



Agenda, Minutes & Reports

September 10, 2019

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
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*For approval

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

September 10th, 2019

- | | |
|---|------|
| 1. Welcome / Roll Call / Introductions | 1:30 |
| 2. Approval of July 12th, 2019 PCC Minutes* | 1:35 |
| 3. Committee Reports | 1:40 |
| 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 | |
| 4. Consumer Comments | 2:00 |
| 5. SamTrans / Redi-Wheels Reports | 2:15 |
| a. Operation Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Patty Talbott | |
| 6. Liaison Reports | 2:30 |
| 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 | |
| g. Stakeholder Advisory Group (SAG) – Sandra Lang | |
| 7. Other Business | 3:00 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of July 12th, 2019 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation
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
Scott McMullin, CoA
Kathi Minden, Rosener House
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 13/16, Quorum =
Yes)

Guests:

Talib Salamin, Serra Taxi
David Scarbor, SamTrans
Henry Silvas, SamTrans
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Richard Weiner, Nelson\Nygaard

Absentees:

Valerie Campos, Vista Center for the Blind
Patty Clement, Catholic Charities
Monica Colondres, Community Advocate
Patty Talbott, First Transit/Redi-Wheels

WELCOME/INTRODUCTIONS:

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

APPROVAL OF JUNE MINUTES:

A motion to approve the June PCC minutes was made by Dinae Cruise and seconded by Mike Levinson. Ben McMullan, Scott McMullin, and Alex Madrid abstained. The minutes were approved.

COMMITTEE REPORTS:

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

At the committee meeting on July 9th they received a report from Lori Low, Government & Community Affairs Officer at SamTrans, who gave the committee an update on Federal and State legislation and appointments. They discussed SB1376 (designed to incentivize TNCs to provide more accessible vehicles), advocacy issues, and “tabletop” exercises focused on regional emergency preparedness. Tina Dubost will check whether the PCC and CID could be included in the exercises.

Dinae Cruise discussed the “Get Around” service for San Mateo residents. Anyone interested can call 650-522-7499. Talib Salamin said that the service worked well if the consumer needed a ride right away, it is limited to seniors aged 60+, and covers the surrounding cities. Accessible vehicles can be requested.

The committee also discussed the “Got Wheels” pilot program in Daly City for seniors aged 70+ that started on July 1.

Grant/Budget Review – Nancy Keegan, Chair

Nothing to report.

Education – Alex Madrid, Chair

The committee discussed reminding members of the 4-hour requirement for all PCC members to volunteer outside of PCC meetings. They also discussed approaching more consumer and agency representatives to become PCC members and have PCC members give presentations. Currently there are 5 consumers, 6 agency representatives, 5 community advocates, and 1 paratransit provider. Next meeting is on September 6th, 2019.

Executive – Benjamin McMullan, Chair

Ben has contacted the Office of Emergency Services (OES) and CoD to see if one of their members would be willing to be a PCC member. The committee reviewed the 2019-21 Work plan, which will be sent out to the full membership to review and submit their recommendations and prioritizations. The Work plan will then be categorized and discussed at the September PCC meeting.

A sign-up sheet was sent around for representation at the PCC at a Driver Appreciation Lunch on July 31st.

Ben will contact the *San Mateo Daily Journal* regarding an article about PCC membership.

CONSUMER COMMENTS

A consumer from Half Moon Bay spoke to the group and had the following suggestions:

1. The driver's name should be posted in the bus as it's not always easy to see the name if you want to submit a complement or complaint.
2. One time she missed her train because the bus was 45 minutes late. She was told it was because someone didn't show up for work but felt that shouldn't be her problem and she should have been told. Due to the delay, she had to wait 2.5 hours for another train.
3. Drivers need to understand that there is not always a good place to wait. If it's windy or cold, they should look inside the building.
4. It would be helpful if there was a card with the number to call.
5. Schedules should be posted on when buses go to Safeway, etc., as this is when many people use the bus service. Buses should also go to the Grocery Outlet in Pacifica, and the farmers' market on Saturday.
6. Consumers need a Clipper card or non-medical transport so they would not need to worry about having money.
7. More information is needed about transportation options at community events, farmers' markets, etc. A small percent of the seniors utilize the options available to them.
8. There should be more information about RediCoast and Redi-Wheels at senior housing and the three senior complexes.

In response, Tina said:

- She will investigate the late ride occurred if the consumer can provide her with the date.
- Drivers are not able to enter buildings to look for people. They can wait five minutes for riders.
- RediCoast ID cards have the number to call; she will send a replacement ID.
- She will ask for more schedules to be available in the bus stops.
- Senior Coastsiders run the bus service to the grocery outlet, etc. She will pass along the request.
- She will ask SamTrans Distribution to send more communications.
- SamTrans has a mobile app that is more convenient.

Mike urged the consumer to attend meetings of the Coastside Transportation Committee. The next one is on September 12th and Tina will add her email address to the distribution list.

CONSUMER CORPS REPORT

Jane Stahl reviewed the 2Q2019 report. More reports (237) were submitted this quarter (186 in 1Q19) by 15 riders (3 more than 1Q2019).

↑ On-Time Performance:

- 82% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (62% in 1Q2019)
- The longest ride wait time reported this quarter was 50 minutes in May.

↑ Telephone Reservations:

When making ride reservations, about 70% of Consumer Corps members reported that their calls were taken without being put on hold (41% in 1Q2019). The longest time on hold was 20 minutes in June. There were 23 subscription rides-no reservation time is required.

↑ Night Before Calls:

84% received same day calls (66% in 1Q2019).

↑ Same Day Reminder Calls:

76% received same day calls (60% in 1Q2019).

↓ Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 86% of reports submitted (92% in 1Q2019).

Vehicle Information:

- 54% of the rides reported were on Redi-Wheels vehicles.
- 38% of the rides reported were on Taxicabs.
- 3% of the rides reported were on Redi Coast vehicles.

↓ Comment Cards: Approximately 30% of riders noted comment cards on display in Redi-Wheels vehicles (down from 54% in 1Q2019).

Also provided were charts tracking various points from 1Q2018 through 2Q2019.

Mike asked about the decrease in comment cards; David Scarbor reported that they ran out of them for several weeks but that they are now available.

OPERATIONAL REPORTS

Tina reminded everyone to sign up for alerts of power outages at www.PGE.com.

SamTrans is issuing an RFP for a subsidized taxi program to start in the fall serving San Carlos, Redwood City and Fair Oaks.

SamTrans will be making some videos and are looking for volunteers to help promote the senior mobility program, veteran volunteer program, and how to ride SamTrans.

There are no updates yet on the micro-transit program in Pacifica.

PERFORMANCE SUMMARY

Ridership is down 5% from 27,613 in May 2018 to 26,307 in May 2019. Average weekday ridership is also down about 5%. Redi-Wheels saw a decrease for demand, agency and subscription trips. Taxi usage was 37.2% of total trips. The number of same day cancels went up. On time performance was 91.5%. Productivity remained high at 1.94 passengers per hour. Average wait time in queue met the standard.

COMMENT STATISTICS REPORT

The number of complaints is consistent; response time is good. Most common complaint is late vehicles. When complaints are made about drivers, individual training is being conducted. Alex asked about complaints about dispatchers, but Tina didn't think there were many.

SAFETY REPORT

In June there were 6 incidents, 4 of which were preventable. All were minor.

LIAISON REPORTS

Agency – Nancy Keegan

The group only meets when there are concerns. She will check in with the other agencies and reach out to Tina for a meeting if needed.

ERC – Mike Levinson

No meetings are scheduled, however there are some items in the Work Plan that will require a meeting.

Commission on Disabilities (CoD) – Ben McMullan

They are undertaking a series of focus groups on enhanced supported services to see where there might be gaps in order to make policy recommendations. There were no transit-related updates.

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

They are hiring for positions in independent living and generalist. Also hiring someone to help people applying for SSI and qualifying for CalFresh (formerly food stamps).

Dinae asked about the Transition to Independence event, which will be on October 12th at El Camino High School in South San Francisco.

Commission on Aging (COA) – Scott McMullin

The COA is updating their publication “Help at Home.” Printing will happen in the spring 2020. The transportation committee met on Thursday and will concentrate efforts on distribution of the publication.

The transportation committee also has sent a letter to Kaiser to consider a mobile unit for patients who live on the Coastsides so they don't have to travel to Redwood City.

Stakeholder Advisory Group – Sandra Lang

The last meeting was on June 25th. They have completed the policy framework for considerations and are using input from SAG members and the Technical Advisory committee to prepare a draft plan. The final plan is proposed to be adopted in November, with a review period prior.

At the meeting the committee was given an overview of the strategic plan presented by the Transit Authority. The criteria developed to evaluate project expenditures were included. There were over 300 responses received to the transportation survey; Sandra mentioned concerns submitted under the “Investing in public transportation” and “complete streets” areas.

The committee will meet on August 26 and 27 to refine the evaluative criteria. Sandra will be happy to take any comments.

The SamTrans Board will be discussing the proposed SamTrans fare proposals on July 10th. Comments can be made on the SamTrans website if not able to attend in person. Tina confirmed that no changes are proposed for paratransit fare.

Coastside Transportation Committee (CTC) – Tina Dubost

At Senior Coastsider on June 27th, Tina gave an update on SamTrans, the new pilot service in Pacifica, and a ridership report.

BYLAW CHANGE

A change was proposed to Article VII: Committees. 4. Executive of the bylaws.

Currently it reads:

"Committee shall consist of all PCC officers, immediate past PCC chair and chairs of all standing committees. The Chair shall have the option of appointing one other person at large."

The proposed new wording was:

"Committee shall consist of all PCC officers, chairs of all standing committees and a maximum of two additional past PCC chairs. The chair shall have the option of appointing one other person at large."

Richard read out the proposed bylaw wording. Sandra Lang moved to approved; Mike Levinson seconded the motion; the motion was approved.

OTHER BUSINESS

Mike Levinson reported that the City of Daly City is conducting two focus groups related to accessible transit. There is also a focus group in San Francisco on disability and transportation on July 25th, at 825 Mission Street.

Next meeting is on Tuesday, September 10th at 1:30pm.

Meeting adjourned at 3:04pm.

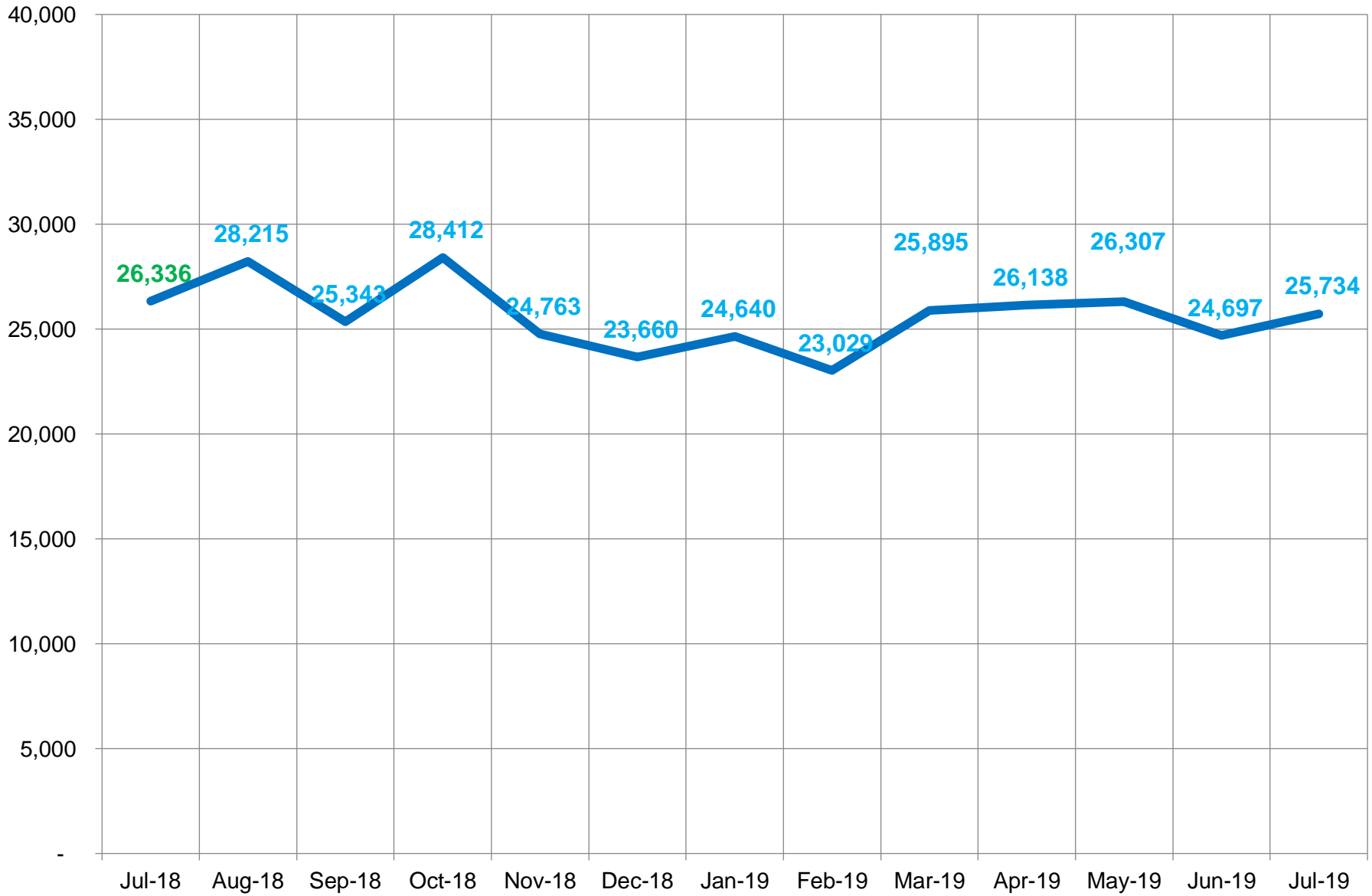
Redi-Wheels Reports

Performance Measure

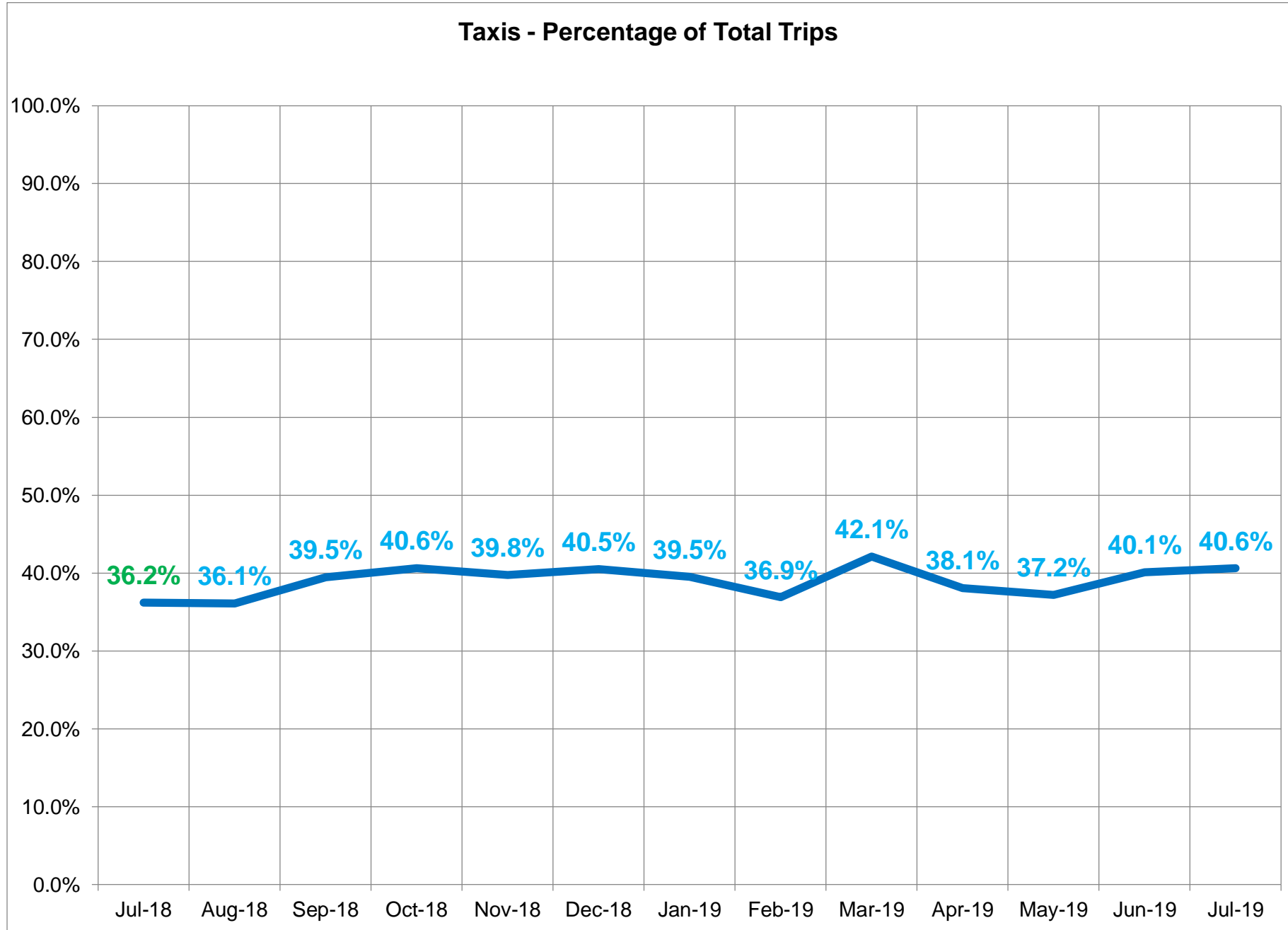
Performance Measure	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Prev. Yr. Average
1. Total trips requested	31,698	33,371	30,759	34,196	31,269	29,860	30,918	28,294	31,028	31,316	31,779	29,621	30,954	31,176
2. Trips scheduled	29,191	31,035	28,417	31,082	28,165	27,005	28,172	26,068	28,727	28,869	29,217	27,174	28,551	28,594
a. Same day cancels	2,002	1,888	2,120	1,693	2,396	2,438	2,481	2,073	1,795	1,740	2,159	1,658	2,054	2,037
% of trips scheduled	6.9%	6.1%	7.5%	5.4%	8.5%	9.0%	8.8%	8.0%	6.2%	6.0%	7.4%	6.1%	7.2%	7.1%
b. Late cancels	514	553	546	607	598	546	601	534	560	552	482	441	461	545
% of trips scheduled	1.8%	1.8%	1.9%	2.0%	2.1%	2.0%	2.1%	2.0%	1.9%	1.9%	1.6%	1.6%	1.6%	1.9%
c. Total customer no-shows	336	377	405	370	408	360	449	432	476	437	266	377	300	391
% of trips scheduled	1.2%	1.2%	1.4%	1.2%	1.4%	1.3%	1.6%	1.7%	1.7%	1.5%	0.9%	1.4%	1.1%	1.4%
d. No-show (operator)	3	2	3	0	0	1	1	0	1	2	3	1	2	1
3. Total trips served	26,336	28,215	25,343	28,412	24,763	23,660	24,640	23,029	25,895	26,138	26,307	24,697	25,734	25,620
a. Average weekday riders	1,109	1,081	1,083	1,078	1,004	956	970	951	1,036	1,008	1,032	992	1,007	1,025
b. Advance reservation	17,141	18,322	16,741	18,859	16,502	16,203	16,029	14,930	17,183	15,256	17,400	16,747	16,783	16,776
c. Agency trips	4,039	4,285	3,547	4,010	3,360	2,970	3,580	3,381	3,583	3,675	3,731	3,380	3,795	3,628
d. Individual subscription	5,156	5,608	5,055	5,543	4,901	4,487	5,031	4,718	5,129	5,078	5,176	4,570	5,156	5,038
e. Taxi trips	9,531	10,182	10,000	11,539	9,849	9,581	9,730	8,492	10,905	9,955	9,788	9,909	10,448	9,955
<i>(taxi % of total trips)</i>	36.2%	36.1%	39.5%	40.6%	39.8%	40.5%	39.5%	36.9%	42.1%	38.1%	37.2%	40.1%	40.6%	38.9%
4. Total Redi-Wheels riders	2,195	2,277	2,301	2,218	2,140	2,095	2,067	2,050	2,124	2,129	2,112	2,074	2,131	2,148
5. Inter-County Transfer Trips	133	164	146	199	155	131	168	155	150	177	176	172	173	161
6. On-time performance ¹	91.4%	91.1%	90.6%	88.7%	90.1%	91.1%	91.8%	92.0%	90.8%	91.7%	91.5%	92.5%	92.6%	91%
7. Productivity (psgrs/rvh) ²	1.94	1.94	1.99	1.97	1.87	1.86	1.87	1.83	1.91	1.93	1.94	2.76	1.99	1.98
8. Complaints per 1000 trips	0.23	0.39	0.59	0.67	0.97	0.68	0.77	0.39	0.50	0.65	0.38	0.40	0.35	0.6
9. Compliments per 1000 trips	0.42	0.89	1.03	1.02	1.13	0.85	0.73	1.09	0.46	0.96	0.80	1.26	0.97	0.9
10. Avg phone wait time (mins) ³	1.6	1.2	0.9	1.1	1.5	1.1	1.6	1.0	0.8	0.9	0.7	1.4	1.1	1.15
8/23/2019														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Total Trips

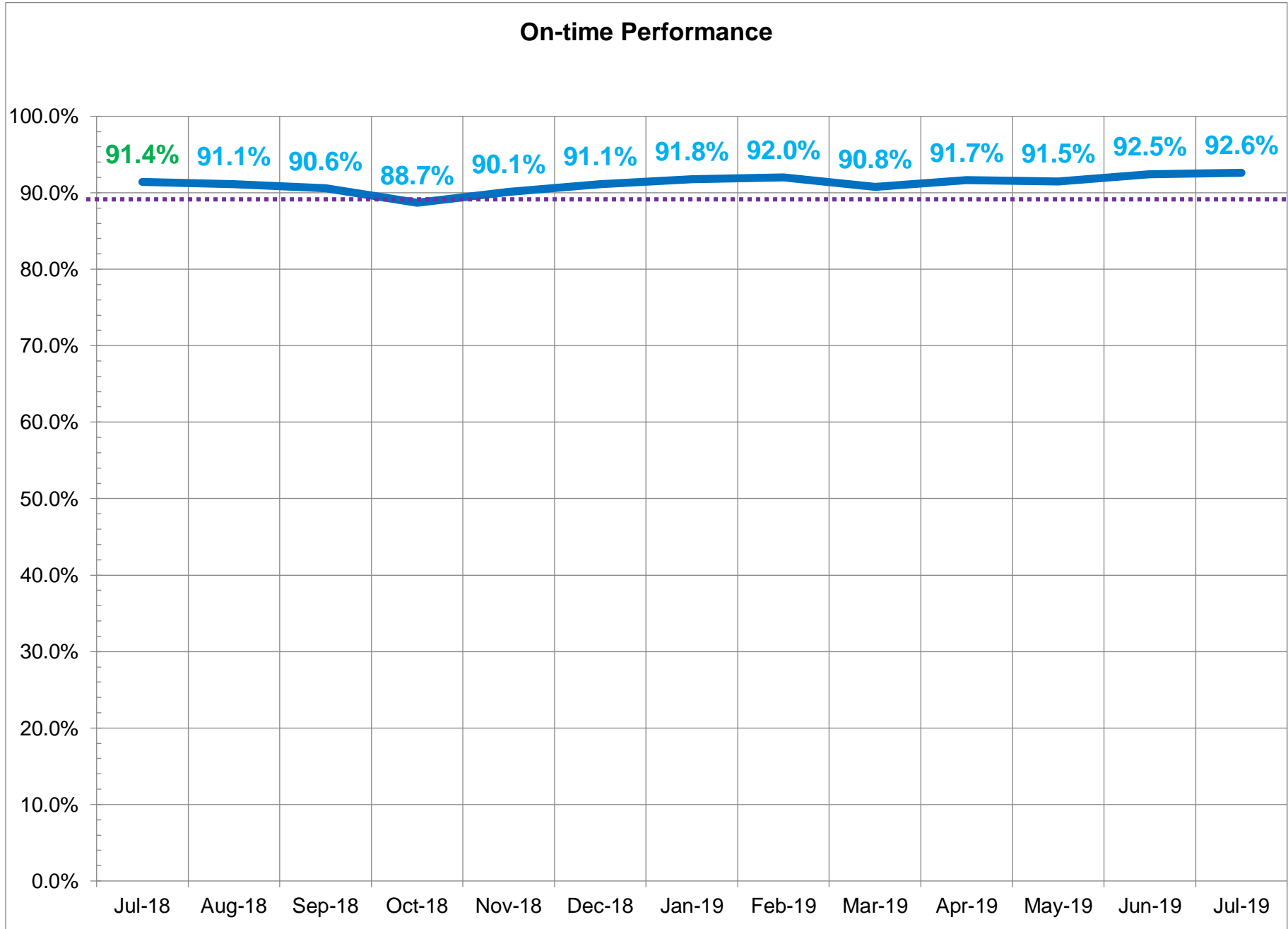
Total Trips Served



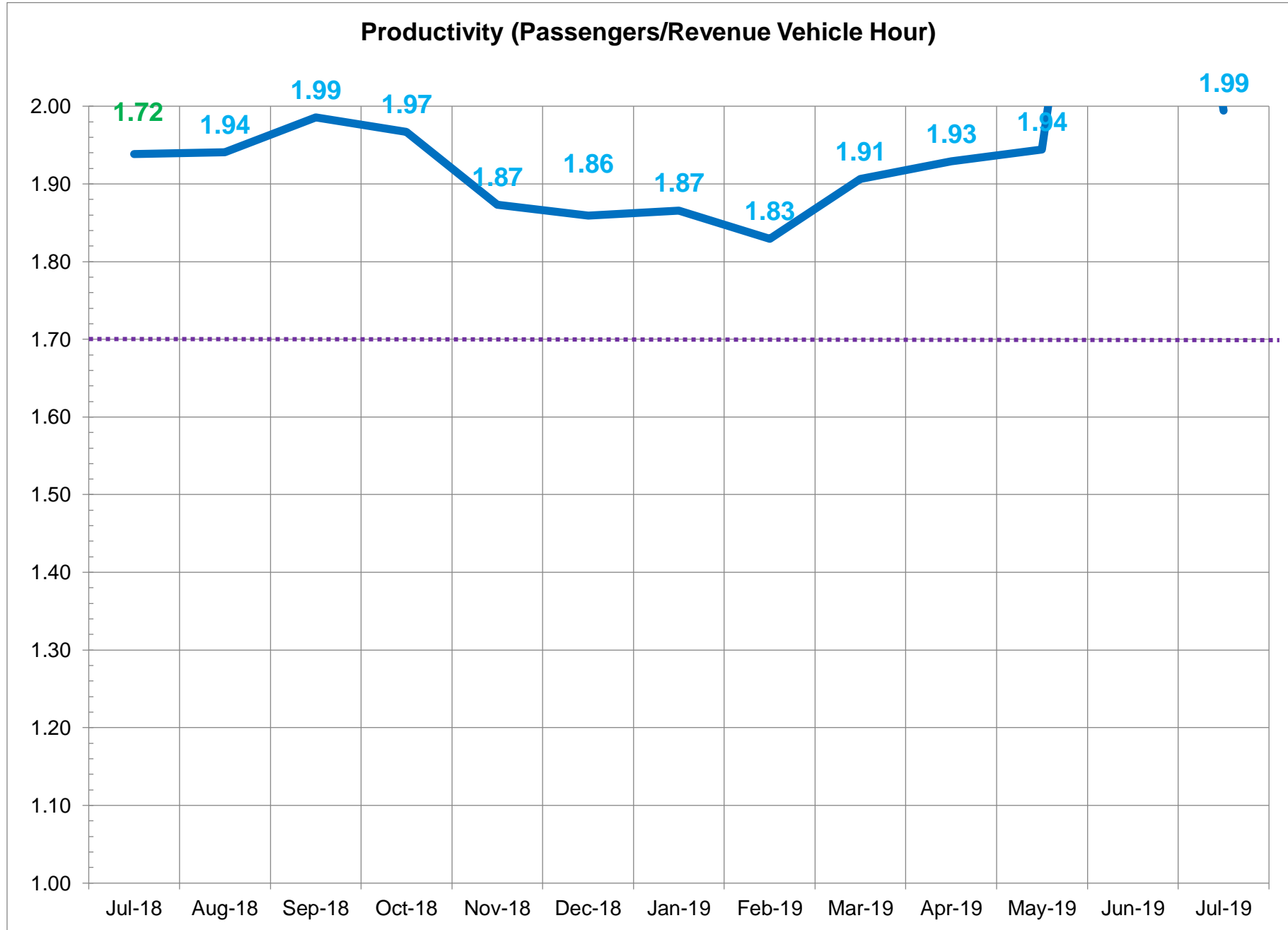
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Redi-Wheels Comment Statistics

2019 Comments	Jul-19	
	Subtotal	Rate/1000
Rides	25,734	
Total Comments by Category		
Compliment	25	0.97
Policy Related	18	0.70
Service Related	24	0.93
Total	67	2.60
Average Response Time to Customer (Working Days)‡		
Compliment	4.0	
Policy Related	8.1	
Service Related	9.3	
Overall	6.9	
	CC	CR
Compliment	9	16
Policy Related	0	18
Service Related	5	19
Overall	14	53

‡ Excludes weekends and holidays