

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



June 9, 2015
10:30 a.m. to 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

**San Mateo County Paratransit Coordinating Council
Bi-Annual Retreat**

**June 9, 2015
10:30 a.m. – 3:30 p.m.
Daly City Serramonte Main Library, Community Room
40 Wembley Drive Daly City, CA 94015
Tel: (650) 991-8023**

Agenda

- | | |
|---|-------|
| 1. Pledge of Allegiance | 10:30 |
| 2. Welcome / Roll Call / Introduction of Resource People | 10:35 |
| 3. *Approval of May PCC Minutes | 10:45 |
| • *Approval for FY 2015/16 Officers | |
| 4. Special Speaker: Richard Weiner, Nelson-Nygaard | 10:55 |
| 5. Review of PCC Accomplishments for Previous Two Years | 11:35 |
| 6. LUNCH ☺ | 11:55 |
| 7. Identify & Prioritize Issues for Next Two Years | 12:55 |
| a) Identify and prioritize issues | |
| b) Define Breakout groups and assign issues to them | |
| 8. Group Breakout to Develop Ideas for FY 2016-2018 Work Plan | 1:35 |
| 9. Reports from Groups | 2:40 |
| 10. Summary/Wrap Up – Next Steps | 3:10 |
| 11. Other Business | 3:20 |
| 12. Meeting Adjourned | 3:30 |

*Action Item

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

MEETING MINUTES

May 12, 2015

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

GUESTS: Jim Hartnett, SamTrans; Richard Weiner, Nelson-Nygaard; Ashish John, SamTrans; John Sanderson, SamTrans; Dave Daley, First Transit; Talib Salamin, Serra Taxi Cab; Lynn Spicer, First Transit; Elly Colwell, SamTrans; Maria Kozak, Consumer; Patti Smith, Consumer; Linda Rhine, Nelson-Nygaard; Erin Swartz, PCC Staff.

ABSENTEES: Dale Edwards, Consumer; Dr. Michal Settles, PCC Vice-Chair; Jim Engvall, Consumer; Nancy Kegan, Catholic Charities.

(Member Attendance: 12; Quorum—YES.)

WELCOME/INTRODUCTION

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

Jim Hartnett, incoming CEO of SamTrans, introduced himself at today's PCC meeting.

APPROVAL OF THE APRIL PCC MINUTES

Sandra motioned and Barbara seconded, with Vincent abstaining to approve the April PCC minutes. Maria Kozak asked to have the April PCC minutes updated with her in attendance at that meeting.

COMMITTEE REPORTS

A. ADVOCACY- LEGISLATIVE COMMITTEE (AL-COM)

Sandra reported that she attended the SamTrans Board meeting in early May. Seamus Murphy gave a legislative update for the SamTrans Board. The next AL-Com meeting is scheduled for Tuesday, July 7, 2015.

B. GRANT/BUDGET REVIEW

Barbara reported that there are no updates available.

C. EDUCATION COMMITTEE

Maureen reported that a small group of the Education Committee members met before today's PCC meeting. Two outreach opportunities with senior centers in San Mateo County are coming up on May 20 and June 15. Erin will be staffing a table at the Health and Wellness Fair in Pacifica on May 20. Approximately 100 people are expected to attend the event. On June 15, Doelger Senior Center in Daly City is hosting volunteer luncheon and the PCC has been invited to give a 30 minute presentation. Mike and Aki can attend the event on June 15.

Vincent asked if Redi-Wheels staff could attend a presentation with the PCC. Tina noted that she gives outreach presentations upon request. Richard Lesser does presentations about accessible SamTrans and Caltrain service. Vincent pointed out that Redi-Wheels outreach and community presentations are virtually nonexistent while fixed route and Caltrain do regular monthly outreaches. Tina, Maureen, and Vincent discussed having Richard Lesser give a presentation to the Education Committee describing current outreach efforts about

accessible services and give the Education Committee an opportunity to share their outreach activities.

Linda pointed out that the new DOT reasonable accommodation ruling will need further discussion. Sandra asked about the purpose of the Education Committee's outreach activities. She and Maureen discussed recruiting new PCC members, providing information about the PCC and Redi-Wheels, in addition to information about the Consumer Corps. The next Education Committee meeting is scheduled for July 14, 2015.

D. EXECUTIVE COMMITTEE

Mike reported that the PCC will meet on June 9, 2015, from 10:30-3:30 p.m. at the Serramonte Branch of the Daly City Library. The address is 40 Wembley Drive and the Retreat will be in the Community Room. Breakout groups will take place, along with a presentation giving an overview of the ADA and the potential implications on the recent Federal rules published on reasonable modifications.

PCC Nominating Committee

Barbara and Dale serve on this Committee. Mike Levinson has agreed to serve another year as Chair to the PCC and Vincent Merola has been nominated as Vice-Chair. The PCC will vote on the nominees at the PCC Retreat in June. Any further nominations can be submitted to Barbara and Dale until June 9, 2015.

Approval of Updated Redi-Wheels Customer Comment Report

John Sanderson distributed that final draft of the Redi-Wheels Customer Comment Report. The new report format now defines a "valid comment" as one that is factually accurate. John used the example of a caller making a complaint about a late ride on a specific date. If the Redi-Wheels investigation reveals that the ride was not late, then the comment would be categorized as invalid. Comments that are partially valid are counted as valid in the comment category that is most appropriate. Service related and non-service related comments are now separated. Maureen motioned and Sandra seconded the motion to approve the new format of the report. Vincent voted to oppose the new report format and no abstentions were noted. The PCC members described the new report format as clearer and improved. Linda noted that eliminating the "Customer Error" category is helpful. Lynn and John described the general nature of most compliments that are submitted by customers. If a compliment is in reference to a specific driver or employee, the compliment will be shared with the employee or driver named. Barbara noted that having the updated report gives the Education Committee direction about what areas are important topics to discuss in outreach activities.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Tina thanked Sandra for attending the most recent SamTrans Board meeting and accepting the proclamation designating May as Older Americans Month.

Coastside Statistics Report

Judy asked if transfers would be necessary for riders traveling from Pacifica to HMB. Tina said that it is a shared ride, but a transfer is not necessary. Maria asked if a ride from San Bruno to Pacifica would be Redi-Wheels or RediCoast ride. Tina explained that Redi-Wheels serves Pacifica, as it is categorized as an urban area on the Coastside. RediCoast rides have to have an origin or destination elsewhere on the Coastside.

Tina presented the Coastside Statistics Report for the months of January to March 2015. Average weekday ridership dropped from 123 in January to 108 in March. Same day cancels totaled 78 in January and 54 in March. No-shows were approximately 1% of the total trips scheduled during this time period. On-time performance has been very good, at 98%. Productivity is not meeting the standard of 1.5 passengers/hour. Complaints per 1000 trips were 0.76 in January and 0.39 in March.

Tina also shared updates on the draft Redi-Wheels/RediCoast Customer Survey. Names and specific personal information given by respondents will be confidential. SamTrans will randomly select a group of people who have taken Redi-Wheels/RediCoast rides during a specific time period. Tina asked for comments from the PCC until this Friday, May 15.

Mike asked for clarification in questions that refer to SamTrans instead of Redi-Wheels. He asked about questions for people who are surveyed that aren't currently riding Redi-Wheels/RediCoast. Tina pointed out that the survey is targeting riders who can provide information about their most current paratransit ride. Richard also asked if question #2 is reference to round trips or one-way trips. Questions #25 and #26 are repetitions of questions #1 and #2. Linda asked if a question about Night Before Calls could be included in the survey, as well. Judy Garcia asked if the survey could be completed online, rather than over the phone. Mike noted that question #41 should be included, even if question #40 is answered with "no."

Tina noted that there are 1,033 Average weekday riders and the goal is to survey 500 Redi-Wheels /RediCoast customers. Richard noted that it will be very challenging to achieve that number and that a sample size of 300 would be adequate. Maureen asked if individuals who take group rides (subscription service) could also be included in the survey and if survey staff can have a list of adult day centers in advance.

Vincent and Linda asked for additional time to review the draft survey questions and provide feedback. Linda suggested a field test group of at least 2 dozen people to take the survey before the calls go live. Sammi added that question #10 should include more specifics about the condition of the vehicle such as its cleanliness, size, etc. Sammi also pointed out that questions #11 & #12 refer to SamTrans, but it should be in reference to Redi-Wheels/RediCoast.

Maria asked if she could submit comments about the survey, even though she is not a member of the PCC. Tina confirmed that if people are not home to answer the call and complete the survey that there would be additional attempts to collect the survey responses. Barbara added that EMC researchers should leave the number and name of the organization for customers who will need a call back because many people screen their calls and may not take a call from an unknown number. Sandra commented that she would also like to have additional time to review the draft survey questions. Mike asked if question #20 could be formatted like questions #11 & #12. Aki asked about question #14, and if canes, crutches and service dogs could be included in the choices provided to respondents. Tina noted that this question was in reference to wheelchair securement. Aki asked if devices like Clipper cards and credit cards could be incorporated as methods of payment for Redi-Wheels/RediCoast.

The PCC members discussed how respondents would be prompted to provide the purpose of their trip. Aki noted a grammatical change would be needed on question D7, to change "that" to "who." Mike asked if the survey could be written to include an option to decline answering specific questions. Richard suggested offering this option in section D1. Vincent asked about the demographic questions at the end of the survey. Vincent asked about incomplete surveys, if the data that is partially completed is included in the results or not. Maureen suggested adding the phrase "medical condition" to question #D8, instead of simply asking about a specific disability. Maria confirmed that the survey question would ask about a rider's most recent trip. Patti Smith asked about incentives that may be available for survey respondents. Tina agreed to ask about this and share information about any incentives that are available.

F. Performance Summary

Safety Report

No safety report was available.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

In Michal's absence, Linda reported that Cara Schmaljohn agreed to be Michal's alternate from the Coastside. Cara will try to attend the PCC Retreat in June.

B. AGENCY

Barbara reported that no update is available.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Aki reported that the ERC discussed the new DOT Reasonable Modification regulations. The ERC also reviewed the Agency Comparison of key Policies Report that Linda shared with the group. The report compared paratransit policies for several agencies regarding door-to-door vs. curb-to-curb, same day service, inter-county transfers, and late cancels/no-shows.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA met yesterday in a retreat format. San Mateo County Supervisor Adrienne Tissier has attended the most recent COA meetings. Three goals established by the COA for this year are elder abuse awareness, community resources for seniors, and transportation for seniors. Breakout sessions have taken place in reference to all three goals. One theme in the breakout sessions focused on safety issues. Sandra will deliver the proclamation of May as Older Americans month from SamTrans at the June COA meeting. The meetings taking place from June through October will be held in another location due to limited parking during renovations at the building on 37th Avenue. The next general meeting of the COA is scheduled for Monday, June 8, 2015 from 9:00 to 11:00 a.m.

E. COMMISSION ON DISABILITIES (COD)

Vincent Merola reported that an ADA Symposium took place on April 30. A celebration of ADA's 25th anniversary and an art show are being planned for July.

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

Vincent reported that next Wednesday, May 20, 2015 is the 12th annual Disability Capital Action Day in Sacramento. More information about this event is available on the CiD website. CiD is also partnering with Behavioral Health and Recovery Services during May to promote awareness of Mental Health Month.

G. DEPARTMENT OF REHABILITATION (DOR)

Susan reported that there are no new updates to share.

H. METROPOLITAN TRANSPORTATION COMMISSION (MTC)

No report available.

OTHER BUSINESS

Linda and Mike reminded the PCC members that the Retreat is planned for Tuesday, June 9 from 10:30 a.m. to 3:30 p.m. The Retreat is taking place at the Serramonte Branch of the Daly City Library. The address is 40 Wembley Drive.

Mike, Tina and Aki discussed recruiting a new PCC member from the MTC. Linda will follow up with her contacts at the MTC on this opportunity.

Mike reported that the First Transit Appreciation Party was a success and reminded everyone that the next regular PCC meeting will be on July 14, 2015 from 1:30 to 3:30 p.m.

MEETING ADJOURNED: 3:30 p.m.

Redi-Wheels Monthly Comment Statistics
June 2015 Paratransit Comments Report

2015 Comments	March		April		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	46	17	46	27	238	88	36.97%
Compliment	24	24	22	22	195	189	96.92%
Complaint	46	17	46	27	238	88	36.97%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	1	1	1	0	5	3	60.00%
Driver Conduct	8	1	2	1	44	8	18.18%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	2	0	3	2	11	4	36.36%
Driving Proficiency	5	0	8	2	26	4	15.38%
Early Vehicle	0	0	0	0	2	0	0.00%
Incident	0	0	1	1	4	1	25.00%
Late Vehicle	13	8	13	9	55	36	65.45%
Missed Trip	5	3	3	1	21	8	38.10%
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	34	13	31	16	168	64	38.10%
Non-Service Related							
Phones	0	0	0	0	1	1	100.00%
Policy Comment	4	2	5	4	33	12	36.36%
Service Request	6	1	8	5	27	7	25.93%
Vehicle	2	1	1	1	8	3	37.50%
Vehicle Preference	0	0	1	1	1	1	100.00%
Vehicle Un-Needed	0	0	0	0	0	0	N/A
Subtotals	12	4	15	11	70	24	34.29%

2015 Comments	March		April		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000 [†]
Rides	26,014		25,537		96,617	
Comments by Category**						
Compliment	24	0.92	22	0.86	189	1.96
Policy Related	4	0.15	11	0.43	24	0.25
Service Related	13	0.50	16	0.63	64	0.66
Total	41	1.58	49	1.92	277	2.87
Average Response Time to Customer (Working Days)[‡]						
Compliment		3.29		3.91		6.03
Policy Related		10.17		7.80		8.58
Service Related		10.85		9.52		10.35
Overall		8.14		7.32		8.17
*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						

Redi-Wheels Monthly Comment Definitions

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.	