

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



May 9, 2017
4:00-5:30 p.m.

San Mateo County Paratransit Coordinating Council (PCC)

P.O. Box 1035

San Carlos, CA 94070

Phone: (650) 299-1442

Fax: (888) 519-6279

Visit us Online! www.sanmateopcc.org

Email: sanmateopcc2@gmail.com

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.

TABLE OF CONTENTS

PCC Schedule of 2017 Meetings.....	3
May PCC Agenda.....	4
April PCC Meeting Minutes.....	5-8
Redi-Wheels Reports.....	9-16
Performance Measures Report.....	9
Total Trips Served Report.....	10
Taxis – Percent of Total Trips Report.....	11
On-time Performance Report.....	12
Productivity (Passengers/Revenue Vehicle Hour) Report.....	13
Monthly Redi-Wheels Comment Statistics Reports.....	14-15
Comment Code Definitions.....	16

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**

May 9, 2017

- | | |
|---|------|
| 1. Pledge of Allegiance | 4:00 |
| 2. Welcome/Roll Call | 4:05 |
| 3. Introduction of Resource People | 4:08 |
| 4. *Approval of April 2017 Meeting Minutes | 4:10 |
| 5. Committee Reports | 4:15 |
| A. Policy/Advocacy/Legislative—Mike Levinson, Chair | |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| E. Nominating Committee | |
| 6. SamTrans / Redi-Wheels Reports | 4:45 |
| 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 | 4:55 |
| 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)—Benjamin McMullan | |
| 8. Other Business | 5:25 |

***Action Item**

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

**MEETING MINUTES
April 11, 2017**

ATTENDANCE: Members Present: Mike Levinson, Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Aki Eejima, Consumer; Sammi (Wilhelmina) Riley, Consumer; Monica Colondres, Community Resident; Barbara Kalt, Rosener House; Maria Kozak, Consumer; Judy Garcia, Consumer; Dale Edwards, Consumer; and Sandra Lang, COA.

GUESTS: Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; Bill Welch (Ret.), SamTrans; Dave Daley, First Transit; John Sanderson, SamTrans; and Benjamin McMullan, CiD.

ABSENTEES: Susan Capeloto, Department of Rehabilitation; Patty Clement-Cihak, Catholic Charities; and Marie Violet, Sequoia Hospital.

(Member Attendance 11; Quorum—Yes)

WELCOME/INTRODUCTION

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

APPROVAL OF THE MARCH PCC MINUTES

Dinae motioned to approve the March PCC meeting minutes and Mike seconded the motion. Judy, Aki, and Dale abstained from voting to approve the minutes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Mike reported that the PAL Committee met today, prior to the PCC. Laurie Low from SamTrans gave the quarterly legislative update. She shared information about SB 1, which will provide additional funding for a variety of transit projects. Laurie also discussed changes to federal funding that are being anticipated.

Tina reported that SamTrans is anticipating implementation of the Same-Day Reminder Calls (formerly referred to as Imminent Arrival Calls) by next week. Maria asked Tina about the window of time that is being to be used for rides that are in route to a customer. Tina said that the calls will go out to customers when their ride is 5-20 minutes away. Barbara clarified that Same-Day Reminder Calls were formerly referred to as Imminent Arrival Calls. Maria asked Tina where problems with calls should be directed. Tina and Barbara discussed how consumers will be notified of the Same-Day Reminder Calls that they are going to begin receiving. Tina said that an announcement will be made on the ride reservation line. Monica confirmed with Tina that customers using subscription and group trips will eventually begin receiving Same-Day Reminder Calls, as well.

Richard reported on data collection from TNCs operating in New York City.

Mike reminded the PCC members that the First Transit Appreciation Party is scheduled for Tuesday, May 9, 2017. On that day, the PAL Committee will meet from 2:30-3:30 p.m. and the PCC will meet from 4:00-5:30 p.m.

B. GRANT/BUDGET REVIEW

Barbara reported that there are no updates for this month.

C. EDUCATION COMMITTEE

Sammi reported that Education Committee held a conference call on Friday, April 7. The Education Committee discussed upcoming outreach opportunities, along with a PCC member recruitment project. The PCC gave a presentation on April 5 at Lesley Towers in San Mateo. Approximately 30-40 people attended the luncheon and several people had questions following the presentation. Sammi invited interested individual to attend PCC meetings and to participate in the Consumer Corps.

On Wednesday, May 17, the Education Committee will participate in the Senior Information Fair in Pacifica and on Friday, May 19, Dinae and Mike will give a presentation at Senior Coastsiders in Half Moon Bay. Dates for the Transition to Independence Fair and Seniors on the Move events have not yet been announced.

The next Education Committee meeting will be a conference call that is scheduled for Friday, June 2, 2017 from 1:00 to 1:30 p.m.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee held a conference call on March 30. The Executive Committee discussed the IVR rollout, along with the First Transit Appreciation Party. Richard announced that proposed changes to the PCC website will be sent to Tina for final approval. Mike announced that there is an opening for Vice-Chair on the PCC and the PAL Committee.

Erin gave the quarterly Consumer Corps Report. Most rides taken by Consumer Corps members noted that Redi-Wheels Comment Cards were on display in non-taxi vehicles. On-Time Performance showed that over 90% of rides were within 20 minutes of the scheduled pick-up time. One Corps member reported a ride wait time of 40 minutes. Less than 10% of Consumer Corps members received Night Before Calls that were inaccurate/incomplete. Telephone hold times were reported in about 25% of the reports submitted by Corps members. Driver assistance continues to show a high level of satisfaction among Consumer Corps members on their trips. Most of the Consumer Corps trips this quarter were on Redi-Wheels vehicles. Taxicabs provided about 17% of the total number of trips and 1% of the trips were taken on a Redi-Coast vehicle. A vast majority of the Consumer Corps trip this quarter were less than 20 miles in length.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

Tina reported that SamTrans will be holding community meetings on the Coastside Transit Study starting next week. Tina will email Erin the meeting flyers to share with the PCC members. Event information is also available on the SamTrans website.

SamTrans is updating the 2006 Senior Mobility Action Plan. A stakeholder meeting was held in November 2016 and feedback from that meeting is being analyzed. Another stakeholder meeting will be planned, but has not been scheduled yet.

Aki asked Tina about the new Redi-Wheels ID cards that are being issued with magnetic stripes. For the individuals who have Redi-Wheels ID cards who use fixed-route transit, customers are being asked to swipe their cards in the fare box. Otherwise, Redi-Wheels customers with old cards can show their identification cards to the bus driver.

Barbara noted that the ridership numbers are probably low due to the large amount of stormy weather we have had in the past few months. Richard, Tina, and Barbara discussed the Complaints Standard is 2.5 valid complaints per 1000 trips. Dinae and Tina discussed the decrease in Inter-County transfer trips. Monica asked Tina and Dave about how late trips are handled for customers who are waiting. Dave commented that late

arrival trips during the day have more resources available to get a vehicle to a customer, while late arrival evening trips are more difficult to remedy quickly. Dave added that by using their software to project ahead, late trips can be managed more effectively. Dispatchers use vehicles already on the road as the primary solution for late trip arrivals.

B. Performance Measures Report

Trips requested in February 2017 were slightly lower than in February 2016, although Average Weekday Ridership is higher this year. Continued growth is anticipated. On-Time Performance, Productivity, and Average Phone Wait Time all met the standard. Taxi usage is trending downward.

C. Monthly Redi-Wheels Comment Statistics Report

John noted that some of the data in his monthly reports was not correct, so he will have updated information at the May meeting. The number of complaints so far in 2017 does not indicate any trends so far. Compliments for taxi drivers continue to be the greatest number of Customer Comments.

A new database for tracking customer comments was brought online on April 3. With the new database, tracking customer comments and response times should be more precise. Mike confirmed with John that the format of the monthly PCC reports will not change.

Safety Report

Dave reported that in March three preventable accidents took place. Two incidents were minor and one was more significant. All three drivers who were involved received retraining and all have returned to service. One taxi incident also occurred in March.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Mike reported that the most recent CTC meeting took place on April 6. Upcoming meetings and an annual report on Customer Comments were discussed. John said that he will plan to have a roll-up report ready for the June CTC meeting.

B. AGENCY

Barbara said that the scheduled driver change took place yesterday, which can sometimes cause disruptions as drivers become familiar with new routes. John encouraged the agency representatives to contact him if there are any service disruptions.

C. COMMISSION ON AGING (COA)

Sandra reported that the COA met on April 10. A presentation was given by Claire Ramsey from Justice in Aging. The San Mateo County Elder Index was used by the COA to examine income needs for seniors. Sandra also shared federal funding information for senior programs. In May, the COA will give their Annual Report for the San Mateo County Board of Supervisors. The COA has also produced a PSA to raise awareness about senior abuse. The next COA meeting will be on Wednesday, May 17.

D. COMMISSION ON DISABILITIES (COD)

No updates available.

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

Benjamin McMullan from CiD attended today's meeting. He said that CiD partners with COD to screen movies that help to raise awareness about individuals with disabilities. At CiD, there have been several staff changes. Benjamin noted that he is taking over Vincent's former role at CiD. Emergency Preparedness is going to be an ongoing topic of emphasis for the disability community.

F. DEPARTMENT OF REHABILITATION (DOR)

No updates available.

OTHER BUSINESS

Barbara announced that Rosener House is holding an Open House and shared flyers for the event. Barbara also announced that The Meals on Wheels Dine-Out is scheduled for May 9. Some participating restaurants will be open for diners at lunch.

The next PAL and PCC meetings will be held on Tuesday, May 9, 2017. The PAL Committee will meet from 2:30 to 3:30 p.m. and the PCC will meet from 4:00 to 5:30 p.m. The First Transit Appreciation Party will be held from 6:00 to 7:30 p.m. in the fourth-floor conference room in the SamTrans HQ building.

The First Transit Appreciation Party scheduled for Tuesday, May 9, from 6:00 to 7:30 p.m.

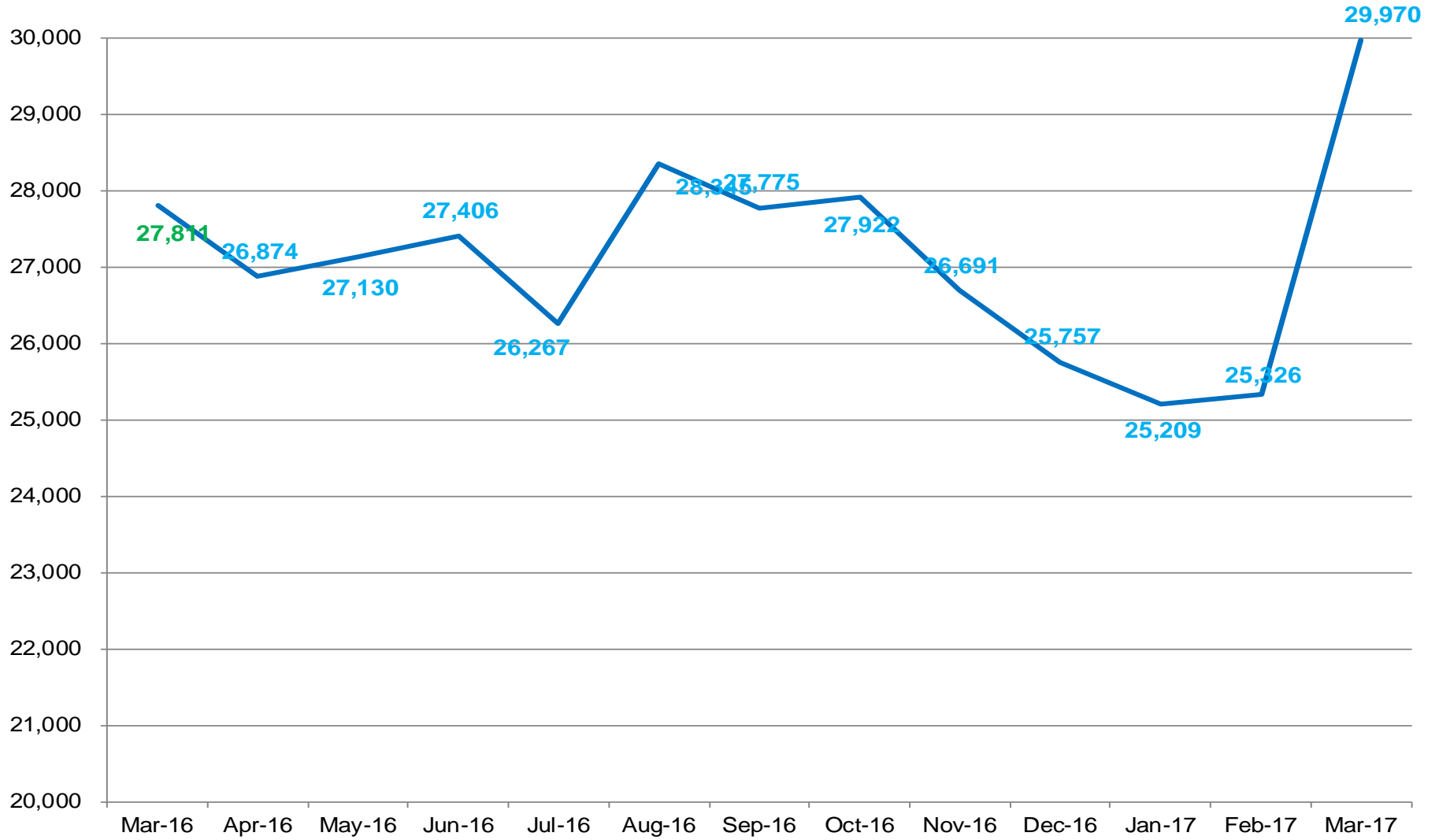
MEETING ADJOURNED 2:55 p.m.

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

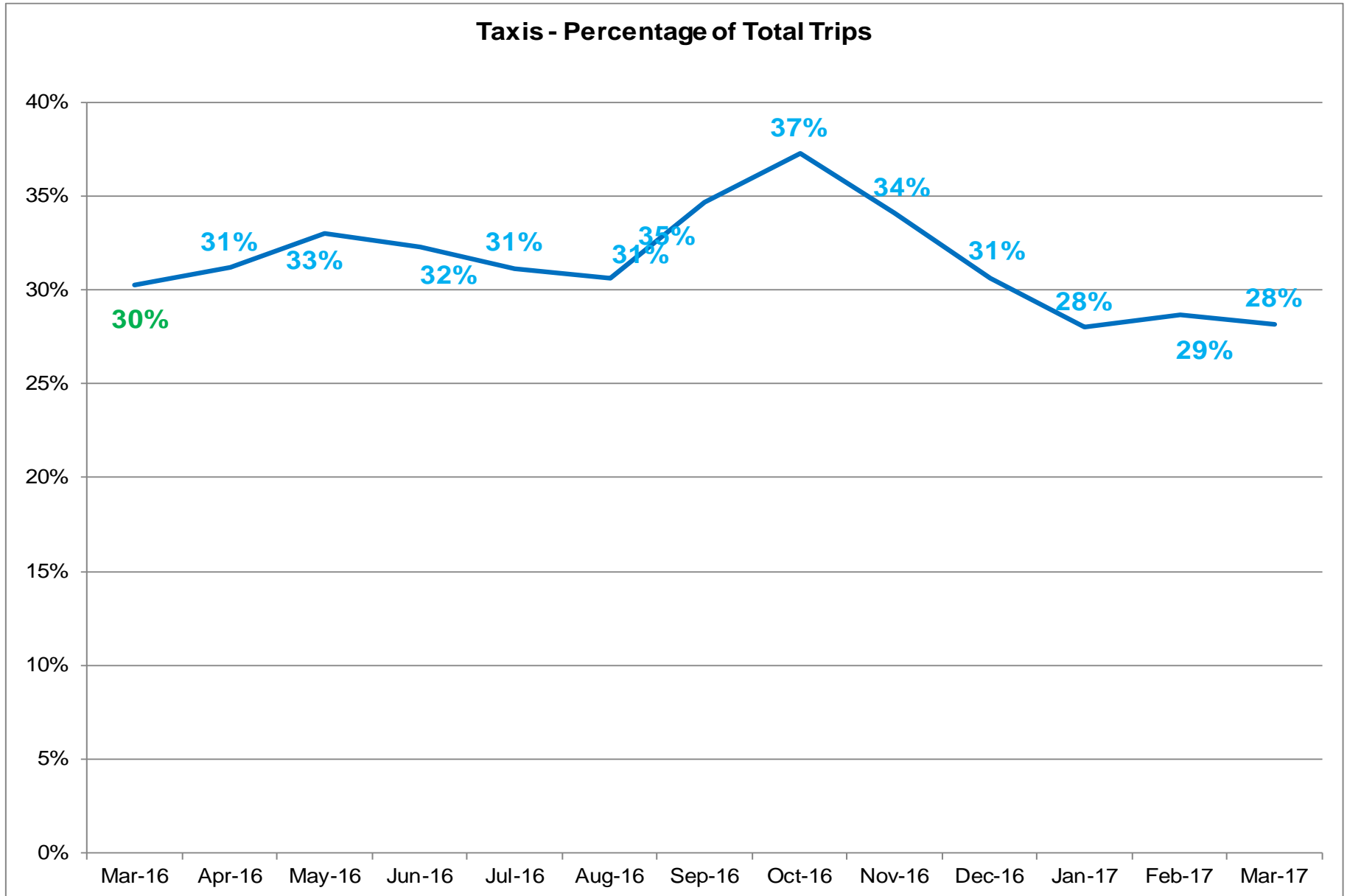
Performance Measure	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Prev. Yr. Average
1. Total trips requested	33,251	31,515	32,384	32,320	31,461	33,362	32,756	32,948	32,662	31,857	30,777	30,380	35,289	31,416
2. Trips scheduled	30,154	29,663	29,908	29,718	28,956	31,266	30,495	30,652	29,282	28,534	28,133	28,021	32,779	29,369
a. Same day cancels	1,499	2,060	2,008	1,565	1,968	2,057	1,960	1,847	1,719	1,882	2,020	1,854	1,846	1,958
% of trips scheduled	5.0%	7%	6.7%	5.3%	6.8%	6.6%	6.4%	6.0%	5.9%	6.6%	7.2%	6.6%	5.6%	6.7%
b. Late cancels	514	392	360	405	422	482	443	523	521	510	550	438	514	411
% of trips scheduled	1.7%	1.3%	1.2%	1.4%	1.5%	1.5%	1.5%	1.7%	1.8%	1.8%	2.0%	1.6%	1.6%	1.4%
c. Total customer no-shows	330	337	410	342	299	382	314	358	351	384	354	402	449	364
% of trips scheduled	1.1%	1.1%	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%	1.2%	1.3%	1.3%	1.4%	1.4%	1.2%
d. No-show (operator)	1	2	0	1	0	0	3	2	0	1	0	1	0	2
3. Total trips served	27,811	26,874	27,130	27,406	26,267	28,345	27,775	27,922	26,691	25,757	25,209	25,326	29,970	26,634
a. Average weekday riders	1,083	1,117	1,116	1,099	1,104	1,097	1,152	1,143	1,108	1,042	1,038	1,107	1,157	1,084
b. Advance reservation	18,842	18,054	18,464	18,821	18,073	18,992	18,866	19,158	18,405	17,870	17,367	17,696	20,303	18,147
c. Agency trips	4,096	4,042	4,043	4,210	3,847	4,497	4,119	4,008	3,680	3,617	3,551	3,390	4,375	3,939
d. Individual subscription	4,873	4,778	4,623	4,375	4,347	4,856	4,790	4,756	4,606	4,270	4,291	4,240	5,292	4,548
e. Taxi trips	8,409	8,383	8,953	8,853	8,184	8,678	9,630	10,404	9,095	7,883	7,061	7,266	8,444	7,621
<i>(taxi % of total trips)</i>	30%	31%	33%	32%	31%	31%	35%	37%	34%	31%	28%	29%	28%	29%
4. Total Redi-Wheels riders	2,256	2,201	2,269	2,317	2,238	2,329	2,351	2,340	2,324	2,307	2,235	2,297	2,389	2,240
5. Inter-County Transfer Trips	211	200	232	222	202	194	209	189	157	129	146	120	185	246
6. On-time performance ¹	92.4%	91.9%	92.1%	93.5%	92.6%	93.8%	92.2%	92.6%	92.3%	92.3%	92.9%	92.0%	92.4%	91%
7. Productivity (psgrs/rvh) ²	1.75	1.83	1.83	1.81	1.87	1.81	1.84	1.90	1.77	1.76	1.75	1.78	1.81	1.79
8. Complaints per 1000 trips	0.4	0.7	0.4	0.4	0.5	0.3	0.5	0.5	0.4	0.4	0.1	0.2	0.2	0.5
9. Compliments per 1000 trips	2.9	1.1	1.5	2.3	2.1	2.6	2.3	2.0	2.5	1.5	1.0	0.6	0.9	1.9
10. Avg phone wait time (mins) ³	1.1	1.2	1.0	1.1	1.2	0.9	1.0	1.0	0.8	0.8	0.7	0.9	0.8	1.32
5/2/2017														
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

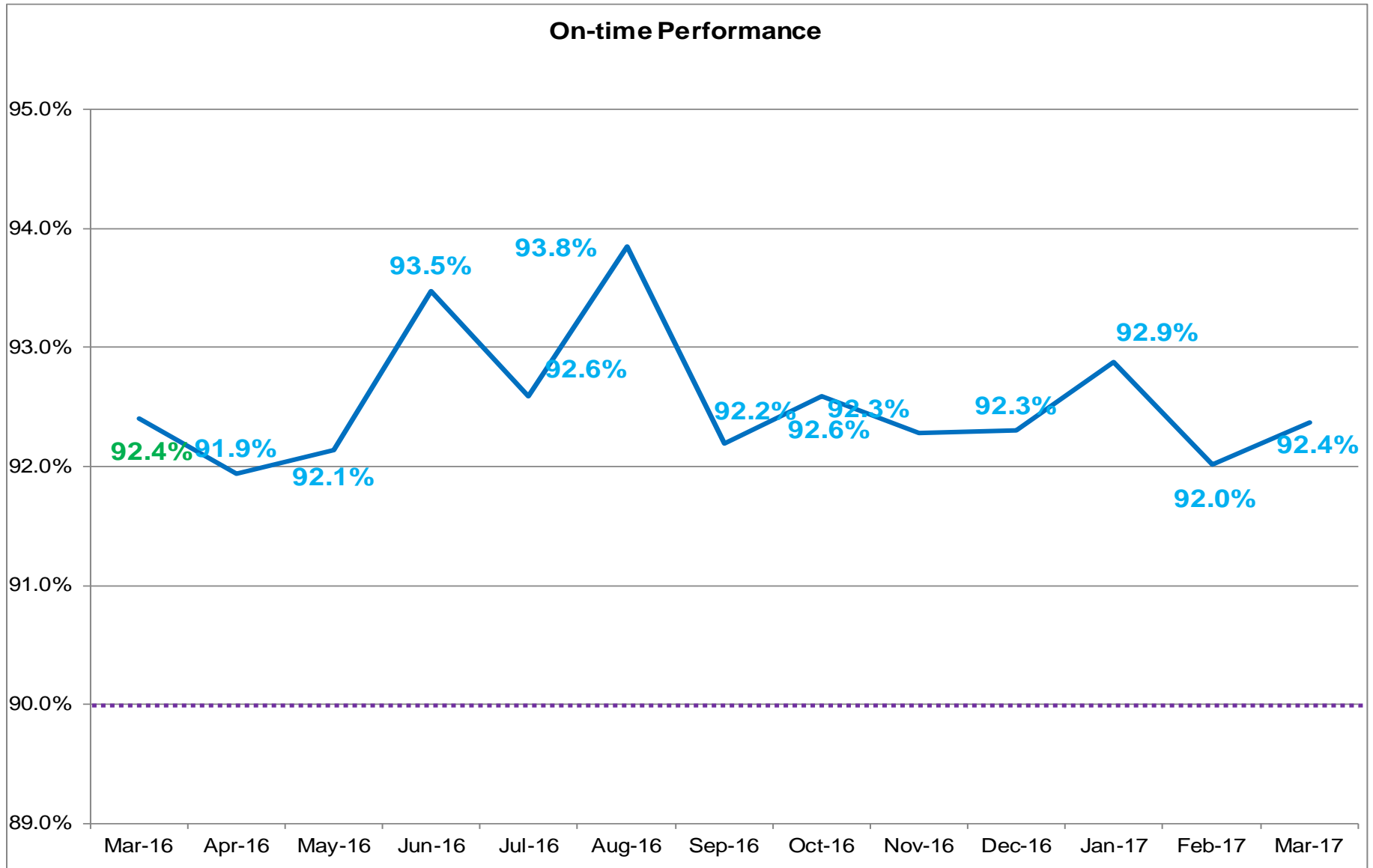
Total Trips Served



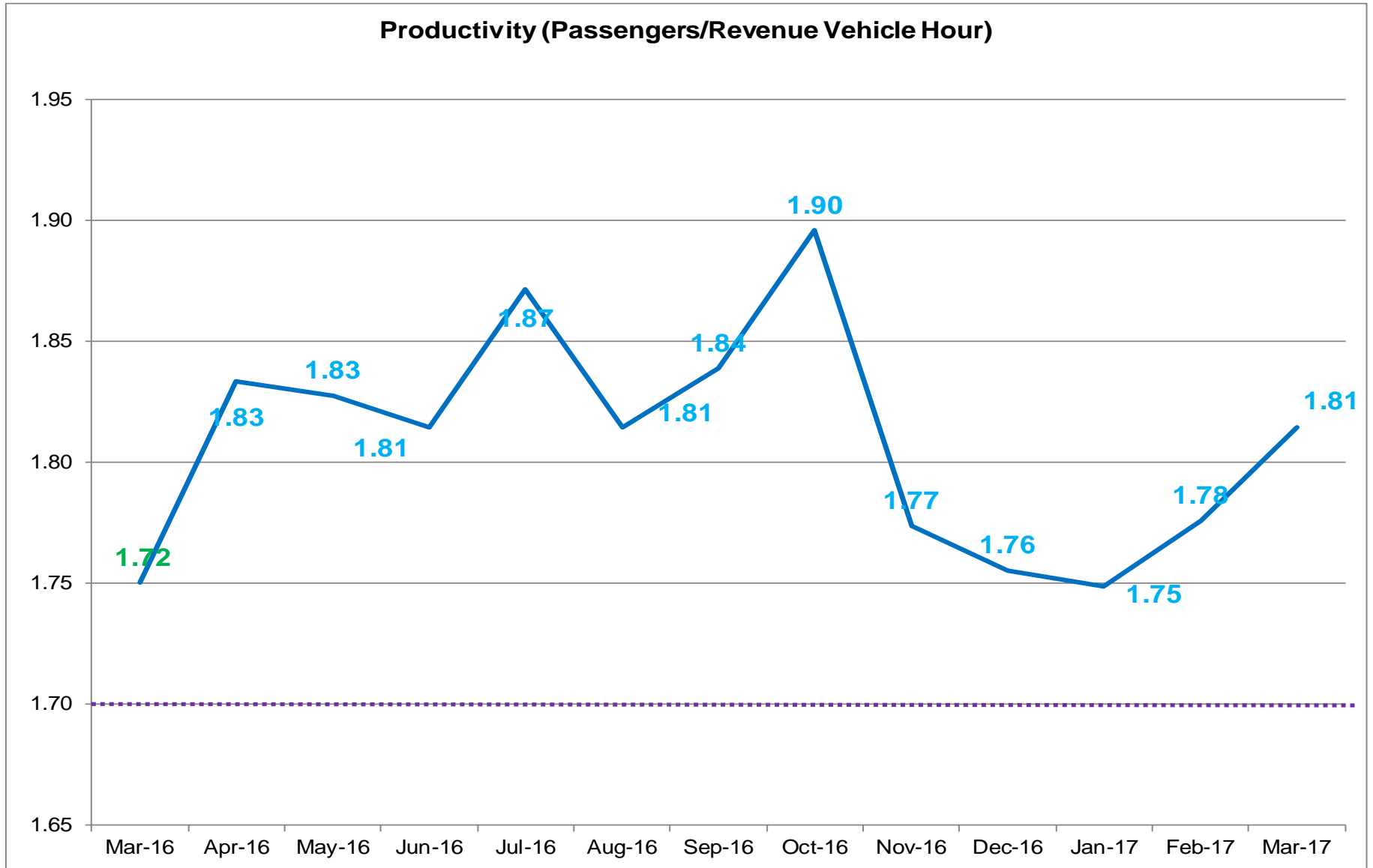
Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review



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	February		March		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	27	8	29	6	87	18	20.69%
Compliment	29	29	29	29	98	98	100.00%
Complaint	27	8	29	6	87	18	20.69%
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	1	7	3	23	7	30.43%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	1	0	0	0	2	0	0.00%
Driving Proficiency	4	1	1	0	9	1	11.11%
Early Vehicle	1	0	0	0	1	0	0.00%
Incident	1	1	2	1	3	2	66.67%
Late Vehicle	3	1	3	1	12	2	16.67%
Missed Trip	4	1	4	0	10	1	10.00%
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	20	5	17	5	60	13	21.67%
Non-Service Related							
Phones	0	0	0	0	0	0	N/A
Policy Comment	4	1	6	0	14	1	7.14%
Service Request	3	2	3	1	10	4	40.00%
Vehicle	0	0	0	0	0	0	N/A
Vehicle Preference	0	0	1	0	1	0	0.00%
Vehicle Un-Needed	0	0	2	0	2	0	0.00%
Subtotals	7	3	12	1	27	5	18.52%

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

2017 Comments	February		March		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	25,326		29,970		80,505	
Comments by Category**						
Compliment	29	1.15	29	0.97	98	1.22
Policy Related	3	0.12	1	0.03	5	0.06
Service Related	5	0.20	5	0.17	13	0.16
Total	37	1.46	35	1.17	116	1.44
Average Response Time to Customer (Working Days)‡						
Compliment		2.93		4.46		3.55
Policy Related		7.29		10.36		8.32
Service Related		9.20		9.13		8.22
Overall		5.71		7.00		5.65
*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.	