



Agenda, Minutes & Reports

May 12, 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, May 12, 2020
1:30 pm Pacific Time

Join the meeting remotely here:

<https://zoom.us/j/92591791209?pwd=Qi85VG9EaWR2SVUveDQ5UWJCcEVYQT09>

Meeting number (access code): 925 9179 1209

Meeting password: 160647

Or join by phone: 1-669-900-9128

Call-in toll-free number: 1-888-475-4499

Meeting ID: 925 9179 1209

Password: 160647

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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	March 6, 2020	March 12, 2020	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.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

May 12, 2020

- | | |
|--|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of April 14, 2020 PCC Minutes* | 1:35 |
| 3. Committee Reports | 1:40 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair* | |
| b. Grant/Budget Review – Nancy Keegan, Chair | |
| c. Education – Sammi Riley, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| e. Nominating/Membership – Nancy Keegan, Chair | |
| i. Nominations for 2020-21 Chair & Vice Chair | |
| 4. Consumer Comments | 2:10 |
| 5. SamTrans / Redi-Wheels Reports | 2:00 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Patty Talbott | |
| 6. Liaison Reports | 2:10 |
| 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 | 2:20 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of April 14, 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
(Member attendance = 10/15, Quorum =
Yes)

Guests:

Diana Riedel, SamTrans
Henry Silvas, SamTrans
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Patty Talbott, First Transit/Redi-Wheels
Richard Weiner, Nelson\Nygaard

Absentees:

Sue Alvey, Rosener House
Patty Clement, Catholic Charities
Monica Colondres, Community Advocate
Judy Garcia, Consumer
Marie Violet, Dignity Health

WELCOME/INTRODUCTIONS:

Vice chair Dinae Cruise called the meeting to order at 1:40pm. The meeting was held via conference call and a roll call taken.

Chair Ben McMullin joined the meeting later and advised the committee on how to make comments, etc. to enable the conference call to proceed smoothly

APPROVAL OF JANUARY MINUTES:

Dinae Cruise moved to approve the February 2020 minutes; seconded by Sammi Riley; approved with no abstentions.

COMMITTEE REPORTS:

Mike Levinson reminded committee chairs to send any updates to Jane Stahl if they will not be attending the meeting.

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

The committee met at 11:30 am on April 14 and discussed legislative issues. There was nothing to advocate on currently. The committee will be receiving more frequent updates on funding from SamTrans. Tina Dubost had reported that there are no fares charged on Redi-Wheels and that drivers and reservationists had received relevant training. The next meeting will be on May 12th.

Grant/Budget Review – Nancy Keegan, Chair

No report.

Education – Sammi Riley, Chair

Sammi reported that the committee met on March 6th and discussed purchasing some more give-away items since there is enough money in the budget. The outreach event scheduled for April 21st in Foster City has been postponed. Nothing has been received regarding the Community Benefits and Resources Fair scheduled for May 8th nor the May 20th event in Pacifica. The next committee meeting is on Friday, May 1st.

Executive – Benjamin McMullan, Chair

Ben reported that the committee had discussed procedures for a conference call meeting. Richard was receiving weekly MTC updates and was asked to report at the PCC meeting. There were no updates on the paratransit conference organized by MTC.

An email had been sent to two members to see if they wanted to continue with the PCC. The next step would be to draft a letter for Executive Committee comment. Mike advised that we should add an action item to the May PCC agenda to terminate the membership and notify them that they can rejoin.

Tina Dubost had provided a 3-Year Performance Summary which was discussed in the PAL meeting.

Nominations/Membership – Nancy Keegan, Chair

The PCC committee voted to approve Sue Alvey’s membership application.

CONSUMER COMMENTS

None.

PRESENTATION: Effects of COVID-19 Pandemic on Paratransit Programs – Richard Weiner

Richard reported that he had co-written a recent article on the impact of Covid-19 on paratransit services nationally. He is receiving a weekly report from MTC and he will confirm whether he can forward this to the PCC. If so, it could be added as an agenda item.

- Around the country, ridership has dropped dramatically. Some programs in the Bay area have seen a 90% drop. SamTrans' 70% drop in ridership is comparable to fixed-route service and to Uber and Lyft service.
- The FTA is producing an FAQ on how to deal with people with disabilities regarding social distancing, etc. In general, people are self-selecting and not taking rides and are not being turned down. As most fixed route services are not charging fares, paratransit is also free; Muni and East Bay Paratransit are still charging.
- Most transit agencies are providing phone interviews for eligibility and/or providing temporary eligibility.
- The Disability Rights Education and Defense Fund (DREDF) has provided protocols on protective equipment for drivers if they are providing wheelchair assistance.
- Some paratransit programs are assisting with Meals-on-Wheels and are being required to do things not traditionally part of a paratransit program.
- It is important to recognize that paratransit programs and personnel are frontline providers in an emergency. However, as many drivers are contract workers, it is unclear what can reasonably be expected of them and how to deal with issues such as Worker's Compensation.

OPERATIONAL REPORTS

Tina began by thanking the Redi-Wheels drivers and staff for providing essential services.

Redi-Wheels ridership is down about 77% compared to February. Riders are taking only essential trips and that protects both customers, drivers and other passengers.

At the PAL meeting Tina had provided a legislative update. The bulk of operating revenue for SamTrans comes from sales tax and they are anticipating a significant decline as are all transit agencies.

The CARES Act is providing some relief with \$25B allocated for transportation nationally and \$1.3B for the San Francisco area. These funds will be distributed through the MTC to local agencies. They should have specific information soon. She expressed gratitude to our legislators for their help. Jim Hartnett, SamTrans CEO, also expressed his appreciation for the SamTrans staff, regional partners and the advocacy groups who helped to make this happen.

SamTrans is part of a task force organized by the California Transit Association to obtain additional statewide relief. However, the legislation won't return until May 4th at the earliest

and it's expected that the focus will be on COVID-19 relief efforts. The state budget will be adopted by June 15th and will likely be quite different from the January proposed budget.

Tina reported that the micro-transit service in Pacifica will switch back to a fixed route service.

At the April meeting, the SamTrans Board approved a contract to fund a pilot project for a subsidized taxi program to start after the "shelter in place" order is lifted.

PERFORMANCE SUMMARY

Preliminary information for March was provided in the packet. Total ridership is way down; 13,784 compared with 25,000 last year. Average weekday ridership is 536, down 77% to February. Cancellations are up. No shows are consistent with February. The number of individuals riding is lower and there are fewer new applicants. Taxi trips were lower at 31%; on time performance was good at 95%; and the average telephone time in queue met the standard.

COMMENT STATISTICS REPORT

Tina reported fewer total comments. There were fewer policy questions with late trips being the most common.

SAFETY REPORT

Patty Talbott reported one preventable accident in March with the taxi team.

LIAISON REPORTS

Agency – Nancy Keegan

None.

ERC – Mike Levinson

No ERC meeting has been held since the review of the summary RFP to update the IVR system. No future meeting is planned.

Commission on Disabilities (CoD) – Ben McMullan

Ben reported that there are many issues currently around IHSS concerns. They are reviewing the relief packages to see where advocacy is needed. They are working with legislators on SSI recipients of the 1619B program. Another concern is medical rationing. They are hearing that people with disabilities are checking into hospital and having equipment taken away and given to other non-disabled patients. Mike thought this was due to the lack of a written policy from hospitals on who gets priority.

Center for Independence (CID) – Ben McMullan

Ben reported that CID is actively participating in national advocacy phone calls and keeping colleagues informed. They are posting on Facebook and Twitter encouraging people with disabilities to take the census survey. Dinae asked if someone could contact CID if they have not received a census form. Ben confirmed that this is possible. Mike and Sandra thought that census completion was very simple this time around.

Commission on Aging (CoA) – Scott McMullin

Scott reported that CoA met on April 13th via Microsoft Teams. The guest speaker was Ron Visconti, founder of Phase II Careers, who spoke on “The Older Worker: An Untapped Resource.” He thought that they might hold a symposium next year to include presentations on the job market, financial options, insurance options including long term care, and a variety of other topics for older adults to help them continue to live in the Bay Area. There was no Transportation Committee report.

The next general meeting is on May 11th which will be held remotely.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that the CTC meeting in March was cancelled.

Stakeholder Advisory Group – Sandra Lang

Sandra reported that SAG Team C met on March 24th when they heard about progress on the SMC Climate Action for pedestrian and biking goals in unincorporated areas. The equity and access principles (as set forth in Measure W and SAG) remain in Team C ‘s priority planning and maintaining relationships with the PCC and others is an important part of the team’s work. The next virtual meeting is on April 28, 2020.

OTHER BUSINESS

Consumer Corps Report: Jane reviewed the 1Q2020 report that was distributed to the members. The report only covered January and February as March numbers dropped off dramatically. 14 riders submitted reports for the quarter; one new consumer had signed up in the first quarter and another had just signed up.

The next meeting will be on May 12th at 1:30pm.

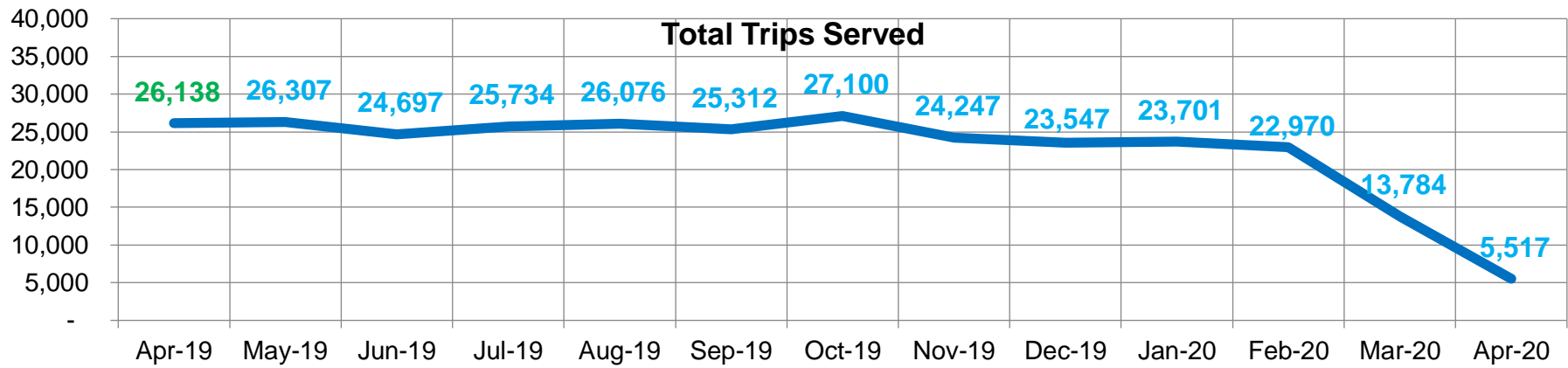
The meeting adjourned at 2:41pm.

Redi-Wheels Reports

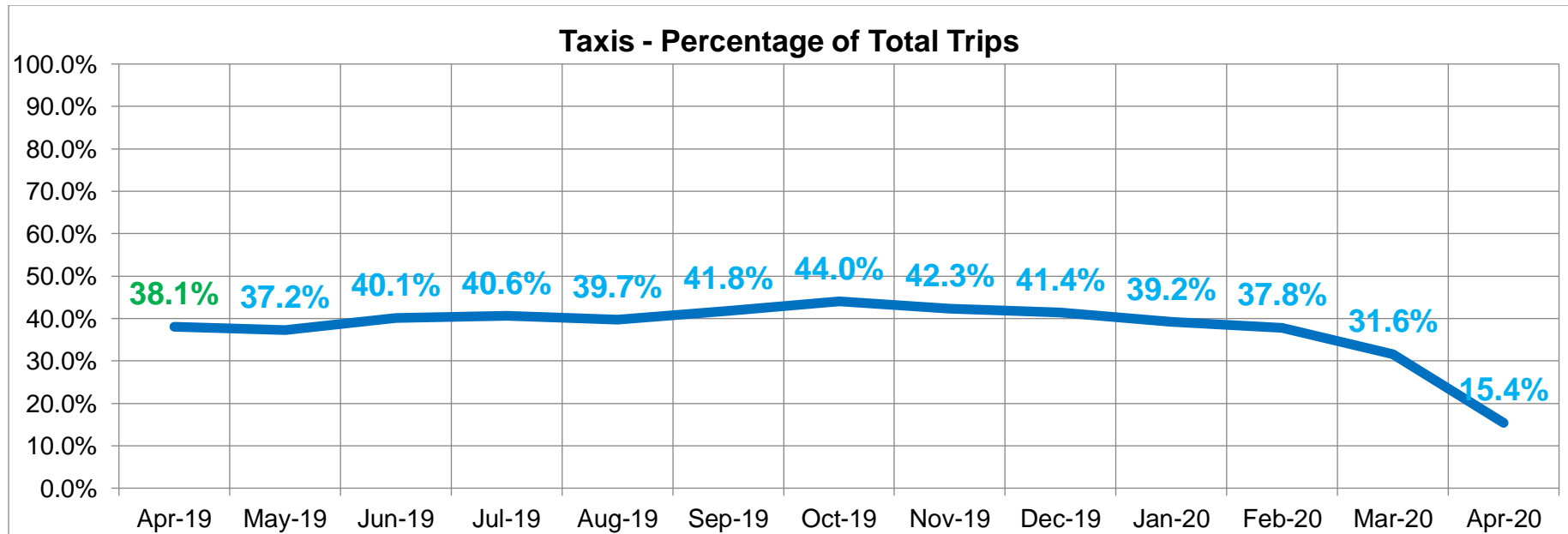
Performance Measures

Performance Measure	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	Prev. Yr. Average
1. Total trips requested	31,316	31,779	29,621	30,954	30,809	30,179	32,315	29,704	29,504	29,524	27,394	21,835	11,865	31,176
2. Trips scheduled	28,869	29,217	27,174	28,551	28,608	28,060	30,015	27,238	26,766	26,801	25,321	18,513	10,783	28,594
a. Same day cancels	1,740	2,159	1,658	2,054	1,650	1,961	1,858	2,077	2,118	2,188	1,710	3,844	5,022	2,037
% of trips scheduled	6.0%	7.4%	6.1%	7.2%	5.8%	7.0%	6.2%	7.6%	7.9%	8.2%	6.8%	20.8%	46.6%	7.1%
b. Late cancels	552	482	441	461	447	407	554	495	619	484	374	506	150	545
% of trips scheduled	1.9%	1.6%	1.6%	1.6%	1.6%	1.5%	1.8%	1.8%	2.3%	1.8%	1.5%	2.7%	1.4%	1.9%
c. Total customer no-shows	437	266	377	300	428	375	490	411	479	427	265	378	94	391
% of trips scheduled	1.5%	0.9%	1.4%	1.1%	1.5%	1.3%	1.6%	1.5%	1.8%	1.6%	1.0%	2.0%	0.9%	1.4%
d. No-show (operator)	2	3	1	2	7	5	13	8	3	1	2	1	0	1
3. Total trips served	26,138	26,307	24,697	25,734	26,076	25,312	27,100	24,247	23,547	23,701	22,970	13,784	5,517	25,620
a. Average weekday riders	1,008	1,032	992	1,007	1,012	1,060	1,032	1,003	946	906	977	556	215	1,025
b. Advance reservation	15,256	17,400	16,747	16,783	16,753	16,394	17,398	15,917	15,392	15,094	14,835	8,899	3,286	16,776
c. Agency trips	3,675	3,731	3,380	3,795	4,134	3,779	4,249	3,433	3,651	3,628	3,303	1,346	18	3,628
d. Individual subscription	5,078	5,176	4,570	5,156	5,189	5,139	5,453	4,897	4,504	4,979	4,832	3,539	2,213	5,038
e. Taxi trips	9,955	9,788	9,909	10,448	10,364	10,573	11,934	10,246	9,745	9,282	8,689	4,360	849	9,955
<i>(taxi % of total trips)</i>	38.1%	37.2%	40.1%	40.6%	39.7%	41.8%	44.0%	42.3%	41.4%	39.2%	37.8%	31.6%	15.4%	38.9%
4. Total Redi-Wheels riders	2,129	2,112	2,074	2,131	2,119	2,123	2,183	2,027	2,018	2,007	1,982	1,557	450	2,148
5. Inter-County Transfer Trips	177	176	172	173	157	157	166	156	143	121	146	77	4	161
6. On-time performance ¹	91.7%	91.5%	92.5%	92.6%	92.0%	91.1%	91.5%	90.8%	90.7%	92.4%	92.8%	95.1%	97.2%	91%
7. Productivity (psgrs/rvh) ²	1.93	1.94	1.98	1.99	1.97	1.95	1.99	1.98	1.92	1.91	1.86	1.52	1.22	1.98
8. Complaints per 1000 trips	0.65	0.38	0.40	0.35	0.84	0.83	0.85	0.99	0.76	0.59	0.52	0.51	0.73	0.6
9. Compliments per 1000 trips	0.96	0.80	1.26	0.97	0.69	0.67	0.55	0.70	0.34	0.46	0.65	0.80	0.18	0.9
10. Avg phone wait time (mins) ³	0.9	0.7	1.4	1.1	0.6	1.1	0.7	0.9	0.8	0.5	0.8	0.8	-	1.15
5/5/2020														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

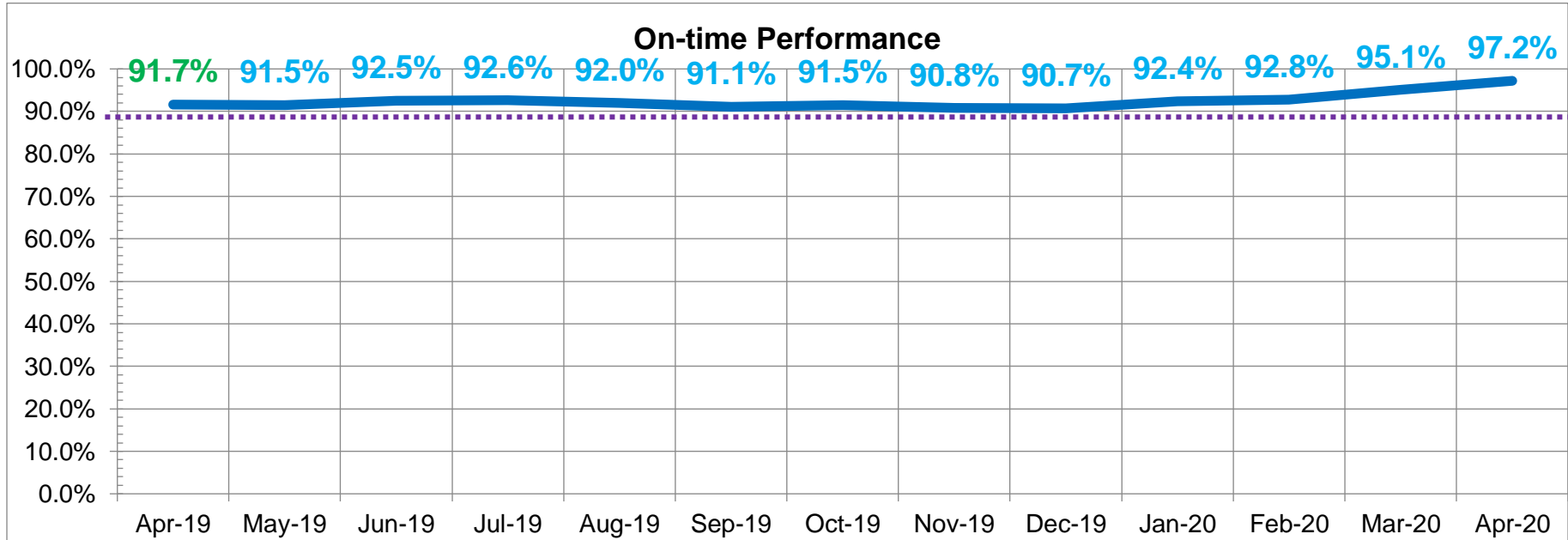
Total Trips



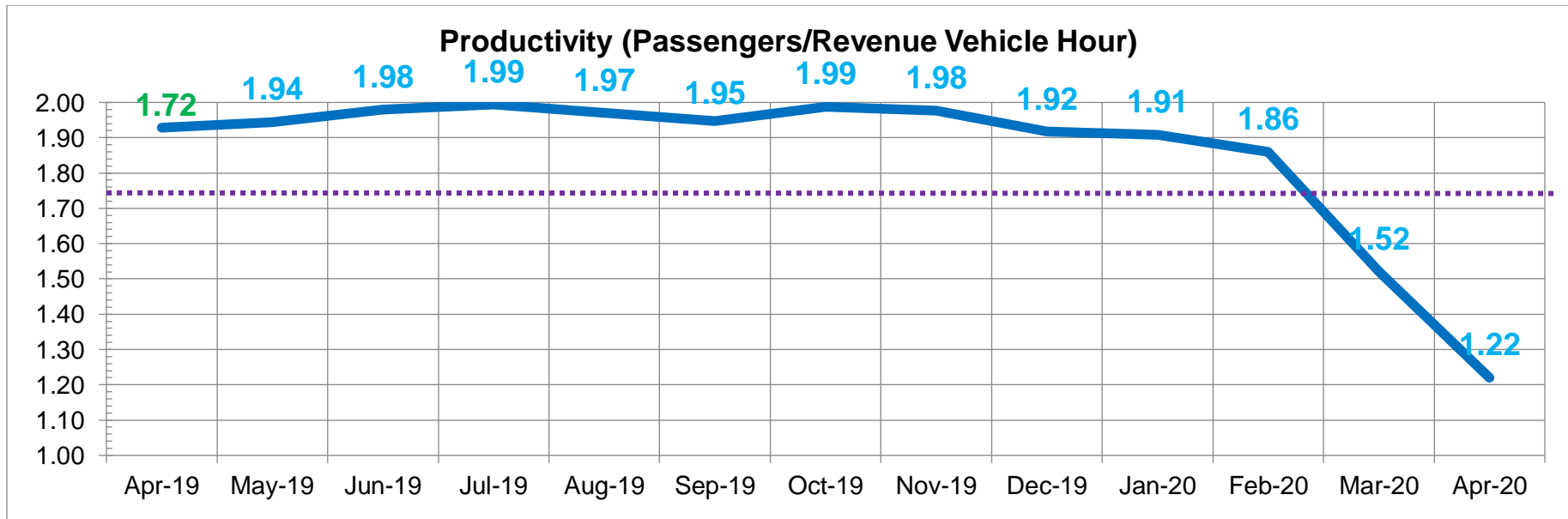
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Redi-Wheels 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