



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

January 12, 2021

1:30pm

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

www.sanmateopcc.org
sanmateopcc2@gmail.com

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, January 12, 2021

1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/92136431125?pwd=emNEaHIDcGExMEMvenNsdWRKTSsyUT09>

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

Meeting ID (for both phone and computer): **921 3643 1125**

Password (for both phone and computer): **329262**

Table of Contents

Meeting Schedule for 2021	3
AGENDA	4
Minutes of December 8, 2020 Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	9
Redi-Wheels Reports	11
Performance Measures	11
Total Trips	12
Taxis – Percentage of Total Trips	12
On-Time Performance	13
Productivity (Passengers/Revenue Vehicle Hour)	13
Monthly Comment Statistics	14

*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

January 12, 2021

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of December 8, 2020 PCC Minutes* | 1:35 |
| 3. Committee Reports | 1:40 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of December 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 |
| a. Consumer Corps Report for 4Q2020 – Jane Stahl | |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of December 8, 2020 Meeting

ATTENDANCE:

Members:

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 = 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
David Scarbor, SamTrans
Dao Do, Rosener House
Larisa Vasserman, Consumer

Absentees:

Valerie Campos, Vista Center
Susan Capeloto, Dept. of Rehabilitation
Monica Colondres, Community Advocate

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 NOVEMBER MINUTES:

Sammi Riley moved to approve the November meeting minutes; Mike Levinson 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 were no updates.

Education – Sammi Riley, Chair

Sammi reported that the committee will next meet on January 8th, 2021.

Executive – Benjamin McMullan, Chair

Ben reported on the December 1st meeting during which the committee:

- Discussed transportation to COVID-19 testing sites; Redi-Wheels is now providing rides.
- Possibility of rides to get vaccinated.
- Lisa Mancini will be talking to Supervisor Groom about transportation issues around COVID-19 from a county perspective.
- The challenges of transportation home from the hospital after testing positive for COVID-19.

Marie knew of this last situation and an ambulance was called to take the person home. Sandra thought that people should know their options if this happens to them. Tina confirmed that paratransit cannot transport people who test positive as it is a shared-ride service and this creates a direct threat to the health and safety of others.

The next meeting is on Tuesday, January 5th at 1pm.

Nominations/Membership – Nancy Keegan, Chair

Nancy welcomed Dao Do from Rosener House to the meeting. There has not been a membership meeting recently. She asked all PCC members to help in identifying community members and agencies who might be interested in joining the PCC and to advocate for paratransit. Information on possible members can be sent to her.

The PCC had received an invitation from Ann Cooney of the Daly City Seniors to a meeting on Friday, December 11th, at 9am, where the PCC was invited to give a short presentation. Ben, Sammi, Dinae and Mike are planning to attend.

Nancy mentioned that the adult day centers are not yet resuming service but have continued to provide service remotely. Dao said that they are sending packages in the mail, using ZOOM, calling on the phone, and providing activities. Regular services will resume as soon as it is safe.

Ben mentioned that he had reported on the work of the PCC Nominating/Membership and Education committees to the SamTrans Board of Directors and the Board members were very impressed with these efforts. He felt that this reflects positively on the strength of the PCC.

Richard asked about the possibility of approaching veterans and veterans' organizations regarding membership. Medical trips are provided by the VA but this is dependent on the discharge status and non-medical trips are not provided. Tina mentioned that staff are making a presentation to Veterans' Services later this month about the accessibility of SamTrans buses and assistance provided by the veterans' mobility corps. She agreed to also include information about the PCC in her presentation.

CONSUMER COMMENTS

Alex Madrid reported that he had been using SamTrans buses and the service had been good. In addition, he has been selected to be on a Measure W committee.

Dinae mentioned that she had ridden on one of the new cutaway buses and it was a very pleasant ride.

OPERATIONAL REPORTS

This is covered in the PAL meeting.

PERFORMANCE SUMMARY

Tina provided preliminary data for November. Ridership in November was down a little but the average weekday ridership is stable at around 357 compared to 363 in October. Agency trips are zero. Subscription trips were 2,400 for the month. Taxi usage was 11% of trips. Total number of individual riders was lower than October. People are still making inter-county trips. On time performance is excellent at 97.3%. There was no information on productivity.

COMMENT STATISTICS REPORT

Tina reported that the number of comments received was down in October. The response time is not where they would like it to be and most comments are consumer reports rather than comment cards. She did not see any pattern in the reporting.

SAFETY REPORT

Serenity Anderson reported that there were 3 incidents in November. Two were preventable and one was not preventable. There were no injuries and only minor damage.

LIAISON REPORTS

Agency – Nancy Keegan

The agency information was included under Nominations/Membership committee report.

ERC – Mike Levinson

No report and no meetings are planned.

Center for Independence (CID) – Ben McMullan

CID is working on outreach for their PSPS program and a video on emergency preparedness. They are also looking for community partners (such as Red Cross) to include in the programs.

They are communicating with contacts in Washington, D.C. to advocate on issues including IL and transportation for the next COVID-19 relief package.

Commission on Disabilities (CoD) – Ben McMullan

They did not meet in December; Ben will report in January.

Commission on Aging (CoA) – Scott McMullin

The Commission drafted a letter to all recipients of the Great Plates program, which is serving 3,000 people in the county as there was concern about what will happen when the program ends. The letter includes the Help at Home booklet so that recipients could learn about other sources of food. The CoA will deliver the letters and booklets to the restaurants who will include them in the meal deliveries.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that ridership is also down on the Coast, but riders are taking essential trips. The CTC meeting in December was replaced with an email update. The date of the next meeting has not yet been finalized.

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

Sandra reported that the group met on December 1st and included end of the year financial reports. Capital projects were accepted with \$7,714,729 allocated to top projects that included infrastructure improvement projects to improve pedestrian and disabled access. There was also a presentation from the Silicon Valley Bicycle Coalition Update – a survey about public attitudes that raised concerns about safety and equity.

The next meeting will be on January 5th and is open to the public.

OTHER BUSINESS

None.

The next meeting will be on January 12 at 1:30pm. The meeting adjourned at 2:43pm.

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

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

Legislative Update

Tina reported that she had no updates to report but asked when to ask Ryan McCauley to attend and to give a legislative update. The committee thought that February would work best after the Governor releases a budget update in January.

Mike talked about the announcement by the Department of Transportation regarding the new rules about service animals on airlines effective 1/1/21. Only dogs will be allowed as service animals, advance documentation is required, and airlines can ban emotional support animals. Tina advised that this does not apply to public transit. There are mixed reactions from members of the disability community. It will be discussed at the Executive Board meeting in January and possibly on the PCC committee meeting agenda.

Local Advocacy

Dinae Cruise asked when the Hillsdale Caltrain Station would be open; Tina will check into this.

Ben mentioned that he had contacted Lisa Mancini about transportation to testing sites and she is planning to talk about this with Supervisor Groom.

Policy Issues

Tina advised that 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 as well as electrostatic disinfection. Buses receive periodic wipe downs during the day and drivers are supplied with masks and gloves.

They are continuing to manage the number of people on the bus for social distancing and drivers can assign seating. There is a low number of passengers per ride and they are not offering vehicle preference.

Ridership was the lowest in April and has been slowly increasing since then. However, if San Mateo County is put under a stay-at-home order, ridership is expected to decline. Paratransit eligibility is still a paper process and fewer applications are being received.

Tina confirmed that they are giving shorter eligibility timelines as determination is being based upon a paper application (rather than an in-person interview) during the COVID period.

Tina talked about the “Ride Now” program, a pilot program by the SamTrans Planning Department. This is a subsidized taxi service serving San Carlos, Redwood City and North Fair Oaks. Trips must begin and end in the service area and riders have to be seniors (aged 65+) or people with disabilities. Sandra Lang asked how long the program will last and Tina responded that it will run through April.

On December 14th, Caltrain will have a new schedule improving service for workers. There will be two trains per hour. The Atherton station will permanently close on December 19th.

Mike asked if there were any plans for Redi-Wheels to have a “hold” message regarding transportation to COVID-19 testing sites. Tina will look into this.

The next PAL meeting will be on January 12th, 2021.

Redi-Wheels Reports

Performance Measures

Performance Measure	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Prev. Yr. Average
1. Total trips requested	29,504	29,524	27,394	21,835	11,883	12,697	14,707	16,256	11,491	10,991	11,544	10,585	10,769	25,125
2. Trips scheduled	26,766	26,801	25,321	18,513	10,801	11,924	13,974	15,541	10,769	10,261	10,786	9,741	9,752	23,048
a. Same day cancels	2,118	2,188	1,710	3,844	5,022	4,948	5,216	5,407	1,371	752	810	661	730	2,887
% of trips scheduled	7.9%	8.2%	6.8%	20.8%	46.5%	41.5%	37.3%	34.8%	12.7%	7.3%	7.5%	6.8%	7.5%	12.5%
b. Late cancels	619	484	374	506	150	198	207	232	249	230	248	279	229	409
% of trips scheduled	2.3%	1.8%	1.5%	2.7%	1.4%	1.7%	1.5%	1.5%	2.3%	2.2%	2.3%	2.9%	2.1%	1.8%
c. Total customer no-shows	479	427	265	378	94	137	171	187	173	117	146	138	123	330
% of trips scheduled	1.8%	1.6%	1.0%	2.0%	0.9%	1.1%	1.2%	1.2%	1.6%	1.1%	1.4%	1.4%	1.1%	1.4%
d. No-show (operator)	3	1	2	1	0	0	0	0	0	0	0	0	0	4
3. Total trips served	23,547	23,701	22,970	13,784	5,535	6,641	8,380	9,715	8,976	9,162	9,582	8,663	8,670	19,419
a. Average weekday riders	946	906	977	556	215	259	324	367	351	365	363	357	334	775
b. Advance reservation	15,392	15,094	14,835	8,899	3,304	4,250	5,823	7,087	6,392	6,598	7,062	6,249	6,265	12,570
c. Agency trips	3,651	3,628	3,303	1,346	18	0	0	0	0	0	0	0	0	2,611
d. Individual subscription	4,504	4,979	4,832	3,539	2,213	2,391	2,557	2,628	2,584	2,564	2,520	2,414	2,405	4,237
e. Taxi trips	9,745	9,282	8,689	4,360	846	1,373	2,196	2,326	1,309	908	934	946	1,111	7,505
<i>(taxi % of total trips)</i>	41.4%	39.2%	37.8%	31.6%	15.3%	20.7%	26.2%	23.9%	14.6%	9.9%	9.7%	10.9%	12.8%	38.6%
4. Total Redi-Wheels riders	2,018	2,007	1,982	1,557	450	562	756	829	843	875	908	846	792	1,660
5. Inter-County Transfer Trips	143	121	146	77	4	17	45	93	72	116	111	80	73	114
6. On-time performance ¹	90.7%	92.4%	92.8%	95.1%	97.2%	97.6%	96.1%	95.9%	97.2%	97.7%	97.9%	97.3%	96.9%	93%
7. Productivity (psgrs/rvh) ²	1.92	1.91	1.86	1.52	1.23	1.27	1.46	1.42	1.23	1.09	1.09	1.11	NA	1.75
8. Complaints per 1000 trips	0.76	0.59	0.52	0.73	0.90	1.20	0.84	0.62	0.45	0.55	0.52	0.58	NA	0.8
9. Compliments per 1000 trips	0.34	0.46	0.65	0.80	0.18	1.05	0.84	0.82	1.56	0.65	0.83	1.85	NA	0.7
10. Avg phone wait time (mins) ³	0.8	0.5	0.8	0.8	0.1	0.3	0.7	0.6	0.5	0.4	0.5	0.5	NA	0.68

1/5/2021

Notes:

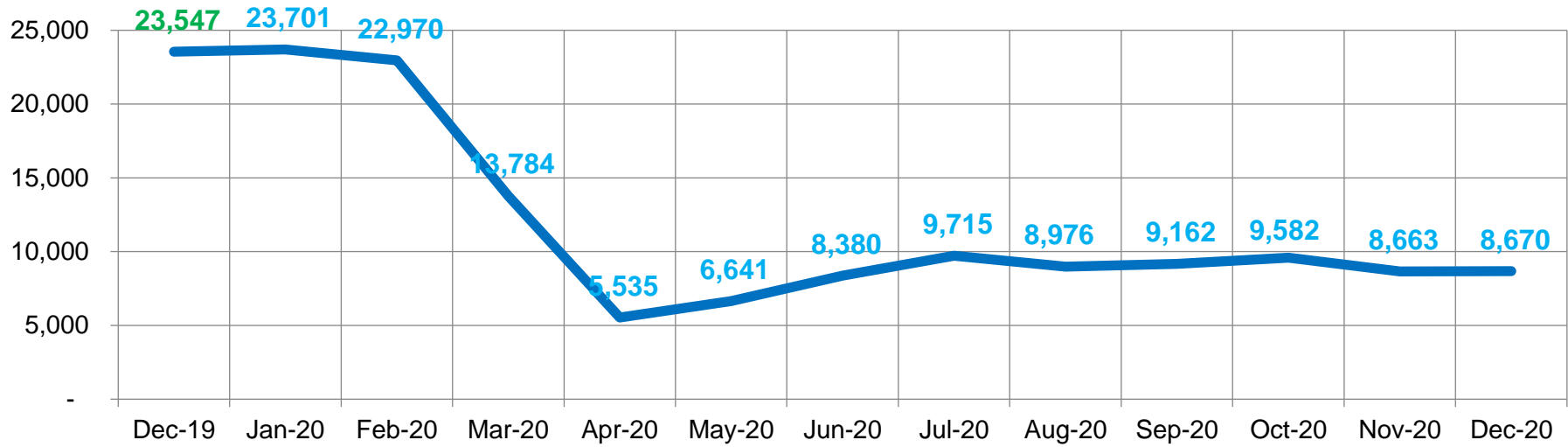
1 Standard = 90%

2 Standard = 1.70

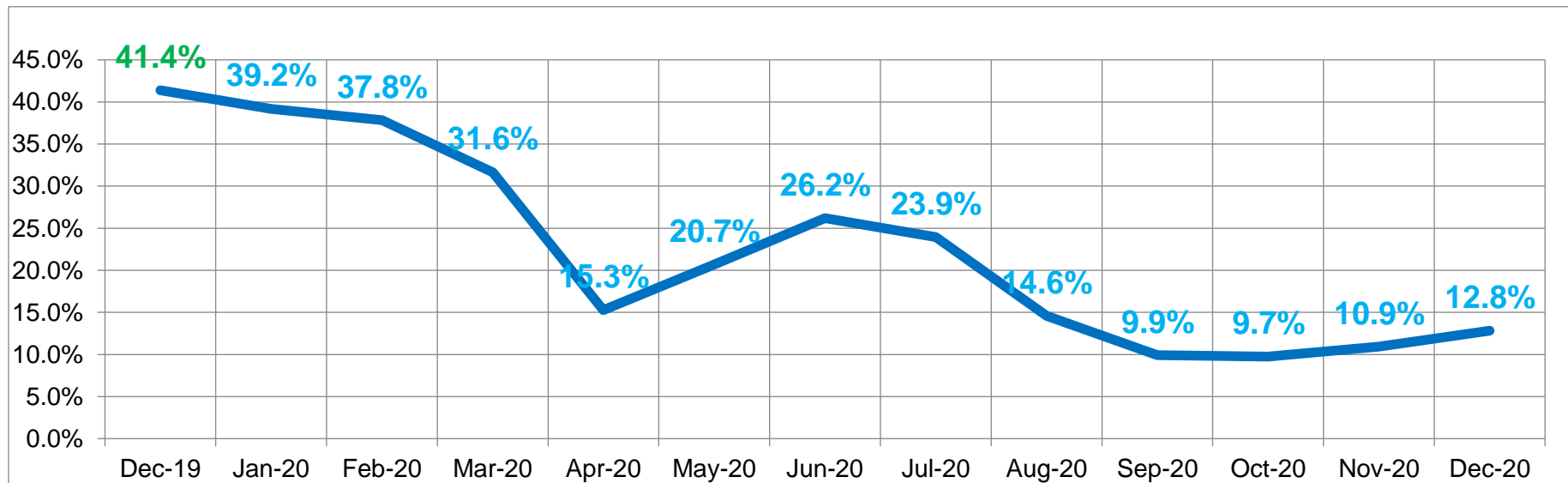
3 Standard = < 1.5

Note that data for the most recent month is preliminary

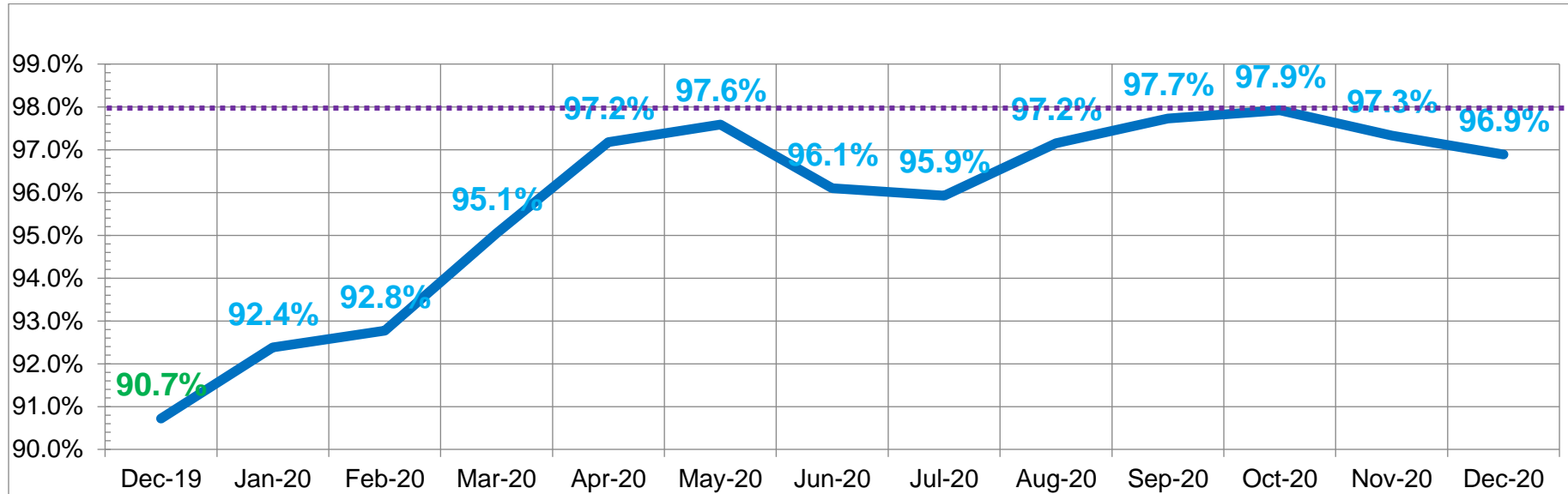
Total Trips



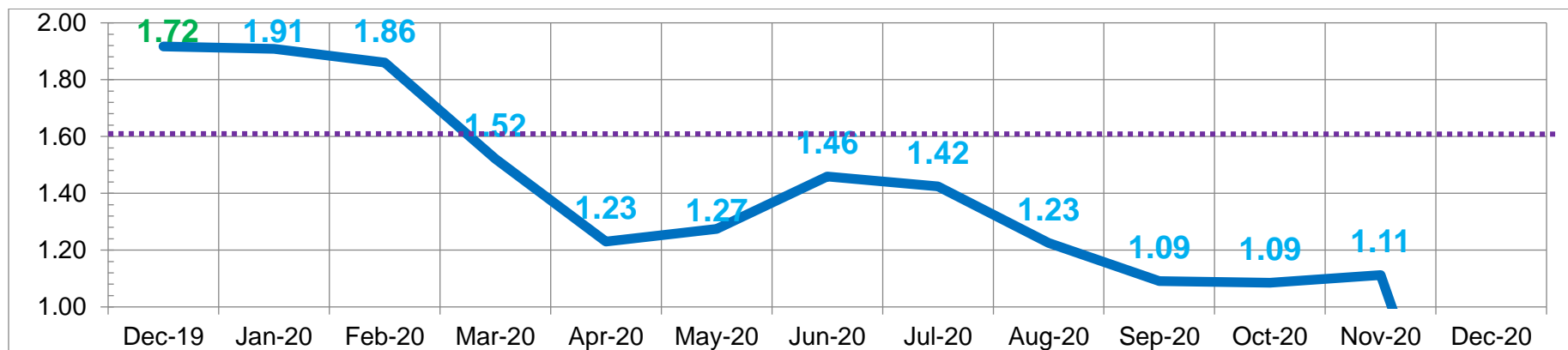
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Data for December not yet available.

Monthly Comment Statistics

2020 Comments	Nov-20	
	Subtotal	Rate/1000
Rides	8,663	
Total Comments by Category		
Compliment	16	1.85
Policy Related	5	0.12
Service Related	7	0.46
Total	28	2.42
Average Response Time to Customer (Working Days)‡		
Compliment		5.69
Policy Related		7.50
Service Related		7.50
Overall		6.38
	CC	CR
Compliment	3	13
Policy Related	1	4
Service Related	0	7
Overall	4	24

‡ Excludes weekends and holidays