

**Summary of San Mateo County Transit District's (District)  
Liaison Report – Meeting of April 1, 2015**

**AGENDA ITEM # 7 (b)  
APRIL 2, 2015**

The Community Relations Committee and Board

Citizens Advisory Committee (CAC) interviews were conducted by Directors Zoe Kersteen-Tucker, Peter Ratto and Charles Stone. The Board approved the committee's recommendation to appoint the following members:

- Kathy Gilbert - Incumbent
- Bob Gomez – Incumbent
- Barbara Hasten
- Charlotte Laughon – Incumbent
- Annette Merriman
- Margaret Pye - Incumbent

Tina Dubost, Manager, Accessible Transit Services, said the Redi-Wheels tickets have been redesigned from a book of 10 tickets to a tear-off sheet.

Mike Levinson, Paratransit Coordinating Council (PCC) Chair, said the Comment Card Review Committee will be giving a report on their findings at the next PCC meeting. The PCC will be holding a retreat on June 9 at the Daly City Library. They will be developing their two-year work plan to be effective July 1, 2015.

Margaret Pye, Chair, CAC, said the CAC received an update on the SamTrans Service Plan. The CAC was also appreciative of receiving hard copies of the Strategic Plan and Short-Range Transit Plan.

Chuck Harvey, Deputy CEO, presented the Mobility Management Report: Paratransit (attached).

Average Weekday Ridership – February 2015 Compared to February 2014

Bus: 43,660, an increase of 5.5 percent

All modes: 112,690, an increase of 6.2 percent

The Finance Committee and Board

- Accepted the Statement of Revenues and Expenses for February 2015.
- Authorized the Filing of Annual Cap and Trade Funding Applications and Certifications/Assurances with the California State Department of Transportation.
- Authorized the Filing of Applications to the California Governor's Office of Emergency Services for State Proposition 1B Transit Security Grant Program Funds.
- Authorized Applying for \$305,296 in Transit Performance Initiative Program Funds from the Metropolitan Transportation Commission.
- Received an Update on the Bond Issuance of March 17, 2015 and Authorized Approval of the Increase of Estimated Issuance Fees and Expenses Not to Exceed \$842,600 Fee Previously Estimated at \$590,000.
- Authorized Rejection of Single Bid for a Purchase and Installation of Two New Bus-Top Scaffold Systems and to Negotiate a Contract on the Open Market.
- Received an Assessment of the Fiscal Year 2015 Fuel Hedge Program.

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### The Legislative Committee and Board

Seamus Murphy, Director, Government and Community Affairs, and Shirley Harris, Board Chair were in Washington D.C. with members of the Peninsula Corridor Joint Powers Board, the Metropolitan Transportation Commission, and Silicon Valley Leadership Group to advocate for the county's most important transportation priorities.

Some projects in the county have been invited to apply for the Affordable Housing and Sustainable Communities Program funds. The Complete Streets Project in South San Francisco and the upgrade to the South San Francisco Caltrain Station have been invited to move forward in the process.

An urgent issue is the continuing saga related to the State and the Department of Labor's (DOL) efforts to reconcile the State's Public Employees' Pension Reform Act (PEPRA) with U.S. labor laws. Last year DOL negotiated an agreement with the State that would allow the certification of Federal Formula Transportation Grants to happen and funding to flow to agencies with the passage of State Legislation that delayed implementation of the Pension Reform Law as it applies to transit employees. This would give the State and DOL time to go through the legal process and legislation stated that employees would be exempt until there was a Federal court ruling on this matter. There was a court ruling issued in December that upheld the State's position and allowed PEPRA to apply to transit employees. It looks as though the DOL will appeal the decision and staff has heard some disconcerting news from the DOL potentially holding up transit grants while the appeal is processed. Staff has been collaborating with other transit agencies in the region and State to advocate for this issue to be resolved. The grants SamTrans would apply for would mostly go to purchase new buses and the first grant application would be in April.

Adopted a Proclamation Declaring April 9, 2015 Stand Up for Transportation Day. An event will be held on Thursday, April 9 at 1 p.m. at the Transbay Terminal.

### The Board of Directors

Called for a public hearing at the May 6, 2015 meeting to consider possible changes to the Codified Tariff. Proposed change is to extend the Day Pass reduced fare until a new Codified Tariff is approved in early 2016.

Jim Hartnett, General Manager/CEO reported:

- Thanked the Board for trust and confidence in appointing him to the position.
- He had a meet and greet with employees the day after his appointment.
- The first "Message from Jim" was sent out to all employees. He announced the he will be holding "Talk with Jim" meetings. This will be a series of informal meetings with employees, self-initiated, to talk about the District, their jobs, and how things are going or should go.
- Will be visiting the bases to let them know how valued they are.

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- An employee hotline is being developed and will be rolled out soon.
- Initiating a process to stream live video of the Board meetings.
- Wants to engage the Board in study sessions on topics that are of interest and not just educational, but are outcome oriented. Potential topics are the financial capacity of the District and the current state of private and public transportation. Need to provide people an opportunity for mobility with a service people want to use.
- Will be attending CAC and PCC meetings to meet everyone. He knows how important the work is of the CAC and PCC from his experience on the Board.

Legal Counsel reported that there was no action taken on the matter of Ling La.

The next meeting of the Board is scheduled for Wednesday, May 6, 2015 at 2 p.m.

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "m" are lowercase, while "T" and "r" are uppercase. Below the text are two horizontal bars: a red one on top and a blue one on the bottom.

# Mobility Management: Paratransit Service

Community Relations Committee  
April 1, 2015  
Agenda Item 8

## ADA Paratransit Service

The logo for samTrans, featuring the text "samTrans" in a bold, sans-serif font. The "a" and "m" are lowercase, while "T" and "r" are uppercase. Below the text are two horizontal bars: a red one on top and a blue one on the bottom.

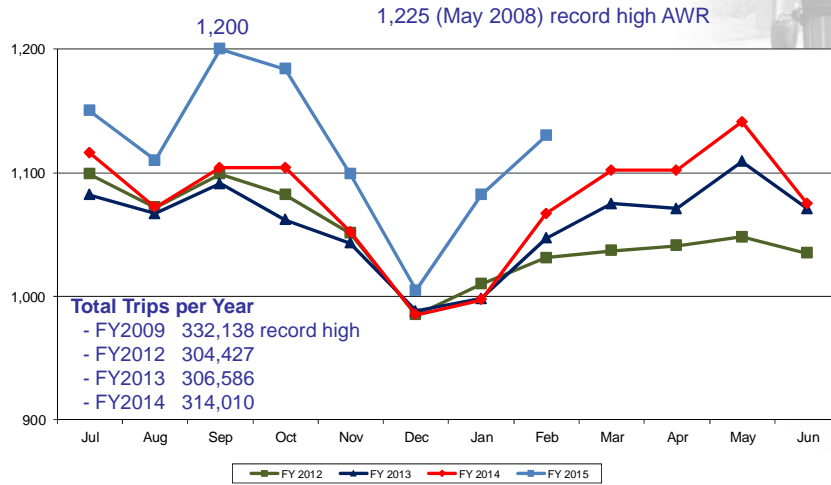
- Operating Statistics
- Paratransit Fleet
- Program Costs
- Funding Sources
- Redi-Wheels Contract
- RediCoast Contract
- Paratransit Eligibility Contract
- Travel Training Contracts
- Summary



# Paratransit – AWR

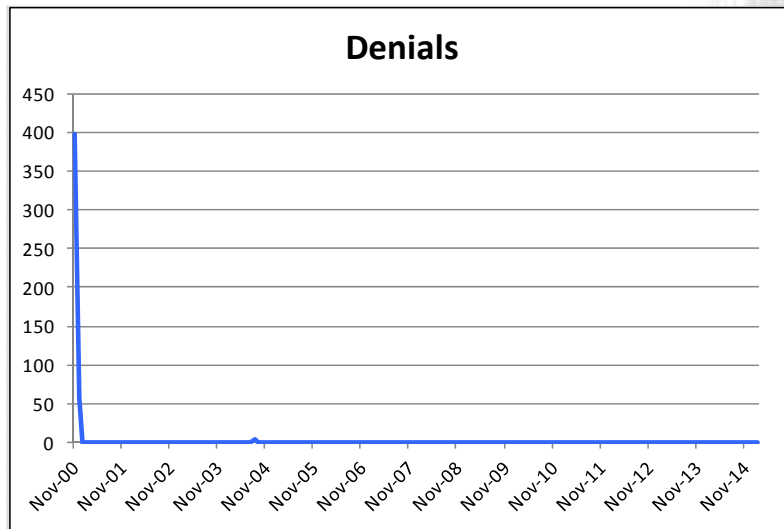


Redi-Wheels & RediCoast members: 7,900



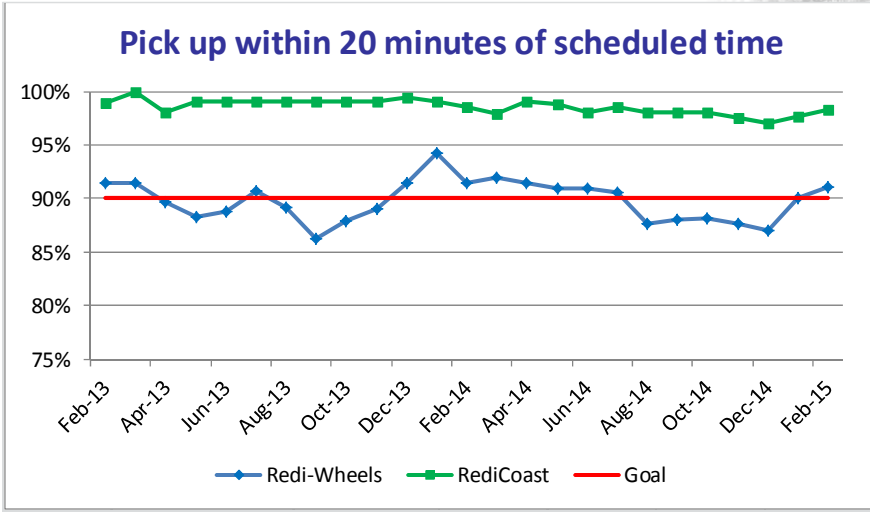
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# Redi-Wheels Trip Denials



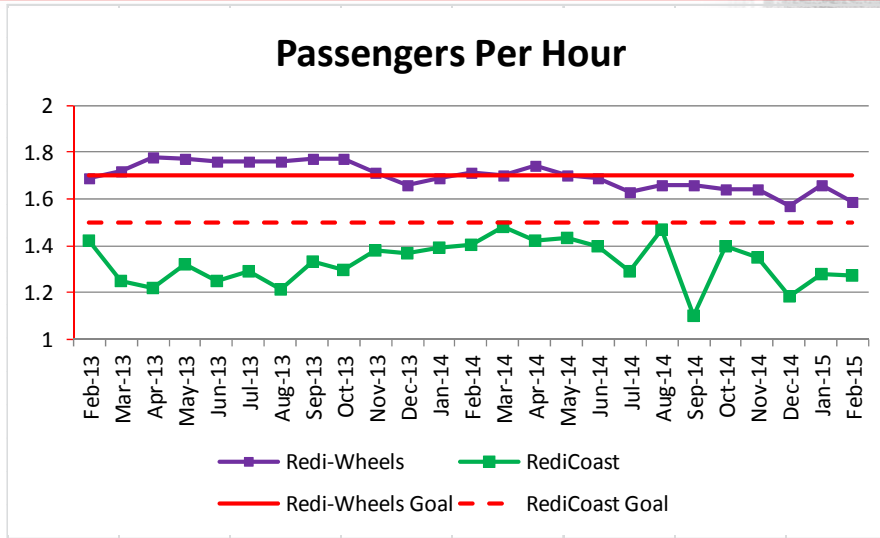
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# On-time Performance



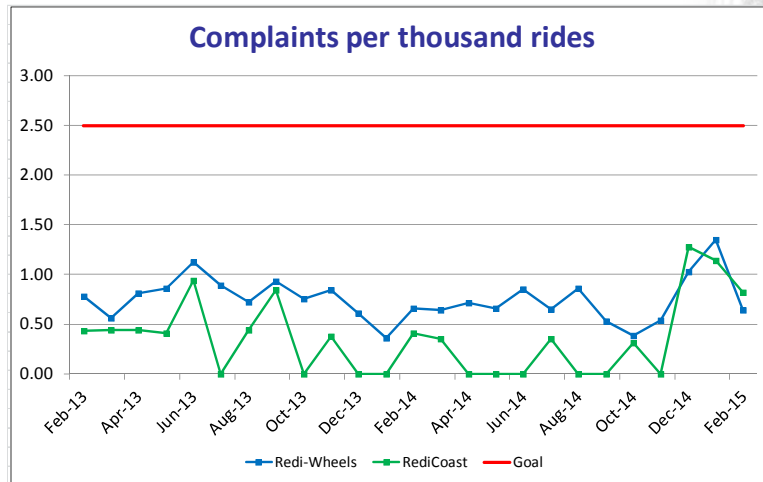
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# Productivity



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# Service Complaints



# Paratransit Fleet



**55 Cutaways**  
**24 Minivans**

**13 Sedans**  
**10 Taxis**

## Program Costs



	<u>FY2009</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>
Total Costs (\$000)	\$13,614	\$13,767	\$13,757	\$15,387
Total Trips	332,138	306,586	314,010	320,300
Average Cost	\$40.99	\$44.90	\$43.81	\$48.04

### Actual YTD Budget Performance:

Total Costs (\$000)	\$9,361
Total Trips	214,010
Average Cost	\$43.74

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## Paratransit Funding Sources



	<u>FY2015 Budget</u>
Passenger fares	\$0.8 million
Transportation Development Act	1.7
State Transit Assistance	0.5
District Sales Tax	2.4
Transportation Authority	2.9
Measure M (Motor Vehicle Reg. Fee)	1.4
Operating Grants	0.4
Interest (Paratransit Trust Fund)	0.3
San Mateo County Measure A	<u>5.0</u>
	<b>\$15.4 million</b>

No federal operating assistance is provided for federally mandated ADA service.

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## Redi-Wheels Contract

samTrans

- Redi-Wheels provides ADA Paratransit service to the bayside of San Mateo County
- Service area based on where the SamTrans fixed-route services are provided
- Contract effective Jan. 1, 2015 – First Transit
  - 5-year base, \$42.9 million
  - 5 option years thru Dec. 31, 2024
- Service provided, 5-year base:
  - Approximately 1.4 million trips
  - Approximately 820,000 vehicle revenue hours

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## RediCoast Contract

samTrans

- RediCoast serves the San Mateo County Coastside
- Contract effective Nov. 1, 2012 – MV Transportation
  - 5-year base, \$6.6 million
  - 5 option years thru Oct. 31, 2022
- Service provided – 5-year base:
  - Approximately 130,000 trips
  - Approximately 94,000 revenue service hours

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## Paratransit Eligibility Contract

samTrans

- In-person interviews with functional testing if necessary, approximately 3,900/year
- Limits paratransit eligibility only to those who are truly eligible
- Increased conditional eligibility
- In negotiation for new 5-year contract
- Current vendor – C.A.R.E. Evaluators



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## Travel Training Contracts

samTrans

- Professionals teach people with disabilities how to use the SamTrans fixed-route bus service and Caltrain
- Three vendors
  - Contracts expire June 30, 2015
- New RFPs to be released soon
  - People who are blind and visually impaired
  - People with developmental or other disabilities
- Approximately 130 people travel trained in the last five years

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## Senior Mobility Program

samTrans

- **Transit Ambassador Program**
  - Volunteers work one-on-one with seniors to show them how to use SamTrans bus service
- **Veterans Mobility Corps**
  - Vet-to-vet volunteer training
- **“Age Well Drive Smart” partnership with the CHP throughout the county**
  - Mobility ambassador travel training for seniors
  - Fixed-route accessibility information

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## Summary

samTrans

- **Customer satisfaction is good**
  - Very low complaint rate
  - Service quality metrics are good
- **SamTrans continues to monitor/control costs**
- **Paratransit service is a federally unfunded mandate**
- **Redi-Wheels service transition to First Transit is complete**
- **Agency continues to advance Senior Mobility initiatives**

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