



**A G E N D A**

**COMMUNITY RELATIONS COMMITTEE  
COMMITTEE OF THE WHOLE  
(Accessibility, Senior Services, and Community Issues)**

**San Mateo County Transit District  
Bacciocco Auditorium - Second Floor  
1250 San Carlos Ave., San Carlos, CA**

**WEDNESDAY, April 4, 2018 – 2:30 p.m.**  
**(or following Board meeting)**

1. Call to Order

**MOTION**

2. Proclamation in Honor of Dale Edwards

**ACTION**

3. Approval of Minutes of Community Relations Committee Meeting of March 7, 2018

**INFORMATIONAL**

4. Accessibility Update – Tina Dubost
5. Paratransit Coordinating Council Update – Mike Levinson
6. Paratransit Survey Key Findings – Julian Jest
7. Citizens Advisory Committee Liaison Report
8. Multimodal Ridership Report – February 2018
9. Adjourn

Committee Members: Peter Ratto, Carole Groom, Rose Guilbault

NOTE:

- This Committee meeting may be attended by Board Members who do not sit on this Committee. In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.
- All items appearing on the agenda are subject to action by the Board. Staff recommendations are subject to change by the Board.

# Proclamation

## **IN HONOR OF DALE EDWARDS**

**WHEREAS**, the San Mateo County Paratransit Coordinating Council (PCC) was founded in 1977 and is a volunteer organization that provides a formal structure for people with disabilities to voice their concerns about paratransit services in San Mateo County; and

**WHEREAS**, the PCC is dedicated to improving the quality and availability of paratransit services in San Mateo County; and

**WHEREAS**, paratransit is door-to-door public transportation for people with disabilities; and

**WHEREAS**, SamTrans supports the PCC and enjoys a strong working relationship with this group and is committed to providing comprehensive and quality transportation and paratransit services; and

**WHEREAS, Dale Edwards** has served 22 years on the PCC with stints as Chairman and Vice Chairman where he focused on teamwork and building a cooperative relationship with SamTrans; and

**WHEREAS, Mr. Edwards** has served on the PCC Executive Committee from 2006 to 2018; and

**WHEREAS, Mr. Edwards** has been a Daly City resident and homeowner since 1970 and is a friend and ally to SamTrans and public transportation; and

**WHEREAS, Mr. Edwards** is a long-time user of Red-Wheels and RediCoast services; and

**WHEREAS, Mr. Edwards** is a dedicated community volunteer who has served as a member of many groups, including the San Mateo County Council of the Blind, the San Mateo County Senior Forum, Daly City Peninsula Partnership Collaborative, Daly City ACCESS, the San Mateo County Senior Mobility Action Plan Steering Committee and Salvation Army.

**NOW, THEREFORE, BE IT RESOLVED** that the San Mateo County Transit District Board of Directors, does thank and commend **Dale Edwards** for his decades of dedicated and passionate service to the San Mateo County Paratransit Coordinating Council and greater Peninsula community.

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Chair, San Mateo County Transit District Board of Directors

**SAN MATEO COUNTY TRANSIT DISTRICT (DISTRICT)  
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA  
MINUTES OF STRATEGIC PLANNING, DEVELOPMENT AND SUSTAINABILITY  
COMMITTEE MEETING  
COMMITTEE OF THE WHOLE  
MARCH 7, 2018**

Committee Members Present: D. Pine, (Committee Chair), J. Gee, C. Stone

Other Board Members Present, Constituting Committee of the Whole: R. Guilbault, K. Matsumoto, J. Powell, P. Ratto, Z. Kersteen-Tucker

Other Board Member Absent: C. Groom

Staff Present: J. Hartnett, C. Mau, R. Bolon, J. Cassman, A. Chan, D. Hansel, R. Lobo, D. Olmeda, S. Murphy, S. van Hoften, C. Gumpal, C. Boland

Committee Chair Dave Pine called the meeting to order at 4:21 p.m.

**Approval of Minutes of Strategic Planning, Development and Sustainability Committee Meeting of December 6, 2017**

Motion/Second: Gee/Stone

Ayes: Gee, Matsumoto, Powell, Guilbault, Kersteen-Tucker, Pine, Ratto, Stone

Absent: Groom

**Approval of Minutes of Strategic Planning, Development and Sustainability Committee Meeting of February 7, 2018**

Motion/Second: Gee/Stone

Ayes: Gee, Matsumoto, Powell, Guilbault, Kersteen-Tucker, Pine, Ratto, Stone

Absent: Groom

**SamTrans Fare Study Update**

Due to the late hour, this item was deferred to the April meeting.

**Capital Projects Quarterly Status Report – 2nd Quarter Fiscal year 2018**

Director Matsumoto stated she would ask her questions off-line.

Adjourned: 4:22 p.m.

**SAN MATEO COUNTY TRANSIT DISTRICT  
STAFF REPORT**

TO: Community Relations Committee

THROUGH: Jim Hartnett  
General Manager/CEO

FROM: David Olmeda  
Chief Operating Officer, Bus

SUBJECT: **ACCESSIBILITY REPORT**

**ACTION**

This item is for information only. No action is required.

**SIGNIFICANCE**

Several groups advise SamTrans on accessible service issues. The Paratransit Coordinating Council (PCC) provides a forum for consumer input on paratransit issues. The Advocacy and Legislative Committee (AL-Com) is the advocacy arm of the PCC.

The PCC and the PAL (PCC AL-Com) meet monthly (except for August).

The minutes of the February 13, 2018 PCC and PAL meetings are attached to this report.

**BUDGET IMPACT**

There is no impact on the budget.

**BACKGROUND**

No Additional Information.

Prepared By: John Sanderson, Accessibility Coordinator 650-508-6475  
Project Manager: Tina Dubost, Manager, Accessible Transit Services 650-508-6247

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

**MEETING MINUTES**

February 13, 2018

**ATTENDANCE:** Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Nancy Keegan; Sutter Health Senior Focus; Tina Dubost, SamTrans; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Monica Colondres, Community Resident; Alex Madrid, Center for Independence of Individuals with Disabilities; Carmen Santoni, Catholic Charities; Valerie Campos, Vista Center for the Blind and Visually Impaired

**GUESTS:** Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Mark Weinstein, First Transit; Henry Silvas; SamTrans; John Sanderson, SamTrans; Talib Salamin, Serra Yellow Cab; Ellen Alberstat, Consumer.

**ABSENTEES:** Susan Capeloto, Department of Rehabilitation; Marie Violet, Dignity Health; Barbara Kalt, Rosener House; Aki Eejima; Consumer; (Member Attendance 11, Quorum-Yes)

**WELCOME/INTRODUCTION:**

Mike called the meeting to order at 1:35 p.m. and welcomed all to the PCC Meeting.

**APPROVAL OF THE JANUARY MINUTES:**

Dinae Cruise motioned to approve the January meeting minutes and Alex Madrid seconded the motion. The minutes were approved without changes.

**COMMITTEE REPORTS**

**A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)**

**FORM A SUBCOMMITTEE TO FINALIZE THE NAME AND FUNCTION CHANGE FOR PAL BYLAWS:**

Mike explained that the PCC is required to review and update the PCC bylaws as necessary. Sandra, Mike, Ben and Alex volunteered to form a temporary ad hoc committee to review the bylaws and suggest recommendations to formally change the name from Advocacy and Legislative Committee (AL-Com) to Policy, Advocacy and Legislative (PAL) committee and the function changes regarding PAL in the bylaws. Tina will check with the SamTrans legal department to determine if there is a conflict with the Brown Act. The PCC bylaws are located on the [www.sanmateopcc.com](http://www.sanmateopcc.com) website in the Contact Us section.

Lorna will email the bylaws to the ad hoc committee members for review. The ad hoc committee will work together and share their recommendations initially via email and send recommendations for Lorna to compile.

**REVIEW THE CONSUMER CORPS CHECKLIST:**

Richard stated that the PAL Committee should review the Consumer Corps checklist to see what areas in the consumer experience may need changes or updates. The direction was to make the questions to the consumer more pertinent for the report and to address areas that require more clarification. Mark stated that some of the question/answers are already being tracked in the SamTrans data. He suggested that the checklist might cover areas of the consumer experience that the comment cards do not. The survey does direct consumers to address specific issues via SamTrans comment cards, customer service or the website.

Suggested changes:

1. Trip date: \_\_\_\_\_(this is being moved up)
2. A. What time did you call to reserve a trip? \_\_\_\_\_ (AM or PM)  
B. How long did you wait before you spoke to a reservationist? # of minutes

Question 8 (regarding trip length) will be deleted.

This discussion will continue in the next PAL meeting due to time constraints.

**Legislation Update:**

Sandra and Mike attended the SAG meeting February 8<sup>th</sup>. Sandra reported that a spreadsheet was provided that listed potential projects if the measure is approved. If the Measure is approved, the funding process will cover a 30 year period. After February 28<sup>th</sup>, the SAG/TAG is considering making a recommendation to send out a secondary survey. The next Stakeholders Advisory Group meeting will be held on Wednesday, March 14, 2018, 10am-12pm.

Sandra said there are Get Us Moving Town Halls scheduled in different parts of the County. There is one in Menlo Park on February 15<sup>th</sup> and one in South San Francisco on February 22<sup>nd</sup>.

**LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:**

Mike reported a problem that he's had regarding calls from dispatch to alert him that his vehicle has arrived. Tina said that during pickups from the customer's home address SamTrans uses the home phone as their default for

trips that originate at the customer's home. The customer should be looking for the vehicle outside. Tina said that customers also have the option to receive all calls on their cell phone however it is nearly impossible for dispatchers to distinguish between times where the customer is inside or outside their home. In some cases, the customer will be traveling to get to their pick-up location in front of the home and will not be inside the apartment to answer the warning call that their vehicle is about to leave.

Mike felt that these calls should be placed to his cell phone whenever the call is made after the scheduled pick-up time. When Mike has already left his apartment to meet the vehicle and the warning call is made to his home phone. Mike has no way to let the dispatcher know he is on his way out.

#### **B. GRANT/BUDGET REVIEW**

No report.

Tina did not have any further updates.

#### **C. EDUCATION COMMITTEE**

Sammi reported that the meeting was held on February 2, 2018 at 12:30pm-2:00pm. The committee met at Rainbow Pizza in San Mateo. They looked at the two outreach items to determine the art work required to place the order. Final considerations of the language to be used on the items will be addressed via email before the next meeting and the design work will be done by Nelson\Nygaard staff. The committee also considered other areas such as the handouts or website that need to be changed to create more visibility for consumers to become involved. The next meeting will be Friday, April 6<sup>th</sup>.

#### **D. EXECUTIVE COMMITTEE**

Mike reported that the committee did not meet during the past month. A new meeting will be scheduled between March 9<sup>th</sup> and 12<sup>th</sup> to discuss the Appreciation party.

Committee members continued the discussion of the draft PCC Work Plan from the October 2017 Retreat. The membership reviewed the Draft Work Plan by adding the responsible parties and timelines. The document will continue to be reviewed at the March 13<sup>th</sup> PCC Meeting.

The Driver's Appreciation Party is scheduled for April 10<sup>th</sup>.

#### **CONSUMER CORPS:**

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

Lorna presented the quarterly Consumer Corps.

A total of 183 surveys were submitted during this period. Over 82% of the ride evaluations reported that the ride arrived on-time. The longest reported wait

time was 70 minutes. 18% of the Night before calls were reported as incomplete or inaccurate. About 63% of the reservations and dispatch calls were taken without waiting in queue. 92% of the responses indicated that the driver assistance "met needs" or was "above needs." 61% of the rides were on Red-Wheels, 33% were in taxis and 6% were on RediCoast vehicles. An average of 82% of the rides was reported to be less than 20 miles long. About 42% of the rides reports indicated that the yellow comment cards were visibly displayed inside the vehicle. Lorna noted that rides for taxis had increased. She questioned if the taxis displayed the yellow comments cards. Tina said that they are provided upon request.

Mike reported that the Night before calls he has received have been more inaccurate recently. Tina reported that recently there was a technical error that was being reported to the vendor. Tina confirmed in response to a question from Alex that the Night before calls are placed automatically.

Ellen, a guest consumer, reported on a recent taxi trip with her dog. On this trip, she stated that the taxi driver wanted her to get out so he could transport a woman in a wheelchair with her husband. It was 11:30pm in San Francisco. Ellen refused to get out of the taxi. Talib wanted more specifics from Ellen to investigate this trip.

On another trip Ellen stated that she had to walk two blocks to find her ride when the taxi was were not at the agreed pick-up location. Talib and Tina ask to meet with Ellen after the meeting to get the details in order to follow-up.

When Ellen makes her reservation she claimed she always states that she will be bringing her service dog. When she speaks with Redi-Wheels dispatch, she reported they sometimes clarify if she is travelling with her dog. Ellen was concerned that other riders might complain when they see her dog. Tina stated that Ellen was allowed to travel with her service dog.

## **SAMTRANS/REDI-WHEELS REPORT:**

### **A. Operational Report**

Tina provided an update on the Get Us Moving project:  
There is a proposal to place a sales tax measure on the November ballot 2018.

The Get Us Moving project has been distributing surveys and is currently getting feedback from the public on their transportation needs. The deadline to submit a survey is February 28<sup>th</sup>.

SamTrans board recently approved the purchase of 55 new articulated diesel buses. The new buses will include Wi-Fi and 3 bike racks. Monica asked if the

new buses would have lifts or ramps on both doors. Tina said there would be ramps on the front door only. The cost is approximately one million dollars per bus. Mike added that SamTrans may transition to electric buses.

There is a change in the lifeline fare assisted program. Lifeline approval/welcome letters will no longer include a sticker to be affixed to the customer's Redi-Wheels card. The fare due for each customer appears on the driver's manifest. The information is stored on the computer.

## **B. Performance Summary**

The overall picture is relatively unchanged since the previous year. Total Trips served in December 2017 shows a decline by 0.4% since December 2016. Average weekday ridership is up by less than 1%. Within the last year, ridership is up by 2%. Same day cancels and no shows are up slightly compared to last year. The number of people riding in the month is about the same. On-Time Performance is not quite 90%, but above 89%. Productivity is good at 1.8 passengers per hour.

Mike asked why, in the last quarter, the numbers have gone down for on-time and productivity. Usually when one is up the other goes down. Mark said that typically the holidays affect the numbers. There are fewer drivers during this period, the weather is worse, and there is more traffic.

## **C. Monthly Redi-Wheels Comment Statistics Report**

John provided an annual roll-up for the full-year 2017 Comment Statistics Report. John noted that SamTrans received 102 driver conduct reports during the calendar year. Timeliness was the number one thing that the riders were most concerned about. About half of reported late trips were in fact late. The number of compliments outnumbered the number of complaints received by more than two to one. SamTrans received 1.86 comments for every 1,000 rides provided in 2017.

Ellen asked if you would not get a "ding" if you call 5 minutes before the 2 hour window to cancel a ride. John verified that she would not get a late cancel if she called to cancel her ride more than two hours before the negotiated pickup time. Since there was not sufficient time to discuss the late cancellation policy in the meeting, participants were asked to refer to the *Rider's Guide* for clarification.

## **D. Safety Report**

Mark Weinstein said that there were 2 minor accidents with no injuries. 1 bus was rear ended at a railroad track and in the other accident a bus rear ended a vehicle.

## **LIAISON REPORTS:**

### **A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)**

The next CTC meeting is scheduled for March 8th from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay.

### **B. AGENCY**

Nancy said that she, Barbara and Carmen met with Mark, Tina and John to review the agency services. They got together to review some of the concerns and noted the positives, as well. Nancy is still waiting for some feedback from Tina on the lift and information that Barbara requested. Tina did get together with Margo Ross and discussed Barbara's concerns.

### **C. ERC**

Mike said there is nothing to report

### **D. COMMISSION ON AGING (COA)**

Sandra Lang reported that the COA met yesterday. The organization was going to have a retreat in order to bring the new Commissioners up-to-date. The Transportation committee has not been reinstated. They were concerned with the eligibility process for Redi-Wheels. Sandra did say that they were looking for follow-up on their letter on pedestrian safety to the Board of Supervisors. Meetings are held the 2<sup>nd</sup> Monday of every month.

### **E. COMMISSION ON DISABILITIES (COD)**

A bill will be voted on Thursday in the House concerning ADA business notification requirements.

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

Ben is still working on Emergency Preparedness presentations specifically for San Bruno for May/June and another in the Fall/winter months. Ben would like to see a table for the PCC at this event.

IHSS will meet in the June/July timeframe. CID is developing more education for families to learn how to adapt to a member who is disabled. CID is developing an ADA survey for San Mateo County. The Transition to Independence fair is being planned for October. CID will be starting the movie series again to promote community discussion regarding disability.

### **OTHER BUSINESS**

Richard presented information sent by an individual in the community regarding on-line education resources specifically for students with disabilities. He asked the committee whether this is something that should be included on the PCC

website. He will supply the information to those requesting (Valerie, Ben and Alex).

Monica reported that the City of Redwood City Veterans Memorial Senior YMCA Center is in the second stage of planning. She encouraged SamTrans to reach out now regarding Redi-Wheels stops at the new center. Presently, the current transportation consideration needs feedback and suggestions from the public and transportation services.

Nancy volunteered to try to coordinate a project to honor Dale Edwards, longtime advocate. Nancy suggested that he might be included in the Appreciation Party in addition to a lunch-time event.

The next PAL and PCC meetings will be held on Tuesday, March 13, 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 3:35 p.m.

**SAN MATEO COUNTY  
PCC POLICY-ADVOCACY-LEGISLATIVE  
(PAL) COMMITTEE**

**MEETING MINUTES  
11:30 a.m.-12:30 p.m.  
February 13, 2018**

**ATTENDANCE:** Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities (CID); Alex Madrid, CID.

**GUESTS:** Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; Mark Weinstein, First Transit; Henry Silvas, SamTrans; John Sanderson, SamTrans.

**WELCOME:**

Mike called the meeting to order at 11:37am and welcomed all to the PAL meeting.

**JANUARY PAL MINUTES:**

Dinae Cruise motioned to approve the January meeting minutes and Alex Madrid seconded the motion. The minutes were approved without changes.

**FORM A SUBCOMMITTEE TO FINALIZE THE NAME AND FUNCTION CHANGE FOR PAL BYLAWS:**

Mike explained that the PCC is required to review and update the PCC bylaws as necessary. Sandra, Mike, Ben and Alex volunteered to form a temporary ad hoc committee to review the bylaws and suggest recommendations to formally change the name from Advocacy and Legislative Committee (AL-Com) to Policy, Advocacy and Legislative (PAL) committee and the function changes regarding PAL in the bylaws. Tina will check with the SamTrans legal department to determine if there is a conflict with the Brown Act. The PCC bylaws are located on the [www.sanmateopcc.com](http://www.sanmateopcc.com) website in the Contact Us section. Lorna will email the bylaws to the ad hoc committee members for review. The ad hoc committee will work together and share their recommendations initially via email and send recommendations for Lorna to compile.

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**OTHER BUSINESS:**

The PCC will meet today from 1:30-3:30 p.m.

The next PAL meeting is scheduled for Tuesday, March 13, 2018 from 11:30 a.m. to 12:30 p.m.

The meeting adjourned 12:44 p.m.

**SAN MATEO COUNTY TRANSIT DISTRICT  
STAFF REPORT**

TO: Community Relations Committee

THROUGH: Jim Hartnett  
General Manager/CEO

FROM: Seamus Murphy  
Chief Communications Officer

SUBJECT: **PARATRANSIT CUSTOMER SURVEY KEY FINDINGS**

**ACTION**

This report is for information only. No board action is required.

**SIGNIFICANCE**

In October 2017, the District conducted its Triennial Paratransit Customer Survey. 500 paratransit customers were interviewed to gather information about trip characteristics, service level usage, trip purpose, fare category, service characteristics, ratings and demographics.

The majority of riders (84 percent) report that they are "extremely satisfied" or "satisfied," with their overall experience, an increase of 2 percent over the 2015 survey. While service characteristics vary significantly around the Bay Area, satisfaction ratings for the District's paratransit service compare favorably with other Bay Area agencies. Trip specific ratings did decrease compared to 2015, however, the majority of customers are satisfied with the reservation system (83 percent), the safety of the driver in operating the vehicle (92 percent), the assistance received from the driver when entering and exiting the vehicle (85 percent), and the patience and sensitivity of the driver (88 percent).

Our customers continue to enjoy a number of unique benefits, which include free rides on fixed route service, a large service area, and discounted fares offered to those who receive Supplemental Security Income, General Assistance, or Medi-Cal.

Most riders use the service on a regular basis, with 51 percent taking a trip at least once a week. The most common trip purposes are medical appointments (47 percent), errands (17 percent) and visiting or social trips (11 percent). 60 percent of customers pay for their trip using cash.

Almost half of customers have a mobility impairment (49 percent), followed by frailty (17 percent) and a developmental disability or cognitive/mental impairment (15 percent).

Compared with the 2015 Survey findings, customers are more likely to have convenient access to the internet (46 percent), own a cell phone (75 percent) and have the ability to receive text messages (48 percent). Still, less than half of respondents expressed an interest in receiving more paratransit service information online (47 percent) or in purchasing paratransit fares online (39 percent). Both represent an increase compared to the 2015 survey.

### **BUDGET IMPACT**

There is no impact on the budget.

### **BACKGROUND**

The survey was conducted through the use of an on-call service contract with EMC Research. EMC interviewed 500 customers in October 2017. The telephone interview was available in English, Spanish, Cantonese and Tagalog. A random sample was selected from customers from across San Mateo County who had used SamTrans paratransit services within the last 12 months.

The most recent Paratransit survey was conducted in June 2015, following a change in contractor in January of the same year.

The survey has a system-wide margin of error of +/- 4.38 percent at a 95 percent confidence level.

The Survey findings were presented to the Policy Advocacy Legislative Committee on March 13, 2018, and will be presented to the Citizens Advisory Committee on April 25. They will also be available on the SamTrans website.

### **Next Steps**

The information will be used to improve current messaging to customers. New mobility initiatives being explored include a UC Davis Study and a Taxi Voucher pilot.

The full report will be available online at <http://www.samtrans.com/surveys>

### **STRATEGIC INITIATIVE**

- Priority 1: Expand Mobility Options
  - Goal 1: Increase Weekday Fixed-route Ridership by 15 percent
- Priority 2: Strengthen Fiscal Health
  - Goal 1: Increase fixed-route farebox revenue by 20 percent

Prepared By: Julian Jest, Market Research Analyst

650-508-6245



# Paratransit Customer Survey Key Findings

Community Relations Committee  
April 5, 2018  
Agenda Item #6



- Obtain ridership characteristics of Redi-Wheels and RediCoast customers (e.g., demographic and trip purpose)
- Assess key customer satisfaction components
- Collect other information: whether they ride fixed-route, how they like to obtain information, cell and internet usage
- Ask about recent trip experience as well as overall

- Telephone survey of Redi-Wheels and RediCoast customers
- Conducted by EMC Research
- 500 completed surveys (458 English, 41 Spanish, 1 Chinese)
  - 456 customers
  - 44 customers' caregivers or family

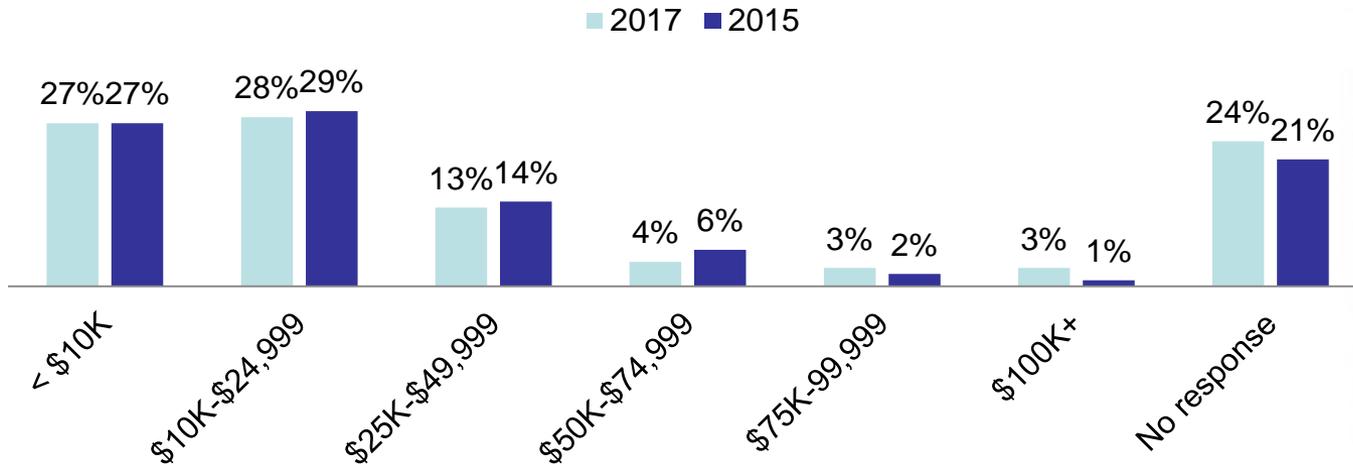
# Rider Characteristics



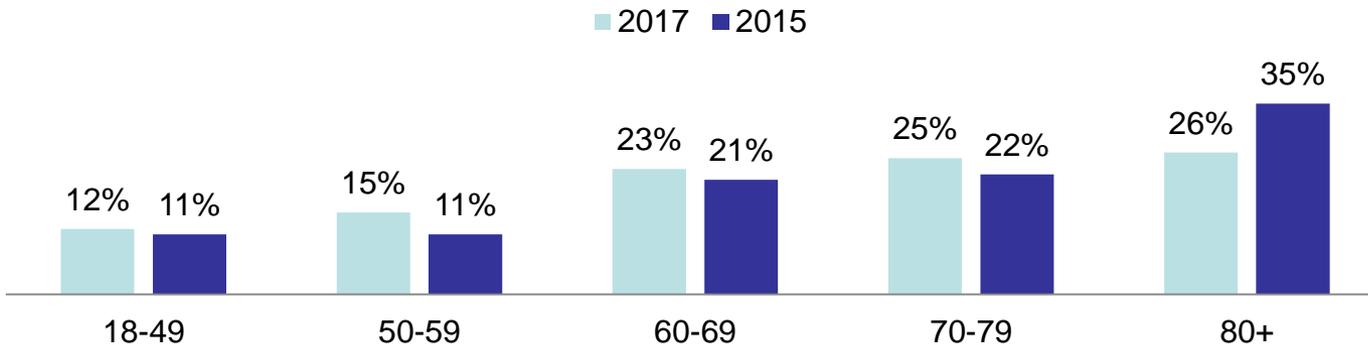
# Demographics



## Annual Household income



## Age

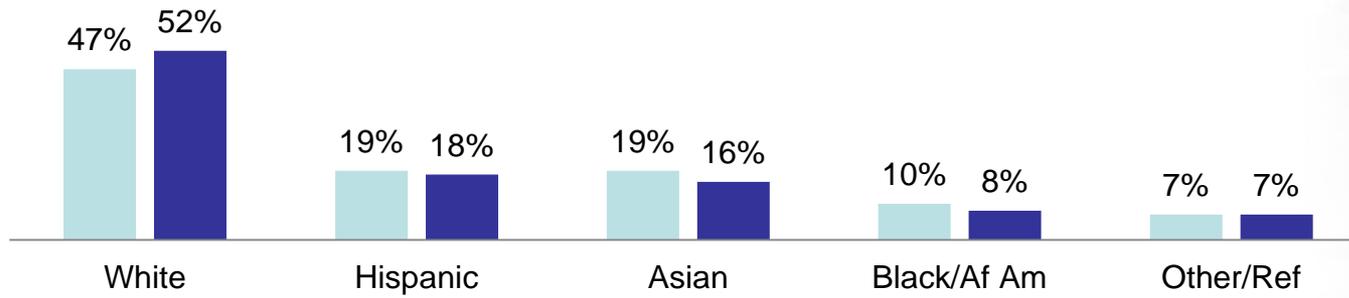


# Demographics



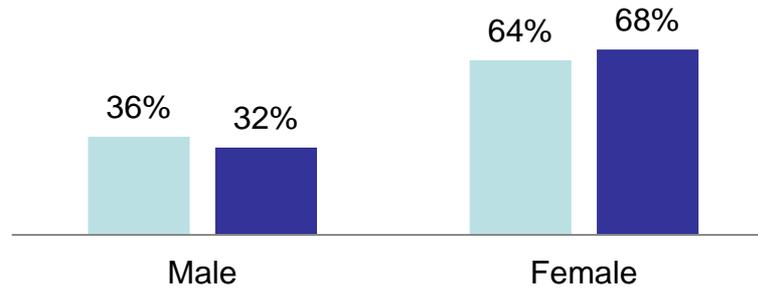
## Ethnicity

■ 2017 ■ 2015



## Gender

■ 2017 ■ 2015



# Main Purpose of Trip



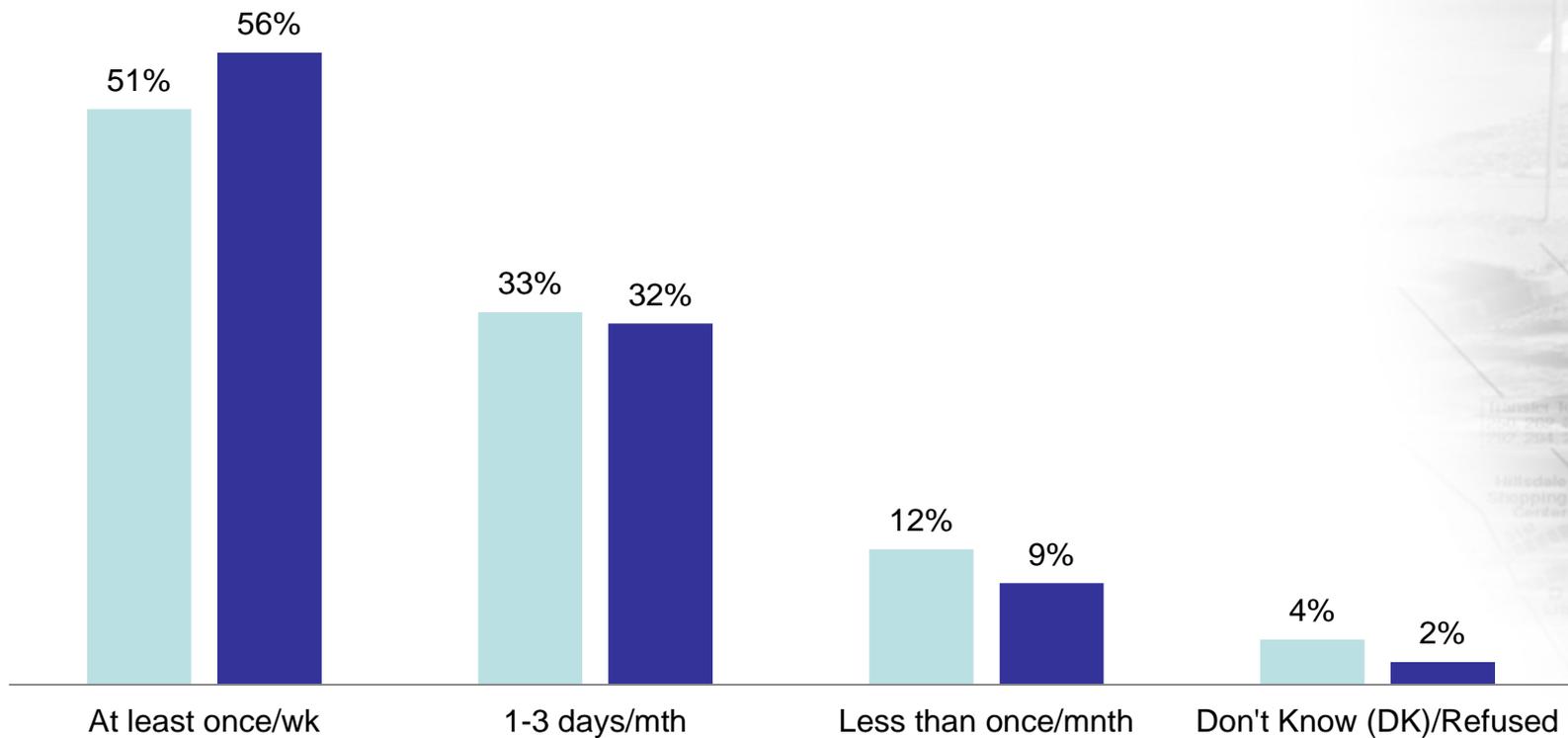
What was the main purpose of this trip?

Purpose	2017 (%)	2015 (%)
Medical appointment other than dialysis or rehabilitation	47	51
Errands (grocery shopping, bank, drug store, hair appointment, shopping)	17	12
Visiting/recreation/social/out for a meal	11	8
Physical therapy/rehabilitation	6	5
Renew Redi-Wheels certification	-	5
Other (e.g., dialysis, employment, school, visit a place of worship, pick up prescriptions)	14	17
Don't know/refused	2	2



## How often do you use Redi-Wheels/RediCoast?

■ 2017 ■ 2015



# Reason for Riding

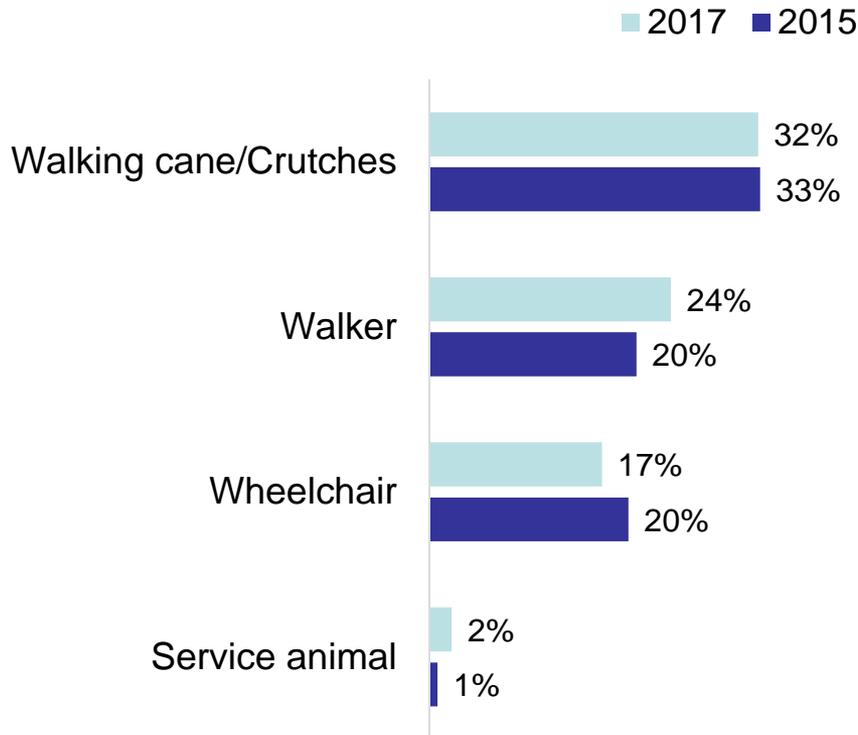


What disability or disabling health condition is the reason you Paratransit rather than the regular, fixed-route SamTrans buses?

Condition	2017 (%)	2015 (%)
A mobility impairment (whether use wheelchair or walk)	49	56
Frailty or a problem with energy (e.g., asthma, HIV/AIDS, congestive heart failure)	17	9
A developmental disability or cognitive/mental impairment (e.g., Alzheimer's, mental illness, stroke)	15	12
Blindness or low vision	10	11
Other health issues (e.g., kidney disease, cancer, diabetes) or unspecified	1	22
Don't know/refused	8	4

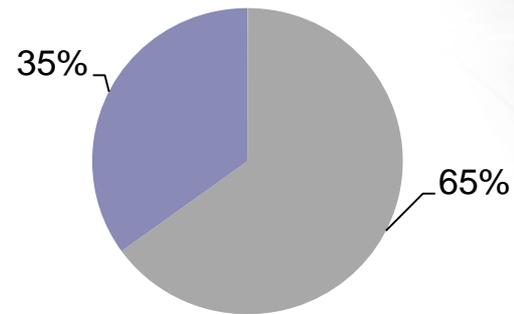


## Which of the following did you use on this trip?



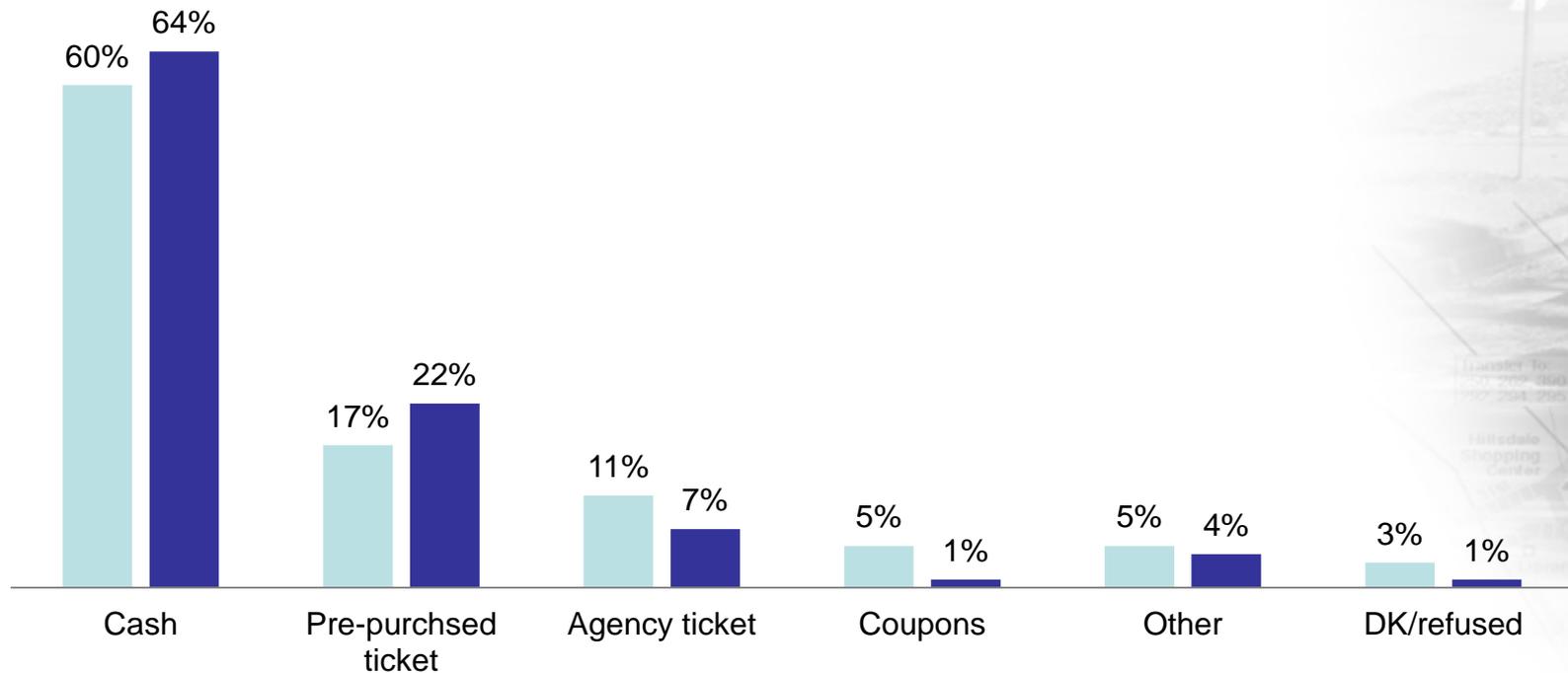
## Use of an aid

■ Used aid ■ Did not use aid



## How do you typically pay for fare when traveling on Redi-Wheels/RediCoast?

■ 2017 ■ 2015



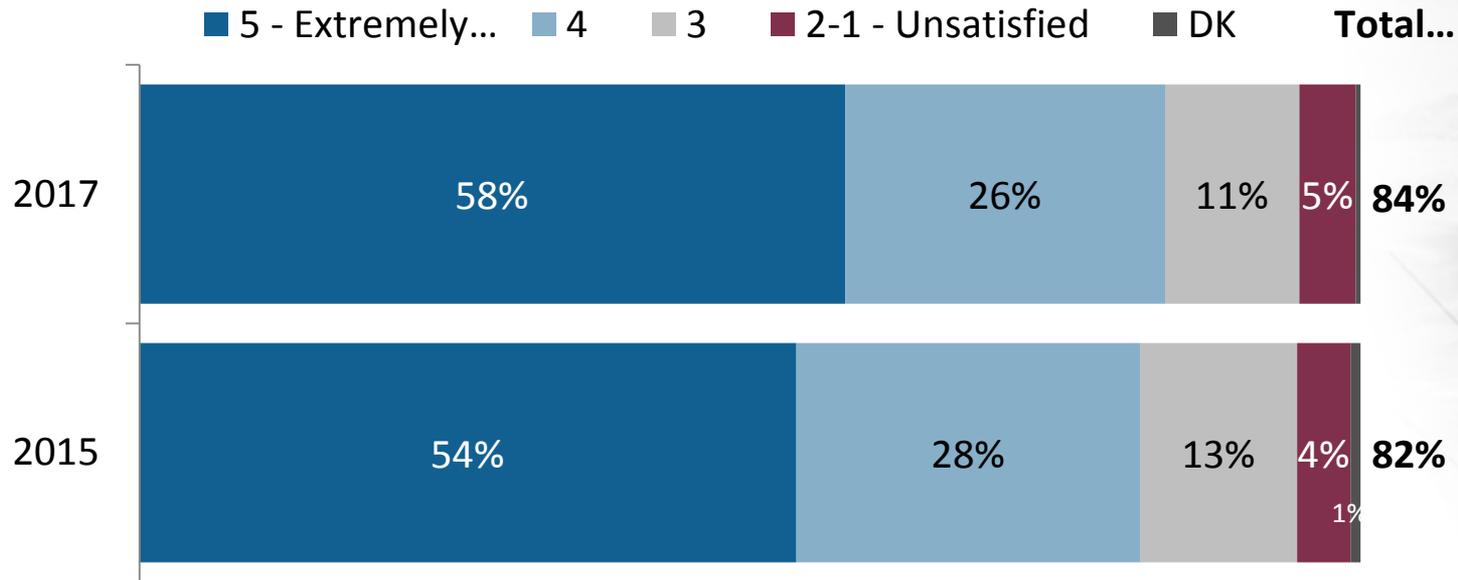
# Ratings



# General Satisfaction Over Time



In general, how would you rate your satisfaction with Redi-Wheels/RediCoast?



# Recent Trip Ratings

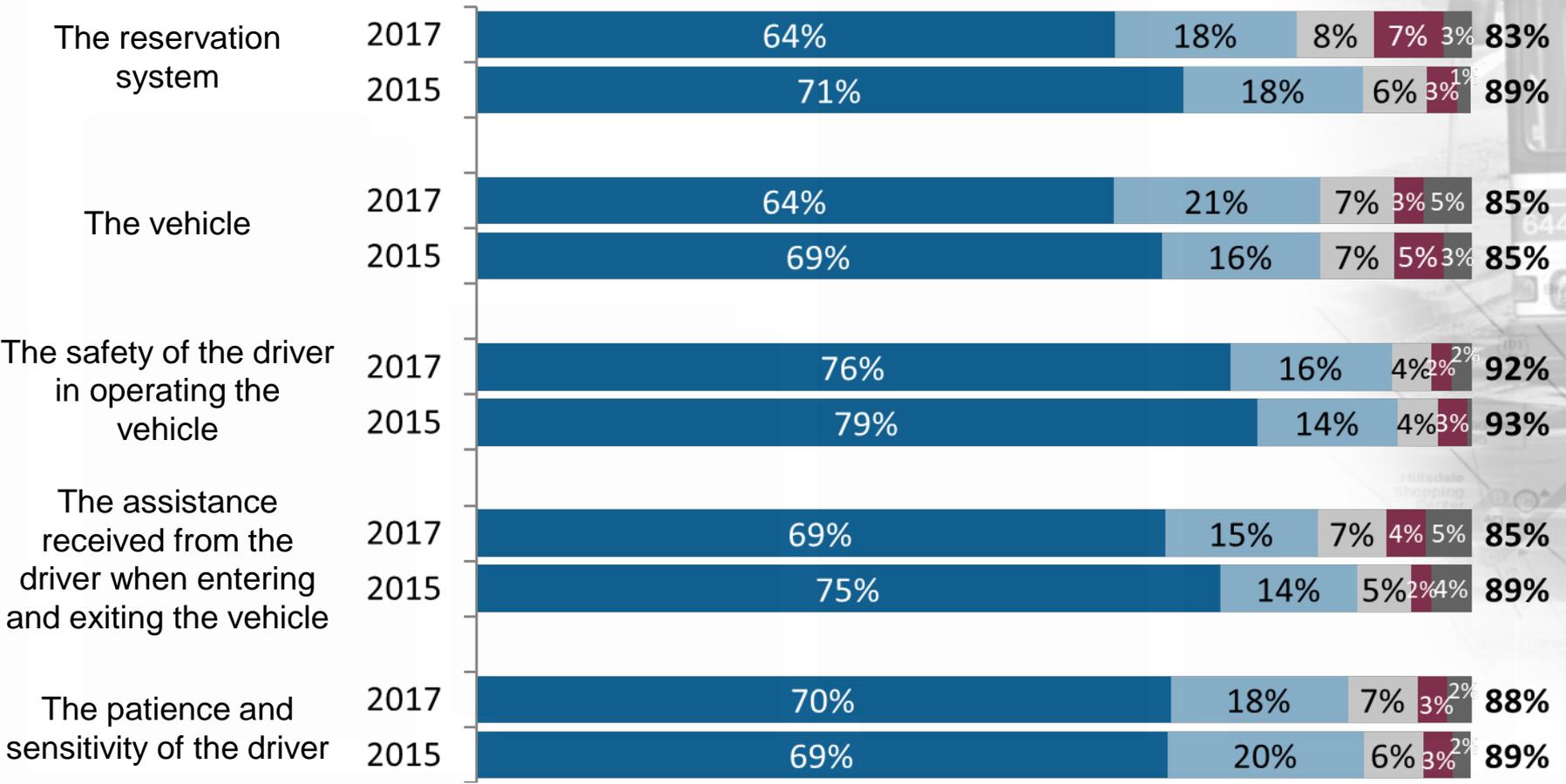


# Recent Trip Satisfaction



How would you rate your satisfaction with each of the following? (Recent Trip)

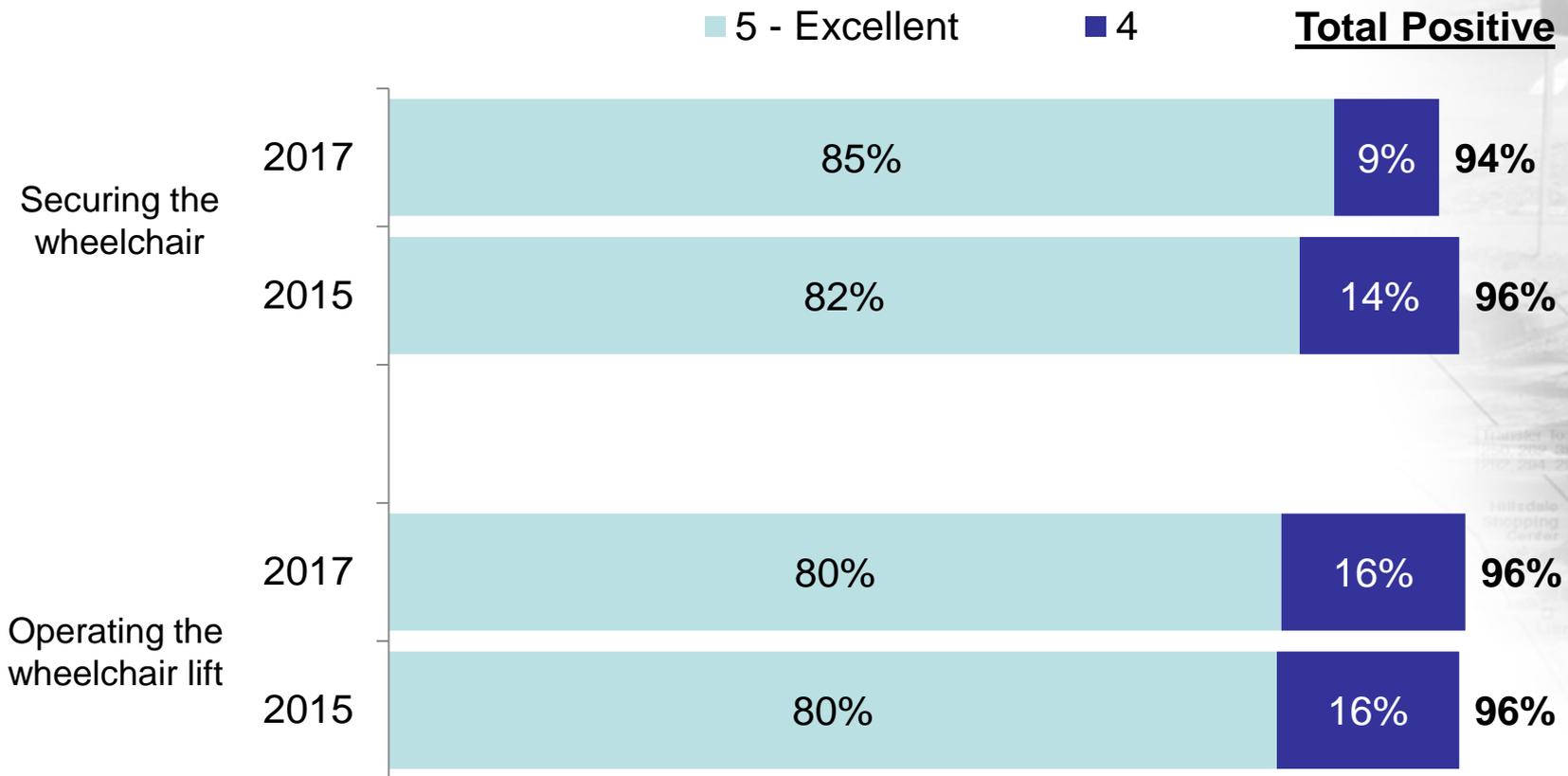
■ 5 - Extremely satisfied  
 ■ 4  
 ■ 3  
 ■ 2-1 - Unsatisfied  
 ■ (DK)  
 **Total Satisfied**



# Wheelchair User



How would you rate the ability of the driver in...

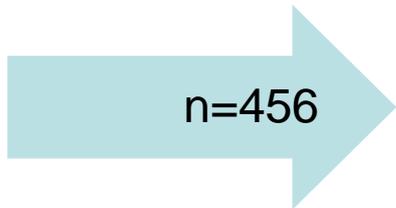
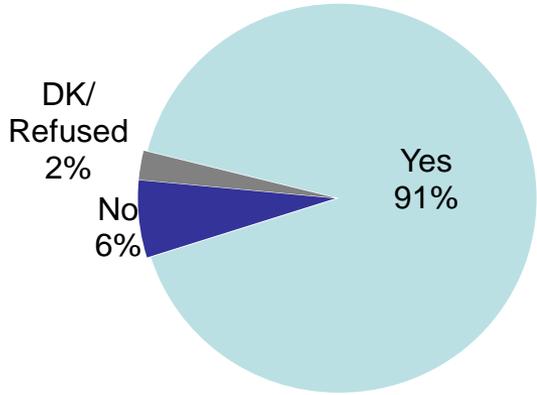


# Awareness of Pick-Up Window Time

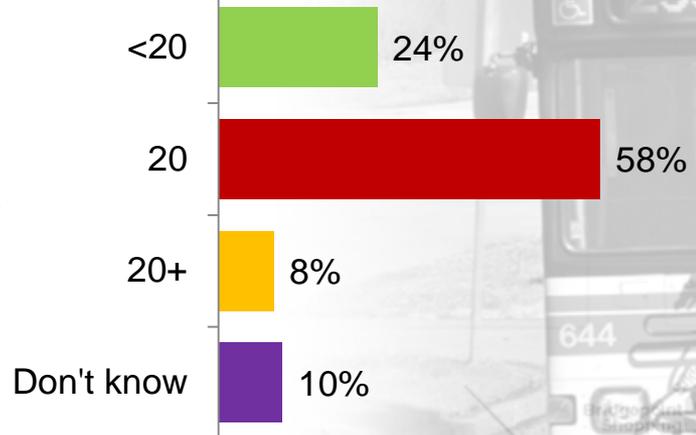


**Oct. '17**

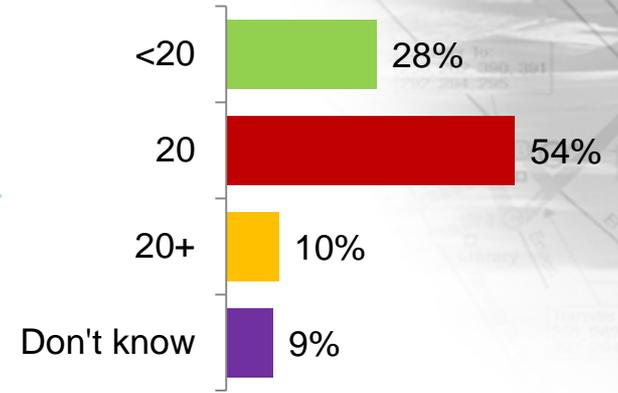
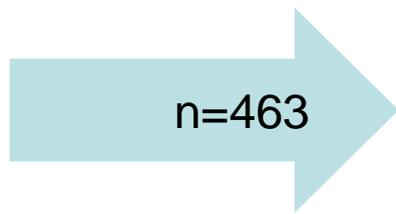
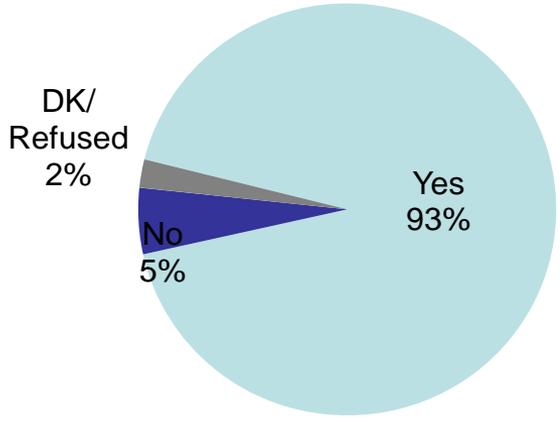
**Aware of Pick-Up Window**



**Amount of Minutes in Window**



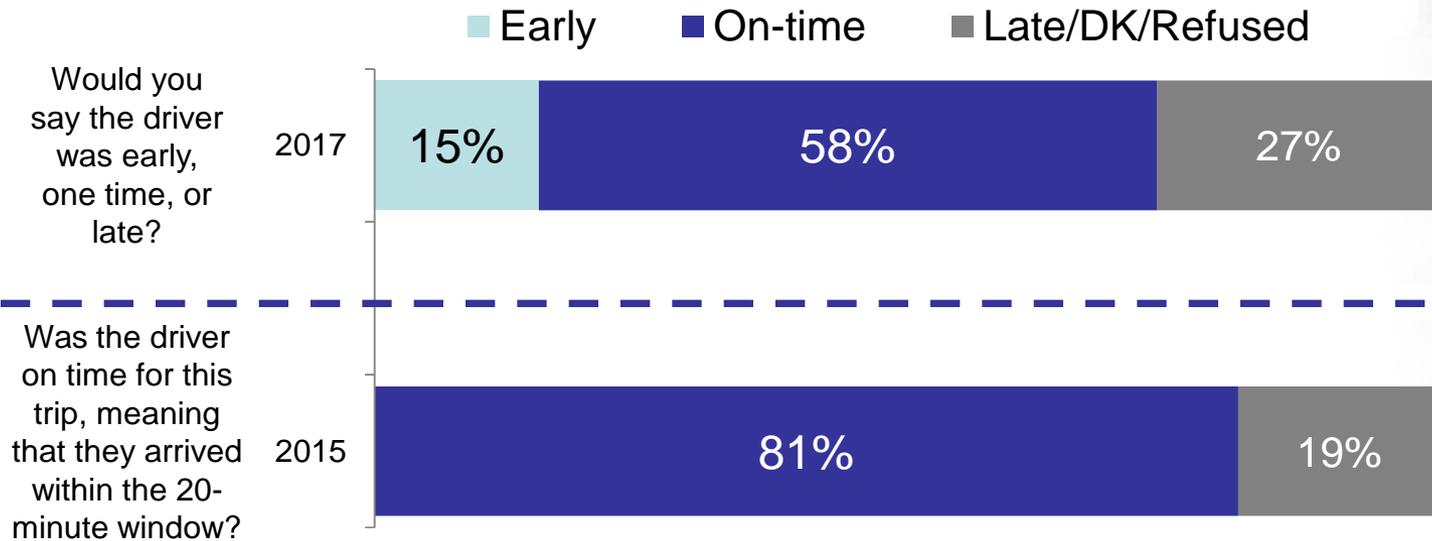
**June '15**



# Driver Timeliness



## Survey respondent reported on-time performance



**Actual on-time performance: 91%**

# Internet & Cell Phone Use

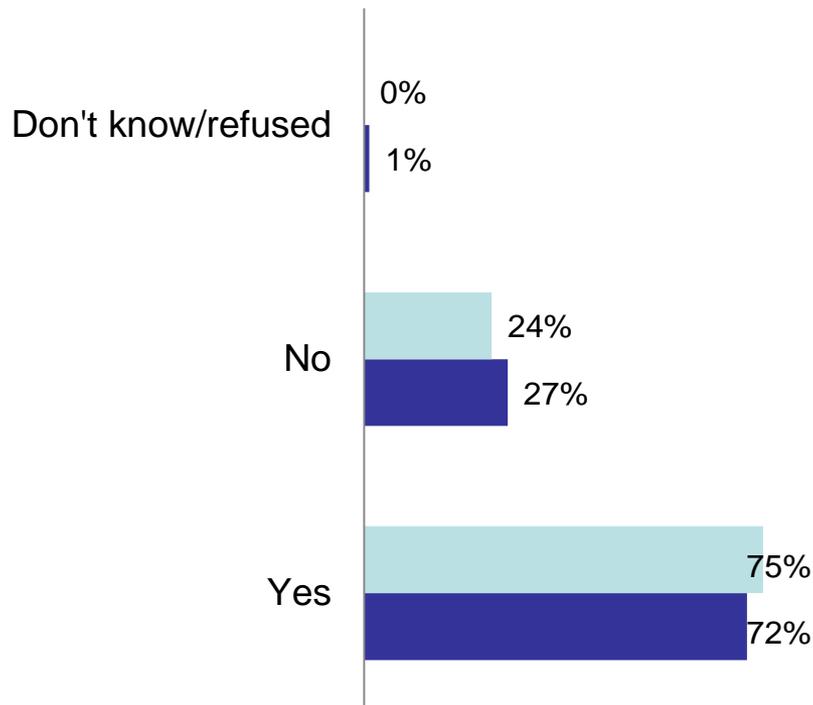


# Cell Phone Access



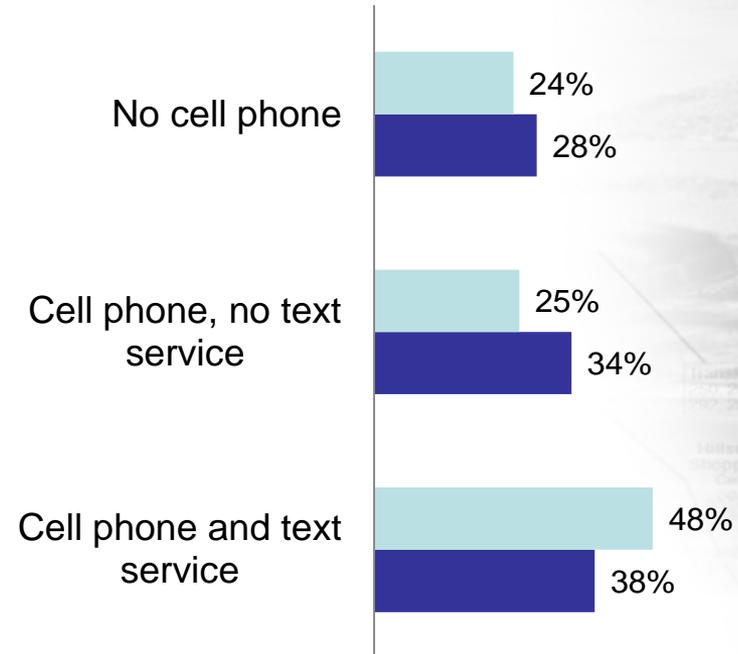
## Do you own a cell phone?

2017 2015

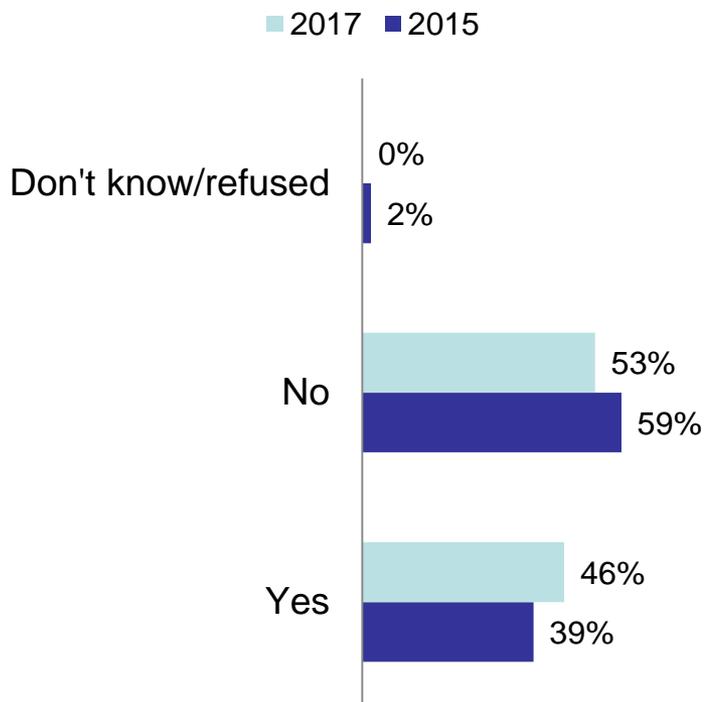


## Are you able to receive text messages?

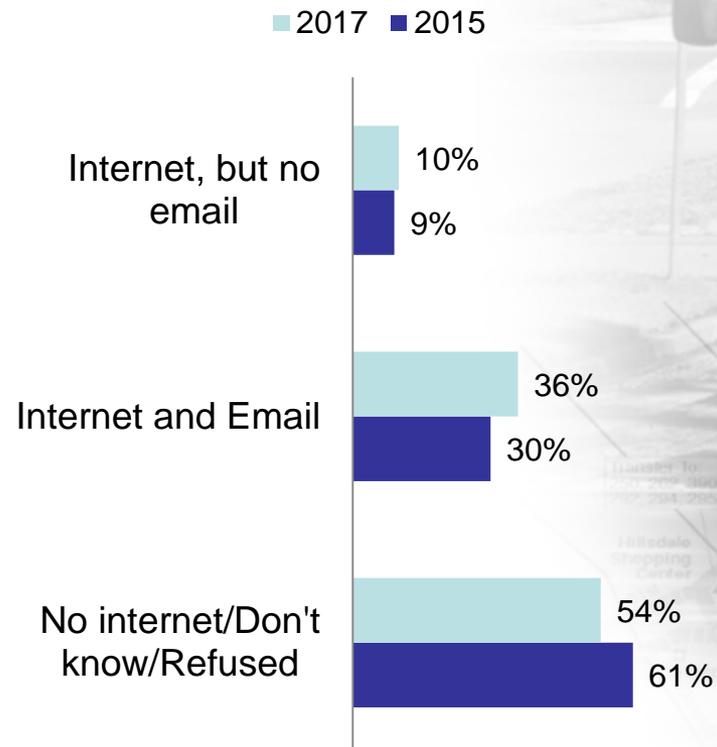
2017 2015



## Do you have convenient access to the internet?



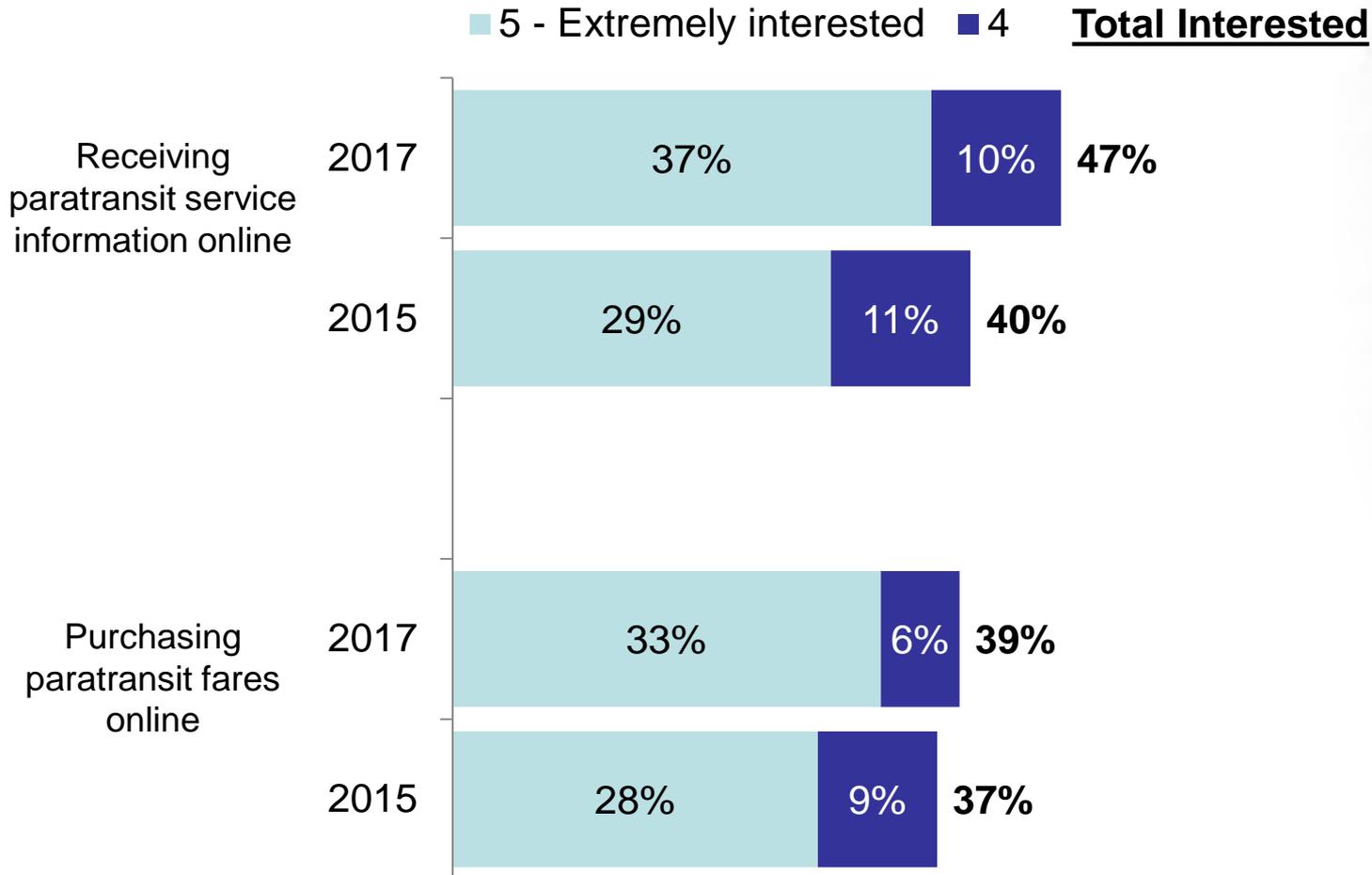
## Use of email



# Interest in Online Services



How interested would you be in...



# Bay Area Paratransit\*



Agency	Overall satisfaction rating (4 or 5, on scale of 1 to 5)	Number of trips being made annually (2016)	Fare	Service area	Trip reservations
<b>SamTrans</b>	<ul style="list-style-type: none"> <li>84% (Oct 17)</li> </ul>	<ul style="list-style-type: none"> <li>356,426</li> </ul>	<ul style="list-style-type: none"> <li>\$4.25 one way</li> <li>\$1.75 one way (discounted fare)</li> <li>Free fixed route</li> </ul>	<ul style="list-style-type: none"> <li>San Mateo County</li> <li>To and from San Francisco</li> <li>Palo Alto</li> </ul>	<ul style="list-style-type: none"> <li>One day prior</li> </ul>
<b>East Bay Paratransit (AC Transit, BART)</b>	<ul style="list-style-type: none"> <li>73% (July 17)</li> </ul>	<ul style="list-style-type: none"> <li>~700,000</li> </ul>	<ul style="list-style-type: none"> <li>Distance based:</li> <li>\$4-\$12</li> <li>No discount</li> </ul>	<ul style="list-style-type: none"> <li>Western parts of Contra Costa and Alameda Counties</li> <li>To and from San Francisco</li> </ul>	<ul style="list-style-type: none"> <li>One day prior</li> </ul>
<b>Muni</b>	<ul style="list-style-type: none"> <li>83% (July 17)</li> </ul>	<ul style="list-style-type: none"> <li>~800,000</li> </ul>	<ul style="list-style-type: none"> <li>\$2.25 per one-way trip (van)</li> <li>\$6 for every \$30 spent (taxi)</li> <li>No discount</li> </ul>	<ul style="list-style-type: none"> <li>San Francisco</li> <li>Marin Headlands (weekends)</li> </ul>	<ul style="list-style-type: none"> <li>Limited same day reservations</li> </ul>
<b>VTA</b>	<ul style="list-style-type: none"> <li>Not available</li> </ul>	<ul style="list-style-type: none"> <li>~900,000</li> </ul>	<ul style="list-style-type: none"> <li>\$4.50</li> <li>No discount</li> </ul>	<ul style="list-style-type: none"> <li>Santa Clara County</li> </ul>	<ul style="list-style-type: none"> <li>One day prior</li> </ul>

\*Please note, when comparing agencies, not all methodologies are the same.

- Report available:  
[www.samtrans.com/surveys](http://www.samtrans.com/surveys)
- Improve messaging to customers

## Future mobility initiatives

- Taxi Voucher Pilot
- UC Davis Study



# Questions?



**Thank you!**  
**Julian Jest**  
**Market Research Analyst**  
**[jestj@samtrans.com](mailto:jestj@samtrans.com)**



## SamTrans Citizens Advisory Committee Liaison Report

### Public Comment:

Michelle Lewis said the Park n Ride in Brisbane North & South at Bayshore Blvd. Late or early hours its really dark and not in a highly visible area matter of public safety. Temporarily can there be something done? Especially down south where there is trees. The 292 bus is not dependable on Saturday. All in all thanks for the services.

### CAC Member Comments/Requests:

A member requested outreach at local farmer's markets to help boost ridership. Also requested an update on where the Get Us Moving campaign is and requested that solar lights in shelters be installed. A member inquired about features of new bus orders in reference to the fleet of buses Samtrans purchased. A member talked about the ECR buses and how their size and frequency can also attract more trash. A member expressed unreliability with timing of Rtes. 292 and ECR buses, particularly in the evening hours. Appreciated the friendly customer service of most drivers, but requested that staff remind drivers to maintain a friendly demeanor at all times. A member inquired about where staff was at in the recruitment process for more members for the CAC so it can hopefully return to full member capacity. A member requested that trash and butts be cleaned up at EPA bus stops and reported lighted bus headsigns on some, but not others. Also reported that bus drivers were taking off before elderly passengers had seated themselves and mentioned dirty bus windows on a few routes.

### SMC Get Us Moving Update

A committee member attended the townhall in Menlo Park that was on the 15th and was a part of the introduction and opening for the event and got the opportunity to help folks be aware of the CAC, our role, and invite them to our meetings.

- Jessica Epstein gave a presentation, breaking down what the potential upcoming measure looks like and is to the community who may not be aware of what SamTrans is leading in partnership with BOS. Also spoke about SB 1 (Gas tax, which is now threatened with repeal), Regional Measure 3 (June 2018 Ballot) RM3 provides funding for projects such as the Dumbarton Corridor, Highway 101/92 interchange, the Bay Area Ferry systems including South San Francisco and Redwood City, Highway 101 Managed Lanes and for the extension of Cal train to the Trans Bay Terminal..
- A community member mentioned buses 86, 88, 81 are full & students were left behind. (So, that was discouraging students from taking the bus.) They mentioned having a systems approach and integrating technology. Someone else said that technological advancements would be appreciated.
- Community was asking for transparency around ballot measure funding & where it goes.
- Folks were saying the bridge toll (Referring to RM3) was inequitable because 10% are actually paying and then 90% are voting.
- These responses were just a few community members providing feedback out of over 12,000 survey responses that SamTrans has collected through their survey.

**SAN MATEO COUNTY TRANSIT DISTRICT  
STAFF REPORT**

TO: Community Relations Committee

THROUGH: Jim Hartnett  
General Manager/CEO

FROM: David Olmeda  
Chief Operating Officer, Bus

SUBJECT: **MULTIMODAL RIDERSHIP REPORT – FEBRUARY 2018**

**ACTION**

This report is for information only. No action is required.

**SIGNIFICANCE**

Average weekday ridership across all modes continues to experience a flatter rate of decline with a system performance of -0.4 percent. Average weekday ridership for Motor Bus reflects an improvement over other modes such as Paratransit (-4.9%), Shuttles (-5.3 percent), and BART (-2.6 percent). Caltrain continued its growth with an increase in average weekday ridership of 3.5 percent. Year to date, total ridership remains marginally down 1.8 percent for the same time-period when compared to the previous fiscal year.

Table "A" summarizes the average weekday ridership (AWR) statistics for all modes of transportation for which SamTrans is responsible. Chart "A" features year-to-date comparisons of AWR for Fiscal Year (FY) 2016, FY2017, and FY2018.

Table "B" summarizes the total monthly ridership figures for all SamTrans transportation modes. Chart "B" features total ridership year-to-date for FY2016, FY2017, and FY2018. Tables "A" and "B" also provide the corresponding data for the Bay Area Rapid Transit (BART) San Francisco International Airport Extension as a separate line.

Table "C" details the number of riders for each fare category for SamTrans fixed route for the month and calendar year-to-date.

Table "D" details total and average daily ridership by day type (i.e. Weekdays, Weekends, and Holidays).

Table "E" provides additional information regarding SamTrans performance standards, including Average Weekday Ridership, On-Time Performance, and Token Usage (adult and youth).

**AVERAGE WEEKDAY RIDERSHIP – FEBRUARY 2018 COMPARED TO FEBRUARY 2017**

**Grand Total** – 154,660, a decrease of 0.4 percent

**Bus** – 36,410, a decrease of 2.1 percent

**Paratransit** – 1,160, a decrease of 4.9 percent

**Shuttles** – 12,220 a decrease of 5.3 percent

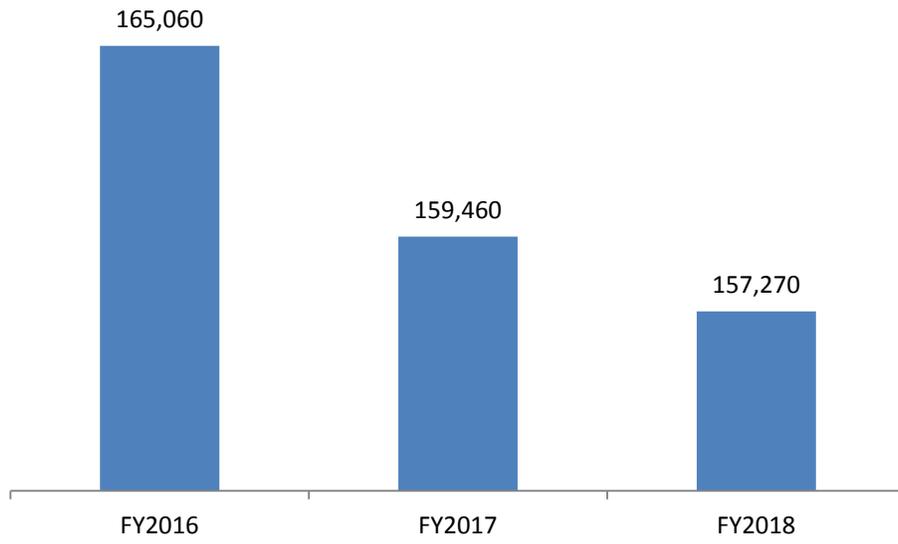
**Caltrain** – 59,830, an increase of 3.5 percent

**Table A  
Average Weekday Ridership**

February 2018 Average Weekday Ridership				Percent Change FY2016/2017
Mode	FY2016	FY2017	FY2018	
Bus	42,390	37,190	36,410	-2.1%
Paratransit	1,170	1,220	1,160	-4.9%
Shuttles	12,880	12,900	12,220	-5.3%
Caltrain	59,830	57,620	59,660	3.5%
<b>Total</b>	116,270	108,920	109,440	0.5%
BART Extension (No Daly City)	51,750	46,410	45,210	-2.6%
<b>Grand Total</b>	168,020	155,340	154,660	-0.4%
<b>Weekdays</b>	21	20	20	

February 2018 Year-to-date				Percent Change FY2016/2017
Mode	FY2016	FY2017	FY2018	
Bus	42,170	38,880	36,820	-5.3%
Paratransit	1,190	1,210	1,210	0.0%
Shuttles	11,460	12,160	11,620	-4.4%
Caltrain	59,360	58,170	60,270	3.6%
<b>Total</b>	114,180	110,420	109,920	-0.5%
BART Extension (No Daly City)	50,880	49,040	47,340	-3.5%
<b>Grand Total</b>	165,060	159,460	157,270	-1.4%

Chart A  
Grand Total Average Weekday Ridership (FYTD)



**MONTHLY TOTAL RIDERSHIP – FEBRUARY 2018 COMPARED TO FEBRUARY 2017**

The following summary and figures include total ridership for all modes of transportation for which SamTrans is responsible. These numbers are a gross count of each boarding across all modes and all service days for the month of February for the past three fiscal years.

**Grand Total** – 3,563,420 a decrease of 1.4 percent

**Bus** – 857,550, a decrease of 2.9 percent

**Paratransit** – 26,820, a decrease of 3.2 percent

**Shuttles** – 243,220 a decrease of 5.4 percent

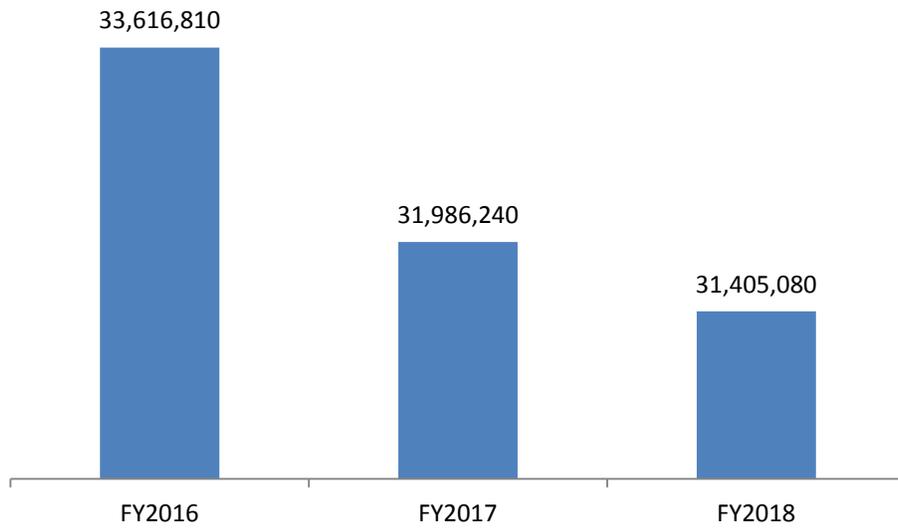
**Caltrain** – 1,414,900, an increase of 1.6 percent

**Table B  
Total Monthly Ridership**

February 2018 Total Monthly Ridership				Percent Change
Mode	FY2016	FY2017	FY2018	FY2016/2017
Bus	1,048,990	883,140	857,550	-2.9%
Paratransit	27,580	27,710	26,820	-3.2%
Shuttles	272,620	257,060	243,220	-5.4%
Caltrain	1,506,190	1,392,560	1,414,900	1.6%
<b>Total</b>	<b>2,855,380</b>	<b>2,560,460</b>	<b>2,542,490</b>	<b>-0.7%</b>
BART Extension (No Daly City)	1,268,120	1,055,080	1,020,940	-3.2%
<b>Grand Total</b>	<b>4,123,500</b>	<b>3,615,540</b>	<b>3,563,420</b>	<b>-1.4%</b>
<b>Weekdays</b>	<b>21</b>	<b>20</b>	<b>20</b>	

February 2018 Year-to-date				Percent Change
Mode	FY2016	FY2017	FY2018	FY2016/2017
Bus	8,605,240	7,859,840	7,460,190	-5.1%
Paratransit	230,300	236,610	236,400	-0.1%
Shuttles	1,954,040	2,044,790	1,963,960	-4.0%
Caltrain	12,577,850	12,210,480	12,416,770	1.7%
<b>Total</b>	<b>23,367,420</b>	<b>22,351,720</b>	<b>22,077,320</b>	<b>-1.2%</b>
BART Extension (No Daly City)	10,249,400	9,634,520	9,327,760	-3.2%
<b>Grand Total</b>	<b>33,616,810</b>	<b>31,986,240</b>	<b>31,405,080</b>	<b>-1.8%</b>

**Chart B**  
**Grand Total Ridership (FYTD)**



The following summaries illustrate the number of riders by fare category and by day type for the month of February 2018. These numbers do not include Dumbarton ridership and rural On-Demand service previously reflected under the Paratransit ridership.

**Table C  
Bus Riders by Fare Category**

Fare Category	Weekday	Saturday	Sunday	Holiday	Total
Adult Cash	106,434	14,463	11,601	-	132,499
Adult Pass	369,963	38,073	29,560	-	437,597
Youth Cash	104,060	6,203	4,549	-	114,812
Youth Pass	37,477	1,618	1,167	-	40,262
Eligible Discount	103,862	14,636	10,990	-	129,488
<b>Total</b>	<b>721,796</b>	<b>74,994</b>	<b>57,868</b>	<b>-</b>	<b>854,657</b>

	February 2016	February 2017	February 2018	2018 Calendar Year-to-Date
Adult Cash	206,600	147,872	132,499	273,664
Adult Pass	504,753	448,204	437,597	883,123
Youth Cash	136,265	117,336	114,812	235,885
Youth Pass	60,608	45,165	40,262	74,624
Eligible Discount	136,928	121,205	129,488	265,597
<b>Total</b>	<b>1,045,154</b>	<b>879,782</b>	<b>854,657</b>	<b>1,732,891</b>

**Table D  
SamTrans Bus Ridership Summary**

February 2018 SamTrans Ridership Summary		
By day type:	Total Riders	Average Daily Riders
<b>Weekdays</b>	721,796	36,263
<b>Saturdays</b>	74,994	18,748
<b>Sundays</b>	57,868	14,467
<b>Holiday(s)</b>	-	-
<b>Total</b>	<b>854,657</b>	<b>30,523</b>

**OTHER NOTES:**

Total Monthly Ridership’s factors:

- 20 weekdays in 2018, similar to 2017, but one less than 2016
- Multiple routes were merged on January 21, 2018, possibly resulting in an initial reduction in trips per passenger per day
- Overall ridership trend in the San Francisco Bay Area is decreasing
- According to a recent presentation from APTA (the American Public Transportation Association), Telecommuting, Bike Sharing, TNCs, and Gas Prices remain contributors to the public transportation decline.

**Table E  
Bus Performance Standards**

		AWR*	OTP	Tokens	
				Adult	Youth
February	2017	37,150	83.22%	23,371	22,765
March	2017	40,500	82.21%	25,905	30,624
April	2017	36,672	82.83%	23,973	20,876
May	2017	40,439	81.18%	24,725	28,641
June	2017	34,596	81.07%	24,090	15,361
July	2017	32,293	82.20%	25,159	4,828
August	2017	36,201	79.33%	26,583	18,075
September	2017	44,590	78.38%	27,967	34,211
October	2017	40,861	80.14%	28,492	27,678
November	2017	37,807	79.72%	25,213	23,789
December	2017	35,258	78.90%	22,431	21,234
January	2018	34,180	81.47%	22,164	20,410
February	2018	36,263	78.69%	24,017	21,234

\*AWR: Does not include Dumbarton ridership

**PERFORMANCE CATEGORY DESCRIPTION**

**AWR** (Average Weekday Ridership) - measures average ridership on a weekday basis for the month

**OTP** (On Time Performance) - sampling thousands of schedules in the system for late, early, and on-time arrival and departure

**Tokens** - total of Adult and Youth token usage for the month

## SamTrans Digital Metrics - Feb. 2018



### *New Followers*

**+72**

Feb 18 - 8,532

Jan. 18 - 8,460

### *Top Tagged Issues*

- 1. Dumbarton**
- 2. General Compliment**
- 3. General Complaint**

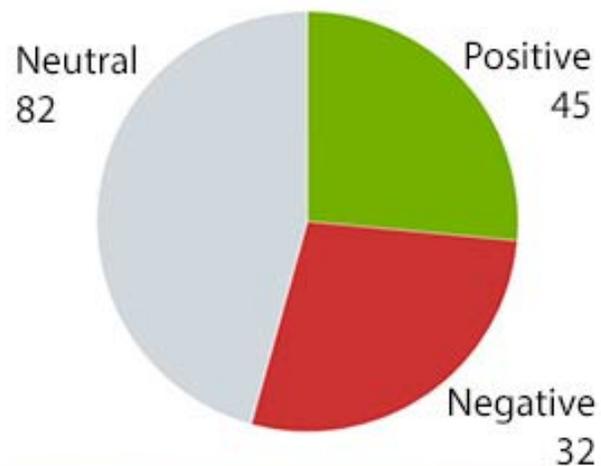
### *SamTrans.com Pageviews*

**Feb, 18 - 130,330**

Jan, 18 - 148,698

Jan, 17 - 147,493

### *Social Sentiment*



### *Dec. Yelp & FB Rating*



*(1 February review)*

Prepared by: Alex Lam, Scheduler/Planner  
Jeremy Lipps, Social Media Officer  
James Namba, Marketing Specialist

650-508-6227  
650-508-7845  
650-508-7924