

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



April 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 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

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 15, 2017	June 7, 2017	TBA
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
April 11, 2017**

- | | |
|--|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of March 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 | |
| 1. Consumer Corps Quarterly Reports | |
| 6. SamTrans / Redi-Wheels Reports | 2:45 |
| 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 | 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
March 14, 2017**

ATTENDANCE: Members Present: Mike Levinson, Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Sammi (Wilhelmina) Riley, Consumer; Marie Violet, Sequoia Hospital, Monica Colondres, Community Resident; Barbara Kalt, Rosener House; Patty Clement-Cihak, Catholic Charities; Maria Kozak, Consumer; and Sandra Lang, COA.

GUESTS: Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; Talib Salamin, Serra Yellow Cab; John Sanderson, SamTrans; and Lynn Spicer, First Transit.

ABSENTEES: Aki Eejima, Consumer; Susan Capeloto, Department of Rehabilitation; Judy Garcia, Consumer; and Dale Edwards, Consumer.

(Member Attendance 10; Quorum—Yes)

WELCOME/INTRODUCTION

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

APPROVAL OF THE FEBRUARY PCC MINUTES

Barbara motioned to approve the February PCC meeting minutes and Sandra 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. Tina provided an update on funding for the Caltrain electrification project.

Richard gave an update on changes that are being proposed for the PCC's website. Richard provided copies of the current PCC website to gather input from the PCC members. The changes will include improved ADA accessibility and more information with less text crowding the page. Richard discussed funds in the PCC budget that are available for this fiscal year. Barbara supported the changes being proposed. Monica suggested holding a contest to design a new website. Sandra agreed to review the website and provide feedback. Tina offered a link for information about how to add improved accessibility to the PCC's website (www.sanmateopcc.org).

Mike also reviewed topics from the 2017 PCC Regional Conference, such as Inter-County Transfer Trip Protocols. Notes from the conference will be formatted, reviewed by the PCC and SamTrans staff, and then sent out to the conference invitees and participants.

B. GRANT/BUDGET REVIEW

Barbara reported that there are no updates for this month.

C. EDUCATION COMMITTEE

Sammi reported that the next outreach presentation will be on April 5 at Lesley Terrace in San Mateo. Sammi and Dinae will be handing out an updated PCC information packet for the event.

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 next Executive Committee conference call will take place before the April PCC meeting. They will discuss the PCC Work Directive and consider moving the PCC Retreat to fall 2017. Mike asked for input about holding the Retreat on the second Tuesday in September or October 2017. Richard asked to discuss this further at the July 2017 PCC meeting.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

Tina reported that updates to the SamTrans radio system are scheduled to take place in April. Tina asked on Dave's behalf to re-schedule the First Transit Appreciation Event for May, instead of April. Tina added that changing the event date would be helpful because staffing demands for the SamTrans system update are going to be high. Tina agreed to follow up with SamTrans staff to schedule a legislative update for the May PAL Committee meeting.

The SamTrans Board has periodic presentations given that are about paratransit service. Tina shared the presentation with the PCC, which showed growth in the demand for ADA Paratransit Average Weekday Ridership. On-Time Performance data shows above-standard performance for the past year. Redi-Wheels Productivity has been above standard for the past year. RediCoast rides do not always meet the productivity standard, due to the rural nature of Coastside trips. Customer Complaints per 1000 trips continues to be low. Fleet Reliability data is better than the 20,000 mile goals that are established. Patty and Sandra asked about quarterly peaks in fleet performance. Redi-Wheels trip denials continue to be maintained at zero. Customer destinations include Adult day centers, medical centers, dialysis centers, community colleges, shopping centers, workplaces, and many locations for personal business. Paratransit registrants continue to increase every year. Tina shared features of the new Redi-Wheels cutaways and vans.

B. Performance Measures Report

Tina reported that Total Ridership is up 2% in January 2017, along with increases in the number of people riding Redi-Wheels. On-Time Performance and Productivity continue to exceed the standard. Tina and John discussed suspensions that are beginning to be processed under the new No Show/Late Cancel guidelines adopted by Redi-Wheels.

Barbara asked about testing the IVR program that were discussed at the February PCC meeting. Tina reported that the calls being tested appear to be complete and correct. Next steps will be additional internal testing.

C. Monthly Redi-Wheels Comment Statistics Report

John reported on early 2017 data. He noted that the Year to Date information is limited, with only statistics from January and February 2017. Topics of interest continue to be Driver Conduct, Driving Proficiency, Late Vehicles, Missed Trips, and Policy Comments.

Compliments far exceed the number of Service Complaints about Redi-Wheels. John and Monica discussed similarities and differences in the methods used to compare how customer service statistics are calculated for Redi-Wheels and SamTrans. Average Response Time to Customer has been longer than usual, due to a high rate of customer rides provided and an increase in Customer Comments. John emphasized that each customer complaint is thoroughly reviewed and investigated with all parties involved. John thanked Lynn and the other First Transit staff for their hard work.

Safety Report

Lynn reported that in February zero preventable incidents took place on taxis and one preventable for incident took place on a Redi-Wheels vehicle. First Transit will be retraining drivers on the use of Q'Straints.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Erin will follow up on any updates she receives about the quarterly Coastside meeting scheduled for Thursday, April 16, 2017. Cara Schmaljohn will be reporting to the PCC in place of Michal Settles.

B. AGENCY

Barbara said that no updates are available today.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Tina reported that the next ERC meeting has not been scheduled.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA met yesterday in Belmont. A public hearing was held to gather input about funding from the Older Americans Act. The COA requested input from senior citizens and individuals with disabilities in the community. The COA Transportation Committee also met to continue working on Pedestrian Safety. The next meeting will be on Monday, April 10, 2017.

E. COMMISSION ON DISABILITIES (COD)

No updates available. Mike will follow up with Craig McCullough about coordinating updates from COD and CiD.

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

No updates available.

G. DEPARTMENT OF REHABILITATION (DOR)

No updates available.

OTHER BUSINESS

Talib reported on imminent arrival calls that are being implemented on the taxi system, which is separate from Redi-Wheels. Talib and Maria discussed a shortage for accessible vehicles that has happened recently. He said that all the accessible private taxis should be back in service soon. Talib confirmed that there are dedicated accessible vehicles for Redi-Wheels use.

Richard reported on outreach to prospective PCC members from agencies in San Mateo County. Sandra suggested contacting agencies who coordinate caregivers for Redi-Wheels riders. Sandra and Mike discussed the time required to serve on the PCC and the commitment needed.

The next PAL and PCC meetings will be held on Tuesday, April 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.

The First Transit Appreciation Party scheduled for Tuesday, April 11 will be moved to May 9. More updates will follow about this event.

MEETING ADJOURNED 3:05 p.m.



San Mateo County

Paratransit Coordinating Council

Consumer Corps Quarterly Report

This report covers the months of January through March 2017. A total of 127 reports were submitted this quarter.

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

On-Time Performance: Over 90% of ride evaluations submitted by Consumer Corps members in Q1 reported their pickup time was within 20 minutes of their scheduled ride time. The longest ride wait time reported this quarter was 40 minutes.

Night Before Calls: In Q1, less than 10% of Night Before calls received by Consumer Corps members were incomplete/inaccurate.

Telephone Holds: When making ride reservations, about 78% of Consumer Corps members reported that their calls were taken without being put on hold.

Driver Assistance: In Q1, Drivers assistance that "met needs" or was "above needs" occurred in 96% of reports submitted. Customer satisfaction with driver assistance continues to be very positive.

Vehicle Type: During Q1, 82% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 17% of reported trips and RediCoast vehicles provided the remaining 1% of members rode on a RediCoast vehicle.

Comments and Trends: An average of 94% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles.

Q1 – 2017 Consumer Corps Report

Quarter Months	Jan. 2017	Feb. 2017	Mar. 2017	Total/Ave./Most
No. of Forms Submitted	62	22	43	127
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	5	1	3	9
Actual pick-up time, minus Scheduled pick-up time	20 min.	15 min.	40 min.	40 min.
% of riders waiting longer than 20 minutes	8%	4.5%	7%	6.5%
On hold to reserve a trip	6	6	12	24
% of callers on hold (number on hold divided by total)	10%	27%	28%	22%
Longest time on hold	3 min.	4 min.	3 min.	4 min.
Did not receive a Night Before Call and/or was inaccurate	6.5%	18%	7%	10.5%
TRIP EXPERIENCE				
% of trips shorter than 20 miles	95%	100%	88%	94%
% of trips longer than 20 miles	5%	0%	12%	6%
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	69%	91%	86%	82%
% RediCoast vehicles used	2%	0%	0%	1%
% Taxicab vehicles used	29%	9%	14%	17%
% of rides with Comment Cards visible on Redi-Wheels vehicles	* 87%	* 64%	100%	* 84%
% of driver assistance that is consistent with expectations <small>(met needs or better)</small>	100%	95%	93%	96%

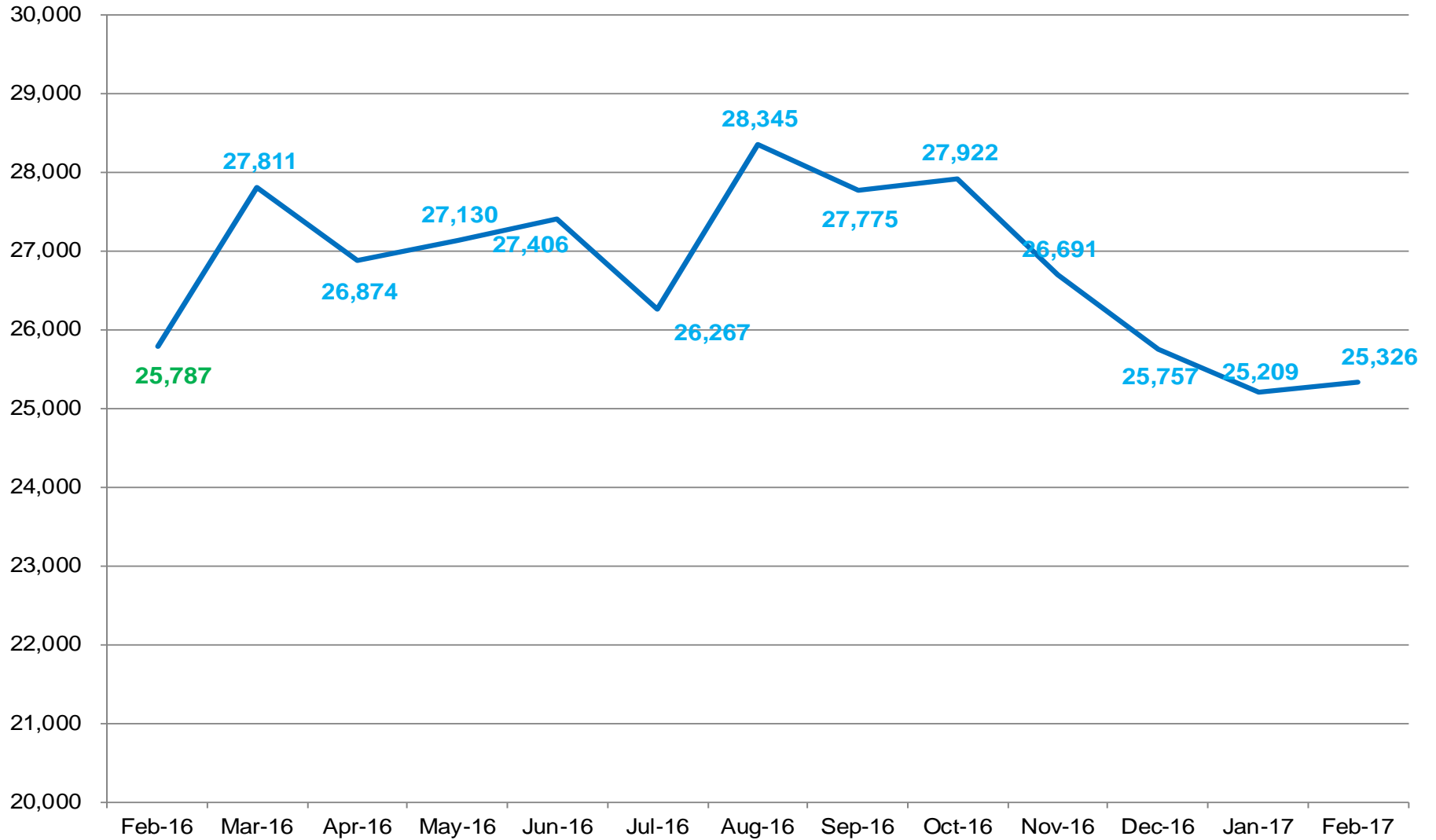
*Some riders choose not to ask for Redi-Wheels Comment Cards on trips where the Cards are not visibly displayed.

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

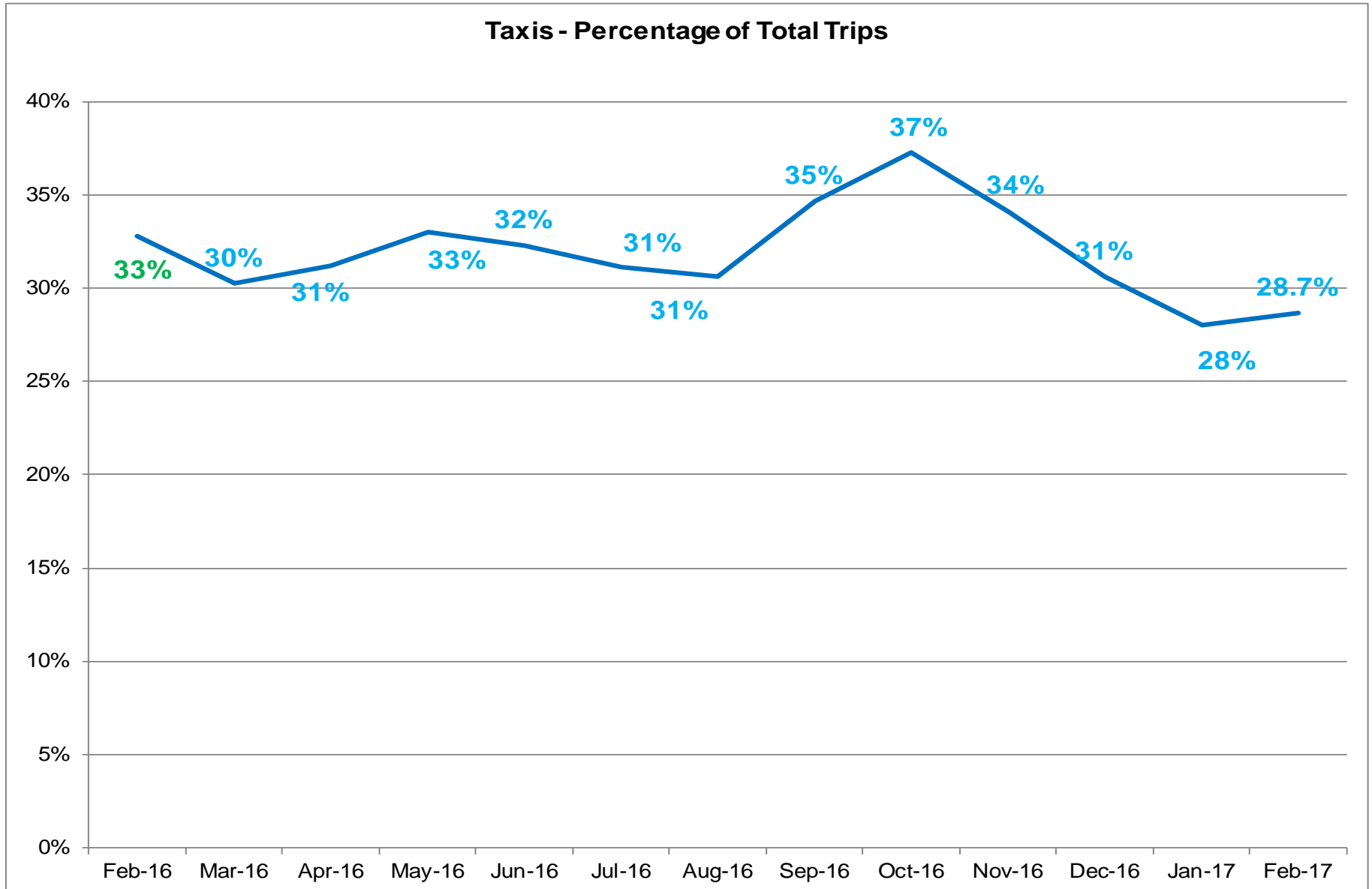
Performance Measure	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Prev. Yr. Average
1. Total trips requested	30,790	33,251	31,515	32,384	32,320	31,461	33,362	32,756	32,948	32,662	31,857	30,777	30,380	31,416
2. Trips scheduled	28,948	30,154	29,663	29,908	29,718	28,956	31,266	30,495	30,652	29,282	28,534	28,133	28,021	29,369
a. Same day cancels	2,381	1,499	2,060	2,008	1,565	1,968	2,057	1,960	1,847	1,719	1,882	2,020	1,854	1,958
% of trips scheduled	8.2%	5%	6.9%	6.7%	5.3%	6.8%	6.6%	6.4%	6.0%	5.9%	6.6%	7.2%	6.6%	6.7%
b. Late cancels	397	514	392	360	405	422	482	443	523	521	510	550	438	411
% of trips scheduled	1.4%	1.7%	1.3%	1.2%	1.4%	1.5%	1.5%	1.5%	1.7%	1.8%	1.8%	2.0%	1.6%	1.4%
c. Total customer no-shows	380	330	337	410	342	299	382	314	358	351	384	354	402	364
% of trips scheduled	1.3%	1.1%	1.1%	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%	1.2%	1.3%	1.3%	1.4%	1.2%
d. No-show (operator)	3	1	2	0	1	0	0	3	2	0	1	0	1	2
3. Total trips served	25,787	27,811	26,874	27,130	27,406	26,267	28,345	27,775	27,922	26,691	25,757	25,209	25,326	26,634
a. Average weekday riders	1,086	1,083	1,117	1,116	1,099	1,104	1,097	1,152	1,143	1,108	1,042	1,038	1,107	1,084
b. Advance reservation	17,670	18,842	18,054	18,464	18,821	18,073	18,992	18,866	19,158	18,405	17,870	17,367	17,696	18,147
c. Agency trips	3,635	4,096	4,042	4,043	4,210	3,847	4,497	4,119	4,008	3,680	3,617	3,551	3,390	3,939
d. Individual subscription	4,482	4,873	4,778	4,623	4,375	4,347	4,856	4,790	4,756	4,606	4,270	4,291	4,240	4,548
e. Taxi trips	8,454	8,409	8,383	8,953	8,853	8,184	8,678	9,630	10,404	9,095	7,883	7,061	7,266	7,621
<i>(taxi % of total trips)</i>	33%	30%	31%	33%	32%	31%	31%	35%	37%	34%	31%	28%	28.7%	29%
4. Total Redi-Wheels riders	2,157	2,256	2,201	2,269	2,317	2,238	2,329	2,351	2,340	2,324	2,307	2,235	2,297	2,240
5. Inter-County Transfer Trips	182	211	200	232	222	202	194	209	189	157	129	146	120	246
6. On-time performance ¹	92.3%	92.4%	91.9%	92.1%	93.5%	92.6%	93.8%	92.2%	92.6%	92.3%	92.3%	92.9%	92.0%	91%
7. Productivity (psgrs/rvh) ²	1.79	1.75	1.83	1.83	1.81	1.87	1.81	1.84	1.90	1.77	1.76	1.75	1.78	1.79
8. Complaints per 1000 trips	0.4	0.4	0.7	0.4	0.4	0.5	0.3	0.5	0.5	0.4	0.4	0.1	0.2	0.5
9. Compliments per 1000 trips	3.3	2.9	1.1	1.5	2.3	2.1	2.6	2.3	2.0	2.5	1.5	1.0	0.6	1.9
10. Avg phone wait time (mins) 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	0.9	1.32
3/31/2017														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

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

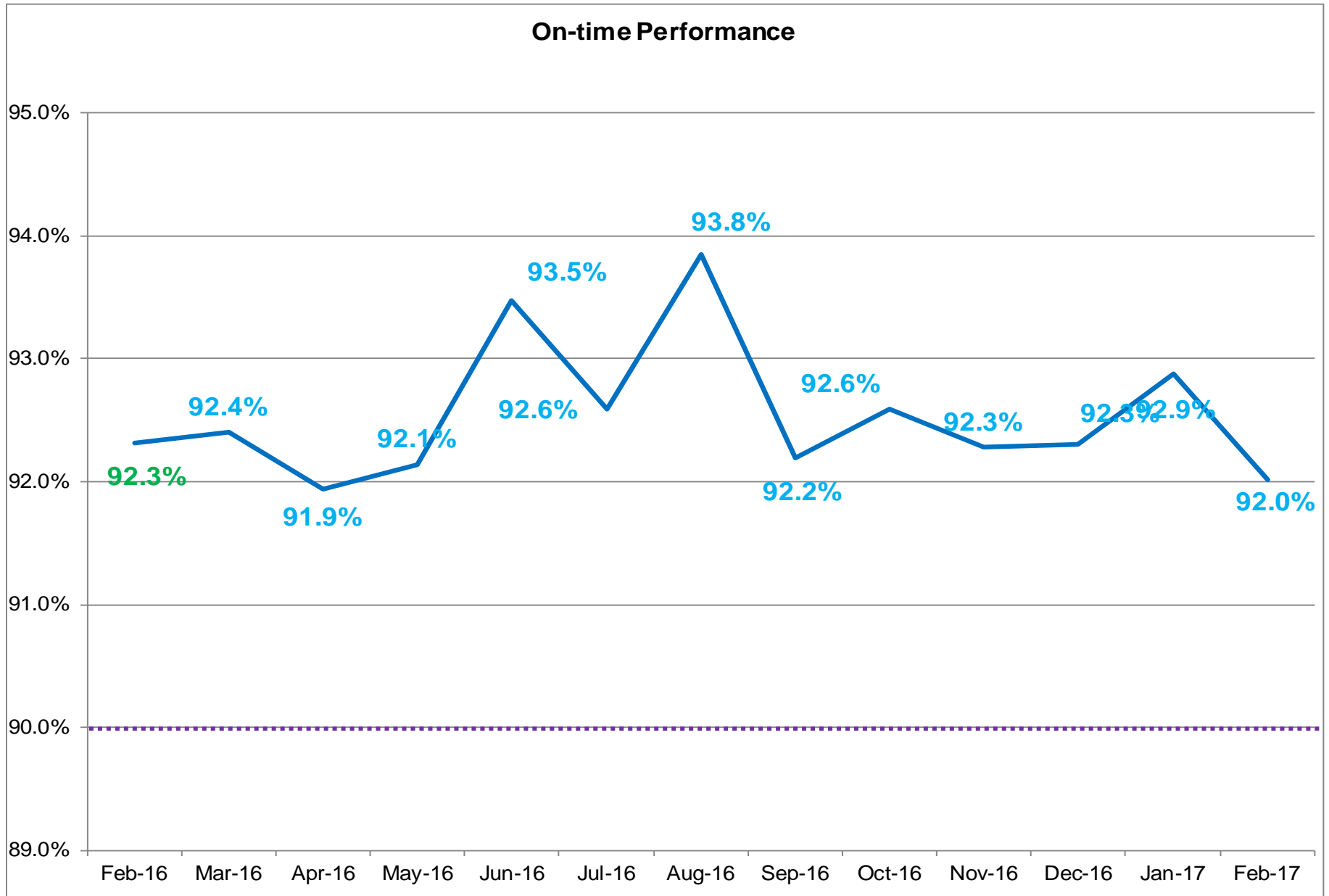
Total Trips Served



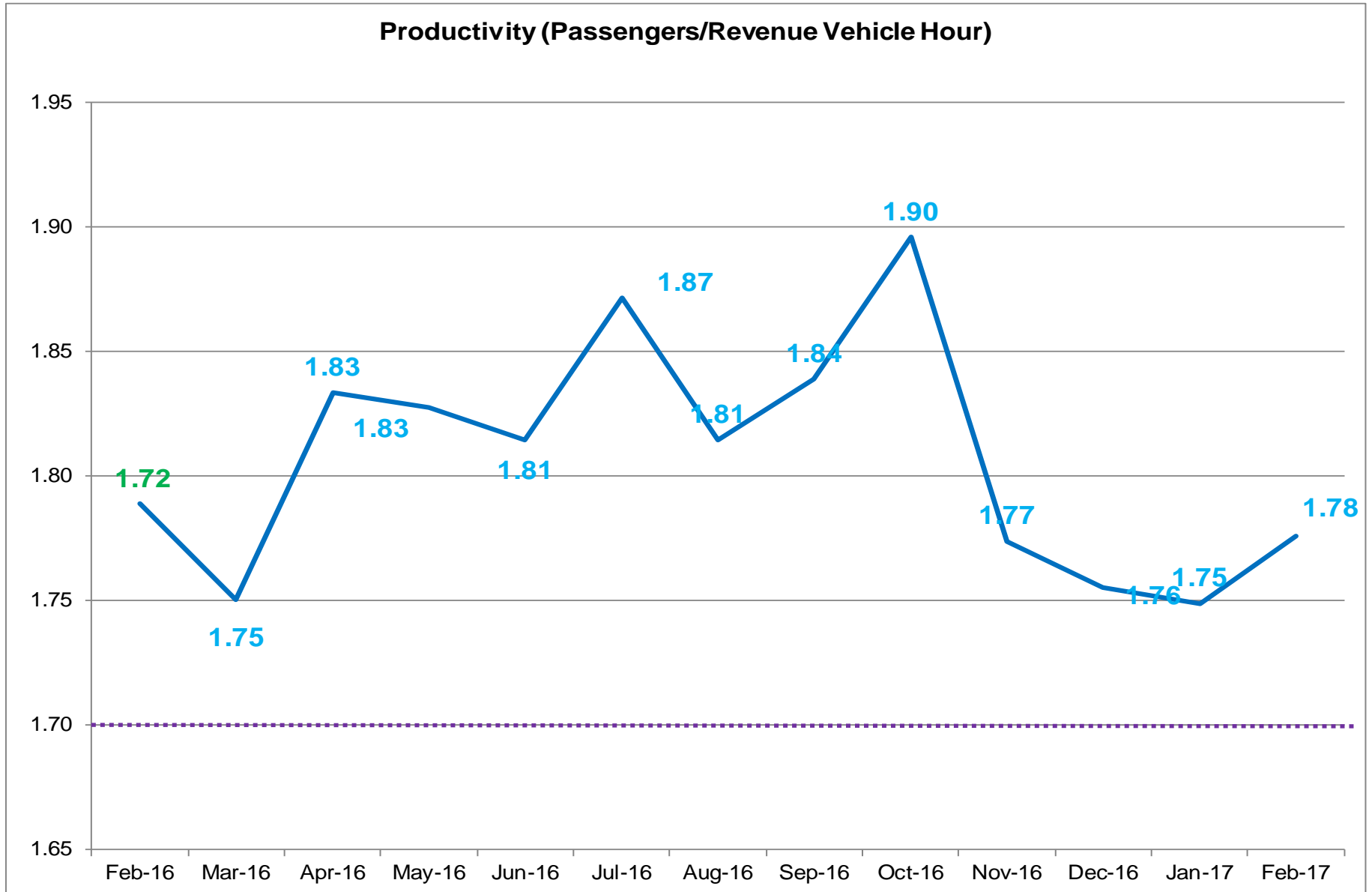
Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review



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
Total	13	4	27	8	40	12	30.00%
Compliment	26	26	29	29	55	55	100.00%
Complaint	13	4	27	8	40	12	30.00%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	0	0	0	0	N/A
Driver Conduct	4	3	6	1	10	4	40.00%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	0	0	1	0	1	0	0.00%
Driving Proficiency	3	0	4	1	7	1	14.29%
Early Vehicle	0	0	1	0	1	0	0.00%
Incident	0	0	1	1	1	1	100.00%
Late Vehicle	0	0	3	1	3	1	33.33%
Missed Trip	2	0	4	1	6	1	16.67%
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	9	3	20	5	29	8	27.59%
Non-Service Related							
Phones	0	0	0	0	0	0	N/A
Policy Comment	2	0	4	1	6	1	16.67%
Service Request	2	1	3	2	5	3	60.00%
Vehicle	0	0	0	0	0	0	N/A
Vehicle Preference	0	0	0	0	0	0	0.00%
Vehicle Un-Needed	0	0	0	0	0	0	0.00%
Subtotals	4	1	7	3	11	4	36.36%

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

2017 Comments	January		February		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	25,209		25,000		50,209	
Comments by Category**						
Compliment	26	1.03	29	1.16	55	1.10
Policy Related	1	0.04	3	0.12	4	0.10
Service Related	3	0.12	5	0.20	8	0.00
Total	30	1.19	37	1.48	67	1.48
Average Response Time to Customer (Working Days)‡						
Compliment		3.27		2.93		2.93
Policy Related		4.50		7.29		7.29
Service Related		4.44		9.25		9.25
Overall		3.67		5.73		5.73
*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
NOTE: Comments are considered VALID if they are found to be factually accurate, when investigated. ☐	
Partially valid comments are counted as valid.	