

San Mateo County  
Paratransit Coordinating Council

*Meeting Agenda and Minutes*



March 14, 2017  
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 2017**

<p align="center"><b>PCC</b> San Mateo County Paratransit Coordinating Council</p> <p align="center">2<sup>nd</sup> Tuesday Monthly</p> <p align="center"><b>**No August Meeting</b></p> <p align="center"><b>1:30-3:30 p.m.</b></p>	<p align="center"><b>PAL</b> Policy-Advocacy- Legislative- Committee</p> <p align="center">2<sup>nd</sup> Tuesday Monthly</p> <p align="center"><b>**No August Meeting</b></p> <p align="center"><b>11:30-12:30 p.m.</b></p>	<p align="center"><b>Education Committee</b></p> <p align="center">1<sup>st</sup> Friday Bi-Monthly conference call</p> <p align="center"><b>1:00 p.m.</b></p>	<p align="center"><b>CTC</b> Coastside Transportation Committee</p> <p align="center">Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center"><b>9:30-11:00 a.m.</b></p>	<p align="center"><b>SamTrans Board</b></p> <p align="center">1<sup>st</sup> Wednesday Monthly</p> <p align="center"><b>2:00 p.m.</b></p>	<p align="center"><b>ERC</b> Efficiency Review Committee</p> <p align="center">To be Determined</p> <p align="center"><b>**No August Meeting</b></p> <p align="center"><b>1:30-3:00 p.m.</b></p>
January 10, 2017	January 10, 2017			January 4, 2017	TBA
February 14, 2017	February 14, 2017	February 3, 2017		February 1, 2017	TBA
March 14, 2017	March 14, 2017		March 16, 2017	March 1, 2017	TBA
April 11, 2017	April 11, 2017	April 7, 2017		April 5, 2017	TBA
May 9, 2017	May 9, 2017			May 3, 2017	TBA
June 13, 2017	June 13, 2017	June 2, 2017	June 15, 2017	June 7, 2017	TBA
July 11, 2017	July 11, 2017			July 5, 2017	TBA
<b>**NO MEETING**</b>	<b>**NO MEETING**</b>	August 4, 2017		August 2, 2017	TBA
September 12, 2017	September 12, 2017		September 21, 2017	September 6, 2017	TBA
October 10, 2017	October 10, 2017	October 6, 2017		October 4, 2017	TBA
November 14, 2017	November 14, 2017			November 1, 2017	TBA
December 12, 2017	December 12, 2017	December 1, 2017	December 14, 2017	December 6, 2017	TBA

## AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting  
SamTrans 2<sup>nd</sup> Floor Auditorium  
1250 San Carlos Avenue, San Carlos, CA 94070  
March 14, 2017**

- |  |      |
|--|------|
| 1. Pledge of Allegiance  | 1:30 |
| 2. Welcome/Roll Call   | 1:35 |
| 3. Introduction of Resource People                                 | 1:38 |
| 4. *Approval of February 2017 Meeting Minutes                      | 1:40 |
| 5. Committee Reports   | 1:45 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair                |      |
| B. Budget/Grant Review—Barbara Kalt, Chair                         |      |
| C. Education—Sammi Riley, Chair                                    |      |
| D. Executive—Mike Levinson, Chair                                  |      |
| 6. SamTrans / Redi-Wheels Reports                                  | 2:45 |
| A. Operational Report—Tina Dubost                                  |      |
| 1. Presentation on Paratransit—Tina Dubost                         |      |
| B. Performance Summary—Tina Dubost                                 |      |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson   |      |
| D. Safety Report—Dave Daley  |      |
| 7. Liaison Reports   | 2:55 |
| A. Coastside—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)                                |      |
| F. Center for Independence of Individuals with Disabilities (CID)  |      |
| G. Department of Rehabilitation (DOR)—Susan Capeloto/Ka’ili Crabbe |      |
| 8. Other Business  | 3:25 |

**\*Action Item**

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

**MEETING MINUTES  
February 14, 2017**

**ATTENDANCE:** Members Present: Mike Levinson, Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Dale Edwards, Consumer; Sammi (Wilhelmina) Riley, Consumer; Marie Violet, Sequoia Hospital, Monica Colondres, Community Resident; Barbara Kalt, Rosener House; Ka'ili Crabbe, DOR; Judy Garcia, Consumer; Patty Clement-Cihak, Catholic Charities; and Sandra Lang, COA.

**GUESTS:** Gladys Gurbindo, Consumer; Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; Jim Lange, Pacifica Senior Center; Talib Salamin, Serra Yellow Cab; John Sanderson, SamTrans; Ashish John, SamTrans; Margo Ross, SamTrans; Mark Weinstein, First Transit; and Dave Daley, First Transit.

**ABSENTEES:** Vincent Merola, Vice-Chair; Maria Kozak, Consumer; and Aki Eejima, Consumer.

(Member Attendance 12; Quorum—Yes)

**WELCOME/INTRODUCTION**

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

**APPROVAL OF THE JANUARY PCC MINUTES**

Dinae motioned to approve the January PCC meeting minutes and Barbara seconded the motion. None of the PCC members abstained from voting and no corrections were noted.

**COMMITTEE REPORTS**

**A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)**

Mike reported that the PAL Committee met today, prior to the PCC. Emergency assistance planning and vehicle configuration for wheelchairs were discussed. FAA Guidance on Aviation Tax revenues is expected to be clarified by the end of 2017.

Richard reported on non-ADA transportation services provided by TNCs. Whistlestop, in Marin County, has piloted two programs to utilize Lyft for transportation of Institute on Aging clients. He made clear that neither this nor the other program, in which Lyft fills in the gaps when volunteer drivers are unavailable, are meant to fill in for ADA paratransit programs. Differences in services between Lyft and ADA paratransit were identified, such as the lack of door to door service and assistance with packages. Dave and John commented on private shuttle services used by non-profits (like PACE) for the transport of their clients to day programs. Barbara said that PACE is like adult day health care programs, in that those clients are likely to be ADA paratransit eligible, in which private transportation lessens the demand on ADA paratransit.

**B. GRANT/BUDGET REVIEW**

Barbara reported that the Get Up and Go Program in Foster City has applied for 5310 Program funding, but the grant application is not for a vehicle. Jim Lange said that the funds the Pacifica Senior Center was awarded two years ago are expected to be available for a vehicle purchase this year.

**C. EDUCATION COMMITTEE**

Sammi reported that the last conference call was on February 3, 2017. Presentations are planned for April 5 and May 19, along with two additional outreach events that have not had dates confirmed.

The next Education Committee meeting will be a conference call that is scheduled for April 7, 2017 from 1:00 to 1:45 p.m.

#### **D. EXECUTIVE COMMITTEE**

Mike reported that the Executive Committee did not meet recently, but some members of the Executive Committee have been working to finalize planning for the 2017 PCC Regional Conference. An agenda for the event has been sent out, with hard copies also being made available on the day of the event. Five breakout groups have been planned and facilitators are being assigned to work with each group.

#### **SAMTRANS/REDI-WHEELS REPORT**

##### **A. Operational Report**

Margo Ross from SamTrans attended today's meeting to report on the IVR system update. Testing of Imminent Arrival calls will begin soon. At the present time, 70% of the IVR calls are successful and 30% are not complete or inaccurate. SamTrans spoke to Enghouse and discussed potential repairs to the system to improve call accuracy. Work is also being done to select a newer program that would provide 85-90% accuracy. Barbara asked about the 30% failure rate for the current IVR system. Tina said that the calls would be incomplete due to specific types of situations, such as a vehicle already having arrived at a location and picked up the customer, or arriving very late to a location. Other calls were inaccurate because the ETA (Estimated Time of Arrival) did not match for different reasons. Tina added that SamTrans has also been working with Trapeze to troubleshoot the accuracy issue. The PCC members discussed other known Bay Area counties who utilize an IVR system that notifies customers when the vehicle is near the pickup point. Margo confirmed for Mike that any new system will be put out to bid in the RFP process. Any new program will not be reviewed for a few more months.

Talib reported that he has a system in place for the taxis to call the customers directly when their ride is near the pick-up point without the taxi driver knowing the customer's phone number.

##### **B. Performance Measures Report**

Tina reported that total ridership in December 2016 was very similar to December 2015. Average Daily Ridership has continued to increase. The number of individual riders in a given month is also increasing. Transfer trips are down. Productivity, Telephone Hold Times, and On-time performance all met the standard. Taxis as the percentage of total trips continues to fluctuate. Richard asked Tina about the decrease in productivity over the past few months. Dave commented that there are some complex factors at play when calculating productivity. Richard also asked about the drop in Inter-County Transfer trips. Tina said that a limited number of customers used to make a high number of Transfer trips, but they are traveling long distances less often now.

##### **C. Monthly Redi-Wheels Comment Statistics Report**

John gave the 2016 Roll-Up Report for Redi-Wheels Comment Statistics. Overall, the trends for comments have not changed. Late Vehicles and Driver Conduct comments continue to be the most common type of customer comment. Response Time to Customers improved over the year in 2016. Redi-Wheels Comment Cards with pre-paid postage are now stocked on vehicles. Most Redi-Wheel Comment Cards are compliments, rather than complaints. Margo commented further on the low number of customer complaints. She congratulated SamTrans and First Transit staff for providing such good customer service.

##### **Safety Report**

Dave reported that there were zero preventable taxi accidents and one preventable Redi-Wheels accident. After safety training, Dave followed up further with the driver who was involved in the accident. Jim, Tina, and Dave discussed the differences in the use of Q'Straint securements for wheelchairs and scooters.

## **LIAISON REPORTS**

### **A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)**

A Coastside representative was not available today. Mike reported that Michal Settles stepped down from the PCC last month and will be replaced by Cara Schmaljohn from Senior Coastsiders.

### **B. AGENCY**

Barbara said that no updates are available today.

### **C. EFFICIENCY REVIEW COMMITTEE (ERC)**

The next ERC meeting date has not been set. Mike and Dinae asked Tina if she could set a date for an ERC meeting to continue working on the IVR issue.

### **D. COMMISSION ON AGING (COA)**

Sandra reported that the COA met recently and had a presentation given by Tippy Irwin from the Ombudsmen Service of San Mateo County.

### **E. COMMISSION ON DISABILITIES (COD)**

Vincent absent, no reports available.

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

Mike reported that Vincent will be stepping down from CiD, COD, and the PCC.

### **G. DEPARTMENT OF REHABILITATION (DOR)**

Ka'ili reported that there are no new updates to report today.

## **OTHER BUSINESS**

Monica reported that she received a copy of the most current No-Show/Late Cancel policy updates from Redi-Wheels.

Mike announced that the 2017 PCC Regional Conference is planned to take place on Tuesday, February 21 from 10:00 a.m. to 2:00 p.m.

The next PAL and PCC meetings will be held on Tuesday, March 14, 2017. The PAL Committee will meet from 11:30 a.m.-12:30 p.m. and the PCC will meet from 1:30-3:30 p.m.

The First Transit Appreciation Party is scheduled from Tuesday, April 11. More details will be sent out after the 2017 PCC Regional Conference.

**MEETING ADJOURNED 3:05 p.m.**

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

Performance Measure	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Prev. Yr. Average
1. Total trips requested	30,076	30,790	33,251	31,515	32,384	32,320	31,461	33,362	32,756	32,948	32,662	31,857	30,777	31,416
2. Trips scheduled	27,127	28,948	30,154	29,663	29,908	29,718	28,956	31,266	30,495	30,652	29,282	28,534	28,133	29,369
a. Same day cancels	1,670	2,381	1,499	2,060	2,008	1,565	1,968	2,057	1,960	1,847	1,719	1,882	2,020	1,958
% of trips scheduled	6.2%	8.2%	5.0%	6.9%	6.7%	5.3%	6.8%	6.6%	6.4%	6.0%	5.9%	6.6%	7.2%	6.7%
b. Late cancels	410	397	514	392	360	405	422	482	443	523	521	510	550	411
% of trips scheduled	1.5%	1.4%	1.7%	1.3%	1.2%	1.4%	1.5%	1.5%	1.5%	1.7%	1.8%	1.8%	2.0%	1.4%
c. Total customer no-shows	318	380	330	337	410	342	299	382	314	358	351	384	354	364
% of trips scheduled	1.2%	1.3%	1.1%	1.1%	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%	1.2%	1.3%	1.3%	1.2%
d. No-show (operator)	2	3	1	2	0	1	0	0	3	2	0	1	0	2
3. Total trips served	24,727	25,787	27,811	26,874	27,130	27,406	26,267	28,345	27,775	27,922	26,691	25,757	25,209	26,634
a. Average weekday riders	994	1,086	1,083	1,117	1,116	1,099	1,104	1,097	1,152	1,143	1,108	1,042	1,038	1,084
b. Advance reservation	17,014	17,670	18,842	18,054	18,464	18,821	18,073	18,992	18,866	19,158	18,405	17,870	17,367	18,147
c. Agency trips	3,463	3,635	4,096	4,042	4,043	4,210	3,847	4,497	4,119	4,008	3,680	3,617	3,551	3,939
d. Individual subscription	4,250	4,482	4,873	4,778	4,623	4,375	4,347	4,856	4,790	4,756	4,606	4,270	4,291	4,548
e. Taxi trips	7,794	8,454	8,409	8,383	8,953	8,853	8,184	8,678	9,630	10,404	9,095	7,883	7,061	7,621
<i>(taxi % of total trips)</i>	31.5%	32.8%	30.2%	31.2%	33.0%	32.3%	31.2%	30.6%	34.7%	37.3%	34.1%	30.6%	28.0%	29%
4. Total Redi-Wheels riders	2,142	2,157	2,256	2,201	2,269	2,317	2,238	2,329	2,351	2,340	2,324	2,307	2,235	2,240
5. Inter-County Transfer Trips	209	182	211	200	232	222	202	194	209	189	157	129	146	246
6. On-time performance <sup>1</sup>	92.5%	92.3%	92.4%	91.9%	92.1%	93.5%	92.6%	93.8%	92.2%	92.6%	92.3%	92.3%	92.9%	91%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.78	1.79	1.75	1.83	1.83	1.81	1.87	1.81	1.84	1.90	1.77	1.76	1.75	1.79
8. Complaints per 1000 trips	0.32	0.39	0.43	0.74	0.44	0.36	0.46	0.27	0.47	0.47	0.41	0.43	0.12	0.5
9. Compliments per 1000 trips	2.63	3.26	2.95	1.08	1.47	2.26	2.09	2.55	2.27	2.01	2.55	1.48	1.03	1.9
10. Avg phone wait time (mins) <sup>3</sup>	1.3	1.0	1.1	1.2	1.0	1.1	1.2	0.9	1.0	1.0	0.8	0.8	0.7	1.32

**3/3/2017**

Notes:

1 Standard = 90%

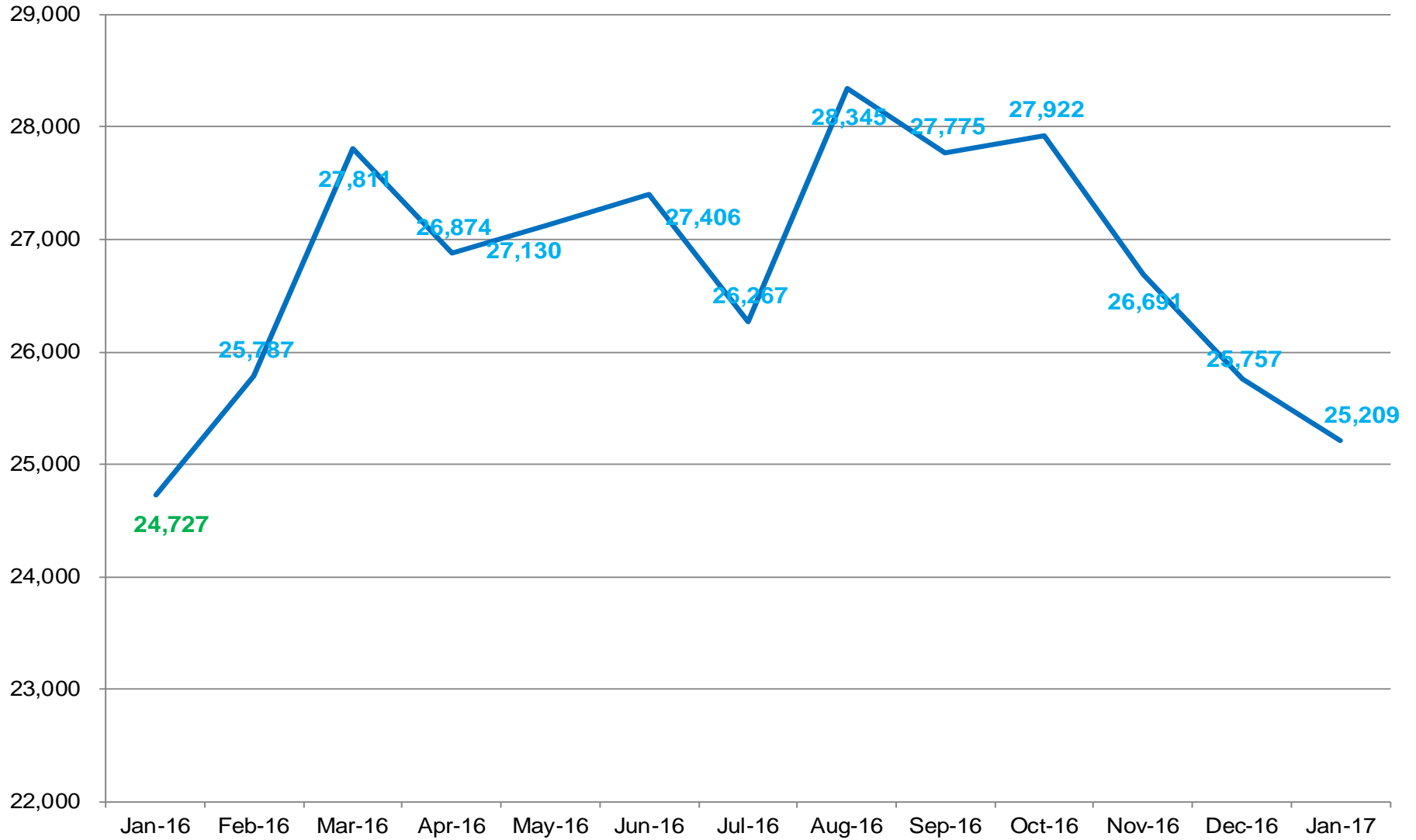
2 Standard = 1.70

3 Standard = < 1.5

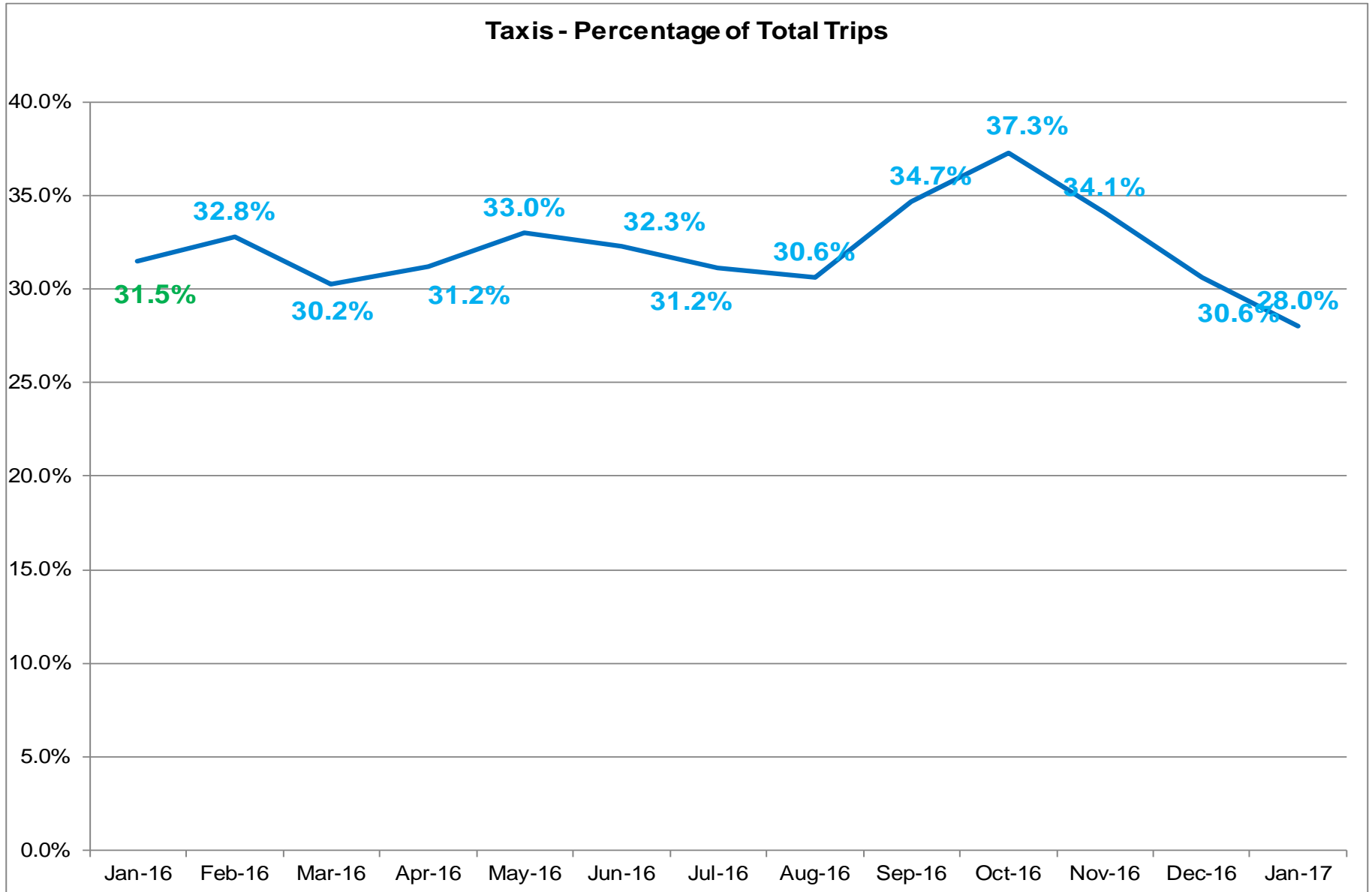


# Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

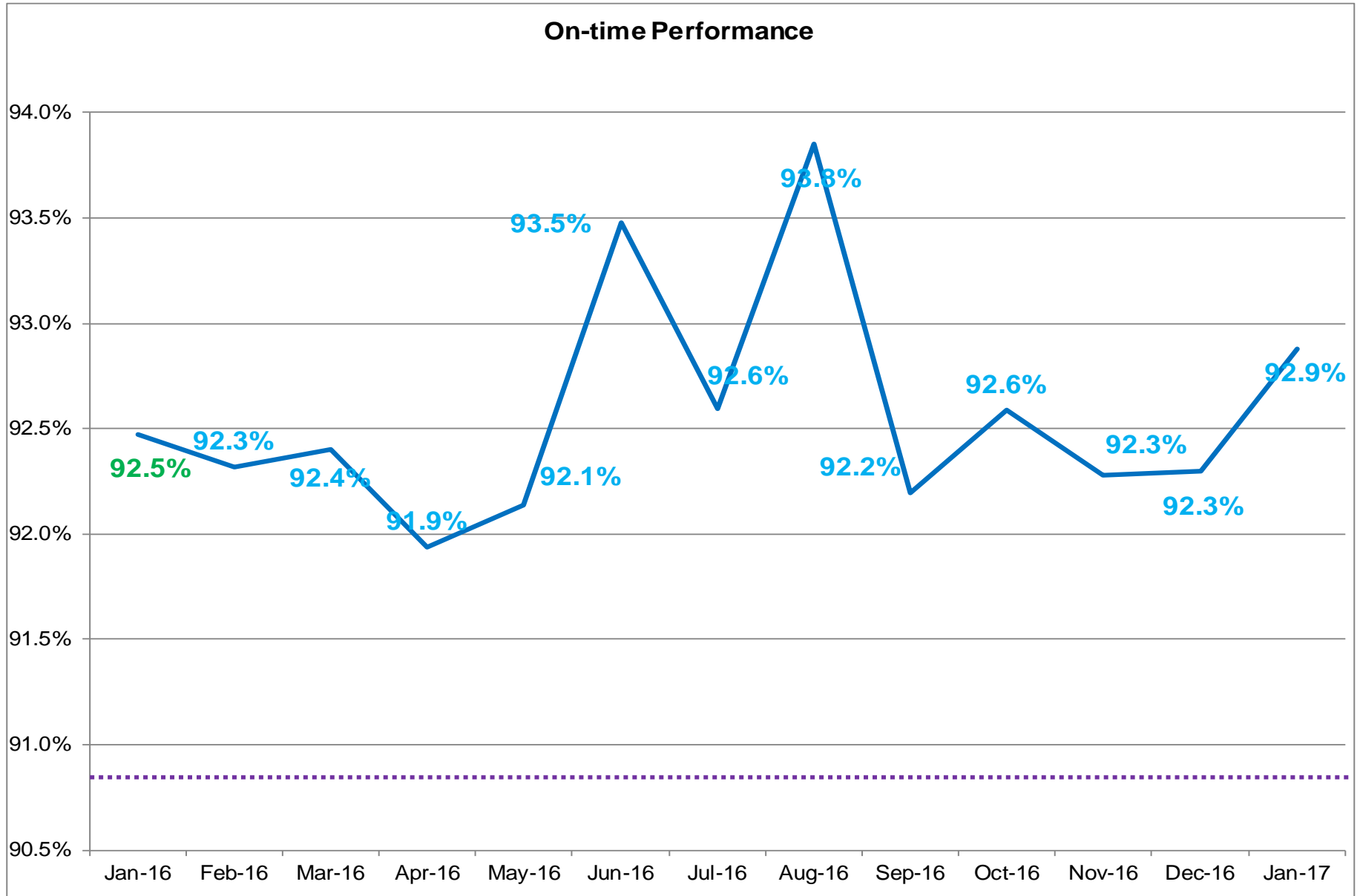
## Total Trips Served



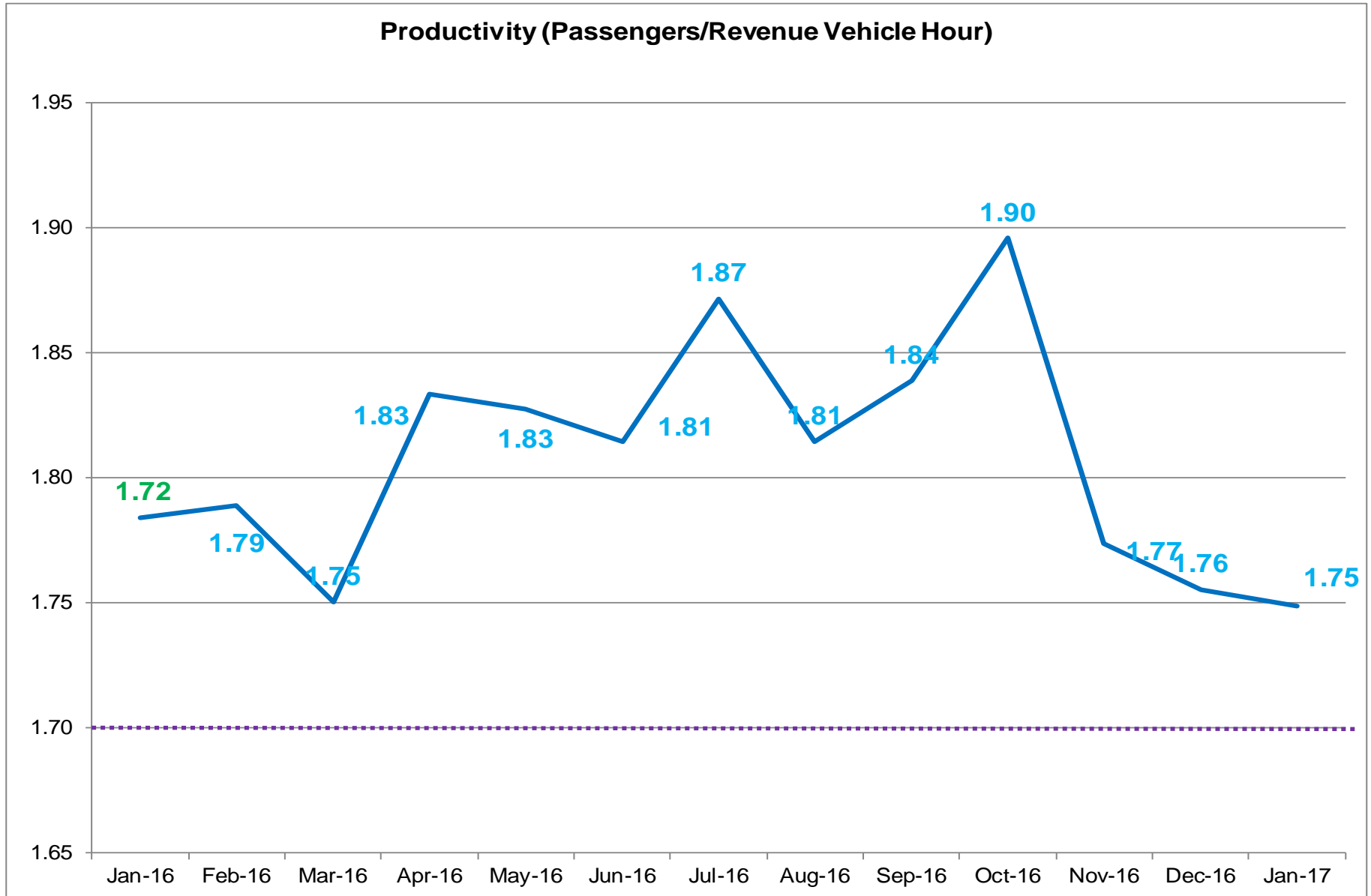
# Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review



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



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



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

2017 Comments	January		February		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
<b>Total</b>	<b>13</b>	<b>4</b>	<b>27</b>	<b>5</b>	<b>41</b>	<b>9</b>	<b>21.95%</b>
<b>Compliment</b>	26	26	29	29	66	65	98.48%
<b>Complaint</b>	13	4	27	5	41	9	21.95%
<b>Service Related</b>							
<b>Ride Canceled</b>	0	0	0	0	0	0	N/A
<b>Driver Assistance</b>	0	0	0	0	0	0	N/A
<b>Driver Conduct</b>	4	3	6	1	10	4	40.00%
<b>Trip Denial</b>	0	0	0	0	0	0	N/A
<b>Dispatcher</b>	0	0	1	0	1	0	0.00%
<b>Driving Proficiency</b>	3	0	4	0	7	0	0.00%
<b>Early Vehicle</b>	0	0	1	0	1	0	0.00%
<b>Incident</b>	0	0	1	1	2	1	50.00%
<b>Late Vehicle</b>	0	0	3	0	3	0	0.00%
<b>Missed Trip</b>	2	0	4	1	6	1	16.67%
<b>No Callback</b>	0	0	0	0	0	0	N/A
<b>Reservation Error</b>	0	0	0	0	0	0	N/A
<b>Reservation System</b>	0	0	0	0	0	0	N/A
<b>Ride Time</b>	0	0	0	0	0	0	N/A
<b>Reservationist</b>	0	0	0	0	0	0	N/A
<b>Scheduling Error</b>	0	0	0	0	0	0	N/A
<b>Safety of Passenger</b>	0	0	0	0	0	0	N/A
<b>Subtotals</b>	<b>9</b>	<b>3</b>	<b>20</b>	<b>3</b>	<b>30</b>	<b>6</b>	<b>20.00%</b>
<b>Non-Service Related</b>							
<b>Phones</b>	0	0	0	0	0	0	N/A
<b>Policy Comment</b>	2	0	4	0	6	0	0.00%
<b>Service Request</b>	2	1	3	2	5	3	60.00%
<b>Vehicle</b>	0	0	0	0	0	0	N/A
<b>Vehicle Preference</b>	0	0	0	0	0	0	N/A
<b>Vehicle Un-Needed</b>	0	0	0	0	0	0	N/A
<b>Subtotals</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>11</b>	<b>3</b>	<b>27.27%</b>

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

<b>2017 Comments</b>	<b>January</b>		<b>February</b>		<b>Year to Date*</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>	<b>Subtotal</b>	<b>Rate/1000</b>	<b>Subtotal</b>	<b>Rate/1000†</b>
<b>Rides</b>	<b>24,727</b>		<b>25,787</b>		<b>50,514</b>	
<b>Comments by Category**</b>						
<b>Compliment</b>	26	1.05	29	1.12	65	1.29
<b>Policy Related</b>	1	0.04	2	0.08	3	0.06
<b>Service Related</b>	3	0.12	3	0.12	6	0.12
<b>Total</b>	<b>30</b>	<b>1.21</b>	<b>34</b>	<b>1.32</b>	<b>74</b>	<b>1.46</b>
<b>Average Response Time to Customer (Working Days)‡</b>						
<b>Compliment</b>		3.27		2.93		3.09
<b>Policy Related</b>		4.50		6.40		5.56
<b>Service Related</b>		4.44		8.38		6.77
<b>Overall</b>		<b>3.67</b>		<b>4.81</b>		<b>4.29</b>
*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						

## Monthly 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
<b>NOTE:</b> Comments are considered <b>VALID</b> if they are found to be factually accurate, when investigated. ☒ Partially valid comments are counted as valid.	