



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

December 12th, 2023

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
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This meeting will be in person at the SamTrans headquarters building at
1250 San Carlos Ave., San Carlos CA 94040
(Auditorium)

Tuesday, December 12, 2023
1:30 pm Pacific Time

Committee members and the public can join the meeting remotely, via Zoom, here:
<https://samtrans.zoom.us/j/2925800493?pwd=aEZ3eE1oaWdoZHBUSHI0T0hIUjRBQT09>

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

Meeting ID (for both phone and computer): **292 580 0493**

Password (for both phone and computer): **762722**

The following commands can be entered using your phone's dial pad while in a Zoom meeting:

***9**-Raise hand to make a comment or ask a question
***6**-Toggle mute/unmute

TABLE OF CONTENTS

Meeting Schedule for 2023	3
AGENDA	4
Minutes of November 14, 2023, Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	11
Redi-Wheels Reports	13
Performance Measures	13
Total Trips	14
Taxis – Percentage of Total Trips	14
On-Time Performance	15
Productivity (Passengers/Revenue Vehicle Hour)	15
Monthly Comment Statistics	16

*For action item.

Meeting Schedule for 2023

PCC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly 1:30-3:30pm	PCC Executive Committee 1 st Tuesday Monthly 1:00-2:00pm	PAL Policy-Advocacy- Legislative Committee* 2 nd Tuesday Monthly 1:30pm-3:30pm	PCC Education Committee 1 st Tuesday Bi-Monthly 12:00noon	SamTrans Board of Directors 1 st Wednesday Monthly 2:00pm
January 12, 2023	January 3, 2023	January 12, 2023	January 6, 2023**	January 4, 2023
February 14, 2023	February 7, 2023	February 4, 2023		February 8, 2023
March 14, 2023	March 7, 2023	March 14, 2023	March 3, 2023***	March 1, 2023
April 11, 2023	April 4, 2023	April 11, 2023		April 5, 2023
May 9, 2023	May 2, 2023 ⁺	May 9, 2023	May 5, 2023	May 3, 2023
June 13, 2023	June 6, 2023	June 13, 2023		June 7, 2023
July 11, 2023	June 27, 2023	July 11, 2023	June 27, 2023	July 5, 2023
NO MEETING	August 1, 2023	NO MEETING		August 2, 2023
September 12, 2023	September 5, 2023	September 12, 2023	Sept. 5, 2023	September 6, 2023
October 10, 2023	October 3, 2023	October 10, 2023		October 6, 2023
November 14, 2023	November 7, 2023	November 14, 2023	November 3, 2023	November 1, 2023
December 12, 2023	December 5, 2023	December 12, 2023		December 6, 2023

NOTES:

Coastside Transportation Committee (CTC) quarterly meeting dates TBD.

ERC (Efficiency Review Committee) meets as needed.

*Included with PCC meeting. **Virtual meeting. ***Rescheduled to April 4. ⁺Rescheduled to May 9.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

December 12, 2023

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of November 14, 2023, PCC Meeting Minutes* | 1:35 |
| 3. Public Comments (for items not on the agenda) | 1:40 |
| 4. Committee Reports | 1:50 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of November 14, 2023, PAL Meeting Minutes* | |
| ii. Legislative | |
| iii. Advocacy | |
| 1. Transit Recovery Update – Tina Dubost | |
| iv. Policy Issues | |
| b. Education – Sammi Riley, Chair | |
| c. Executive – Benjamin McMullan, Chair | |
| i. Committee Signups | |
| d. Nominating/Membership Report – No Chair | |
| 5. SamTrans / Redi-Wheels Reports | 2:15 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Kenneth Richardson | |
| 6. Liaison Reports | 2:25 |
| a. Agencies – Marie Violet & Dao Do | |
| b. ERC – Mike Levinson | |
| i. Update on Trapeze scheduling software – Tina Dubost | |
| c. Commission on Disabilities (COD) – Evan Milburn | |
| d. Center for Independence (CID) – Ben McMullan | |
| e. Commission on Aging (COA) – Kathy Uhl | |
| f. Coastside Transportation Committee (CTC) – Tina Dubost | |
| g. Trans. Auth.-Citizens’ Advisory Committee (TA-CAC) – Sandra Lang | |
| 7. Other Business | 2:45 |
| a. ADA policy refresher – Tina Dubost | |
| 8. Adjournment | 3:00 |

*Action Item

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

Minutes of November 14, 2023, Meeting

ATTENDANCE:

Members in person:

Susan Capeloto, Dept. of Rehabilitation; Tina Dubost, SamTrans; Sandra Lang, Community Member; Mike Levinson, Consumer, PAL Chair; Benjamin McMullan, Chair, CID; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Marie Violet, Dignity Health. (Member attendance = 7/10, Quorum = Yes)

Members on Zoom:

Dao Do, Rosener House

Guests:

Kent Hinton, TransDev/Redi-Wheels; Richard Weiner, Nelson\Nygaard (on Zoom); Jane Stahl, PCC Staff; Larisa Vaserman, Consumer; Kenneth Richardson, TransDev/Redi-Wheels; Chelsea Schultz, SamTrans; Asiya Patel, SamTrans; Michaela Wright Petrik, SamTrans.

Absent:

Evan Milburn, COD, Consumer; Kathy Uhl, CoA.

WELCOME/INTRODUCTIONS:

The meeting was held in person and via Zoom conference call.

APPROVAL OF OCTOBER MINUTES:

Sammi Riley moved to approve the October meeting minutes; Mike Levinson seconded the motion. The minutes were approved.

PRESENTATION: SamTrans Strategic Plan

Chelsea Schultz gave an overview of the new SamTrans' strategic plan project, how they will engage internal and external stakeholders, the project schedule, and what has been learned so far. The presentation can be found here: <http://sanmateopcc.org/resources/>.

Following the presentation, committee members had some questions.

Q. Mike asked why there is no community meeting planned in the first stage?

A. There has been a lot of community outreach and research recently (e.g., Reimagine SamTrans, bus stop improvement program, etc.) so involving the community was delayed until a later stage when a draft plan is ready.

Q. Sandra asked if this plan is on the same schedule as those for Caltrain and the Transit Authority, and whether it will adhere to the principles of Measure W.

A. Caltrain and the TA have their own plans. SamTrans receives 50% of Measure W funds and sets clear criteria for evaluating projects that use Measure W funds. SamTrans doesn't have a call for projects process, but they will include a clear plan based on Measure W funds projections and which projects are consistent with the Measure W core principles. There will be prioritization criteria for Measure W projects over the next ten years.

Q. Sandra asked how the Capital Improvement Plan (CIP) relates to Measure W.

A. There are various types of CIPs that could include IT equipment, headquarters building, sea level mitigation, etc. These are one-time costs as opposed to ongoing operational costs. There will be some overlap with Measure W-funded projects.

Larisa commented that emphasis should be placed on how to take care of the needs of people with disabilities who are unable to use any other type of transportation. Redi-Wheels is the best service in the Bay Area but still needs improvement. A goal should be to make improvements to the service.

Sandra asked about measuring needs assessment for Redi-Wheels and suggested that rider experience should be measured in public engagement meetings.

Q. Jane asked if there were any meetings planned strictly for people with disabilities.

A. Not yet, but they will look into it.

Q. Mike asked if language translation assistance would be incorporated into the strategic plan?

A. Tina commented that the Redi-Wheels staff has access to translation service providers. SamTrans customer service also uses this service.

Marie commented that many people live in the hills above El Camino. This is a huge issue to solve and should be addressed in the strategic plan.

Q. Dao commented that many rides are up to two hours long and this creates an issue for people attending programs.

A. Kent responded that more drivers will soon be starting work, and this should open up additional routes.

Chelsea asked that the PCC provide her with any additional thoughts on paratransit issues. She can be contacted at SchultzC@samtrans.com.

Larissa commented that only two wheelchairs can be accommodated on the new paratransit vehicles, and this limits vehicle usage. It also necessitates that these riders schedule rides two hours in advance.

Q. Richard asked if the strategic plan would incorporate the possible success of the micro-transit and same-day service?

A. Tina said that the same day service pilot will shortly be launched. Micro-transit is a separate service.

Sandra wondered if wheelchair users were aware of the services available to them and if this outreach should be included in the plan.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

No report. This committee will be disbanded and not included in future minutes. Budget reports will be provided by Tina as necessary.

Education – Sammi Riley, Chair

The Education Committee met on November 7 and discussed approaching senior centers to give a presentation on the PCC. The current presentation will be revised to include PCC accomplishments and emphasize membership.

The committee suggested that drivers have cards that can be handed to people requesting information on Redi-Wheels. It was noted that drivers don't always provide correct information.

The next meeting will be on December 5th.

Executive – Ben McMullan

At the meeting on November 7, the committee reviewed a draft advocacy tool kit. They would like to see all PCC members take an active role in at least one sub-committee and members can expect an email on this. A chairperson is needed for the Membership Committee – this will be reviewed as a possible addition to the bylaws. They decided that the Budget committee could be disbanded and replaced with an occasional report by Tina.

Nominations/Membership – Open

This chair position is open to anyone who is interested.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Total ridership and average weekday ridership increased in September compared to last year; the average weekday ridership was 659 – 9% higher than last year. Subscription trips were approximately 22%; agency trips were approximately 6%; trips sent to taxis remained low. The number of individuals riding is increasing and on time performance did not meet the standard. Productivity was 1.44.

Richard asked about the decrease in on-time performance; Kent responded that it is mainly due to an increase in trip demand, particularly on Mondays and Fridays.

COMMENT STATISTICS REPORT

There are fewer total comments compared to pre-COVID levels as there are fewer rides. Most reports are through Consumer Reports rather than Consumer Comment Cards. Patterns are consistent with the main concern being on-time performance. One policy issue was a rider calling to explain why she was a no show and asked that it not be counted against her as it was for a reason outside of her control.

Larissa wondered if Redi-Wheels riders allow other family members to ride using their names. Tina responded that it's unusual for this to happen and that there are young people (and people with hidden disabilities) who use the service.

Mike reported hearing two concerns. First, a rider called dispatch for a status on her ride and was asked for all kinds of personal information. He thought this unusual. Kent said that generally the dispatchers ask for some sort of confirmation information such as member number, home address, etc., to make sure they pull up the correct member information. This is standard practice for most transit agencies.

Second, the scheduled time was changed by Redi-Wheels. Tina reported that this shouldn't happen, and riders should report this as soon as possible so that it can be investigated.

SAFETY REPORT

Kent Hinton reported that there were two preventable incidents in October.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

No report.

ERC – Mike Levinson

Tina reported that new scheduling software is now live. Larissa reported hearing that GPS wasn't working; Tina responded that they are aware of this, and it's being fixed. Sammi reported that she's unable to buy tickets with the SamTrans mobile app; she was told it is being worked on.

Department of Rehabilitation – Susan Capeloto

The DOR will be starting a pilot program in one office to address the shortage of job coaches they are experiencing for clients. If it's successful, it could be expanded to other offices.

In addition, they are starting an internship program in some of their offices for clients to get some work experience in general office work. This will also be available to youth.

Commission on Disabilities (CoD) – Ben McMullan

The committee's strategic plan was presented to the Board of Supervisors in November.

Center for Independence (CID) – Ben McMullan

CID is completing their ADRC designation application.

Commission on Aging (CoA) – Kathy Uhl

No report.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that they are excited about the micro-transit pilot serving Half Moon Bay.

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

The CAC-TA met on October 31st in person.

- There was an acceptance of the quarterly expense report – a review of TA investments.
- There was an acceptance of the statement and expenditures for the period ending September 30th.

- There was an acceptance of Measure A and Measure W semi-annual program status report for January-June 2023.
- There was a programming allocation of Measure A funds for the Broadway grade separation in Burlingame.

The next meeting is on December 15th at 4:30pm. Everyone's invited.

Other Business

ADA Refresher: Google Maps has added an accessible walking path option.

Jane reviewed the Consumer Corps report for the 3rd quarter 2023. This includes consumer comments, many of which are very positive. There are issues noted.

The meeting was adjourned at 3:04pm.

The next meeting is on December 12th, in person and remotely via Zoom.

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

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

Legislative

Mike mentioned that the stakeholder meeting with MTC met in October; the next step is to develop “enabling legislation” in 2024, with a potential 2026 ballot measure. The plan is to raise over \$1B of local financing and take advantage of available federal and state funding.

Transit Recovery Update – Tina Dubost

Tina reported that paratransit ridership is continuing to slowly increase and is approximately 60% of pre-pandemic numbers. All trips though are very important to the riders. SamTrans bus recovery rate is still at 87%.

Policy Issues

- Tina said that Caltrain is hoping to have the new electric trains in service in the fall of 2024. The new electric train will be on display early in 2024. There is an advisory group that provided input on accessibility features. The new trains will be quieter, better for the environment, and able to speed up and slow down more rapidly resulting in more frequent service. They will run on the existing track.
- Tina advised that the paratransit survey had been completed and results would be available in a few months.
- Tina advised that same-day service will begin on December 18th, 2023. This service will be on a space-available basis and operate between 9:30am and 3pm. Customers can call between 8:30 am and 1:30pm for a ride and trips will be offered within 90 minutes plus or minus of the requested time. There are no limits on how often a same-day ride can be requested, however it is on a space-available basis so trips could be denied if there is no capacity. The fare will be \$10; \$8 for those qualifying for fare assistance. Very few transit agencies offer this service. To guarantee a ride, customers can call one day ahead as normal.

For this service, the county will be divided into two zones, separated by Highway 92. It was hoped that the program will make better use of existing capacity and shouldn't have any negative impact on the current system. The goals are to provide 50% of requested trips, increase productivity, and continue to meet the 90% on-time standard. They will review qualitative data from riders and staff.

A letter will be sent to all Redi-Wheels customers in multiple languages and there will be outreach at popular locations. Ride coupons can be used with additional payment. There will be no limits on the number of rides.

Advocacy

None.

The next PAL meeting will be on December 12, 2023.

Redi-Wheels Reports

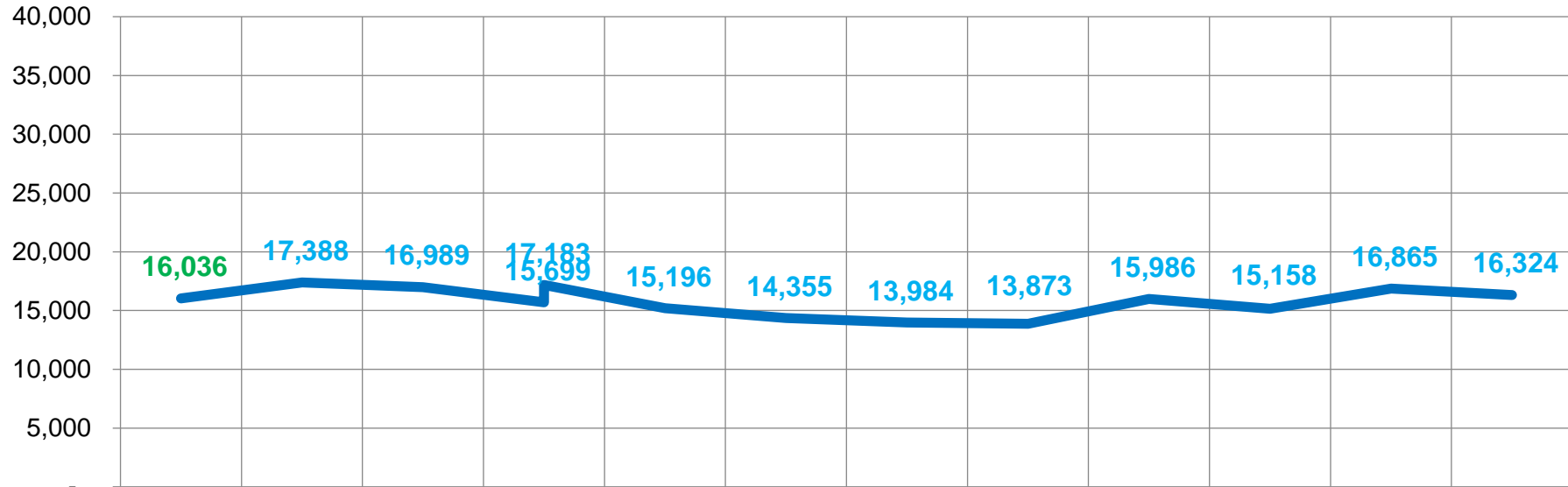
Performance Measures

Performance Measure	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-22	Aug-22	Sep-22	Oct-22	Prev. Yr. Average
1. Total trips requested	18,940	18,458	17,942	17,294	16,912	19,557	18,164	20,247	19,493	19,206	20,890	20,643	20,727	18,449
2. Trips scheduled	17,561	16,958	16,266	15,823	15,653	18,151	16,908	18,820	18,094	17,882	19,330	19,020	19,307	17,017
a. Same day cancels	1,142	1,165	1,260	1,144	1,099	1,348	1,140	1,190	1,063	1,112	1,130	1,159	1,209	1,142
% of trips scheduled	6.5%	6.9%	7.7%	7.2%	7.0%	7.4%	6.7%	6.3%	5.9%	6.2%	5.8%	6.1%	6.3%	6.71%
b. Late cancels	475	403	444	487	475	529	409	503	485	491	524	579	638	446
% of trips scheduled	2.7%	2.4%	2.7%	3.1%	3.0%	2.9%	2.4%	2.7%	2.7%	2.7%	2.7%	3.0%	3.3%	2.62%
c. Total customer no-shows	245	194	207	207	206	288	201	262	222	243	287	293	277	222
% of trips scheduled	1.4%	1.1%	1.3%	1.3%	1.3%	1.6%	1.2%	1.4%	1.2%	1.4%	1.5%	1.5%	1.4%	1.30%
d. No-show (operator)	0	0	0	1	1	1	1	0	1	3	1	1	0	0
3. Total trips served	15,699	15,196	14,355	13,984	13,873	15,986	15,158	16,865	16,324	16,036	17,388	16,989	17,183	15,207
a. Average weekday riders	593	553	536	537	502	592	576	636	619	628	643	658	647	570
b. Advance reservation	10,904	10,901	10,421	9,786	9,870	11,066	10,748	11,871	11,484	11,206	12,134	12,092	12,062	10,891
c. Agency trips	1,212	814	691	728	637	721	678	851	880	956	1,136	1,027	1,137	794
d. Individual subscription	3,583	3,481	3,243	3,470	3,366	4,199	3,732	4,143	3,960	3,874	4,118	3,870	3,984	3,523
e. Taxi trips	1,956	1,643	1,820	1,682	1,516	2,300	1,747	2,340	2,166	2,274	2,345	2,678	2,849	1,832
<i>(taxi % of total trips)</i>	12.5%	10.8%	12.7%	12.0%	10.9%	14.4%	11.5%	13.9%	13.3%	14.2%	13.5%	15.8%	16.6%	12.0%
4. Total Redi-Wheels riders	1,341	1,327	1,270	1,256	1,248	1,305	1,316	1,383	1,360	1,359	1,428	1,401	1,454	1,299
5. Inter-County Transfer Trips	132	124	104	115	105	81	116	100	118	104	133	144	134	110.92
6. On-time performance ¹	89.8%	89.8%	89.7%	90.9%	90.1%	90.6%	91.1%	90.8%	91.5%	91.0%	90.0%	88.8%	88.4%	90.8%
7. Productivity (psgrs/rvh) ²	1.57	1.53	1.52	1.47	1.47	1.49	1.33	1.40	1.37	1.38	1.35	1.44	1.39	1.48
8. Complaints per 1000 trips	1.15	0.53	0.49	0.64	0.29	0.25	0.33	0.30	0.37	1.00	0.52	0.18	0.35	0.49
9. Compliments per 1000 trips	0.96	0.26	0.42	1.14	0.72	1.06	0.79	1.07	0.86	0.87	0.58	0.71	1.11	0.90
10. Avg phone wait time (mins) ³	2.1	1.6	0.9	1.3	1.6	1.3	0.8	0.8	1.2	1.2	0.9	1.2	1.5	1.27

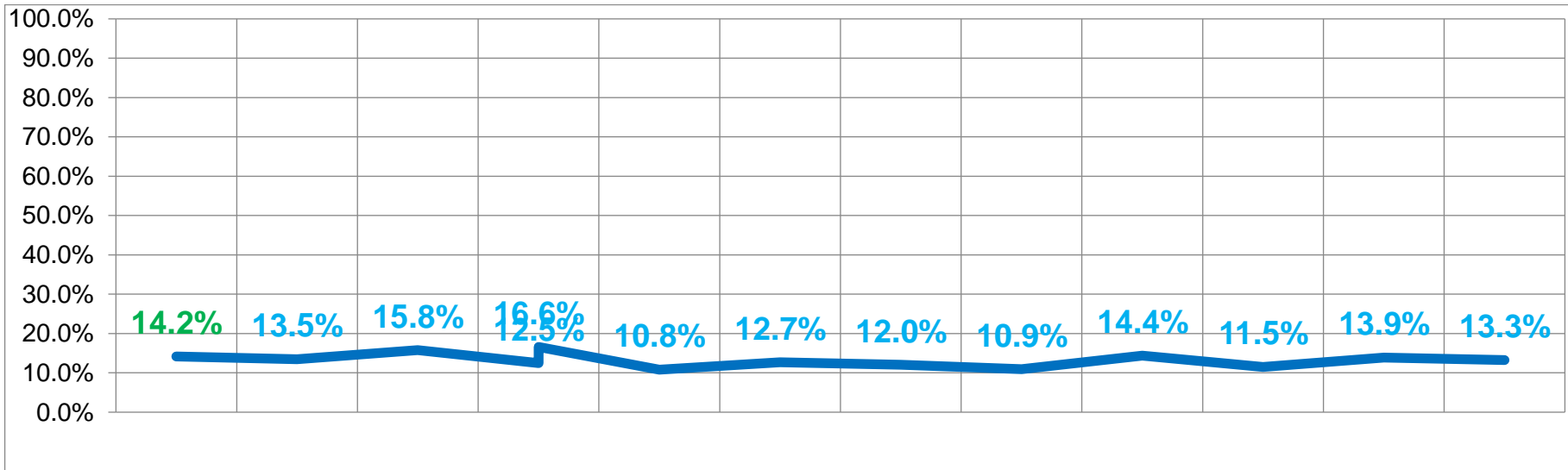
Notes:

- 1 Standard = 90%
- 2 Standard = 1.70
- 3 Standard = < 1.5

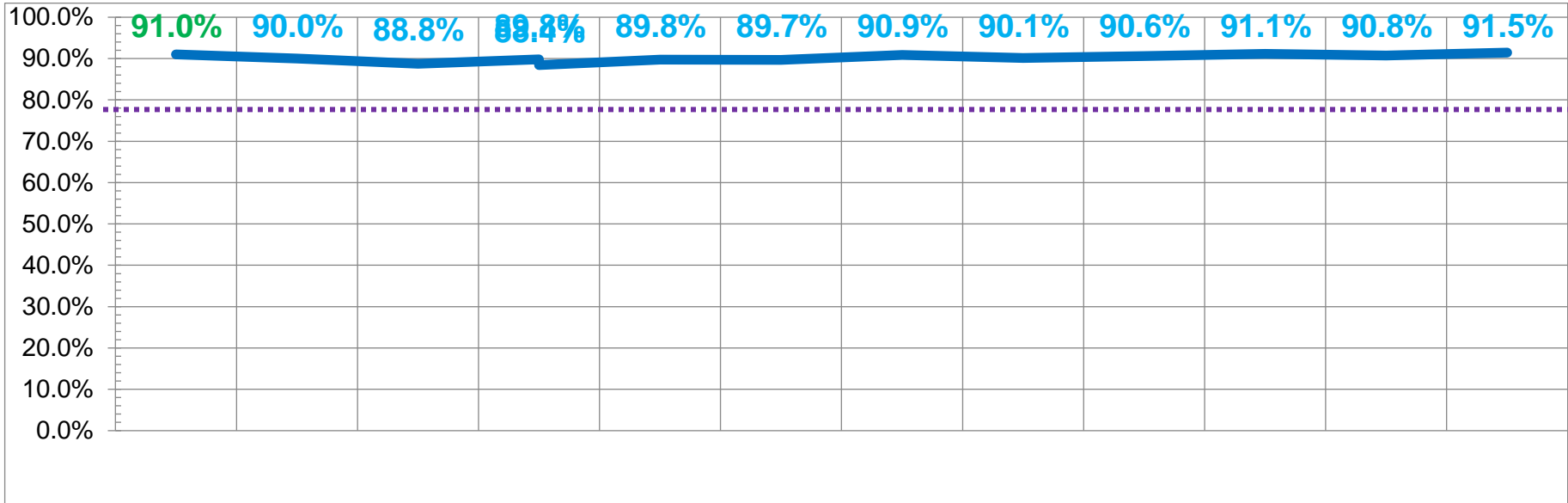
Total Trips



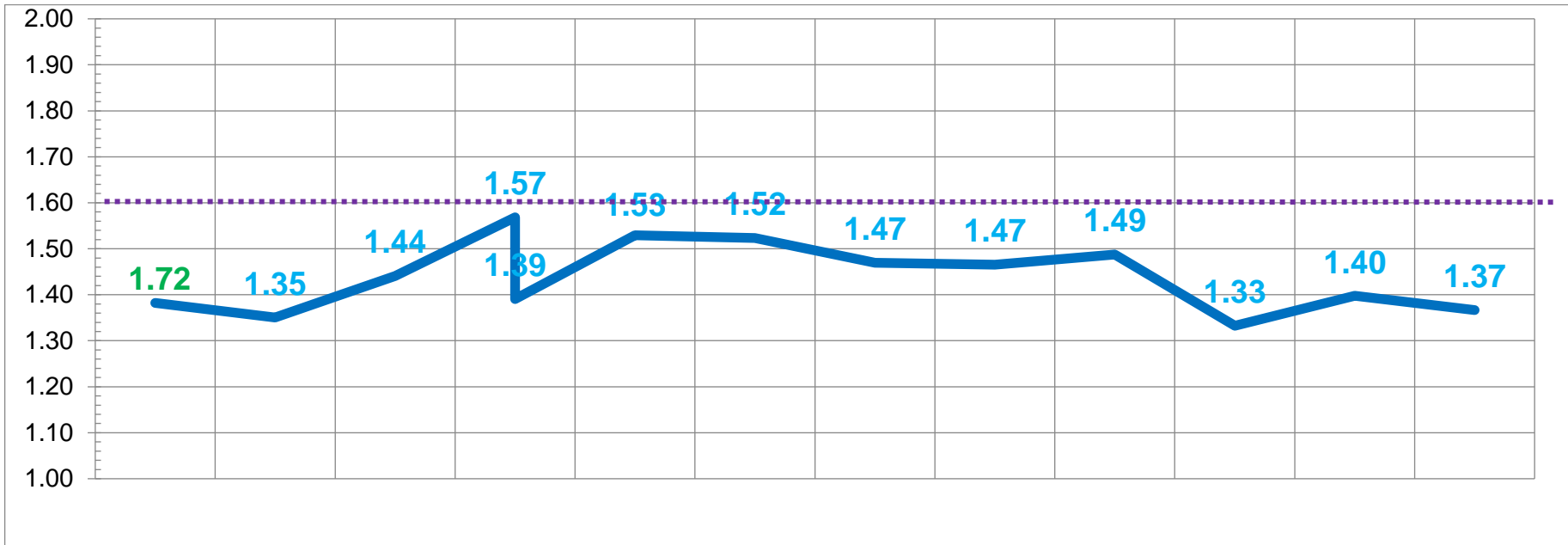
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2023 Comments	October	
	Subtotal	Rate/1000
Rides	17,183	

Total Comments by Category

Compliment	19	1.11
Policy Related	6	0.35
Service Related	15	0.87
Total	40	2.33

Average Response Time to Customer (Working Days)‡

Compliment		7.10
Policy Related		9.33
Service Related		9.52
Overall		8.79

	CC	CR
Compliment	10	9
Policy Related	0	6
Service Related	4	11
Overall	14	26

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays