

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



July 11, 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 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

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative-Committee	Education Committee	CTC Coastside 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 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 (Cancelled)	March 1, 2017	TBA
April 11, 2017	April 11, 2017	April 7, 2017	April 6, 2017 (Re-scheduled Meeting from March)	April 5, 2017	TBA
May 9, 2017 Meeting from 4:00-5:30 p.m.	May 9, 2017 Meeting from 2:30-3:30 p.m.			May 3, 2017	TBA
June 13, 2017	June 13, 2017	June 2, 2017	June 22, 2017	June 7, 2017	June 8, 2017
July 11, 2017	July 11, 2017			July 5, 2017	TBA
NO MEETING	**NO MEETING**	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 2nd Floor Auditorium
1250 San Carlos Avenue, San Carlos, CA 94070
July 11, 2017**

- | | |
|---|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of June 2017 Meeting Minutes | 1:40 |
| 5. Committee Reports | 1:45 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair | |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| 1. SamTrans and PCC 2017 Budget Summaries | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 1. Consumer Corps Quarterly Report | |
| 2. Review of PCC Website Updates | |
| 3. Recommendation to Approve PCC Application | |
| 4. PCC Vice-Chair Vacancy | |
| 6. SamTrans / Redi-Wheels Reports | 2:40 |
| 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 | 3:00 |
| 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)—Benjamin McMullan | |
| 8. Other Business | 3:25 |

***Action Item**

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

MEETING MINUTES

June 13, 2017

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Consumer; Aki Eejima, Consumer; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Maria Kozak, Consumer; Tina Dubost, SamTrans; Monica Colondres, Community Resident; Susan Capeloto, Department of Rehabilitation; Judy Garcia, Consumer; Marie Violet, Sequoia Hospital; and Sandra Lang, COA.

GUESTS: Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; Dave Daley, First Transit; Ashish John, SamTrans; John Sanderson, SamTrans; Margo Ross, SamTrans; and Nancy Keegan, Senior Focus.

ABSENTEES: Patty Clement-Cihak, Catholic Charities and Dale Edwards, Consumer.

(Member Attendance 12; Quorum—Yes)

WELCOME/INTRODUCTION

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

APPROVAL OF THE APRIL AND MAY PCC MINUTES

A quorum was not present for the PCC meeting in May, so the PCC members voted to approve the April and May meeting minutes today. Diane motioned to approve the April meeting minutes and Sammi seconded the motion. No abstentions or corrections were noted. Sandra motioned to approve the May meeting minutes and Mike seconded the motion. Marie abstained 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. Legislative issues, including funding for Caltrain electrification were discussed. Measure K (formerly Measure A) funding from the San Mateo County Board of Supervisors is reduced from \$5 million to \$3.75 million in FY 2018. Further reductions are anticipated in future fiscal years. Opportunities for revenue from state gas tax funding were also discussed. Staff does not know the amount of these revenues or when the funds may arrive.

Requests for changes to Same Day IVR calls were shared. An ERC meeting may also be scheduled to explore this issue further.

Richard reported on MTC Regional Measure 3 funding that may be available for transportation projects in San Mateo County through revenues from increased bridge tolls. PCC's from around the Bay Area were asked to submit letters of support for Regional Measure 3.

B. GRANT/BUDGET REVIEW

Barbara asked to have the Redi-Wheels and Nelson\Nygaard budget statements included in the July PCC meeting packet.

C. EDUCATION COMMITTEE

Six of the Education Committee members held a conference call on Friday, June 2 from 1:00 to 1:30 p.m. On Wednesday, May 17, the Education Committee participated in the Senior Information Faire in Pacifica and on Friday, May 19, Dinae and Mike gave a presentation at Senior Coastsiders in Half Moon Bay. The Transition

to Independence Fair is scheduled for Saturday, October 21, 2017 from 11:00 a.m. to 3:00 p.m. at Sequoia High School in Redwood City. The Seniors on the Move conference date has been tentatively set for Friday, November 17 at the San Mateo County Fairgrounds.

The next Education Committee meeting will be a conference call that is scheduled for Friday, August 4, 2017 from 1:00 to 1:30 p.m.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee will be scheduling a meeting for later this month.

Reporting for the Nominating Committee, Barbara recommend that the PCC members vote today to approve the application of Benjamin McMullan as a member of the PCC. The PCC members unanimously voted to approve Benjamin's application.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

Tina reported that SamTrans, Caltrain, and BART customers are encouraged to make suggestions or comments about changes to the Clipper Card system at www.futureofclipper.com or feedback@futureofclipper.com.

SamTrans is working on updates for the *Mobility Plan for Seniors and People with Disabilities*. A stakeholder meeting is scheduled for Tuesday, June 20.

Lifeline fare assistance annual renewals are being changed this year to include a personalized letter. The ride manifest for each Lifeline customer will also be updated during this time.

B. Performance Measures Report

Tina provided the Redi-Wheels Performance Measures Report. In April 2017, there were 26,866 Total trips served and 1,139 Average weekday riders, reflecting similar levels as April 2016. Over the same time period, Late Cancels have increased from 392 to 524. Taxi trips are trending downward and were 7,384 in April 2017. On-time performance was 92.4% and Productivity was 1.83 passengers/rvh. Both On-time performance and Productivity showed positive trends. Richard and Tina compared the increase in Total trips requested and Total trips scheduled. Tina explained that the difference is due to cancels that occur before the day of the requested trip which would not be included in Late Cancels. These are not shown directly in her graph.

C. Monthly Redi-Wheels Comment Statistics Report

John reported that customer comments continue to be in the categories of Driver Conduct and Late Vehicle arrivals. Average Response Time to Customer has increased over the past two months while new customer service software was being installed. John said that the response time should improve as bugs in the new system are being worked out and customer comments are addressed more quickly.

Safety Report

Dave reported that there were four preventable incidents in May. For the annual quota, the safety performance statistics are better than the standard. The safety issues related to the incidents in May were addressed at the most recent Driver Safety Meeting. Drivers who miss the in-service meetings are scheduled for 1-on-1 meetings to review the information covered. Dave discussed the transfer belt that passengers have the option to use on the bus and other paratransit vehicles. He emphasized the proper use of the belt.

Mike asked about the new buses that have been ordered by SamTrans. Dave and Ashish will be attending an orientation session, after the vehicles are fully integrated by the maintenance department.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Mike reported that the next CTC meeting is scheduled for June 22, 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

Aki reported that IVR has been discussed earlier today and an ERC meeting will be scheduled soon. Margo Ross and the PCC members discussed the roll-out of the Same Day IVR calls. The group also went into great depth, discussing historical issues related to IVR software performance and the contract that was accepted by SamTrans. Barbara pointed out that the dispatchers currently call customers who require 10 minutes of advance notice to be able to meet their drivers on time.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA met yesterday and received more information about the LGBT center in San Mateo. The COA Transportation Sub-Committee has updated their Senior Mobility Guide and submitted a request to the full Commission to review the document, which will then be sent to the San Mateo County Board of Supervisors.

Seniors on the Square will be held on Friday, June 16 in Redwood City. The COA will be distributing elder abuse awareness brochures.

The next COA meeting will be held on Monday, July 10 in San Mateo.

E. COMMISSION ON DISABILITIES (COD)

Benjamin absent, no update available.

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

Benjamin absent, no update available. Mike reported that an emergency preparedness event was hosted by CiD and was well-attended.

OTHER BUSINESS

Maria and John discussed how a customer can change their requested ride time.

Sammi commented that the PCC website has not been updated yet. Richard said that the work has been approved and the updates should be completed soon. He asked to have this item placed on the July PCC meeting agenda for further review and discussion.

The next PAL and PCC meetings will be held on Tuesday, July 11, 2017. 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 3:30 p.m.

**San Mateo County Transit District
 ADA Programs Budget Summary
 July 2016 - April, 2017**

Expenses

	Year to Date Actual	Year to Date Budget	
Redi-Wheels	\$4,476,795	\$5,287,973	
Maintenance & other Related costs	\$2,316,491	\$2,955,548	
ADA Sedan / Taxi service	\$4,187,321	\$3,725,607	
ADA Accessibility Support	\$1,078,279	\$1,519,943	
Coastside ADA Support	\$1,440,741	\$1,511,480	
Insurance Costs	\$1,119,484	\$483,321	
Total	\$14,619,111	\$15,483,872	-6%

Revenues

	Year to Date Actual	Year to Date Budget	
Passenger fares	599,380	\$732,500	
Local Transit Development Act (TDA)	1,536,869	\$1,536,869	
Local State Transit Assistance (STA)	299,756	\$299,755	
Operating grants	2,210,825	\$2,210,825	
District sales tax	1,527,048	\$2,372,593	
Interest income - paratransit trust fund	287,225	\$173,333	
SMCTA Measure A	2,747,503	\$2,747,503	
San Mateo County Measure K	4,166,667	\$4,166,667	
Measure M	1,243,838	\$1,243,838	
Total	14,619,111	15,483,883	-6%



San Mateo County

Paratransit Coordinating Council

Consumer Corps Quarterly Report

This report covers the months of April through June 2017. A total of 166 reports were submitted this quarter.

Comment Cards: About 65% of rides taken by Consumer Corps members noted comment cards on display in Redi-Wheels vehicles.

On-Time Performance: Over 80% 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 ride wait time reported this quarter was 36 minutes.

Night Before Calls: In Q2, about 12% of Night Before calls received by Consumer Corps members were incomplete/inaccurate.

Telephone Holds: When making ride reservations, about 71% 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 95% of reports submitted. Customer satisfaction with driver assistance continues to be very positive.

Vehicle Type: During Q2, 71% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 26% of reported trips and RediCoast vehicles provided the remaining 3% of rides.

Comments and Trends: An average of 91% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles.

Q2 – 2017 Consumer Corps Report

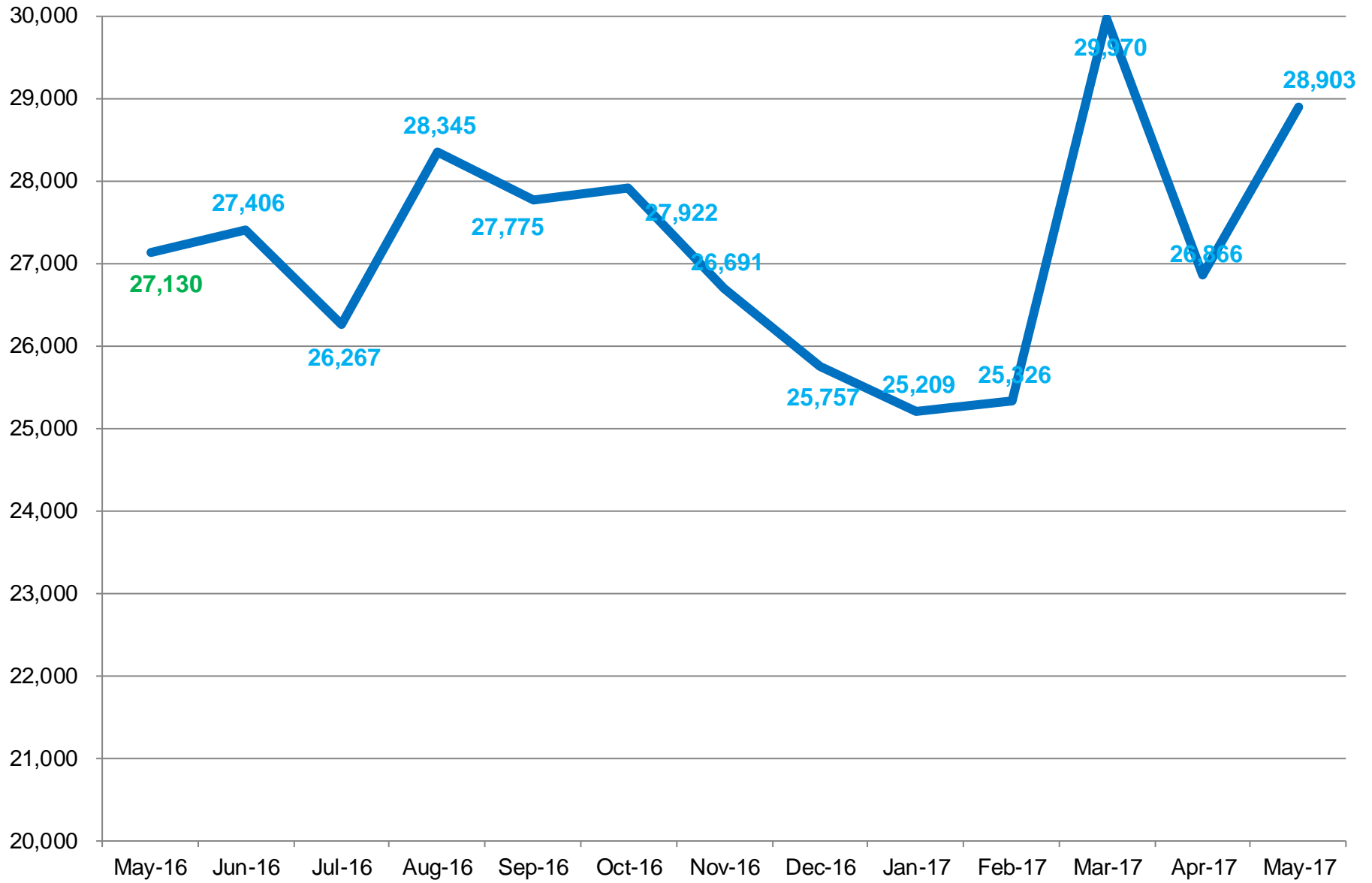
Quarter Months	April 2017	May 2017	June 2017	Total/Ave./Most
No. of Forms Submitted	62	29	75	166 (tot.)
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	15	2	17	11 min. (ave.)
Longest Actual pick-up time, minus Scheduled pick-up time	30 min.	6 min.	36 min.	36 min. (most)
% of riders waiting longer than 20 minutes	24%	7%	23%	18% (ave.)
On hold to reserve a trip	8	14	20	42 (tot.)
% of callers on hold (number on hold divided by total)	13%	48%	27%	29% (ave.)
Longest time on hold	8 min.	1 min.	6 min.	8 min. (most)
Did not receive a Night Before Call and/or was inaccurate	16%	3%	17%	12% (ave.)
TRIP EXPERIENCE				
% of trips shorter than 20 miles	76%	97%	100%	91% (ave.)
% of trips longer than 20 miles	24%	3%	0%	9% (ave.)
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	63%	86%	64%	71% (ave.)
% RediCoast vehicles used	2%	3.5%	3%	3% (ave.)
% Taxicab vehicles used	35%	10.5%	33%	26% (ave.)
% of rides with Comment Cards visible on Redi-Wheels vehicles	* 61%	* 86%	48%	* 65% (ave.)
% of driver assistance that meets expectations (met needs or better)	89%	100%	96%	95% (ave.)

*Some riders choose not to ask for Redi-Wheels Comment Cards on trips where the Cards are not visibly displayed.

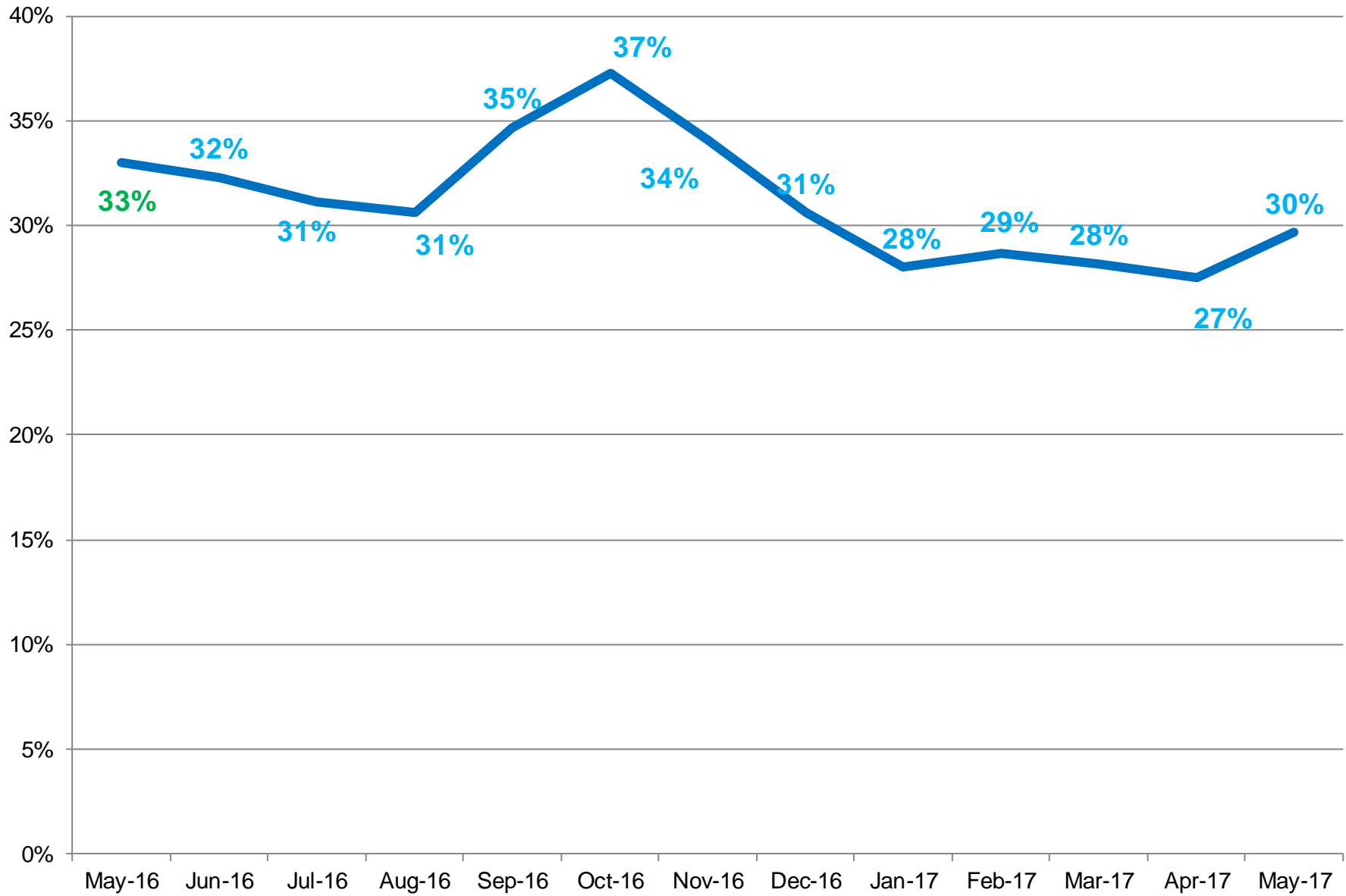
Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Prev. Yr. Average
1. Total trips requested	32,384	32,320	31,461	33,362	32,756	32,948	32,662	31,857	30,777	30,380	35,289	32,135	34,581	31,416
2. Trips scheduled	29,908	29,718	28,956	31,266	30,495	30,652	29,282	28,534	28,133	28,021	32,779	29,501	31,615	29,369
a. Same day cancels	2,008	1,565	1,968	2,057	1,960	1,847	1,719	1,882	2,020	1,854	1,846	1,798	1,809	1,958
% of trips scheduled	6.7%	5%	6.8%	6.6%	6.4%	6.0%	5.9%	6.6%	7.2%	6.6%	5.6%	6.1%	5.7%	6.7%
b. Late cancels	360	405	422	482	443	523	521	510	550	438	514	524	571	411
% of trips scheduled	1.2%	1.4%	1.5%	1.5%	1.5%	1.7%	1.8%	1.8%	2.0%	1.6%	1.6%	1.8%	1.8%	1.4%
c. Total customer no-shows	410	342	299	382	314	358	351	384	354	402	449	313	332	364
% of trips scheduled	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%	1.2%	1.3%	1.3%	1.4%	1.4%	1.1%	1.1%	1.2%
d. No-show (operator)	0	1	0	0	3	2	0	1	0	1	0	0	0	2
3. Total trips served	27,130	27,406	26,267	28,345	27,775	27,922	26,691	25,757	25,209	25,326	29,970	26,866	28,903	26,634
a. Average weekday riders	1,116	1,099	1,104	1,097	1,152	1,143	1,108	1,042	1,038	1,107	1,157	1,139	1,144	1,084
b. Advance reservation	18,464	18,821	18,073	18,992	18,866	19,158	18,405	17,870	17,367	17,696	20,303	18,200	19,659	18,147
c. Agency trips	4,043	4,210	3,847	4,497	4,119	4,008	3,680	3,617	3,551	3,390	4,375	3,922	4,134	3,939
d. Individual subscription	4,623	4,375	4,347	4,856	4,790	4,756	4,606	4,270	4,291	4,240	5,292	4,744	5,110	4,548
e. Taxi trips	8,953	8,853	8,184	8,678	9,630	10,404	9,095	7,883	7,061	7,266	8,444	7,384	8,576	7,621
(taxi % of total trips)	33%	32%	31%	31%	35%	37%	34%	31%	28%	29%	28%	27%	30%	29%
4. Total Redi-Wheels riders	2,269	2,317	2,238	2,329	2,351	2,340	2,324	2,307	2,235	2,297	2,389	2,294	2,351	2,240
5. Inter-County Transfer Trips	232	222	202	194	209	189	157	129	146	120	185	205	211	246
6. On-time performance ¹	92.1%	93.5%	92.6%	93.8%	92.2%	92.6%	92.3%	92.3%	92.9%	92.0%	92.4%	92.4%	90.0%	91%
7. Productivity (psgrs/rvh) ²	1.83	1.81	1.87	1.81	1.84	1.90	1.77	1.76	1.75	1.78	1.81	1.83	1.82	1.79
8. Complaints per 1000 trips	0.4	0.4	0.5	0.3	0.5	0.5	0.4	0.4	0.1	0.2	0.2	0.4	0.3	0.5
9. Compliments per 1000 trips	1.5	2.3	2.1	2.6	2.3	2.0	2.5	1.5	1.0	0.6	0.9	0.7	0.7	1.9
10. Avg phone wait time (mins) ³	1.0	1.1	1.2	0.9	1.0	1.0	0.8	0.8	0.7	0.9	0.8	1.1	0.9	1.32
6/27/2017														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

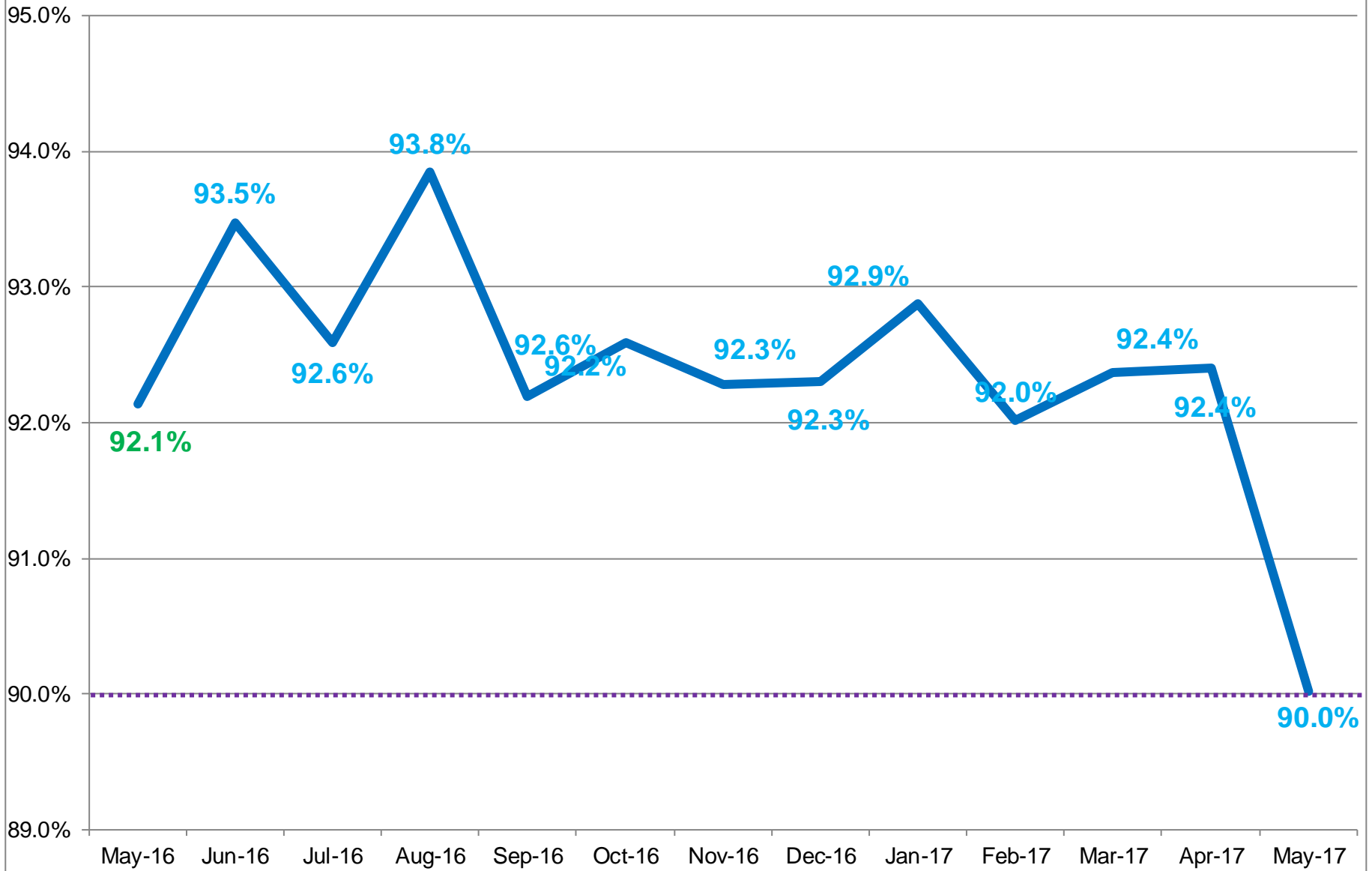
Total Trips Served



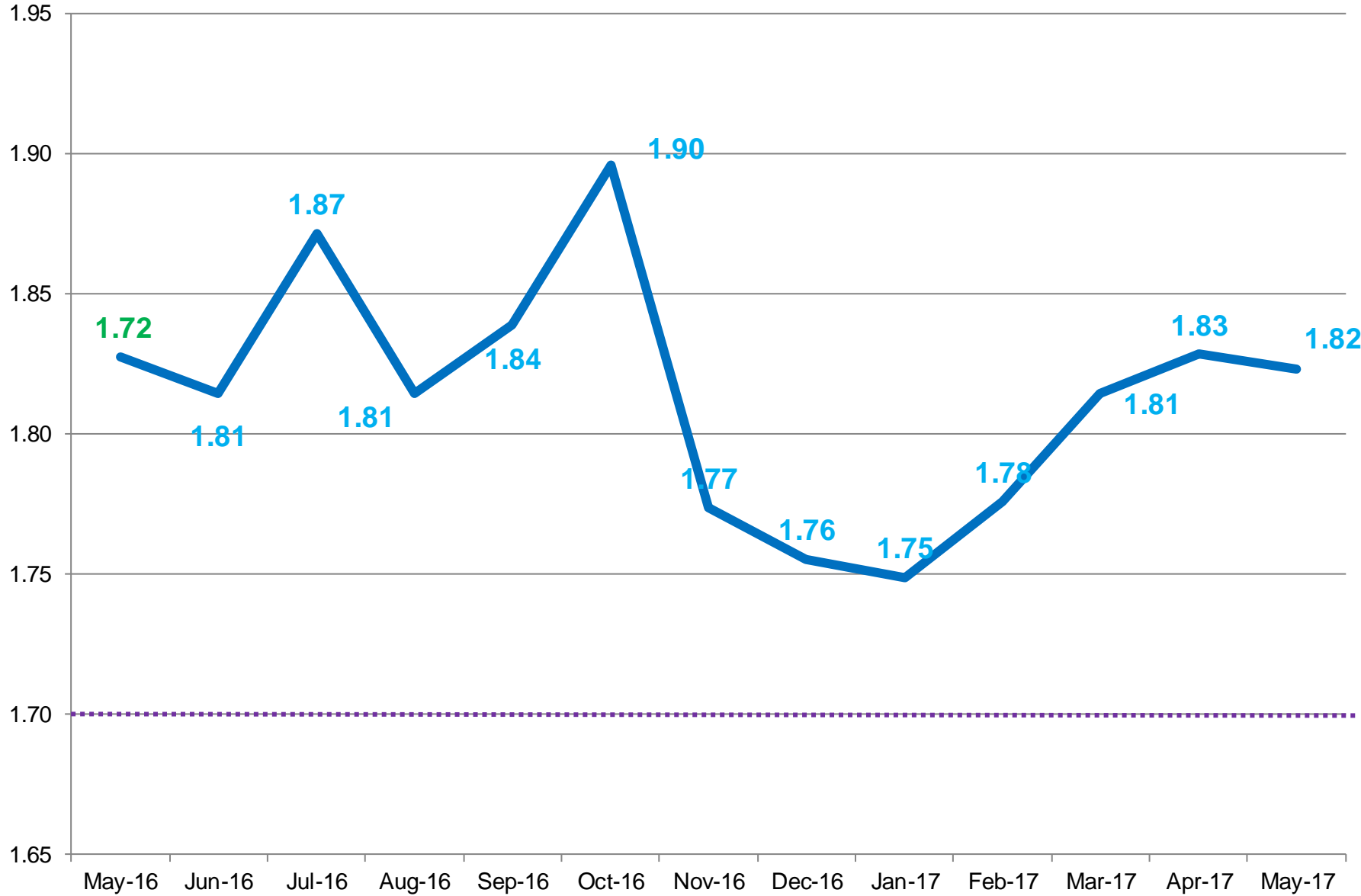
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



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

2017 Comments	April		May		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	30	14	34	15	158	47	29.75%
Compliment	20	20	37	37	159	159	100.00%
Complaint	30	14	34	15	158	47	29.75%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	0	0	0	0	N/A
Driver Conduct	6	3	5	1	33	11	33.33%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	2	1	8	4	13	5	38.46%
Driving Proficiency	5	1	0	0	13	2	15.38%
Early Vehicle	0	0	0	0	1	0	0.00%
Incident	0	0	1	1	5	3	60.00%
Late Vehicle	9	4	8	3	30	9	30.00%
Missed Trip	1	0	1	1	14	2	14.29%
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	23	9	23	10	109	32	29.36%
Non-Service Related							
Phones	0	0	0	0	0	0	N/A
Policy Comment	2	1	2	1	22	3	13.64%
Service Request	4	4	9	4	23	12	52.17%
Vehicle	0	0	0	0	0	0	N/A
Vehicle Preference	1	0	0	0	2	0	0.00%
Vehicle Un-Needed	0	0	0	0	2	0	0.00%
Subtotals	7	5	11	5	49	15	30.61%

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

2017 Comments	April		May		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	26,866		28,903		136,274	
Comments by Category**						
Compliment	20	0.74	37	1.28	159	1.17
Policy Related	5	0.19	5	0.17	15	0.11
Service Related	9	0.33	10	0.35	32	0.23
Total	34	1.27	52	1.80	206	1.51
Average Response Time to Customer (Working Days)‡						
Compliment		5.19		4.16		4.00
Policy Related		12.00		12.00		10.26
Service Related		17.45		13.76		11.74
Overall		12.24		8.62		7.47
*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						

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.	