

San Mateo County
Paratransit Coordinating Council (PCC)

Meeting Agenda and Minutes



January 9, 2018
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

<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">1st Friday Bi-Monthly conference call</p> <p align="center">1:00 p.m.</p>	<p align="center">CTC Coastside Transportation Committee</p> <p align="center">2nd Thursday/Quarterly 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">To be Determined</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:00 p.m.</p>
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		March 8, 2018	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	June 14, 2018	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		September 13, 2018	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	December 13, 2018	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

January 9, 2018

- | | |
|--|------|
| 1. Welcome/Roll Call | 1:30 |
| 2. Introduction of Resource People | 1:35 |
| 3. * Approval of December 12, 2017 Meeting Minutes | 1:40 |
| 4. Committee Reports | 1:45 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair | |
| B. Grant/Budget Review | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 2.) 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, February 13, 2018 from 1:30 AM - 3:30 PM

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

MEETING MINUTES

December 12, 2017

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Aki Eejima, Consumer; Nancy Keegan; Sutter Health Senior Focus; 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; Alex Madrid, Center for Independence of Individuals with Disabilities; Marie Violet, Dignity Health;

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Ashish John, SamTrans; Lynn Spicer; First Transit; Craig McCulloh, San Mateo County Commission on Disabilities; Carmen Santoni, Catholic Charities; Gio (Giovanni) Guadagnini, Consumer; Richard Sakamoto, Consumer

ABSENTEES: Barbara Kalt, Rosener House; Susan Capeloto, Department of Rehabilitation

(Member Attendance 14, Quorum—Yes)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 1:37 p.m. and welcomed all to the PCC Meeting.

APPROVAL OF THE DECEMBER MINUTES:

Dinae Cruise motioned to approve the December meeting minutes and Sandra Lang seconded the motion. The minutes were approved without changes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Jessica Epstein, SamTrans, reported that Regional Measure 3, the State legislative measure, is going to the ballot. This measure proposes increasing the toll for all Bay Area bridges except the Golden Gate Bridge by \$3. Some of the money that would be raised by this increase has been pre-designated as follows: \$325 million to the Caltrain extension to the Transbay Terminal, \$100 million to the San Jose Diridon Station, \$130 million Dumbarton transportation corridor, \$51 million to the 101 project and 101 to 92 NTA designation. This measure is planned for the June 2018 ballot. It will need a simple majority from 9 Bay Area Counties. Due to a change in the political climate, it is not clear if this will happen in June 2018.

Efforts are being made to repeal SB1, the new gas tax. These efforts are well funded as they will require 540,000 signatures to go to ballot. The group behind the campaign is using paid employees to obtain the signatures required. The threshold for signatures is higher due to the fact that the direction is to not only repeal the gas tax but also place a constitutional amendment to block future attempts for this gas tax to return.

The likelihood of this repeal appearing on the June ballot is high. Regional Measure 3 is from another funding source and does not require signatures to be placed on the ballot.

Cory Wolbach, Outreach Manager for Get Us Moving San Mateo County, gave a presentation on the Get Us Moving SMC project. This project has been developed to obtain feedback from the public based on a survey via mail or on-line submission. Participants can go on to www.getusmovingsmc.com to complete the survey or go to info@getusmovingsmc.com with any questions. Cory will be reaching out to the public in city meetings, community groups, farmer's markets, social media, paid advertising, TV and via their website.

A few questions noted the concern that paratransit was not addressed specifically on this survey. The answer from both Jessica and Tina was that paratransit was part of the entire transit system. Jessica noted that there were restrictions due to space and funding, and that survey print material had already been completed but that they would review paratransit again.

Richard asked what survey sample return SamTrans was looking for. Out of the 150,000 mailers; Jessica was hoping for at least 1,000 returns, preferably more.

Per Jessica, the SAG and TAG groups were developed to identify the various areas that the community would like addressed. With input from the SAG and TAG meetings, goals and metrics will be developed. An expenditure plan for the proposed tax measure will be developed and presented to the SamTrans Board in the summer of 2018. Then, SamTrans will back out of the process. A privately funded entity will step in to take over and pursue a 2/3 majority in order to get the measure passed.

The next Stakeholders Advisory Group (SAG) meeting is Thursday, February 8th.

B. GRANT/BUDGET REVIEW

Barbara was not available for an update.

Tina did not have any further update on the 3 additional cut-away vehicles.

C. EDUCATION COMMITTEE

Sammi reported that the Education Committee met last Friday, December 1, 2017: The Committee is looking to conduct at least 5 outreach events including Seniors on the Move and an event sponsored by the Center for Independence for Individuals with Disabilities.

The Committee chose the following event giveaway items to order for next year. Flashing reflector light and zip totes. The committee needs to work out the artwork to appear on the items in January. Sammi will order samples. The flashing reflectors would be used at tabling events such as, Seniors on the Move. The zip totes would be used to target consumers at education meeting events.

Sammi suggested adding a presentation at Senior Focus and would consult with Nancy Keegan.

D. EXECUTIVE COMMITTEE

As a representative of the Nominating Committee, Dale nominated Alex Madrid as a new member. Alex Madrid was approved unanimously by the membership. Alex introduced himself as a resident of San Francisco, who works in San Mateo. He is a member of various disabilities organizations.

A draft PCC Work Plan from the October 2017 Retreat was discussed. Copies will be available at the January 9th meeting for review and update

CONSUMER CORPS:

A. Quarterly Report for October 1, 2017 to December 31, 2017

This will be provided at the next meeting

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina reported that MTC has released a document on the draft update to the Coordinated Public Transit-Human Services Transportation Plan. The document addresses how MTC and its partners can provide mobility options for seniors, people with disabilities, veterans and people with low income, while remaining cost effective for the region. Once the plan is adopted, local and regional initiatives will have to be consistent with the document to be funded by MTC. Comments can be submitted to MTC until January 11, 2018. Funding for mobility management was one of the key strategies recommended in the document.

In response to a question regarding how the strategies were rated, Mike indicated that in the past the report used high, medium and low.

B. Performance Summary

Total Trips served in October was up by 2.9%, year-over-year. Average Weekday Ridership is down by 1% but has remained relatively the same. The percentage of trips provided by taxis in October was up 1% from September, at 33%, but down significantly – over 4% – from October of last year. On-time performance was 89.8% which is close to the 90% target. Same day cancels are about the same. Productivity is 1.92 people per hour which is good.

Alex wondered if dispatchers go through sensitivity training. He was concerned about how the dispatcher deals with frustrated callers. Lynn mentioned that many of the dispatchers have been with SamTrans quite a few years. A few may need refresher courses on sensitivity or empathy interaction. Tina stated that SamTrans staff would discuss this issue with the Redi-Wheels General Manager.

C. Monthly Redi-Wheels Comment Statistics Report

Comments information is not available yet due to the comments software update.

Safety Report

Lynn Spicer provided the Safety report:

There were 3 preventable events. The drivers received retraining. One driver was suspended for a time.

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.

Tina will attend and present information on the Get Us Moving Survey and minor service changes.

B. AGENCY

They have not met and there is nothing to report.

C. ERC

Mike said there is nothing to report

D. COMMISSION ON AGING (COA)

Sandra Lang reported that COA will not meet in December. The next meeting will be at 9am on January 8, 2018 at 225 37th Ave, San Mateo.

The Elder Economic Security Index with regard to middle income is available for review. This review validated the problems encountered by middle income seniors who were found to have too much income to qualify for public assistance.

E. COMMISSION ON DISABILITIES (COD)

Craig McCulloh reported on the Strategic plan for 2020 – Issues on the horizon: Advocacy for consumer forum in July (probably a Thursday). In August: Inclusion festival in a park setting. The COD developing a “report card” for disabled people which will happen sometime in 2018/19

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

Ben is still working on Emergency Preparedness presentations. The CID may have extra funds for more activities. Ben needs to check to see if the grant may have any location restrictions.

OTHER BUSINESS

Gio brought up a number of issues that Tina has discussed with maintenance. Some of these issues may need to be escalated directly to the SamTrans board.

Gio wanted to inform the membership that the SamTrans 112 line would be effected by construction. This activity will be due for completion in January 2019, near Gateway and Palmetto.

Richard Sakamoto, Consumer, provided a letter he addressed to SamTrans regarding dispatch sensitivity issues.

Dale wondered if there was any Emergency Preparedness feedback for the CID presentations. Ben said that the feedback survey goes to another department. He will follow-up.

The next PAL and PCC meetings will be held on Tuesday, January 9, 2018. 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 3:33 p.m.

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

Performance Measure	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Prev. Yr. Average
1. Total trips requested	32,662	31,857	30,777	30,380	35,289	32,135	34,581	34,021	32,559	34,653	32,891	34,167	33,284	32,666
2. Trips scheduled	29,282	28,534	28,133	28,021	32,779	29,501	31,615	31,033	29,504	32,158	30,199	31,502	30,193	30,022
a. Same day cancels	1,719	1,882	2,020	1,854	1,846	1,798	1,809	1,848	1,832	1,818	1,770	1,809	1,869	1,884
% of trips scheduled	5.9%	6.6%	7.2%	6.6%	5.6%	6.1%	5.7%	6.0%	6.2%	5.7%	5.9%	5.7%	6.2%	6.3%
b. Late cancels	521	510	550	438	514	524	571	527	556	598	546	568	564	502
% of trips scheduled	1.8%	1.8%	2.0%	1.6%	1.6%	1.8%	1.8%	1.7%	1.9%	1.9%	1.8%	1.8%	1.9%	1.7%
c. Total customer no-shows	351	384	354	402	449	313	332	432	415	436	451	390	360	364
% of trips scheduled	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%	1.2%
d. No-show (operator)	0	1	0	1	0	0	0	0	0	0	0	0	0	1
3. Total trips served	26,691	25,757	25,209	25,326	29,970	26,866	28,903	28,226	26,701	29,306	27,432	26,735	27,400	27,271
a. Average weekday riders	1,108	1,042	1,038	1,107	1,157	1,139	1,144	1,121	1,107	1,127	1,175	1,131	1,119	1,112
b. Advance reservation	18,405	17,870	17,367	17,696	20,303	18,200	19,659	19,302	18,301	20,008	18,830	19,623	18,830	18,658
c. Agency trips	3,680	3,617	3,551	3,390	4,375	3,922	4,134	3,914	3,618	4,123	3,547	3,802	3,579	3,921
d. Individual subscription	4,606	4,270	4,291	4,240	5,292	4,744	5,110	5,010	4,782	5,175	5,055	5,310	4,991	4,693
e. Taxi trips	9,095	7,883	7,061	7,266	8,444	7,384	8,576	8,607	7,930	8,933	8,735	9,475	9,237	8,434
(taxi % of total trips)	34.1%	30.6%	28.0%	28.7%	28.2%	27.5%	29.7%	30.5%	29.7%	30.5%	31.8%	33.0%	33.7%	30.9%
4. Total Redi-Wheels riders	2,324	2,307	2,235	2,297	2,389	2,294	2,351	2,395	2,268	2,387	2,301	2,268	2,346	2,321
5. Inter-County Transfer Trips	157	129	146	120	185	205	211	178	188	163	163	155	155	177
6. On-time performance ¹	92.3%	92.3%	92.9%	92.0%	92.4%	92.4%	90.0%	89.7%	90.6%	90.8%	87.3%	89.8%	89.8%	92%
7. Productivity (psgrs/rvh) ²	1.77	1.76	1.75	1.78	1.81	1.83	1.82	1.86	1.84	1.87	1.90	1.92	1.88	1.82
8. Complaints per 1000 trips	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	2.55	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) ³	0.8	0.8	0.7	0.9	0.8	1.1	0.9	1.3	1.3	0.9	2.5	1.6	1.2	0.97

1/3/2018

Notes:

1 Standard = 90%

2 Standard = 1.70

3 Standard = < 1.5

Total Trips Served







