |
| g. Stakeholder Advisory Group (SAG) – Sandra Lang                          |      |
| 8. Other Business  | 3:00 |

\*Action Item

**SAN MATEO COUNTY**

**PARATRANSIT COORDINATING COUNCIL (PCC)**

Minutes of October 8th, 2019 Meeting

**ATTENDANCE:**

Members:

Valerie Campos, Vista Center  
Dinae Cruise, Vice Chair  
Tina Dubost, SamTrans  
Nancy Keegan, Sutter Health/Senior Focus  
Sandra Lang, Community Member  
Mike Levinson, Consumer, PAL Chair  
Benjamin McMullan, Chair, CID  
Sammi (Wilhelmina) Riley, Consumer  
Marie Violet, Dignity Health  
(Member attendance = 9/16, Quorum =  
Yes)

Guests:

Nicole Adler, Consumer  
Talib Salamin, Serra Cab

David Scarbor, SamTrans  
Henry Silvas, SamTrans  
Patty Smith, Consumer  
Lynn Spicer, First Transit/Redi-Wheels  
Jane Stahl, PCC Staff  
Larissa Vaserman, Consumer  
Richard Weiner, Nelson\Nygaard

Absentees:

Susan Capeloto, Dept. of Rehabilitation  
Patty Clement, Catholic Charities  
Monica Colondres, Community Advocate  
Judy Garcia, Consumer  
Alex Madrid, Education Chair, CID  
Scott McMullin, CoA  
Kathi Minden, Rosener House  
Patty Talbott, First Transit/Redi-Wheels

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF SEPTEMBER MINUTES:**

A motion to approve the September 2019 PCC minutes was made by Dinae Cruise and seconded by Mike Levinson. There were no abstentions. The minutes were approved.

## **UPDATE ON ADA REGULATIONS AND PRACTICES – Richard Weiner**

Richard reported on the following:

- In Memphis, TN, a woman in a wheelchair with a combined weight of over 900 lbs. was denied a ride and asked for reasonable modification. Her case was rejected as the weight exceeded the design of the wheelchair lift. However, MARTA should have allowed the rider to board separately, or with an attendant to operate the empty chair, and they should have been more specific in the reasons for rejection.
- In New Jersey, a man moved to a location that was beyond the ADA service area. He thought that he should be able to use paratransit because the paratransit vehicle ran just one block from his home. The Federal Transit Administration came out in favor of the transit agency saying that individual paratransit routes are not taken into account when establishing the service area. Even though he lives not far from the route taken by the paratransit vehicle, because he lives more than  $\frac{3}{4}$  mile away from the fixed route the transit agency is not required to make an exception.
- Two fixed route drivers (in New Jersey and in New York City) were disciplined when they refused to deploy the ramp for a pediatric wheelchair. Although they resemble strollers, they are mobility devices and SamTrans treats them as such. In NYC, the MTA allows anyone to request use of the lift whether they have a disability or not. SamTrans policy is that Bus Operators should deploy the ramp when customers request it unless there is a safety reason not to do so.
- BART's new fare gates are causing concerns that they may cause injuries. BART says there's no reason to worry and described the safety precautions that have been put into place.
- Intermediate stops are not allowed on paratransit; riders need to schedule each individual stop and a specified amount of time needs to elapse between each stop. The FTA's interpretation of the ADA was that requesting an intermediate stop was not a reasonable modification.

## **COMMITTEE REPORTS:**

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

The committee met at 11:30am on October 8<sup>th</sup>. They discussed TNCs and the implementation of SB1376. Mike had a receipt that showed a 10 cent access fee. There are still no answers on how Uber and Lyft are applying the fee as well as how they will acquire more accessible vehicles.

Ben had received an email from DREDF asking for feedback and comments to the fee for the accessibility fund as well as the response time when comparing a rider with a

disability vs. a rider without a disability. He will send the email and his response to everyone on the PAL committee.

Tina Dubost gave a summary of Redi-Wheels rules and procedures including many of the policies that people often have questions about. The Rider's Guide is currently under revision.

The next meeting is on November 12th, at 11:30am.

### **Grant/Budget Review – Nancy Keegan, Chair**

Tina gave a report on the budget projection for 2019 and the proposed budget for 2020 (see Attachments A and B). Operating costs, including wages, have gone up. Measure W funds will be used to update the scheduling software. Mike mentioned that a purchase of 13 new buses was postponed pending a review of electric buses.

### **Education – Sammi Riley, Committee Member**

The committee didn't meet in September. There are two events coming up where the PCC will have a presence:

- October 12<sup>th</sup>, Transition to Independence Fair, in South San Francisco, from 11am-3pm. Dinae, Sammi, Mike and Sandra will attend.
- November 22<sup>nd</sup>, Seniors on the Move, San Mateo, from 10am-3pm (tabling will end at 12 noon.)

### **Executive – Benjamin McMullan, Chair**

The committee met on October 1<sup>st</sup>, 2019 and discussed the need to be involved with the RFP process for the new scheduling software as the PCC was involved in the prior RFP process. Ben had discussed this with Tina and an ERC meeting will not be called at this time.

They discussed the upcoming meeting with Supervisor Carole Groom on October 10<sup>th</sup> at 1:30 pm.

They are working on growing PCC membership and will incorporate the Membership Committee proposed in the work plan into the Nominating Committee. Nancy will be recruiting members for the committee. If anyone is interested in joining the committee, please let her know. Jane has sent a membership application to Sandi Winters of Senior Coastsiders.

They are contacting Nicole Fernandez to do a presentation on Elder Abuse at an upcoming meeting.

## **CONSUMER COMMENTS**

Nicole Adler, a councilwoman on the State Council for Developmental Disabilities, and Redi-Wheels rider expressed her concerns on the service and presented the following examples.

1. She described two recent trips where she was picked up late. She has suffered extreme anxiety from these and other late pickups.
2. She has been using the service for many years and will need to do so for many more. She stated that without change, she felt it would hinder her ability to function as a normal human being.
3. Other users she has spoken to have similar issues or worse. She states that this is a huge problem for the disabled population and needs to be fixed, possibly through legislation.

Larisa Vaserman reported that she has had similar problems. A recent pickup was one hour late. The driver said he didn't receive the order until 30 minutes after the pickup time. She was late for her doctor's appointment at Stanford and this makes her feel powerless.

Tina apologized and requested the dates of these instances from both Nicole and Larisa so that she can investigate.

Mike said that each transit agency is part of the County system, so working at the local level rather than at the state level might be more effective. He suggested these issues be discussed at an upcoming PAL meeting. Ben agreed that they would be able to discuss in depth at the PAL meetings. Sandra felt that the issues were of great concern and that upon hearing these and similar stories, the PCC should advocate for change, provide solutions and develop a strategy.

Patti Smith commented that the dispatchers are much calmer and more professional than in the recent past.



## OPERATIONAL REPORTS

Tina provided the group with a quarterly report on Paratransit Eligibility – Time to Become Certified:

Paratransit Eligibility - Time to Become Certified									
	Standard	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19
Days to make appointment	N/A	11	11	9	10	7	12	10	12
Days from interview to letter	21	8	7	6	7	6	9	8	7

## PERFORMANCE SUMMARY

Late cancels are 1.6% and no-shows are also at a low level. Total ridership was down about 7% and average weekday ridership was down approximately 6% spread across agency, demand and subscription trips. Taxis are 39.7% of the service and the number of individuals using the service dropped from 2,277 in August 2018 to 2,119 in August 2019. On time performance was 92%. Tina added that 100% of trips are included in on time performance calculations.

Productivity was good at 1.97 passengers/hour; number of complaints remains low; average phone wait time was also good.

## COMMENT STATISTICS REPORT

In August 18 compliments and 42 service complaints were received, with late trips being the largest complaint. There had also been a slight increase in complaints about dispatch, which they take very seriously. Response time is within 7 days.

## SAFETY REPORT

Lynn Spicer reported that there was only one preventable incident in September.

Larisa reported that the seat belt across the chest in the Redi-Wheels vehicle is too high and chokes her. Tina will ask Maintenance to look at it. Nancy wondered if this is something that the Bus Review Committee could recommend and Tina agreed.

## LIAISON REPORTS

### Agency – Nancy Keegan

Nancy is scheduling a meeting with Tina in October.

### **ERC – Mike Levinson**

Mike reported that there was no meeting scheduled.

### **Commission on Disabilities (CoD) – Ben McMullan**

Ben reported that CoD is conducting a survey on fixed route service and that he met that morning with the Board of Supervisors for Disability Awareness Month.

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

They will be at the Transition to Independence Fair on Saturday.

### **Commission on Aging (COA) – Scott McMullin**

Sandra reported that the next COA general meeting is on Monday, October 21<sup>st</sup>, from 9-11am (Room 100, 225 37<sup>th</sup> Avenue, San Mateo). It will include a presentation on Census 2020 and a presentation on race-relations awareness on commissions.

The COA Transportation Committee will meet on Thursday, October 10<sup>th</sup>, from 3-4:30pm (Room 100, 225 37<sup>th</sup> Avenue, San Mateo).

The “Connect a Ride” program has been approved by the Pacifica City Council. It is a subsidized rides program for seniors, modeled after the San Mateo and Daly City programs.

The “Help at Home” booklet has been updated and will go to press soon. Patty asked about having the booklet printed in several languages. It is currently already in several languages.

### **Coastside Transportation Committee (CTC) – Tina Dubost**

Tina reported that the committee met in September and reviewed statistics and existing services. There were suggestions about making people in more rural areas aware of the program. Ben said they were looking at a new day/time for that meeting so that more people from the PCC could attend.

### **Stakeholder Advisory Group – Sandra Lang**

Sandra reported that the group is in the final phases of reviewing how Measure W funds will ultimately be spent. At the last meeting, all the data collected was reviewed and weighted criteria assigned for housing, highways, bicycle/pedestrian programs, and grade separations. She mentioned that criterion #2 is to “invest in financially stable public transportation systems that particularly provides quality, affordable transit options for youth, people with disabilities and people of lower income.” A draft plan

will be presented on October 22<sup>nd</sup>, at 9:30am, which will be the concluding discussion. A draft proposal will go before the Transportation Authority in November. She also reported that she made a public comment at the SamTrans Board of Directors meeting hoping that the decision makers on the Transportation Authority will take vulnerable populations into consideration in their decision making.

## **OTHER BUSINESS**

### **Consumer Corps Report**

Jane gave the Consumer Corps report for the months of July - September 2019. Fewer reports (196) were submitted this quarter (237 in 2Q2019) by 11 riders (4 less than 2Q2019).

### **On-Time Performance:**

- 75% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (82% in 2Q2019).
- The longest ride wait time reported was 80 minutes in September.

### **Telephone Reservations:**

When making ride reservations, about 61% of Consumer Corps members reported that their calls were taken without being put on hold (70% in 2Q2019). The longest time on hold was 12 minutes in September. There were 47 subscription rides with no reservation time reported.

### **Night Before Calls:**

58% received night before calls (84% in 2Q2019).

### **Same Day Reminder Calls:**

59% received same day calls (76% in 2Q2019).

**Driver Assistance:** Driver assistance that "met needs" or was "above needs" occurred in 92% of reports submitted (86% in 2Q2019).

### **Vehicle Information:**

- 60% of the rides reported were on Redi-Wheels vehicles.
- 30% of the rides reported were on Taxicabs.
- 10% of the rides reported were on Redi Coast vehicles.

**Comment Cards:** Approximately 21% of riders noted comment cards on display in Redi-Wheels vehicles (down from 30% in 2Q2019). 16% didn't look for the cards.

Nancy mentioned receiving an alert from PG&E for a public safety power shutoff and that everyone should check to see if their area would be affected.

Next meeting is on Tuesday, November 12th at 1:30pm.

Meeting adjourned at 3:10pm.

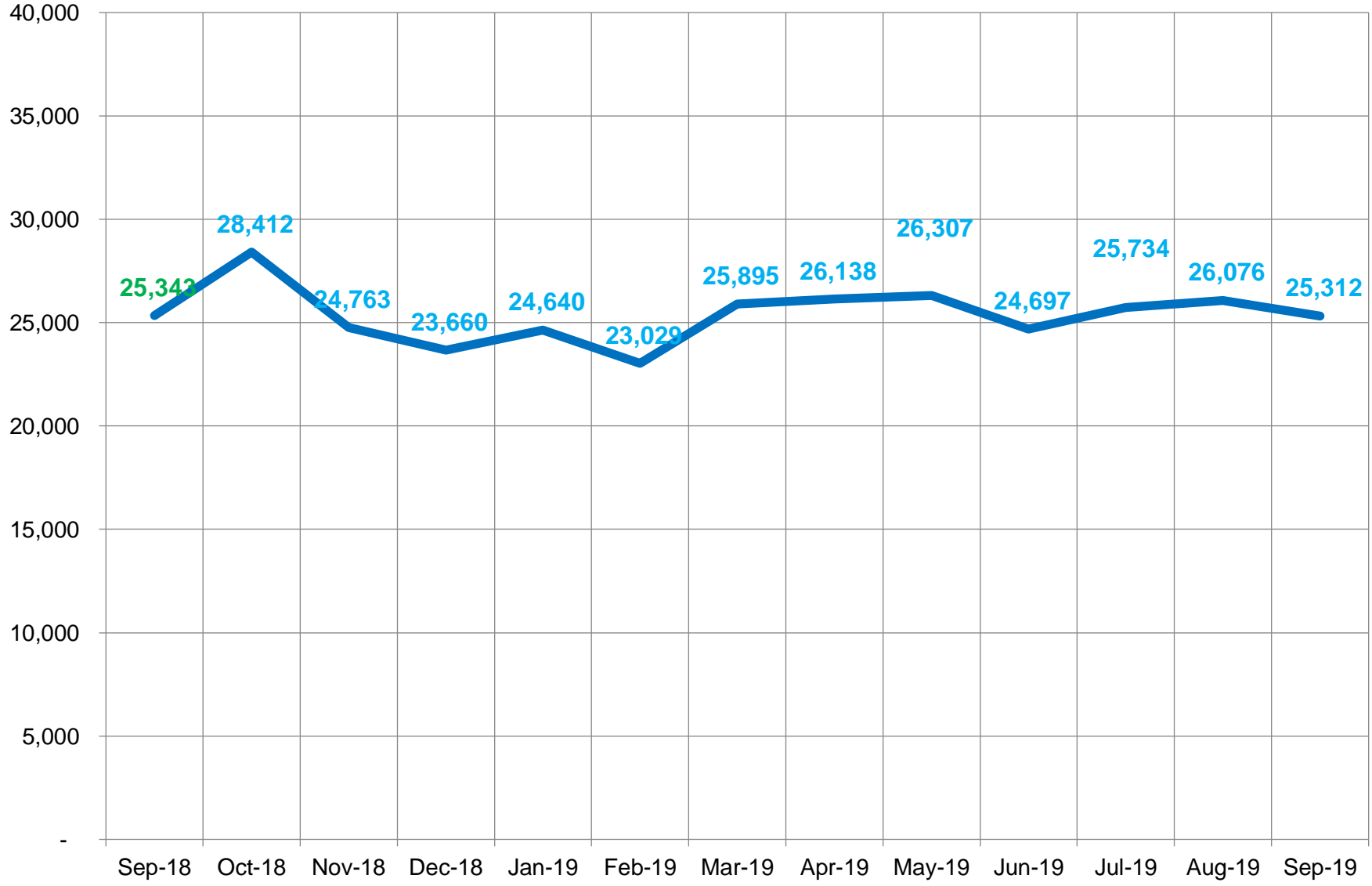
## Redi-Wheels Reports

### Performance Measure

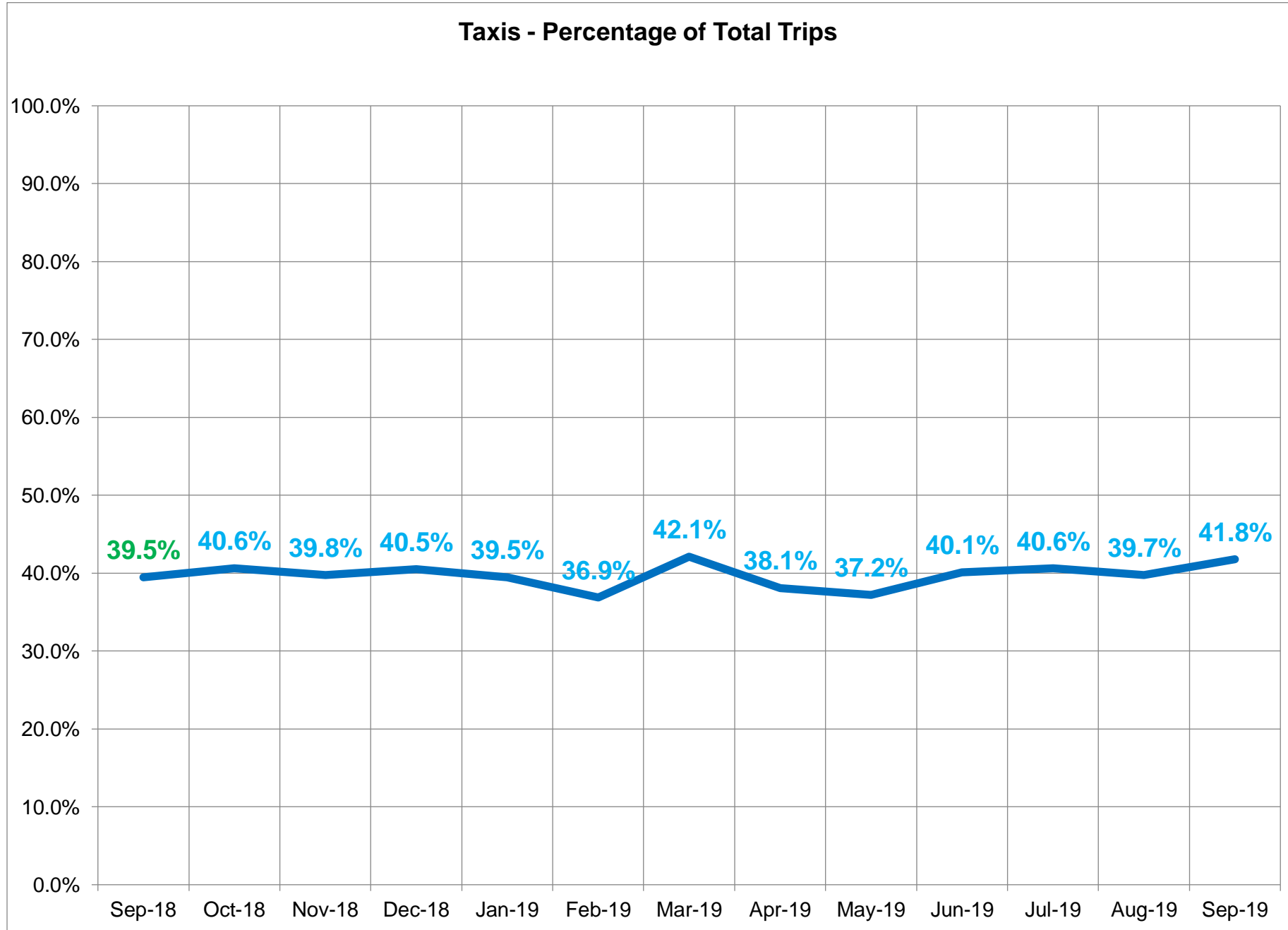
Performance Measure	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Prev. Yr. Average
1. Total trips requested	30,759	34,196	31,269	29,860	30,918	28,294	31,028	31,316	31,779	29,621	30,954	30,809	30,179	31,176
2. Trips scheduled	28,417	31,082	28,165	27,005	28,172	26,068	28,727	28,869	29,217	27,174	28,551	28,608	28,060	28,594
a. Same day cancels	2,120	1,693	2,396	2,438	2,481	2,073	1,795	1,740	2,159	1,658	2,054	1,650	1,961	2,037
% of trips scheduled	7.5%	5.4%	8.5%	9.0%	8.8%	8.0%	6.2%	6.0%	7.4%	6.1%	7.2%	5.8%	7.0%	7.1%
b. Late cancels	546	607	598	546	601	534	560	552	482	441	461	447	407	545
% of trips scheduled	1.9%	2.0%	2.1%	2.0%	2.1%	2.0%	1.9%	1.9%	1.6%	1.6%	1.6%	1.6%	1.5%	1.9%
c. Total customer no-shows	405	370	408	360	449	432	476	437	266	377	300	428	375	391
% of trips scheduled	1.4%	1.2%	1.4%	1.3%	1.6%	1.7%	1.7%	1.5%	0.9%	1.4%	1.1%	1.5%	1.3%	1.4%
d. No-show (operator)	3	0	0	1	1	0	1	2	3	1	2	7	5	1
3. Total trips served	25,343	28,412	24,763	23,660	24,640	23,029	25,895	26,138	26,307	24,697	25,734	26,076	25,312	25,620
a. Average weekday riders	1,083	1,078	1,004	956	970	951	1,036	1,008	1,032	992	1,007	1,012	1,060	1,025
b. Advance reservation	16,741	18,859	16,502	16,203	16,029	14,930	17,183	15,256	17,400	16,747	16,783	16,753	16,394	16,776
c. Agency trips	3,547	4,010	3,360	2,970	3,580	3,381	3,583	3,675	3,731	3,380	3,795	4,134	3,779	3,628
d. Individual subscription	5,055	5,543	4,901	4,487	5,031	4,718	5,129	5,078	5,176	4,570	5,156	5,189	5,139	5,038
e. Taxi trips	10,000	11,539	9,849	9,581	9,730	8,492	10,905	9,955	9,788	9,909	10,448	10,364	10,573	9,955
<i>(taxi % of total trips)</i>	39.5%	40.6%	39.8%	40.5%	39.5%	36.9%	42.1%	38.1%	37.2%	40.1%	40.6%	39.7%	41.8%	38.9%
4. Total Redi-Wheels riders	2,301	2,218	2,140	2,095	2,067	2,050	2,124	2,129	2,112	2,074	2,131	2,119	2,123	2,148
5. Inter-County Transfer Trips	146	199	155	131	168	155	150	177	176	172	173	157	157	161
6. On-time performance <sup>1</sup>	90.6%	88.7%	90.1%	91.1%	91.8%	92.0%	90.8%	91.7%	91.5%	92.5%	92.6%	92.0%	91.1%	91%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.99	1.97	1.87	1.86	1.87	1.83	1.91	1.93	1.94	1.98	1.99	1.97	1.95	1.98
8. Complaints per 1000 trips	0.59	0.67	0.97	0.68	0.77	0.39	0.50	0.65	0.38	0.40	0.35	0.84	0.83	0.6
9. Compliments per 1000 trips	1.03	1.02	1.13	0.85	0.73	1.09	0.46	0.96	0.80	1.26	0.97	0.69	0.67	0.9
10. Avg phone wait time (mins) <sup>3</sup>	0.9	1.1	1.5	1.1	1.6	1.0	0.8	0.9	0.7	1.4	1.1	0.6	1.1	1.15
<b>10/31/2019</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Total Trips

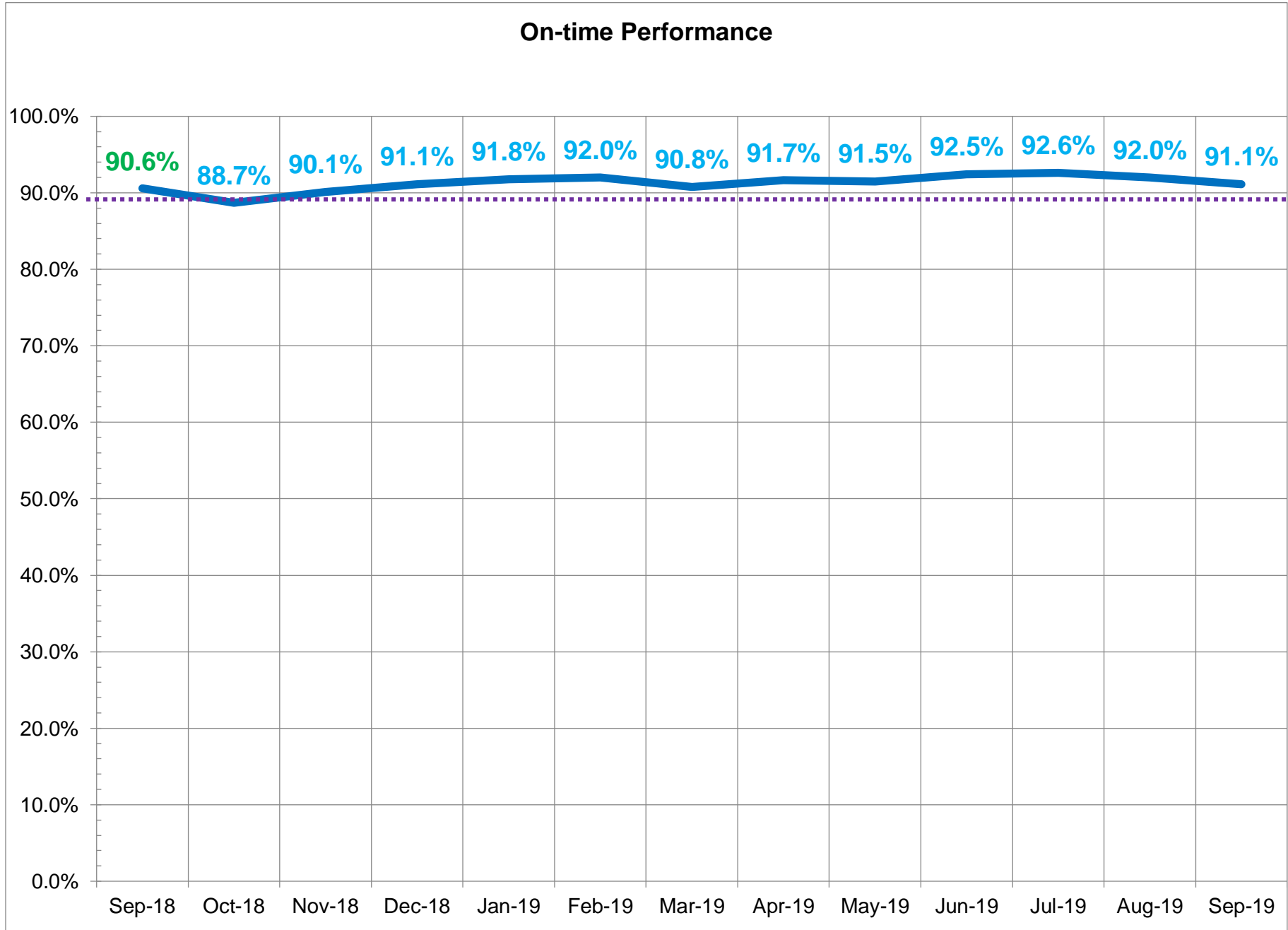
### Total Trips Served



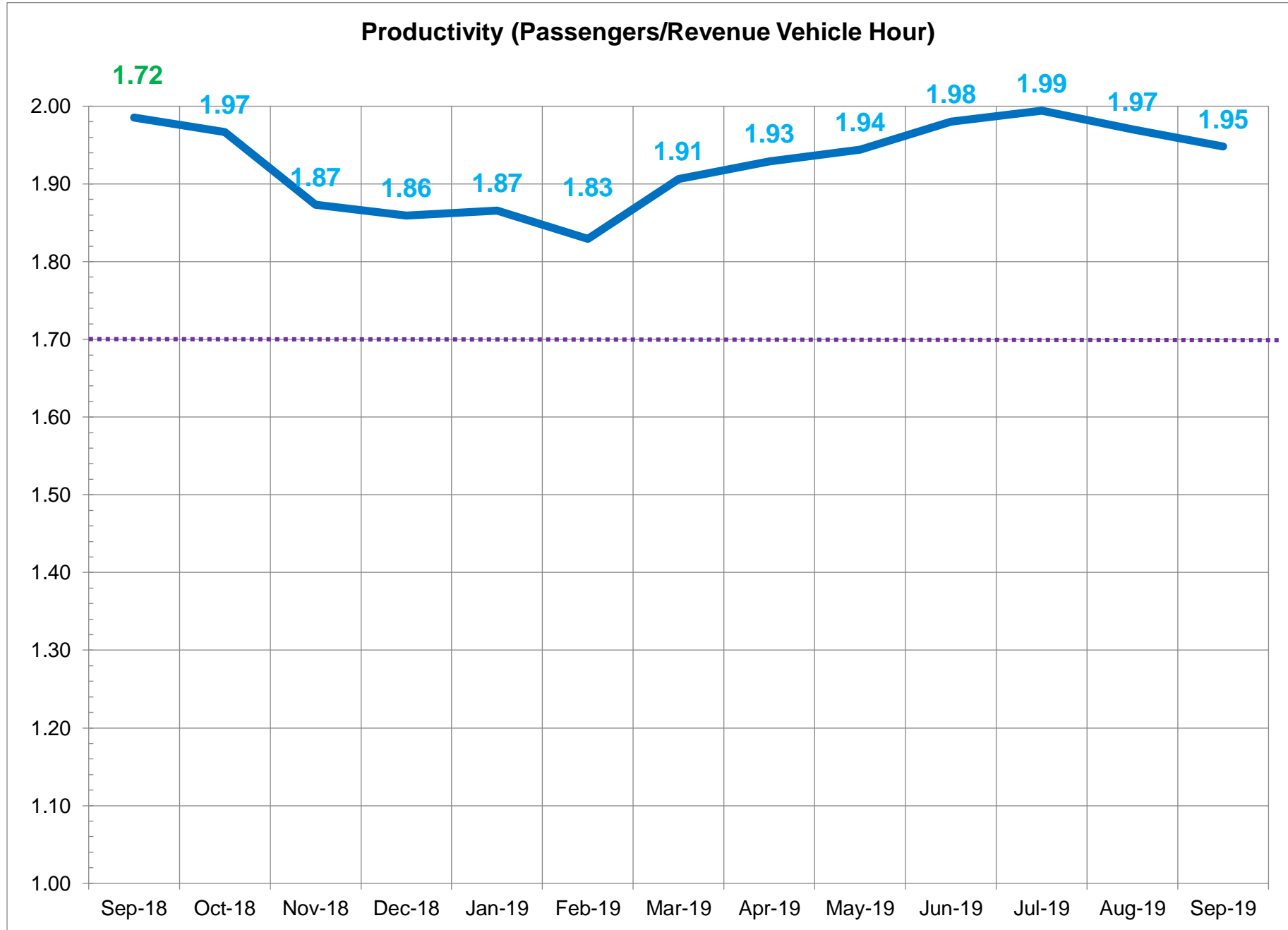
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)





## Monthly Redi-Wheels Comment Statistics

2019 Comments	Sep-19	
	Subtotal	Rate/1000
Rides	25,402	
<b>Total Comments by Category</b>		
Compliment	18	0.71
Policy Related	13	0.51
Service Related	38	1.50
<b>Total</b>	<b>69</b>	<b>2.72</b>
<b>Average Response Time to Customer (Working Days)‡</b>		
Compliment	4.00	
Policy Related	4.40	
Service Related	4.24	
<b>Overall</b>	<b>4.17</b>	
	<b>CC</b>	<b>CR</b>
Compliment	4	14
Policy Related	2	11
Service Related	4	34
<b>Overall</b>	<b>10</b>	<b>59</b>

‡ Excludes weekends and holidays

Report to PCC, October 2019		
<b>Summary of Paratransit Expenses and Revenues</b>		
<b>Budget for Fiscal Year 2019</b>		
<b>Paratransit Revenue</b>		
<b>Actual for FY 2019</b>		
	<b>Actual</b>	<b>Percent</b>
Passenger fares	\$842,099	5%
Local Transit Development Act (TDA) 4.5	\$2,090,825	12%
Local State Transit Assistance (STA)	\$0	0%
Operating grants	\$2,380,907	14%
District sales tax - District ADA programs	\$2,276,865	13%
District sales tax - Paratransit Suppl Coastside	\$1,828,431	11%
Interest income - paratransit trust fund	\$458,062	3%
SMCTA Measure A	\$3,454,128	20%
San Mateo County Measure A & Other	\$2,500,000	15%
Measure M	\$1,400,000	8%
<b>Total</b>	<b>\$17,231,317</b>	
<b>Expenses in FY 2019 - Actual</b>		
	<b>Actual</b>	
Redi-Wheels	\$5,108,254	
Other Related Costs / ADA Related Support	\$2,987,369	
ADA Sedan / Taxi service	\$5,431,433	
ADA Accessibility Support / ADA related wages &	\$1,455,882	
Coastside ADA Support	\$1,828,431	
Insurance	\$419,948	
<b>Total</b>	<b>\$17,231,317</b>	

<b>Report to PCC, October 2019</b>		
<b>Summary of Paratransit Expenses and Revenues</b>		
<b>Budget for Fiscal Year 2020</b>		
<b>Paratransit Revenue</b>		
<b>Budget for FY 2020</b>		
	<b>Budget</b>	<b>Percent</b>
Passenger fares	\$909,000	5%
Local Transit Development Act (TDA) 4.5	\$2,471,745	13%
Local State Transit Assistance (STA)	\$1,658,475	8%
Operating grants	\$2,075,524	11%
District sales tax - District ADA programs	\$6,915,641	35%
Interest income - paratransit trust fund	\$595,000	3%
SMCTA Measure A	\$3,640,000	19%
Measure M	\$1,400,000	7%
<b>Total</b>	<b>\$19,665,385</b>	
<b>Expenses in FY 2020 Budget</b>		
	<b>Budget</b>	<b>Percent</b>
Redi-Wheels	\$8,024,300	41%
ADA Sedan / Taxi service	\$3,834,100	19%
Coastside ADA Support	\$1,921,400	10%
ADA Related Wages and Benefits	\$3,113,135	16%
ADA Related support	\$2,127,186	11%
Insurance	\$645,264	3%
<b>Total</b>	<b>\$19,665,385</b>	