

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



July 14, 2015
1:30-3:30 p.m.

San Mateo County Paratransit Coordinating Council (PCC)

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Please note: We now have personal amplification devices available for this meeting; if you would like amplification, please advise Erin Swartz, PCC Staff. Due to the sensitivity of this device, it is important to refrain from personal conversations for the duration of the meeting.

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Scheduled Meetings for 2015

PCC San Mateo County Paratransit Coordinating Council	AL-Com Advocacy- Legislative Committee	Education Committee <i>Prior to the PCC</i>	CTC Coastside Transportation Committee	SamTrans Board
2 nd Tuesday, Monthly	1 st Tuesday Quarterly	2 nd Tuesday Bi-Monthly	3 rd Thursday or Friday Quarterly	1 st Wednesday, Monthly
*No August Meeting		*No August Meeting	Senior Coastsiders 925 Main Street, Half Moon Bay	
1:30-3:30 p.m.	1:00-3:00 p.m.	12:00-1:00 p.m.	9:30-11:00 a.m.	2:00 p.m.
January 13, 2015	January 6, 2015	January 13, 2015		January 7, 2015
February 10, 2015			Thursday, February 19, 2015	February 4, 2015
March 10, 2015		March 10, 2015		March 11, 2015
April 14, 2015 *Meeting 4:00-6:00 p.m. *First Transit Appreciation Party 6:00-8:00 p.m.	April 7, 2015		Thursday, April 16, 2015	April 1, 2015
May 12, 2015		May 12, 2015		May 6, 2015
June 9, 2015 *PCC Retreat 10:30-3:30 p.m.				June 3, 2015
July 14, 2015	July 7, 2015	July 14, 2015	Friday, July 17, 2015	July 1, 2015
				August 5, 2015
September 8, 2015		September 8, 2015		September 2, 2015
October 13, 2015	October 6, 2015			October 7, 2015
November 10, 2015		November 10, 2015		
December 8, 2015			Friday, December 18, 2015	December 2, 2015

AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting
SamTrans 2nd Floor Auditorium
1250 San Carlos Avenue, San Carlos, CA 94070**

July 14, 2015

- | | |
|--|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of June Meeting Minutes | 1:40 |
| 5. Committee Reports | 1:42 |
| A. Advocacy/Legislative—Sandra Lang, AL-Com Chair | |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Maureen Dunn, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 1) Consumer Corps Quarterly Report | |
| 6. SamTrans / Redi-Wheels Reports | 2:15 |
| A. Operational Report—Tina DuBost | |
| B. Performance Summary—Tina DuBost | |
| C. Customer Comments—John Sanderson | |
| D. Safety Report—Lynn Spicer | |
| 7. Liaison Reports | 2:45 |
| A. Coastside—Michal Settles | |
| B. Agency—Barbara Kalt | |
| C. Efficiency Review Update (ERC)—Aki Eejima | |
| D. Commission on Aging (COA)—Sandra Lang | |
| E. Commission on Disabilities (COD)—Jim Engvall | |
| F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola | |
| G. Department of Rehabilitation (DOR)—Susan Capeloto | |
| H. Metropolitan Transportation Commission (MTC)—Vacant Position | |
| 8. Other Business | 3:25 |

***Action Item**

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

**MEETING MINUTES
June 9, 2015**

ATTENDANCE: Members Present: Mike Levinson, Chair; Sammi (Wilhelmina) Riley, Consumer; Maureen Dunn, Senior Focus; Dale Edwards, Consumer; Dr. Michal Settles, PCC Vice-Chair; Barbara Kalt, Rosener House; Vincent Merola, CiD; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Dr. Aki Eejima, Consumer; Judy Garcia, Consumer; Marie Violet, Sequoia Hospital; and Sandra Lang, COA.

GUESTS: John Sanderson, SamTrans; Cara Schmaljohn, Senior Coastsiders; Patti Clement-Cihak, Catholic Charities; Dave Daley, First Transit; Richard Weiner, Nelson-Nygaard; Linda Rhine, Nelson-Nygaard; Erin Swartz, PCC Staff.

ABSENTEES: Susan Capeloto, DOR; Jim Engvall, Consumer; Nancy Kegan, Catholic Charities.

(Member Attendance: 13; Quorum—YES.)

WELCOME/INTRODUCTION

Chair Mike Levinson called the meeting to order at 10:30 a.m. and welcomed all to the June PCC Retreat.

Richard Weiner, incoming PCC Consultant from Nelson-Nygaard, introduced himself at today's meeting.

APPROVAL OF THE MAY PCC MINUTES

Vincent requested a revision to the May PCC meeting minutes to include a question he asked about the type of outreach done by SamTrans to raise awareness of Redi-Wheels service. Vincent motioned and the PCC members voted to approve the May PCC minutes. There were no abstentions.

PRESENTATION BY RICHARD WEINER

ADA is based on the Rehabilitation Act of 1963 and the Civil Rights Act of 1964. Implementing agencies are DOJ, DOT, and Equal Employment Opportunity, which are similar to the other Acts. There are also similar remedies and relief. The application of discrimination law to transit service is challenging.

ADA has five different titles. Title I refers to employment. Title II refers to public entities like state, county, and municipal programs and facilities. A subset of Title II addresses public transportation programs. Title III covers privately operated public accommodations. Title IV addresses telecommunications and Title V is miscellaneous (ADAAG).

There are four major transportation requirements. First, accessibility is required of all new transportation facilities and vehicles used in fixed-route service. Equivalent access to demand response services is also necessary. Richard pointed out that ADA paratransit and other locally-based demand response services are included in this section. Service provision standards refer to fixed route service. Most importantly, specific stops have to be called out for riders to be able to hear. Other parts of this provision refer to driver training and wheelchair securement. Complimentary paratransit service has been a focus, with limited eligibility. The ADA paratransit eligibility process states that providers must "strictly limit" ADA paratransit eligibility to persons meeting the regulatory criteria.

ADA paratransit service criteria requires a service area with ¾ mile corridors. Cost increases in some agencies require counties to work with the minimum ADA requirements. Response time includes being able to request

“next-day” service by the close of business the day prior. Paratransit fares cannot be more than twice the adult fare for fixed route service. Days and hours for paratransit service have to be at least the same as fixed-route. The trip purpose can have no limitations or priorities. No capacity constraints include trip denials, ride times, and telephone hold times. The ADA recognizes that certain situations affect ride times, like road construction.

Categories of Eligibility

Individuals who, because of a disability, cannot do the following on fixed-route service would qualify for paratransit service: First, get to and from fixed-route stops or stations within the service area. Second, use the fixed-route system because the bus route or rail station is not accessible. Third, independently navigate the system.

There are three categories of ADA paratransit eligibility. Individual eligibility include unconditional (all trips), conditional (some trips), and temporary (conditional/unconditional). Trip eligibility refers to people who have been granted conditional eligibility. In these cases, the rider makes the determination of whether fixed-route or paratransit service is more appropriate for a given trip.

In the Q & A session, Linda and Richard discussed a specific situation in which a person would be having surgery and then would need paratransit service. Richard referred to this situation as an “immediate need” type of paratransit service. Richard pointed out that providers are not required to offer this service. Richard shared information about the hospital discharge program that is in Alameda County. The program, when used, is much more cost-effective than the use of ambulances to transport patients being discharged from the hospital. Sammi asked about how reservationists are trained to know when to deny a ride. Richard said that administrative processes would be in place to have information on the reservation screen to assist the paratransit staff in making the appropriate reservation. Judy shared her experience using a wheelchair and being discharged from the hospital. Redi-Wheels was not available at the time she was discharged, so her doctor helped her to get an ambulance ride home. Mike asked about late cancels given to riders who have conditional eligibility.

Regulatory requirements state that personal attendants ride for free. One companion can ride at the same fare as an eligible rider. Additional companions can ride on a space available basis. Visitors have 21 days of service, although they may not be consecutive days.

The FTA Circular lists several Reasonable Modifications that will be effective in July 2015. First, riders board separate from their wheelchair. Riders cannot request special equipment (e.g. handrails, seating in front). In addition, riders cannot request specific vehicle or a specific driver. There are no exclusive paratransit trips. Riders cannot ask the driver to take care of a service animal. Riders can only ask the driver for assistance if it doesn’t mean that the vehicle is left unattended or out of sight. Requests for advance notice call (e.g. 5 minutes) should “generally” be granted.

Paratransit Revenue Presentation by Linda Rhine

Linda gave a presentation about SamTrans paratransit revenue used in FY 2012-13 and FY 2013-14. One significant difference was shown in the FY 2013-14 in the San Mateo County Measure A funds that were being used by SamTrans.

Linda noted that the amount of paratransit fares collected by SamTrans is comparable to other agencies. Fares typically do not represent more than 10% of operating costs. Vincent asked for more information about how San Mateo County Measure A funds were used by SamTrans. Tina responded that service quality measures used by San Mateo County Measure A revenues were ridership, productivity, etc..., not just zero trip denials. Maureen asked Tina about the actual cost of a paratransit ride. Tina noted that the actual cost is close to \$50.00 today.

Erin will email copies of the presentation to the PCC members after today's meeting.

The meeting proceeded with the half-day retreat. The accomplishments as stated by PCC members at the retreat are attached to these minutes. The goals and ideas from the breakout sessions are not part of these minutes. They will be synthesized and developed into a work plan for the next two fiscal years. A draft work plan will be presented and discussed at the September 2015 PCC meeting.

MEETING ADJOURNED: 3:00 p.m.



SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL

This report covers the months of April through June 2015. A total of 136 reports were submitted this quarter. This represents a decrease from the first quarter of 2015.

Comment Cards: Consumer Corps members observed comment cards in Redi-Wheels vehicles about 69% of the time, another decrease from last quarter.

On-Time Performance: Approximately 81% of ride evaluations submitted by Consumer Corps members in Q2 reported their pickup time was within 20 minutes of their scheduled ride time. The longest wait time reported this quarter was 38 minutes.

Night Before Calls: Incomplete and/or inaccurate calls were reported 4 times out of 136 total ride evaluations submitted in Q2.

Telephone Holds: When making ride reservations, only 8 Consumer Corps members reported being put on hold.

Driver Assistance: On 90% of ride evaluation forms, driver assistance "met needs" or was "above needs". Satisfaction with driver assistance has continued to be high for several quarters.

Vehicle Type: 65% of the Consumer Corps members reported in Q2 that a Redi-Wheels vehicle picked them up. The other 35% were picked up by a taxicab. No reports were submitted by Consumer Corps member who rode in RediCoast vehicles. Consumer Corps members on the Coastside travel in and around Pacifica, which is covered by Redi-Wheels service.

Comments and Trends: The rate of Night Before call success and accuracy reported by Corps members continues to be very high. About 70% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles. Taxis are increasingly carrying Redi-Wheels Comments Cards.

Q2 Consumer Corps Quarterly Report

Quarter Months	April 2015	May 2015	June 2015	Total/Ave./Most
Number of forms submitted	68	30	38	136

TRIP RESERVATION AND ON-TIME PERFORMANCE

Wait time longer than 20 minutes--Yes (# 5) Actual pick up time minus (#4) Scheduled pick up time	12	4	10	26
% of riders waiting longer than 20 minutes	18%	13%	26%	19%
Longest wait time	38 min.	20 min.	10 min.	23 min.

On hold to reserve a trip--Yes (#1)	2	2	4	8
% of callers on hold = number on hold divided by total	3%	7%	11%	7%
Longest time on hold	2 min.	2 min.	4 min.	3 min.
Did not receive a Night Before Call and/or was inaccurate	0	0	4	4

TRIP EXPERIENCE

Shorter than 20 miles? Yes (#8)	47	22	26	95
% of trips shorter than 20 miles	69%	73%	68%	70%
Longer than 20 miles	21	8	12	41
% of trips longer than 20 miles	31%	27%	32%	30%

VEHICLE INFORMATION

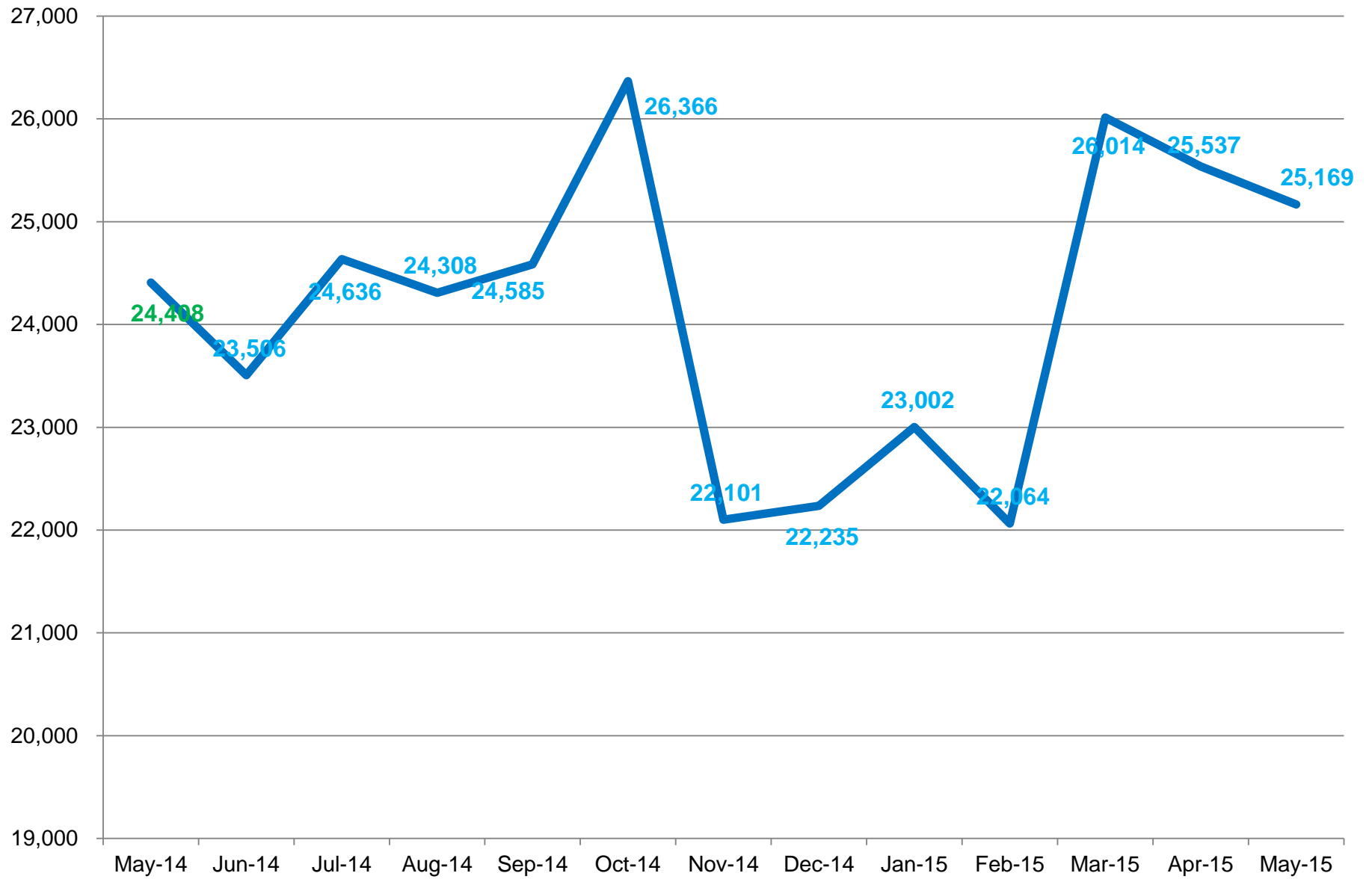
Redi-Wheels Vehicle (#10)	42	20	26	88
% of vehicles used	62%	67%	68%	65%
Redicoast Vehicle (#11)	0	0	0	0
% of vehicles used	0%	0%	0%	0%
Serra Taxicab (#12)	26	10	12	48
% of vehicles used	38%	33%	32%	35%

Were comment cards visible on the vehicle--YES (#11)	46	18	31	95
% of visible comment cards in vehicles (Yes divided by total minus NA)	66%	60%	82%	69%
No / No answer	No 17 NA 5	No 8 NA 4	No 4 NA 3	No 29 NA 12

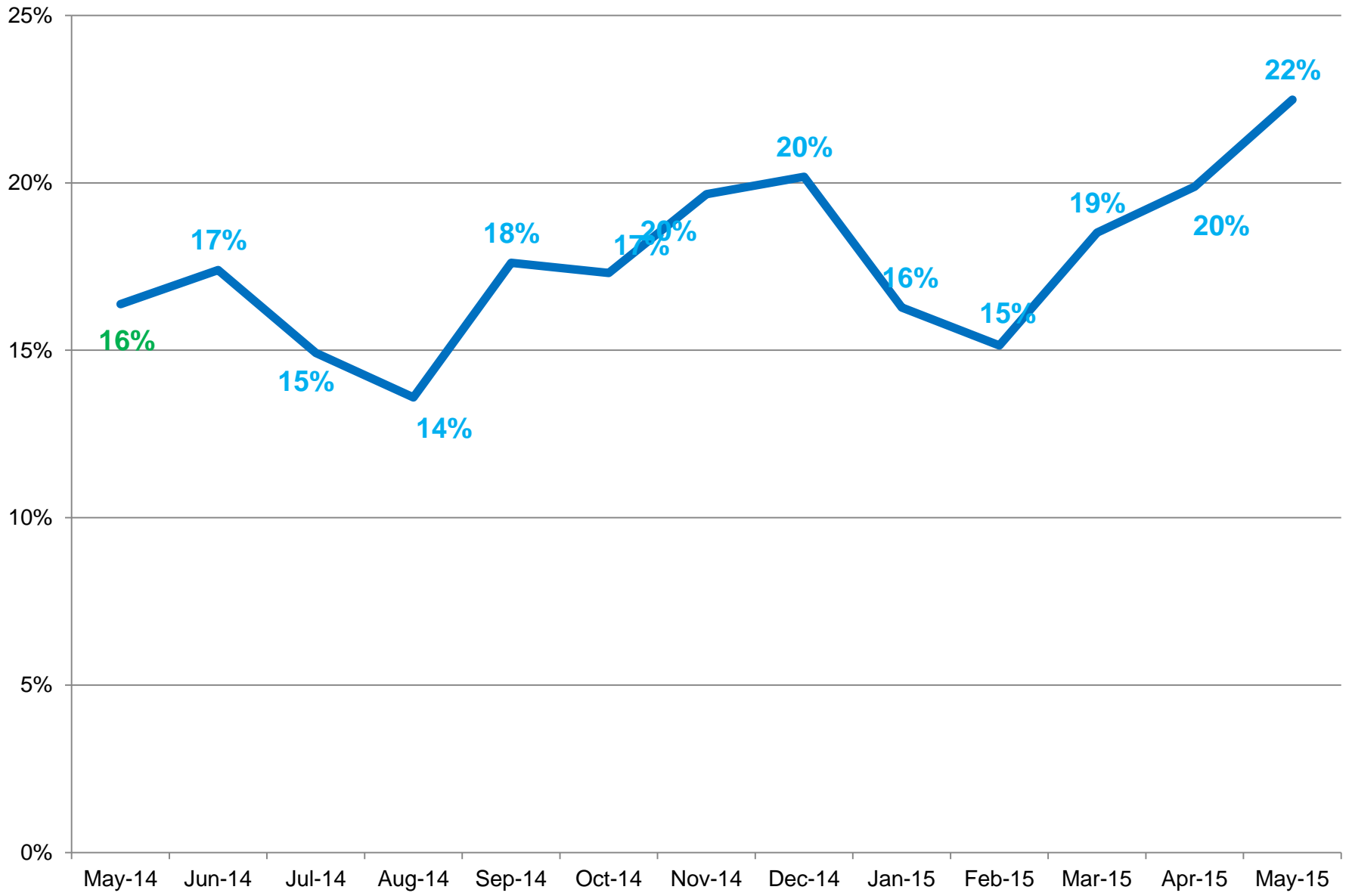
Was assistance by the driver sufficient to meet your needs? YES (#12)	60	26	36	122
% of sufficient assistance by driver	88%	87%	95%	90%

Performance Measure	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Average
1. Total trips requested	29,483	28,055	29,859	28,963	29,553	31,421	27,258	29,026	28,643	26,694	30,650	30,145	30,213	27,784
2. Trips scheduled	26,663	25,663	26,956	26,419	26,923	28,831	24,131	24,685	25,161	23,890	28,046	27,115	27,147	25,320
a. Same day cancels	1,540	1,457	1,542	1,424	1,577	1,658	1,286	1,601	1,421	1,210	1,266	340	1,255	1,626
% of trips scheduled	5.8%	5.7%	5.7%	5.4%	5.9%	6%	5.3%	6.5%	5.6%	5.1%	4.5%	1.3%	4.6%	6.4%
b. Late cancels	291	312	317	291	336	356	330	424	313	312	377	918	380	273
% of trips scheduled	1.1%	1.2%	1.2%	1.1%	1.2%	1.2%	1.4%	1.7%	1.2%	1.3%	1.3%	3.4%	1.4%	1.1%
c. Total customer no-shows	424	386	459	393	423	450	413	422	422	304	386	319	342	368
% of trips scheduled	1.6%	1.5%	1.7%	1.5%	1.6%	1.6%	1.7%	1.7%	1.7%	1.3%	1.4%	1.2%	1.3%	1.5%
d. No-show (operator)	0	2	2	3	2	1	1	3	3	0	3	1	1	1
3. Total trips served	24,408	23,506	24,636	24,308	24,585	26,366	22,101	22,235	23,002	22,064	26,014	25,537	25,169	23,053
a. Average weekday riders	1,000	974	984	997	1,030	1,025	975	881	967	973	1,033	1,026	1,060	956
b. Advance reservation	15,758	14,841	15,862	15,848	16,125	17,393	13,836	14,792	15,752	14,815	17,478	17,096	17,007	14,608
c. Agency trips	4,211	4,269	4,316	4,054	4,095	4,425	4,331	3,726	3,398	3,418	4,112	4,033	3,852	4,086
d. Individual subscription	4,439	4,396	4,458	4,406	4,365	4,548	3,934	3,717	3,852	3,831	4,424	4,408	4,310	4,359
e. Taxi trips	3,998	4,089	3,676	3,304	4,330	4,563	4,345	4,488	3,744	3,342	4,817	5,078	5,660	4,335
(taxi % of total trips)	16%	17%	15%	14%	18%	17%	20%	20%	16%	15%	19%	20%	22%	19%
4. Total Redi-Wheels riders	2,166	2,130	2,230	2,198	2,198	2,236	2,086	2,104	2,108	2,078	2,203	2,206	2,148	2,061
5. Inter-County Transfer Trips	252	279	317	296	251	281	283	274	280	290	310	305	296	358
6. On-time performance ¹	91.0%	91.0%	90.6%	87.6%	88.0%	88.2%	87.6%	87.0%	90.1%	91.1%	89.6%	91.3%	91.7%	90%
7. Productivity (psgrs/rvh) ²	1.70	1.62	1.63	1.66	1.66	1.64	1.64	1.57	1.66	1.59	1.66	1.81	1.70	1.72
8. Complaints per 1000 trips	0.7	0.9	0.6	0.9	0.5	0.4	0.5	1.0	1.3	0.5	0.5	0.9	0.7	0.7
9. Compliments per 1000 trips	1.5	1.0	0.9	0.9	0.6	0.3	1.2	0.6	3.3	1.8	0.9	0.6	1.0	1.1
10. Avg phone wait time (mins) ³	1.4	1.1	1.4	0.7	1.9	2.2	1.4	1.4	0.8	0.5	0.7	0.9	1.1	1.50
6/27/2015														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

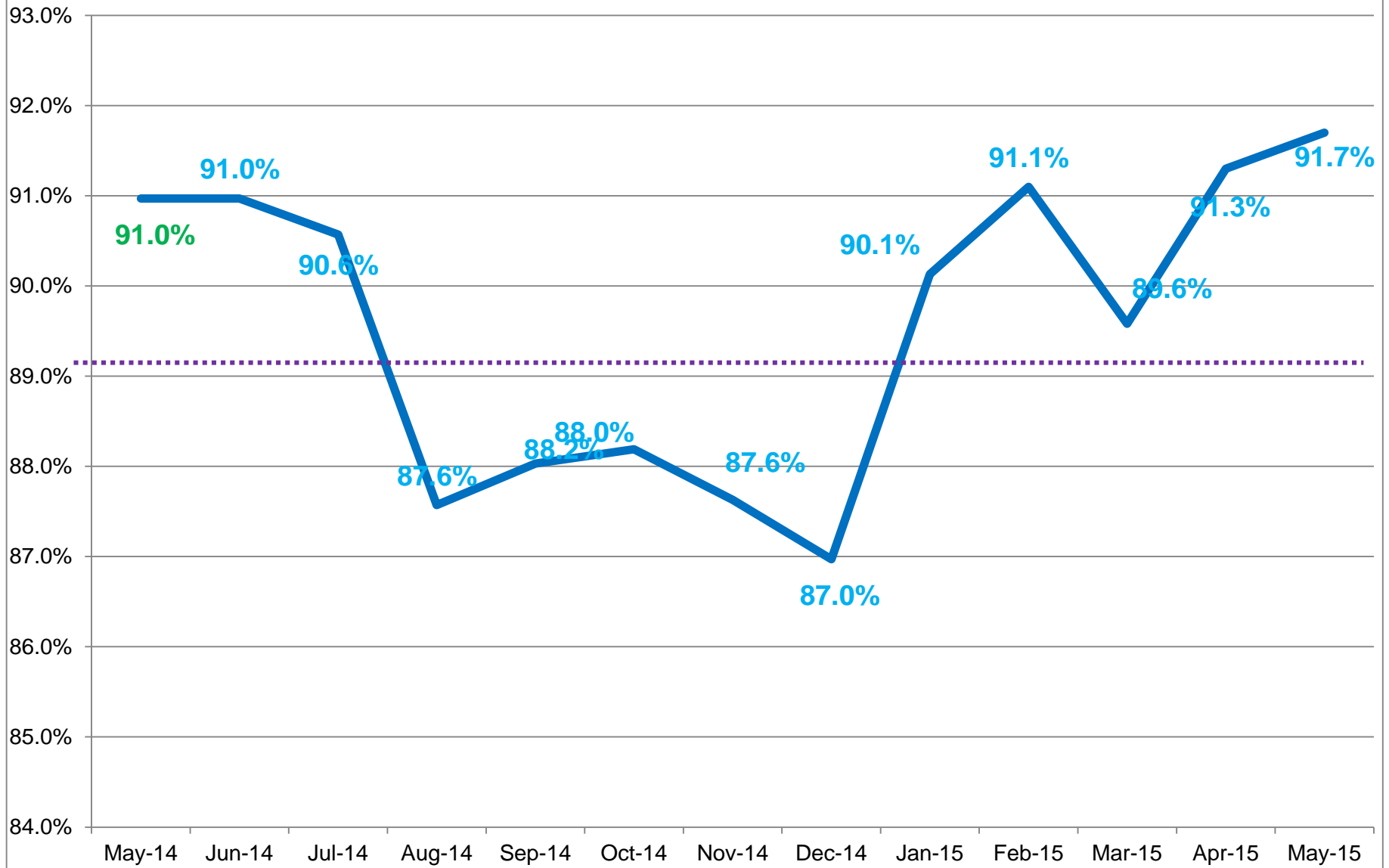
Total Trips Served



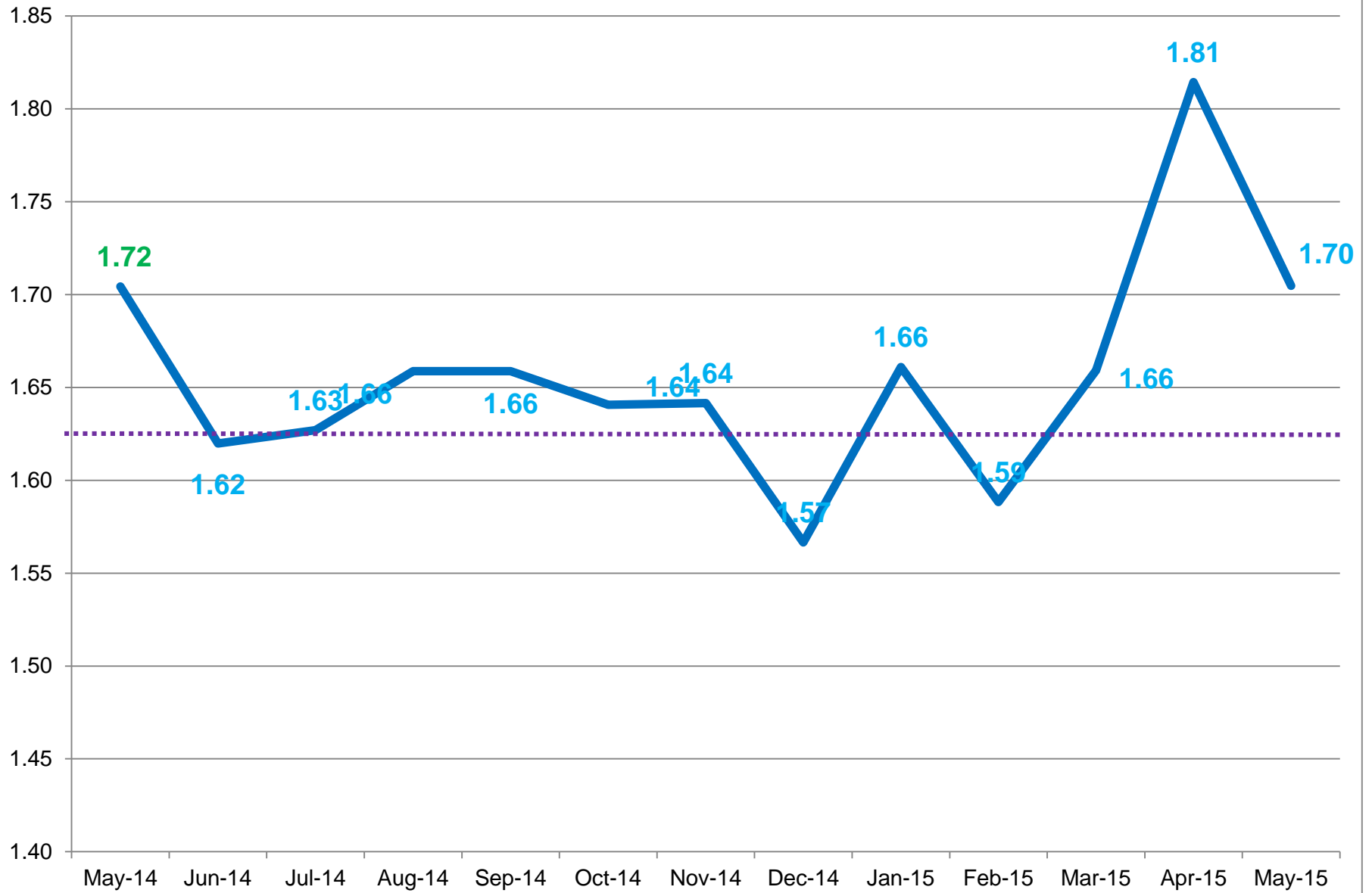
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



**Monthly Redi-Wheels Paratransit Comment Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

2015 Comments	April		May		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	46	27	48	18	266	99	37.22%
Compliment	22	22	25	25	232	231	99.57%
Complaint	46	27	48	18	266	99	37.22%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	1	0	0	0	5	3	60.00%
Driver Conduct	2	1	15	2	51	11	21.57%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	3	2	0	0	12	4	33.33%
Driving Proficiency	8	2	4	1	30	4	13.33%
Early Vehicle	0	0	1	0	2	0	0.00%
3. Total trips served	1	1	0	0	4	1	25.00%
Late Vehicle	13	9	7	4	55	36	65.45%
Missed Trip	3	1	2	1	27	9	33.33%
No Callback	0	0	0	0	0	0	N/A
Reservation Error	0	0	0	0	0	0	N/A
Reservation System	0	0	0	0	0	0	N/A
Ride Time	0	0	0	0	0	0	N/A
Reservationist	0	0	0	0	0	0	N/A
Scheduling Error	0	0	0	0	0	0	N/A
Safety of Passenger	0	0	0	0	0	0	N/A
Subtotals	31	16	29	8	186	68	36.56%
Non-Service Related							
Phones	0	0	0	0	2	2	100.00%
Policy Comment	5	4	9	7	38	17	44.74%
Service Request	8	5	7	1	30	7	23.33%
Vehicle	1	1	2	1	8	3	37.50%
Vehicle Preference	1	1	0	0	1	1	100.00%
Vehicle Un-Needed	0	0	1	1	1	1	100.00%
Subtotals	15	11	19	10	80	31	38.75%

**Monthly Redi-Wheels Paratransit Comment Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

2015 Comments	April		May		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	25,537		25,169		121,786	
Comments by Category**						
Compliment	22	0.86	25	0.99	231	1.90
Policy Related	11	0.43	10	0.40	31	0.25
Service Related	16	0.63	8	0.32	68	0.56
Total	49	1.92	43	1.71	330	2.71
Average Response Time to Customer (Working Days)‡						
Compliment		3.91		2.84		5.79
Policy Related		7.80		6.95		8.08
Service Related		9.52		7.28		10.14
Overall		7.32		5.67		7.89
3. Total trips served						
*Year to Date from January 1, 2015						
**Valid = Comments are considered Valid if they are found to be factually accurate, when investigated Partially valid comments are counted as valid.						
†Valid Comments per 1000 Boardings						
‡Includes: Non-Valid Comments; Excludes: weekends/holidays						

Description	Definition
<u>Compliments</u>	Compliments of any kind
<u>Service Related Complaints</u>	
Ride Canceled	Customer's trip was canceled in error or for unknown reasons
Driver Assistance	Complaint about the level or quality of driver assistance
Driver Conduct	Dissatisfaction with driver conduct, attitude, appearance, actions, judgement
Trip Denial	Complaint about a denied trip
Dispatcher	Dissatisfaction with a dispatcher's actions or conduct
Driving Proficiency	Report of unsafe driving or poor driving practices
Early Vehicle	Vehicle arrived more than 5 minutes before the scheduled pickup time
Incident	Accidents, injuries, or other seriously disruptive incidents
Late Vehicle	Vehicle arrived > 20 minutes after scheduled p/u time, or after the scheduled d/o time
Missed Trip	Customer was not picked up, or vehicle arrived > 60 minutes late trip
No Callback	Customer did not receive a callback regarding a time-change, etc.
Reservation Error	Wrong information taken for reservation, or incorrect trip booking
Reservation System	Complaint about the reservation system
Ride Time	Ride exceeded the trip-time standards
Reservationist	Dissatisfaction with reservationist's actions or conduct
Scheduling Error	Complaint about a scheduling error
Safety of Passenger	Complaint related to the passenger's safety - e.g. Wheelchair securement
<u>Non-Service Related Complaints</u>	
Phones	Dissatisfaction with telephone wait/hold times, etc.
Policy Comment	Comment about Redi-Wheels/RediCoast policies or rules
Service Request	Service request or suggestion
Vehicle	Complaint about the quality or condition of the vehicle - e.g. state of repair, cleanliness, etc.
Vehicle Preference	Request for service with, or not to be served by, a particular type of vehicle
Vehicle Un-Needed	Vehicle sent when not needed - e.g. already canceled

NOTE: Comments are considered **VALID** if they are found to be factually accurate, when investigated. ☒
Partially valid comments are counted as valid.