



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

July 9, 2024

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
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This meeting will be in person at the SamTrans headquarters building (Gallagher Room) at
1250 San Carlos Ave., San Carlos CA 94040

Tuesday, July 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=aEZ3eE1oaJdoZHBUSHI0T0hIUjRBQT09>

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 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 10, 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 1/18/24 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
 (All times approximate)

July 9, 2024

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of June 11, 2024, PCC Meeting Minutes* | 1:35 |
| 3. Public Comments (for items not on the agenda) | 1:40 |
| 4. Committee Reports | 2:20 |
| a. Policy/Advocacy/Legislative (PAL) | |
| i. Approval of June 11, 2024, PAL Meeting Minutes (by roll call)* | |
| ii. Advocacy | |
| 1. Transit Recovery Update – Tina Dubost | |
| iii. Legislative Issues | |
| iv. Policy Issues | |
| b. Education – Sammi Riley, Chair | |
| c. Executive – Benjamin McMullan, Chair | |
| i. Name change for PCC* | |
| d. Nominating/Membership Report – No Chair/Committee | |
| ----- <i>TWO-MINUTE STRETCH BREAK</i> ----- | |
| 5. SamTrans / Redi-Wheels Reports | 2:30 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Kenneth Richardson | |
| 6. Liaison Reports | 2:40 |
| a. Agencies – Marie Violet & Dao Do | |
| b. ERC | |
| i. Update on Trapeze scheduling software – Tina Dubost | |
| c. Commission on Disabilities (COD) – Ben McMullan | |
| 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 | |
| h. Department of Rehabilitation (DOR) – Susan Capeloto | |
| 7. Other Business | 2:50 |
| a. ADA policy refresher – Tina Dubost | |
| 8. Adjournment | 3:00 |

*Action item

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)**

Minutes of June 11, 2024, Meeting

ATTENDANCE:

Members in person:

Benjamin McMullan, Chair, CID; Susan Capeloto, Dept. of Rehabilitation; Tina Dubost, SamTrans; Sammi Riley, Consumer, Vice Chair, Educ. Comm. Chair; Marie Violet, Dignity Health. (Member attendance = 5/8, Quorum = Yes)

Members on Zoom:

Dao Do, Rosener House; Sandra Lang, Community Member

Guests:

David Koffman, Nelson\Nygaard; Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PCC Staff; Kenneth Richardson, TransDev/Redi-Wheels;.Vicky Churchill, TransDev/Redi-Wheels; Kelley Shanks, SamTrans (Zoom); Enrique Silvas (Zoom), SamTrans; Larisa Vaserman, Consumer.

Absent:

Kathy Uhl, CoA

WELCOME/INTRODUCTIONS:

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

APPROVAL OF APRIL MINUTES:

Sammi Riley moved to approve the May meeting minutes; Susan Capeloto seconded the motion. The minutes were approved.

NELSON\NYGAARD – Introduction of Marvin Ranaldson

David Koffman introduced Marvin Ranaldson from Nelson\Nygaard who will be assuming his role on the PCC effective July 1, 2024. Marvin gave a brief recap of his relevant experience to the council.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

Policy/Advocacy/Legislative (PAL) – Ben McMullan, Chair

See page 9.

Education – Sammi Riley

The next meeting is on July 2nd. The PCC will have a table at the Inclusion Festival on Thursday, July 25th, from 11am-3pm, in Red Morton Park in Redwood City. Sammi asked for two or three volunteers to assist.

Sammi will be leaving the PCC at the end of August; a new committee chair will need to be selected.

The next meeting is on July 2nd at 2pm.

Executive – Ben McMullan

The committee met on June 4. A membership application had been received from a prior member, Carmen Santoni, with Catholic Charities. Her application was approved to be voted on by the full PCC. Carmen's application was approved by the full PCC.

The committee made some updates to the 2023-25 Work Plan, copies were to be distributed at the meeting for review. The document will be reviewed in more detail in September.

They discussed placing an ad for the PCC in the *San Mateo Daily Journal*, however this expense is not in the budget. We could however prepare a letter to the editor, so will plan to do this. Tina would investigate reviving an older article about Redi-Wheels and having it republished.

They discussed changing the name of the PCC to the "Paratransit Advisory Council," being more descriptive and relatable to members of the public. There would be no implications to the Council's operation. This will be an action item for the July meeting.

The next meeting will be on July 2, at 1pm.

Nominations/Membership – Open

No report. This chair position is open to anyone who is interested.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina referred the attendees to the performance report in the packet. Total ridership increased about 14% and the average weekday ridership increased about 10% compared to April 2023. Subscription trips are about 24%; agency trips are 7%. Trips sent to taxis were lower at 8.9%. Same day cancels were typical, and the percentage of no shows and late cancels were at a manageable level. The number of individuals riding increased compared to last year. Productivity was 1.45 passengers/hour.

Kenneth Richardson reported that additional drivers have been hired, trained, and are now working, thus reducing the number of trips sent to taxis.

COMMENT STATISTICS REPORT

There continue to be fewer comments than pre-COVID as ridership is lower. Most were received as consumer reports; most of the comment cards were compliments. Patterns are typical, with driver conduct being the most common comment.

SAFETY REPORT

Kenneth Richardson reported four non-preventable incidents and three preventable incidents in May.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

There was no meeting. Marie and Dao expressed their pleasure that Carmen had rejoined the PCC. Dao reported that everything was working well at Rosenor House. Carmen reported that she had discussed some issues with Kenneth.

ERC

Tina reported that the new Trapeze software is working well, they are moving from PCs to tablets, and are looking into future improvements, primarily directed towards dispatch/scheduling.

Larisa asked if the new system considers the accessibility of the new vans. Tina reported that this is something they are working on.

Commission on Disabilities (CoD) – Ben McMullan

No report.

Center for Independence (CID) – Ben McMullan

The ARDC will go live in July, and they are meeting with legislation on funding.

Commission on Aging – Tina Dubost

One of the commission members was concerned about Veterans Village in Colma. SamTrans Government Affairs worked with the cities of South San Francisco and Colma, and with the County Supervisors to extend the SSF Shuttle to this location. The residents were surveyed as to destinations and funding obtained. Shuttle stops include Grocery Outlet, Pacific Supermarket, Seafood City, Safeway, Walgreens, SSF Library, and parks. Transfers are also available to BART and SamTrans.

David asked for an update on the impact of micro-transit service on the regular bus service in East Palo Alto and Half Moon Bay. Tina reported that the number of Redi-Wheels trips with an origin and destination in East Palo Alto is small and the impact is small. Marvin asked about expanding the zones, however Tina explained that the zone is small so that a vehicle is quickly available. Enrique said it was an experiment, and it is very expensive to operate.

Coastside Transportation Committee (CTC) – Tina Dubost

No report as they have not met.

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

No report as Sandra was unable to attend the CAC-TA meeting in person.

The next meeting is on July 2nd.

Department of Rehabilitation – Susan Capeloto

Their District Administrator recently retired.

Other Business

Kenneth reported that the ATU driver contract had been ratified.

ADA Policy Review: Tina reminded the council about the late cancellation policy. Riders should let Redi-Wheels know as soon as possible, and at least two hours in advance, if they need to cancel a trip. If the cancellation is received less than two hours in advance, it is considered a late cancellation. However, if a late cancellation or no show occurs for reasons beyond the rider’s control, it will not be counted against the rider.

The meeting adjourned at 2:55pm. The next meeting is on July 9, in person and remotely via Zoom. Everyone thanked David Koffman for his assistance over the past years and wished him well in his retirement.

Minutes of Policy/Advocacy/Legislative (PAL) Meeting – Ben McMullan

The minutes from the May PAL meeting were included in the meeting packet. Tina moved to approve the minutes; Sammi seconded the motion. The minutes were approved by roll call.

Legislative

Ben McMullan reported that AB817 failed to pass. This would have given specific committees an exception to the Brown Act. It might be revived later this year. Tina thought that there was concern about transparency.

Advocacy

Tina reported that paratransit ridership is continuing to increase although the rate is slowing. For the first 10 months of this year, ridership is up 14% from pre-COVID time. SamTrans ridership is almost back to pre-COVID numbers. The Redi-Wheels recovery ratio is around 60%.

Larisa Vaserman asked if usage increases, are there enough buses and drivers. Tina reported that they will accommodate demand.

Policy Issues

Tina gave an update on same-day transit pilot program that started in December 2023.

- 366 same day trips have been made so far.
- There have been some trip refusals, where the timing didn't work for the consumer, and there have been some denials.
- They are either meeting or coming close to meeting the evaluation metrics – on-time performance, productivity, late cancels, no shows, and denied trips.
- Customers are using the service for a variety of reasons. 37% were medically related, the rest were trips to the grocery store, pharmacy, social outings.
- The percentage of fare assistance riders is similar to that of the regular service. The percentage of wheelchair users is a larger percentage compared with total trips. This is probably because other transportation options are not wheelchair accessible.

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

Redi-Wheels Reports

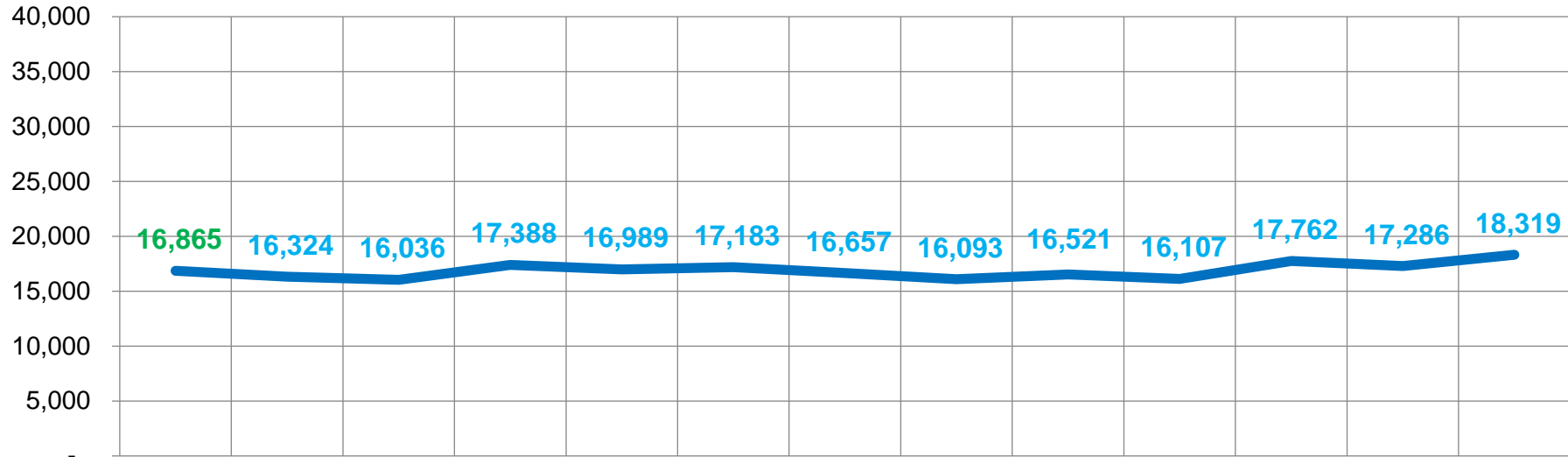
Performance Measures

Performance Measure	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Prev. Yr. Average
1. Total trips requested	20,247	19,493	19,209	20,890	20,644	20,727	20,633	20,224	20,445	19,806	21,431	20,633	22,296	18,449
2. Trips scheduled	18,820	18,094	17,885	19,330	19,021	19,307	18,835	18,591	18,883	18,316	19,997	19,343	20,537	17,017
a. Same day cancels	1,190	1,063	1,112	1,130	1,159	1,209	1,221	1,379	1,439	1,310	1,345	1,194	1,225	1,142
% of trips scheduled	6.3%	5.9%	6.2%	5.8%	6.1%	6.3%	6.5%	7.4%	7.6%	7.2%	6.7%	6.2%	6.0%	6.71%
b. Late cancels	503	485	491	524	579	638	678	627	637	639	654	627	682	446
% of trips scheduled	2.7%	2.7%	2.7%	2.7%	3.0%	3.3%	3.6%	3.4%	3.4%	3.5%	3.3%	3.2%	3.3%	2.62%
c. Total customer no-shows	262	222	243	287	293	277	277	491	286	258	235	236	310	222
% of trips scheduled	1.4%	1.2%	1.4%	1.5%	1.5%	1.4%	1.5%	2.6%	1.5%	1.4%	1.2%	1.2%	1.5%	1.30%
d. No-show (operator)	0	0	3	1	1	0	2	1	0	2	1	0	1	0
3. Total trips served	16,865	16,324	16,036	17,388	16,989	17,183	16,657	16,093	16,521	16,107	17,762	17,286	18,319	15,207
a. Average weekday riders	636	619	628	643	658	647	620	623	639	616	684	633	686	570
b. Advance reservation	11,871	11,484	11,206	12,134	12,092	12,062	11,856	11,481	11,541	11,248	12,501	11,923	13,220	10,891
c. Agency trips	851	880	956	1,136	1,027	1,137	984	939	947	913	1,116	1,203	1,073	794
d. Individual subscription	4,143	3,960	3,874	4,118	3,870	3,984	3,817	3,673	4,033	3,946	4,145	4,160	4,026	3,523
e. Taxi trips	2,340	2,166	2,274	2,345	2,678	2,849	2,889	2,571	2,110	1,364	1,989	1,536	1,630	1,832
<i>(taxi % of total trips)</i>	13.9%	13.3%	14.2%	13.5%	15.8%	16.6%	17.3%	16.0%	12.8%	8.5%	11.2%	8.9%	8.9%	12.0%
4. Total Redi-Wheels riders	1,383	1,360	1,359	1,428	1,401	1,454	1,402	1,403	1,340	1,376	1,399	1,412	1,438	1,299
5. Inter-County Transfer Trips	100	118	104	133	144	134	142	164	132	160	164	207	220	110.92
6. On-time performance ¹	90.8%	91.5%	91.0%	90.0%	88.8%	88.4%	86.2%	90.0%	92.8%	87.1%	87.9%	90.6%	89.3%	90.8%
7. Productivity (psgrs/rvh) ²	1.40	1.37	1.38	1.35	1.44	1.39	1.45	1.39	1.36	1.45	1.50	1.45	1.43	1.48
8. Complaints per 1000 trips	0.30	0.37	1.00	0.52	0.18	0.35	0.54	0.50	0.36	0.50	0.23	0.35	0.60	0.49
9. Compliments per 1000 trips	1.07	0.86	0.87	0.58	0.71	1.11	0.36	0.50	0.36	0.50	0.34	0.75	0.60	0.90
10. Avg phone wait time (mins) ³	0.8	1.2	1.2	0.9	1.2	1.5	1.2	1.2	0.9	1.0	0.7	0.8	1.2	1.27

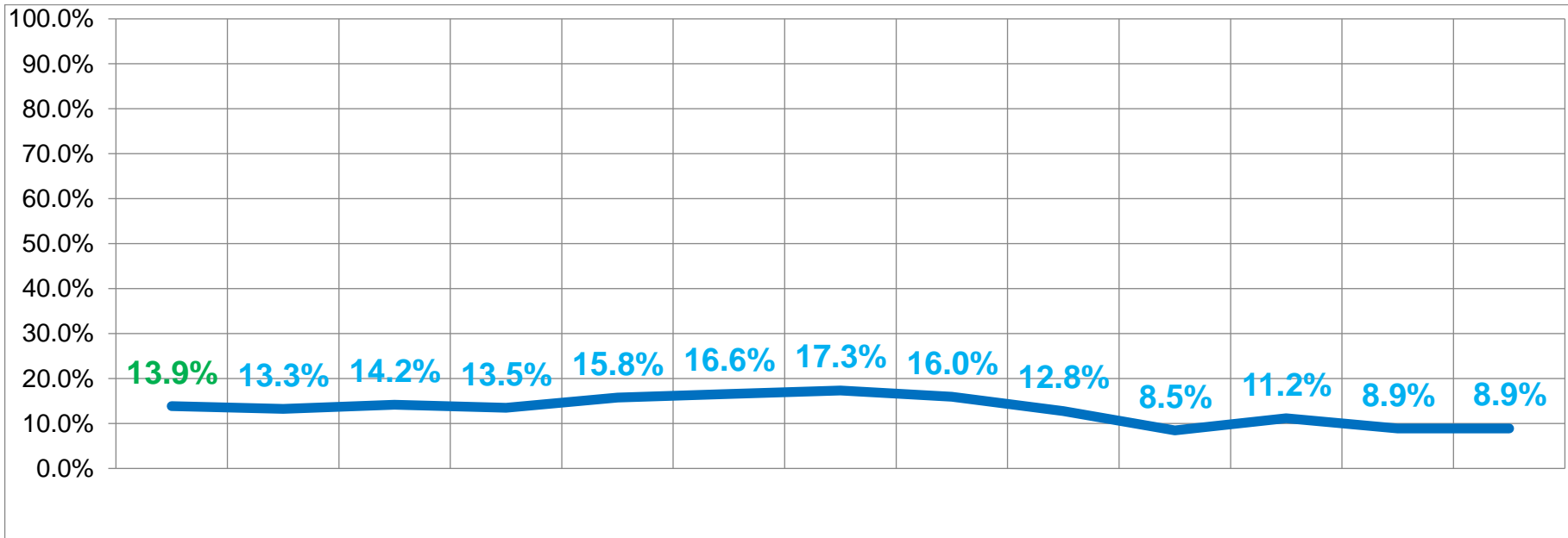
Notes:

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

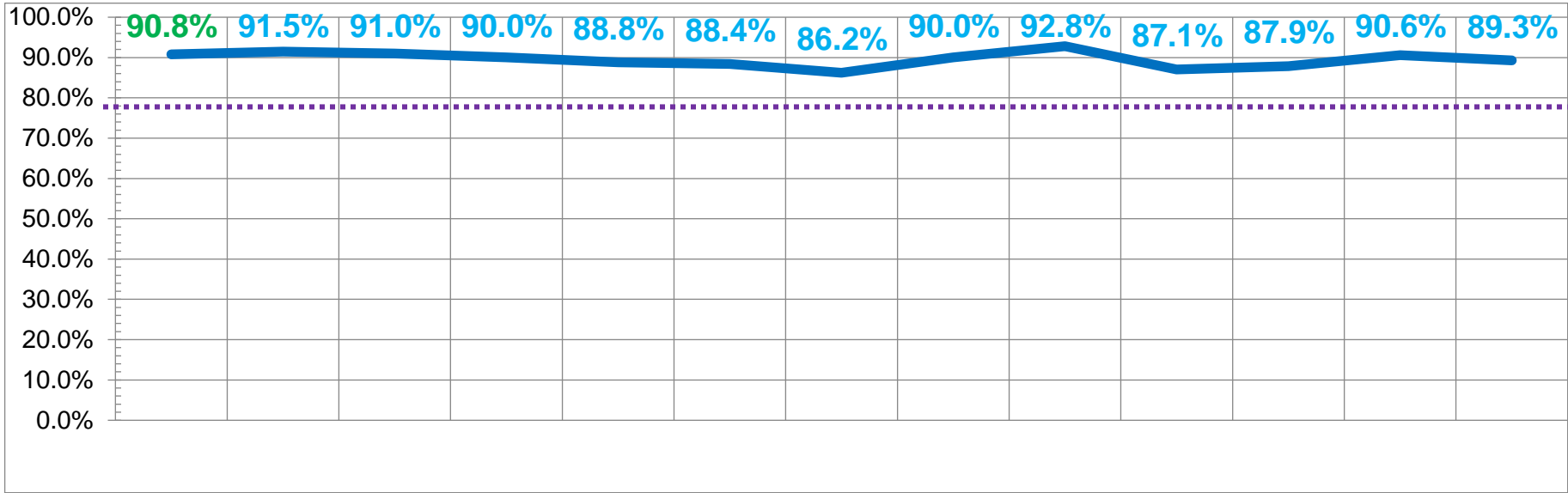
Total Trips



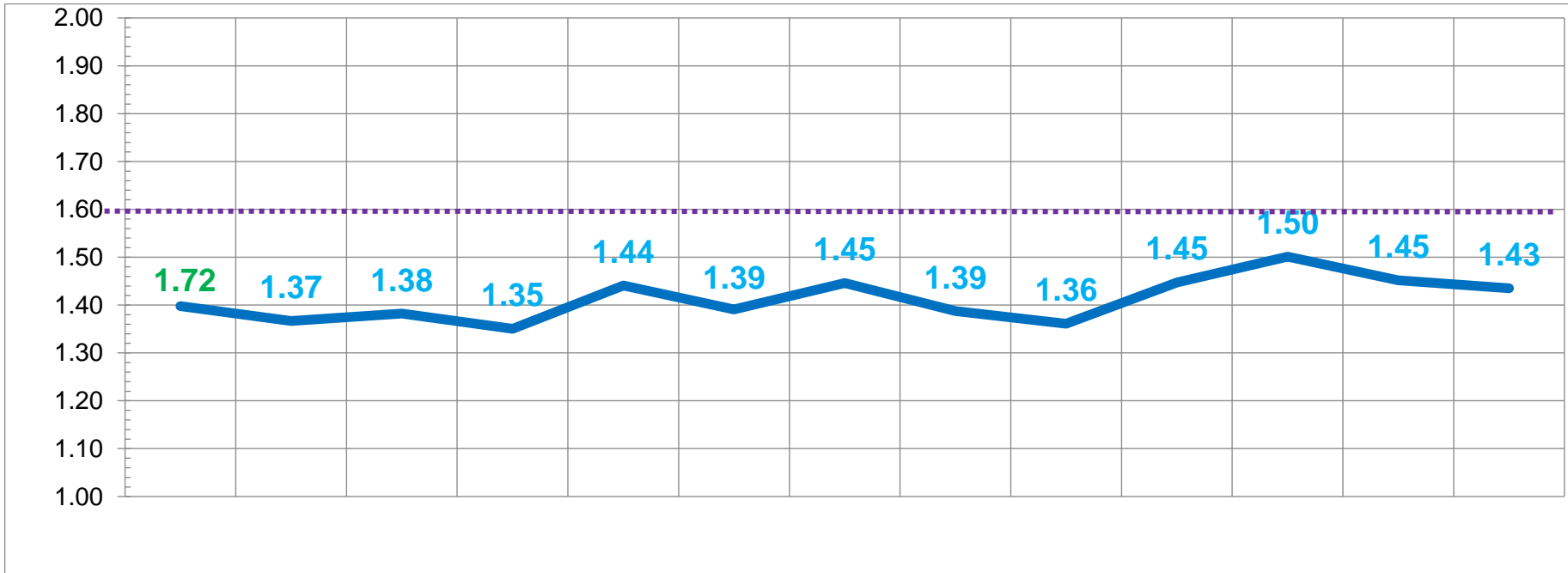
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2024 Comments	May	
	Subtotal	Rate/1000
Rides	18,319	

Total Comments by Category

Compliment	11	0.60
Policy Related	6	0.33
Service Related	18	0.98
Total	35	1.91

Average Response Time to Customer (Working Days) ‡

Compliment	5.82
Policy Related	8.71
Service Related	7.33
Overall	7.14

	CC	CR
Compliment	5	6
Policy Related	0	6
Service Related	1	17
Overall	6	29

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays