



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

June 11, 2024

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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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, June 11, 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)

June 11, 2024

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of May 14, 2024, PCC Meeting Minutes* | 1:35 |
| 3. Introduction – Marvin Ranaldson, Nelson\Nygaard | 1:37 |
| 4. Public Comments (for items not on the agenda) | 1:40 |
| 5. Committee Reports | 2:20 |
| a. Policy/Advocacy/Legislative (PAL) | |
| i. Approval of May 14, 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. Membership Application – Carmen Santoni, Catholic Charities | |
| ii. Discussion of possible name change for PCC | |
| iii. 2023-25 Work Plan | |
| d. Nominating/Membership Report – No Chair/Committee | |
| ----- <i>TWO-MINUTE STRETCH BREAK</i> ----- | |
| 6. 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 | |
| 7. 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 | |
| 8. Other Business | 2:50 |
| a. ADA policy refresher – Tina Dubost | |
| b. Farewell and thank you to David Koffman, Nelson\Nygaard | |
| 9. Adjournment | 3:00 |

*Action item

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

Minutes of May 14, 2024, Meeting

ATTENDANCE:

Members in person:

Benjamin McMullan, Chair, CID; Dao Do, Rosener House; Tina Dubost, SamTrans; Sandra Lang, Community Member; Sammi Riley, Consumer, Vice Chair, Educ. Comm. Chair; Marie Violet, Dignity Health. (Member attendance = 6/8, Quorum = Yes)

Members on Zoom:

None

Guests:

David Koffman, Nelson\Nygaard; Jane Stahl, PCC Staff; Lynn Spicer, SamTrans; Kenneth Richardson, TransDev/Redi-Wheels; Julian Jest, SamTrans Marketing Dept.; Chelsea Schultz, SamTrans; Asiya Patel, SamTrans.

Absent:

Susan Capeloto, Dept. of Rehabilitation; Kathy Uhl, CoA, Consumer

WELCOME/INTRODUCTIONS:

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

APPROVAL OF APRIL MINUTES:

Sandra Lang moved to approve the April meeting minutes; Sammi Riley seconded the motion. Ben McMullan abstained. The minutes were approved.

PUBLIC COMMENTS:

Sandra reported that many people attended the viewing of the new electric Caltrain on May 11, and she was impressed with all the thought that had gone into the train's development. It was a tribute to the entire organization.

PRESENTATION: Review of Paratransit Survey

Julian Jest, Manager of Market Research, reviewed the paratransit survey that can be viewed [here](#). The survey is conducted every three years and collects data on various aspects – demographics of riders, how they use the service, and collect feedback on the same-day service recently launched. They recruited 300 customers to share input, most were over a phone interview and offered an online option.

- The typical rider was female, aged 60+, and non-white. Household income was less than \$50K/per year.
- 63% ride once a week or more often.
- Trip purpose varies but a large portion use the service for medical appointments, dialysis, or somewhere necessitating that they be there in person.
- More riders are using digital payments via the SamTrans mobile app, although most riders continue to use cash.
- Most riders are satisfied overall with the service, although there's room for improvement.
- On-time performance, the reservation system, and the vehicles had a lower rating than other areas.
- There was interest in the new same-day service – the survey was conducted prior to the actual service launch.
- 43% also use Uber and Lyft.

Next steps:

- Now that same-day service has launched, there will be a follow-up survey on rider experience and concerns.
- There has been training to improve the reservation experience.
- As new vehicles are rolled out, staff expect that this will result in improved comfort and rider experience.

Larissa commented that the Hwy 92 border is the reason why she does not use the same-day service. This would be good to ask in the same-day service survey.

The survey will include current same-day service users as well as non-users. The survey will be sent to the PCC for comment prior to implementation.

PRESENTATION: Update on SamTrans Strategic Plan

Asiya Patel and Chelsea Schultz gave a presentation on the updated SamTrans Strategic Plan; the presentation can be found [here](#).

COMMITTEE REPORTS:

Policy/Advocacy/Legislative (PAL) – Sammi Riley, Chair

See page 10.

Education – Sammi Riley

They met on May 10th and discussed ideas for attracting new members. Ideas included:

- Eliminating the 3-meeting attendance requirement prior to becoming a member.
- Investigate posting meeting information into city newsletters and other places.

- Inquire about giving a presentation at the next Transitions to Independence fair.

Other discussions included giving drivers a card with Redi-Wheels information if anyone asks, obtaining the number of new applicants and recertifications for Redi-Wheels, and possibly changing the PCC's name to something more description, e.g. Paratransit Advisory Council. This will be added to the June agenda.

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

Executive – Sammi Riley

The committee met on May 10th. Discussion continued on the proposed restructuring of the PCC and reforming it as a SamTrans advisory committee. The pros and cons were carefully reviewed. Tina proposed that the Nelson\Nygaard contract be renewed for one more year, and the proposed restructuring reevaluated in 2025. The committee agreed with this. They discussed an annual “meet and greet” event to garner interest in PCC membership.

The next meeting will be on June 4, 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. Ridership is the highest it's been for some time with both new and renewing customers increasing their use of the service.

COMMENT STATISTICS REPORT

No questions.

SAFETY REPORT

Kenneth Richardson reported no preventable incidents in April. There were four non-preventable incidents.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

There was no meeting.

Marie reported that she has been in touch with Catholic Charities in San Carlos, and they would be rejoining to the PCC.

Dao reported customers are experiencing long trips (up to two hours) due to buses picking up or dropping off other customers in the opposite direction. Tina will look into this.

ERC

Tina reported no updates on the Trapeze software.

Commission on Disabilities (CoD) – Ben McMullan

No report.

Center for Independence (CID) – Ben McMullan

The ARDC will begin in July.

Commission on Aging – Kathy Uhl

No report.

Coastside Transportation Committee (CTC) – Tina Dubost

No meeting is scheduled however there will be a meeting with Villages of the Coastside to talk about transportation options.

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

The CAC-TA met on April 30th.

- There was an acceptance of revenues, the quarterly investment fixed income revenue report (this helps to fund the 101 expressway project).
- There will be a public hearing on June 6th on the proposed FY2025 budget.
- There were informational updates on the quarterly bond investments that help to fund the 101 express lanes project.
- Members received legislative updates.
- Members received updated rules and procedures for the TA and the TA-CAC.

The next meeting is on June 4th.

Department of Rehabilitation – Susan Capeloto

No report.

Other Business

Ben advised that there is still time to comment on the proposed [new rules](#) from the Department of Transportation on how airlines handle wheelchairs.

The meeting adjourned at 3:07pm. The next meeting is on June 11th, in person and remotely via Zoom.

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

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

Legislative

None.

Advocacy

Due to time, a report on service recovery report will be given at the June meeting.

Policy Issues.

Tina reported that:

- 300 same day trips have been made so far, averaging 4 trips/day.
- They are either meeting or coming close to meeting the evaluation metrics.
- Customers are using the service for a variety of reasons.
- The percentage of wheelchair users and fare assistance riders are close to that of the regular service.
- There are more users in the southern zone.

The next PAL meeting will be on June 11, 2024.

Redi-Wheels Reports

Performance Measures

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

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays