



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

May 11, 2021

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 11, 2021
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/97544649082?pwd=QXFtZDBBcG9CVENnbkhNlXIGZ2pZdz09>

Or join by phone: **(669) 900-9128**

Meeting ID (for both phone and computer): **975 4464 9082**

Password (for both phone and computer): **990587**

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*For approval

Meeting Schedule for 2021

[Note: All meetings held via conference or video call until further notice.]

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 12, 2021	January 5, 2021	January 12, 2021	January 8, 2021		January 6, 2021
February 9, 2021	February 2, 2021	February 9, 2021			February 3, 2021
March 9, 2021	March 2, 2021	March 9, 2021	March 5, 2021		March 3, 2021
April 13, 2021	April 6, 2021	April 13, 2021			April 7, 2021
May 11, 2021	May 4, 2021	May 11, 2021	May 7, 2021		May 5, 2021
June 8, 2021	June 1, 2021	June 8, 2021		June 10, 2021	June 2, 2021
July 13, 2021	July 6, 2021	July 13, 2021	July 2, 2021		July 7, 2021
NO MEETING	August 3, 2021	NO MEETING			August 4, 2021
September 14, 2021	September 7, 2021	September 14, 2021	Sept. 3, 2020	Sept. 9, 2021	September 1, 2021
October 12, 2021	October 5, 2021	October 12, 2021			October 6, 2021
November 9, 2021	November 2, 2021	November 9, 2021	November 5, 2021		November 3, 2021
December 14, 2021	December 7, 2021	December 14, 2021		December 9, 2021	December 1, 2021

NOTE: ERC (Efficiency Review Committee) meets as needed.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

May 11, 2021

1. Welcome / Roll Call	1:30
2. Approval of March 9, 2021 PCC Minutes*	1:35
3. Presentation: “Reimagine SamTrans” - Amy Linehan, SamTrans Public Affairs Specialist	1:40
4. Committee Reports	1:55
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of March Minutes*	
ii. Legislative Issues	
iii. Local Advocacy	
iv. Policy Issues	
b. Grant/Budget Review – Sammi Riley, Chair	
c. Education – Sammi Riley, Chair	
d. Executive – Benjamin McMullan, Chair	
i. Review and comments on 2021-23 PCC Workplan	
ii. Approval of 2021-23 PCC Workplan*	
e. Nominating/Membership – TBD (New chair needed)	
5. Consumer Comments	2:45
6. SamTrans / Redi-Wheels Reports	2:50
a. Operational Report – Tina Dubost	
b. Performance Summary – Tina Dubost	
c. Comment Statistics Report – Tina Dubost	
d. Safety Report – Charles Posejpal	
7. Liaison Reports	3:00
a. Agency – TBD	
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. Transportation Authority-Citizens’ Advisory Committee (TA-CAC) – Sandra Lang	
8. Other Business	3:10

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of March 9, 2021 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation
Tina Dubost, SamTrans
Judy Garcia, Consumer
Nancy Keegan, Sutter Health/Senior Focus
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Alex Madrid, Consumer
Benjamin McMullan, Chair, CID
Scott McMullin, CoA
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 11/12, Quorum = Yes)

Absentees:

Dinae Cruise, Vice Chair, Consumer

Guests:

Karl Clayer, HNTB
Matt Click, HNTB
Jessica Epstein
Sophia Forde, Arup
Lynne Murphy, Leslie Senior Comm.
David Scarbor, SamTrans
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Richard Weiner, Nelson\Nygaard
Charles Posejpal First Transit/Redi-Wheels
Rich Hedges, Community Member
Carmen Santoni, Catholic Charities
Henry Silvas, SamTrans
Diana Riedel, SamTrans
Sara Verity

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:35pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF MARCH MINUTES:

Mike Levinson moved to approve the March meeting minutes; Sammi Riley seconded the motion; the minutes were approved with no abstentions.

MEMBERSHIP:

A membership application from Dao Do, Peninsula Volunteers, Rosener House, was reviewed. Nancy Keegan moved to approve the application; Sammi Riley seconded the motion; all were in favor.

PRESENTATION: Express Lane Update – Jessica Epstein, SamTrans

Jessica Epstein provided an update on the construction, management, and policy work underway on the San Mateo 101 Express Lanes project aimed at easing congestion on 101.

[The presentation can be viewed here.](#) Sophia Ford talked about the virtual community meetings being conducted to garner public input on an equity program funded by toll revenues associated with the project. The program is expected to raise \$1M in the first year and \$600,000/year subsequently. She described four proposed uses of the funds:

- #1 Pre-loaded \$50 Toll Tags
- #2 \$50 Cash-On-Clipper Benefit
- #3 Biking, Walking, & Transit Safety Improvements
- #4 Cash Benefit for Carpool Trips

Members were invited to complete the comment form (before May 20th) on the website or send comments via email to Jessica or Sophia.

Alex Madrid asked if the presentation had been updated from what had been previously seen: No, it is the same presentation and is being given to many groups.

Sandra Lang asked if only geographic areas close to the Hwy. 101 corridor would benefit from Alternative #3: No, it will benefit other communities.

Mike Levinson asked when parameters for a trip are set with the Fastpass Flex system: The pass has a three-way switch (1, 2, or 3). Driver will need to switch to the right spot. CHP will watch for issues.

Mike also commented that Alternative #4 - \$50 per person – sounded too low: The details still need to be worked out but it's designed to incentivize carpooling.

Tina Dubost asked if it will be possible to go directly from the Express Lane onto Hwy. 92: There will not be a direct connector for several years, but there is a project in its early stages to accomplish this.

Scott McMullin commented that the alternative providing improvements to infrastructure would have more long-term value than the other alternatives.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

There was nothing to report.

Education – Sammi Riley, Chair

Sammi reported that the committee met on March 5th. There are no events on the calendar. The committee discussed improvements to the PCC video. Sammi had sent the video produced by the committee to PowerPoint experts through Microsoft. They worked on the presentation at no cost. Jane is re-adding the sound and it will then be sent to the Education Committee for comment.

Executive – Benjamin McMullan, Chair

Ben reported on the March 2nd meeting during which the committee discussed:

- Sending the PCC information flyer to Tina to be included in the eligibility packet.
- The PCC Retreat agenda. The retreat is scheduled for April 13th, from 1:30 to 3:30pm. The agenda will include:
 - Presentation: Naomi Armenta “Regional Innovations in Time of COVID”
 - Discussion: The Future of Organization of the PCC, whether Nelson\Nygaard contract is renewed or not
 - Discussion: The role of the PCC in a post-COVID environment
- A work plan will be created from the discussions and presented to the Executive Committee, then to the whole PCC for approval. Mike asked that the work plan be sent out in plenty of time for review.

The next meeting is on Tuesday, May 11th at 1pm.

Nominations/Membership – Nancy Keegan, Chair

Nancy welcomed Dao Do to the PCC. She also welcomed Lynne Murphy and Carmen Santoni to the meeting. They are continuing to identify people within the community who would be an asset to the PCC.

CONSUMER COMMENTS

None.

OPERATIONAL REPORTS

This was covered in the PAL meeting.

PERFORMANCE SUMMARY

Tina noted that it's been almost a year since the COVID lockdown started. She provided preliminary data for February.

Total ridership and average weekday ridership are down 65% when compared to the previous year. This is consistent with ridership on SamTrans buses and other transit agencies. The average weekday ridership is 341; they are seeing a small increase as the County moved into the red tier, places start to open up, and people start to feel more comfortable going out. Subscription trips declined much less than regular trips. There were no agency trips. Late cancels and no shows were very low. The number of individuals riding was lower than last year although higher than in January. There were 42 inter-county transfers. Taxis provided 11% of all trips. The on-time performance was 98% and the average wait time was very low. Productivity was very low due to social distancing and the limits on the number of passengers per vehicle.

Alex asked about the percentage of people who had received the vaccine. Tina didn't know the County statistics but thought that it had been given to 50% of people 65 and older nationwide.

COMMENT STATISTICS REPORT

Tina reported that the number of comments is down with 9 compliments and 9 service-related comments. Response is within 5 days. The majority of comments are reports rather than cards.

SAFETY REPORT

Charles Posejpal reported that there were 3 incidents in February. All were minor with no injuries or damage.

LIAISON REPORTS

Agency – Nancy Keegan

Nancy Keegan, Director of Senior Focus, reported that there had not been a meeting. She had spoken with Tina about the adult day service programs. She advised the committee that Senior Focus) will be closing on March 26th and she will therefore be leaving the PCC. They are working with other agencies on transition plans for participants. She was unsure of the effect on paratransit as there's no replacement program. She encouraged other agency members to work with SamTrans on meeting the needs of the community.

Many members expressed appreciation for all that Nancy has accomplished with the PCC and with Senior Focus, her contributions to the PCC and the community and how much she will be missed. Henry Silvas commented that SamTrans will do whatever they can to support the program's participants during the changes.

ERC – Mike Levinson

Mike reported that there had been no meeting. Tina reported that the paratransit scheduling RFP had been released. They are looking for software from one vendor that provides better scheduling and new features.

Commission on Disabilities (CoD) – Ben McMullan

They are still taking applications for Commissioners ([click here for the application.](#)) The deadline has been extended.

Center for Independence (CID) – Ben McMullan

The CID Cares projects and IHSS project continue as well as PPS.

Commission on Aging (CoA) – Scott McMullin

Scott reported that they had a meeting on March 8th. The Great Plates Delivered program has been extended to April 7th. The Area Plan on Aging was presented by Cristina Ugaitafa, approved by CoA, and will now go to the Board of Supervisors. The Transportation Committee had long expressed concerns about the transportation challenges of Kaiser patients on the Coastside. They are now in contact with Stacy Wagner, Public Affairs Director at Kaiser, about non-driving patients from the Coastside who need to travel to Kaiser facilities on the Peninsula.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that no date has been set for a meeting. She will send an email update as there have been no significant issues. Ridership is similar to that on the Peninsula and they are continuing to provide important trips, both local and over the hill.

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

Sandra reported that they met on March 2nd. There was a presentation and demonstration from the project team of the replacement SMCTD website. The new website will include:

- Development of an app for mobile phones and web browser
- A more user-friendly design to address the needs of diverse communities
- Real time updates on bus and train schedules, less text, and more easily understood graphics

The SMCTD will assume responsibility for the site following completion expected later this year.

OTHER BUSINESS

Lynne Murphy asked if the free rides for vaccinations applied to RediCoast consumers: A. Yes, it does.

Susan Capeloto reported that the Department of Rehabilitation remains open and they are seeing clients virtually. Applications statewide are down but starting to pick up with many clients waiting for things to improve. They are placing clients and have opened a new portal for services and vendors. They are hiring and have vacancies for counsellors and other staff.

The next PCC meeting will be on May 11th at 1:30pm. The PCC retreat will take the place of the April meeting. The meeting adjourned at 3:22pm.

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

A roll call was taken. The minutes from the February PAL meeting were included in the meeting packet; Ben McMullan moved to approve; Sammi Riley seconded the motion; the minutes were approved with no corrections.

Legislative Update

Tina reported that several pieces of legislation, primarily focused on response to COVID-19, were reviewed at the most recent SamTrans Board meeting.

Mike reported on a proposed bill, SB66, suggesting a committee for future technology which would include autonomous vehicles. This specified a seat on the committee for representatives from the disability community.

Local Advocacy

None.

Policy Issues

Tina reported the following:

- Fares have been eliminated for trips to vaccination sites for SamTrans, Redi-Wheels and RediCoast rides. They have so far done 27 such trips on Redi-Wheels and RediCoast.
- They are hoping to have front line transit staff vaccinated soon.
- The SamTrans Bus Operator of the year was recognized at the SamTrans Board meeting and he was a former Redi-Wheels driver.
- Face coverings continue to be required by the CDC on all buses, and drivers have a small supply if customers do not have a face covering.
- They are continuing to clean the buses daily with EPA-approved products and using electrostatic foggers.
- First Transit continues to provide drivers with face masks, gloves, and hand sanitizer as well as eye goggles for performing wheelchair securement.
- Trips are being scheduled to allow for social distancing.
- They are continuing to use a paper application process. Mike asked if paratransit eligibility staff might be prioritized to receive a vaccination but Tina didn't know.
- The RideNow subsidized taxi pilot program will not be continued due to low ridership.

- Caltrain is offering a 20% discount on monthly passes for April. People 65+ are eligible for a senior Clipper Card. People who are 19-64 and who are low income can apply for the Clipper Start program to get discounted fares on transit agencies throughout the region.

Ben asked about the length of paratransit eligibility through the paper application process: Tina said that new and recertified applicants can get up to 2 years, and those eligible to renew by mail can get up to 3 years. Alex asked when this went into effect. Tina said it had been offered for a while. He asked if the length varied from person to person. Tina said that temporary disability eligibility lasts only as long as the disability. If not temporary, people are receiving 2 years. Pre-COVID, it was up to 3 years.

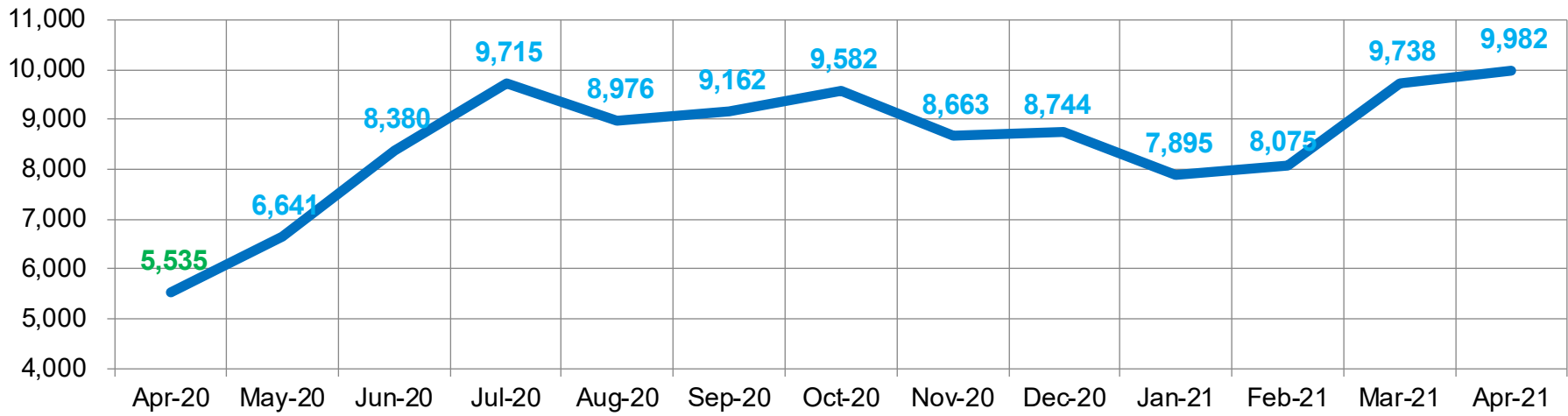
The next PAL meeting will be on May 11th, 2021.

Redi-Wheels Reports:

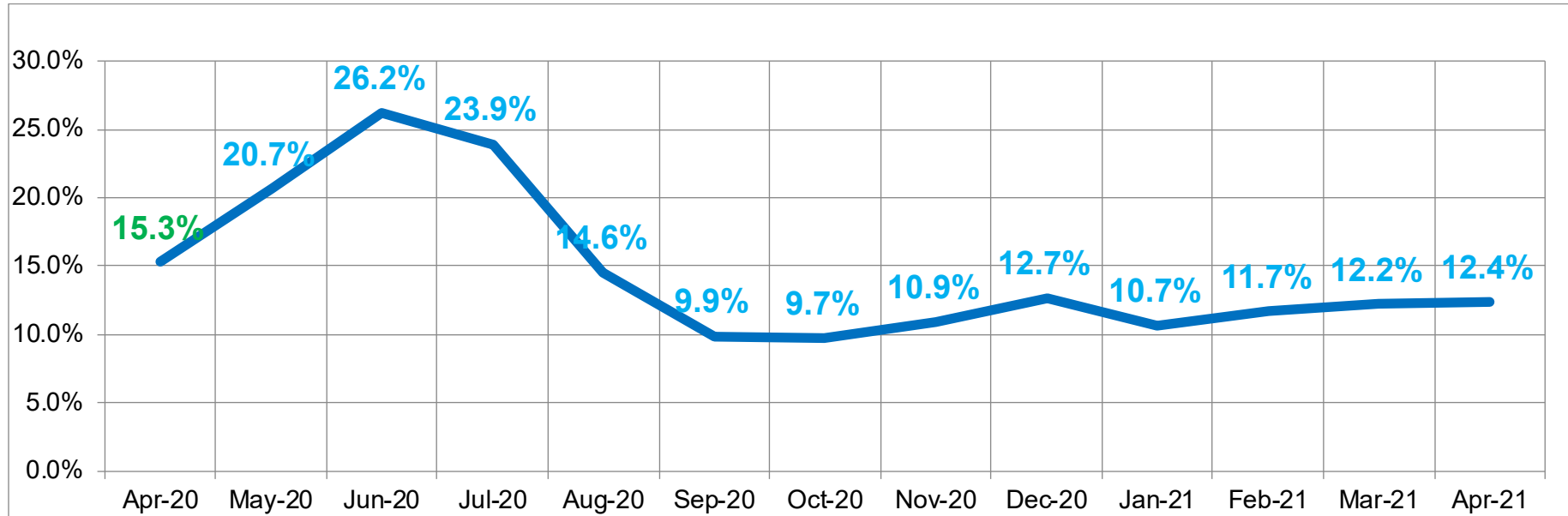
Performance Measures

Performance Measure	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Prev. Yr. Average
1. Total trips requested	11,883	12,697	14,707	16,256	11,491	10,991	11,544	10,585	10,843	9,860	9,796	11,749	10,816	25,125
2. Trips scheduled	10,801	11,924	13,974	15,541	10,769	10,261	10,786	9,741	9,826	8,888	9,048	10,839	9,978	23,048
a. Same day cancels	5,022	4,948	5,216	5,407	1,371	752	810	661	730	654	613	691	719	2,887
% of trips scheduled	46.5%	41.5%	37.3%	34.8%	12.7%	7.3%	7.5%	6.8%	7.4%	7.4%	6.8%	6.4%	7.2%	12.5%
b. Late cancels	150	198	207	232	249	230	248	279	229	224	251	285	280	409
% of trips scheduled	1.4%	1.7%	1.5%	1.5%	2.3%	2.2%	2.3%	2.9%	2.3%	2.5%	2.8%	2.6%	2.8%	1.8%
c. Total customer no-shows	94	137	171	187	173	117	146	138	123	115	109	125	119	330
% of trips scheduled	0.9%	1.1%	1.2%	1.2%	1.6%	1.1%	1.4%	1.4%	1.3%	1.3%	1.2%	1.2%	1.2%	1.4%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	0	0	0	4
3. Total trips served	5,535	6,641	8,380	9,715	8,976	9,162	9,582	8,663	8,744	7,895	8,075	9,738	9,982	19,419
a. Average weekday riders	215	259	324	367	351	365	363	357	337	322	341	361	379	775
b. Advance reservation	3,304	4,250	5,823	7,087	6,392	6,598	7,062	6,249	6,339	5,527	5,833	7,126	7,438	12,570
c. Agency trips	18	0	0	0	0	0	0	0	0	0	0	0	0	2,611
d. Individual subscription	2,213	2,391	2,557	2,628	2,584	2,564	2,520	2,414	2,405	2,368	2,242	2,612	2,544	4,237
e. Taxi trips	846	1,373	2,196	2,326	1,309	908	934	946	1,111	844	945	1,190	1,233	7,505
<i>(taxi % of total trips)</i>	15.3%	20.7%	26.2%	23.9%	14.6%	9.9%	9.7%	10.9%	12.7%	10.7%	11.7%	12.2%	12.4%	38.6%
4. Total Redi-Wheels riders	450	562	756	829	843	875	908	846	792	748	814	898	931	1,660
5. Inter-County Transfer Trips	4	17	45	93	72	116	111	80	73	53	42	49	89	114
6. On-time performance ¹	97.2%	97.6%	96.1%	95.9%	97.2%	97.7%	97.9%	97.3%	96.9%	98.0%	98.2%	98.0%	97.5%	93%
7. Productivity (psgrs/rvh) ²	1.23	1.27	1.46	1.42	1.23	1.09	1.09	1.11	1.19	1.03	1.06	1.07	NA	1.75
8. Complaints per 1000 trips	0.90	1.20	0.84	0.62	0.45	0.55	0.52	0.58	0.57	0.25	0.12	0.00	NA	0.8
9. Compliments per 1000 trips	0.18	1.05	0.84	0.82	1.56	0.65	0.83	1.85	1.14	1.14	1.36	1.33	0.70	0.7
10. Avg phone wait time (mins) ³	0.1	0.3	0.7	0.6	0.5	0.4	0.5	0.5	0.4	0.4	0.4	0.4	NA	0.68
5/4/2021														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

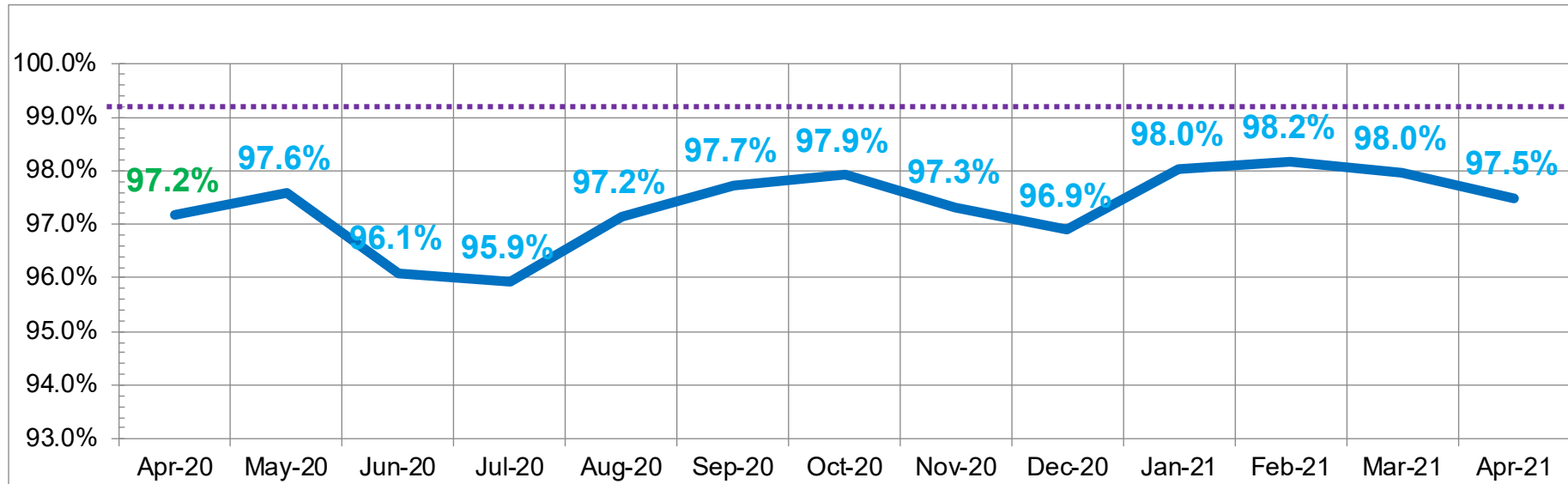
Total Trips



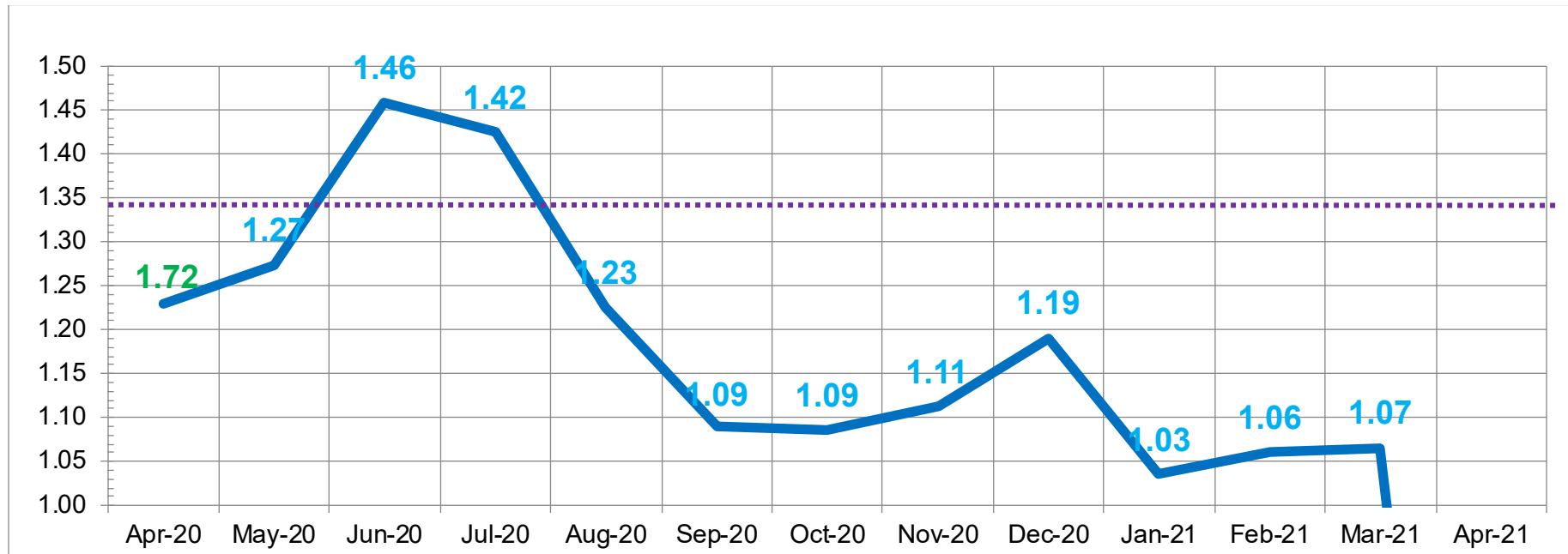
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2021 Comments	Mar-21	
	Subtotal	Rate/1000
Rides	9,738	
Total Comments by Category		
Compliment	13	1.33
Policy Related	4	0.41
Service Related	5	0.51
Total	22	2.26
Average Response Time to Customer (Working Days)[‡]		
Compliment		5.92
Policy Related		11.75
Service Related		11.20
Overall		8.18
	CC	CR
Compliment	5	8
Policy Related	1	3
Service Related	1	4
Overall	7	15

‡ Excludes weekends and holidays.