



**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**March 12, 2024**

**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, March 12, 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

<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>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>3pm</b>	<b>SamTrans</b> <b>Board of Directors</b>  1 <sup>st</sup> Wednesday Monthly <b>2:00pm</b>
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 <sup>+</sup>	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
<b>NO MEETING</b>	August 6, 2024	<b>NO MEETING</b>		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)

March 12, 2024

- |  |      |
|--|------|
| 1. Welcome / Roll Call   | 1:30 |
| 2. Approval of February 13, 2024, PCC Meeting Minutes*   | 1:35 |
| 3. Public Comments (for items not on the agenda)   | 1:40 |
| 4. Transportation Authority Presentation on Regional Transit Connections Plan –<br>SamTrans Government Affairs | 1:50 |
| 5. Committee Reports   | 2:10 |
| a. Policy/Advocacy/Legislative (PAL)   |      |
| i. Approval of February 13, 2024, PAL Meeting Minutes (by roll call) *   |      |
| ii. Legislative – Update by SamTrans Government Affairs  |      |
| iii. Advocacy  |      |
| 1. Transit Recovery Update – Tina Dubost   |      |
| iv. Policy Issues  |      |
| b. Education – Sammi Riley, Chair  |      |
| c. Executive – Benjamin McMullan, Chair  |      |
| d. Nominating/Membership Report – No Chair/Committee   |      |
| ----- <i>TWO-MINUTE STRETCH BREAK</i> -----  |      |
| 6. SamTrans / Redi-Wheels Reports  | 2:25 |
| a. Operational Report – Tina Dubost  |      |
| b. Performance Summary – Tina Dubost   |      |
| c. Comment Statistics Report – Tina Dubost   |      |
| d. Safety Report – Kenneth Richardson  |      |
| 7. Liaison Reports   | 2:35 |
| 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  | 2:45 |
| a. ADA policy refresher – Tina Dubost  |      |
| 9. Adjournment in memory of our friend and fellow board member, Mike Levinson                                  | 3:00 |

\*Action Item

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

Minutes of February 13, 2024, Meeting

**ATTENDANCE:**

Members in person:

Tina Dubost, SamTrans; Sandra Lang, Community Member; Benjamin McMullan, Chair, CID; Sammi Riley, Consumer, Vice Chair, Educ. Comm. Chair; Marie Violet, Dignity Health. (Member attendance = 5/9, Quorum = Yes)

Members on Zoom:

Mike Levinson, Consumer, PAL Chair; Dao Do, Rosener House

Guests:

David Koffman, Nelson\Nygaard (on Zoom); Jane Stahl, PCC Staff; Lynn Shriver, SamTrans; Larisa Vaserman, Consumer; Jim Engvall, Consumer; Sarah Verity, AbilityPath; Kenneth Richardson, TransDev/Redi-Wheels; Vicky Churchill, TransDev/Redi-Wheels

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 JANUARY MINUTES:**

Tina Dubost moved to approve the January meeting minutes; Sammi Riley seconded the motion. Mike Levinson abstained. The minutes were approved.

**PUBLIC COMMENTS:**

Sandra Lang advised the committee that today, February 13, was Worldwide Flight Attendants Day and this relates to working conditions and efforts underway to improve travel conditions for people with disabilities.

**COMMITTEE REPORTS:**

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

See page 10.

### **Education – Sammi Riley**

There was a tabling on February 10 at the Transition to Independence Fair. There were lots of attendees. Ben advised that the Commission on Disabilities had invited the Education Committee to give a presentation in March.

The next meeting will be on March 5<sup>th</sup>, at 3pm.

### **Executive – Ben McMullan**

The committee met on February 6<sup>th</sup>; the PCC Work Plan for 2023-25 was included in the packet. It was decided to review progress on the plan quarterly – May, August, November, January. The Work Plan was approved.

A new PCC Advocacy Toolkit was included in the packet to help anyone wanting to take action at the federal, state or local level.

The future composition of the PCC was discussed around the idea of dissolving and reforming as a SamTrans advisory committee created by and reporting to staff. This would negate the need to follow rules in the Brown Act, i.e. in person attendance and quorum. The meetings would be hybrid.

In addition, David Koffman will be retiring and Nelson\Nygaard will not be continuing in the consulting role after June 2024.

Sammi asked if, after David retires, there would still be a paid staff person? Tina responded that this has not yet been finalized.

Ben had asked about the group's advocacy efforts in writing support letters, taking positions on legislation, etc. Tina has asked Legal about this although an Advisory Committee should not take a position that is opposite to that of the SamTrans Board. Sandra asked about new bylaws, structure, and how it would be governed. Tina will also check on this. Ben reported that the Voting Accessibility Committee has a charter in lieu of bylaws. This will all be further discussed at the next Executive Committee meeting.

The next meeting will be on March 5<sup>th</sup>, at 2pm.

### **Nominations/Membership – Open**

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

## **OPERATIONAL REPORTS**

### **PERFORMANCE REPORT**

Total ridership and average weekday ridership increased by about 12% in December compared to last year. Subscription trips were approximately 23% of the total; agency trips were approximately 6%; trips sent to taxis were 16%. Same day cancels and the percentage of late cancels were typical. On time performance met the standard of 90% and productivity was 1.52 passengers per hour.

### **COMMENT STATISTICS REPORT**

There were fewer total comments in December compared to pre-COVID levels as there are fewer rides. There were 8 compliments, 7 policy comments, and 14 service-related comments. Most reports are through Consumer Reports rather than Comment Cards. Response time is good.

Sandra asked if cards were still available on the buses – Tina responded that they are. She also commented that out of the 5,000 cards produced in a year, less than 100 are submitted. Riders also can call, email, send a letter, or submit a form via the website. The 800 number is displayed on the buses, on the Redi-Wheels ID card, and customer service is available 7 days a week.

### **SAFETY REPORT**

Kenneth Richardson reported that there was one preventable incident and one non-preventable accident in January.

### **LIAISON REPORTS**

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

No meeting.

#### **ERC – Mike Levinson**

Tina reported that the new version of Trapeze was implemented at the end of October, and they are getting closer to the switch to tablets. They are starting to look at some new features.

#### **Commission on Disabilities (CoD) – Ben McMullan**

CoD has reached out for a presentation on Redi-Wheels.

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

There is a new program to assist people with the effects of long COVID.



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

No report.

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

They met in January; there were many questions on the Ride Plus program and SamCoast.

Larisa asked about the area covered by RediCoast. Tina referred to the service area map in the Rider's Guide. Generally, the trips must begin or end on the coast side.

Redi-Wheels can provide information to riders on trip coordination with other transit agencies.

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

The CAC-TA met on January 30<sup>th</sup>.

- A motion was approved to increase the 2024 budget from \$180M to \$191M to reflect increases in Measure W tax revenues.
- They received an update on the TA-CAC procedural process.
- There was an acceptance of revenues and expenditures for the period ending December 2023, and acceptance of the quarterly investment report.

The next meeting is on March 5<sup>th</sup>.

## **Department of Rehabilitation – Susan Capeloto**

No report.

## **Other Business**

ADA Refresher: Tina reminded council members that the ADA requires paratransit to provide service within  $\frac{3}{4}$  of a mile of the SamTrans bus service area, and on the same days and times. Redi-Wheels goes beyond the mandated  $\frac{3}{4}$  of a mile and provides the same service during all service hours.

Jane gave the Consumer Corps report for 4Q2023. The number of reports received, and the number riders reporting were both down by about a third compared to 3Q2023. Both the pickup time and wait time improved. Night before and same day reminder calls reported decreased. Fewer people saw the comment cards. Most comments were very positive with a few negative comments. Riders were generally very appreciative.

Sandra mentioned that AT&T are planning to cut landline service. There will be public meetings, however some are being held online. Some people have landlines that are linked to Sutter Health's lifeline service. Ben said that the California Foundation of Independent Living Centers (CFILC) had discussed an advocacy letter on this issue, and he will distribute this to members.

Marie said that Margaret Baggerly gave an excellent presentation webinar on transportation resources in San Mateo County. She will send the link to Jane to be distributed to the PCC.

The meeting was adjourned at 3pm.

The next meeting is on March 12<sup>th</sup>, in person and remotely via Zoom.

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

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

### **Legislative**

Ben reported that some federal legislation might be in the works. He will investigate and report back. Tina advised that SamTrans staff will give a legislative update at the March meeting.

### **Advocacy**

Tina reported that Redi-Wheels ridership is 67% of pre-COVID levels and is continuing to increase although the rate is slowing. SamTrans bus ridership is recovering faster and is 88% of pre-COVID levels.

### **Policy Issues.**

Tina gave an update on the same-day service that started on December 18<sup>th</sup>, 2023. As of February 12<sup>th</sup>, there had been 101 one-way trips. Based on the destinations, 40% were medically related; the remainder were for grocery and social trips. Riders were using the service as expected.

Trips were 5.5 miles one way, 7.2 miles for all trips. Evaluation metrics include Trips denied; On time performance; Productivity; Late cancels; and No shows. They are either meeting or coming close to meeting all metrics. Lynn reported that there had been no impact on regular Redi-Wheels service.

The next PAL meeting will be on March 12, 2024.

# Redi-Wheels Reports

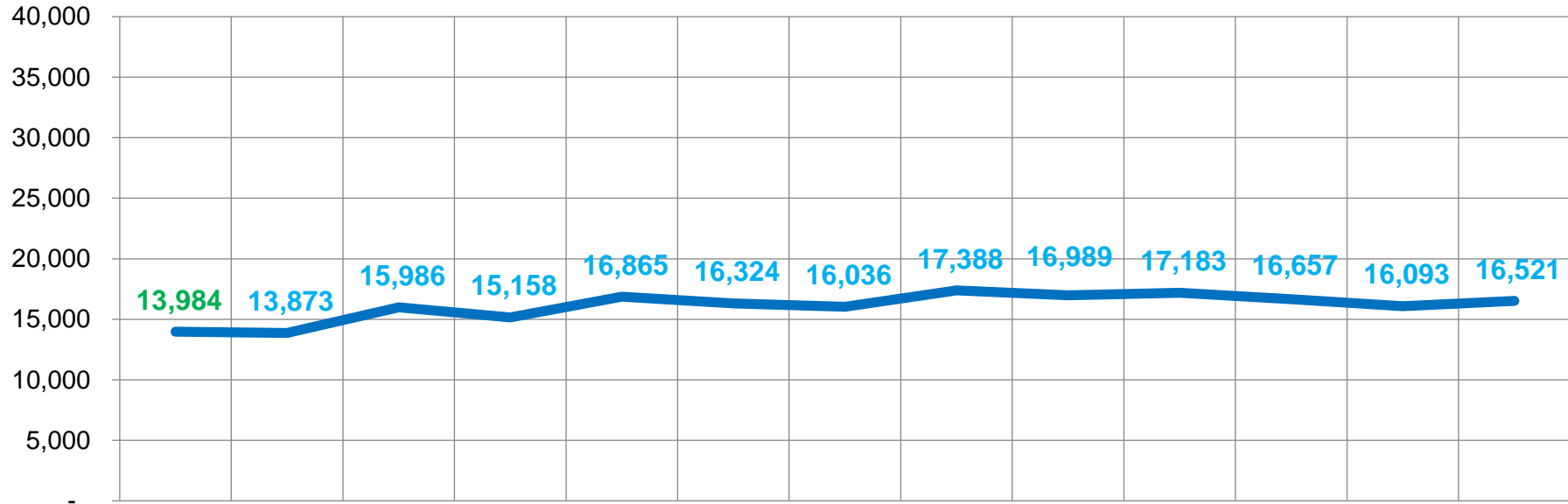
## Performance Measures

Performance Measure	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Prev. Yr. Average
1. Total trips requested	17,294	16,912	19,557	18,164	20,247	19,493	19,209	20,890	20,644	20,727	20,633	20,224	20,445	18,449
2. Trips scheduled	15,823	15,653	18,151	16,908	18,820	18,094	17,885	19,330	19,021	19,307	18,835	18,591	18,883	17,017
a. Same day cancels	1,144	1,099	1,348	1,140	1,190	1,063	1,112	1,130	1,159	1,209	1,221	1,379	1,439	1,142
% of trips scheduled	7.2%	7.0%	7.4%	6.7%	6.3%	5.9%	6.2%	5.8%	6.1%	6.3%	6.5%	7.4%	7.6%	6.71%
b. Late cancels	487	475	529	409	503	485	491	524	579	638	678	627	637	446
% of trips scheduled	3.1%	3.0%	2.9%	2.4%	2.7%	2.7%	2.7%	2.7%	3.0%	3.3%	3.6%	3.4%	3.4%	2.62%
c. Total customer no-shows	207	206	288	201	262	222	243	287	293	277	277	491	286	222
% of trips scheduled	1.3%	1.3%	1.6%	1.2%	1.4%	1.2%	1.4%	1.5%	1.5%	1.4%	1.5%	2.6%	1.5%	1.30%
d. No-show (operator)	1	0	0	0	0	0	3	1	1	0	2	1	0	0
3. Total trips served	13,984	13,873	15,986	15,158	16,865	16,324	16,036	17,388	16,989	17,183	16,657	16,093	16,521	15,207
a. Average weekday riders	537	502	592	576	636	619	628	643	658	647	620	623	639	570
b. Advance reservation	9,786	9,870	11,066	10,748	11,871	11,484	11,206	12,134	12,092	12,062	11,856	11,481	11,541	10,891
c. Agency trips	728	637	721	678	851	880	956	1,136	1,027	1,137	984	939	947	794
d. Individual subscription	3,470	3,366	4,199	3,732	4,143	3,960	3,874	4,118	3,870	3,984	3,817	3,673	4,033	3,523
e. Taxi trips	1,682	1,516	2,300	1,747	2,340	2,166	2,274	2,345	2,678	2,849	2,889	2,571	2,110	1,832
<i>(taxi % of total trips)</i>	12.0%	10.9%	14.4%	11.5%	13.9%	13.3%	14.2%	13.5%	15.8%	16.6%	17.3%	16.0%	12.8%	12.0%
4. Total Redi-Wheels riders	1,256	1,248	1,305	1,316	1,383	1,360	1,359	1,428	1,401	1,454	1,402	1,403	1,340	1,299
5. Inter-County Transfer Trips	115	105	81	116	100	118	104	133	144	134	142	164	132	110.92
6. On-time performance <sup>1</sup>	90.9%	90.1%	90.6%	91.1%	90.8%	91.5%	91.0%	90.0%	88.8%	88.4%	86.2%	90.0%	92.8%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.47	1.47	1.49	1.33	1.40	1.37	1.38	1.35	1.44	1.39	1.45	1.39	1.36	1.48
8. Complaints per 1000 trips	0.64	0.29	0.25	0.33	0.30	0.37	1.00	0.52	0.18	0.35	0.54	0.50	0.36	0.49
9. Compliments per 1000 trips	1.14	0.72	1.06	0.79	1.07	0.86	0.87	0.58	0.71	1.11	0.36	0.50	0.36	0.90
10. Avg phone wait time (mins) <sup>3</sup>	1.3	1.6	1.3	0.8	0.8	1.2	1.2	0.9	1.2	1.5	1.2	1.2	0.9	1.27

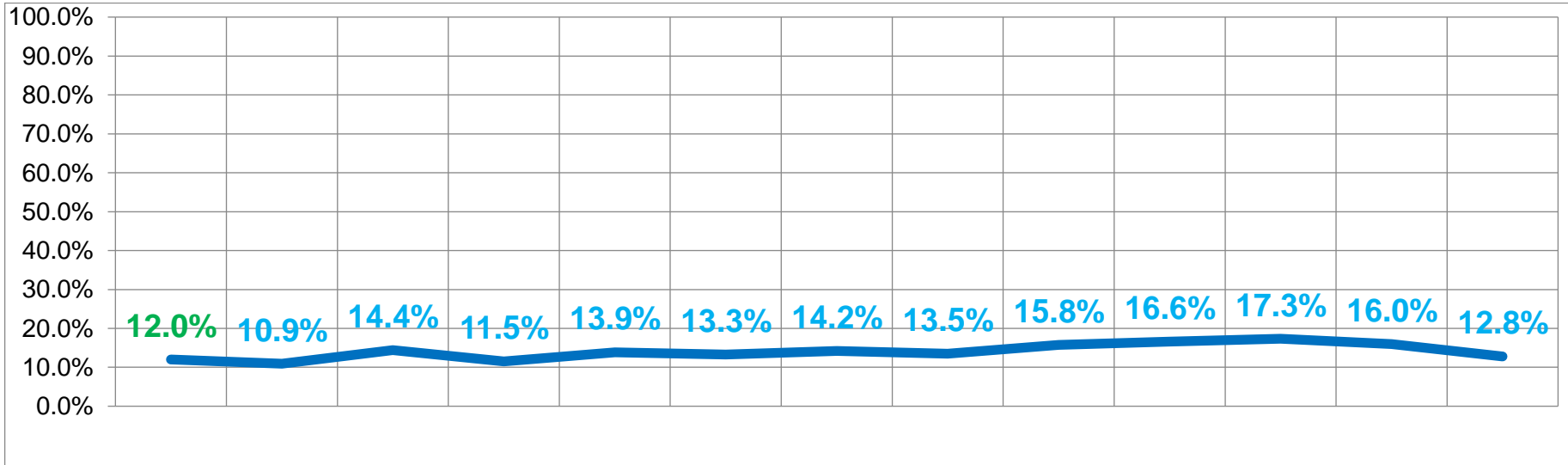
Notes:

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

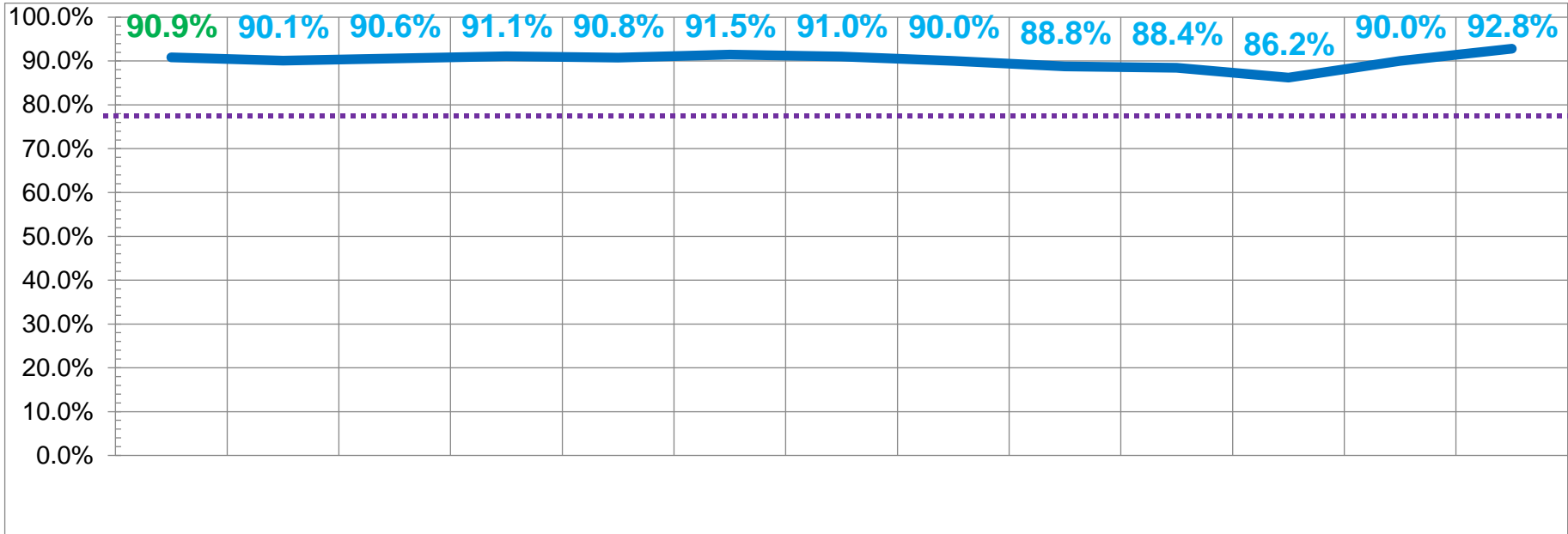
Total Trips



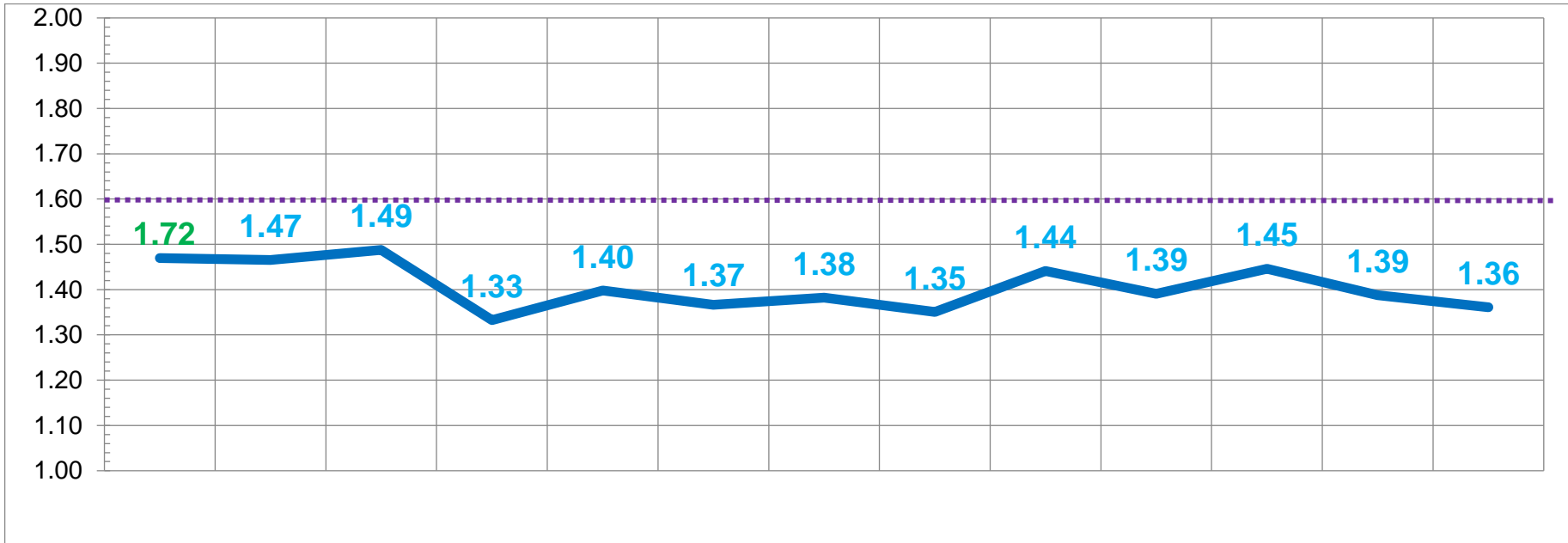
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

<b>2024 Comments</b>	<b>January</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>16,521</b>	

**Total Comments by Category**

<b>Compliment</b>	<b>7</b>	<b>0.42</b>
<b>Policy Related</b>	<b>3</b>	<b>0.18</b>
<b>Service Related</b>	<b>6</b>	<b>0.36</b>
<b>Total</b>	<b>16</b>	<b>0.97</b>

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

<b>Compliment</b>		<b>9.29</b>
<b>Policy Related</b>		<b>10.14</b>
<b>Service Related</b>		<b>13.18</b>
<b>Overall</b>		<b>11.24</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	<b>7</b>	<b>0</b>
<b>Policy Related</b>	<b>1</b>	<b>6</b>
<b>Service Related</b>	<b>1</b>	<b>10</b>
<b>Overall</b>	<b>9</b>	<b>16</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays