

Paratransit Coordinating Council

Meeting Agenda and Minutes



January 2010

San Mateo PCC

P.O. Box 1035

San Carlos, CA 94070

Phone: (650) 299-1442

Visit us Online! www.sanmateopcc.org

Email: sanmateopcc2@comcast.net

TABLE OF CONTENTS

PCC 2010 Calendar & Meeting Dates	3
January AL-Com Agenda	4
January PCC Agenda	5
December PCC Minutes	6
Redi-Wheels Reports	10-13
Monthly Operating Performance Summary Definitions.....	10
Monthly Comment Statistics.....	11
Monthly Comments Statistics by Type	12
Performance Measure Report	13

Please note: We now have personal amplification devices available for this meeting; if you would like amplification, please advise Rose Berta, PCC Staff. Due to the sensitivity of this device, it is important to refrain from personal conversations for the duration of the meeting.

PCC Upcoming Dates

January 2010

January 5 AL-Com Meeting, 1:00-3:00 pm
January 12 PCC Meeting, 1:30-3:30 pm
January 13 SamTrans BOD Meeting, 2 pm
January 13 Coastside Transportation Committee Meeting, 9-11:30 am
January 26 Education Committee Meeting, 2-3:30 pm

February

February 9 PCC Meeting, 1:30-3:30 pm
February 10 SamTrans BOD Meeting, 2 pm

March

March 9 PCC Meeting, 1:30-3:30 pm
March 10 SamTrans BOD Meeting, 2 pm
March 23 Education Committee Meeting, 2-3:30 pm

PCC 2010 Meeting Dates

AL-Com (Advocacy/Legislative Meeting) 1:00-3:00 pm

January 5
April 6
July 6
October 5

PCC General Meeting 1:30-3:30 pm

January 12	July 13
February 9	August (no meeting this month)
March 9	September 14
April 13	October 12 (4-5:30 pm) (MV Party 6-7:30 pm) (tentative)
May 11	November 9
June 8	December 14

Education Committee Meeting 2:00-3:30 pm

January 26	July 27
March 23	September 28
May 25	November 23

Coastside Transportation Committee (CTC) Meeting 9-11:30 am

January 13
April 14
July 14
October 13

San Mateo County PCC AL-COM Meeting

January 5, 2010

1:00 p.m. – 3:00 p.m.

**SamTrans 2nd Floor Auditorium
1250 San Carlos Ave., San Carlos**

1. Pledge of Allegiance	1:00
2. Introduction of Resource People	1:05
3. *Legislative Update	2:00
4. Local Advocacy Issues—Open Discussion	2:20
5. CRC —Open Discussion	2:35
6. Other Business	2:50
Meeting Adjourned	3:00

*Action Item

San Mateo County PCC Meeting
January 12, 2010
1:30 – 3:30 pm
SamTrans 2nd Floor Auditorium
1250 San Carlos Ave., San Carlos, CA 94070

1. Pledge of Allegiance	1:30
2. Welcome/Roll Call	1:35
3. Introduction of Resource People	1:40
4. *Approval of December Minutes	1:45
6. Committee Reports	1:50
A. *Advocacy/Legislative – Dale Edwards, AL-Com Chair	
B. Budget/Grant Review— Barbara Kalt, Chair	
C. Education—Nancy Keegan, Chair	
D. *Executive—Kent Mickelson, Chair	
1. Executive Committee Report	
7. SamTrans / Redi-Wheels Report	2:30
A. Operational Report—Bill Welch	
B. Performance Summary—Tina DuBost	
C. Customer Comments—Elly Colwell	
D. Safety Report—John Murphy	
8. Liaison Reports	2:45
A. MTC— Marshall Loring	
B. Agency—Barbara Kalt	
C. Coastside Transportation Committee—Dr. Michal Settles	
D. Efficiency Review Update— Mike Levinson	
E. Commission on Aging (Seniors)—May Nichols	
F. Commission on Disabilities—Pat Dixon	
9. Other Business	3:15
Meeting Adjourned	3:30
*Action Item	

SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL
December 8, 2009
MEETING MINUTES

ATTENDANCE

Members Present: Kent Mickelson, PCC Chair; Dale Edwards, AL-Com Chair; Barbara Kalt, Rosener House; Bill Welch, SamTrans; Craig McCulloh, Aging & Adult Services; Maureen Dunn, Senior Focus; Mike Levinson, Consumer; May Nichols, COA; Stephanie Hill, Consumer; Dan Mensing, Consumer; Sammi Riley, Consumer; Paula Kathryn Petropoulos, Consumer.

Absentees: Nancy Keegan, Vice Chair; Dr. Aki Eejima, Consumer; Dr. Michal Settles, Coastside; Ben McMullan, CID; Joe Monsor, Caregiver; Myria Barnes-Jackson, DOR Judy Garcia, Consumer.

Guests: Tina Dubost, SamTrans; Pat Dixon, CAC; Linda Rhine, PCC Consultant, Nelson\Nygaard; Henry Silvas, Sam Trans; Lynn Spicer, MV Transportation; Elly Colwell, SamTrans; Rose Berta, PCC Staff; Julio Lacayo, DMV Community Outreach Ombudsman, Guest Speaker.

(Total Attendance: 20) Quorum--Yes

WELCOME/INTRODUCTION

Kent Mickelson, Chair, welcomed all to the December PCC meeting.

APPROVAL OF OCTOBER PCC MINUTES

Kent asked for a vote of approval for the November minutes. Barbara moved the minutes be approved and Bill seconded the motion. The minutes were approved by all with Craig, Mike, May, Paula Kathryn, and Kent abstaining.

COMMITTEE REPORTS

A. AL-COM REPORT

Dale Edwards, Chair, announced that the next AL-Com meeting is January 5, 2010. All are invited to attend.

B. GRANT/BUDGET REVIEW

Linda reported on her conversation with MTC representative, Kristen Mazur. MTC completed their scoring of the 5310 grant applications and sent the scores to Caltrans. The decision is pending from the State, and we are waiting for the results. MTC reported that they received more applications this year than in prior years, so the scores may need higher ranking than last year to get funding.

EDUCATION COMMITTEE

Linda gave the report in Nancy's absence. The winter newsletter is scheduled to be published by January 26, 2010. Articles to be submitted for the newsletter are due no later than January 5 at the AL-Com meeting.

The printing of the tri-fold mini brochure will be ready for the January meeting. Tina notified the committee that SamTrans will be ordering a new supply of the Rider's Guide in about six months. The PCC will have an opportunity to review the Rider's Guide at the February Efficiency Review Committee (ERC) and PCC meetings; approval can be made at the March PCC meeting.

The next Education Committee meeting will be on January 26, 2010 from 2:00 to 3:30 pm at SamTrans.

D. EXECUTIVE COMMITTEE

1. EXE-Com

No report.

SAM TRANS/REDI-WHEELS REPORT

A. Operational Report

Bill continued the discussion on the proposed changes to the policy on late cancellations and no shows and shared a handout on the Draft Implementation Plan for Two-Hour Cancellation Window Policy Change. The benefit of the change from 1 hour late cancel to 2 hours is that vehicles and drivers can be used for another Redi-Wheels customer. This proposed change has been discussed at length with the Efficiency Review Committee (ERC). The Frequently Asked Questions (FAQs) were reviewed in November to allow everyone to be comfortable with the existing no-show and late cancel procedure and policy. Bill explained the schedule of activities in the implementation timeline and read a DRAFT letter that will be sent to Redi-Wheels riders notifying consumers of the change.

The schedule is a 13-steps process. Each step has a timeline beginning in October 2009 and ending in March 2010 with February 23rd scheduled for implementation, if agreeable to all. The tasks include several steps for notifying consumers about the change. The new policy will be put on the telephone hold message, and staff will be assigned to answer questions. An evaluation process is being developed in collaboration with the ERC in advance of the roll-out to assess the effectiveness of the new policy.

Guest Speaker

Julio Lacayo, Community Outreach Ombudsman Driver Safety Manager, gave a presentation by the Department of Motor Vehicles (DMV) on "How Seniors Plan to Get Around". California is the first state in the nation to establish the Senior Drive Ombudsman Program to assist seniors who are driving, to do so safely regardless of age. The program also assists drivers in the process of making the transition to give up driving and provides information on alternative transportation services. The video is prepared by seniors for seniors and the message has been well received throughout the state. Bill complemented Julio and DMV on a fabulous video. All agreed that the video and program is an excellent vehicle for seniors to understand their responsibilities as drivers and the alternatives presented to them. Julio explained sample tests, referrals, and assistance available to senior drivers. Everyone enjoyed Julio's presentation! Julio gave the PCC permission to copy the video for future presentations.

B. Performance Summary

Tina gave her report stating that total ridership was down by 5% from last year, average week day ridership was down 3%; on-time performance was down, but productivity was up, serving more passengers per hour. Kent noticed the 1% increase in same day cancels; Tina pointed out that the bad weather normally will cause riders to put off discretionary trips. Although complaints have doubled from last month, they are still below the standard.

C. Customer Comments

Elly gave her report stating that total comments have increased from September to October; policy-related comments have decreased and the compliments have increased. Total compliments are a little less than half of the total comments for the month. The average total response time has decreased by over one half and remains below the 7-day turnaround limit, thanks to the efforts of Lynn and Sophie. Compliments have gone up in compliments by type and the driver proficiency and customer error have decreased.

Bill asked Lynn if lateness is a possible cause for the driver proficiency complaints going from zero complaints to seven. Lynn commented that there is a re-focusing on safety being the first and foremost for the drivers.

There was a discussion on reporting problems at a system level rather than for a specific ride. Kent and Bill explained that giving specific information on rides is important to follow up and correct problems or errors; MV can follow up on specific situations.

D. Safety Report

Lynn Spicer reported that Redi-Wheels had 4 accidents in November—1 chargeable, 3 non chargeable; there were 207,000 miles per month between accidents. RediCoast had no accidents. Kent complimented John and MV.

LIAISON REPORTS

A. MTC REPORT

There was no report due to Marshall's absence.

B. AGENCY

Barbara reported that the November 30th meeting was postponed because SamTrans is revisiting the fare structure for agency trips. Bill explained it is taking more time to evaluate the fare structure. There will be a meeting in December or January. Barbara explained that the agencies are represented by the directors of the Adult Day programs in San Mateo County. There are five directors that meet with SamTrans and Redi-Wheels staff on a regular basis to work out issues with their group rides.

C. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Dale reported for Michal. There is a scheduled meeting for January 13, 2010 in Half Moon Bay from 9:00 am-11:30 am.

D. EFFICIENCY REVIEW COMMITTEE (ERC)

Mike reported that the committee discussed the late cancellation policy and the Interactive Voice Response (IVR) project. The procurement decisions on the IVR will be made in February 2010.

Mike is participating in the contractor selection process. Kent remarked that this partnership between PCC and SamTrans staff is much appreciated.

E. COMMISSION ON AGING (COA) REPORT

May shared that the new Chair is Dennis O'Sullivan, and Bob Collins remains as the Vice Chair. May will remain on the Executive Board as Immediate Past Chair. Applications are still being accepted for the Commission on Aging until February 19th. Next meeting is on January 11th at 9:00 am. The meeting is held at the Health and Human Services, 225 37th Avenue, room 100. The Health Fair will be on January 23rd in Millbrae from 10:00 am-2:00 pm.

Seniors on the Move had 700 attendees at their conference with Patty Duke as the guest speaker.

COMMISSION ON DISABILITIES (COD) REPORT will be added to the agenda every month, as suggested by Kent.

Craig reported that July 26, 2010 will be the 20th anniversary of the passage of the Americans with Disabilities Act (ADA). COD is taking the lead on celebrating this event, and is working with the Board of Supervisors to acknowledge and celebrate this important milestone.

Craig explained the recruitment process in filling the six vacancies on the COD. They are appointed by the Board of Supervisors through an application process. COD also had a successful showcase of art work at Hillsdale Mall and City Hall in October. **Pat Dixon will be the representative to give the monthly COD report, with Craig as the alternate.**

The Commission is working with the Parks Department on the accessibility issue related to the Fitzgerald Marine Reserve. There are concerns that it will take away from the nature part of the Reserve. They are also working on making playground equipment accessible at Coyote Point and Flood Park.

OTHER BUSINESS

Tina showed a sample of the new PCC tote bags. Kent will share the tote bags with the Board of Directors.

Dale announced the Christmas caroling will be on December 21st and 22nd at various agencies.

Marianne Mania is now chair of the San Mateo Ombudsman.

MEETING ADJOURNED: 3:20 pm.

Performance Measure	Definition
1. Total trips requested	All trip requests called into Redi-Wheels reservationists
2. Trips scheduled	Trips scheduled up to 5:00 p.m. the day before the scheduled trip and standby trips (excludes cancels made before this time)
a. Same day cancels	Cancellation by customer from 5:01 p.m. the day before the scheduled trip up to one hour before scheduled pick up time
b. Late cancels	Cancellation by customer within 60 minutes of scheduled pick up time
c. No-show (customer)	Customer does not appear within 5 minutes of vehicle arrival
d. No-show (operator)	Redi-Wheels fails to pick up passenger or arrived more than 90 minutes after the scheduled time (documented from customer complaints and/or Redi-Wheels operating records)
3. Total trips served	Completed one-way passenger trips by Redi-Wheels bus, sedan, taxi or minivan
a. Average weekday ridership	Total weekday trips divided by number of weekdays in month
b. Advance reservation	Redi-Wheels trips booked 1-7 days in advance
c. Agency trips	Redi-Wheels standing order trips provided to agency clients
d. Individual subscription	Redi-Wheels trips made by individuals on a standing-order basis
4. Total Redi-Wheels riders	Unduplicated individuals who rode Redi-Wheels during the month
5. Intercounty transfer trips	Trips which the customer states involve a transfer to another paratransit provider. Does not include trips with an origin or destination in the Redi-Wheels service area of San Francisco or Palo Alto.
6. On-time performance	Percent of trips picked up within 20 minutes of scheduled pick up time
7. Productivity (psgrs/rvh)	Number of passengers divided by number of vehicle revenue hours Computed by dividing valid service complaints (consumer reports & customer comments) by total trips
8. Complaints per 1000 trips	(for all Redi-Wheels operations)
9. Compliments per 1000 trips	Computed by dividing total compliments (consumer reports & customer comment cards) by total trips (for all Redi-Wheels operations)
10. Avg. phone wait time (mins)	This is the average wait for reservation calls; it represents the approximate wait time for most customer
3/29/2009	

Redi-Wheels
Monthly Comment Statistics

	Nov	Oct			6/24/09
	Current Month	Previous Month	%	YTD* Average	YTD* Total
Total Comments					
Consumer Reports Comment	25	52	-51.9%	37	183
Cards	32	37	-13.5%	35	174
Total	57	89	-36.0%	71	357
Comments by Category					
Policy related	8	28	-71.4%	24	122
Service related	22	19	15.8%	15	77
Compliment	27	42	-35.7%	32	158
Total	57	89	-36.0%	71	357
Average Response Time					
By Provider					
Complaints	2.0	2.2	-8.7%	3.1	
Compliments	4.0	1.1	266.4%	2.0	
Overall	3.0	1.7	76.2%	2.7	
To Customer					
Complaints	3.1	2.7	11.7%	3.8	
Compliments	4.3	1.4	213.9%	2.4	
Overall	3.7	2.1	73.8%	3.2	

Redi-Wheels Monthly Comment Statistics

Nov

Oct

11/25/2009

	Current Month	Previous Month	% Change	YTD* Average	YTD* Total
Comments by Type					
Compliment	27	42	-35.7%	32	158
Late vehicle	9	9	0.0%	6	32
Driver assistance	1	0	100.0%	0	1
Driver conduct	5	1	400.0%	2	11
Driver proficiency	2	7	-71.4%	2	11
Service request	0	1	-100.0%	2	11
Customer error	7	25	-72.0%	20	100
Missed trip	0	1	-100.0%	1	5
Reservation error	1	0	100.0%	1	5
General policy	1	2	-50.0%	2	11
Vehicle preference	0	0	0.0%	0	0
Phones (wait times, no answer)	0	0	0.0%	0	0
Vehicle quality	0	0	0.0%	0	0
Dispatcher error	0	1	-100.0%	1	3
Ride time	1	0	100.0%	1	4
Denied ride	0	0	0.0%	0	0
Reservationist	0	0	0.0%	0	0
No Call Back	0	0	0.0%	0	0
Safety	0	0	0.0%	0	0
Safety of passenger	1	0	100.0%	0	1
Early vehicle	0	0	0.0%	0	0
Incident	0	0	0.0%	0	1
Insufficient information	0	0	0.0%	0	0
Reservation system	0	0	0.0%	0	0
Ride quality	0	0	0.0%	0	0
Ride cancelled	0	0	0.0%	0	0
Scheduling error	2	0	100.0%	1	3
Standby system	0	0	0.0%	0	0
Vehicle unneeded	0	0	0.0%	0	0
Total	57	89	-36.0%	71	357

* Year-to-date figures are from July 2009.
 Service-related complaints are in bold
 For questions, call Elly at 650-508-6241

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

		2008-09													
Performance Measure	Standard	Average	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09
1. Total trips requested		29,584	28,829	30,721	28,983	27,277	29,467	29,488	29,516	28,538	30,145	27,244	29,899	30,702	28,492
2. Trips scheduled		26,830	25,922	26,901	25,941	24,446	27,103	26,576	26,605	25,927	27,007	24,746	26,196	27,904	25,519
a. Same day cancels		2,014	2,157	2,338	2,119	2,103	2,006	1,814	1,693	1,503	1,546	1,301	1,388	1,755	1,743
% of trips scheduled		7.5%	8.3%	8.7%	8.2%	8.6%	7.4%	6.8%	6.4%	5.8%	5.7%	5.3%	5.3%	6.3%	6.8%
b. Late cancels		226	225	253	213	182	190	207	174	252	191	174	171	187	201
% of trips scheduled		0.8%	0.9%	0.9%	0.8%	0.7%	0.7%	0.8%	0.7%	1.0%	0.7%	0.7%	0.7%	0.7%	0.8%
c. Total customer no-shows		490	506	580	427	422	513	502	487	424	481	451	413	499	423
% of trips scheduled		1.8%	2.0%	2.2%	1.6%	1.7%	1.9%	1.9%	1.8%	1.6%	1.8%	1.8%	1.6%	1.8%	1.7%
d. No-show (operator)		2	0	2	1	2	1	1	2	0	1	1	0	1	0
3. Total trips served		24,098	23,034	23,728	23,181	21,737	24,393	24,052	24,249	23,748	24,789	22,819	24,224	25,462	23,152
a. Average weekday riders		988	1,011	938	954	961	974	968	1,025	955	998	937	1,005	1,012	992
b. Advance reservation		15,433	14,934	15,492	14,880	13,751	15,516	16,358	15,766	15,074	15,702	14,172	15,517	16,458	15,167
c. Agency trips		3,910	3,525	3,890	3,666	3,557	3,983	3,847	3,711	4,065	4,091	4,107	4,052	4,231	3,837
d. Individual subscription		4,755	4,575	4,346	4,635	4,429	4,894	4,949	4,772	4,609	4,996	4,540	4,655	4,773	4,148
4. Total Redi-Wheels riders		2,075	2,089	2,100	2,005	1,953	2,075	2,118	2,080	2,084	2,082	2,051	2,160	2,167	2,025
5. Inter-County Transfer Trips		512	440	493	472	497	565	554	607	538	456	531	505	492	429
6. On-time performance *	90%	91%	87.6%	89.7%	91.6%	89.4%	92.7%	90.3%	91.7%	92.8%	93.7%	93.8%	92.1%	88.4%	87.8%
7. Productivity (psgrs/rvh)	1.50	1.61	1.65	1.51	1.55	1.52	1.55	1.59	1.54	1.58	1.57	1.58	1.63	1.70	1.69
8. Complaints per 1000 trips		0.51	0.35	0.38	0.56	0.28	0.49	0.83	0.54	0.17	0.69	0.48	0.33	0.79	0.95
9. Compliments per 1000 trips		1.06	1.13	0.17	1.25	0.87	1.07	0.87	1.53	1.26	1.09	1.71	0.95	1.61	1.17
10. Avg phone wait time (mins)	<1.5	1.30	1.5	1.2	1.3	1.2	1.0	1.5	1.8	0.9	0.9	0.9	0.9	1.1	1.1
11/25/2009		For questions, call Tina at 508-6247													