



## **Agenda, Minutes & Reports**

**October 8, 2019**

**1:30pm**

**San Mateo County  
Paratransit Coordinating Council (PCC)  
P.O. Box 1035  
San Carlos, CA 94070  
Phone: (650) 299-1442**

**[www.sanmateopcc.org](http://www.sanmateopcc.org)  
[sanmateopcc2@gmail.com](mailto:sanmateopcc2@gmail.com)**

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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**

October 8<sup>th</sup>, 2019

- |  |      |
|--|------|
| 1. Welcome / Roll Call / Introductions                                     | 1:30 |
| 2. Approval of September 10, 2019 PCC Minutes*                             | 1:35 |
| 3. Update on ADA Regulations and Practices – Richard Weiner                | 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 September 10th, 2019 Meeting

##### **ATTENDANCE:**

###### Members:

Dinae Cruise, Vice Chair  
Tina Dubost, SamTrans  
Judy Garcia, Consumer  
Nancy Keegan, Sutter Health/Senior Focus  
Sandra Lang, Community Member  
Mike Levinson, Consumer, PAL Chair  
Alex Madrid, Education Chair, CID  
Benjamin McMullan, Chair, CID  
Kathi Minden, Rosener House  
Sammi (Wilhelmina) Riley, Consumer  
Marie Violet, Dignity Health  
(Member attendance = 11/16, Quorum = Yes)

###### Guests:

Siesia Ponitini, Consumer  
Diana Riedel, SamTrans  
Lynn Spicer, First Transit/Redi-Wheels  
Jane Stahl, PCC Staff  
Patty Talbott, First Transit/Redi-Wheels  
Larissa Vaserman, Consumer  
Richard Weiner, Nelson\Nygaard  
Sandra Winter, Senior Coastsiders

###### Absentees:

Susan Capeloto, Dept. of Rehabilitation  
Valerie Campos, Vista Center for the Blind  
Patty Clement, Catholic Charities  
Monica Colondres, Community Advocate  
Scott McMullin, CoA

##### **WELCOME/INTRODUCTIONS:**

Chair Ben McMullan called the meeting to order at 1:40pm. Attendees introduced themselves.

##### **APPROVAL OF JULY MINUTES:**

A motion to approve the July 2019 PCC minutes was made by Mike Levinson and seconded by Alex Madrid. The minutes were approved.

## **COMMITTEE REPORTS:**

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

The committee met at 11:30am on September 10<sup>th</sup> and talked about the upgrade to the IVR system. They also discussed customer service and whether the PCC should be involved in the RFP process for the new scheduling software, contract details and standards. David Scarbor reported on SB1376 for TNCs, and the need for accessible vehicles as part of the TNC program. No agreement has been reached on how the money collected will be used. Lynn Spicer reported on the proposed sensitivity training for the reservationists and dispatchers. The next meeting is on October 8<sup>th</sup>, at 11:30am.

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

Nothing to report. Tina was asked to report on the first quarter's budget at the November PCC meeting. Tina agreed and will provide a detailed report at that time.

### **Education – Alex Madrid, Chair**

There are two events coming up where the PCC will table:

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

Please let Jane know if you can help at either event.

There was some discussion on advertising the PCC. Marie Violet will forward information on a contact at PenTV. Mike and Sammi agreed to be interviewed.

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

The committee met on September 3<sup>rd</sup>, 2019 and discussed requesting an ERC meeting. Ben has been in touch with Supervisor Groom's office for a meeting to discuss restoring Measure K funds for paratransit. The meeting will be on October 10<sup>th</sup>, from 1:30-2:30pm at the County Center.

Ben will reach out to Jessica Epstein, SamTrans, regarding a PCC representative on the SamTrans Citizens Advisory Committee to advocate for paratransit funding.

Nominations are in the spring.

The committee voted to bring the 2019-21 PCC Work Plan up for approval by the full PCC committee. They also talked about how to publicize the PCC and build membership. Finally, the committee approved updated wording describing the PCC on the SMC Connect website.

## **CONSUMER COMMENTS**

A consumer from Pacifica spoke to the group and gave her thoughts on the service:

1. She likes the new on-demand service in Pacifica although she more often uses Redi-Wheels and RediCoast. She stated “If you don’t plan ahead, on-demand is a blessing.”
2. The drivers are doing a very good job in catering to the rider’s needs. They ask where you are heading and know the schedules for the SamTrans buses.
3. Some buses in the prior system didn’t have any passengers and she hoped that this new service will save money.

Judy Garcia commented that the elevator in the SamTrans building closes too quickly and almost trapped her foot. Tina will speak with Facilities and ask them to check it.

## **OPERATIONAL REPORTS**

Tina reported that ridership for the on-demand service (“Uber for a bus”) in Pacifica is about the same as the previous fixed route service. They will continue to analyze ridership. She also reported that SamTrans has started an express service from Foster City to San Francisco that has received positive comments.

SamTrans is planning to produce some videos to promote senior mobility and anyone interested in participating should talk to her.

Tina clarified that the on-demand service in Pacifica does use accessible vehicles, and only runs within a specific area of Pacifica, but it is possible to transfer to other SamTrans bus routes.

## **PERFORMANCE SUMMARY**

Total ridership is down from 26,336 in July 2018 to 25,734 in July 2019, a 2.3% decrease. Average weekday ridership is down from 1,109 to 1,007. One reason may have been the July 4<sup>th</sup> holiday. There was a decrease in the demand trips and agency trips, consistent with a long-term trend and similar to a decrease in the SamTrans bus service. They are reviewing what can be done to make the service relevant to the community.

The number of individuals riding has also gone down. The on-time performance was very good at 92% and productivity is very high at 1.99. Average telephone time met the standard.

Richard asked for Tina’s thoughts on why the ridership is down. Tina said they are seeing similar trends on SamTrans bus service as well. She thought some of the decrease might be

through consumer use of Uber and Lyft, and that the service's key ridership demographic is being priced out of the area.

Alex asked if any fare increases are planned; Tina said that is not the case.

Tina mentioned that SamTrans is experimenting with a program whereby students who are attending specific community colleges can ride for free. This is funded by the community colleges.

### **COMMENT STATISTICS REPORT**

Trends are fairly consistent. The response times are relatively good at 6.9 working days. The most common service complaint is late trips. She is not seeing any patterns in policy issues, just individual concerns.

Larisa mentioned that a senior in her community tried Redi-Wheels but found the ride was very uncomfortable and so would not use it again. Tina said that the vehicles used are typical in the industry and do have an upgraded suspension. Unfortunately, the cutaway buses do not provide the same ride quality as sedans.

Alex asked about completing a comment card on a taxi ride. Tina said riders can ask for a comment card. Riders can also call the 800 number or make comments on the SamTrans website. Sammi said that taxis don't have a good place to display the cards plus riders had felt pressured in the past.

Dinae reported that a driver reported difficulty accessing Peninsula Hospital as the disabled area is being used by the concierge service. Lynn Spicer said that drivers have been told to drop off closer to the medical side and to make sure they are looking for passengers in both places.

Dinae also said she'd received a lot of positive feedback on the driver appreciation BBQ. Everyone agreed it was an excellent event and well organized. Patty Talbott thanked the PCC for all their support for the BBQ.

### **SAFETY REPORT**

Patty reported that in August, there were 6 incidents, all were non-preventable.



Alex asked about the drop-off situation at SFO. Lynn said that nothing has changed. Tina mentioned that she recently took the SFO bus and it was very easy and convenient.

Sammi asked about new wheelchair securement. Tina said that there is a new product on the market that they will need to carefully investigate before any purchase.

Seisia asked why the back of the Pacifica bus is used for walkers and wheelchairs. Tina didn't know the exact configuration of the bus so wasn't able to respond. Seisia also asked about direct service to Oakland. Tina said the paratransit service is similar to regular SamTrans buses so a rider would need to take Redi-Wheels or RediCoast then transfer to East Bay Paratransit to get to Oakland.

Judy Garcia asked if Uber and Lyft were going to have accessible vehicles. Tina said there was a senate bill that adds a 5 cent (later confirmed as 10 cents) charge to every Uber and Lyft ride to pay for accessible vehicles. There's a committee reviewing the options but no resolution yet on how to implement the program.

## **LIAISON REPORTS**

### **Agency – Nancy Keegan**

Nancy told the committee that she had reached out to the other agencies. Two agencies had an issue with suspension of clients for non-fare payment but they didn't become aware of it until after it happened. She asked what the notification process was and how much notice is given. Tina said that their policy is that people should pay when they ride; however, to avoid stranding people, there is an IOU process. People are sent notification via letter and are given 10 days from the date of the letter to pay. Kathi Minden reported that the issue was with people who want to arrive at the agency a little later and book a private ride. It was a \$4.25 charge. Tina offered to talk about ways to improve the process for agencies.

Nancy thanked Lynn and Patty for their help in addressing some recent agency concerns.

Alex asked how many times a consumer can ride without paying before being suspended. Tina said that reminder letters are sent after any ride when payment was not made. The consumer has 10 days to pay from the date of the reminder letter.

### **ERC – Mike Levinson**

We are trying to arrange a meeting with SamTrans regarding PCC materials to be included in SamTrans presentations to the community and the IVR/scheduling software.

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

IHSS and other projects are on hold. They are collaborating with CID and the Center for Independent Living on a video on accessible placards.

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

CID is planning a training. They are hiring for positions shown on their website.

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

Tina reported that the COA transportation subcommittee is meeting on Thursday. Sandra said there was a good meeting yesterday on housing.

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

There will be a meeting on Thursday. She introduced Sandi Winter who is the new executive director of Senior Coastsiders.

**Stakeholder Advisory Group – Sandra Lang**

Meetings scheduled for August were postponed until September 19<sup>th</sup> and October 22<sup>nd</sup> to allow for meetings with the Technical Advisory Group. Sandra asked everyone to send her their thoughts or concerns about the process or timelines as a draft plan regarding use of Measure W funds will be presented in November. Ben mentioned that although the main emphasis is transportation, he has raised the issue of transit-oriented housing near BART or Caltrain to see if this can be addressed. Alex asked Sandra to send out a reminder to the PCC members with relevant documents asking for comments and ideas.

**OTHER BUSINESS**

Copies of the 2019-21 Work Plan were available at the meeting for review. Ben told the group that the executive committee were presenting it for approval by the PCC members. Mike moved to approve the Plan, Sandra Lang seconded the motion, and it was adopted. The Plan will be included in the SamTrans Board packet.

Next meeting is on Tuesday, October 8<sup>th</sup> at 1:30pm.

Meeting adjourned at 3:05pm.

## Redi-Wheels Reports

### Performance Measure

Performance Measure	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Prev. Yr. Average
1. Total trips requested	33,371	30,759	34,196	31,269	29,860	30,918	28,294	31,028	31,316	31,779	29,621	30,954	30,809	31,176
2. Trips scheduled	31,035	28,417	31,082	28,165	27,005	28,172	26,068	28,727	28,869	29,217	27,174	28,551	28,608	28,594
a. Same day cancels	1,888	2,120	1,693	2,396	2,438	2,481	2,073	1,795	1,740	2,159	1,658	2,054	1,650	2,037
% of trips scheduled	6.1%	7.5%	5.4%	8.5%	9.0%	8.8%	8.0%	6.2%	6.0%	7.4%	6.1%	7.2%	5.8%	7.1%
b. Late cancels	553	546	607	598	546	601	534	560	552	482	441	461	447	545
% of trips scheduled	1.8%	1.9%	2.0%	2.1%	2.0%	2.1%	2.0%	1.9%	1.9%	1.6%	1.6%	1.6%	1.6%	1.9%
c. Total customer no-shows	377	405	370	408	360	449	432	476	437	266	377	300	428	391
% of trips scheduled	1.2%	1.4%	1.2%	1.4%	1.3%	1.6%	1.7%	1.7%	1.5%	0.9%	1.4%	1.1%	1.5%	1.4%
d. No-show (operator)	2	3	0	0	1	1	0	1	2	3	1	2	7	1
3. Total trips served	28,215	25,343	28,412	24,763	23,660	24,640	23,029	25,895	26,138	26,307	24,697	25,734	26,076	25,620
a. Average weekday riders	1,081	1,083	1,078	1,004	956	970	951	1,036	1,008	1,032	992	1,007	1,012	1,025
b. Advance reservation	18,322	16,741	18,859	16,502	16,203	16,029	14,930	17,183	15,256	17,400	16,747	16,783	16,753	16,776
c. Agency trips	4,285	3,547	4,010	3,360	2,970	3,580	3,381	3,583	3,675	3,731	3,380	3,795	4,134	3,628
d. Individual subscription	5,608	5,055	5,543	4,901	4,487	5,031	4,718	5,129	5,078	5,176	4,570	5,156	5,189	5,038
e. Taxi trips	10,182	10,000	11,539	9,849	9,581	9,730	8,492	10,905	9,955	9,788	9,909	10,448	10,364	9,955
(taxi % of total trips)	36.1%	39.5%	40.6%	39.8%	40.5%	39.5%	36.9%	42.1%	38.1%	37.2%	40.1%	40.6%	39.7%	38.9%
4. Total Redi-Wheels riders	2,277	2,301	2,218	2,140	2,095	2,067	2,050	2,124	2,129	2,112	2,074	2,131	2,119	2,148
5. Inter-County Transfer Trips	164	146	199	155	131	168	155	150	177	176	172	173	157	161
6. On-time performance <sup>1</sup>	91.1%	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%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.94	1.99	1.97	1.87	1.86	1.87	1.83	1.91	1.93	1.94	1.98	1.99	1.97	1.98
8. Complaints per 1000 trips	0.39	0.59	0.67	0.97	0.68	0.77	0.39	0.50	0.65	0.38	0.40	0.35	0.84	0.6
9. Compliments per 1000 trips	0.89	1.03	1.02	1.13	0.85	0.73	1.09	0.46	0.96	0.80	1.26	0.97	0.69	0.9
10. Avg phone wait time (mins) <sup>3</sup>	1.2	0.9	1.1	1.5	1.1	1.6	1.0	0.8	0.9	0.7	1.4	1.1	0.6	1.15

**9/29/2019**

Notes:

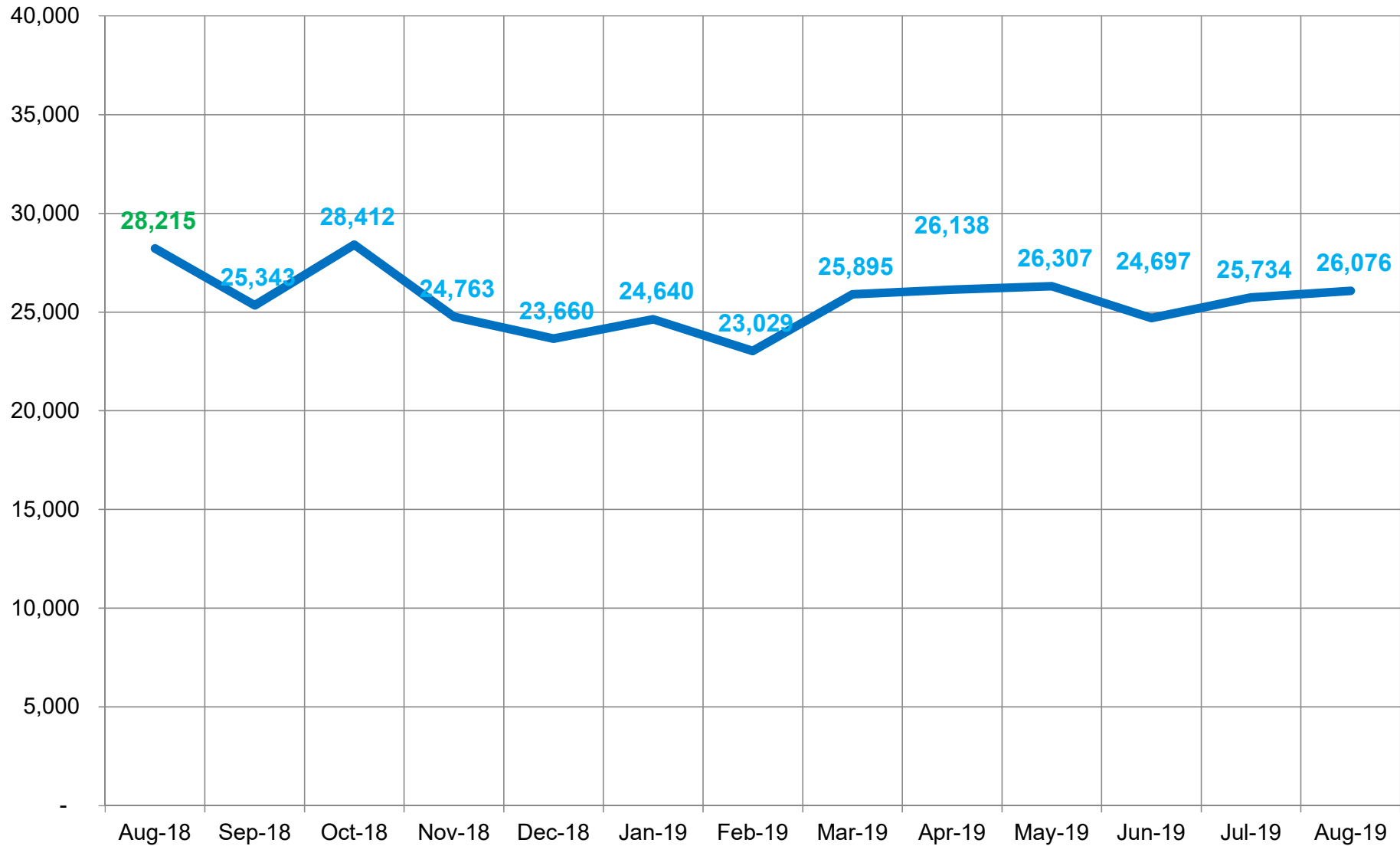
1 Standard = 90%

2 Standard = 1.70

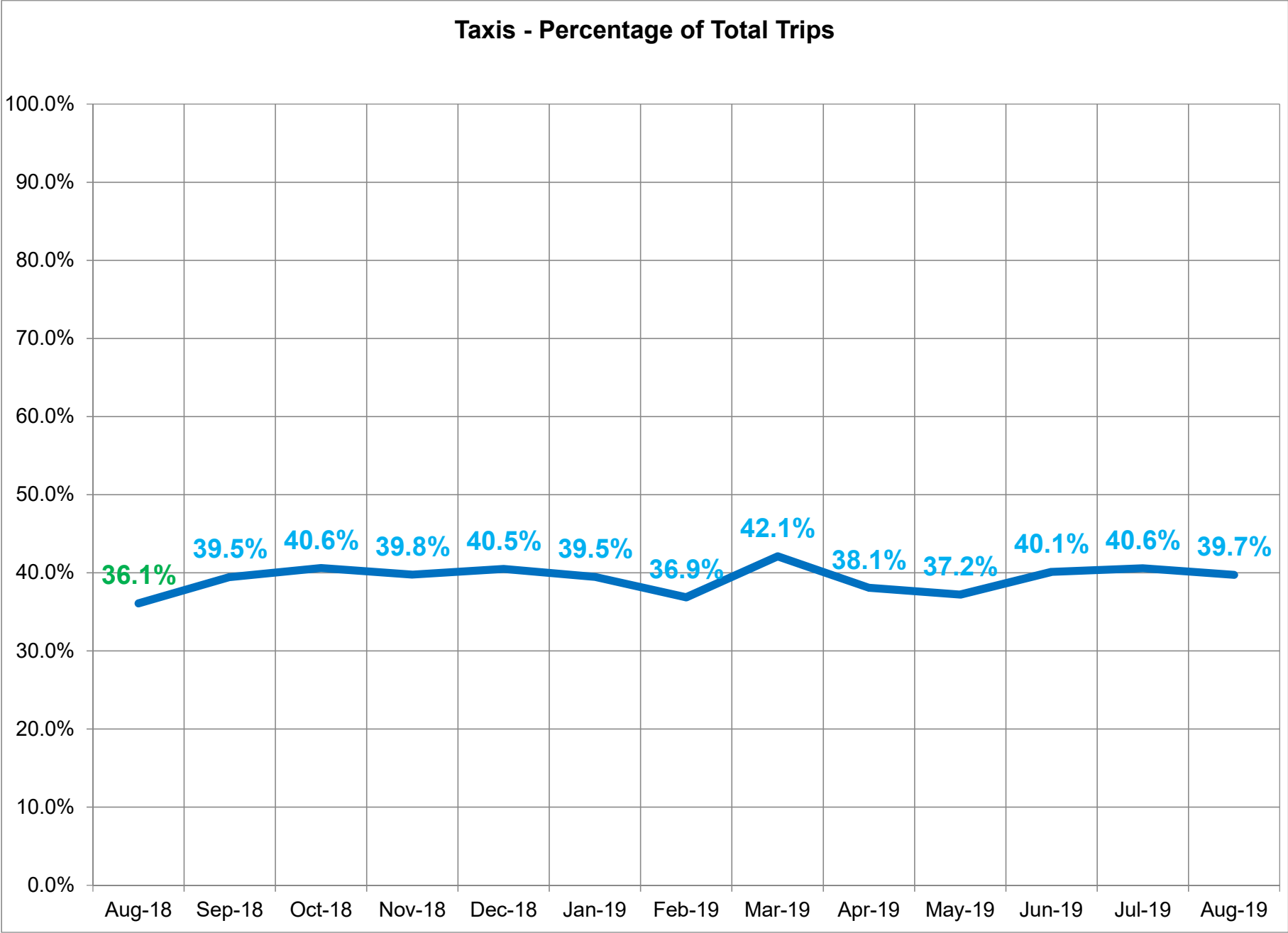
3 Standard = < 1.5

Total Trips

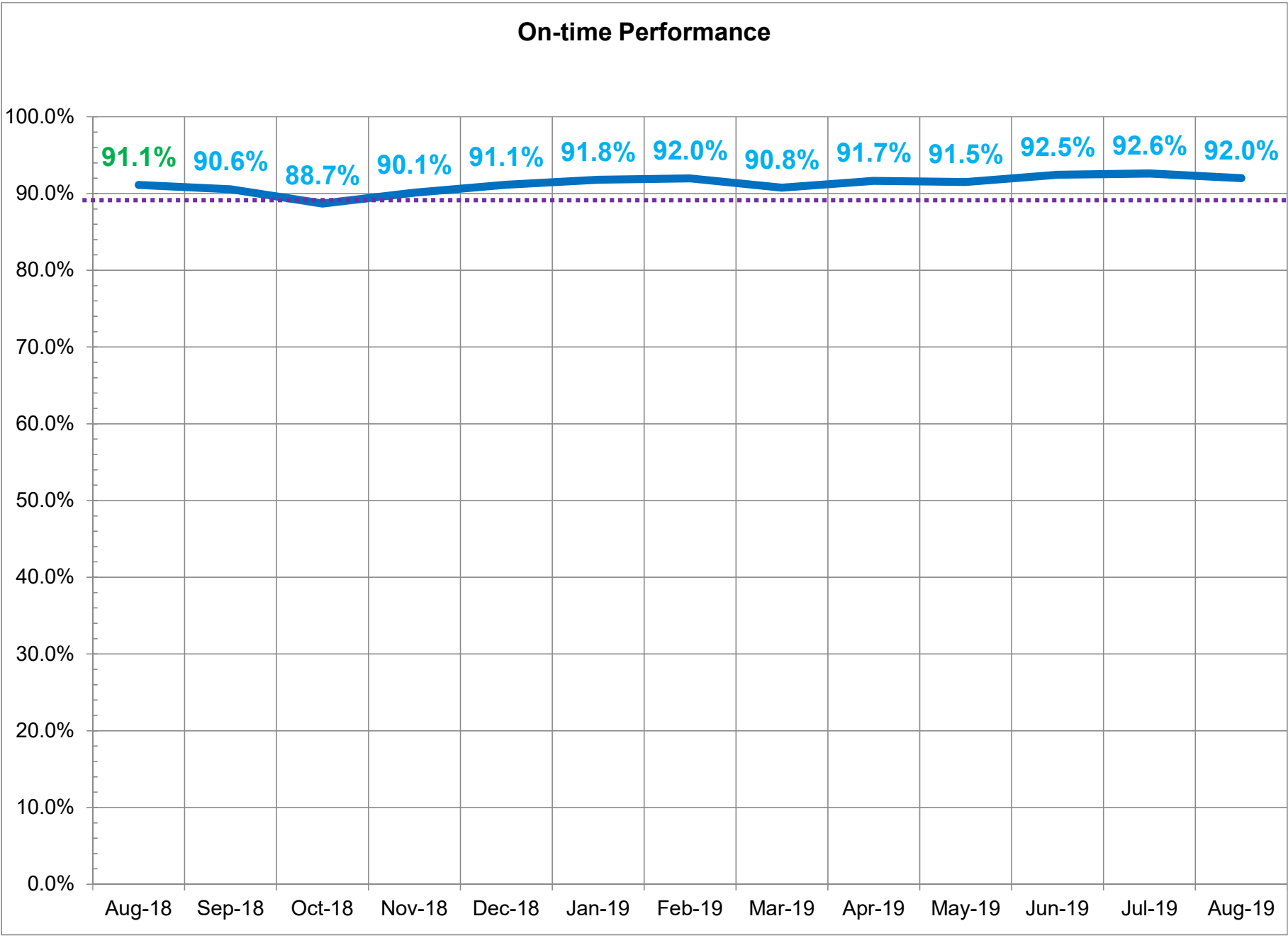
Total Trips Served



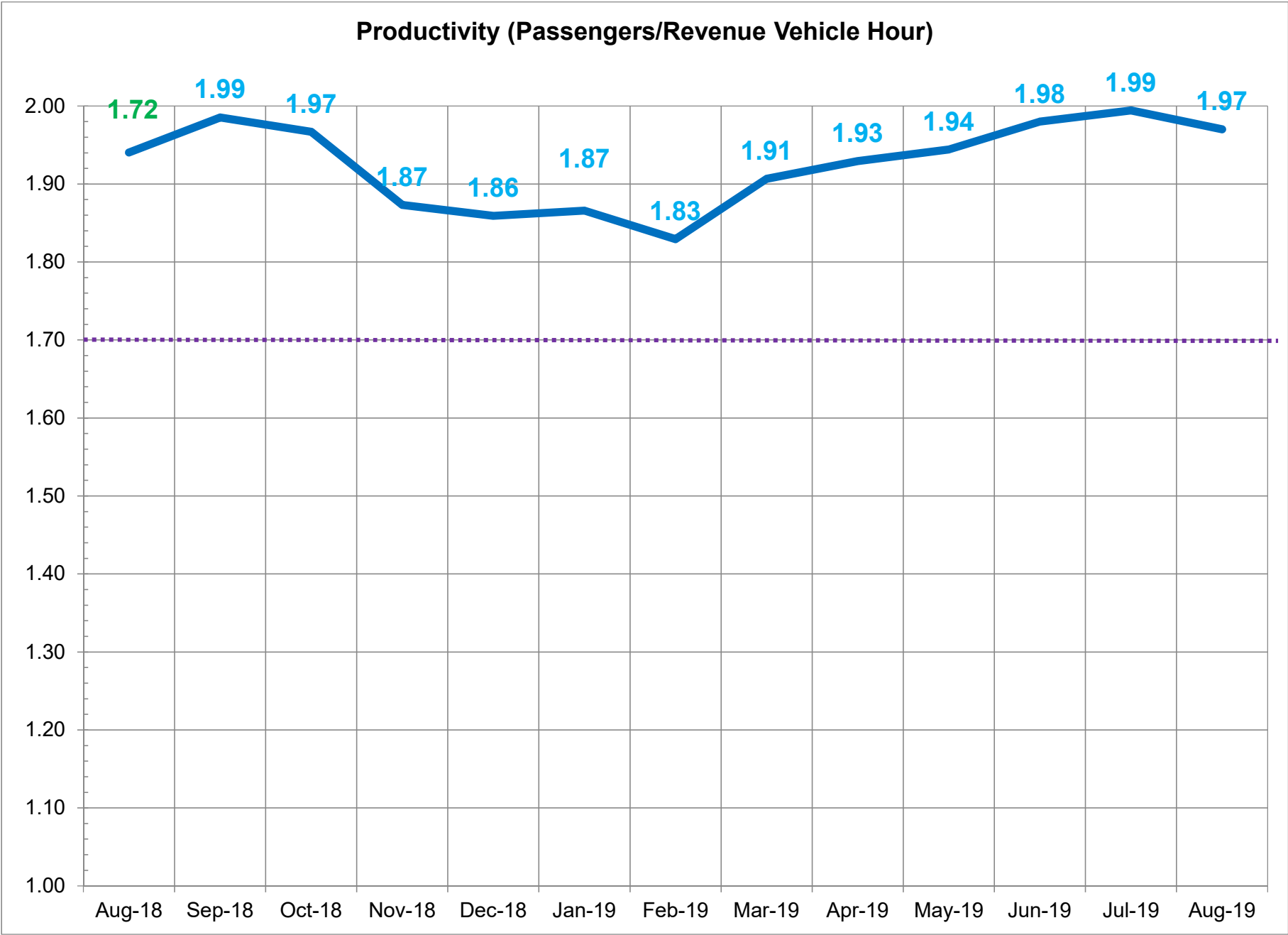
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Redi-Wheels Comment Statistics

2019 Comments	Aug-19	
	Subtotal	Rate/1000
	Rides	
	26,076	
Total Comments by Category		
Compliment	18	0.69
Policy Related	3	0.12
Service Related	38	1.46
Total	59	2.26
Average Response Time to Customer (Working Days) <sup>‡</sup>		
Compliment	6.8	
Policy Related	3.6	
Service Related	7.7	
Overall	7.3	
	CC	CR
Compliment	4	14
Policy Related	0	3
Service Related	3	35
Overall	7	52

‡ Excludes weekends and holidays