



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

July 14, 2020

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
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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, July 14, 2020
1:30 pm Pacific Time

Join the meeting remotely here:

<https://zoom.us/j/93948361849?pwd=Rlk3eW5TbzNlV1lqd2RnYnNBQUZwZz09>

Or join by phone: **(669) 900-9128**
Call-in toll-free number: **(877) 853-5257**

Meeting ID (for both phone and computer): **939 4836 1849**
Password (for both phone and computer): **330513**

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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 10, 2020	September 2, 2020
October 13, 2020	October 6, 2020	October 13, 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 10, 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

July 14, 2020

- | | |
|--|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of June 9, 2020 PCC Minutes* | 1:35 |
| 3. Committee Reports | 1:40 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair* | |
| i. Legislative Update | |
| ii. Local Advocacy | |
| iii. Policy Issues | |
| b. Grant/Budget Review – Nancy Keegan, Chair | |
| c. Education – Sammi Riley, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| e. Nominating/Membership – Nancy Keegan, Chair | |
| 4. Consumer Comments | 2:00 |
| 5. SamTrans / Redi-Wheels Reports | 2:10 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Patty Talbott | |
| 6. Liaison Reports | 2:20 |
| 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. Stakeholder Advisory Group (SAG) – Sandra Lang | |
| 7. Other Business | 2:40 |
| a. Consumer Corps Report – 2Q20 | |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of June 9, 2020 Meeting

ATTENDANCE:

Members:

Valerie Campos, Vista Center
Dinae Cruise, Vice Chair
Tina Dubost, SamTrans
Nancy Keegan, Sutter Health/Senior Focus
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Benjamin McMullan, Chair, CID
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 9/14, Quorum =
Yes)

Guests:

Rich Hedges
Henry Silvas, SamTrans
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Patty Talbott, First Transit/Redi-Wheels
Richard Weiner, Nelson\Nygaard
Larisa Vaserman, Consumer
Alex Madrid, Consumer
Carmen Santoni, Catholic Charities

Absentees:

Sue Alvey, Rosener House
Susan Capeloto, Dept. of Rehabilitation
Monica Colondres, Community Advocate
Judy Garcia, Consumer
Scott McMullin, CoA

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:40pm. The meeting was held via zoom / conference call and a roll call taken. A moment of silence was held in memory of George Floyd.

APPROVAL OF MAY MINUTES:

Sandra Lang made a correction to the SAG report in May adding "Team C, as a part of SAG, is following any SAG-related information" to the beginning of the paragraph.

Mike Levinson moved to approve the minutes; Dinae Cruise abstained; Sandra seconded the motion and the minutes were approved.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Nancy Keegan, Chair

Nancy said she would work with Tina and Richard on a budget report for the next meeting.

Education – Sammi Riley, Chair

Sammi reported that a link has been added to the PCC website regarding transportation during COVID-19. A tabling for a Community Benefits and Resource Fair on June 19th had been cancelled. Jane has received sample wallets for committee review after which an order will be placed. The next meeting is on July 10th.

Executive – Benjamin McMullan, Chair

Ben reported that a letter had been sent to Carmen Santoni suspending her membership in the PCC. There were no nominations received for PCC Chair and Vice Chair. Nancy confirmed that Ben McMullan and Dinae Cruise had agreed to continue in these roles. The committee had received an email asking what would happen if a rider had COVID-19 symptoms after being dropped off at the center. Ben confirmed that Redi-Wheels is not obligated to pick up a consumer if they exhibit symptoms. Mike had raised the issue of transportation for COVID-19 testing and Ben is working with COD to address this. They discussed the Nelson\Nygaard contract and the possibility of purchasing face masks. There is a vacancy on the Executive Committee. Next meeting is on July 7th.

Nominations/Membership – Nancy Keegan, Chair

Nancy reported that an email had been sent to the PCC for nominations for PCC Chair and Vice Chair. No nominations were received. The committee reached out to Ben and Dinae and they agreed to serve again. The committee therefore nominated Ben McMullan for Chair and Dinae Cruise for Vice Chair for 2020-21.

Mike proposed a motion to approve the nominations; Sandra seconded the motion. The motion was approved. Nancy thanked both Ben and Dinae for their hard work and dedication.

CONSUMER COMMENTS

None.

OPERATIONAL REPORTS

Tina provided this information in the PAL committee meeting.

PERFORMANCE SUMMARY

Tina shared preliminary numbers for May. The number of rides was down about 75%. Average weekday ridership was 258 and ridership was down 76%. These decreases are similar to those seen on SamTrans fixed route service and other paratransit systems. Subscription trips were not down as much as regular ridership. Same day cancels are up at 42%, but late cancels and no-shows were down. The number of individuals riding per day was down to 562. The on-time performance was excellent at 97.6%. Productivity was lower at 1.5 passengers per hour. Average telephone time in queue met the standard.

COMMENT STATISTICS REPORT

Tina reported that there were fewer comments in April – one compliment, three policy-related and 7 service-related complaints. Sammi and Larisa Vaserman both reported that the trips they took were excellent.

SAFETY REPORT

Patty reported that there were three incidents in May, all on Redi-Wheels vehicles. One was preventable and all were minor.

LIAISON REPORTS

Agency – Nancy Keegan

Nancy reported that Rosener House is preparing to open after approval from licensing. She reported that the Governor's budget includes elimination of CBAS and MSSP - programs that support people living at home. They are working with Senate and Assembly to keep the programs. She will send information to Jane to share with the committee.

ERC – Mike Levinson

No report.

Center for Independence (CID) – Ben McMullan

Ben reported that they are continuing with census presentations and working with the State Council on Developmental Disabilities to distribute PPE (masks, face shields, and hand sanitizer). He had talked to Tina about using supplies for paratransit riders as well as providing to any other agencies that might need them. Advocacy is ongoing.

Commission on Disabilities (CoD) – Ben McMullan

Ben reported that Lisa Mancini, Director of Aging and Adult Services, had provided a COVID-19 update, including housing for people who test positive and are unable to isolate. The Great Plates Delivered service will continue through July 10th. IHSS clients

are being contacted daily and meals delivered to their homes. Testing capacity will expand with testing provided by Verily. Mike had asked about testing for people with disabilities as the AMR transportation service had been suspended. The Legislative Advocacy and Outreach committee is working on an emergency caregiver registry. They are also working on a transportation survey. Ben had given a presentation on the census; he offered to give a presentation to any other agencies that might be interested.

Commission on Aging (CoA) – Sandra Lang

Sandra reported that Lisa Mancini, Director of Aging and Adult Services, gave the Commission a comprehensive report, and there was a presentation for LGBT month. Anna Sawamura reported on the calls that staff had made about meal delivery.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that there will be a meeting on Thursday, June 10th. Ridership is down but RediCoast is continuing to provide essential trips.

Stakeholder Advisory Group – Sandra Lang

Sandra reported that SAG Team C continues to be very active with the implementation of Measure W. One of their members worked on the discounted fares for low income riders on Caltrain. Members are concerned with issues of equity, justice, and concern for senior and disabled populations and so will continue to work with the PCC on shared issues. They will meet at the end of June and Sandra will forward the meeting information to the PCC through Jane.

OTHER BUSINESS

Mike advised of a minor technical issue with the bylaws. In the version on the website, the terms of office for the Chair and Vice Chair were incorrectly stated. Also, the sources of funding for Redi-Wheels in Section II may no longer be accurate. Tina will review and let the committee know if anything needs to be changed.

The next meeting will be on July 14th at 1:30pm. The meeting adjourned at 3:30pm.

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

The minutes from the May PAL meeting were included in the meeting packet; Ben McMullan moved to approve; Sammi Riley seconded the motion; all approved with Dinae and Marie Violet abstaining.

Legislative Update

Ryan McCauley from SamTrans' Government and Community Affairs gave the committee a legislative update.

As context, he reminded the committee that Caltrain ridership is down 98% from 65,000 per day to 1,500. In addition, service has been reduced by 54% from 92 trains per day to 42, with all trains making every stop. Caltrain doesn't have a dedicated source of revenue so is heavily reliant on consumers. SamTrans ridership is down to 36,000 per day with service reductions on many routes.

Federal: In March, Bay Area transportation received \$1.3B through the CARES act; this was distributed through the MTC who gave \$49M to Caltrain and \$28.5M to SamTrans. There is some remaining funding and MTC is putting together a Blue-Ribbon committee to decide how the money will be distributed. Jim Hartnett, CEO of SamTrans, is on the committee, and a breakdown of how the funding will be distributed is expected at the end of June.

The House passed the Heroess Act in May, providing \$3T to states and cities with \$15B for transportation funding across the country. The Senate has not committed to taking any action on the bill and Senate majority leader Mitch McConnell stated that this will be the final piece of funding legislation. Republicans have widely criticized the measure but are considering creating a similar piece of legislation.

State: No direct assistance for transit agencies has been proposed but they are staying engaged with the State delegation, the Office of the Governor, California Office of Emergency Services, and the California State Transportation Agency regarding any future action. The state government budget has been highly impacted and the focus will be on critical needs. Many proposed bills are not moving forward. On May 14th, the Governor released a revised budget that included many cuts to address a projected shortfall of \$54B. The budget for transit was reduced from \$806M to \$526M. The Local Streets and Roads Program was reduced from \$3B to \$2.8B. The State Transportation Improvement Program was about \$560M and is now \$450M.

The Seamless Bay Area Bill (AB 2057) introduced by Assemblymember Chiu (San Francisco) would have required transportation agencies to establish region-wide fares, coordinate schedules, a common system map, and data sharing techniques. This will now likely move forward to the next session. Assemblymember Chiu is part of the Blue-Ribbon committee so it's possible that some elements of the bill might still be enacted through that body.

The Faster Bay Area measure, which would have funded a 1 cent sales tax across all nine Bay Area communities, will not be moving forward this year due to lack of support.

The Caltrain 1/8 cent sales tax has received legislative approval to appear on the November 2020 ballot. They are working with agency partners to obtain approval from the three county Boards of Supervisors and the transit agencies that operate in those counties. There will also be some public polling to see if this is still viable.

Sandra asked about any impact on funds received through Measure W. Ryan responded that it is a dedicated and important source of support but spending has been down so the amount of revenue produced is lower.

Mike asked Ryan to return and report to the committee once the state budget has been passed.

Local Advocacy

None were reported.

Policy Issues

Tina thanked the Redi-Wheels drivers, staff and Serra taxi drivers for continuing to provide such an essential service. She reported that Redi-Wheels average weekday ridership increased slightly in May to around 250; it was 1,042 last year.

She reported that Alex Madrid had been appointed to the SamTrans Citizens Advisory Committee.

Sue Alvey from Rosener House had written to say that her agency will be opening again on July 5th and asked about infection control, sanitizing, social distancing and emergency procedures on Redi-Wheels. Tina reported that this has not yet been worked out so she couldn't provide complete information at this time. She reported that currently:

- Drivers have face masks, gloves, and hand sanitizer.

- No fare is charged but fares will be charged once fares resume on SamTrans; they will include updated fare information on the reservation message.
- The vehicles are cleaned daily with CDC-approved cleaning products.
- Riders are required to wear face masks.
- They are working with staff and drivers to maintain social distancing. If riding with a caregiver or household member, that person can sit next to the consumer.
- Paper applications are taken for new applicants and a one-year eligibility is granted.

She encouraged riders to comply with the shelter in place order and only take essential trips to protect themselves, the drivers, and the community. There have been very few issues with the requirement to wear face masks.

Another question concerned agency clients who develop a temperature and need to be taken home. Tina stated that Redi-Wheels is not medical transportation, drivers don't have appropriate PPE, so cannot transport anyone suspected of having COVID-19.

Nancy asked about limiting the number of agency riders on a vehicle and about health screening workforce before shifts. Enrique said that the number of riders is currently handled through the scheduling process. He added that drivers are responsible for coordinating seating and will do the best they can to address everyone's needs.

Ben asked how a ride would be handled if someone displays COVID symptoms during the ride. Enrique responded that the driver will immediately call dispatch for assistance. David Scarbor reminded the committee that customers should stay home if they are unwell. Redi-Wheels is following CDC guidelines, but customers need to take personal responsibility for their safety as well.

Mike reported that the SamTrans Board approved funding for plexi-glass screens on buses however the supply is very limited. There are no plans for these screens for Redi-Wheels as installation is difficult on smaller vehicles. Nancy wondered if providing the screens on fixed-route service would require it to be installed on paratransit to protect the workforce. David said the paratransit vehicles are designed differently and it is not possible to provide that type of barrier at this time. Patty added that safety goggles or face shields are being provided to drivers to help with this concern. A safety training will be conducted next week.

Alex asked if the drivers have any concerns on any of these new requirements. Enrique and Patty both reported that they have not received any complaints. There have been challenges but the drivers are working hard with the reduced service.

Mike asked about transportation to get tested for COVID-19. Tina responded that Redi-Wheels is not able to provide this service. Sandra thought that this question should be posed to the County Health Department. Mike said that they are not currently offering transportation. Marie Violet asked about using taxi companies for this; Tina responded that shared ride service is also offered in taxis. Mike said he would follow up on the transportation for COVID testing.

Mike asked about the status of the Nelson\Nygaard contract. Tina thought she would have an answer by the end of the week. The contract expires on June 30th. A large percentage of the budget remains, so the extension does not include any additional funds, but just a time extension.

Tina reported that the SamTrans Board of Directors adopted a budget for the first quarter instead of for the entire year. This will allow for incremental expenditures and to better understand the economic impact of the COVID-19 crisis.

She reported that no rides were cancelled due to the protest marches in San Mateo County.

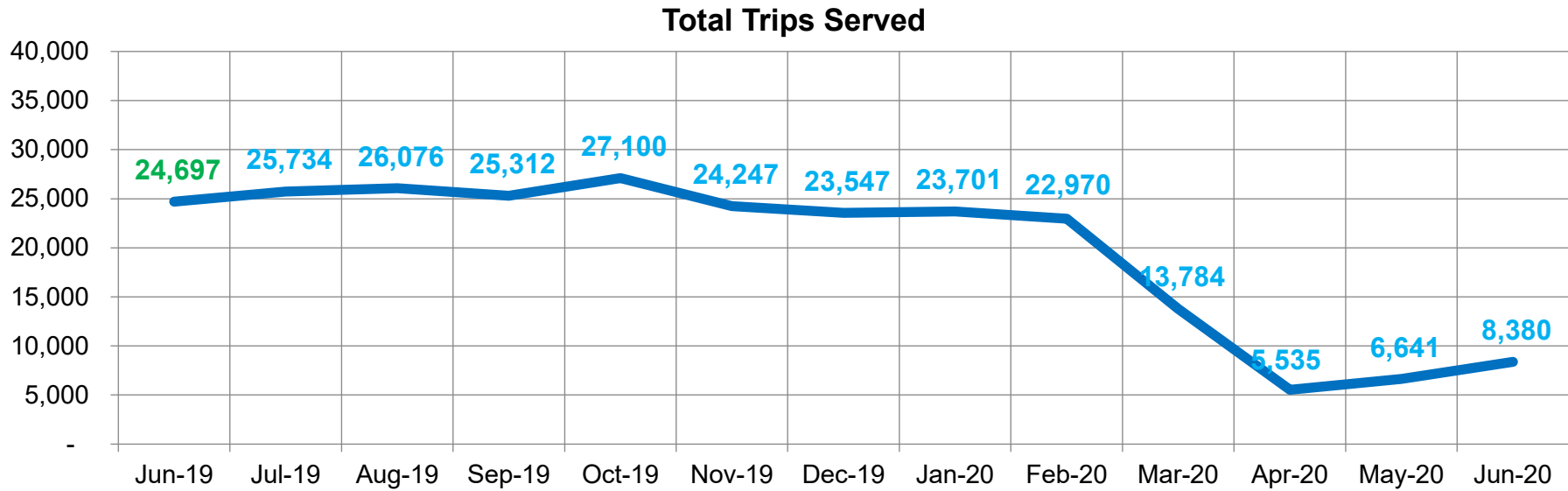
The next PAL meeting will be on July 14th.

Redi-Wheels Reports

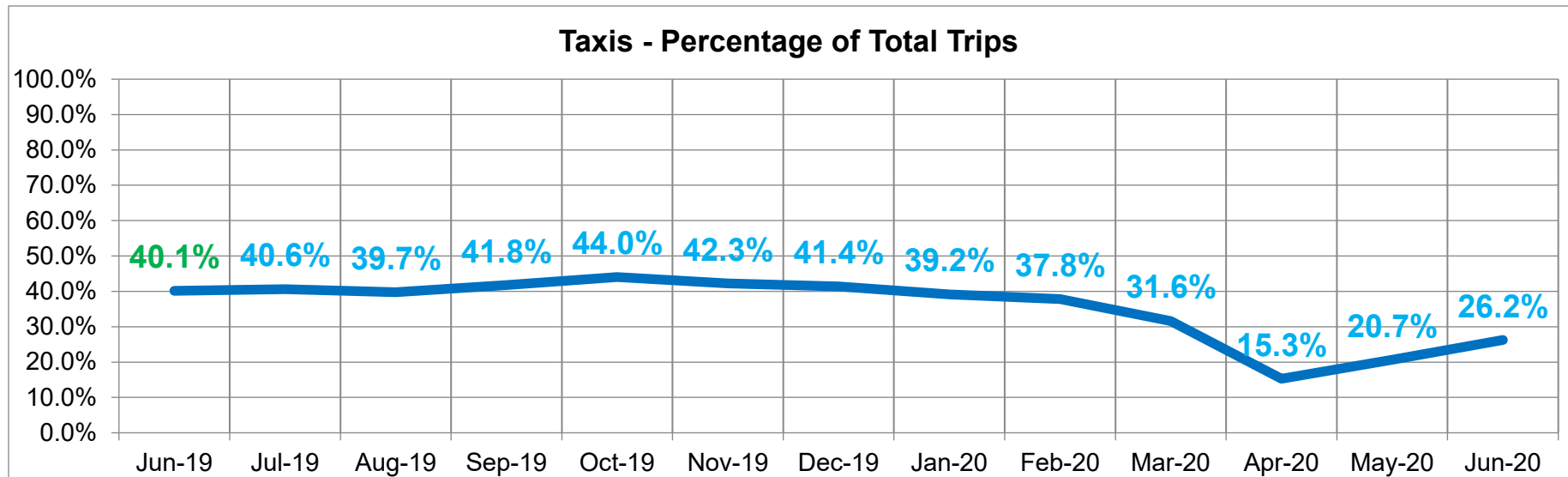
Performance Measures

Performance Measure	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Prev. Yr. Average
1. Total trips requested	29,621	30,954	30,809	30,179	32,315	29,704	29,504	29,524	27,394	21,835	11,883	12,697	14,659	31,176
2. Trips scheduled	27,174	28,551	28,608	28,060	30,015	27,238	26,766	26,801	25,321	18,513	10,801	11,924	13,930	28,594
a. Same day cancels	1,658	2,054	1,650	1,961	1,858	2,077	2,118	2,188	1,710	3,844	5,022	4,948	5,216	2,037
% of trips scheduled	6.1%	7.2%	5.8%	7.0%	6.2%	7.6%	7.9%	8.2%	6.8%	20.8%	46.5%	41.5%	37.4%	7.1%
b. Late cancels	441	461	447	407	554	495	619	484	374	506	150	198	207	545
% of trips scheduled	1.6%	1.6%	1.6%	1.5%	1.8%	1.8%	2.3%	1.8%	1.5%	2.7%	1.4%	1.7%	3.8%	1.9%
c. Total customer no-shows	377	300	428	375	490	411	479	427	265	378	94	137	121	391
% of trips scheduled	1.4%	1.1%	1.5%	1.3%	1.6%	1.5%	1.8%	1.6%	1.0%	2.0%	0.9%	1.1%	0.8%	1.4%
d. No-show (operator)	1	2	7	5	13	8	3	1	2	1	0	0	0	1
3. Total trips served	24,697	25,734	26,076	25,312	27,100	24,247	23,547	23,701	22,970	13,784	5,535	6,641	8,380	25,620
a. Average weekday riders	992	1,007	1,012	1,060	1,032	1,003	946	906	977	556	215	259	325	1,025
b. Advance reservation	16,747	16,783	16,753	16,394	17,398	15,917	15,392	15,094	14,835	8,899	3,304	4,250	5,823	16,776
c. Agency trips	3,380	3,795	4,134	3,779	4,249	3,433	3,651	3,628	3,303	1,346	18	0	0	3,628
d. Individual subscription	4,570	5,156	5,189	5,139	5,453	4,897	4,504	4,979	4,832	3,539	2,213	2,391	2,557	5,038
e. Taxi trips	9,909	10,448	10,364	10,573	11,934	10,246	9,745	9,282	8,689	4,360	846	1,373	2,197	9,955
<i>(taxi % of total trips)</i>	40.1%	40.6%	39.7%	41.8%	44.0%	42.3%	41.4%	39.2%	37.8%	31.6%	15.3%	20.7%	26.2%	38.9%
4. Total Redi-Wheels riders	2,074	2,131	2,119	2,123	2,183	2,027	2,018	2,007	1,982	1,557	450	562	756	2,148
5. Inter-County Transfer Trips	172	173	157	157	166	156	143	121	146	77	4	17	45	161
6. On-time performance ¹	92.5%	92.6%	92.0%	91.1%	91.5%	90.8%	90.7%	92.4%	92.8%	95.1%	97.2%	97.6%	96.1%	91%
7. Productivity (psgrs/rvh) ²	1.98	1.99	1.97	1.95	1.99	1.98	1.92	1.91	1.86	1.52	1.23	1.27	1.67	1.98
8. Complaints per 1000 trips	0.40	0.35	0.84	0.83	0.85	0.99	0.76	0.59	0.52	0.73	0.90	1.20	0.72	0.6
9. Compliments per 1000 trips	1.26	0.97	0.69	0.67	0.55	0.70	0.34	0.46	0.65	0.80	0.18	1.05	0.84	0.9
10. Avg phone wait time (mins) ³	1.4	1.1	0.6	1.1	0.7	0.9	0.8	0.5	0.8	0.8	0.1	0.3	NA	1.15
7/7/2020														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

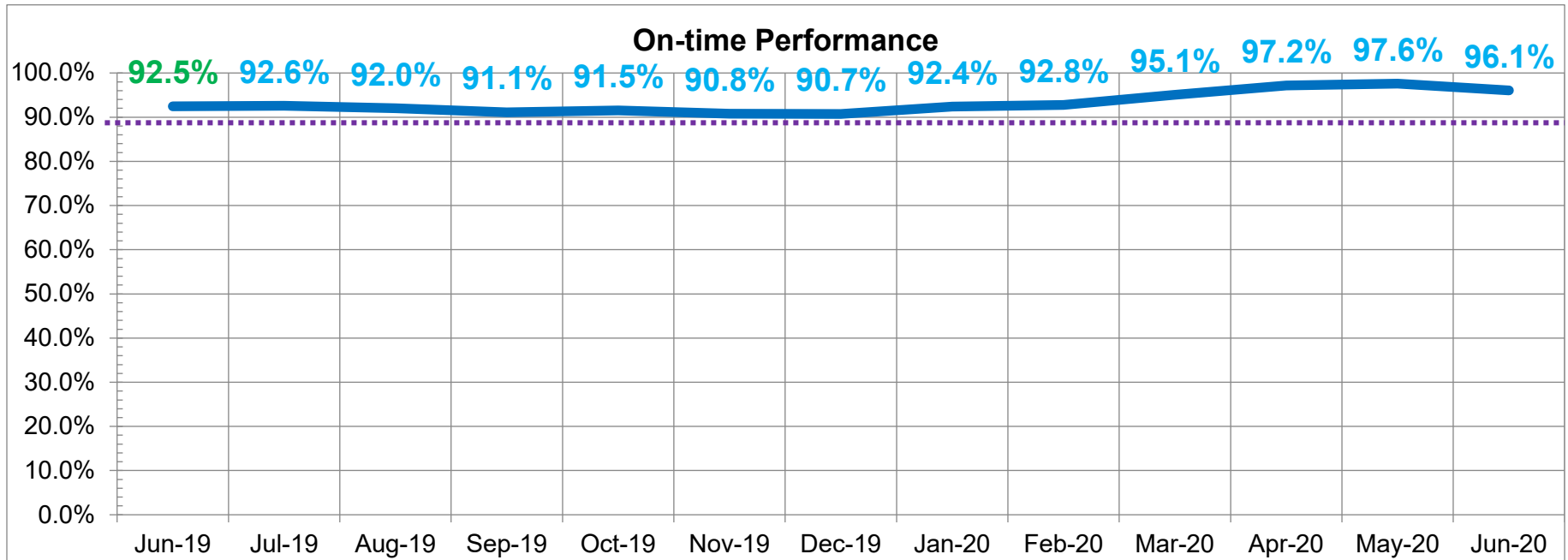
Total Trips



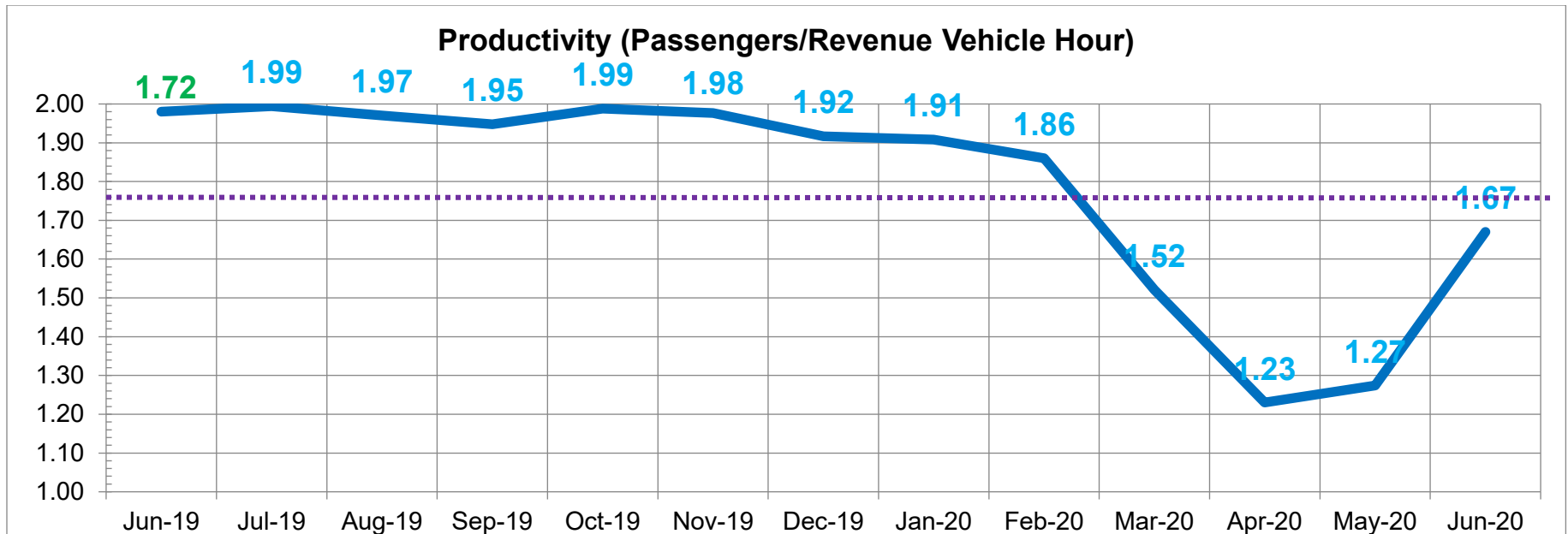
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2020 Comments	May-20	
	Subtotal	Rate/1000
Rides	5,517	
Total Comments by Category		
Compliment	1	0.51
Policy Related	3	0.07
Service Related	7	0.22
Total	11	0.80
Average Response Time to Customer (Working Days)‡		
Compliment	2.0	
Policy Related	10.0	
Service Related	4.0	
Overall	5.2	
	CC	CR
Compliment	0	1
Policy Related	0	3
Service Related	0	7
Overall	0	11

‡ Excludes weekends and holidays