



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

January 9th, 2024

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**

This meeting will be in person at the SamTrans headquarters building at
1250 San Carlos Ave., San Carlos CA 94040
(Auditorium)

Tuesday, January 9, 2024
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 2024	3
AGENDA	4
Minutes of December 12, 2023, 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 action item.

Meeting Schedule for 2024

PCC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly 1:30-3:30pm	PCC Executive Committee 1 st Tuesday Monthly 2:00pm	PAL Policy-Advocacy- Legislative Committee* 2 nd Tuesday Monthly 1:30pm-3:30pm	PCC Education Committee 1 st Tuesday Bi-Monthly 3pm	SamTrans Board of Directors 1 st Wednesday Monthly 2:00pm
January 9, 2024	January 9, 2024 (noon)	January 9, 2024	January 9, 2024 (11am)	January 3, 2024
February 13, 2024	February 6, 2024	February 13, 2024		February 7, 2024
March 12, 2024	March 5, 2024	March 12, 2024	March 5, 2024***	March 6, 2024
April 9, 2024	April 2, 2024	April 9, 2024		April 3, 2024
May 14, 2024	May 7, 2024 ⁺	May 14, 2024	May 7, 2024	May 1, 2024
June 11, 2024	June 4, 2024	June 11, 2024		June 5, 2024
July 9, 2024	June 2, 2024	July 9, 2024	June 2, 2024	July 3, 2024
NO MEETING	August 6, 2024	NO MEETING		August 7, 2024
September 10, 2024	September 3, 2024	September 10, 2024	Sept. 3, 2024	September 4, 2024
October 8, 2024	October 1, 2024	October 8, 2024		October 2, 2024
November 12, 2024	November 5, 2024	November 12, 2024	November 5, 2024	November 6, 2024
December 10, 2024	December 3, 2024	December 10, 2024		December 4, 2024

NOTES:

Coastside Transportation Committee (CTC) meets quarterly; first meeting 1/11/24 at 3pm; other dates TBD.
ERC (Efficiency Review Committee) meets as needed.

*Included with PCC meeting.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

January 9, 2024

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of December 12, 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 December 12, 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. Support letter for One Seat Ride Pilot (see Att. A)* | |
| 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 December 12, 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 Riley, Consumer, Vice Chair, Educ. Comm. Chair; Kathy Uhl, CoA. (Member attendance = 7/10, Quorum = Yes)

Members on Zoom:

Dao Do, Rosener House

Guests:

David Koffman, Nelson\Nygaard (on Zoom); Jane Stahl, PCC Staff; Larisa Vaserman, Consumer; Kenneth Richardson, TransDev/Redi-Wheels; Vicky Churchill, TransDev/Redi-Wheels; Sarah Verity, AbilityPath (on Zoom); Kelly Shanks, SamTrans (on Zoom), James Engvall, Consumer (on Zoom).

Absent:

Evan Milburn, COD, Consumer; Marie Violet, Dignity Health.

WELCOME/INTRODUCTIONS:

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

APPROVAL OF NOVEMBER MINUTES:

Sammi Riley moved to approve the November meeting minutes; Kathy Uhl seconded the motion. The minutes were approved.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

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

See page 10.

Education – Sammi Riley, Chair

No report as there wasn't a quorum in December.

The next meeting will be on January 9th, 2024.

Executive – Ben McMullan

Did not meet in December due to lack of a quorum. They are proposing to change the time of the meeting to 2pm, 3pm for the Education Committee, starting in the new year.

An email regarding participation in a sub-committee will be sent out. It will also be sent to consumers in the hope that they will join.

Larisa offered to provide information on Redi-Wheels to people who live in her building. Tina will provide her with copies of the revised Senior Mobility Guide.

There was discussion about changing the meeting time to later in the day. It was decided to keep the meeting time at 1:30pm.

Nominations/Membership – Open

This chair position is open to anyone who is interested.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Total ridership and average weekday ridership increased about 9% in October compared to last year. Subscription trips were approximately 23%; agency trips were approximately 7%; trips sent to taxis was 16%, still relatively low. Same day cancels and the percentage of late cancels remain at manageable levels. The number of individuals riding increased from last year. On time performance did not meet the standard at 88.4%, and productivity was 1.39 passengers per hour.

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 Comment Cards. Patterns are consistent with the main concern being on-time performance.

SAFETY REPORT

Kenneth Richardson reported that there were two preventable incidents in November.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

No report.

Department of Rehabilitation – Susan Capeloto

Enrollment for the [Youth Leadership Forum](#) has been extended until the end of July. This is an opportunity for students with disabilities to learn leadership and gain confidence. The forum is held at Sacramento State University from July 14-20 and there is no cost to participants. She asked PCC members to forward information to any individual or groups that might be interested.

ERC – Mike Levinson

Tina reported that the new scheduling software went live at the end of October. There were some minor problems, but everything is working well.

Mike asked about the night before call says Press 1 to confirm, etc. Tina will look into this and correct.

Commission on Disabilities (CoD) – Ben McMullan

There was no meeting in December.

Center for Independence (CID) – Ben McMullan

CID received notification that their ADRC (Aging and Disability Resource Connection) designation application was accepted by the California Department on Aging. The core services will start in summer 2024: Enhanced Information and Referral; Short Term Services; Transition Services; and Options Counselling. This is a partnership with Aging and Adult Services and will include an advisory committee of service providers and consumers.

Commission on Aging (CoA) – Kathy Uhl

Kathy announced that the new Help at Home will be available in January.

The Commission on Aging are working with some youth commissioners on how to better connect with and provide information to their parents and grandparents.

The SamTrans Mobility Ambassadors are starting to go to senior centers and community centers to provide information on transportation services. She will let the PCC Education Committee know of dates for this so that they can join them.

Coastside Transportation Committee (CTC) – Tina Dubost

They hope to have a meeting in January. They are continuing to offer micro-transit service in Half Moon Bay and East Palo Alto and ridership is steadily increasing.

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

– Sandra Lang

The CAC-TA met on December 5th.

- There was an allocation of \$350K to develop a TA strategic plan for 2025-29.
- A programming allocation was approved for \$135,916,000 from Measures A and W for eleven highway projects.
- They received a presentation on autonomous vehicles.
- They discussed data on safety on sidewalks, etc. resulting from Measure W funding.

Other Business

The Senior Mobility Guide is being updated and should be available soon.

ADA Refresher: Service animals are allowed to ride with their handlers and Redi-Wheels asks that riders notify them if travelling with a service animal. Comfort and emotional support animals are not accommodated.

The meeting was adjourned at 2:53pm.

The next meeting is on January 9th, in person and remotely via Zoom.

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

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

Legislative

No updates.

Advocacy

None.

Transit Recovery Update – Tina Dubost

Tina reported that as part of the Bay Area Transformative Action Plan, all transit agencies in the Bay Area have agreed to make services more consistent. Starting in January 2024, new and recertifying applicants will receive up to 5 years of paratransit eligibility. People with temporary disabilities will continue for the anticipated time of the disability.

Ridership is continuing to slowly increase compared to last year, but the increase is slowing.

Policy Issues.

Tina advised that same-day service will begin on December 18th, 2023, a time of the year when ridership is generally low. 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 plus or minus 90 minutes 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. They are hoping that this will result in more efficient scheduling of vehicles. All Redi-Wheels customers should receive letters soon about this. The fare will be \$10 one way; \$8 for those qualifying for fare assistance. To guarantee a ride, customers should call one day ahead as normal.

For the same day service, the county will be divided into two zones, separated by Highway 92 to reduce the number of very long trips, increase productivity, while continuing to meet the 90% on-time standard. They will review comments from riders and staff.

Mike asked Tina to provide a report on this new service at upcoming meetings. She will provide a preliminary report for review in January. The program evaluation metrics are:

- The percentage of requested trips provided: The goal is to provide 50%.
- Productivity: The goal is the average productivity for the previous six months.

- On time performance: To continue to meet the standard of 90%.
- Qualitative data from a customer survey at about the halfway point, and customer comments. This new service should not have a negative impact on the existing Redi-Wheels service.

The next PAL meeting will be on January 9, 2024.

Redi-Wheels Reports

Performance Measures

Performance Measure	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Prev. Yr. Average
1. Total trips requested	18,458	17,942	17,294	16,912	19,557	18,164	20,247	19,493	19,209	20,890	20,644	20,727	20,633	18,449
2. Trips scheduled	16,958	16,266	15,823	15,653	18,151	16,908	18,820	18,094	17,885	19,330	19,021	19,307	18,835	17,017
a. Same day cancels	1,165	1,260	1,144	1,099	1,348	1,140	1,190	1,063	1,112	1,130	1,159	1,209	1,221	1,142
% of trips scheduled	6.9%	7.7%	7.2%	7.0%	7.4%	6.7%	6.3%	5.9%	6.2%	5.8%	6.1%	6.3%	6.5%	6.71%
b. Late cancels	403	444	487	475	529	409	503	485	491	524	579	638	678	446
% of trips scheduled	2.4%	2.7%	3.1%	3.0%	2.9%	2.4%	2.7%	2.7%	2.7%	2.7%	3.0%	3.3%	3.6%	2.62%
c. Total customer no-shows	194	207	207	206	288	201	262	222	243	287	293	277	277	222
% of trips scheduled	1.1%	1.3%	1.3%	1.3%	1.6%	1.2%	1.4%	1.2%	1.4%	1.5%	1.5%	1.4%	1.5%	1.30%
d. No-show (operator)	0	0	1	0	0	0	0	0	3	1	1	0	2	0
3. Total trips served	15,196	14,355	13,984	13,873	15,986	15,158	16,865	16,324	16,036	17,388	16,989	17,183	16,657	15,207
a. Average weekday riders	553	536	537	502	592	576	636	619	628	643	658	647	620	570
b. Advance reservation	10,901	10,421	9,786	9,870	11,066	10,748	11,871	11,484	11,206	12,134	12,092	12,062	11,856	10,891
c. Agency trips	814	691	728	637	721	678	851	880	956	1,136	1,027	1,137	984	794
d. Individual subscription	3,481	3,243	3,470	3,366	4,199	3,732	4,143	3,960	3,874	4,118	3,870	3,984	3,817	3,523
e. Taxi trips	1,643	1,820	1,682	1,516	2,300	1,747	2,340	2,166	2,274	2,345	2,678	2,849	2,889	1,832
<i>(taxi % of total trips)</i>	10.8%	12.7%	12.0%	10.9%	14.4%	11.5%	13.9%	13.3%	14.2%	13.5%	15.8%	16.6%	17.3%	12.0%
4. Total Redi-Wheels riders	1,327	1,270	1,256	1,248	1,305	1,316	1,383	1,360	1,359	1,428	1,401	1,454	1,402	1,299
5. Inter-County Transfer Trips	124	104	115	105	81	116	100	118	104	133	144	134	142	110.92
6. On-time performance ¹	89.8%	89.7%	90.9%	90.1%	90.6%	91.1%	90.8%	91.5%	91.0%	90.0%	88.8%	88.4%	86.2%	90.8%
7. Productivity (psgrs/rvh) ²	1.53	1.52	1.47	1.47	1.49	1.33	1.40	1.37	1.38	1.35	1.44	1.39	1.45	1.48
8. Complaints per 1000 trips	0.53	0.49	0.64	0.29	0.25	0.33	0.30	0.37	1.00	0.52	0.18	0.35	0.54	0.49
9. Compliments per 1000 trips	0.26	0.42	1.14	0.72	1.06	0.79	1.07	0.86	0.87	0.58	0.71	1.11	0.36	0.90
10. Avg phone wait time (mins) ³	1.6	0.9	1.3	1.6	1.3	0.8	0.8	1.2	1.2	0.9	1.2	1.5	1.2	1.27

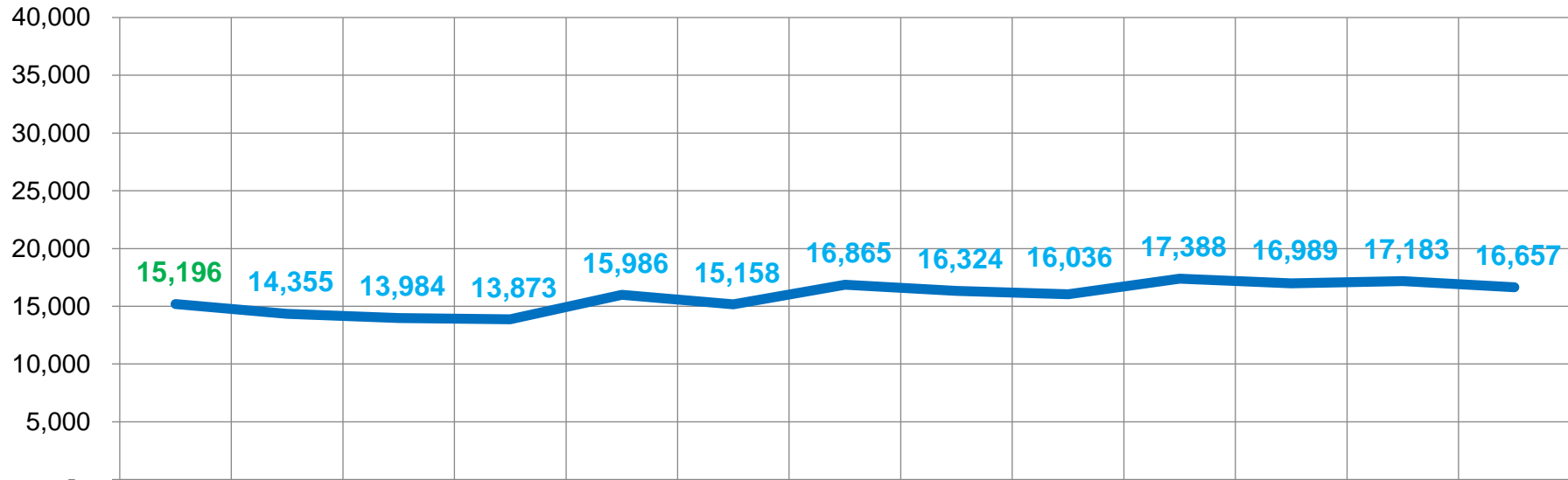
Notes:

1 Standard = 90%

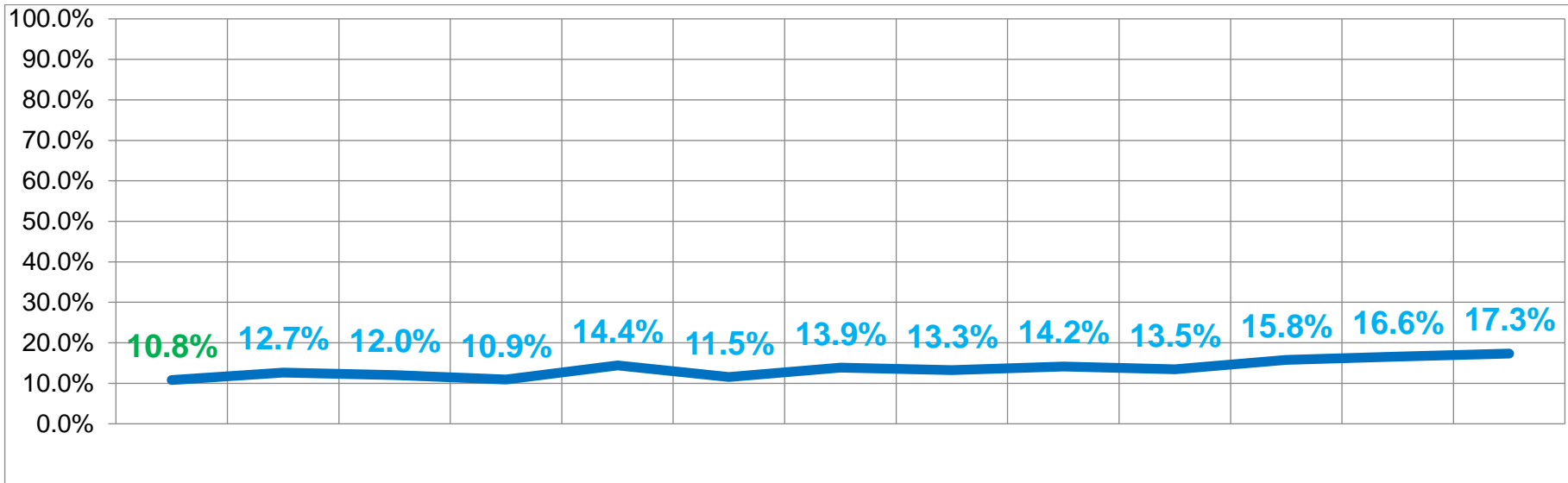
2 Standard = 1.70

3 Standard = < 1.5

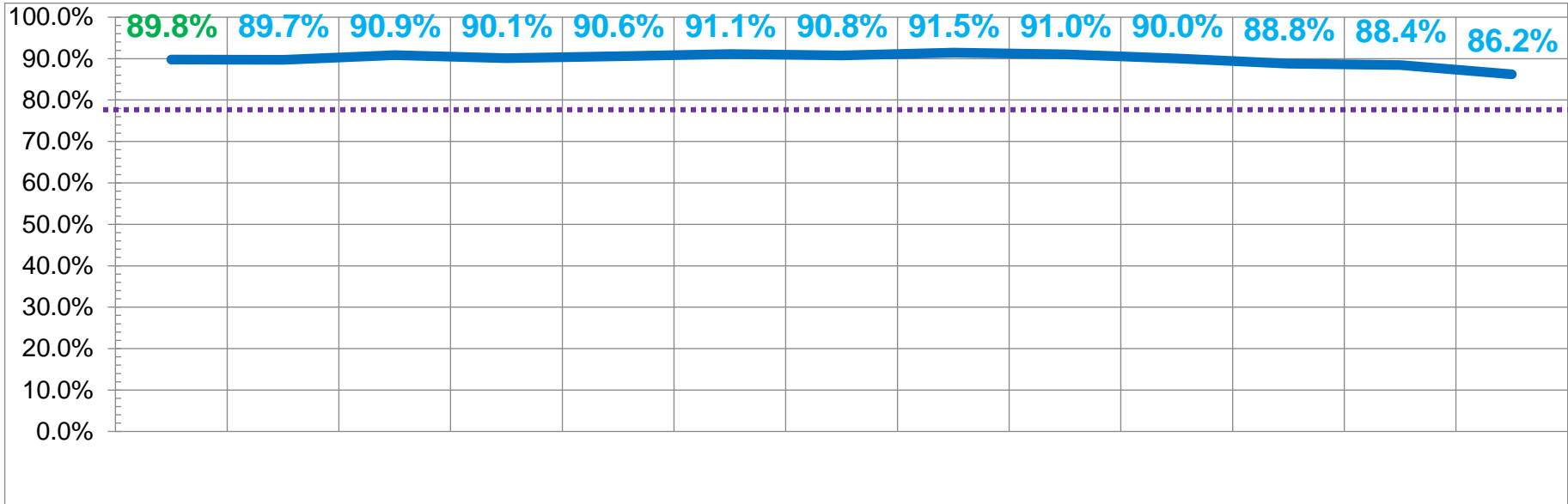
Total Trips



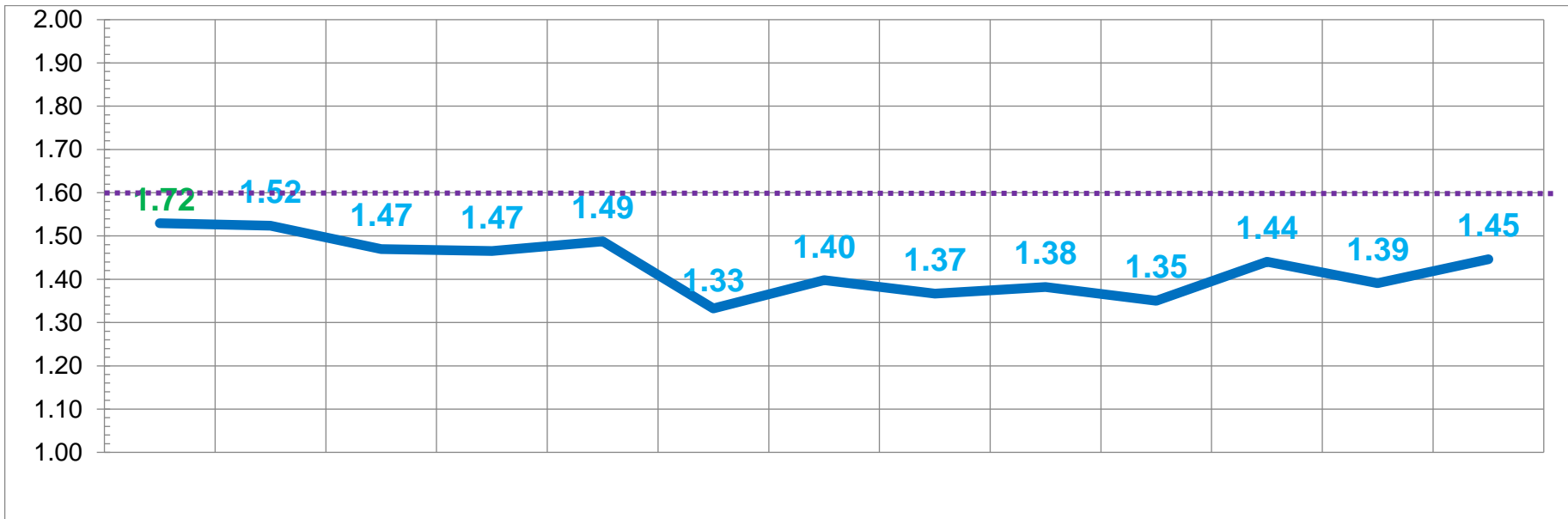
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2023 Comments	November	
	Subtotal	Rate/1000
Rides	16,657	

Total Comments by Category

Compliment	6	0.36
Policy Related	6	0.36
Service Related	10	0.60
Total	22	1.32

Average Response Time to Customer (Working Days)‡

Compliment		3.50
Policy Related		3.50
Service Related		6.75
Overall		4.58

	CC	CR
Compliment	4	2
Policy Related	1	5
Service Related	1	9
Overall	6	16

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays

DRAFT LETTER

[Date]

Drennen Shelton
Planner
Metropolitan Transportation Commission
Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105

Dear Ms. Shelton,

On behalf of the San Mateo County Paratransit Coordinating Council (PCC), we are pleased to write this letter of support for MTC's Paratransit One-Seat Ride Pilot Evaluation project proposal. The PCC is dedicated to improving the quality and availability of paratransit services in San Mateo County. It is a volunteer organization that provides a formal structure for people with disabilities to voice their concerns about paratransit services in San Mateo County. The goal is consumer satisfaction and improvement of paratransit services in the county.

Currently, cross-jurisdictional trips are expensive for our transit agencies, and they are physically difficult for our riders. The PCC supports this project as it will provide important information essential to future decision-making that could expand paratransit service for our most vulnerable riders beyond the ADA. This proposal needs to be funded so that we can have a robust evaluation of non-transfer trips.

Awarding this proposal will result in funding implementable projects that will expand paratransit beyond the ADA minimums. In addition, the Bay Area's transit agencies will be able to provide a more efficient and effective paratransit trip to riders with disabilities.

Sincerely,

Benjamin McMullan
Chairman
San Mateo County Paratransit Coordinating Council