



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

June 9, 2020

1:30pm

San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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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, June 9, 2020
1:30 pm Pacific Time

Join the meeting remotely here:

<https://zoom.us/j/9735477751?pwd=OU9ueWJKa1Y2cJl1c3A5dktWcFBKZz09>

Or join by phone: 1-669-900-9128
Call-in toll-free number: 1-888-475-4499

Meeting ID (for both phone and computer): 973 5477 7751
Password (for both phone and computer): 844807

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*For approval

Meeting Schedule for 2020

[Note: Meetings from March 2020 onwards may be cancelled or 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

June 9, 2020

- | | |
|--|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of May 12, 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 | |
| i. Voting for 2020-21 PCC Chair and Vice 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 – Patty Talbott | |
| 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. Stakeholder Advisory Group (SAG) – Sandra Lang | |
| 7. Other Business | 3:20 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of May 12, 2020 Meeting

ATTENDANCE:

Members:

Valerie Campos, Vista Center
Susan Capeloto, Dept. of Rehabilitation
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
Scott McMullin, CoA
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 11/15, Quorum =
Yes)

Guests:

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
Talib Salamin, Serra Taxi Service

Absentees:

Sue Alvey, Rosener House
Carmen Santoni, Catholic Charities
Monica Colondres, Community Advocate
Judy Garcia, Consumer

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:37pm. The meeting was held via conference call and a roll call taken.

APPROVAL OF APRIL MINUTES:

Dinae Cruise moved to approve the April 2020 minutes; Nancy Keegan noted a correction as she did not attend the April meeting. The motion was seconded by Sammi Riley; approved with correction with Nancy, Dinae and Marie Violet abstaining.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Nancy Keegan, Chair

No updates.

Education – Sammi Riley, Chair

Sammi reported on the committee meeting on May 1st. Giveaway items were discussed and Jane is obtaining samples of ID wallets so that a purchasing decision can be made. Several planned outreach events have been cancelled or postponed. The Community Benefits and Resources Fair is now scheduled for June 19th. Jane is contacting various senior organizations to see if they are doing any remote meetings and if the PCC could give a presentation. The committee will try Jitsi Meet at the next meeting.

The committee also discussed putting COVID-19 related information for riders on the PCC website. Tina suggested adding a link to the SamTrans website so that the information is always current. CID will be including PCC information in their outreach for emergency preparedness. The next committee meeting is on Friday, July 10th at 1pm (July 3rd is a holiday).

Executive – Benjamin McMullan, Chair

Ben reported that the committee had discussed the combining of PAL with the PCC meeting. The committee decided to send a letter to Carmen Santoni, Catholic Charities, rescinding membership as she has not been attending meetings. She or another representative can re-apply in the future. Nancy and Jane will be notifying council members about nominations for the 2020-21 PCC Chair and Vice Chair positions, with voting taking place at the June 2020 PCC meeting. Richard Weiner gave a COVID-19 update and updated the committee on SamTrans' contract with Nelson\Nygaard which ends in June. He reported that a large amount of the budget remains unused.

Nancy was concerned about social distancing on vehicles as this is very relevant for senior center passengers. For her center, she is concerned about reassuring participants on how social distancing will occur on the buses, if they will they tolerate wearing a mask, etc. Tina said this was something to be discussed.

Nominations/Membership – Nancy Keegan, Chair

Nancy reported that nominations for PCC Chair and Vice Chair are being sought. Both positions are one-year terms. Nominations can be made via the PCC email address or directly to Nancy. Current Chair Ben McMullan and Vice Chair Dinae Cruise have both served two terms.

Nancy reported that the membership committee is interested in reaching out to agencies that utilize Redi-Wheels and asked for a list of those agencies. Patty said that First Transit could not supply that list and it would have to come from SamTrans. Marie thought that these agencies should have a voice and would be able to contribute to the

PCC. Tina said she would check into providing the list. Sandra thought it would be good to also contact other agencies who may or may not use Redi-Wheels.

CONSUMER COMMENTS

Nancy shared that she had seen Judy Garcia, who said “hello.” Judy is unable to attend meetings right now but hopes to join when the meetings are again in person.

OPERATIONAL REPORTS

The information was provided in the PAL committee meeting.

PERFORMANCE SUMMARY

Tina shared preliminary numbers for April. The number of rides is down; the number of trips was 5,517 as compared to last year’s average of 25,620. Average weekday ridership was 215. These decreases are similar to SamTrans buses and other paratransit systems. There were a lot of same day cancels, but no-shows were down. The number of individuals riding was down to 450. The average number of trips per person went up slightly. Taxi trips were 15% of the total trips provided. The on-time performance was excellent at 97%. Productivity was lower at 1.22 passengers per hour.

Scott McMullin commented that it would be beneficial if the current on-time performance could be maintained after the COVID-19 situation eases.

Mike asked if there were any inter-county trips; there were four. He asked if there was any change in the process; there have been no changes.

Sammi mentioned that many medical appointments are now via video instead of in person which contributes to the low number of rides. Larisa agreed and added that some of the clinics are still closed; others are giving patients a choice between in person or via video. Alex asked about drivers being laid off. Patty reported that employees have been furloughed; they are getting benefits but not being paid hours. They are slowly being brought back to work.

COMMENT STATISTICS REPORT

Tina reported that the percentage of comments is similar to past reports and follows the same pattern, with the most common complaint being on time rides.

SAFETY REPORT

Patty reported that there were three incidents in April, all with Redi-Wheels. One was preventable and all were minor.

LIAISON REPORTS

Agency – Nancy Keegan

Nancy reported that the committee hadn't met. All the adult day programs are suspending on-site services and it is unknown when they will resume. They are working on a plan to resume operations and will work with Redi-Wheels on this. Senior Focus has been providing temporary in-home services with a weekly wellness check, virtual activities, follow up from staff, and some meal delivery.

ERC – Mike Levinson

No report.

Center for Independence (CID) – Ben McMullan

Ben reported that they are continuing to advocate on medical rationing; that community-based services be included in the relief packages to offer an alternative to protect against involuntary institutionalization; that CID aid is included to make sure that needs for home schooling, etc. are met; continuation of advocacy for SSI recipients; ensuring funding for the asset limit for Medicaid; that Section 8 is properly funded with a comprehensive moratorium on evictions and foreclosures for people with disabilities; and ensure emergency preparedness measures are in place.

Commission on Disabilities (CoD) – Ben McMullan

Ben reported that they were working on advocacy issues similar to those presented in the CID report. Nancy asked for a copy of this report. Ben will send a copy of his email to Jackie Speier and Anna Eschoo.

Sandra asked about housing waiting lists. Ben advised that Section 8 housing is operated through HUD with the waiting list handled through local housing entities.

Commission on Aging (CoA) – Scott McMullin

Scott reported that the COA had met on May 11th. May is Older Americans month and the chairperson had received a proclamation from the Board of Supervisors. There was considerable discussion on the Great Plates Delivered program implemented by the counties. Staff have signed up many restaurants to deliver meals and are taking applications from seniors. Deliveries started last weekend. The program will continue through June 10th and may be continued past that date. It provides good food, benefits restaurants and provides some sales tax revenue.

The annual report was presented by Chair Jean Hastie. The next meeting is Monday, June 8th.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that ridership is down on the Coastside as well since people are staying home and only taking essential trips. Mike asked about the next CTC meeting but Tina reported that nothing has been decided.

Stakeholder Advisory Group – Sandra Lang

Sandra reported that the SAG Team C is waiting for any updates about reinstating the group. They last met on April 28th and heard questions about oversight and the components of Measure W. The Team is focused on transportation equity and wants to maintain relationships with organizations like the PCC to reinforce access to transportation for disabled people, seniors, and low-income people. The meeting included an informative update on Caltrain issues. Concern was expressed for the drivers who have been affected by COVID-19.

OTHER BUSINESS

None.

The next meeting will be on June 9th at 1:30pm. The meeting adjourned at 3:27pm.

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

The minutes from the April PAL meeting were included in the meeting packet; Sandra Lang moved to approve; Sammi Riley seconded the motion; all approved with Dinae Cruise abstaining.

Legislative Update

Tina Dubost reported on an article stating that the State expects to have a deficit of \$54B with sales tax and personal income going down. The Governor will produce a revised budget by Friday, May 15th. Mike Levinson had heard it might increase to \$100B, that the rainy-day fund is restricted and only half can be used in a year. Mike asked about the status of the 1/8 cent sales tax for Caltrain. Tina reported that this is still to be decided, however Caltrain is very dependent on fares and ridership and funding sources are down.

Dinae asked about boarding a regular SamTrans bus with a wheelchair or walker. Tina reported that passengers should tell the driver that they need to board in the front because of a disability.

Mike reported that after the Governor submits a budget, the legislature has until June 15th to work on it, so work on any other bills will be delayed. Sandra asked if the legislature is meeting remotely. Mike thought that the Senate is meeting remotely and the Assembly in person.

There were no updates to SB1376.

Local Advocacy

Sandra Lang reported that there is a weekly call with the Mayor in Burlingame and she has used the opportunity to promote discussion on access to transportation.

Richard asked if anyone had used Redi-Wheels in the last few weeks and how the service is performing. Dinae had taken a trip and thought the service was really good. Larisa Vaserman agreed. Alex Madrid asked if there were any changes regarding contact for passengers with wheelchairs. Tina said that the drivers and passengers are asked to wear a mask and that passengers should stay home if they feel sick. Tina said that there is currently no end date to the free service. Larisa asked about buying tickets when the office is closed. Tina said she would check but that they could be ordered through the mail. (After the meeting, Tina sent the paper ticket order form to Larisa.)

Policy Issues

COVID-19 - Tina again thanked the Redi-Wheels drivers, staff and Serra taxi drivers for providing life essential trips at this time in such a professional and dedicated manner. She said that they are continuing to adapt as new rules are adopted and it is a fluid situation. Ridership continues to be down, about 77% compared to February. People are taking fewer trips and are staying home protecting themselves, the drivers, and others in the community. However there has been a slight increase in the last two weeks. There is a new public health order requiring face coverings while on board and drivers are wearing masks. There is no charge for paratransit trips during the outbreak.

The paratransit eligibility process has changed. Until recently, when people called in they automatically received a three months of eligibility followed by an in-person interview. They have now switched to a paper application with a phone interview and medical verification if necessary. Applicants will be given a year's eligibility then re-apply in person. Existing customers who are scheduled to renew their eligibility in May or June received an automatic extension. Mike asked how the paper application would work and the PCC would like some official wording for our website.

They have received questions regarding social distancing and they are working with First Transit to limit the number of people in the vehicle. The vehicles are being cleaned with EPA-approved cleaning products. Tina showed a video produced by SamTrans entitled ["To Those Who Keep Us Moving."](#) The video details the efforts being taken to keep everyone safe and can be found at <https://www.youtube.com/watch?v=GdLxUXdpbbY>.

Mike reported on the Bay Area Partnership Accessibility Committee (BAPAC) call on May 11th. The committee is still working on Clipper Card functionality but there is currently no solution for using Clipper on paratransit. An issue was brought up with driver training as in-person testing is not occurring at the DMV. Tina said that they have enough drivers but are closely watching the DMV issue. Henry Silvas mentioned that the Mountain View DMV office is open for commercial licensing.

Richard Weiner raised the issue of a call from a consumer concerned that rides in taxis don't allow for social distancing. The FTA does not allow riders to choose a vehicle for their trip. Richard sent a question to the FTA without receiving a direct response. He thought that there wouldn't be any prohibition on taxis as drivers are allowed to secure wheelchair restraints, which cannot be done without less than a 6' distance. Tina had spoken to this customer about her specific issue. Talib Saliman reported that they are trying to make sure that trips are safe for passengers and drivers by requiring drivers to wear face masks and gloves and keeping all vehicles clean. They are looking into installing barriers between the driver and passenger. The barrier material is currently

unavailable but they hope to obtain some soon. He said that riders should also take precautions to ensure everyone's safety.

Dinae reported that, on a recent trip, the driver didn't wear gloves. Sammi thought they would be required for tying down a wheelchair, etc. Patty Talbott confirmed that drivers are not required to wear gloves but that they are available as well as hand sanitizer.

Tina said that they are beginning to think of how the service will operate once things start to open up. Currently, there are few places that people can go. Sandra asked how this will affect the Reimagining SamTrans marketing campaign. David Scarbor said that the campaign has been temporarily postponed and thought it would start up again in the fall.

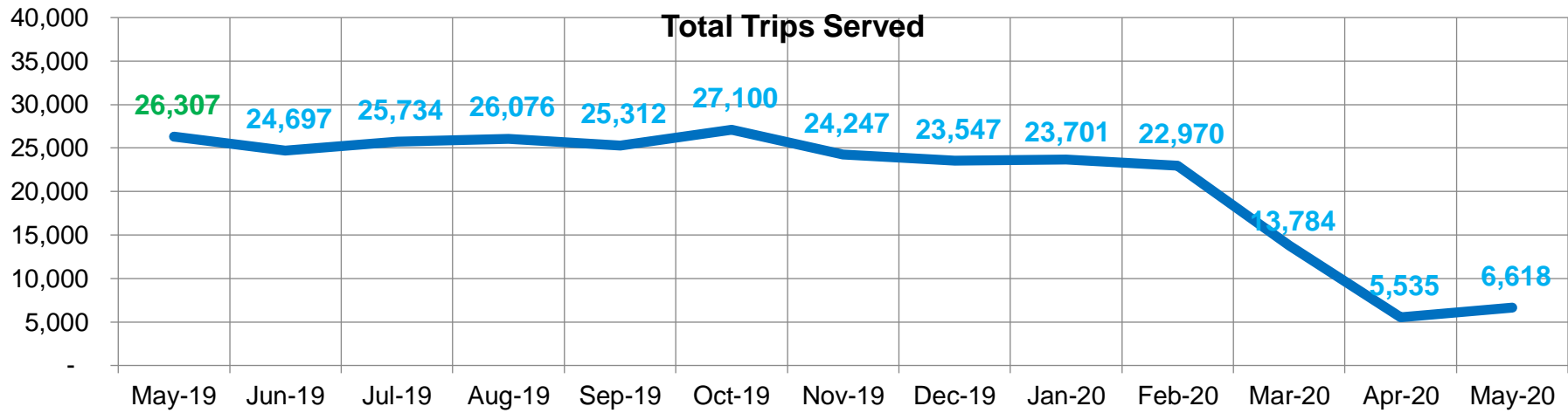
The next PAL meeting will be on June 9th.

Redi-Wheels Reports

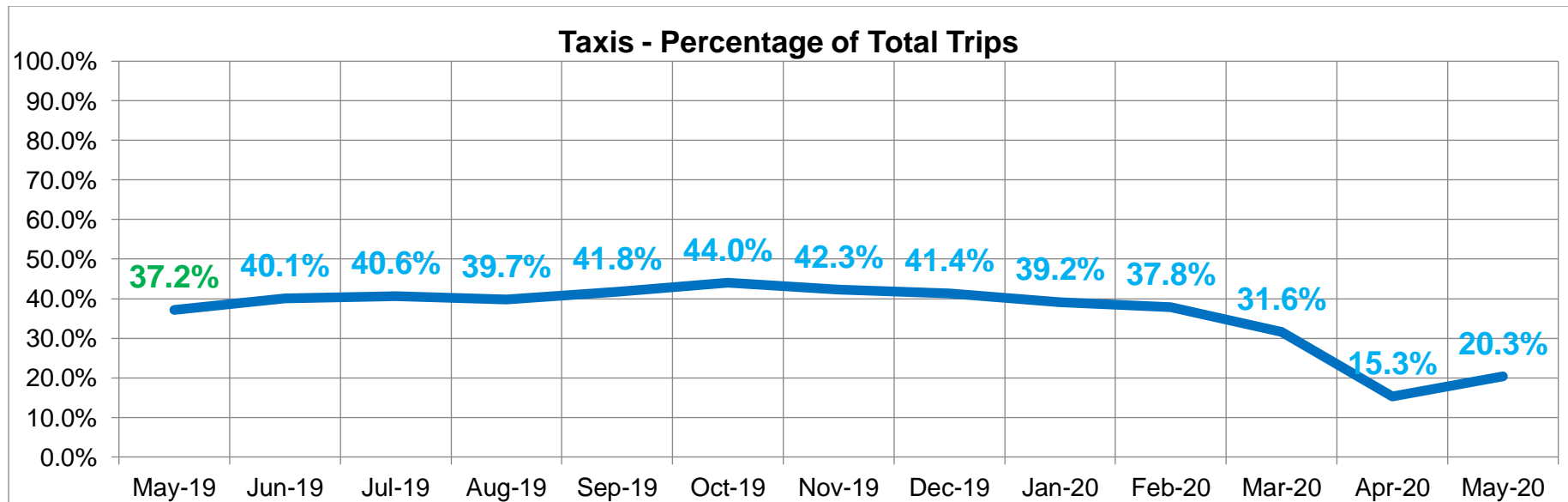
Performance Measures

Performance Measure	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Prev. Yr. Average
1. Total trips requested	31,779	29,621	30,954	30,809	30,179	32,315	29,704	29,504	29,524	27,394	21,835	11,883	12,533	31,176
2. Trips scheduled	29,217	27,174	28,551	28,608	28,060	30,015	27,238	26,766	26,801	25,321	18,513	10,801	11,764	28,594
a. Same day cancels	2,159	1,658	2,054	1,650	1,961	1,858	2,077	2,118	2,188	1,710	3,844	5,022	4,948	2,037
% of trips scheduled	7.4%	6.1%	7.2%	5.8%	7.0%	6.2%	7.6%	7.9%	8.2%	6.8%	20.8%	46.5%	42.1%	7.1%
b. Late cancels	482	441	461	447	407	554	495	619	484	374	506	150	198	545
% of trips scheduled	1.6%	1.6%	1.6%	1.6%	1.5%	1.8%	1.8%	2.3%	1.8%	1.5%	2.7%	1.4%	1.7%	1.9%
c. Total customer no-shows	266	377	300	428	375	490	411	479	427	265	378	94	86	391
% of trips scheduled	0.9%	1.4%	1.1%	1.5%	1.3%	1.6%	1.5%	1.8%	1.6%	1.0%	2.0%	0.9%	0.7%	1.4%
d. No-show (operator)	3	1	2	7	5	13	8	3	1	2	1	0	0	1
3. Total trips served	26,307	24,697	25,734	26,076	25,312	27,100	24,247	23,547	23,701	22,970	13,784	5,535	6,618	25,620
a. Average weekday riders	1,032	992	1,007	1,012	1,060	1,032	1,003	946	906	977	556	215	258	1,025
b. Advance reservation	17,400	16,747	16,783	16,753	16,394	17,398	15,917	15,392	15,094	14,835	8,899	3,304	4,227	16,776
c. Agency trips	3,731	3,380	3,795	4,134	3,779	4,249	3,433	3,651	3,628	3,303	1,346	18	0	3,628
d. Individual subscription	5,176	4,570	5,156	5,189	5,139	5,453	4,897	4,504	4,979	4,832	3,539	2,213	2,391	5,038
e. Taxi trips	9,788	9,909	10,448	10,364	10,573	11,934	10,246	9,745	9,282	8,689	4,360	846	1,344	9,955
<i>(taxi % of total trips)</i>	37.2%	40.1%	40.6%	39.7%	41.8%	44.0%	42.3%	41.4%	39.2%	37.8%	31.6%	15.3%	20.3%	38.9%
4. Total Redi-Wheels riders	2,112	2,074	2,131	2,119	2,123	2,183	2,027	2,018	2,007	1,982	1,557	450	562	2,148
5. Inter-County Transfer Trips	176	172	173	157	157	166	156	143	121	146	77	4	17	161
6. On-time performance ¹	91.5%	92.5%	92.6%	92.0%	91.1%	91.5%	90.8%	90.7%	92.4%	92.8%	95.1%	97.2%	97.6%	91%
7. Productivity (psgrs/rvh) ²	1.94	1.98	1.99	1.97	1.95	1.99	1.98	1.92	1.91	1.86	1.52	1.23	1.58	1.98
8. Complaints per 1000 trips	0.38	0.40	0.35	0.84	0.83	0.85	0.99	0.76	0.59	0.52	0.80	0.90	-	0.6
9. Compliments per 1000 trips	0.80	1.26	0.97	0.69	0.67	0.55	0.70	0.34	0.46	0.65	0.80	0.18	1.06	0.9
10. Avg phone wait time (mins) ³	0.7	1.4	1.1	0.6	1.1	0.7	0.9	0.8	0.5	0.8	0.8	0.1	-	1.15
6/1/2020														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

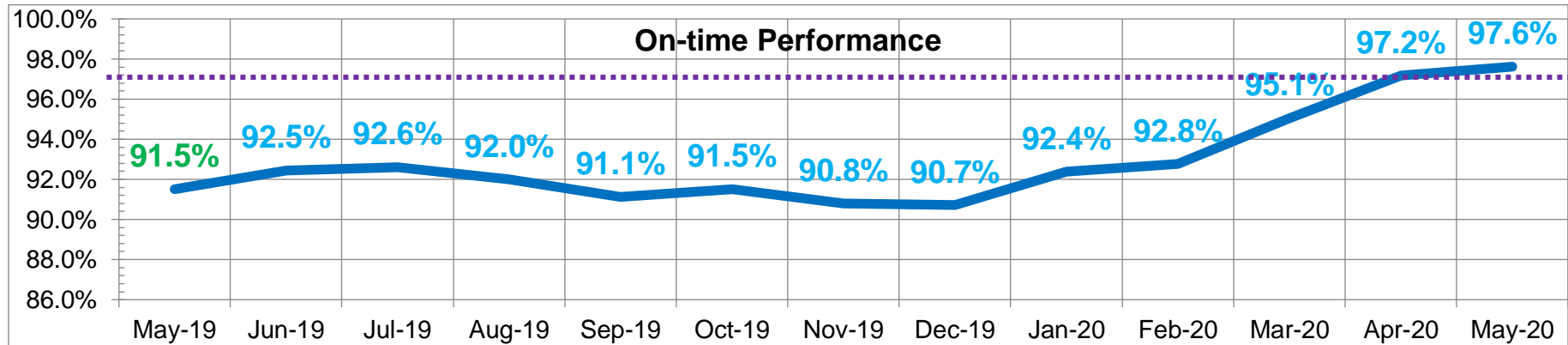
Total Trips



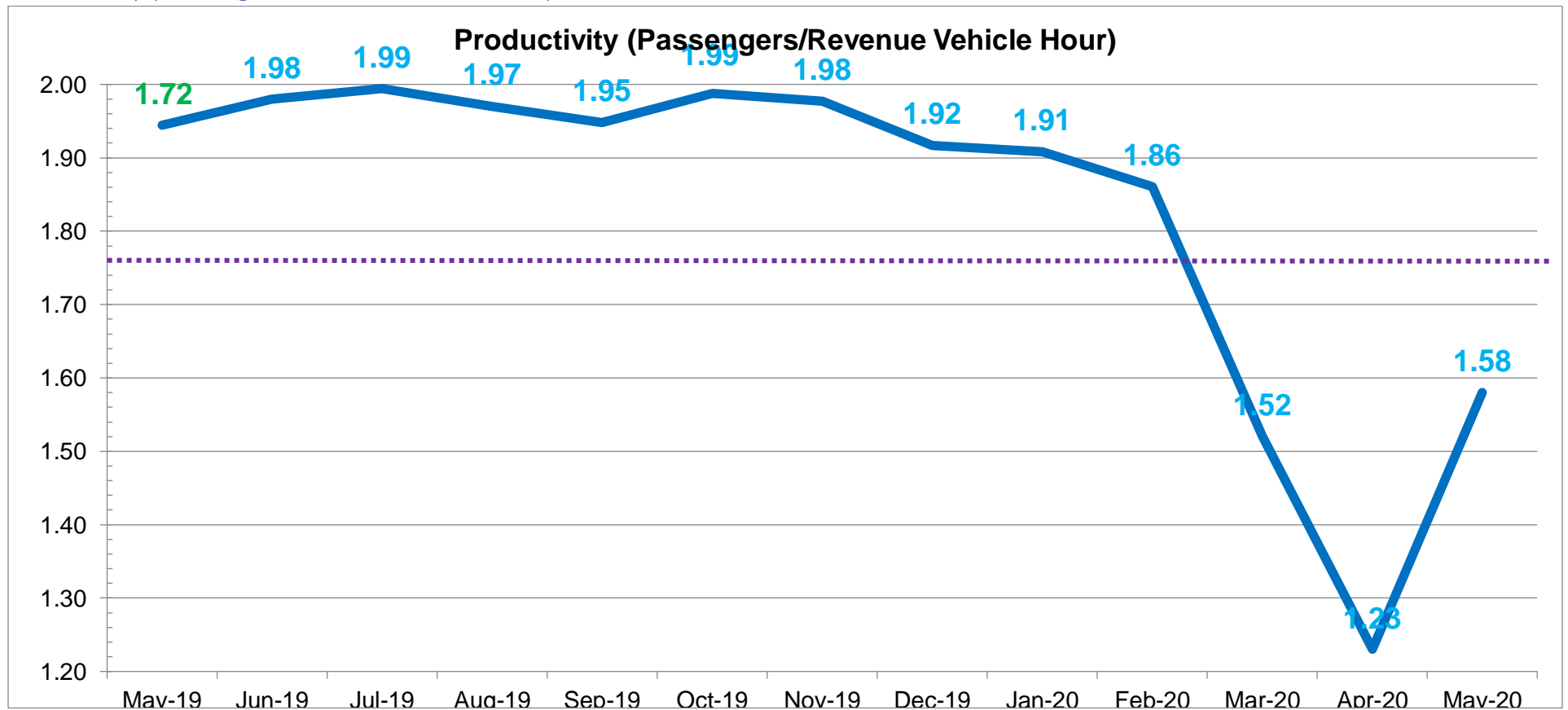
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2019 Comments	Apr-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