

San Mateo County
Paratransit Coordinating Council (PCC)

Meeting Agenda and Minutes



December 12, 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 the Lorna Rodriguez-Wong, 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 2018

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative-Committee	Education Committee	CTC Coastsides Transportation Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	2 nd Tuesday Monthly	1 st Friday Bi-Monthly conference call	Senior Coastsiders 925 Main Street, Half Moon Bay	1 st Wednesday Monthly	To be Determined
**No August Meeting	**No August Meeting				**No August Meeting
1:30-3:30 p.m.	11:30-12:30 p.m.	1:00 p.m.	9:30-11:00 a.m.	2:00 p.m.	1:30-3:00 p.m.
January 9, 2018	January 9, 2018			January 3, 2018	TBA
February 13, 2018	February 13, 2018	February 2, 2018		February 7, 2018	TBA
March 13, 2018	March 13, 2018		TBA	March 7, 2018	TBA
April 10, 2018	April 10, 2018	April 5, 2018		April 4, 2018	TBA
May 8, 2018	May 9, 2018			May 2, 2018	TBA
June 12, 2018	June 12, 2018	June 1, 2018	TBA	June 6, 2018	TBA
July 10, 2018	July 10, 2018			July 11, 2018* (2 nd Wednesday)	TBA
NO MEETING	**NO MEETING**	August 3, 2018		August 2, 2018	TBA
September 11, 2018	September 11, 2018		TBA	September 5, 2018	TBA
October 9, 2018	October 9, 2018	October 5, 2018		October 3, 2018	TBA
November 13, 2018	November 13, 2018			November 7, 2018	TBA
December 11, 2018	December 11, 2018	December 7, 2018	TBA	December 5, 2018	TBA

AGENDA

San Mateo County Paratransit Coordinating Council (PCC) Meeting SamTrans 2nd Floor Auditorium

1250 San Carlos Avenue, San Carlos, CA 94070

December 12, 2017

- | | |
|--|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:38 |
| 3. * Approval of November 14, 2017 Meeting Minutes | 1:40 |
| 4. Committee Reports | 1:50 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair | |
| B. Grant/Budget Review | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 1.)* PCC vote for New member – Alex Madrid | |
| 2.) New Discussion on Work Plan 2017/19 | |
| 5. SamTrans / Redi-Wheels Reports | 2:30 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson | |
| D. Safety Report—Mark Weinstein | |
| 6. Liaison Reports | 2:45 |
| A. Coastside—Cara Schmaljohn | |
| B. Agency – Barbara Kalt | |
| C. ERC – Mike Levinson | |
| D. Commission on Aging (COA) – Sandra Lang | |
| E. Commission on Disabilities (COD) - Benjamin McMullan | |
| F. Center for Independence (CID) - Benjamin McMullan | |
| 7. Other Business | 3:15 |

*Action Item

The next PCC meeting is scheduled for Tuesday, January 9, 2018 from 1:30 AM - 3:30 PM

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

MEETING MINUTES

November 14, 2017

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Tina Dubost, SamTrans; Judy Garcia, Consumer; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Dale Edwards, Consumer; Monica Colondres, Community Resident; Valerie Campos, Vista Center for the Blind.

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; John Sanderson, SamTrans; Ashish John, SamTrans; Mark Weinstein, First Transit; Carmen Santoni, Catholic Charities; Alex Madrid, Center for Independence of Individuals with Disabilities (CID); Larisa Vaserman, Consumer; Gio Guadagnini, Consumer.

ABSENTEES: Aki Eejima, Consumer; Nancy Keegan; Sutter Health Senior Focus; Marie Violet, Sequoia Hospital; Susan Capeloto, Department of Rehabilitation; (Member Attendance 10, Quorum—Yes)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 1:34 p.m. and welcomed all to the PCC Meeting. In the introductions prospective member Alex Madrid (from CID) introduced himself and indicated that he is interested in becoming a member. He lives in San Francisco and works in San Mateo County.

APPROVAL OF THE OCTOBER 10th BI-ANNUAL PCC RETREAT MINUTES:

Barbara Kalt moved to approve the September meeting minutes and Dinae Cruise seconded the motion. The minutes were approved without changes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Mike reported that the PAL Committee met today, prior to the PCC meeting. He stated that SamTrans is spearheading two advisory groups. The groups will provide input to develop the new sales tax measure which will be placed on the ballot in 2018. The groups have been created to address funding priorities. The TAG is the Technical Advisory Group: City Managers, Public Works directors, BART, CICAG. The SAG is the Stakeholders Advisory Group: Consumers, Employers, Chamber of Commerce, Lyft, Cal Fire, etc.

Sandra Lang attended the second SAG meeting on October 17, 2017. She said that the review of the overall purpose of the September TAG and SAG meeting was to look at goals and metrics which were placed in themed categories:

- Environment/Quality of Life

- Funding/Partnerships
- Transportation choices/Travel Experiences
- Program Delivery
- Safety

Sandra continued that at the October SAG Meeting, the focus was on the categories as goals and principles for review and refinement by the group. Some of the examples from the discussion: Opportunity to decrease portions of low income residents' budgets on transportation, leveraging funds, maximizing infrastructure, geographic sensitivity, safer and slower streets. Overviews provided: Transit services/transportation projects; SMCTD Budget and a presentation of transportation funding sources. A public education and input plan named "Get Us Moving" was explained. Draft survey questions were presented. A number of nonprofits were represented including Chamber of Commerce representatives, TransForm and the League of Women's Voters. At the meeting, plans were discussed for the outreach plan to get input from stakeholders. The agenda includes reviewing potential funding sources and areas to be addressed to develop project plans by February 2018. Sandra's main concern is that comprehensive outreach is conducted that includes seniors and people with disabilities.

Mike wrapped up by saying that this is the process to provide input to the expenditure plan for the sales tax measure which will appear on the ballot in 2018. He will send Lorna documents he received on how to select projects in case any PCC members are interested in reviewing them. Tina said she would look into having Jessica Epstein come to the December PAL meeting. Mike will attend the November SAG meeting. There are no meetings scheduled for December and January. The SAG meeting will be scheduled for February, March, April, May and June. Barbara asked if there was room for input for paratransit funding. Mike responded that this organization is in the working stage and getting input from the stakeholders.

B. GRANT/BUDGET REVIEW

Barbara stated no updates.

Tina added that SamTrans will be adding 3 more cut-away vehicles to their fleet.

C. EDUCATION COMMITTEE

Five of the Education Committee members held a conference call on Friday, October 6th. On Wednesday, October 17th, the Education Committee participated in the New Beginnings Coalition which addressed Transportation. On October 21st, we participated in the Transition for Independence Fair at Sequoia High School in Redwood City. The Seniors on the Move conference date has been set for Friday, November 17th at the San Mateo County Fairgrounds.

The next Education Committee meeting will be a conference call that is scheduled for Friday, December 1st from 1:00 to 1:30 p.m. We will be reviewing next year's events and also new giveaways such as the ID wallets and handouts.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee met on September 27th. The committee discussed the agenda for the October retreat. They voted to accept Valerie Campos as a member into the PCC. The Committee decided to place an action item on the November 14th PCC agenda to discuss and vote on whether to continue saying the Pledge of Allegiance. At today's meeting, there was a brief open discussion on this issue:

Sandra did not think the pledge should be eliminated. Tina said from the historical perspective, the pledge has been said only in recent years.

A vote was taken with final count: 6 - Yes votes, to discontinue saying the pledge of allegiance, 2 – No votes, to continue and 5 - Abstentions. The vote to discontinue the Pledge of Allegiance passed with the highest vote from the membership in attendance.

The Executive Committee will meet in December to discuss Alex Madrid's application and other matters.

CONSUMER CORPS:

A. Quarterly Report for July 1, 2017 to September 30, 2017

Lorna reported that a total of 167 surveys were submitted this quarter. With Q3 evaluations, it was noted that on-time performance was reported as 93% (pick-up within 20 minutes). Thirty percent of Consumer Corps members reported receiving incomplete/inaccurate Night before Call. Forty-two percent of Corps members report being put on hold when making ride reservations.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina distributed SamTrans' new edition of the Senior Mobility Guide. Tina mentioned that the Caltrain Holiday train will be operating for the Holidays on December 2nd and 3rd. The train will stop at 6 stations. Entertainment will include music and of course, Santa. They will accept toy donations for Toys for Tots. In response to a question from Alex, Tina stated that riders should always call the Redi-Wheels dispatcher if there is a service problem, even if it is being provided by a taxi.

B. Performance Summary

Tina reviewed the performance statistics for the month of September which are based on a 100% sample of all of the Redi-Wheels trips taken during the sample period. The total numbers of trips were about the same for September 2017 and 2016. The Redi-Wheels ridership increased. The taxis ridership is slightly down. The on-time performance did not quite meet the 90% target.

Alex, Giovanni and Larisa asked how SamTrans gets the information. Tina responded that the data comes from when the reservation is taken to the completion of the ride by the driver. They are able to track the drivers via GPS. Tina offered to meet with Alex, Gio and Larisa on any specific areas which may need to be addressed.

C. Monthly Redi-Wheels Comment Statistics Report

John noted that since SamTrans recently underwent a major Comments software change, the September data is not ready to be published. John would like to convene an ad hoc working group to provide input on a new way to present the data.

Mike said that the drivers rely heavily on the GPS on the MDT. Mike felt that it should be used as a tool but also added that GPS is not always reliable. He gave an example of a time when the driver went around the block twice looking for the destination. The driver might end up two doors down from the destination and on the wrong side of the street.

Safety Report

Mark Weinstein noted that in September there were 2 preventable accidents and 1 in October. There were 3 non-preventable accidents in September and 5 in October. In these accidents, vehicles included 4 taxis and 2 Redi-Wheels vehicles.

Gio Guadagnini discussed an incident where he states that his wheelchair was damaged by a safety belt on the lift of the new Redi-Wheels vehicle. Tina said that he should continue to work with Risk Management on his claim. He states he is concerned for his safety. He also raised a number of other issues. Tina offered to address his specific issues privately following the meeting.

LIAISON REPORTS:

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

The next CTC meeting is scheduled for December 14th from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay.

B. AGENCY

Barbara reported that there are no updates to report.

C. ERC

Mike said there is nothing to report

D. COMMISSION ON AGING (COA)

Sandra reported that COA met on November 13th. Ken Cole, Director, County of San Mateo gave a presentation on Affordable Housing Needs in San Mateo County. COA will not meet in December. The next meeting will be at 9am on January 8, 2018 at 225 37th Ave, San Mateo.

The COA Transportation sub-committee wrote a letter to the San Mateo Medical Society addressing the lack of laboratory facilities on the coast. The other issue identified in the letter was a lack of available transportation from the Coastsides to get “over the hill.” John Sanderson acknowledged that informing customers about SamTrans’ “over the hill” services needs some attention. Recently, a group of SamTrans marketing personnel visited the Coastsides on a “field trip” to experience the services from the riders’ perspective. SamTrans will be working on improvements.

The Adult Abuse Committee (COA) met on November 13th.

Sandra provided information to a link to a New Yorker article:

<https://www.newyorker.com/magazine/2017/10/09/how-the-elderly-lose-their-rights>

This article was explained how elders in Nevada can be taken advantage of legally and can lose their rights. It addresses problems with public guardianship and lack of public disclosure.

Judy said that she has experienced problems at her housing facility and doesn't know whom to trust.

Sandra noted San Mateo County has a Ties Line that people can call with problems.

The number is found in the Help at Home booklet. (1-800-675-8437)

Larisa noted that there is emotional abuse and the need for adult protective services even if you are not a senior. Ben offered to provide information to Larisa on services provided from Center for Independence of Individual with Disabilities.

E. COMMISSION ON DISABILITIES (COD)

The COD will be having their Retreat on Thursday to plan for the next 3 years. They will discuss Advocacy goals. Ben noted that HR620 is still on the radar with Education reforms.

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

Ben reported that the Transition to Independence event held on October 21st was well attended. They addressed services from teens transitioning to secondary living resources. The Emergency Preparedness Event in San Bruno was held on November 8th. This event was developed for seniors and individuals with disabilities.

OTHER BUSINESS

Lorna brought up an item regarding the "*A Community Conversation on Housing and Transportation*". The County of San Mateo's "Home for all Exchange," is the latest in the library's Community Conversations. Home for All staff will talk about solutions for creating more affordable homes for residents and reducing traffic. The goal is to make San Mateo a place everyone can call home. The event runs from November 16 to December 9, 2017, and will be held at the libraries in Pacifica, Belmont, Foster City, Millbrae, San Carlos and Portola Valley. Further information is at <http://homeforeallsmc.com//>

The next PAL and PCC meeting is scheduled for Tuesday, December 12, 2017 from 11:30 AM - 12:30 PM The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30-3:30 p.m.

MEETING ADJOURNED at 3:25 p.m.

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

Performance Measure	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Prev. Yr. Average
1. Total trips requested	32,948	32,662	31,857	30,777	30,380	35,289	32,135	34,581	34,021	32,559	34,653	32,891	34,167	32,686
2. Trips scheduled	30,652	29,282	28,534	28,133	28,021	32,779	29,501	31,615	31,033	29,504	32,158	30,199	31,502	30,022
a. Same day cancels	1,847	1,719	1,882	2,020	1,854	1,846	1,798	1,809	1,848	1,832	1,818	1,770	1,809	1,884
% of trips scheduled	6.0%	5.9%	6.6%	7.2%	6.6%	5.6%	6.1%	5.7%	6.0%	6.2%	5.7%	5.9%	5.7%	6.3%
b. Late cancels	523	521	510	550	438	514	524	571	527	556	598	546	568	502
% of trips scheduled	1.7%	1.8%	1.8%	2.0%	1.6%	1.6%	1.8%	1.8%	1.7%	1.9%	1.9%	1.8%	1.8%	1.7%
c. Total customer no-shows	358	351	384	354	402	449	313	332	432	415	436	451	390	364
% of trips scheduled	1.2%	1.2%	1.3%	1.3%	1.4%	1.4%	1.1%	1.1%	1.4%	1.4%	1.4%	1.5%	1.2%	1.2%
d. No-show (operator)	2	0	1	0	1	0	0	0	0	0	0	0	0	1
3. Total trips served	27,922	26,691	25,757	25,209	25,326	29,970	26,866	28,903	28,226	26,701	29,306	27,432	28,735	27,271
a. Average weekday riders	1,143	1,108	1,042	1,038	1,107	1,157	1,139	1,144	1,121	1,107	1,127	1,175	1,131	1,112
b. Advance reservation	19,158	18,405	17,870	17,367	17,696	20,303	18,200	19,659	19,302	18,301	20,008	18,830	19,623	18,658
c. Agency trips	4,008	3,680	3,617	3,551	3,390	4,375	3,922	4,134	3,914	3,618	4,123	3,547	3,802	3,921
d. Individual subscription	4,756	4,806	4,270	4,291	4,240	5,292	4,744	5,110	5,010	4,782	5,175	5,055	5,310	4,693
e. Taxi trips	10,404	9,095	7,883	7,061	7,266	8,444	7,384	8,576	8,607	7,930	8,933	8,735	9,475	8,434
(taxi % of total trips)	37.3%	34.1%	30.6%	28.0%	28.7%	28.2%	27.5%	29.7%	30.5%	29.7%	30.5%	31.8%	33.0%	30.9%
4. Total Redi-Wheels riders	2,340	2,324	2,307	2,235	2,297	2,389	2,294	2,351	2,395	2,268	2,387	2,301	2,268	2,321
5. Inter-County Transfer Trips	189	157	129	146	120	185	205	211	178	188	163	163	155	177
6. On-time performance ¹	92.6%	92.3%	92.3%	92.9%	92.0%	92.4%	92.4%	90.0%	89.7%	90.6%	90.8%	87.3%	89.8%	92%
7. Productivity (psgrs/rvh) ²	1.90	1.77	1.76	1.75	1.78	1.81	1.83	1.82	1.86	1.84	1.87	1.90	1.92	1.82
8. Complaints per 1000 trips	0.47	0.41	0.43	0.12	0.20	0.17	0.45	0.31	0.50	0.41	0.49	-	-	0.4
9. Compliments per 1000 trips	2.01	2.55	1.48	1.03	0.59	0.90	0.67	0.69	0.81	1.50	0.52	-	-	1.5
10. Avg phone wait time (mins)	1.0	0.8	0.8	0.7	0.9	0.8	1.1	0.9	1.3	1.3	0.9	2.5	1.6	0.97

12/6/2017

Notes:

1 Standard = 90%

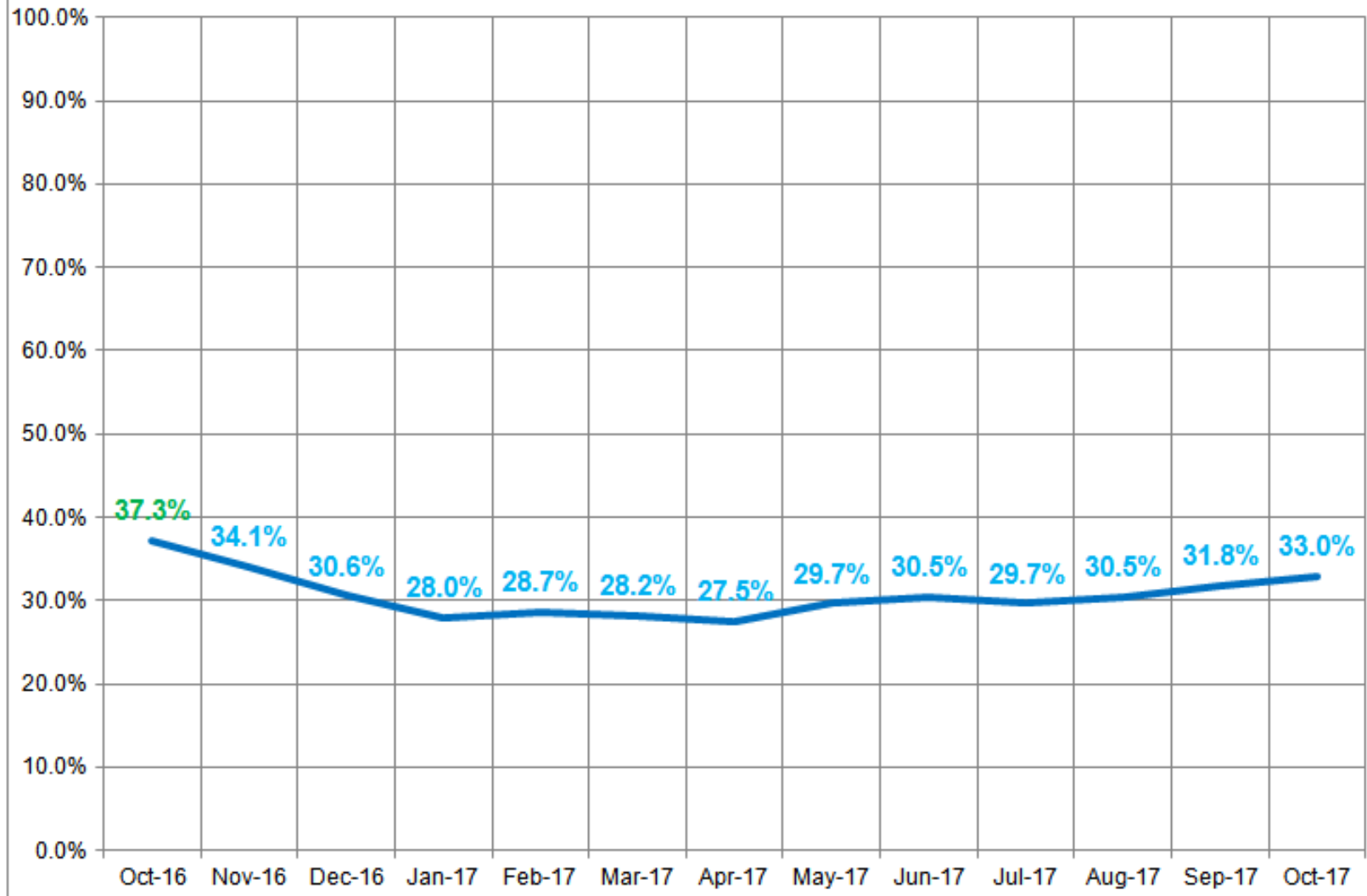
2 Standard = 1.70

3 Standard = < 1.5

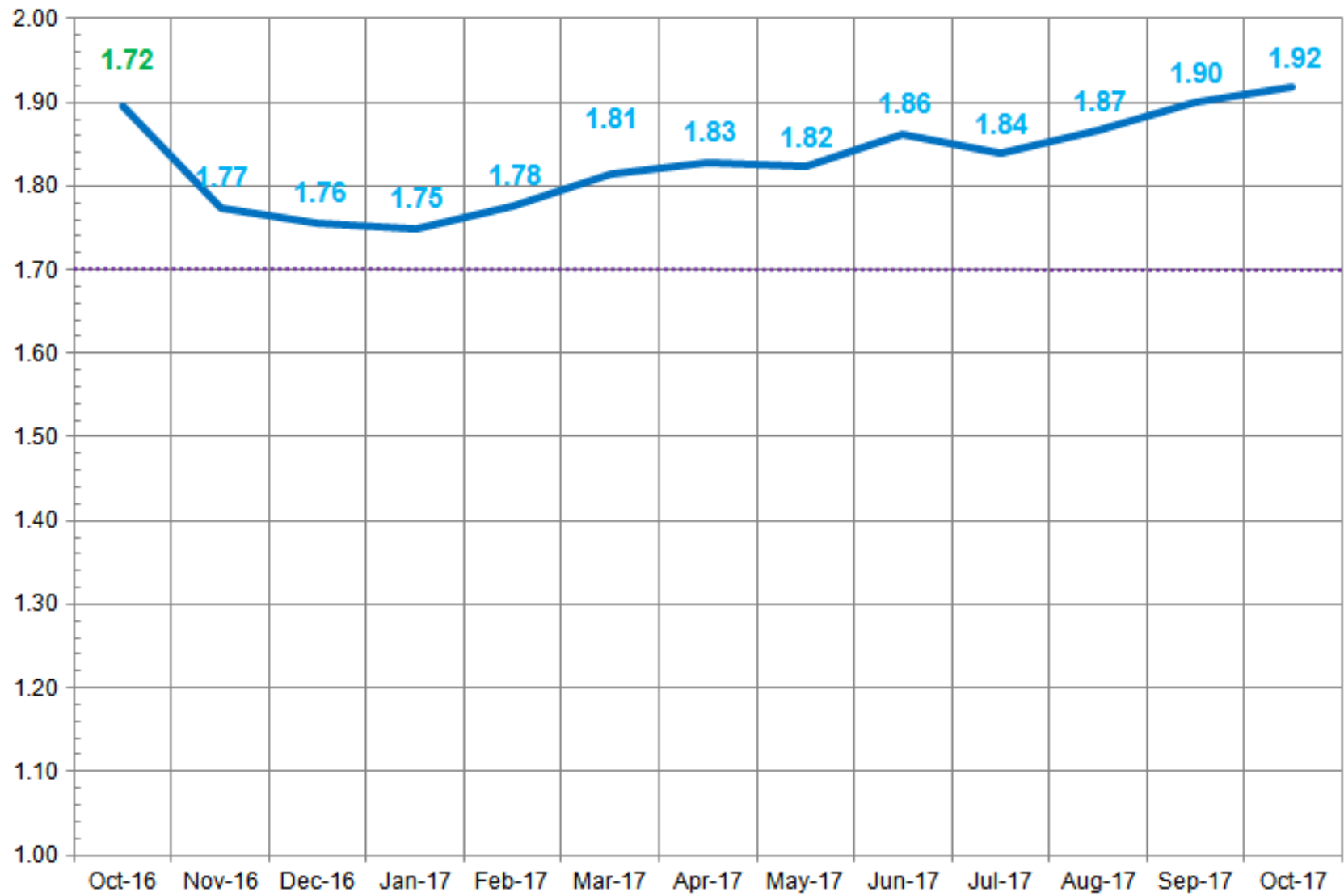
Total Trips Served



Taxis - Percentage of Total Trips



Productivity (Passengers/Revenue Vehicle Hour)



On-time Performance



**DRAFT FINAL WORK PLAN OF THE PARATRANSIT
COORDINATING COUNCIL FOR FY 2017/2019**

2017/2019 Objectives	2017/19 Tasks
<ol style="list-style-type: none"> 1. Educate the public on how Redi-Wheels work and who it is intended for. 2. Help Redi-Wheels develop a more positive image in the community 3. Develop strategic partnerships with agencies/organizations that have similar issues and concerns 4. Enhance PCC membership <ol style="list-style-type: none"> a. Strategically recruit new members b. Educate existing members 5. Address Customer Service Dispatch regarding improving hold time and improving the accuracy of arrival time estimates 	<ol style="list-style-type: none"> 1. Identify agencies to develop partnerships and assign PCC members to reach out to them 2. Identify 2 -4 agencies to recruit new members 3. Reach out to consumers to join PCC 4. Develop list of guest speakers

2017/2019 Objectives	2017/19 Tasks
Ensure full implementation of the IVR meets consumer needs and preferences	<ol style="list-style-type: none"> 1. Continue advocating for real time estimate of arrival 2. Participate and provide input in the testing and evaluation of the 2nd phase of the IVR 3. Monitor and evaluate implementation of Phase 2 4. Work with SamTrans to develop plan to accommodate taxis with IVR
2017/2019 Objectives	2017/19 Tasks
<ol style="list-style-type: none"> 1. Enhance Communication within PCC and with SamTrans 2. Ensure that potential sales tax measure includes projects that serve the needs of people with disabilities and sustains long-term future of Redi-Wheels 	<ol style="list-style-type: none"> 1. Develop Master Calendar of Events 2. Explore Regional PCC conference to be hosted by MTC or another PCC with technical support from San Mateo PCC 3. Expand PCC membership 4. Provide new members with an orientation session 5. Review and provide input on all Redi-Wheels and RediCoast outreach materials 6. Actively participate in Stakeholders Advisory Group (SAG) of sales tax and be visible in promoting accessibility and paratransit
2017/2019 Objectives	2017/19 Tasks
Continue to enhance the effectiveness of the PCC and PAL committee meetings	<ol style="list-style-type: none"> 1. PAL meeting changes need to be updated in the by-laws 2. Review time and format of PCC meetings to make sure they are accomplishing meeting objectives

2017/2019 Objectives	2017/19 Tasks
<ol style="list-style-type: none"> 1. In collaboration with partners explore and develop non-paratransit programs/mobility management 2. Stay informed about ride hailing programs and how they are used to serve people with disabilities in other counties and locations 3. Address Emergency Preparedness issues with Office of Emergency Services taking confidentiality into account. How can we collaborate on the information? 	<ol style="list-style-type: none"> 1. Work with SamTrans to explore same-day service 2. Support SamTrans in exploring a centralized website for transportation resources and centralized telephone number. 3. Continue working with SamTrans to identify other “vulnerable” groups. 4. Determine if it is worth pursuing a hospital discharge program since Alameda County discontinued these services due to consumers not taking advantage of the service 5. Include periodic updates at PCC meetings on latest developments with ride hailing services 6. Review 211 to determine what happens when calling and ensure that the proper information is provided
2017/2019 Objectives	2017/19 Tasks
<p>Promote and maintain good relations between drivers, passengers, and agencies. Acknowledge and recognize high quality service.</p>	<ol style="list-style-type: none"> 1. Host annual appreciation party for all First Transit and Coastside paratransit staff 2. Ensure consumer appreciation cards are available for the Coastside

