



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

December 8, 2020

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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Due to the COVID-19 outbreak, this meeting will be conducted as a teleconference meeting pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

The public may not attend this meeting in person

PCC members, staff and the public may participate remotely via Zoom.

Tuesday, December 8, 2020

1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/98156349397?pwd=OUt6MEFic1NIUU41WTFoNEdpSDB6QT09>

Or join by phone: **1-669-900-9128**

Meeting ID (for both phone and computer): **981 5634 9397**

Password (for both phone and computer): **047523**

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*For approval

Meeting Schedule for 2020

[Note: Meetings since March 2020 have been moved to conference call.]

PCC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly 1:30-3:30pm	PCC Executive Committee 1 st Tuesday Monthly Conf. Call 1:00-2:00pm	PAL Policy-Advocacy- Legislative Committee 2 nd Tuesday Monthly 11:30-12:30pm	PCC Education Committee 1 st Friday Bi-Monthly Conf. Call 1:00pm	CTC Coastside Trans. Committee 2 nd Thursday Qtly. Senior Coastsiders 925 Main St., HMB 10:00-11:30am	SamTrans Board 1 st Wednesday Monthly 2:00pm
January 14, 2020	January 7, 2020	January 14, 2020	January 10, 2020		January 8, 2020
February 11, 2020	February 4, 2020	February 11, 2020			February 5, 2020
March 10, 2020	March 3, 2020	March 10, 2020 (Cancelled)	March 6, 2020	March 12, 2020 (Cancelled)	March 4, 2020
April 14, 2020	April 7, 2020	April 14, 2020			April 1, 2020
May 12, 2020	May 5, 2019	May 12, 2020	May 1, 2020		May 6, 2020
June 9, 2020	June 2, 2020	June 9, 2020			June 3, 2020
July 14, 2020	July 7, 2020	July 14, 2020	July 10, 2020	June 11, 2020	July 8, 2020 (2 nd Wednesday)
NO MEETING	August 4, 2020	NO MEETING			August 5, 2020
September 8, 2020	September 1, 2020	September 8, 2020	September 4, 2020		September 2, 2020
October 13, 2020	October 6, 2020	October 13, 2020		October 20, 2020	October 7, 2020
November 10, 2020	November 3, 2020	November 10, 2020	November 6, 2020		November 4, 2020
December 8, 2020	December 1, 2020	December 8, 2020		December 16, 2020	December 2, 2020

NOTE: ERC (Efficiency Review Committee) meets as needed.

Effective April 2020, all in-person meetings were cancelled.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

December 8, 2020

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of November 10, 2020 PCC Minutes* | 1:35 |
| 3. Committee Reports | 1:40 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of November Minutes* | |
| ii. Legislative Update | |
| iii. Local Advocacy | |
| iv. Policy Issues | |
| b. Grant/Budget Review – Sammi Riley, Chair | |
| c. Education – Sammi Riley, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| e. Nominating/Membership – Nancy Keegan, Chair | |
| 4. Consumer Comments | 2:30 |
| 5. SamTrans / Redi-Wheels Reports | 2:40 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Serenity Anderson | |
| 6. Liaison Reports | 3:00 |
| a. Agency – Nancy Keegan | |
| b. ERC – Mike Levinson | |
| c. Commission on Disabilities (COD) – Ben McMullan | |
| d. Center for Independence (CID) – Ben McMullan | |
| e. Commission on Aging (COA) – Scott McMullin | |
| f. Coastside Transportation Committee (CTC) – Tina Dubost | |
| g. Transportation Authority-Citizens’ Advisory Committee (TA-CAC) – Sandra Lang | |
| 7. Other Business | 3:10 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of November 10, 2020 Meeting

ATTENDANCE:

Members:

Valerie Campos, Vista Center
Susan Capeloto, Dept. of Rehabilitation
Dinae Cruise, Vice Chair, Consumer
Tina Dubost, SamTrans
Nancy Keegan, Sutter Health/Senior Focus
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Benjamin McMullan, Chair, CID
Scott McMullin, CoA
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 11/13, Quorum =
Yes)

Guests:

Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Serenity Anderson, First Transit/Redi-
Wheels
Richard Weiner, Nelson\Nygaard
Alex Madrid, Consumer
David Scarbor, SamTrans
Richard Hedges, Community Member
Charles Posejpal, First Transit
Henry Silvas, SamTrans

Absentees:

Monica Colondres, Community Advocate
Judy Garcia, Consumer

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:35pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF OCTOBER MINUTES:

Mike Levinson moved to approve the October meeting minutes; Sandra Lang seconded the motion; the minutes were approved with no abstentions.

ADA UPDATE: CALACT CONFERENCE – RICHARD WEINER

Richard summarized proceedings from the CalACT conference held virtually on November 3-6.

- The keynote speaker was Tamika Butler, an attorney who has worked for transportation consulting firms and on racial and social equity issues. She spoke about what it means for her as an African American to be working in transit agencies or largely white organizations. Several sessions followed on racial equity.

- One point Ms. Butler made was that we're all transit dependent in some way. During COVID everyone is dependent on someone who uses transit, e.g. people who work in grocery stores, delivery people, etc., and this will lead to a mindset change about transit.
- A presentation from Monterey-Salinas Transit (MST) covered a pilot program with a ticketless card that results in quicker boarding, no handling of cash, etc.
- Tina Dubost gave a presentation on the lifeline fare assistance program at Redi-Wheels. Approximately 41% of paratransit trips are fare assistance. Pre-COVID of those customers who ride in a given month fare assistance customers take more trips. She mentioned that the program is not difficult to administer but does result in between \$320K and \$350K per year of lost fare revenue. They have around 10 applications per week. Additionally, she reported that the fare elasticity calculated by a consultant estimates that for every 10% increase in fare, there is a 5% reduction in ridership.
- A session on the ADA included people who were around when the Act was passed 30 years ago and gave historical observations. They felt that the culture in relationship to accessibility had changed significantly in that time, especially in transportation.

COMMITTEE REPORTS:

Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair

See page 11.

Grant/Budget Review – Sammi Riley, Chair

There were no updates.

Education – Sammi Riley, Chair

Sammi reported that the committee met on November 6th. There are no upcoming events for the remainder of 2020.

Several committee members attended the Transition to Independence Fair on October 24th. There were 40 vendors on the website ([click here.](#)) The PCC's video is under the Independent Living Resources tab. The event included a welcome from the San Mateo County Commission on Disability followed by various panel discussions that included college students reporting on resources and successes after graduation, housing choice, and information on voting. Around 60 people attended.

Sammi thought it would be good for the PCC to put together a nicer video for Zoom presentations.

The next meeting will be on Friday, January 8th, 2021 at 1pm.

Executive – Benjamin McMullan, Chair

Ben reported on the November 3rd meeting during which the committee:

- received an update from Sammi on the Transition to Independence Fair.
- discussed an update on the scheduling software.
- talked about the CalACT conference.
- approved moving forward Alex Madrid's membership application to the full committee
- was informed that Nancy is following up on an application from Dao Do from Rosener House.
- discussed transportation to COVID-19 testing sites and had heard back from Cristina Ugaitafa.

At the PCC meeting, Tina reported that Redi-Wheels can take people who are not sick to the testing sites. The buses cannot utilize the drive-through service. Redi-Wheels does not do "wait trips", so riders will need to schedule rides there and back, one to seven days in advance. If people are sick, they should stay home. In addition, she had spoken to Cristina Ugaitafa and anyone who has symptoms of COVID should call the County Health Department for advice.

Everyone agreed that this was an improvement on the situation; Ben will follow up with Cristina on any remaining questions.

The next meeting is on Tuesday, December 1st, at 1pm.

Nominations/Membership – Nancy Keegan, Chair

In Nancy's absence, Ben presented the membership application from Alex Madrid to the council. Sandra moved to approve, Dinae seconded, and the application was approved.

CONSUMER COMMENTS

None.

OPERATIONAL REPORTS

None.

PERFORMANCE SUMMARY

Tina reported that total trips have been gradually increasing and are now down 62% compared to the same month last year. The average weekday ridership for October was 363; total cancellations are about the same as were late cancels and no-shows. There were no agency trips. Only 10% of trips were sent to taxis, down from 40% last year. Due to social distancing, productivity is low at 1.04 passengers.

COMMENT STATISTICS REPORT

Tina reported that the number of comments received is down. Seven comment cards and 19 complaint reports were received in September of which 5 were policy related and 15 were service related. The remaining comments were compliments.

SAFETY REPORT

Serenity reported that there were 2 accidents in October. One was preventable and one was not preventable. There were no injuries and only minor damage.

LIAISON REPORTS

Agency – Nancy Keegan

Tina asked if any of the agencies might be resuming service. Marie Violet reported that nothing is expected for a long time.

ERC – Mike Levinson

No report and no meetings are planned.

Center for Independence (CID) – Ben McMullan

They have created a [webpage](#) on resources provided through their CARES project. This includes PPE equipment, testing site information, information on the Great Plates program, and rental assistance. Requests are screened based on need.

They will begin community outreach on PSPS shut off assistance in the spring.

Commission on Disabilities (CoD) – Ben McMullan

At the last meeting members received an overview of the Brown Act and a presentation on the partnership between CID and COD and their advocacy efforts. CoD members visited Tunitas Beach where the Park Service is proposing upgrades to be more accessible. Henry Silvas asked for more information as this would probably affect SamTrans service in the area.

Commission on Aging (CoA) – Scott McMullin

Elections were held at their November 9th meeting with the same people elected to office.

Members talked about the five action items stimulated by the pandemic.

1. Social isolation – locating people who are isolated.
2. Building relationships with other organizations in the county to maximize impact.
3. Food insecurity – encouraging people to look for other resources after the Great Plates program ends. These are listed in the [Help at Home](#) booklet.
4. Technology and advocating for equipment, education, and access.
5. Emergency preparedness – Jeff Norris, administrator for SMC Alert gave a presentation.

There's a Transportation sub-committee meeting on Thursday, November 12th at 3pm.

Tina mentioned that the SamTrans Planning Department is conducting a technology training open to the public on how to use Zoom. Anyone interested can sign up at <https://forms.gle/7NcuboVNPZmz4guM8> or call 650-508-6241 ext. 7.

Mike asked about an electronic link to the "Help at Home" publication. [It can be found here.](#)

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that the committee met in October. Ridership hasn't recovered on the coast as much but RediCoast is continuing to provide essential service

Citizen's Advisory Committee for the San Mateo County Transportation Authority (TA) – Sandra Lang

Sandra reported that the group met on November 3rd and received information on:

1. An overview of the 101 express lanes.
2. A draft list of projects recommended for funding under Measure W; these were presented to the Transportation Authority on November 5th with decisions expected in December.

Sandra will report back on any projects that serve the senior and disabled communities. Tina thanked Sandra for her dedication to the Committee.

OTHER BUSINESS

Sandra asked how people who are sight impaired can receive information from SMC Alerts. Scott thought that if they did not have an email address, they would need someone else to complete the registration on their behalf. Valerie thought that the site should be checked for accessibility. Mike reported that he called PG&E directly and signed up to be contacted by telephone.

The next meeting will be on December 8th at 1:30pm. The meeting adjourned at 3:15pm.

Minutes of Policy/Advocacy/Legislative (PAL) Meeting – Mike Levinson, Chair

The minutes from the October PAL meeting were included in the meeting packet; Dinae Cruise moved to approve; Ben McMullan seconded the motion; the minutes were approved.

Legislative Update

Tina reported that Measure RR was approved and that this will provide a lifeline for Caltrain. The agency is moving to electric trains, clean energy, and more frequent service. Sandra reported that during the lead-up to the election, most people contacted viewed Caltrain as a valuable service on the Peninsula.

Mike reported that Proposition 22 had passed enabling drivers of app-based corporations to be treated as independent contractors. Also, Proposition 15, to reverse the commercial side of Proposition 13 (1978), is losing.

Local Advocacy

Tina introduced Serenity Anderson as the new interim manager at First Transit. Patty Talbot left on November 6th. The committee welcomed Serenity.

Tina mentioned again how important transportation is at this time and thanked the Redi-Wheels and First Transit staff for their commitment and hard work.

Redi-Wheels is continuing to require face masks and the drivers have a limited supply of disposable masks on hand. All vehicles are cleaned daily with CDC-approved products and also receive periodic wipe downs during the day. They are still managing the number of people on the bus and drivers can assign seating.

Ridership is gradually increasing. They are receiving five replacement cutaway buses now with more scheduled. Paratransit eligibility is still a paper process.

They recently conducted a ridership survey and should have a report in December or January.

Alex Madrid asked if a driver could assist a wheelchair passenger wanting to transfer to a seat on the bus. Lynn Spicer reported that riding in a seat is much more secure. Drivers have PPE and can assist in the transfer. It's helpful if passengers request this service when making a reservation.

Policy Issues

Sandra mentioned upcoming legislation regarding broadband expansion. She will report back to the committee at the appropriate time. Rich Hedges mentioned a webinar, [Broadband for America's Future](#), from California Forward (CA FWD) on this topic.

Ben asked about the status of the RFP on the new schedule software. Tina will let the committee know when the RFP is released but reported that they are hoping to receive proposals and present a final decision to the Board of Directors around September 2021.

The next PAL meeting will be on December 8th.

Redi-Wheels Reports

Performance Measures

Performance Measure	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Prev. Yr. Average
1. Total trips requested	29,704	29,504	29,524	27,394	21,835	11,883	12,697	14,707	16,256	11,491	10,991	11,544	10,584	25,125
2. Trips scheduled	27,238	26,766	26,801	25,321	18,513	10,801	11,924	13,974	15,541	10,769	10,261	10,786	9,740	23,048
a. Same day cancels	2,077	2,118	2,188	1,710	3,844	5,022	4,948	5,216	5,407	1,371	752	810	661	2,887
% of trips scheduled	7.6%	7.9%	8.2%	6.8%	20.8%	46.5%	41.5%	37.3%	34.8%	12.7%	7.3%	7.5%	6.8%	12.5%
b. Late cancels	495	619	484	374	506	150	198	207	232	249	230	248	279	409
% of trips scheduled	1.8%	2.3%	1.8%	1.5%	2.7%	1.4%	1.7%	1.5%	1.5%	2.3%	2.2%	2.3%	2.9%	1.8%
c. Total customer no-shows	411	479	427	265	378	94	137	171	187	173	117	146	138	330
% of trips scheduled	1.5%	1.8%	1.6%	1.0%	2.0%	0.9%	1.1%	1.2%	1.2%	1.6%	1.1%	1.4%	1.4%	1.4%
d. No-show (operator)	8	3	1	2	1	0	0	0	0	0	0	0	0	4
3. Total trips served	24,247	23,547	23,701	22,970	13,784	5,535	6,641	8,380	9,715	8,976	9,162	9,582	8,662	19,419
a. Average weekday riders	1,003	946	906	977	556	215	259	324	367	351	365	363	357	775
b. Advance reservation	15,917	15,392	15,094	14,835	8,899	3,304	4,250	5,823	7,087	6,392	6,598	7,062	6,248	12,570
c. Agency trips	3,433	3,651	3,628	3,303	1,346	18	0	0	0	0	0	0	0	2,611
d. Individual subscription	4,897	4,504	4,979	4,832	3,539	2,213	2,391	2,557	2,628	2,584	2,564	2,520	2,414	4,237
e. Taxi trips	10,246	9,745	9,282	8,689	4,360	846	1,373	2,196	2,326	1,309	908	934	935	7,505
<i>(taxi % of total trips)</i>	42.3%	41.4%	39.2%	37.8%	31.6%	15.3%	20.7%	26.2%	23.9%	14.6%	9.9%	9.7%	11.0%	38.6%
4. Total Redi-Wheels riders	2,027	2,018	2,007	1,982	1,557	450	562	756	829	843	875	908	846	1,660
5. Inter-County Transfer Trips	156	143	121	146	77	4	17	45	93	72	116	111	80	114
6. On-time performance ¹	90.8%	90.7%	92.4%	92.8%	95.1%	97.2%	97.6%	96.1%	95.9%	97.2%	97.7%	97.9%	97.3%	93%
7. Productivity (psgrs/rvh) ²	1.98	1.92	1.91	1.86	1.52	1.23	1.27	1.46	1.42	1.23	1.09	1.09	NA	1.75
8. Complaints per 1000 trips	0.99	0.76	0.59	0.52	0.73	0.90	1.20	0.84	0.62	0.45	0.55	0.52	NA	0.8
9. Compliments per 1000 trips	0.70	0.34	0.46	0.65	0.80	0.18	1.05	0.84	0.82	1.56	0.65	0.83	NA	0.7
10. Avg phone wait time (mins) ³	0.9	0.8	0.5	0.8	0.8	0.1	0.3	0.7	0.6	0.5	0.4	0.5	NA	0.68

12/2/2020

Notes:

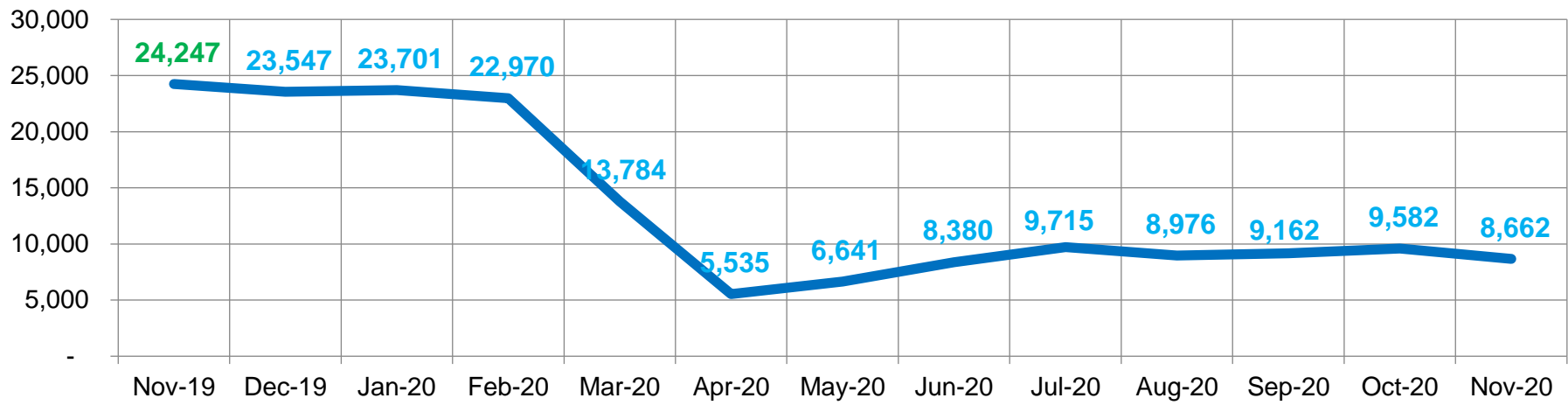
1 Standard = 90%

2 Standard = 1.70

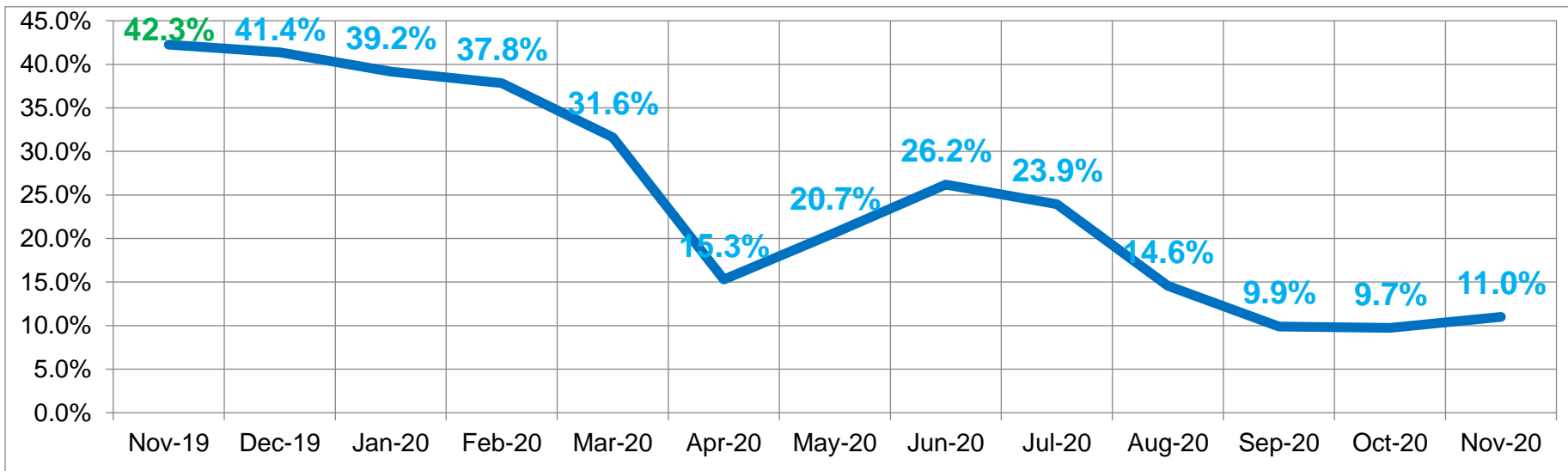
3 Standard = < 1.5

Note that data for the most recent month is preliminary

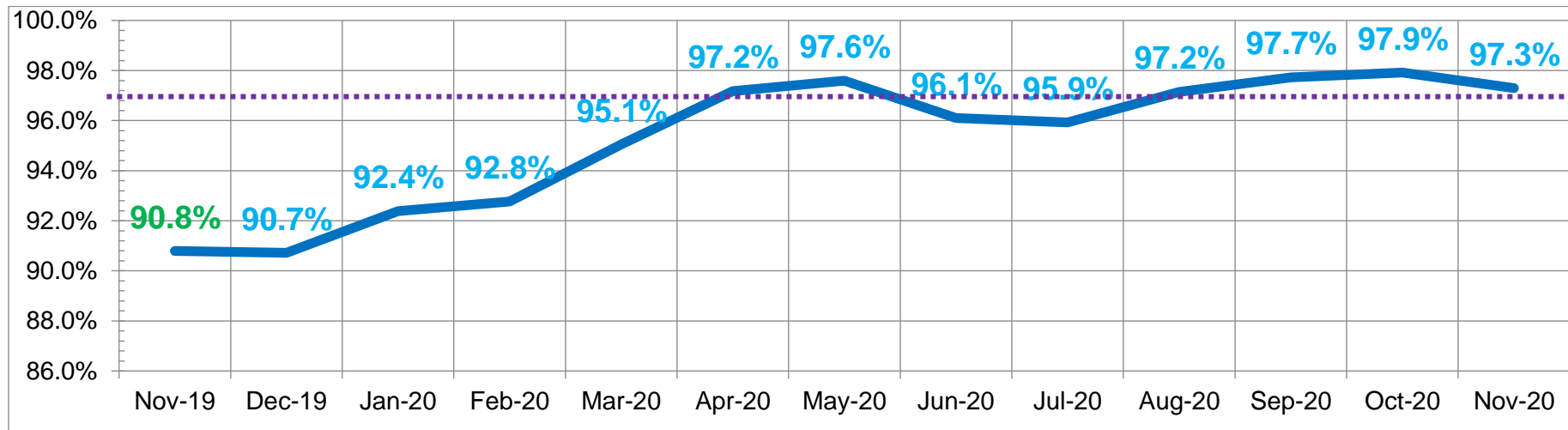
Total Trips



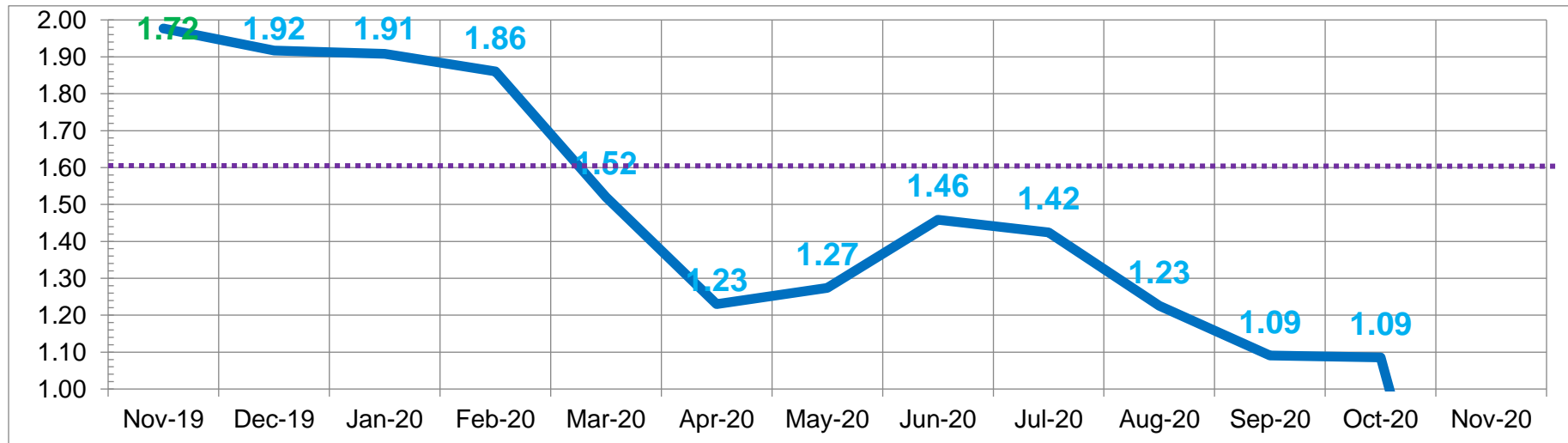
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Note: November 2020 productivity numbers were not available when package was distributed.

Monthly Comment Statistics

2020 Comments	Oct-20	
	Subtotal	Rate/1000
Rides	9,582	
Total Comments by Category		
Compliment	8	0.63
Policy Related	6	0.63
Service Related	10	1.04
Total	24	2.50
Average Response Time to Customer (Working Days)‡		
Compliment		7.75
Policy Related		12.13
Service Related		11.00
Overall		10.19
	CC	CR
Compliment	4	4
Policy Related	0	10
Service Related	0	6
Overall	4	20

‡ Excludes weekends and holidays