



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

May 14, 2024

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
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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, May 14, 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)

May 14, 2024

1.	Welcome / Roll Call	1:30
2.	Approval of April 9, 2024, PCC Meeting Minutes*	1:35
3.	Public Comments (for items not on the agenda)	1:40
4.	Presentation: Paratransit Survey – Julian Jest	1:50
5.	Committee Reports	2:10
	a. Policy/Advocacy/Legislative (PAL)	
	i. Approval of April 9, 2024, PAL Meeting Minutes (by roll call) *	
	ii. Advocacy	
	1. Transit Recovery Update – Tina Dubost	
	iii. 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	3:00

*Action Item

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

Minutes of April 9, 2024, Meeting

ATTENDANCE:

Members in person:

Susan Capeloto, Dept. of Rehabilitation; Sandra Lang, Community Member; Sammi Riley, Consumer, Vice Chair, Educ. Comm. Chair; Kelly Shanks, SamTrans (designee for T. Dubost); Marie Violet, Dignity Health. (Member attendance = 5/8, Quorum = Yes)

Members on Zoom:

Dao Do, Rosener House; Tina Dubost, SamTrans

Guests:

David Koffman, Nelson\Nygaard; Jane Stahl, PCC Staff; Lynn Spicer, SamTrans; Vicky Churchill, TransDev/Redi-Wheels; Kenneth Richardson, TransDev/Redi-Wheels; Drennen Shelton, MTC; Charlsie Chang, SamTrans Gov. Affairs; Peter Skinner, SamTrans Gov. Affairs

Absent:

Benjamin McMullan, Chair, CID; Kathy Uhl, CoA, Consumer

WELCOME/INTRODUCTIONS:

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

APPROVAL OF MARCH MINUTES:

Sandra Lang moved to approve the March meeting minutes; Marie Violet seconded the motion. The minutes were approved.

PUBLIC COMMENTS:

None.

PRESENTATION

Peter Skinner and Charlsie Chang gave a presentation on the [Regional Transit Connections Plan](#). Ten percent of the monies received from Measure W are allocated to regional transit programs.

An [online survey](#) is open until the end of April to uncover the needs of the community, establish the types of projects that should be prioritized. They are also doing pop-up events to gather input.

A copy of the presentation can be accessed on the PCC website.

Questions were asked about outreach to major employers, particularly regarding work from home or the office, and the effect on transit. Charlsie responded that they have worked with the labor councils and have received feedback from the various sectors within a company.

PRESENTATION

Drennen Shelton, MTC, shared proposed recommendations to standardize the ADA paratransit eligibility process and asked for input. These recommendations are part of the Transit Transformation Action Plan created by the MTC's Blue Ribbon Task Force. A final report should be ready in June/July.

Each of 20 paratransit programs in the area were surveyed on how they determine eligibility, and this informed a preliminary report on universal eligibility practices. (This report was sent out to PCC members prior to the meeting.)

Drennen outlined the 12 recommendations:

1. Standardize the application form and provide an online application process; translation would be provided.
2. Standardize the eligibility interview protocol.
3. Standardize the appeals process; create regional standing committees to hear appeals for smaller agencies.
4. Explore non in-person assessments for certain disability categories, e.g. certain cognitive, visual, and psychiatric disabilities.
5. Increase application of trip-by-trip conditional eligibility.
6. Standardize definitions of eligibility categories and renewal times and move from a 3- to a 5-year eligibility term.
7. Provide annual eligibility training for evaluators in the region.
8. Identify paratransit alternatives and include this with the travel training in the eligibility process.
9. Ensure agencies have ongoing monitoring strategies to ensure eligibility outcomes are correct; have secondary reviews on denials, adherence to 21-day deadline for determination, and review costs.
10. Connect with new eligibility vendors to ensure competition and lower costs.
11. Explore technical solutions to enhance eligibility implementation, e.g. integrating eligibility with an upgraded scheduling or dispatching software.
12. Two longer-term recommendations/best practices:
 - a. Make sure all agencies are conducting in-person assessments.
 - b. Ensure the availability of regional eligibility centers.

Sandra asked who evaluates the vendors. Drennen confirmed that they want to make sure that agencies are monitoring the vendors on an ongoing basis.

David asked how quality control would work. Drennen responded that reviewing eligibility outcomes/trends, and sitting-in on interviews or reviewing cases is recommended. Tina confirmed that Redi-Wheels randomly selects a certain number of applicants for review.

Sandra asked about types of questions. Drennen responded that there are certain disabilities that aren't well suited to a skills assessment, so additional questions that have been vetted and reviewed would be provided. Tina clarified that their vendors do have the ability to ask follow-up questions that can be customized to the individual.

Tina had some comments on the recommendations:

- The recommendation for vendors to receive annual training is good.
- However, when the Redi-Wheels in-person process was set up, there was a concern that there might be a perception of unfairness if not everyone had to come in.
- She was also opposed to regional eligibility centers because of the excessive travel time required. She felt that this might deter someone from applying.

David asked about the pandemic's effect on assessments. Drennen agreed that there had been an effect, but that generally in-person assessments have resumed.

COMMITTEE REPORTS:

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

See page 10.

Education – Sammi Riley

There was no meeting. Sammi presented to COD on March 28th. She showed the video "What is the PCC?" followed by a Q&A.

The next meeting will be on May 7th, at 3pm.

Executive – Sammi Riley

The committee met on April 2nd. Tina gave an update on the same-day service.

Discussion had continued on the proposed restructuring of the PCC and reforming it as a SamTrans advisory committee. A list of pros and cons was proposed to help in the decision.

The next meeting will be on May 7th, at 2pm.

Nominations/Membership – Open

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

OPERATIONAL REPORTS

Kenneth Richardson provided some information on the points raised by a rider at the March meeting. He had called the rider to get more information.

1. He spoke to the driver about the behavior issues of a service animal. The driver could not recall an incident where she felt uncomfortable with an animal. The current policy is that the animal should be under the owner's control; if not, the driver will give a reminder. If the behavior is not corrected, the driver will pull over and reach out to dispatch.
2. He checked the front door of the rear-loading vehicles and found that there are in fact handles on both sides. The rider also checked and confirmed that this is the case. Reminders were issued to drivers that they should assist with the ramps.
3. He worked with corporate training on a curriculum for schedulers and dispatchers, each of whom will go through it individually. They are also adding some videos on disability etiquette to ensure a professional service.
4. Standard software is used for scheduling trips, but dispatchers have been asked to go through the planned routes to ensure that they make sense.

The rider was grateful for the follow up.

PERFORMANCE REPORT

Tina referred the attendees to the performance report in the packet.

COMMENT STATISTICS REPORT

No questions.

SAFETY REPORT

Vicky Churchill reported that there were six preventable incidents and three non-preventable accidents in March, an increase probably due to the change to daylight savings time. Drivers are receiving retraining.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

No meeting.

ERC – Sammi Riley

Tina reported no updates on the Trapeze software.

Commission on Disabilities (CoD) – Sammi Riley

No report.

Center for Independence (CID) – Ben McMullan

No report.

Commission on Aging – Kathy Uhl

No report.

Coastside Transportation Committee (CTC) – Tina Dubost

No meeting is scheduled.

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

The CAC-TA met on April 2nd. Routine financial reports were received.

- The committee approved a motion amending (increasing) the amount for contracts for on-call transportation planning services by \$2.5M.
- The committee approved a motion for programming and an allocation of \$475,000 in Measure W funds in Pedestrian and Bicycle Program Category for Safe Routes to School in San Mateo County.
- They approved a motion authorizing submittal of an allocation request of \$19.2M for the US 101/State Route 92 area improvement project.
- They received an informational presentation on reconnecting communities.
- They received an update on the ferry program from Redwood City to Oakland.

The next meeting is on May 7th.

Department of Rehabilitation – Susan Capeloto

The DoR is holding focus groups on renaming itself.

Other Business

None.

The meeting adjourned at 3:02pm. The next meeting is on May 14th, in person and remotely via Zoom.

Minutes of Policy/Advocacy/Legislative (PAL) Meeting – Sammi Riley

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

Legislative

None.

Advocacy

Tina reported that Redi-Wheels ridership for the first 8 months increased about 12% compared to last year. SamTrans bus ridership is increasing a little faster.

Policy Issues.

Tina gave an update on the Same-Day service. As of April 8, there had been 238 same-day paratransit trips and demand is as expected. Increases are anticipated as the weather improves. The service is meeting or coming very close to performance metrics.

- Denied trips are 6%.
- On time performance is at least 90%.
- Productivity is not meaningful due to the low number of trips.
- Late cancels and no shows are comparable to the overall system.

Based on the destinations, trip purposes are anecdotally defined as 40% - medically related; 18% - errands, 10% - groceries.

About 88 individuals have used the service; 24% took more than two one-way trips. The service trial period is 12 months.

There was a question about how many of the denied trips crossed zones; Tina will check to see if a count of such requests is possible.

Dao Do commented that some of her agency's participants used the service when they had to go home early.

The next PAL meeting will be on May 14, 2024.

Redi-Wheels Reports

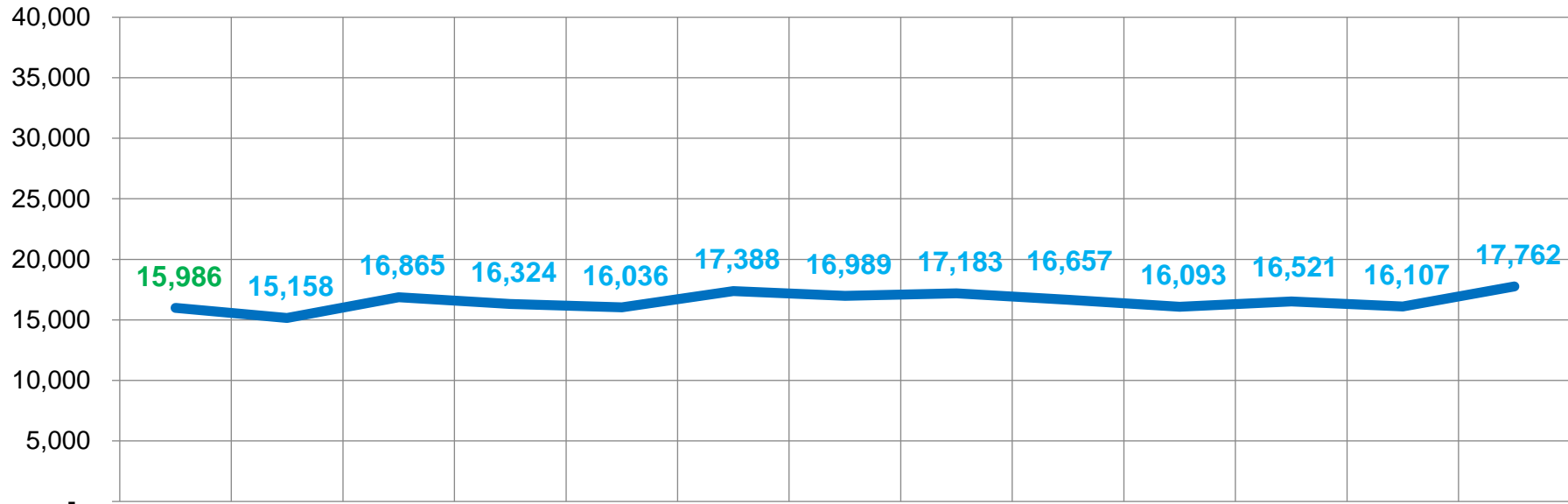
Performance Measures

Performance Measure	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Prev. Yr. Average
1. Total trips requested	19,557	18,164	20,247	19,493	19,209	20,890	20,644	20,727	20,633	20,224	20,445	19,806	21,431	18,449
2. Trips scheduled	18,151	16,908	18,820	18,094	17,885	19,330	19,021	19,307	18,835	18,591	18,883	18,316	19,997	17,017
a. Same day cancels	1,348	1,140	1,190	1,063	1,112	1,130	1,159	1,209	1,221	1,379	1,439	1,310	1,345	1,142
% of trips scheduled	7.4%	6.7%	6.3%	5.9%	6.2%	5.8%	6.1%	6.3%	6.5%	7.4%	7.6%	7.2%	6.7%	6.71%
b. Late cancels	529	409	503	485	491	524	579	638	678	627	637	639	654	446
% of trips scheduled	2.9%	2.4%	2.7%	2.7%	2.7%	2.7%	3.0%	3.3%	3.6%	3.4%	3.4%	3.5%	3.3%	2.62%
c. Total customer no-shows	288	201	262	222	243	287	293	277	277	491	286	258	235	222
% of trips scheduled	1.6%	1.2%	1.4%	1.2%	1.4%	1.5%	1.5%	1.4%	1.5%	2.6%	1.5%	1.4%	1.2%	1.30%
d. No-show (operator)	0	0	0	0	3	1	1	0	2	1	0	2	1	0
3. Total trips served	15,986	15,158	16,865	16,324	16,036	17,388	16,989	17,183	16,657	16,093	16,521	16,107	17,762	15,207
a. Average weekday riders	592	576	636	619	628	643	658	647	620	623	639	616	684	570
b. Advance reservation	11,066	10,748	11,871	11,484	11,206	12,134	12,092	12,062	11,856	11,481	11,541	11,248	12,501	10,891
c. Agency trips	721	678	851	880	956	1,136	1,027	1,137	984	939	947	913	1,116	794
d. Individual subscription	4,199	3,732	4,143	3,960	3,874	4,118	3,870	3,984	3,817	3,673	4,033	3,946	4,145	3,523
e. Taxi trips	2,300	1,747	2,340	2,166	2,274	2,345	2,678	2,849	2,889	2,571	2,110	1,364	1,989	1,832
<i>(taxi % of total trips)</i>	14.4%	11.5%	13.9%	13.3%	14.2%	13.5%	15.8%	16.6%	17.3%	16.0%	12.8%	8.5%	11.2%	12.0%
4. Total Redi-Wheels riders	1,305	1,316	1,383	1,360	1,359	1,428	1,401	1,454	1,402	1,403	1,340	1,376	1,399	1,299
5. Inter-County Transfer Trips	81	116	100	118	104	133	144	134	142	164	132	160	164	110.92
6. On-time performance ¹	90.6%	91.1%	90.8%	91.5%	91.0%	90.0%	88.8%	88.4%	86.2%	90.0%	92.8%	87.1%	87.9%	90.8%
7. Productivity (psgrs/rvh) ²	1.49	1.33	1.40	1.37	1.38	1.35	1.44	1.39	1.45	1.39	1.36	1.45	1.50	1.48
8. Complaints per 1000 trips	0.25	0.33	0.30	0.37	1.00	0.52	0.18	0.35	0.54	0.50	0.36	0.43	0.23	0.49
9. Compliments per 1000 trips	1.06	0.79	1.07	0.86	0.87	0.58	0.71	1.11	0.36	0.50	0.36	0.50	0.34	0.90
10. Avg phone wait time (mins) ³	1.3	0.8	0.8	1.2	1.2	0.9	1.2	1.5	1.2	1.2	0.9	1.0	0.7	1.27
4/22/2024														

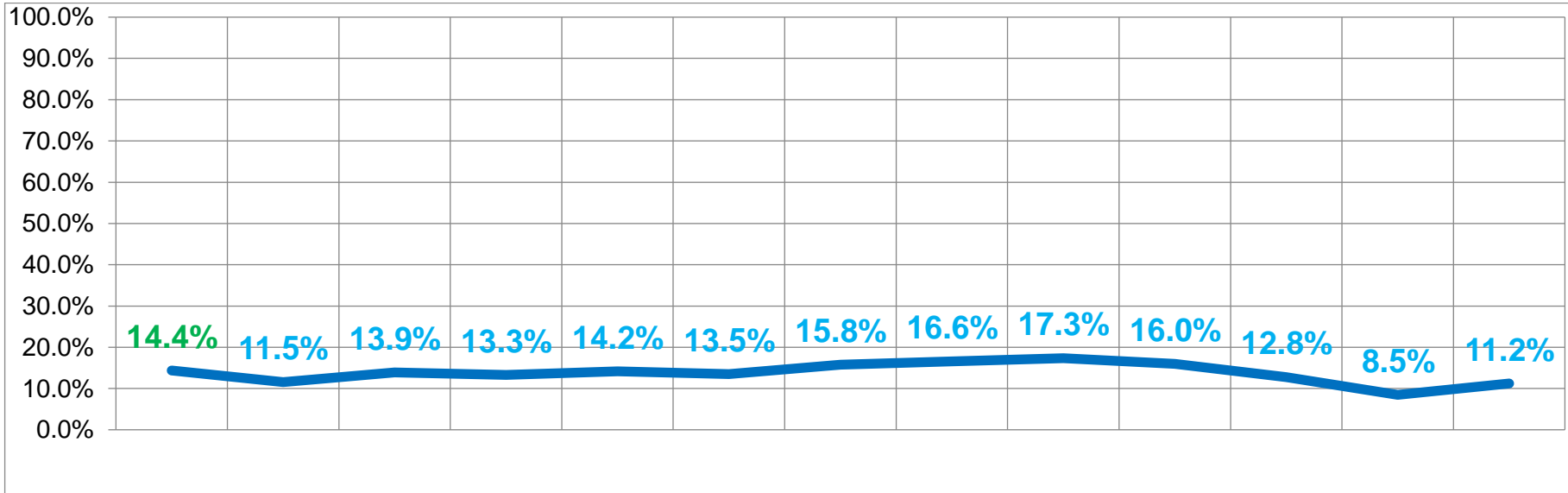
Notes:

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

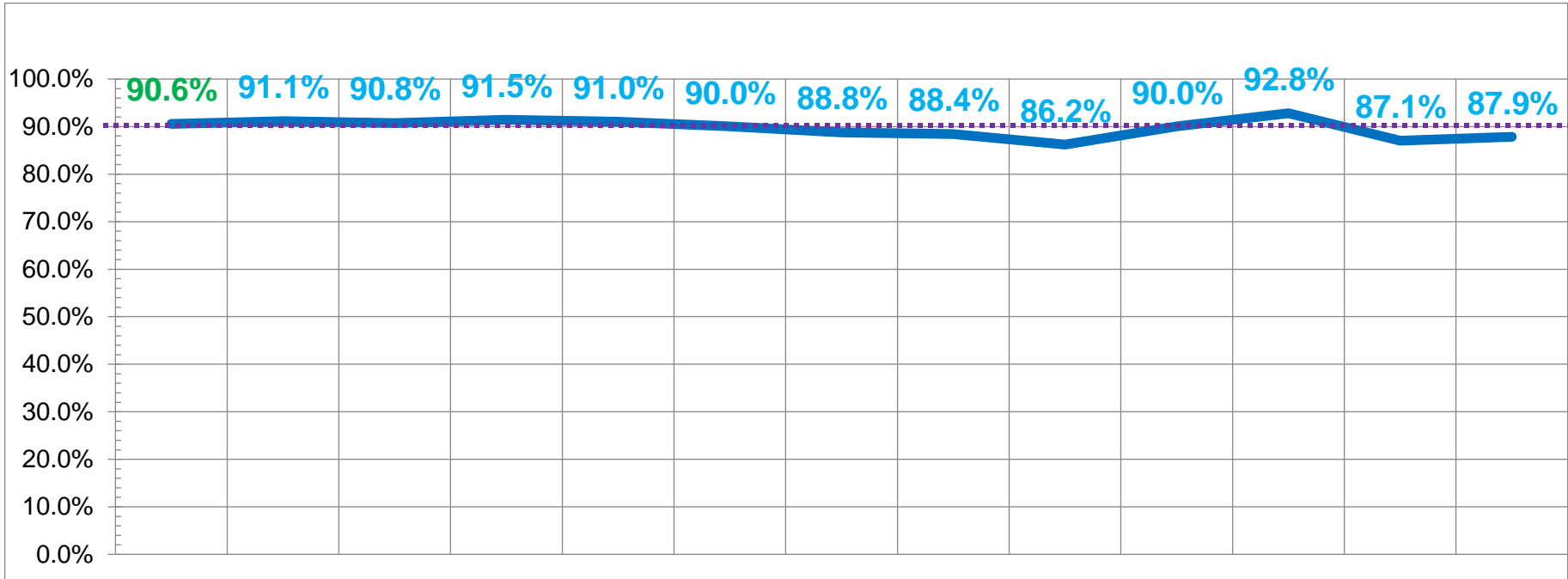
Total Trips



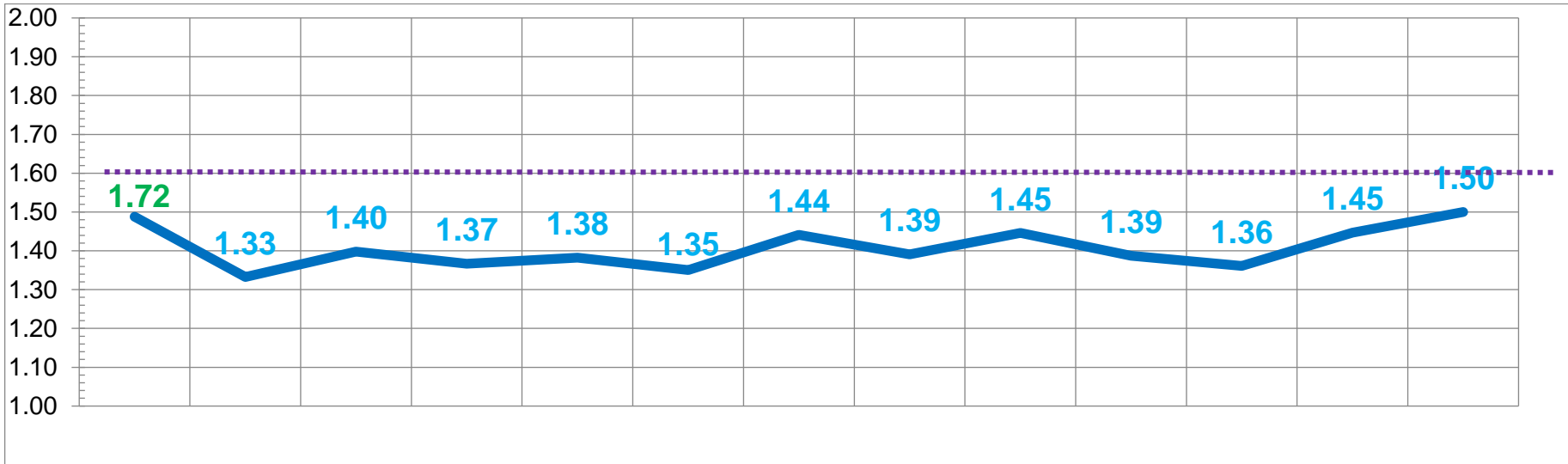
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2024 Comments	March	
	Subtotal	Rate/1000
Rides	17,762	
Total Comments by Category		
Compliment	6	0.34
Policy Related	12	0.68
Service Related	8	0.45
Total	26	1.46
Average Response Time to Customer (Working Days)‡		
Compliment		7.83
Policy Related		7.82
Service Related		9.25
Overall		8.50
	CC	CR
Compliment	2	4
Policy Related	1	11
Service Related	0	8
Overall	3	23

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays