



**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**June 13<sup>th</sup>, 2023**

**1:30pm**

**San Mateo County  
Paratransit Coordinating Council (PCC)  
P.O. Box 1035  
San Carlos, CA 94070  
Phone: (650) 299-1442**

**[www.sanmateopcc.org](http://www.sanmateopcc.org)  
[sanmateopcc2@gmail.com](mailto: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, June 13 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=aEZ3eE1oaajdoZHBUSHI0T0hIUjRBQT09>

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

<b>PCC</b> San Mateo County Paratransit Coordinating Council  2 <sup>nd</sup> Tuesday Monthly <b>1:30-3:30pm</b>	<b>PCC</b> Executive Committee  1 <sup>st</sup> Tuesday Monthly <b>1:00-2:00pm</b>	<b>PAL</b> Policy-Advocacy- Legislative Committee*  2 <sup>nd</sup> Tuesday Monthly <b>1:30pm-3:30pm</b>	<b>PCC</b> Education Committee  1 <sup>st</sup> Tuesday Bi-Monthly <b>12:00noon</b>	<b>SamTrans</b> <b>Board of Directors</b>  1 <sup>st</sup> Wednesday Monthly  <b>2:00pm</b>
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 <sup>+</sup>	May 9, 2023	May 5, 2023	May 3, 2023
June 13, 2023	June 6, 2023	June 13, 2023		June 7, 2023
July 11, 2023	July 4, 2023 (will change)	July 11, 2023	July 7, 2023	July 5, 2023
<b>NO MEETING</b>	August 1, 2023	<b>NO MEETING</b>		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. <sup>+</sup>Rescheduled to May 9.

AGENDA  
San Mateo County  
Paratransit Coordinating Council (PCC) Meeting

June 13, 2023

- |   |      |
|---|------|
| 1. Welcome / Roll Call  | 1:30 |
| 2. Approval of May 9, 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 May 9, 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                             |      |
| i. Voting for Chair and Vice 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 May 9, 2023, Meeting

#### **ATTENDANCE:**

##### Members in person:

Dinae Cruise, Vice Chair, Consumer; Dao Do, Rosener House; Tina Dubost, SamTrans; Sandra Lang, Community Member; Benjamin McMullan, Chair, CID; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Kathy Uhl, CoA  
(Member attendance = 7/13, Quorum = Yes)

##### Members on Zoom:

Mike Levinson, Consumer, PAL Chair; Susan Capeloto, Dept. of Rehabilitation

##### Guests:

Charles Posejpal, First Transit/Redi-Wheels; Lynn Spicer, SamTrans; Henry Silvas, SamTrans; Kelly Shanks, SamTrans; Jane Stahl, PCC Staff; David Koffman, Nelson\Nygaard; Larisa Vaserman; Alex Madrid; Ana Rivas, SamTrans; Talib Salamin, Serra Taxi.

##### Absentees:

Evan Milburn, Consumer, CoD; Marie Violet, Dignity Health

#### **WELCOME/INTRODUCTIONS:**

Chair Ben McMullan called the meeting to order at 1:35 pm. The meeting was held in person and via Zoom conference call.

Following introductions, Kathy Uhl made a motion to allow Mike Levinson to participate remotely per the Brown Act “just cause” provision. Sammi Riley seconded the motion; the motion was approved. Ben McMullan made a motion to allow Susan Capeloto to attend remotely; Sandra Lang seconded; the motion was approved.

#### **APPROVAL OF APRIL MINUTES:**

Dinae Cruise moved to approve the April meeting minutes; Sammi Riley seconded the motion. The minutes were approved with the correction.

## **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 committee met on May 9<sup>th</sup>. They discussed:

- Proposed changes to the Consumer Corps trip evaluation form.
- Revisiting organizations for possible tabling or presentations. Sammi will check with Kevin Mullin's office on the Seniors on the Move event.

The next meeting will be in July.

### **Executive – Ben McMullan**

At the May 9<sup>th</sup> meeting the committee discussed:

- Letter re: AB 817. This turned into a two-year bill so there is no need to approve the letter of support at this time. They will review AB 557 as it contains many of the same changes to the Brown Act, as well as other bills.
- The PCC retreat will be held on September 12<sup>th</sup> from 10am-2pm in place of the regular monthly meeting. An ad hoc committee was created to plan the meeting. There is one opening on the committee. Anyone interested should let Ben know.
- Nominations are now being accepted for chair and vice chair with voting taking place at the June 13<sup>th</sup> meeting. Let Jane know if you are interested. The deadline for nominations will be June 6<sup>th</sup>.

Revisions to the bylaws as presented at the April meeting were presented for a vote; Sandra Lang made a motion to approve; Mike Levinson seconded; there was no discussion; the bylaws changes were approved.

### **Nominations/Membership – Evan Milburn**

Evan Milburn was absent; there was no report.

## **OPERATIONAL REPORTS**

### **PERFORMANCE REPORT**

Ridership has increased from 14,466 in March 2022 to 15,986 in March 2023 and the number of individuals riding has also increased. The average weekly ridership and agency trips have increased. Taxi trips are approximately 14%; on-time performance is better than standard at 90% and the number of complaints is better than the standard.

Dinae asked about adding a report on taxi rides to the agenda. Tina advised that taxis are provided by a subcontractor so are not reported. However, any comments or compliments are taxi rides are always welcome. Tina also advised that the upgraded software will not have an interface with taxi service.

In answer to a question, Tina reported that trips are sent to taxi for two reasons: If there is no vehicle available or if it is more efficient to send a taxi.

Dao asked about the training for taxi drivers. Tina responded that they do receive training on Redi-Wheels policy. Dao commented that her agency's customers are used to a bus and are reluctant to get into a taxi. Larissa commented that all the taxi drivers are very experienced and know what to do.

### **COMMENT STATISTICS REPORT**

Many compliments have been received with more from reports rather than comment cards. No specific patterns were discerned.

### **SAFETY REPORT**

Charles Posejpal reported that there were five non-preventable incidents in April.

### **LIAISON REPORTS**

#### **Agency – Dao Do & Marie Violet**

Dao reported that they have not met. Her agency's clients are disturbed when there are new drivers, but she is working with Redi-Wheels on this.

Sandra asked about any outreach to other agencies for rides and/or PCC membership, e.g., Catholic Charities, Ability Gatepath, Samaritan House. Tina explained that the term "agency" here applies to specific arrangements for adult daycare programs whose clients have dementia. There are other nonprofit groups who are provided with transportation, but their clients call individually for rides, e.g., people going to Adaptive PE at the College of San Mateo.



Ben advised that the Nominating/Membership committee would be responsible for this outreach but there is currently no chair or committee. He agreed that it would be ideal to have more members representing the community.

Kathy Uhl thought the PCC should outreach to communities that don't normally use Redi-Wheels. Tina agreed that there is a need for outreach on both Redi-Wheels and SamTrans bus and Caltrain service.

Dao mentioned that they did have a call with other agencies who use Redi-Wheels but attendance was poor.

### **ERC – Mike Levinson**

No ERC meeting is scheduled.

Tina reported that they are continuing with the vendor on technical issues on the upgraded software. She asked about setting up an ad hoc group on the wording/messaging for the reservation reminder. The consensus was that the current wording works well and doesn't need to change. Tina also asked which voice to use for the message. It was suggested to put this on the agenda for a future meeting.

Dao asked about reminder calls for agency members. Tina confirmed that these clients do not receive night-before reminder calls as they are treated as subscription trips. Mike asked about the length of time for a subscription trip; Tina said that the minimum is six weeks. He asked if a reminder call could be placed when the subscription period was coming to an end. Tina wasn't sure but thought it an interesting idea. A question arose about the option to cancel a trip when receiving the night before reminder call. Since very few people used this feature, it would not be included in the new software.

### **Commission on Disabilities (CoD) – Evan Milburn**

No report.

### **Center for Independence (CID) – Ben McMullan**

They are still working on the ADRC program.

### **Commission on Aging (CoA) – Kathy Uhl**

CoA received a proclamation from SamTrans Board of Directors recognizing Older Americans month.

The Commission had five agencies present on their activities post-COVID, particularly concerning transportation. Attendees mentioned that there were services they weren't aware of so will periodically have agencies attend.

## **Coastside Transportation Committee (CTC) – Tina Dubost**

No meeting is currently scheduled. A microtransit pilot program will begin in June in the cities of East Palo Alto and Half Moon Bay wherein people can call to request a trip within a limited service area. Same day service is available.

## **Citizen’s Advisory Committee for the San Mateo County Transportation Authority (TA)**

### **– Sandra Lang**

The CAC-TA met on May 2<sup>nd</sup>. Items of interest were:

- A motion to approve a statement of revenues and expenditures.
- Acceptance of the quarterly investment report.
- A public hearing on the budget on June 1<sup>st</sup>. The budget includes Measure A allocations and Measure W tax revenues. The proposed allocation for paratransit is \$4,650,560 – 40% of total allocations.
- There will be an audit by the Citizens Oversight Committee.

## **Other Business**

ADA Refresher: None.

Consumer Corps Report: The report included in the packet was reviewed. There have been 15 new members enrolled since September. On time performance improved. More same day reminder calls were reported. 98% of riders reported driver assistance met or exceeded needs. There was an increase in the number of riders who saw comment cards on the buses. Mike asked about the total number of consumer corps members. Lynn Spicer said that they are researching adding comment cards to RediCoast vehicles.

Dinae asked if guests could be seated in the audience for future meetings.

Sammi requested a moment of silence for former PCC member Judy Garcia who passed away recently.

Talib Salamin reported that Serra Taxi has been serving the Redi-Wheels community for 20 years, there when needed. Their drivers are trained by Redi-Wheels and are subject to background checks.

The meeting was adjourned in memory of Marie Violet’s husband, John Violet, and ended at 3:30pm.

The next meeting is on June 13<sup>th</sup>, 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 April PAL meeting were included in the meeting packet. Sammi Riley moved to approve the minutes; Dinae Cruise seconded the motion. Mike Levinson made a correction under Legislative; AB817 was on the agenda for the SamTrans Board meeting and was unanimously approved. The minutes were approved with the correction by roll call.

### **Transit Recovery Update – Tina Dubost**

Ridership is continuing to increase in April and is still 55% of pre-pandemic numbers. SamTrans bus ridership is at 75%. There is a lot of variation nationwide and the SamTrans rate compares favorably. All trips provided are important to customers.

Both the state and the county have ended the state of emergency for COVID. The nationwide state of emergency will end on May 11<sup>th</sup>. Masks are no longer required on buses. If sick, riders should not use public transportation. Dinae asked if the message about COVID will end on May 11<sup>th</sup>; yes, it will.

### **Legislative**

Mike reported that AB 817 was extended to a two-year bill and there won't be any action in 2023. Therefore, the letter on this would not be put forward for approval. The Executive Committee will review other legislative bills such as AB 557 by Assembly Member Hart for possible action.

### **Policy Issues**

Tina reported that SamTrans has implemented a reasonable modification exception to the in-person Brown Act requirement. If an individual would normally be required to appear in person but has a disability that prevents them from being out in the community, they can file a request for reasonable modification. This will be evaluated and determined if they can continue to attend remotely. The council will need to approve remote attendance at each meeting.

Tina will check with SamTrans Legal to see if remote attendance counts toward the meeting quorum.

### **Advocacy**

None.

The next PAL meeting will be on June 13<sup>th</sup>, 2023.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	Prev. Yr. Average
1. Total trips requested	17,234	17,206	16,718	16,754	18,940	18,681	18,940	18,458	17,942	17,294	16,912	19,557	18,164	15,884
2. Trips scheduled	16,143	16,023	15,441	15,406	17,399	17,162	17,561	16,958	16,266	15,823	15,653	18,151	16,908	14,746
a. Same day cancels	1,041	1,123	968	1,010	1,063	1,075	1,142	1,165	1,260	1,144	1,099	1,348	1,140	992
% of trips scheduled	6.4%	7.0%	6.3%	6.6%	6.1%	6.3%	6.5%	6.9%	7.7%	7.2%	7.0%	7.4%	6.7%	6.73%
b. Late cancels	336	312	340	353	353	439	475	403	444	487	475	529	409	382
% of trips scheduled	2.1%	1.9%	2.2%	2.3%	2.0%	2.6%	2.7%	2.4%	2.7%	3.1%	3.0%	2.9%	2.4%	2.59%
c. Total customer no-shows	205	167	207	209	201	217	245	194	207	207	206	288	201	206
% of trips scheduled	1.3%	1.0%	1.3%	1.4%	1.2%	1.3%	1.4%	1.1%	1.3%	1.3%	1.3%	1.6%	1.2%	1.40%
d. No-show (operator)	0	0	0	0	0	2	0	0	0	1	0	0	0	0
3. Total trips served	14,561	14,421	13,926	13,834	15,782	15,429	15,699	15,196	14,355	13,984	13,873	15,986	15,158	13,166
a. Average weekday riders	568	557	511	530	580	591	593	553	536	537	502	592	576	495
b. Advance reservation	10,986	10,728	10,433	10,201	11,895	11,540	10,904	10,901	10,421	9,786	9,870	11,066	10,748	9,887
c. Agency trips	709	853	810	710	776	825	1,212	814	691	728	637	721	678	615
d. Individual subscription	2,866	2,840	2,683	2,923	3,111	3,064	3,583	3,481	3,243	3,470	3,366	4,199	3,732	2,664
e. Taxi trips	1,434	1,567	1,390	1,521	1,638	1,659	1,956	1,643	1,820	1,682	1,516	2,300	1,747	1,372
<i>(taxi % of total trips)</i>	9.8%	10.9%	10.0%	11.0%	10.4%	10.8%	12.5%	10.8%	12.7%	12.0%	10.9%	14.4%	11.5%	10.4%
4. Total Redi-Wheels riders	1,280	1,253	1,200	1,224	1,249	1,309	1,341	1,327	1,270	1,256	1,248	1,305	1,316	1,182
5. Inter-County Transfer Trips	176	207	136	109	112	115	132	124	104	115	105	81	116	131.25
6. On-time performance <sup>1</sup>	94.4%	92.1%	93.7%	93.3%	92.0%	89.8%	89.8%	89.8%	89.7%	90.9%	90.1%	90.6%	91.1%	94.5%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.51	1.52	1.52	1.52	1.55	1.55	1.57	1.53	1.52	1.47	1.47	1.49	1.33	1.45
8. Complaints per 1000 trips	0.27	0.55	0.50	0.43	0.25	0.91	1.15	0.53	0.49	0.64	0.29	0.25	0.33	0.38
9. Compliments per 1000 trips	0.76	0.76	0.43	1.01	1.58	0.91	0.96	0.26	0.42	1.14	0.72	1.06	0.79	0.86
10. Avg phone wait time (mins) <sup>3</sup>	1.2	2.0	1.2	1.7	0.9	1.2	2.1	1.6	0.9	1.3	1.6	1.3	49.0	0.82

**6/12/2023**

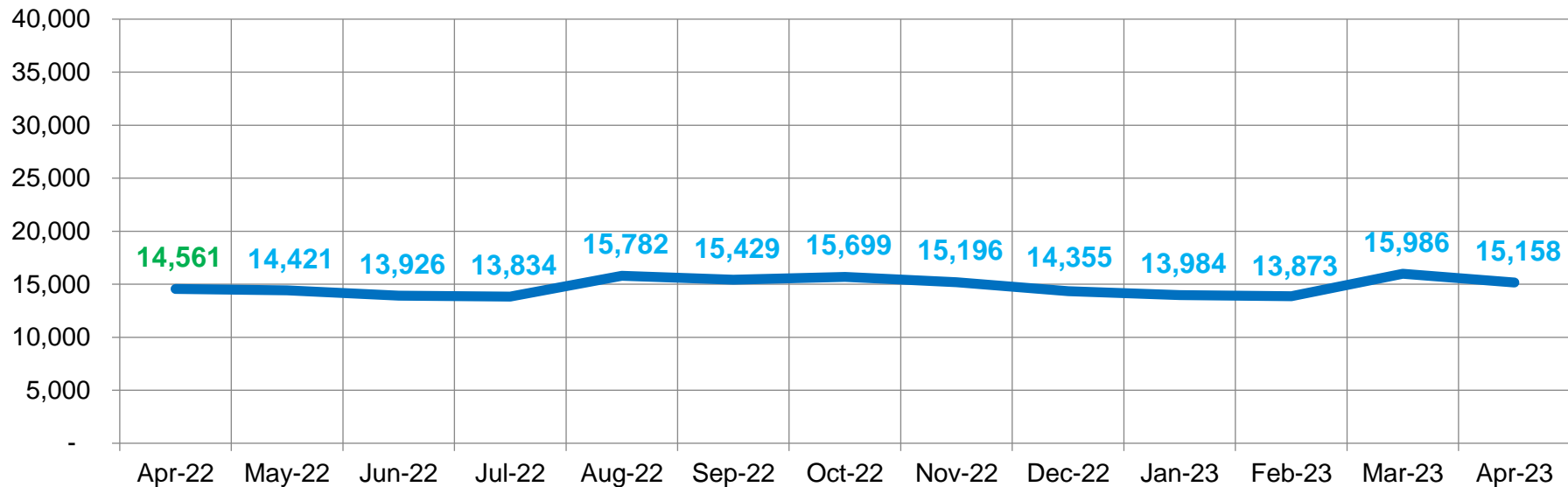
Notes:

1 Standard = 90%

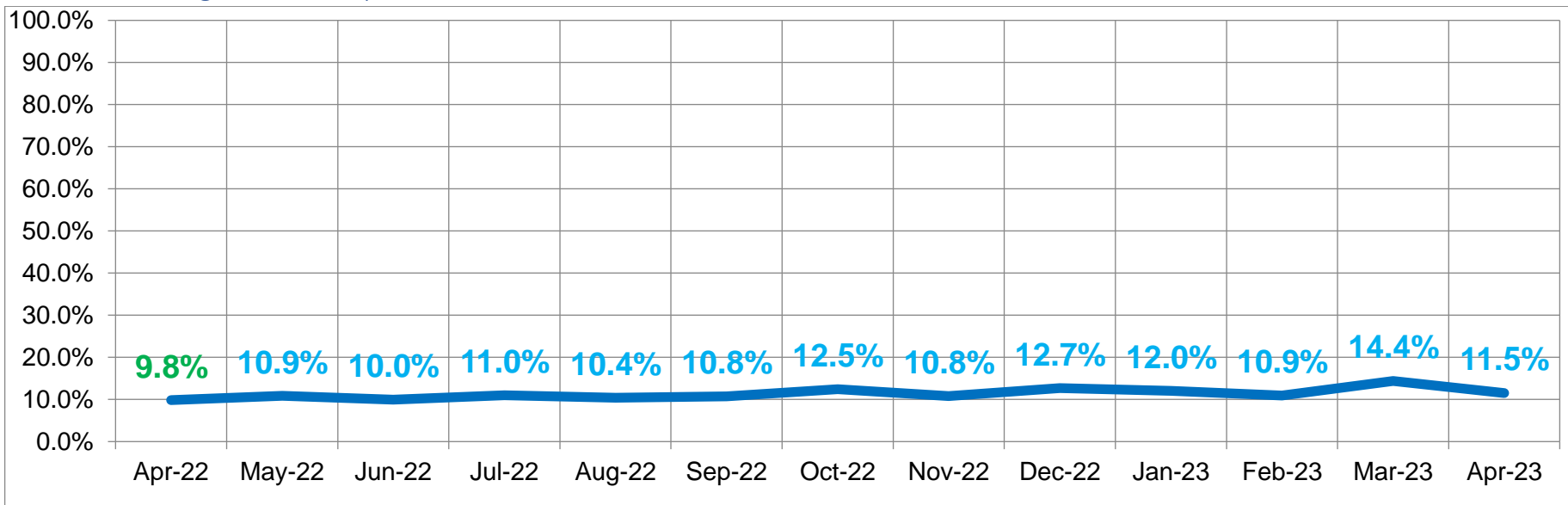
2 Standard = 1.70

3 Standard = < 1.5

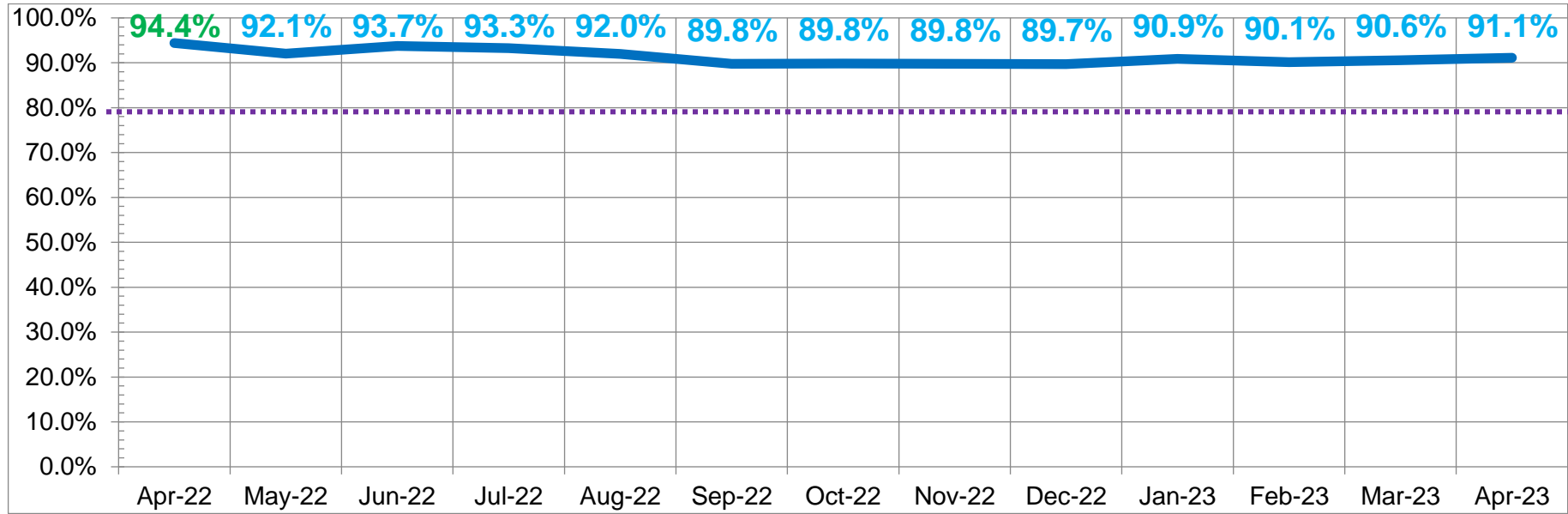
Total Trips



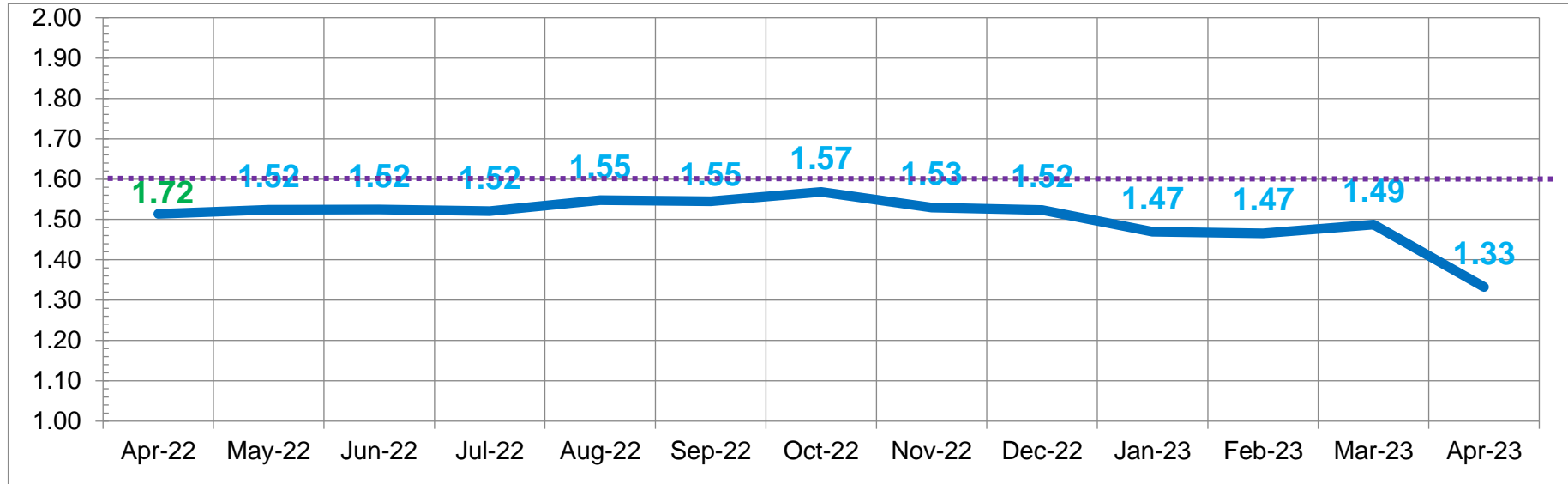
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

<b>2023 Comments</b>	<b>April</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>15,158</b>	

**Total Comments by Category**

<b>Compliment</b>	12	0.79
<b>Policy Related</b>	5	0.33
<b>Service Related</b>	5	0.33
<b>Total</b>	<b>22</b>	<b>1.45</b>

**Average Response Time to Customer (Working Days)‡**

<b>Compliment</b>		6.08
<b>Policy Related</b>		9.50
<b>Service Related</b>		9.92
<b>Overall</b>		<b>8.42</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	7	6
<b>Policy Related</b>	0	10
<b>Service Related</b>	2	11
<b>Overall</b>	<b>9</b>	<b>27</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays