



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

February 9, 2021

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
Phone: (650) 299-1442**

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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, February 9, 2021

1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/93372219442?pwd=dTVkekNhTzhvblg0aS8yclErTEFNdz09>

Or join by phone: **(669) 900-9128**

Meeting ID (for both phone and computer): **933 7221 9442**

Password (for both phone and computer): **112586**

Table of Contents

Meeting Schedule for 2021	3
AGENDA	4
Minutes of January 12, 2021 Meeting*	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting*	12
Redi-Wheels Reports	15
Performance Measures	15
Total Trips	16
Taxis – Percentage of Total Trips	16
On-Time Performance	17
Productivity (Passengers/Revenue Vehicle Hour)	17
Monthly Comment Statistics	18

*For approval

Meeting Schedule for 2021

[Note: All meetings held via conference or video call until further notice.]

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 12, 2021	January 5, 2021	January 12, 2021	January 8, 2021		January 6, 2021
February 9, 2021	February 2, 2021	February 9, 2021			February 3, 2021
March 9, 2021	March 2, 2021	March 9, 2021	March 5, 2021	March 11, 2021	March 3, 2021
April 13, 2021	April 6, 2021	April 13, 2021			April 7, 2021
May 11, 2021	May 4, 2021	May 11, 2021	May 7, 2021		May 5, 2021
June 8, 2021	June 1, 2021	June 8, 2021		June 10, 2021	June 2, 2021
July 13, 2021	July 6, 2021	July 13, 2021	July 2, 2021		July 7, 2021
NO MEETING	August 3, 2021	NO MEETING			August 4, 2021
September 14, 2021	September 7, 2021	September 14, 2021	Sept. 3, 2020	Sept. 9, 2021	September 1, 2021
October 12, 2021	October 5, 2021	October 12, 2021			October 6, 2021
November 9, 2021	November 2, 2021	November 9, 2021	November 5, 2021		November 3, 2021
December 14, 2021	December 7, 2021	December 14, 2021		December 9, 2021	December 1, 2021

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

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

February 9, 2021

1. Welcome / Roll Call	1:30
2. Approval of January 12, 2021 PCC Minutes*	1:35
3. Paratransit Survey: Julian Jest (SamTrans Market Research Analyst)	1:40
4. Committee Reports	2:00
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of January Minutes*	
ii. Legislative Update: Ryan McCauley (Government and Community Affairs Specialist)	2:05
iii. Local Advocacy	
iv. Policy Issues	
1. Transportation for COVID Vaccinations	
b. Grant/Budget Review – Sammi Riley, Chair	
c. Education – Sammi Riley, Chair	
d. Executive – Benjamin McMullan, Chair	
e. Nominating/Membership – Nancy Keegan, Chair	
5. Consumer Comments	2:30
6. SamTrans / Redi-Wheels Reports	2:35
a. Operational Report – Tina Dubost	
b. Performance Summary – Tina Dubost	
c. Comment Statistics Report – Tina Dubost	
d. Safety Report – Jocelyn Feliciano	
7. Liaison Reports	2:45
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	
8. Other Business	3:10

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of January 12, 2021 Meeting

ATTENDANCE:

Members:

Valerie Campos, Vista Center
Dinae Cruise, Vice Chair, Consumer
Tina Dubost, SamTrans
Judy Garcia, Consumer
Nancy Keegan, Sutter Health/Senior Focus
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Alex Madrid, Consumer
Benjamin McMullan, Chair, CID
Scott McMullin, CoA
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 12/13, Quorum =
Yes)

Guests:

Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Serenity Anderson, First Transit/Redi-
Wheels
Richard Weiner, Nelson\Nygaard
David Scarbor, SamTrans
Joselyn Feliciano, First Transit/Redi-Wheels
Rich Hedges, Community Member

Absentees:

Susan Capeloto, Dept. of Rehabilitation

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 DECEMBER MINUTES:

Scott McMullin moved to approve the December meeting minutes; Sandra Lang seconded the motion; the minutes were approved with no abstentions.

COMMITTEE REPORTS:

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

See page 9.

Grant/Budget Review – Sammi Riley, Chair

There was no update this month.

Education – Sammi Riley, Chair

Sammi reported that the committee met on January 8th and discussed producing a more engaging video to use at online fairs with an emphasis on the Consumer Corps and attending PCC meetings. They will be asking various professionals for advice. Jane is contacting a video instructor from Stanford University. Richard advised that there is money in the budget for this and that he will check to see if Nelson\Nygaard could provide any professional assistance. Tina will check to see if SamTrans might be able to provide some help. Sammi has contacted PenTV and Ben is also researching contacts.

Jane had received an email from HNTB about a new transportation program called Link21; she will call to obtain more information.

Sammi asked about a contact at Veterans Affairs; Tina will look into this.

Ben reported that the committee had responded to an ADA survey from the City of San Mateo.

The next meeting is on March 5th at 1pm.

Executive – Benjamin McMullan, Chair

Ben reported on the January 5th meeting during which the committee discussed:

- Following up with Lisa Mancini about transportation issues around COVID-19. Tina advised that she had spoken to Aging and Adult Services regarding people who are COVID positive. They should call 211 to be provided with an appropriate service.
- Planning a PCC virtual retreat in 2021. Richard and Jane will work on this and report back at the February Executive Committee meeting. The plan is for the event to happen in April or May. The committee will provide a comprehensive guide on meeting format to participants.

The next meeting is on Tuesday, February 2nd at 1pm.

Nominations/Membership – Nancy Keegan, Chair

Nancy reported that Monica Colondres notified her that she will no longer be a PCC member.

Dao Do from Rosener House continues to be interested in membership and will attend meetings when she can.

Nancy asked about the proposed presentation by Redi-Wheels to Veterans Affairs. Tina advised that the presentation did not happen and she will give the contact information to Nancy.

Nancy asked members to let her know if they knew of any groups or organizations who should be represented on the PCC. Sandra asked if there was a list of talking points. Valerie had created such a list and it will be forwarded to Sandra.

Nancy advised that Valerie will be leaving the PCC as she is moving to a new job. All expressed appreciation for Valerie's participation and advice during her time on the Council and wished her well.

CONSUMER COMMENTS

Rich Hedges reported:

- At a meeting of the MTC's Policy Advisory Council's Equity and Access Subcommittee on 1/11/21, the 2022 Human Services Transportation Plan was discussed. A consultant will be hired to research (a) best practices from January – June; (b) demographic updates June-September; (c) documentation on transportation and regional services September-December; and (d) updates on strategies and recommendations December-February 2022. The plan will be adopted in October 2022.
- Rich reported that the money for WIFI service was reduced from \$21M to \$7M.
- He will again serve on the MTC-ABAG grant review committee. SamTrans had 3 requests; two were granted. He thought that Redi-Wheels would be eligible for a grant however he warned that there is less money available.

Rich asked for clarification on Redi-Wheels service across county lines. Tina confirmed that Redi-Wheels' service area is based on where the SamTrans buses go plus they take riders to the Palo Alto VA and the Vista Center. Rich hoped that there would be some ability to enhance this inter-county service and urged all members to give their opinions to the consultants for the MTC 2022 Transportation Plan. There will also be a Technical Advisory Committee where comments could be sent. Sandra thought it would be helpful to have information on how to learn more. Mike asked if there was an email list on this; Drennen Shelton is working with SamTrans on this.

Alex Madrid asked if someone who is going to a medical appointment could arrange direct transportation. Tina replied that Redi-Wheels can help people to make transfers but do not exceed the ¾ mile out of county limit. Richard reported that the "one seat ride" is a major issue in the Bay Area but it's very expensive. There is a pilot program in

Contra Costa County and there is interest in MTC but it cannot proceed without any funding. Tina advised that it was indeed very expensive and might affect their mandated service. Richard will keep the PCC posted if and when the issue comes before the Blue Ribbon Task Force but it's just being discussed internally at present as part of a broader discussion about the future of Bay Area fixed-route service and consolidation. Although consolidation might appear to be a cost savings, it is not clear that there would be any. The next Blue Ribbon Task Force meeting is January 25th at 1:05pm and they are looking at coordination with a focus on BART, Caltrain and AC Transit. Paratransit is being mentioned.

Alex asked if there was any talk of a paratransit taxi service as is the case in San Francisco. Tina reported that San Francisco is a very different operating environment so is not comparable to San Mateo County. Richard confirmed that San Francisco is unique and it's difficult to replicate.

OPERATIONAL REPORTS

This is covered in the PAL meeting.

PERFORMANCE SUMMARY

Tina provided preliminary data for December. Ridership was still down compared to previous years. Total ridership and total weekday ridership were down. Average weekday ridership was estimated at 334 which is similar to ridership declines on SamTrans and other paratransit agencies. Subscription trips were decreased a little less than regular demand trips. Agency service was zero. Taxi usage was 12% of trips. Same day cancels are similar to pre-COVID numbers. Late cancels are a little higher but still very low and no shows remain very low. The number of individuals riding in a given month was down but they are still providing a lot of inter-county transfers. On time performance was excellent at 97% and productivity was lower to allow for social distancing.

The average weekday ridership by week shows similar trends. Since mid-July, numbers have been consistent.

Alex asked if they were using this time to retrain drivers and receptionists. Lynn reported that there has been more one-on-one training, ride-along observations, and in-service meetings are smaller with just 2 or 3 drivers. There has also been training through the corporate office and online training with First Transit University. Lynn thought that the drivers appreciated the one-on-one training and they are more likely to ask questions in a smaller group setting. Alex hoped that this approach might be continued in the post COVID era.

Mike asked if there was any update on the new IVR system; Tina said they were getting close to releasing the RFP.

COMMENT STATISTICS REPORT

Tina reported that there were fewer comments received. The response time is very good and most comments are consumer reports rather than comment cards. They are seeing fewer policy questions. The most common complaint is on time issues.

SAFETY REPORT

Jocelyn reported that there were 4 incidents in December. Two were preventable, one was not preventable, and one was a passenger incident. There were no injuries or damage.

LIAISON REPORTS

Agency – Nancy Keegan

There were no agency updates. Agencies continue to be closed for in-center services and services are being provided remotely or virtually. There is no agency meeting scheduled at this time.

ERC – Mike Levinson

No report and no meetings are planned until the IVR RFP has been released.

Center for Independence (CID) – Ben McMullan

CID is working on the future COVID relief package and other advocacy. They are also planning PSPS outreach and emergency preparedness, specifically for power shutoffs.

Commission on Disabilities (CoD) – Ben McMullan

They are taking applications for Commissioners ([click here for the application.](#)) The deadline is January 29th.

Commission on Aging (CoA) – Scott McMullin

The Commission held their monthly meeting on 1/11/21. In December, Commissioners had delivered letters and Help at Home booklets to 70+ restaurants in the Great Plates Delivered program to include in meal deliveries. This resulted in the biggest single distribution of the booklet with approximately 1,000 people receiving the information.

Lisa Mancini gave a summary of the Grate Plates Delivered program - over 1.3 million meals have been delivered so far and \$29M has been paid to restaurants.

The Commission decided to form an ad hoc committee to study the various programs for Age Friendly status implemented in other counties in the area and make a recommendation on how to proceed in San Mateo County. There are currently six cities that have been helped by a consultant to achieve their Age Friendly status. They all developed wonderful projects. As part of the certification process, they need to complete these projects within five years and demonstrate continuous improvement on their Age Friendly status. It's easy for these efforts to go off track so the committee will study how to help them stay on track. Scott will report back in future meetings.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that the meeting in December was cancelled and no future meeting dates has been scheduled. They will probably do an email update rather than a meeting.

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

Sandra reported that the committee met on January 7th and reported on two items:

- There was a motion to allocate \$23.8M of Measure A grade separation funds to complete the 25th Avenue grade separation project. It is important to consider mobility needs of seniors in these projects.
- During the Legislative update scheduled for February's meeting, particular attention should be paid when public transportation is mentioned and how it could impact paratransit and senior access.

OTHER BUSINESS

Alex asked when the Committee for Measure W oversight will start meeting. Tina will find out and report back.

Dinae asked about the date of re-opening for the new Caltrain station in San Mateo. Tina will find out. Dinae also asked for a hard copy of the Help at Home information. Tina will send her one and people can call Aging and Adult Services at (650) 573-2643. It is also available online.

Jane gave the Consumer Corps report for 4Q2020. There were a few more reports submitted by five riders. On time performance was down a little, and the longest wait time was 30 minutes in November. 75% of ride reservations were made without being put on hold. 45% reported receiving night before calls; 66% received same day calls. Driver assistance that met or was above needs was up at 96%. 84% of the rides were on Redi-Wheels, 7% were on taxi, and 10% were on RediCoast. 61% of riders noticed that there were Comment Cards displayed.

Mike mentioned that other passengers had told him that they did not receive the night before or same day calls and asked if it would be possible to conduct a review to make sure that everyone's number was in the system. Tina thought this would be very labor intensive but she would try to see if there was a way to accomplish this.

Mike announced that the next New Beginnings Coalition meeting will be on January 19th, from 9-10:30am. The topic is computer equity for the elderly and disabled with representatives from the Silicon Valley Community Foundation and the San Bruno Community Foundation.

The next meeting will be on February 9th at 1:30pm. The meeting adjourned at 3:10pm.

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

The minutes from the December PAL meeting were included in the meeting packet; Dinae Cruise moved to approve; Ben McMullan seconded the motion; the minutes were approved with no abstentions.

Legislative Update

Tina will ask someone from Legislative Affairs to give an update at the February meeting.

Mike reported from the SamTrans Board meeting that there will be more money available for electric vehicles. Also, there is a state Constitutional Amendment – ACA1 – which, if approved, would reduce the threshold for passing housing and transportation bills to 55% instead of 2/3rds.

Local Advocacy

None.

Policy Issues

Tina reported the following:

- The pandemic has reaffirmed the importance of transit for essential travel and thanked SamTrans and Redi-Wheels staff who have risen to the challenge.
- She introduced Joselyn Feliciano, First Transit Safety Officer, who talked about their “Safe Wheels” program that has been in effect for two years. If someone has an unsafe or damaged mobility device, the operator will ask the passenger if they can take a photo and turn in a nomination form to First Transit. A passenger recently received a new wheelchair through this program. The program was initially limited to one year but remains open. All agreed that this is a wonderful program.
- Jim Hartnett has announced that he will retire in April. Carter Mau will be the Acting CEO/General Manager for SamTrans and Michelle Bouchard will serve as Acting Caltrain Executive Director. This structure will be in place through 2021 until a new governance structure is in place. During his tenure as CEO of both SamTrans and Caltrain, he secured funding for SamTrans with Measure W and for Caltrain with Measure RR.
- The DoT ruled that airlines can no longer accept emotional support animals, only service dogs and a completed form is required verifying training and vaccinations. This does include psychiatric service dogs. Pets can travel in a cage in the hold or

under the seat and there is a charge. Neither SamTrans nor Redi-Wheels plan on changing their policy on service animals.

- The Great Plates Delivered program has been extended until February 6th after which the county will provide funding to extend the program through the end of February.
- SamTrans and Redi-Wheels are 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 as well as electrostatic disinfection. Buses receive periodic wipe downs during the day and drivers are supplied with masks and gloves.
 - Sandra Lang asked what would happen if passengers are unable to board a bus because of social distancing: It's not an issue on paratransit as they are managing the number of people on board. If a SamTrans bus is at capacity, the driver will contact dispatch to send another vehicle. Operations are working to minimize this issue.
- Replacement cut-away buses are now in service.
- Redi-Wheels is still using paper application forms as in-person interviews are not safe at this time.
 - Nancy asked about the length of renewals: Typically, this is up to three years, however in the current situation it is up to two years or the duration of a temporary disability. Richard reported that two years was generous as a paper application does not provide for an accurate assessment.
 - Scott Mullin asked if there was an online application: There is not one currently – applicants should call (650) 366-4856 and request an application to be sent to them. Redi-Wheels then conducts a telephone interview and may follow up with a medical professional.
 - Valerie Campos asked if the application could be added to the website so social workers could access for their clients: They will look into this.
 - Valerie asked if someone could apply who did not have a Driver's License: Tina advised that they are asking for a photo ID, not necessarily a Driver's License. They will try to work with people on a one-to-one basis to address this issue. Richard reported that the ADA does not allow that any barriers can be put up to using the service. Sandra advised that the DMV can provide a Real ID.
- The "Ride Now" subsidized taxi service, a pilot program by the SamTrans Planning Department, continues to serve San Carlos, Redwood City and North Fair Oaks. Trips must begin and end in the service area and qualified riders are seniors (aged 65+) or people with disabilities. The cost is \$5 per ride and over 100 people are registered.

- Caltrain announced a new schedule on December 14th. Automatic train control was approved by the Federal Railway Administration.
- The San Mateo County Health Department will hold a Facebook Live event on 1/13/21 at 11:30am regarding COVID vaccinations.
 - Mike asked when transit workers would be vaccinated and if the PCC should advocate for this: Everyone was encouraged to attend the County event on 1/13 but the hope is that drivers can be vaccinated quickly. Marie advised that this is a moving target.

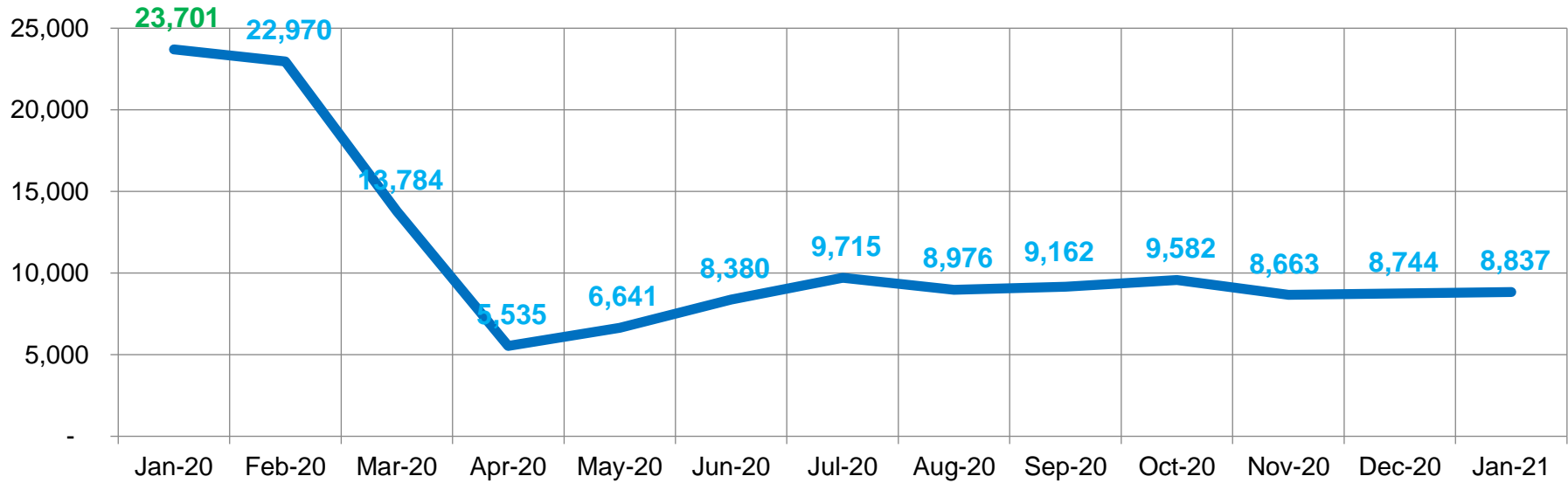
The next PAL meeting will be on February 9th, 2021.

Redi-Wheels Reports:

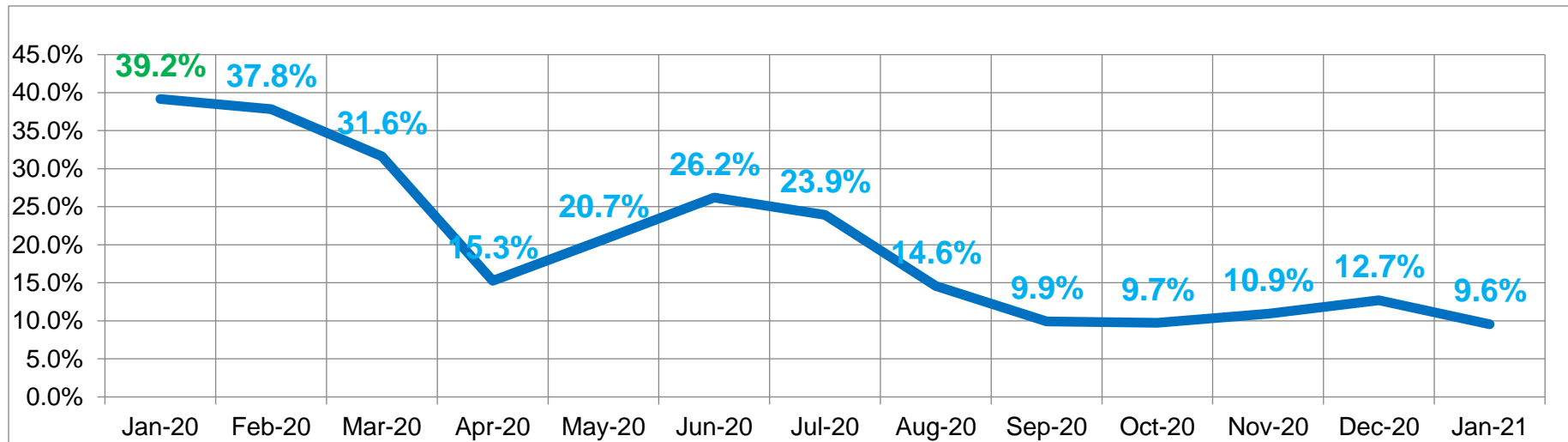
Performance Measures

Performance Measure	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Prev. Yr. Average
1. Total trips requested	29,524	27,394	21,835	11,883	12,697	14,707	16,256	11,491	10,991	11,544	10,585	10,843	10,802	25,125
2. Trips scheduled	26,801	25,321	18,513	10,801	11,924	13,974	15,541	10,769	10,261	10,786	9,741	9,826	9,830	23,048
a. Same day cancels	2,188	1,710	3,844	5,022	4,948	5,216	5,407	1,371	752	810	661	730	654	2,887
% of trips scheduled	8.2%	6.8%	20.8%	46.5%	41.5%	37.3%	34.8%	12.7%	7.3%	7.5%	6.8%	7.4%	6.7%	12.5%
b. Late cancels	484	374	506	150	198	207	232	249	230	248	279	229	224	409
% of trips scheduled	1.8%	1.5%	2.7%	1.4%	1.7%	1.5%	1.5%	2.3%	2.2%	2.3%	2.9%	2.3%	2.3%	1.8%
c. Total customer no-shows	427	265	378	94	137	171	187	173	117	146	138	123	115	330
% of trips scheduled	1.6%	1.0%	2.0%	0.9%	1.1%	1.2%	1.2%	1.6%	1.1%	1.4%	1.4%	1.3%	1.2%	1.4%
d. No-show (operator)	1	2	1	0	0	0	0	0	0	0	0	0	0	4
3. Total trips served	23,701	22,970	13,784	5,535	6,641	8,380	9,715	8,976	9,162	9,582	8,663	8,744	8,837	19,419
a. Average weekday riders	906	977	556	215	259	324	367	351	365	363	357	337	322	775
b. Advance reservation	15,094	14,835	8,899	3,304	4,250	5,823	7,087	6,392	6,598	7,062	6,249	6,339	6,469	12,570
c. Agency trips	3,628	3,303	1,346	18	0	0	0	0	0	0	0	0	0	2,611
d. Individual subscription	4,979	4,832	3,539	2,213	2,391	2,557	2,628	2,584	2,564	2,520	2,414	2,405	2,368	4,237
e. Taxi trips	9,282	8,689	4,360	846	1,373	2,196	2,326	1,309	908	934	946	1,111	844	7,505
<i>(taxi % of total trips)</i>	39.2%	37.8%	31.6%	15.3%	20.7%	26.2%	23.9%	14.6%	9.9%	9.7%	10.9%	12.7%	9.6%	38.6%
4. Total Redi-Wheels riders	2,007	1,982	1,557	450	562	756	829	843	875	908	846	792	748	1,660
5. Inter-County Transfer Trips	121	146	77	4	17	45	93	72	116	111	80	73	53	114
6. On-time performance ¹	92.4%	92.8%	95.1%	97.2%	97.6%	96.1%	95.9%	97.2%	97.7%	97.9%	97.3%	96.9%	98.1%	93%
7. Productivity (psgrs/rvh) ²	1.91	1.86	1.52	1.23	1.27	1.46	1.42	1.23	1.09	1.09	1.11	1.19	NA	1.75
8. Complaints per 1000 trips	0.59	0.52	0.73	0.90	1.20	0.84	0.62	0.45	0.55	0.52	0.58	0.57	NA	0.8
9. Compliments per 1000 trips	0.46	0.65	0.80	0.18	1.05	0.84	0.82	1.56	0.65	0.83	1.85	1.14	1.02	0.7
10. Avg phone wait time (mins) ³	0.5	0.8	0.8	0.1	0.3	0.7	0.6	0.5	0.4	0.5	0.5	0.4	NA	0.68
2/2/2021														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

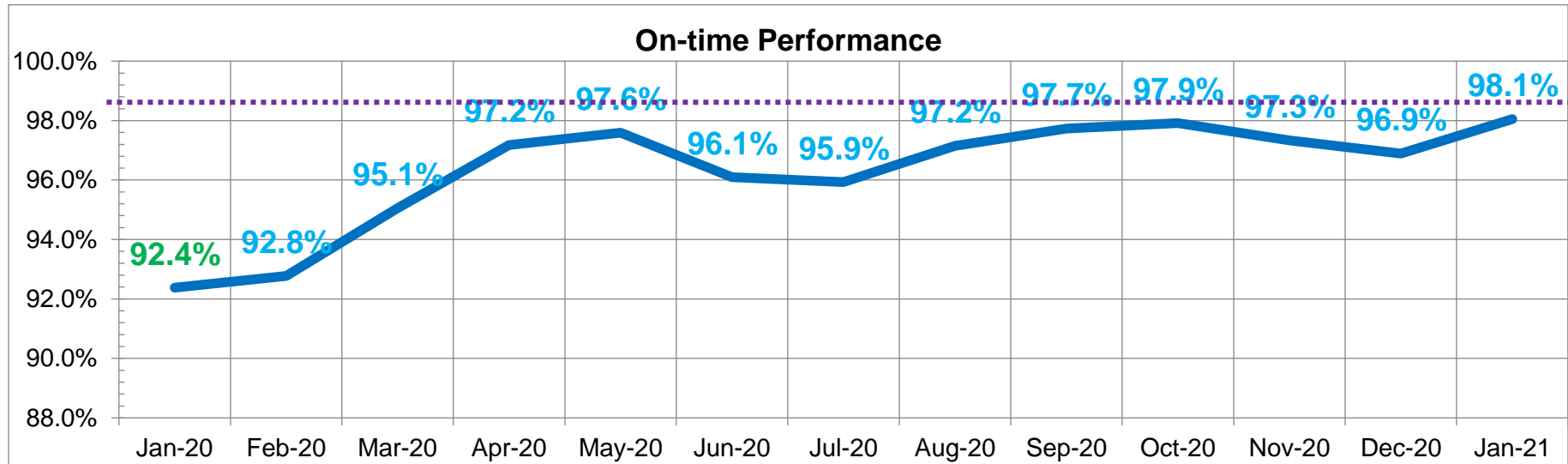
Total Trips



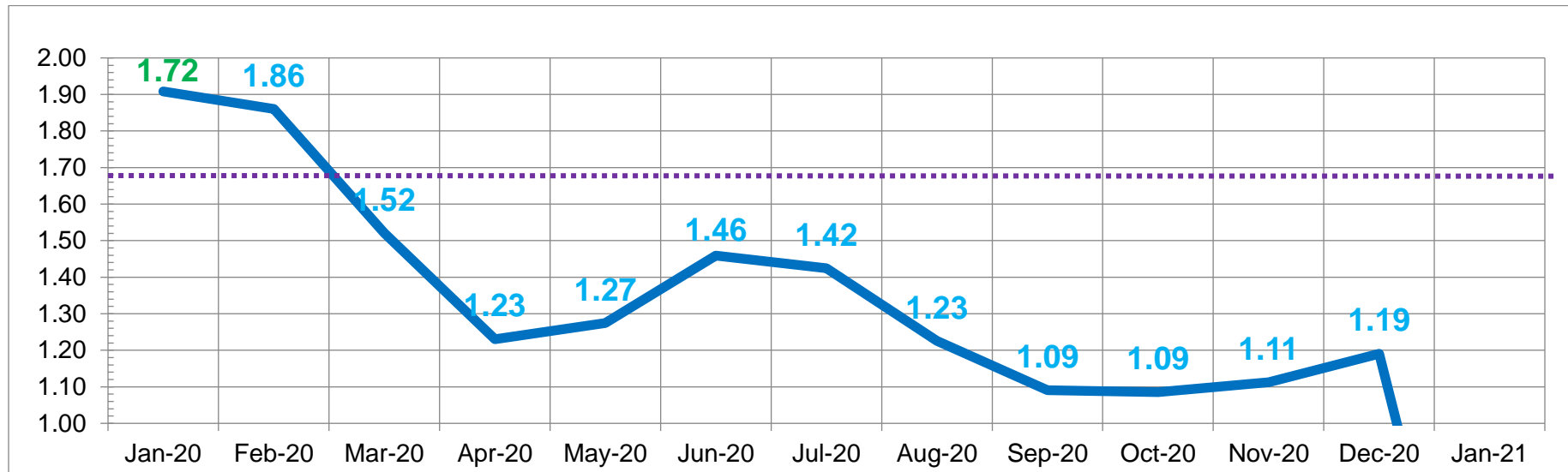
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Data for January not yet available.

Monthly Comment Statistics

2020 Comments	Dec-20	
	Subtotal	Rate/1000
Rides	8,744	
Total Comments by Category		
Compliment	10	1.14
Policy Related	2	0.23
Service Related	11	1.26
Total	23	2.63
Average Response Time to Customer (Working Days)‡		
Compliment		4.50
Policy Related		14.00
Service Related		5.82
Overall		6.08
	CC	CR
Compliment	2	8
Policy Related	0	2
Service Related	2	9
Overall	4	19

‡ Excludes weekends and holidays