



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

July 11th, 2023

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

Tuesday, July 11 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=aEZ3eE1oaJdoZHBUSHI0T0hUjRBQT09>

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

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*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. 1, 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

July 11, 2023

- | | | |
|----|---|------|
| 1. | Welcome / Roll Call | 1:30 |
| 2. | Approval of June 13, 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 June 13, 2023, PAL Meeting Minutes* | |
| | ii. Legislative | |
| | iii. Advocacy | |
| | 1. Transit Recovery Update – Tina Dubost | |
| | iv. Policy Issues | |
| | b. Grant/Budget Review – Sammi Riley | |
| | c. Education – Sammi Riley, Chair | |
| | d. Executive – Benjamin McMullan, Chair | |
| | e. Nominating/Membership Report – Evan Milburn | |
| 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 – Charles Posejpal | |
| 6. | Liaison Reports | 2:20 |
| | 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 | 2:30 |
| | a. ADA policy refresher – Tina Dubost | |
| 8. | Adjournment | 2:40 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of June 13, 2023, Meeting

ATTENDANCE:

Members in person:

Susan Capeloto, Dept. of Rehabilitation; Dao Do, Rosener House; Sandra Lang, Community Member; Evan Milburn, Consumer, CoD; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Kathy Uhl, CoA; Lynn Spicer (representing Tina Dubost), SamTrans.
(Member attendance = 7/10, Quorum = Yes)

Members on Zoom:

Tina Dubost, SamTrans; Mike Levinson, Consumer, PAL Chair

Guests:

Vicky Churchill, First Transit/Redi-Wheels; Henry Silvas, SamTrans; Kelly Shanks, SamTrans; Jane Stahl, PCC Staff; David Koffman, Nelson\Nygaard; Larisa Vaserman; Ana Rivas, SamTrans; Janet Borgens, CoD; Sarah Verity, AbilityPath

Absentees:

Benjamin McMullan, Chair, CID; Marie Violet, Dignity Health

WELCOME/INTRODUCTIONS:

In Ben's absence, David Koffman called the meeting to order at 1:38 pm. The meeting was held in person and via Zoom conference call.

APPROVAL OF MAY MINUTES:

Sandra Lang moved to approve the May 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.

Grant/Budget Review – Sammi Riley, Chair

No updates.

Education – Sammi Riley, Chair

The next meeting will be at noon on June 27th at the SamTrans building. This change is due to the first Tuesday being July 4th.

On July 27th, the PCC will be tabling at the Inclusion Festival at Red Morton Park in Redwood City. Mike reported that he heard from Senator Kevin Mullin’s office that there will not be a “Seniors on the Move” event this year but there would be in 2024.

Executive – David Koffman

Elections: Ben McMullan was nominated as chair, and Sammi Riley was nominated as vice chair for 2023-24. The nominations were passed unanimously.

At the June 6th meeting the committee discussed:

- The PCC retreat on September 12th from 10am – 2pm. It will be held in the Auditorium and will include a keynote speaker and breakouts. An ad hoc committee has been established to work on the event. Mike asked if additional notices needed to be posted about the meeting; Tina said it was treated just like the regular PCC meetings. As this is a strategic planning meeting, it might not be of interest to members of the public.
- Nominations for chair and vice chair.
- The need to recruit new members.
- David talked about the history of PCCs; they were created to promote better service coordination. However, there’s now only one paratransit service in the county (see more on this under “Other Business.”) This might be a good opportunity for the PCC to think about their mission today. Sandra mentioned that the PCC acts as a clearinghouse for transit information.
- The current Nelson\Nygaard contract with SamTrans expires on June 30th. David will be reducing his involvement going forward and will not be at every meeting. He will be available as needed.

Kathy Uhl wondered how the various neighborhood transportation systems interacted with Redi-Wheels and the PCC. Tina reported that SamTrans is recruiting a Program Coordinator for Senior and Veterans’ Programs and, once hired, they could come speak

to the group. Part of their responsibility will be to promote all transportation options and educate the public about them.

Sandra thought that this could be discussed at a breakout group and Tina offered to have someone talk about this at the retreat.

Nominations/Membership – Evan Milburn

No report.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Total ridership and average weekday ridership increased in April compared to last year; the average weekday ridership was 576 – 1% higher than last year. Total ridership was 15,158, about 4% higher than last year. Subscription trips are approximately 20%; agency trips were approximately 5%; trips sent to taxis remain low; same day cancellations were typical. The number of individuals riding is increasing and on time performance was better than the 90% standard.

Sandra commented on the improved ratio between total trips requested and trips served. Tina agreed that the number of total cancellations is decreasing, and the number of no-shows and late cancellations is manageable.

COMMENT STATISTICS REPORT

There are still fewer total comments compared to pre-COVID levels as there are fewer rides. Most are consumer reports rather than comment cards. The complaint patterns are typical and not about specific topics. David asked about the rate; Tina responded that it's roughly the same as the long-term average.

SAFETY REPORT

Vicky Churchill reported that there were five non-preventable incidents in May; there were no injuries.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

They are planning an agency meeting for the end of August. Many non-profits are using transportation services other than Redi-Wheels. PVI clients use Uber and Lyft although not for people in wheelchairs or who have cognitive impairment. They do have special pricing - \$7/ride instead of \$14/ride.

Tina thought it might be better to delay the meeting until the new Program Coordinator for Senior and Veterans' Programs was hired so that they could give a presentation on the various transportation options.

ERC – Mike Levinson

No ERC meeting is scheduled.

Tina reported that they are continuing with the vendor on technical issues on the upgraded software. The meeting to discuss the voice to use for the message should be set up soon.

Mike asked if the contract with Trapeze had any deadlines. Tina reported that the technical issues need to be resolved before implementation and that these are complicated issues. Mike asked if a detailed report could be given to the Executive Committee.

At Mike Levinson's request, Tina discussed some of the technical issues. Alternatives are being considered. Lynn mentioned that this is a different conversion that in the past and the technical work is vastly different and more complex. Trapeze and IT are in constant communication.

Ana Rivas shared that this conversion is a top priority at SamTrans. They recognize the urgency but also want to deliver a good product. There are continuous meetings about this.

Mike again asked for an official written summary or more detailed reports.

Commission on Disabilities (CoD) – Evan Milburn

They are working on the Inclusion Festival.

Center for Independence (CID) – Ben McMullan

No report.

Commission on Aging (CoA) – Kathy Uhl

The CoA is updating their Help at Home booklet. Kathy thanked Lynn and Tina for their work with the CoA Transportation Committee.

She commented that the new Microtransit service is a big help for seniors who live in areas that don't have access to buses. Lynn reported that the service will start on June 18th, serving two areas - East Palo Alto and Half Moon Bay. Rides can be booked through the website, via an app, or phone call. Information on SamTrans Ride Plus can be found [here](#). Rides are free from June 18-July 31. Trips must start and end in the area. The goal is for rides to be available within 25 minutes.

Kathy reported that they are recruiting two new Commission members.

Coastside Transportation Committee (CTC) – Tina Dubost

No report.

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

The CAC-TA met on May 30th and there were many motions concerning financial issues.

- Acceptance of the Statement of Revenues and Expenditures
- Acceptance of the Capital Projects Quarterly Status Report for 3Q2023.
- Establishing the appropriations limit for FY2024.
- Allocating \$1.92M from Measure A funds from savings for landscaping of the Broadway interchange.
- A motion to approve the adoption of the proposed budget for FY2024; this went before the Transit Authority's meeting on June 1. There will be a public hearing on the budget.
- A motion for an allocation for the San Mateo County shuttle program.
- Conveyance of deeds to the State of California Department of Transportation (Caltrans) for the Broadway/101 interchange reconstruction.
- A motion for adoption of revisions to the Transit Authority procurement policy.

There will be updates on the Express Lanes project at the next Transit Authority meeting.

The next meeting will be on August 1st.

The Measure W Citizens Oversight Committee met on June 5th to review the audit prepared for the Transit District. There were a lot of questions asked at the meeting in March resulting in a very descriptive final report for FY2022. The next meeting is in October and there are three open seats on the committee. Contact Amy Linehan at SamTrans.

Other Business

ADA Refresher: Tina reminded everyone that the Americans with Disabilities Act allows paratransit agencies to charge up to twice the fixed route fare. SamTrans charges less than the maximum allowed and is unusual in offering a low-income fare.

David mentioned that SamTrans was not the only provider of paratransit in the county. When PCCs were created the term “paratransit” was not limited to ADA paratransit. It meant all the services that supplement conventional public transportation, especially demand-responsive services and services that help people who are not well served by public transportation. Members might like to consider how much involvement the PCC should have in thinking about these services.

Sammi asked when the new Redi-Wheels vehicles will be available. Henry said that driver training will occur soon with the vehicles available by the end of the month. There are ten rear-loading vehicles; 20 more vehicles have been purchased and will be available in the coming months.

Lynn thanked Kathy Uhl for helping at a very busy Senior Day at the Fair.

The meeting was adjourned at 3:01pm.

The next meeting is on July 11th, in person and remotely via Zoom, and the public are encouraged to attend.

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

The minutes from the May PAL meeting were included in the meeting packet. Sammi Riley moved to approve the minutes; Mike Levinson seconded the motion. The minutes were approved.

Legislative

Mike reported that SB 557 was extended to a two-year bill. He thought the committee should research any other proposed bills to amend the Brown Act rules. Sandra offered to forward to Mike the legislative report from the CAC meeting that includes bills watched and bills supported.

Transit Recovery Update – Tina Dubost

Paratransit ridership is continuing to increase, although the rate is slowing, and is still approximately 55% of pre-pandemic numbers. SamTrans bus recovery rate is still at 75%. There is a lot of variation nationwide and the SamTrans rate compares favorably to peer agencies i.e., agencies that are approximately the same size and serve a suburban area.

Mike reported that he heard that the state budget will be voted on by Thursday, 6/15 and the Governor has until 6/30 to sign it. It increased the transit expenditure to \$3B over 3 years, and another \$2B that's not committed to. David thought that the amount for transit in the budget is not as much as the CTA was lobbying for, but sufficient to avoid service cuts. Sandra reported that this change was due to all the groups who contacted the Governor to review funding needed for transit in the budget. Mike heard that more funding was front-loaded for the revised budget in May to allow time to consider next year's finances and/or possible ballot measures. Tina thanked the citizens of San Mateo County who voted for Measure W which is very helpful in funding transit.

Policy Issues

None.

Advocacy

None.

The next PAL meeting will be on July 11th, 2023.

Redi-Wheels Reports

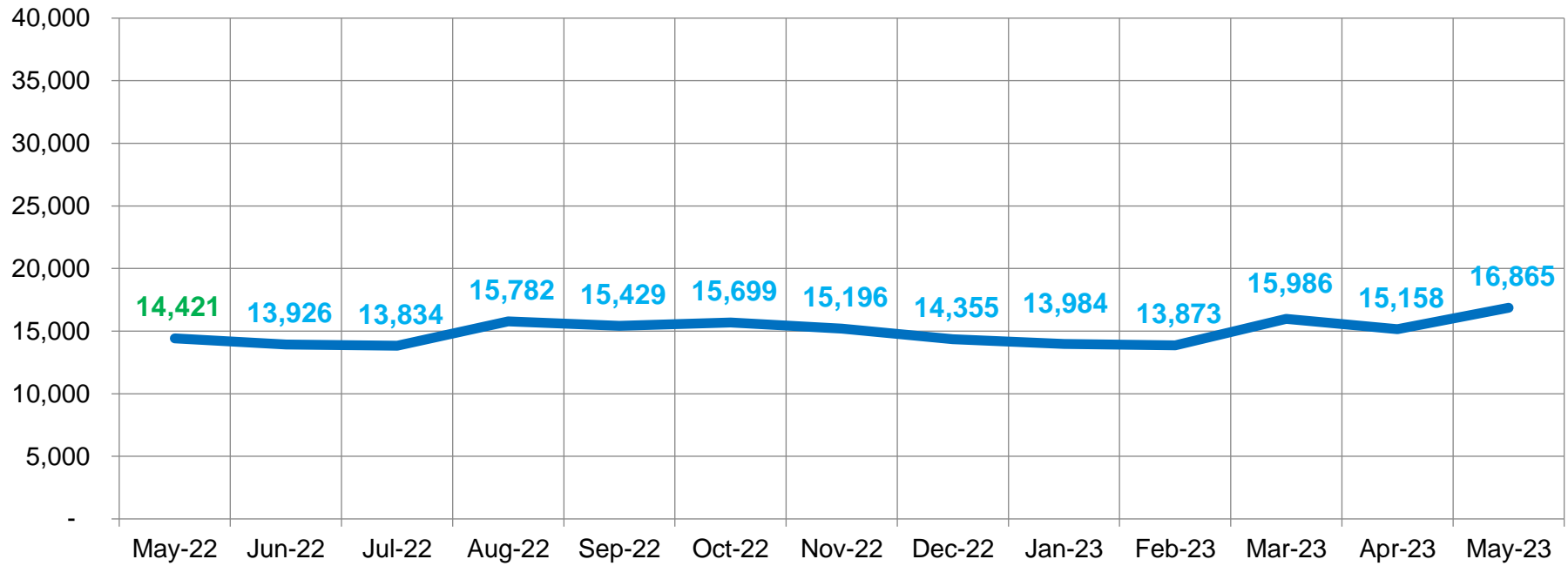
Performance Measures

Performance Measure	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Prev. Yr. Average
1. Total trips requested	17,206	16,718	16,754	18,940	18,681	18,940	18,458	17,942	17,294	16,912	19,557	18,164	20,247	15,884
2. Trips scheduled	16,023	15,441	15,406	17,399	17,162	17,561	16,958	16,266	15,823	15,653	18,151	16,908	18,820	14,746
a. Same day cancels	1,123	968	1,010	1,063	1,075	1,142	1,165	1,260	1,144	1,099	1,348	1,140	1,190	992
% of trips scheduled	7.0%	6.3%	6.6%	6.1%	6.3%	6.5%	6.9%	7.7%	7.2%	7.0%	7.4%	6.7%	6.3%	6.73%
b. Late cancels	312	340	353	353	439	475	403	444	487	475	529	409	503	382
% of trips scheduled	1.9%	2.2%	2.3%	2.0%	2.6%	2.7%	2.4%	2.7%	3.1%	3.0%	2.9%	2.4%	2.7%	2.59%
c. Total customer no-shows	167	207	209	201	217	245	194	207	207	206	288	201	262	206
% of trips scheduled	1.0%	1.3%	1.4%	1.2%	1.3%	1.4%	1.1%	1.3%	1.3%	1.3%	1.6%	1.2%	1.4%	1.40%
d. No-show (operator)	0	0	0	0	2	0	0	0	1	0	0	0	0	0
3. Total trips served	14,421	13,926	13,834	15,782	15,429	15,699	15,196	14,355	13,984	13,873	15,986	15,158	16,865	13,166
a. Average weekday riders	557	511	530	580	591	593	553	536	537	502	592	576	636	495
b. Advance reservation	10,728	10,433	10,201	11,895	11,540	10,904	10,901	10,421	9,786	9,870	11,066	10,748	11,871	9,887
c. Agency trips	853	810	710	776	825	1,212	814	691	728	637	721	678	851	615
d. Individual subscription	2,840	2,683	2,923	3,111	3,064	3,583	3,481	3,243	3,470	3,366	4,199	3,732	4,143	2,664
e. Taxi trips	1,567	1,390	1,521	1,638	1,659	1,956	1,643	1,820	1,682	1,516	2,300	1,747	2,340	1,372
<i>(taxi % of total trips)</i>	10.9%	10.0%	11.0%	10.4%	10.8%	12.5%	10.8%	12.7%	12.0%	10.9%	14.4%	11.5%	13.9%	10.4%
4. Total Redi-Wheels riders	1,253	1,200	1,224	1,249	1,309	1,341	1,327	1,270	1,256	1,248	1,305	1,316	1,383	1,182
5. Inter-County Transfer Trips	207	136	109	112	115	132	124	104	115	105	81	116	100	131.25
6. On-time performance ¹	92.1%	93.7%	93.3%	92.0%	89.8%	89.8%	89.8%	89.7%	90.9%	90.1%	90.6%	91.1%	90.8%	94.5%
7. Productivity (psgrs/rvh) ²	1.52	1.52	1.52	1.55	1.55	1.57	1.53	1.52	1.47	1.47	1.49	1.33	1.40	1.45
8. Complaints per 1000 trips	0.55	0.50	0.43	0.25	0.91	1.15	0.53	0.49	0.64	0.29	0.25	0.33	0.30	0.38
9. Compliments per 1000 trips	0.76	0.43	1.01	1.58	0.91	0.96	0.26	0.42	1.14	0.72	1.06	0.79	1.07	0.86
10. Avg phone wait time (mins) ³	2.0	1.2	1.7	0.9	1.2	2.1	1.6	0.9	1.3	1.6	1.3	0.8	0.8	0.82

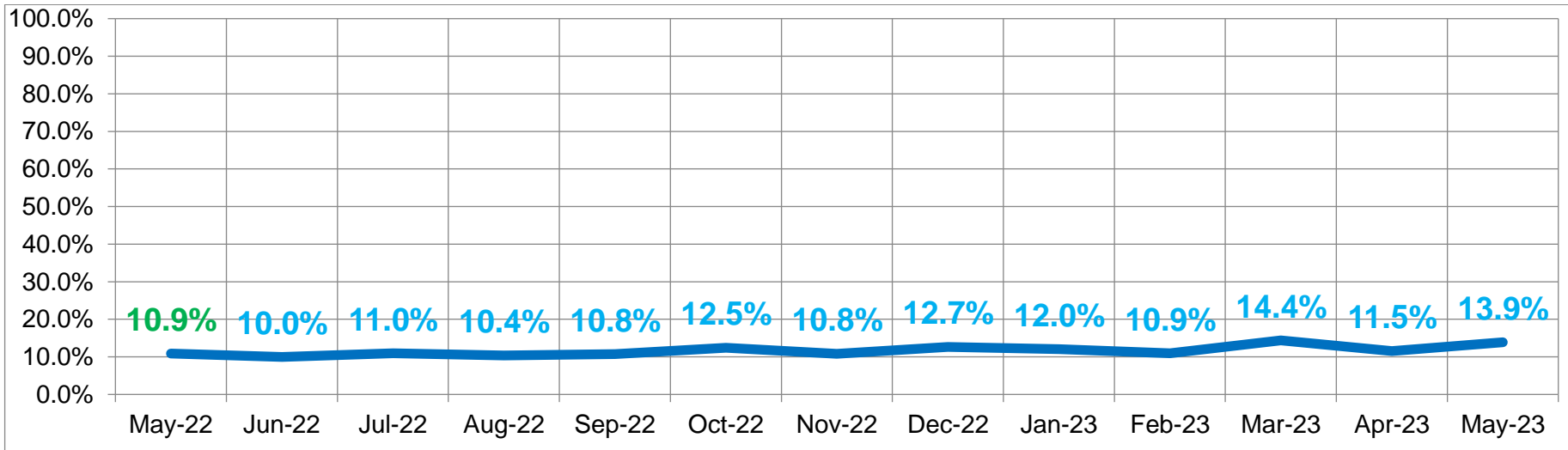
Notes:

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

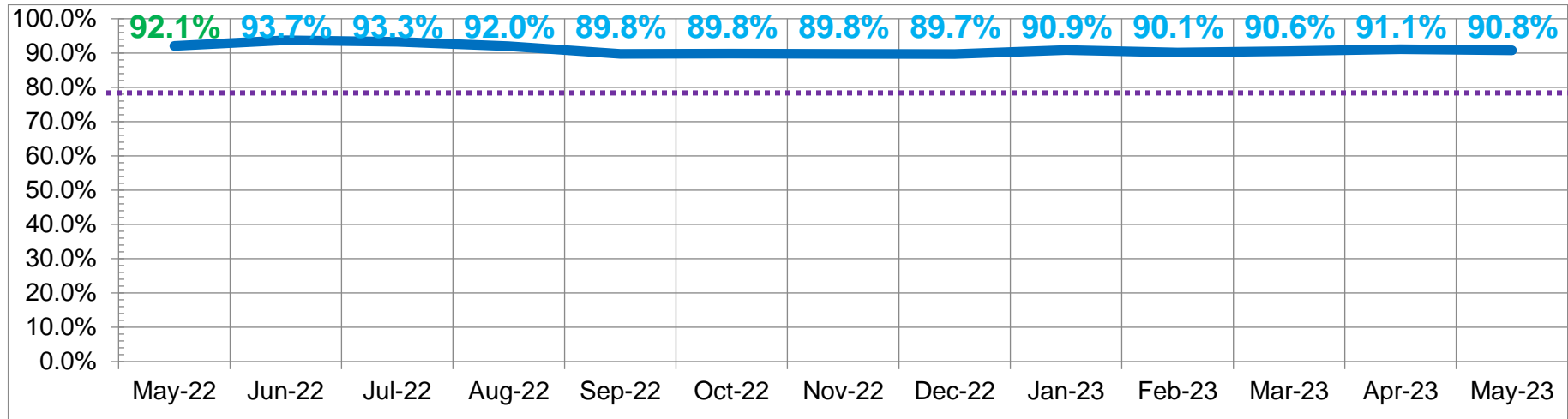
Total Trips



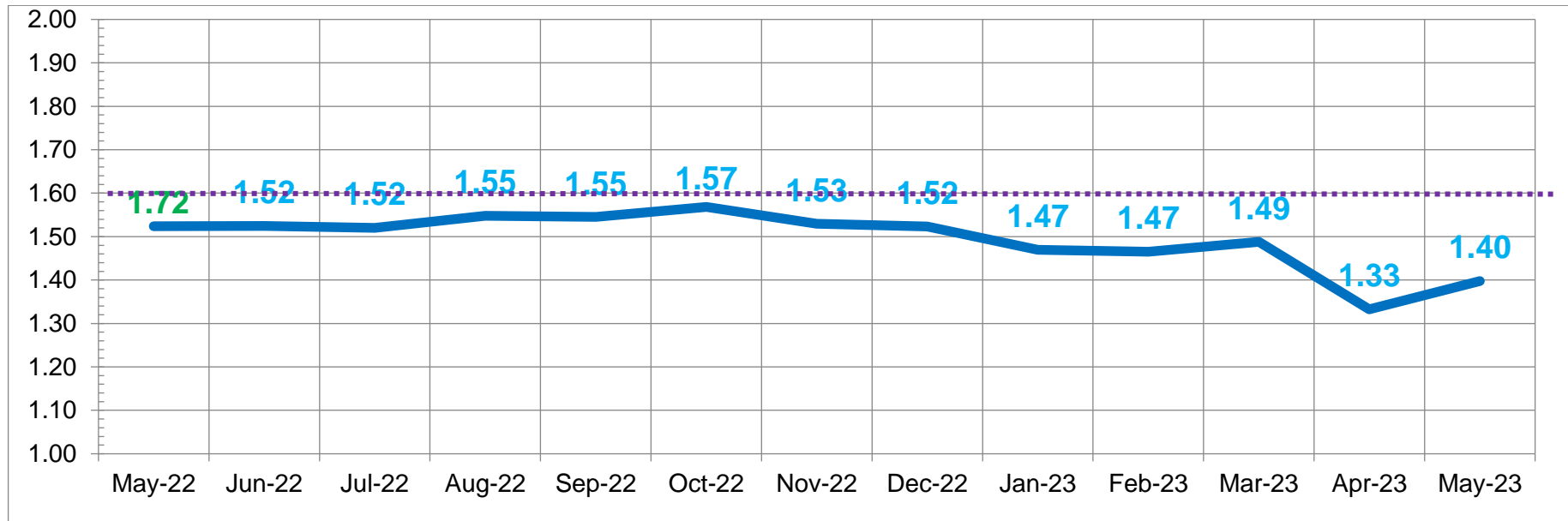
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2023 Comments	May	
	Subtotal	Rate/1000
Rides	16,865	
Total Comments by Category		
Compliment	18	1.07
Policy Related	9	0.53
Service Related	18	1.07
Total	45	2.67
Average Response Time to Customer (Working Days)‡		
Compliment		2.89
Policy Related		4.38
Service Related		5.44
Overall		4.44
	CC	CR
Compliment	7	11
Policy Related	0	9
Service Related	0	18
Overall	7	38

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays