

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



July 12, 2016
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 2016

<p align="center">PCC San Mateo County Paratransit Coordinating Council</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:30 p.m.</p>	<p align="center">PAL Policy-Advocacy- Legislative- Committee</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:30-12:30 p.m.</p>	<p align="center">Education Committee</p> <p align="center">Bi-Monthly conference call</p> <p align="center">**Meeting date/time TBA</p>	<p align="center">CTC Coastside Transportation Committee</p> <p align="center">3rd Tuesdays, Quarterly</p> <p align="center">Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center">9:30-11:00 a.m.</p>	<p align="center">SamTrans Board</p> <p align="center">1st Wednesday Monthly</p> <p align="center">2:00 p.m.</p>	<p align="center">ERC Efficiency Review Committee</p> <p align="center">1st Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:00-12:30 p.m.</p>
December 8, 2015	December 8, 2015 *11:30-1:00 p.m.		*Thursday, December 17, 2015	December 2, 2015	December 1, 2015
January 12, 2016	January 12, 2016	Cancelled		January 6, 2016	January 5, 2016
February 9, 2016	February 9, 2016	*February 17, 2016 12:00-12:45 p.m.		February 3, 2016	February 2, 2016
March 8, 2016	March 8, 2016	*March 2016	March 15, 2016	March 2, 2016	March 1, 2016
*April 12, 2016 4:00-5:30 p.m.	*April 12, 2016 2:30-3:30 p.m.			April 6, 2016	Cancelled
May 10, 2016	May 10, 2016	*May 2016		May 4, 2016	May 17, 2016 1:00-2:00 p.m.
June 14, 2016	June 14, 2016		June 21, 2016	June 1, 2016	June 7, 2016 1:30-3:00 p.m.
July 12, 2016	July 12, 2016	July 7, 2016 1:00-1:45 p.m.		July 6, 2016	CANCELLED
				August 3, 2016	TBA
September 13, 2016	September 13, 2016		September 20, 2016	September 7, 2016	TBA
October 11, 2016	October 11, 2016	*October 2016		October 5, 2016	TBA
November 8, 2016	November 8, 2016			November 2, 2016	TBA
December 13, 2016	December 13, 2016	*December 2016	*Thursday, December 15, 2016	December 7, 2016	TBA

AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting
SamTrans 2nd Floor Auditorium
1250 San Carlos Avenue, San Carlos, CA 94070
July 12, 2016**

- | | |
|--|------|
| 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 | |
| A. Policy/Advocacy/Legislative—Mike Levinson and Vincent Merola, Co-Chairs | 1:42 |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Maureen Dunn, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 1) Consumer Corps Quarterly Report | |
| 2) PCC Nominating Committee: Chair and Vice-Chair Elections | |
| 3) *Proposal to amend the PCC by-laws | |
| 4) Request for status of taxi incentives | |
| 6. SamTrans / Redi-Wheels Reports | 2:10 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson | |
| D. Safety Report—Dave Daley | |
| 7. Liaison Reports | 2:40 |
| A. Coastsides—Michal Settles/Cara Schmaljohn | |
| B. Agency—Barbara Kalt | |
| C. Efficiency Review Update (ERC)—Aki Eejima | |
| D. Commission on Aging (COA)—Sandra Lang | |
| E. Commission on Disabilities (COD)—Vincent Merola | |
| F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola | |
| G. Department of Rehabilitation (DOR)—Susan Capeloto/Ka’ili Crabbe | |
| H. Office of Emergency Services – Vulnerable Populations (OES)—Don Mattei | |
| 8. Other Business | 3:15 |

***Action Item**

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

**MEETING MINUTES
June 14, 2016**

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

GUESTS: Monica Colondres, Community Resident; Chito Patricio, Daly City HART; Zach Osorio, Ravenswood Family Health Center; Carlos Santoyo, Ravenswood Family Health Center; Lynn Murphy, Lesley Senior Communities; Richard Weiner, Nelson-Nygaard Consulting; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Dave Daley, First Transit; Mark Weinstein, First Transit; Talib Salamin, Serra Taxicab; Jim Lange, Pacifica Senior Center; Craig McCulloh, San Mateo County – Aging and Adult Services.

ABSENTEES: Maria Kozak, Consumer; and Patty Clement-Cihak, Catholic Charities.

(Member Attendance 14; Quorum—Yes.)

WELCOME/INTRODUCTION

Chair Mike Levinson called the meeting to order at 1:30 p.m. and welcomed all to the June PCC meeting.

APPROVAL OF THE APRIL AND MAY PCC MINUTES

Dinae motioned to approve the April PCC meeting minutes and Sammi seconded the motion. Michal and Aki abstained from voting to approve the minutes. Vincent motioned to approve the May PCC meeting minutes and Barbara seconded the motion. Michal, Marie, and Aki abstained from voting to approve the May meeting minutes. No corrections to the April or May meeting minutes were needed by the PCC members before the vote to approve was completed.

MTC COORDINATION STUDY OUTREACH WITH RICHARD WEINER

Richard Weiner of Nelson-Nygaard Consultants presented the MTC Coordination Study Outreach. MTC is undertaking an update of the regional Coordinated Public Transit–Human Services Transportation Plan, better known as the “Coordinated Plan.” The current Plan, last updated in 2013, is available (including an executive summary) at: <http://mtc.ca.gov/our-work/plans-projects/otherplans/coordinated-public-transit-human-services-transportation-plan>.

The Plan is a federal requirement under the Fixing America's Surface Transportation Act (FAST Act) to establish the region’s funding priorities and coordination strategies for the FTA Section 5310 Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities.

MTC’s Plan update will continue to focus on the needs of a broad range of transportation-disadvantaged populations in order to maximize opportunities to improve service coordination among public transit and human service transportation providers. These populations include veterans, seniors, low-income people, and individuals with disabilities.

MTC staff convened a Technical Advisory Committee in May to provide oversight on the Plan Update, which includes representatives from public transit agencies, a County Congestion Management Agency, non-profit

human services transportation provider, County Aging services agency, mobility management center staff. MTC staff has retained Nelson\Nygaard to assist in the following Plan Update tasks which are currently under way:

- Regional demographic profile update
- Current mobility management efforts in the Bay Area
- New research on best practices and innovative strategies in transportation coordination

MTC is seeking input from those in attendance at the PCC meeting, as well as other stakeholder groups and the public, to review and help update the draft documentation of transportation gaps. Input is also needed to review and provide input on draft Solutions to Gaps.

MTC will contact stakeholders throughout the summer and fall for input and feedback on the current Plan document. In late 2016/early 2017, there will be a round of outreach to various regional stakeholder groups (including this group) and outreach to the public via email and MTC's website. We hope to present the draft plan update with comments to the MTC Programming and Allocations Committee for Commission adoption in February 2017.

You may contact Drennen Shelton (dshelton@mtc.ca.gov or 415-778-5309) with any questions about the Coordinated Plan Update. Comments on the Coordinated Plan should be submitted to the PCC (sanmateopcc2@gmail.com) no later than Tuesday, June 28, 2016.

The following minutes document the findings from the 2013 outreach, which are shown in bullets, with supplemental comments provided by meeting attendees, indicated with asterisks (*).

Gaps in San Mateo County

Spatial Gaps

- There are relatively high concentrations of older people in areas that are difficult to serve with transit and are far from services and shopping. These neighborhoods include:
 - Areas west of I-280 in the Northern part of the county
 - Foster City
 - West Menlo park
 - Low density "hills" areas
- Only a few cities (Brisbane, Daly City, South San Francisco, and Menlo Park) have community transit services to address the local needs of seniors and people with disabilities that are not met by SamTrans, Caltrain, or BART.
 - *Michal Settles commented that since the study was last done, many seniors have moved into older adult communities on the Coastsides, so outreach to educate about available transit resources to seniors in that area is greatly needed.
 - *Carlos Santoyo said that East Palo Alto does not have a city-wide shuttle service at this time.
 - * Sandra reported that more access to CSM (College of San Mateo) is needed. Michal Settles noted that the lack of direct service to Canada, and other local colleges also do not have direct service to/from the Coastsides.
 - *Vincent asked if there were any fixed routes available in areas in and around Pescadero, La Honda, and other Coastsides communities. Tina responded that there was a demand-responsive service that serviced those areas.
- Transit and paratransit services are very limited in the Coastsides area of west county.

- Getting to shopping, grocery, and medical appointments is costly and time-consuming on transit.
- Better access is needed to the College of San Mateo.

Temporal Gaps

- Service is infrequent or not available when some transit users need to travel – evenings, weekends, etc.

Pedestrian Connections and Amenities

- In many areas, poor pedestrian amenities make it difficult to walk (or go by wheelchair) to local stores and services. These conditions include missing sidewalks, poorly maintained sidewalks, a lack of curb ramps and medians, confusing intersections, fast-moving traffic, and short crossing times for wide streets, etc.
- Poor pedestrian amenities also make it difficult to access bus stops.
- Bus stops lack amenities such as lighting, benches. Residents don't feel safe waiting at bus stops.
- Crossing El Camino Real as a pedestrian is dangerous.
 - *Judy commented that Heller Street in Redwood City does not have curb cuts at many points. Vincent commented that the sidewalks in Redwood City are in poor condition
 - *Vincent gave the example of curb cuts along Perimeter Road at CSM (College of San Mateo), that had been installed only last year by the city. Prior to his work to request this road improvement, the curb cuts in this area were entirely nonexistent.
 - *Craig McCulloh commented that many cities in San Mateo County allow people to park on rolled curbs (sidewalks), blocking access to pedestrians.
 - *Sammi said that the bus stop at El Camino and Trousdale in Burlingame is poorly lit and blocked by overgrown vegetation.
 - *Sandra commented that in Burlingame, non-intersection crosswalks are being identified with extra signs and lights.
 - *Craig McCulloh noted that many sidewalks in the county are uneven and inaccessible to individuals using mobility devices.
 - *Mike commented that bus shelters at Daly City Kaiser (395 Hickey Blvd.) are needed.
 - *Tina and Richard briefly discussed the process at SamTrans to evaluate bus stop improvements.
 - *Dinae commented that an audible crossing signal from El Camino at a shopping center near her residence is needed. A bus shelter at Tilton and El Camino in San Mateo is also needed.

Paratransit service that exceeds ADA requirements

- Some seniors and people with disabilities who live in areas with limited bus and rail service and do not drive are not eligible for ADA Paratransit (Redi-Wheels).
 - *Tina clarified that gaps in fixed-route service do not automatically qualify an individual for paratransit service. Only individuals who have qualifying disabilities are eligible for paratransit. The above statement applies to people in remote areas who have disabilities that do not rise to the level of ADA eligibility, and yet they cannot access transit.
- Some people with disabilities need personalized assistance (escorted transit service) that is not available on Redi-Wheels.
 - *Richard and Tina discussed whether this statement was intended to mean either door-to-door (which is not relevant as it is required under the ADA) or a ride escort.
- Residents of the county's 26 Skilled Nursing Facilities have a limited level of mobility and need a higher level of service than is provided through existing ADA paratransit service.
 - Sometimes people with disabilities need transportation service on shorter notice than is currently available or have urgent needs for services before the ADA eligibility process can be completed (e.g. for

hospital discharges). John explained that SamTrans does offer expedited or “urgent needs” certification to dialysis and chemotherapy recipients, although same-day ride service is not available without any prior enrollment.

- Improved regional transportation services are needed, to San Francisco, Santa Clara County and beyond.
 - *Mike commented that single vehicle (one seat ride) paratransit from the county of origin to other parts of the Bay Area would be helpful.
 - *Vincent suggested courtesy stops or ride wait (for pharmacy trips, etc.) and taxi discount voucher programs (subsidized taxi), in addition to accessible taxis.
 - *Michal suggested some portions of the Coastal Trail are in poor repair and inaccessible to individuals with mobility issues.

Knowledge and Information

- Lack of information and language barriers make it difficult to use existing public transit services.
- Comprehensive information about alternatives to driving is not easily available for seniors and people with disabilities.
 - *Mike commented that the NBC (New Beginnings Coalition) has discussed the need for a Transit Information Hotline. Jean Conger presented information about this developing resource in her presentation to the PCC’s PAL Committee at the May meeting. Tina said that programs at SamTrans include Veterans Program, Transit Mobility Program, and Travel Training. A web-based resource is being created, as well.
 - *Sandra commented that many low-income individuals lack Internet-access. She suggested transportation information kiosks in shopping centers.
 - *Chito Patricio said that his organization, HART Daly City, works with other information service agencies, including: Fair Oaks Family Services, Self-Help for the Elderly, and the Coastside Senior Services. Chito pointed out that information and referral service agencies like HART want to have more information about resources, to further explain information to their clients. Chito invited representatives from SamTrans to give an information session for his volunteers and employees. In his community, information about connecting from San Mateo County to San Francisco is needed.

Other:

- There is limited assistance for seniors transitioning from driving to transit.
 - *Richard commented that, in Contra Costa County, resources were available at the DMV for individuals who are no longer able to drive.
 - *Craig McCulloh said that 511 information service is useful for individuals who use paratransit, as well.
- Lack of school bus service makes it hard for low-income parents to access schools outside their immediate neighborhoods, or drop children off at multiple schools.
- People ride bicycles on the sidewalk because riding in the street is perceived as dangerous.
- No free bus transfers (or any bus transfers); many trips require more than one bus and are thus costly as riders have to pay for each segment of the trip. Transit is also expensive for families with children.
 - *Tina said that the price of Day Passes for SamTrans have been lowered to make them more affordable for families, since purchasing individual fares for families can be costly.
 - *Aki asked if alternative language service is available for fixed-route and paratransit service. SamTrans Customer Service uses the AT&T language line for customers who need English language assistance.
 - *Jim Lange noted that there are no direct trips from Pacifica to the San Francisco VA Center. The American Cancer Society, HART, and the PJCC do not serve residents of Pacifica. All passengers

going to the VA are sent to a transfer point in San Bruno. Jim and Richard discussed getting information to clients in this situation about temporary paratransit certification.

*Barbara and Vincent noted that the criteria for individuals to qualify for Lifeline Assistance make it hard for people who may be slightly above the Medi-Cal level but still can't afford transit. A pilot program with Lyft is being conducted at Little House, but funding is complicated.

*Carlos Santoyo commented that residents of East Palo Alto do not have direct, fixed-route service to San Mateo Medical Center. A transfer and drop off is located at El Camino Real and 37th Avenue, but patients are still required to walk the remaining distance up a hill to the San Mateo Medical Center (County Hospital). The cost of this trip and transfers is a great hardship for low-income individuals. Craig added that getting to this medical facility is a hardship for many people because of the distance to the stop and the terrain.

*Carlos added that a walk of two blocks is needed to get from the closest bus stop in Menlo Park to the Ravenswood Family Health Clinic (Sam Trans Route 286). The bus stop lacks a bench, shelter, and busy cross-traffic makes using fixed-route service from the clinic very difficult.

*Health Plan of San Mateo County patients lack fixed-route service to that location, which is a significant hardship for people without cars. The option to use transit services provided by Genentech does not work well for them.

*Vincent suggested reaching out to the Caltrain and SamTrans Accessibility Advisory Committees for input on the MTC Coordination Study.

*Erin will forward any further information about the MTC Coordination Study to the guests at today's PCC meeting.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Vincent reported that the PAL Committee met before today's PCC meeting. The Committee has had an ongoing discussion of advocacy work to bring a Same-Day Hospital Discharge Transportation Service to San Mateo County. John Sanderson took comments from the PAL Committee on the *San Mateo County Paratransit Rider's Guide* that is currently being revised by SamTrans. Erin agreed to email a copy of the *San Mateo County Paratransit Rider's Guide* to the PAL Committee and PCC members for additional review, with comments due no later than Tuesday, June 28, 2016. During today's meeting, the PAL Committee also discussed the potential for using Clipper cards on Redi-Wheels. The next PAL meeting is scheduled for Tuesday, July 12, 2016 from 11:30-12:30 p.m.

B. GRANT/BUDGET REVIEW

Barbara said that no updates are available today.

C. EDUCATION COMMITTEE

Mike reported that the next Education Committee has a conference call scheduled for July 7, 2016. Outreach activities are scheduled at San Bruno Senior Center at the Lesley Terrace. Lynn Murphy from Lesley Senior Communities discussed hosting the PCC for an outreach presentation at the location in Belmont. She said that the clients living in the Lesley Community have a great need for information about paratransit services available in San Mateo County. The PCC's presentation will be held from 12:00 to 12:30 p.m. Erin will follow up with Lynne Murphy to get ride drop off information and a head count for Mike and Dinae in preparation for the event.

D. EXECUTIVE COMMITTEE

At last meeting, the Executive Committee discussed organizing another regional paratransit conference. The last regional PCC conference was held almost 10 years ago and was well-attended. The Executive Committee also discussed accessible taxi service and revisions to the *Rider's Guide*. The Executive Committee voted to revise the PCC by-laws, amending a statement that would now make it possible for PCC officers to be elected to serve longer than four one-year terms. The Executive Committee determined that more PCC members are needed to represent consumers and agencies in San Mateo County. Barbara encouraged the guests attending today's PCC meeting to continue attending future PCC meetings in order to get involved in paratransit advocacy.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

Tina reported that due to the limited time available for today's PCC business, she would skip the Operational Report and give the Performance Measures Report.

B. Performance Measures Report

Tina reported that Total Trips Served in April 2016 has increased since April 2015, while Agency trips have remained nearly the same. On-time performance was 91.9%, which meets the standard. Productivity was 1.83 passengers per hour and average phone wait time was 1.2 minutes, both of which also are better than the performance standard. On the Performance Measures Report graphs, Tina pointed out that Productivity has been increasing since March 2016. Mike commented that the Redi-Wheels Operations Performance Summary reflects many positive service changes made by First Transit.

Michal asked about productivity on page 13 and Tina confirmed that the number reported includes both taxis and Redi-Wheels vehicles. Dave confirmed that taxi usage will change slightly as drivers are fully staffed at First Transit. Michal asked about taxi service numbers in nearby counties and transit agencies. Tina said that the numbers vary greatly. Richard asked if the hours for the taxi passengers are calculated with hours that a passenger is actively on board. Tina said that productivity for Redi-Wheels is calculated gate-to-gate and includes dead-head miles. Aki and Dave discussed the usefulness of including taxi service to improve productivity numbers.

C. Monthly Redi-Wheels Comment Statistics Report

John reported that, month-over-month, compliments are the most common type of feedback received from customers. Driver conduct is the most common type of customer complaint. About 1/3 of complaints are found to be valid after investigation. Late Vehicle and Missed Trip complaints are also common. About 1/2 to 3/4 of Late Vehicle and Missed Trip complaints are found to be valid after investigation. John pointed out that on page 15, the Average Response Time to Customer improved greatly from March to April 2016.

In the Quarterly Redi-Wheels Paratransit Comments Statistics Report, John said that Driver Conduct comments are shown for only the first part of the 2nd quarter. Overall, Compliments make up about 78% of the comments received about Redi-Wheels service. Comment Cards also reflect a higher number of compliments from customers, as well.

Aki asked about how 100% of Early Vehicle arrival complaints are determined to be valid. John noted that there were only 3 total complaints in this category, showing a statistically insignificant number of complaints. Michal asked about why individuals would complain about early vehicle arrivals. John said that due to the small number of this complaint category, he could research the complaints further and report back to the PCC next month. He added that it may simply be a matter of educating riders about early arrival times. John

confirmed for Aki that late vehicles that customers file complaints about can be caused for many different reasons.

Dinae asked about the status of postage-paid Redi-Wheels Comment Cards. John said that these are being printed in-house and are currently being stocked on Redi-Wheels vehicles. John confirmed that the postage-paid cards will be placed on all vehicles providing paratransit service through Redi-Wheels. John explained the ways that Redi-Wheels customers can complete Comment Cards online through the PCC's website, as well as filing comments through the SamTrans website.

D. Safety Report

Dave reported that in May, there were 5 preventable accidents. Four were minor, bus clearance incidents without any injuries reported. The fifth incident was a passenger that slipped out of their wheelchair as they were being brought to the vehicle. A taxi had a preventable accident with a passenger who was not given adequate wheelchair assistance. As a result, Dave and Talib have implemented 100% taxi driver retraining for passenger wheelchair assistance.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal reported that the second quarterly Coastside meeting will be held on June 21, 2016. Michal followed up on restoring Route 17 service to a Coastside location. An update was also given on a disruptive passenger. Coastside Hope Program had discontinued the use of fixed-route service due to the disruptive passenger. For the past few weeks, the disruptive bus passenger has not been seen by the Coastside Hope clients and staff, and his whereabouts are not known. Michal also asked interested individuals attending today's meeting to sign the card acknowledging John' Murphy's retirement that will be presented to him at the next Coastside meeting.

B. AGENCY

Barbara reported that an Agency meeting has not been held since the last PCC meeting.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Aki and Mike reported that revisions to the Rider's Guide were reviewed at the last ERC meeting. The next ERC meeting date and time will be announced soon.

D. COMMISSION ON AGING (COA)

Sandra discussed an upcoming elder abuse awareness event and encouraged individuals to attend Senior Day at the San Mateo County Fair. Sandra reported that John gave a short presentation at the last COA Transportation Committee meeting to discuss performance standards. A recent Action Item by the COA Transportation Committee recommended working to support senior pedestrian safety measures in the County.

E. COMMISSION ON DISABILITIES (COD)

Craig reported that he is a member of the COD staff. The Commission is celebrating their 25th anniversary with an Inclusion Festival on Saturday, September 17, 2016 in South San Francisco's Orange Park. The event will include a BBQ, Voter Registration, and Live Entertainment. The Commission is also working on advocacy for accessible parking, in conjunction with the San Mateo County Sheriff's Department. A few months ago, COD held a meeting with Jim Hartnett from SamTrans, along with several members of SamTrans management and paratransit consumers to discuss concerns about service and communication with the disability community. The COD meetings take place from 3:00-5:00 p.m. on the 4th Thursday of each month.

F. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CiD)

Vincent reported that there are no new updates.

G. DEPARTMENT OF REHABILITATION (DOR)

Ka'ili reported on the Job Placement Circle. Some clients have been placed in jobs and others are in the interview process. Participants have given useful feedback about their experience to help planning with future Job Placement Circle events. The We Can Work Contract Program also assists individuals transitioning into employment.

OTHER BUSINESS

Sandra reminded those in attendance at today's PCC meeting, that June 15 is the 10th Annual World Elder Abuse Awareness Day. Purple is the designated color to wear in support of this event.

Mike reminded everyone that the next PCC meeting is scheduled for Tuesday, July 12, 2016 from 1:30-3:30 p.m. The PCC and the sub-committees will not meet in August.

MEETING ADJOURNED 3:40 p.m.



SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL

This report covers the months of April through June 2016. A total of 192 reports were submitted this quarter. This represents an increase from the first quarter of 2016.

Comment Cards: On more than half of the rides in Q2, Consumer Corps members observed comment cards in Redi-Wheels vehicles.

On-Time Performance: Nearly 90% 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 41 minutes.

Night Before Calls: Incomplete and/or inaccurate Night Before calls were reported 13 times by Consumer Corps members in Q2.

Telephone Holds: When making ride reservations, 84% of Consumer Corps members reported that their calls were taken without being put on hold.

Driver Assistance: In Q2 Drivers assistance that "met needs" or was "above needs" occurred in 94% of reports submitted. Satisfaction with driver assistance has consistently been very positive.

Vehicle Type: 74% of the Consumer Corps members reported in Q2 that a Redi-Wheels vehicle picked them up. The other 26% were picked up by a taxicab. No reports were submitted by Consumer Corps member who rode in RediCoast vehicles.

Comments and Trends: About 81% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles.

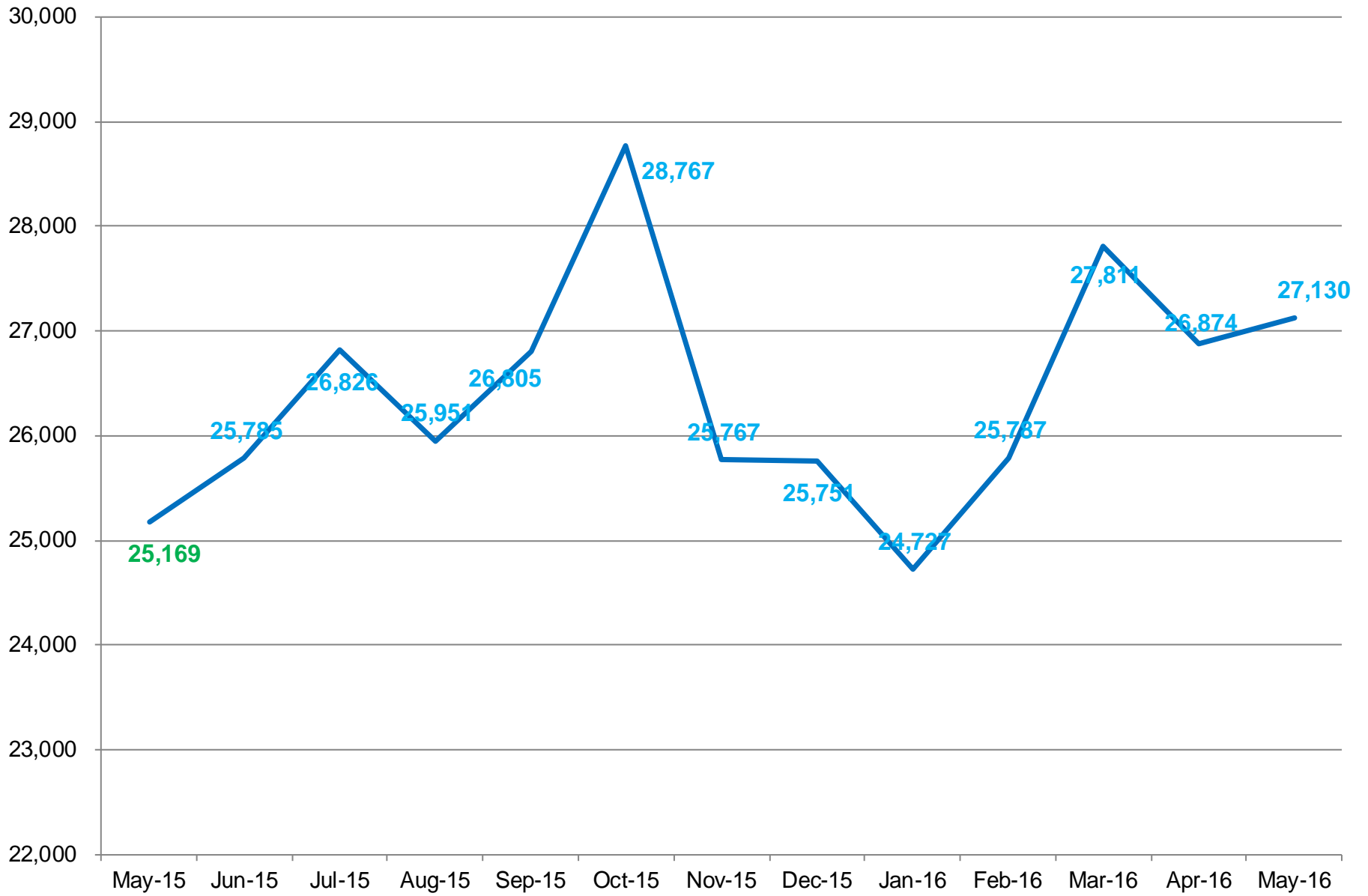
Q2 - 2016 Consumer Corps Report

Quarter Months	April 2016	May 2016	June 2016	Total/Ave./Most
No. of Forms Submitted	59	55	78	192
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	4	9	12	25
Actual pick-up time, minus Scheduled pick-up time	16 min.	23 min.	41 min.	41 min.
% of riders waiting longer than 20 minutes	7%	16%	15%	12.7%
On hold to reserve a trip	12	11	7	30
% of callers on hold (number on hold divided by total)	20%	20%	9%	16%
Longest time on hold	6 min.	9 min.	10 min.	10 min.
Did not receive a Night Before Call and/or was inaccurate	4	6	3	13
TRIP EXPERIENCE				
Trips shorter than 20 miles	43	49	64	156
% of trips shorter than 20 miles	73%	89%	82%	81%
Trips longer than 20 miles	16	6	14	36
% of trips longer than 20 miles	27%	11%	18%	19%
VEHICLE INFORMATION				
Redi-Wheels vehicle	51	37	54	142
% of vehicles used	86%	67%	69%	74%
RediCoast vehicle	0	0	0	0
% of vehicles used	0%	0%	0%	0%
Serra Taxicab	8	18	24	50
% of vehicles used	14%	33%	31%	26%
Yes, Comment Cards visible on Redi-Wheels vehicles	16	38	52	106
% of Comment Cards visible in RW vehicles (Yes / Adj. Total)	27%	69%	67%	54%
No / No Answer	2 No, 41 NA	17 No, 0 NA	0 No, 26 NA	19 No, 67 NA
Driver assistance consistent with expectations (met needs or better)	59	50	72	181
% of driver assistance that is consistent with expectations	100%	91%	92%	94%

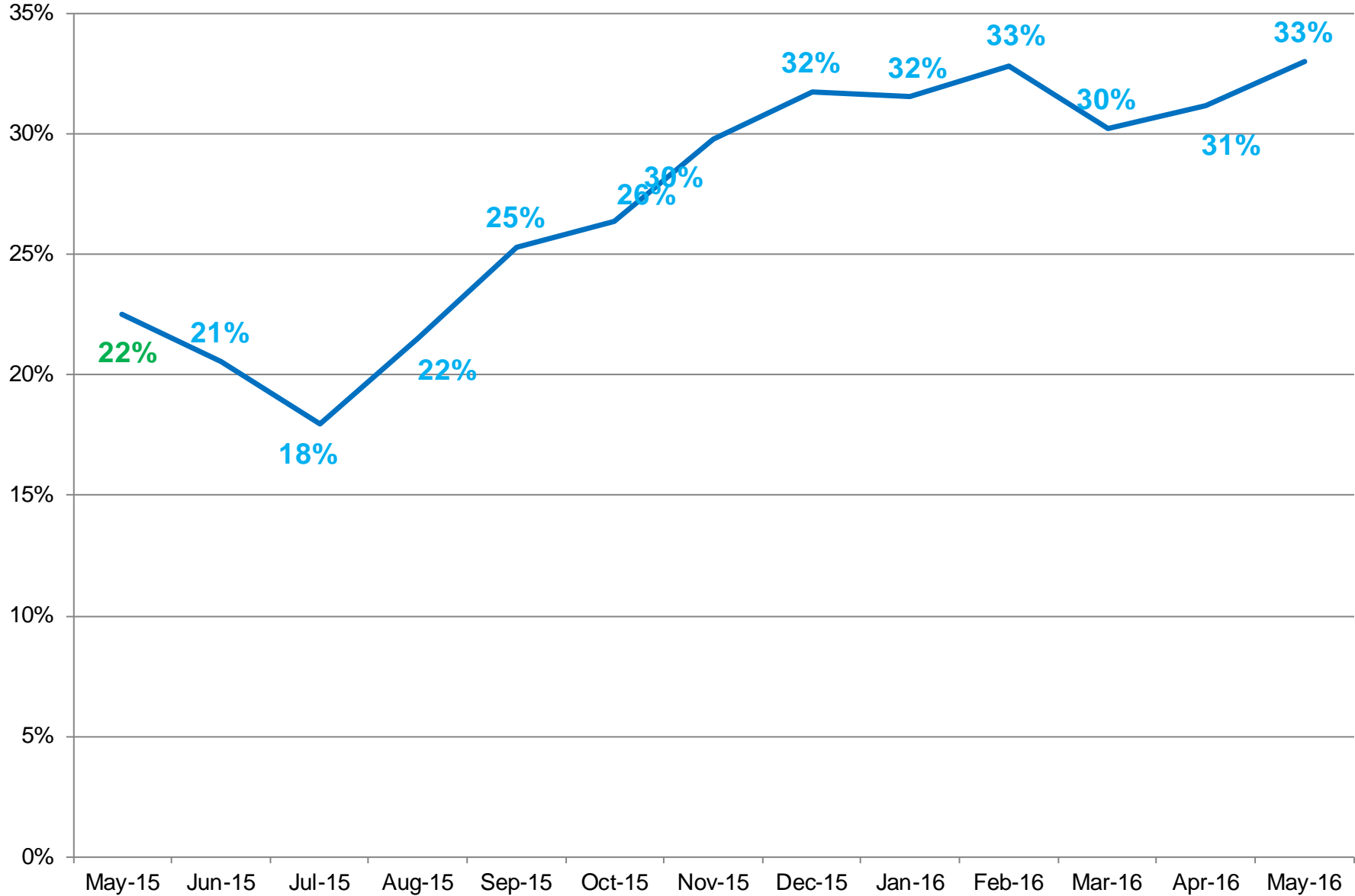
Monthly Redi-Wheels Paratransit Performance Statistics for San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Prev. Yr. Average
1. Total trips requested	30,213	30,655	31,727	30,558	31,859	33,672	31,322	32,041	30,076	30,790	33,251	31,515	32,384	29,423
2. Trips scheduled	27,147	27,930	29,342	29,101	29,711	31,732	28,419	28,605	27,127	28,948	30,154	29,663	29,908	26,436
a. Same day cancels	1,255	1,415	1,803	2,421	2,142	2,150	1,862	1,939	1,670	2,381	1,499	2,060	2,008	1,381
% of trips scheduled	4.6%	5.1%	6%	8.3%	7.2%	6.8%	6.6%	6.8%	6.2%	8.2%	5.0%	6.9%	6.7%	5.2%
b. Late cancels	380	388	340	344	387	458	413	517	410	397	514	392	360	347
% of trips scheduled	1.4%	1.4%	1.2%	1.2%	1.3%	1.4%	1.5%	1.8%	1.5%	1.4%	1.7%	1.3%	1.2%	1.3%
c. Total customer no-shows	342	342	371	385	373	354	373	396	318	380	330	337	410	390
% of trips scheduled	1.3%	1.2%	1.3%	1.3%	1.3%	1.1%	1.3%	1.4%	1.2%	1.3%	1.1%	1.1%	1.4%	1.5%
d. No-show (operator)	1	3	2	0	4	3	4	2	2	3	0	0	0	2
3. Total trips served	25,169	25,785	26,826	25,951	26,805	28,767	25,767	25,751	24,727	25,787	27,811	26,874	27,130	24,317
a. Average weekday riders	1,060	1,045	1,045	1,068	1,116	1,146	1,103	1,033	994	1,086	1,083	1,117	765	1,000
b. Advance reservation	17,007	17,097	17,458	17,486	18,342	19,896	18,036	17,676	17,014	17,670	18,842	18,054	18,464	16,092
c. Agency trips	3,852	4,265	4,284	4,073	3,832	4,036	3,597	3,953	3,463	3,635	4,096	4,042	4,043	4,002
d. Individual subscription	4,310	4,423	5,084	4,392	4,631	4,835	4,134	4,122	4,250	4,482	4,873	4,778	4,623	4,223
e. Taxi trips	5,660	5,300	4,819	5,588	6,785	7,580	7,669	8,170	7,794	8,454	8,409	8,383	8,953	4,387
(taxi % of total trips)	22%	21%	18%	22%	25%	26%	30%	32%	32%	33%	30%	31%	33%	18%
4. Total Redi-Wheels riders	2,148	2,240	2,240	2,264	2,261	2,338	2,230	2,200	2,142	2,157	2,256	2,201	2,269	2,170
5. Inter-County Transfer Trips	296	282	287	337	280	277	265	207	209	182	211	200	232	289
6. On-time performance ¹	91.7%	88.5%	88.4%	90.7%	90.4%	90.2%	91.0%	91.8%	92.5%	92.3%	92.4%	91.9%	92.1%	89%
7. Productivity (psgrs/rvh) ²	1.70	1.66	1.74	1.74	1.75	1.80	1.80	1.83	1.78	1.79	1.75	1.83	1.83	1.66
8. Complaints per 1000 trips	0.7	0.5	0.5	0.2	0.7	1.0	0.9	0.8	0.4	0.3	0.6	0.6	0.6	0.7
9. Compliments per 1000 trips	1.0	0.7	0.7	0.6	1.2	2.2	2.1	1.2	0.8	0.6	0.5	0.4	0.8	1.1
10. Avg phone wait time (mins) ³	1.1	1.4	1.4	1.0	1.7	1.5	1.5	1.9	1.3	1.0	1.1	1.2	1.0	1.21
6/27/2016														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

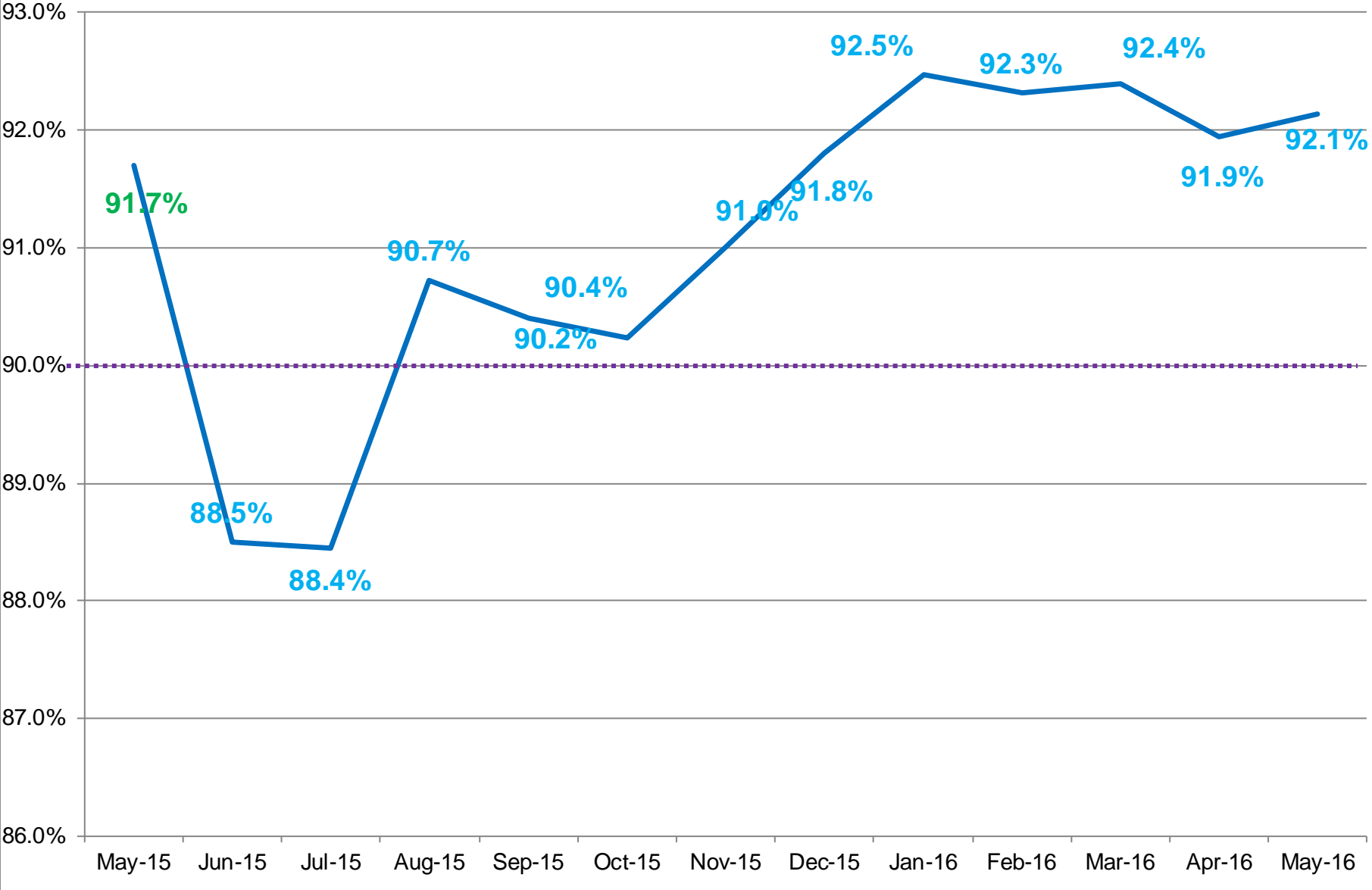
Total Trips Served



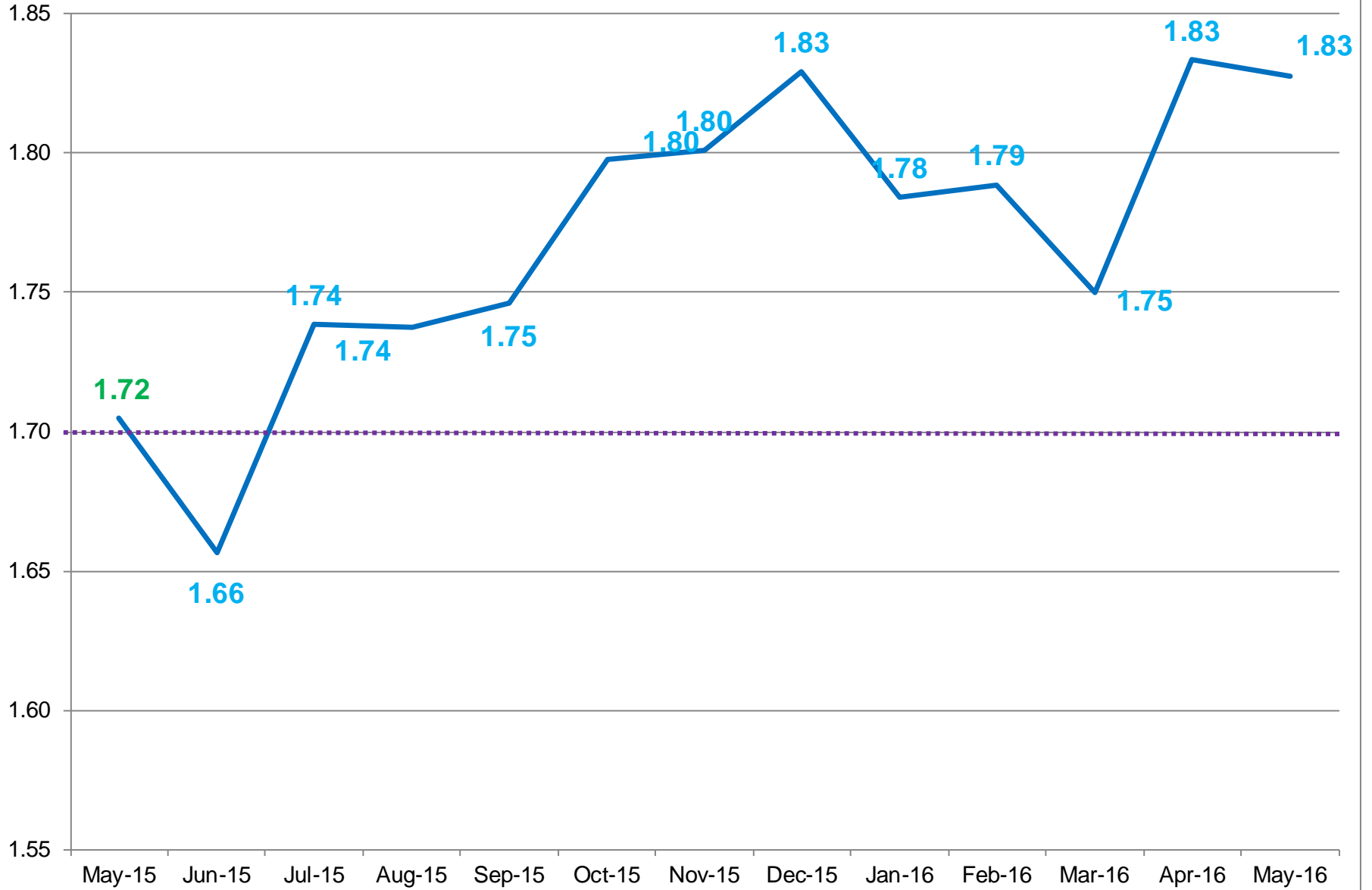
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)




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

	April		May		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	35	25	34	16	182	95	52.20%
Compliment	29	29	41	40	327	325	99.39%
Complaint	35	25	34	16	182	95	52.20%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	0	0	3	1	33.33%
Driver Conduct	6	4	8	3	32	14	43.75%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	0	0	3	1	11	4	36.36%
Driving Proficiency	4	3	3	0	21	9	42.86%
Early Vehicle	2	2	0	0	3	3	100.00%
Incident	1	1	1	0	5	2	40.00%
Late Vehicle	9	8	10	8	30	25	83.33%
Missed Trip	3	2	1	0	15	8	53.33%
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	25	20	26	12	120	66	55.00%
Non-Service Related							
Phones	0	0	0	0	1	0	0.00%
Policy Comment	6	1	3	2	29	14	48.28%
Service Request	1	1	4	2	24	12	50.00%
Vehicle	2	2	0	0	3	2	66.67%
Vehicle Preference	1	1	0	0	3	1	33.33%
Vehicle Un-Needed	0	0	1	0	2	0	0.00%
Subtotals	10	5	8	4	62	29	46.77%

**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	26,874		27,130		132,329	
Comments by Category**						
Compliment	29	1.08	40	1.47	325	2.46
Policy Related	5	0.19	4	0.15	29	0.22
Service Related	20	0.74	12	0.44	66	0.50
Total	54	2.01	56	2.06	420	3.17
Average Response Time to Customer (Working Days)‡						
Compliment		3.24		4.39		3.36
Policy Related		7.70		7.88		7.44
Service Related		7.52		7.15		7.32
Overall		5.61		5.72		4.79
*Calendar Year to Date						
**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						

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

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
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.	