



**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**November 14<sup>th</sup>, 2023**

**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, November 14 2023  
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=aEZ3eE1oaajdoZHBUSHI0T0hIUjRBQT09>

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 2023

<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>1:00-2:00pm</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>12:00noon</b>	<b>SamTrans</b> <b>Board of Directors</b>  1 <sup>st</sup> Wednesday Monthly  <b>2:00pm</b>
January 12, 2023	January 3, 2023	January 12, 2023	January 6, 2023**	January 4, 2023
February 14, 2023	February 7, 2023	February 4, 2023		February 8, 2023
March 14, 2023	March 7, 2023	March 14, 2023	March 3, 2023***	March 1, 2023
April 11, 2023	April 4, 2023	April 11, 2023		April 5, 2023
May 9, 2023	May 2, 2023 <sup>+</sup>	May 9, 2023	May 5, 2023	May 3, 2023
June 13, 2023	June 6, 2023	June 13, 2023		June 7, 2023
July 11, 2023	June 27, 2023	July 11, 2023	June 27, 2023	July 5, 2023
<b>NO MEETING</b>	August 1, 2023	<b>NO MEETING</b>		August 2, 2023
September 12, 2023	September 5, 2023	September 12, 2023	Sept. 5, 2023	September 6, 2023
October 10, 2023	October 3, 2023	October 10, 2023		October 6, 2023
November 14, 2023	November 7, 2023	November 14, 2023	November 3, 2023	November 1, 2023
December 12, 2023	December 5, 2023	December 12, 2023		December 6, 2023

NOTES:

Coastside Transportation Committee (CTC) quarterly meeting dates TBD.

ERC (Efficiency Review Committee) meets as needed.

\*Included with PCC meeting. \*\*Virtual meeting. \*\*\*Rescheduled to April 4. <sup>+</sup>Rescheduled to May 9.

AGENDA  
**San Mateo County**  
**Paratransit Coordinating Council (PCC) Meeting**

November 14, 2023

1. Welcome / Roll Call	1:30
2. Approval of October 10, 2023, PCC Meeting Minutes*	1:35
3. Presentation: Proposed SamTrans Strategic Plan – TBA	1:40
4. Public Comments (for items not on the agenda)	2:10
5. Committee Reports	2:15
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of October 10, 2023, PAL Meeting Minutes*	
ii. Legislative	
iii. Advocacy	
1. Transit Recovery Update – Tina Dubost	
iv. Policy Issues	
b. Grant/Budget Review – Sammi Riley	
c. Education – Sammi Riley, Chair	
d. Executive – Benjamin McMullan, Chair	
i. Committee Signups	
e. Nominating/Membership Report – Evan Milburn	
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 – Kent Hinton	
7. Liaison Reports	2:40
a. Agencies – Marie Violet & Dao Do	
b. ERC – Mike Levinson	
i. Update on Trapeze scheduling software – Tina Dubost	
c. Commission on Disabilities (COD) – Evan Milburn	
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	
8. Other Business	2:50
a. ADA policy refresher – Tina Dubost	
b. Consumer Corps Report – 3Q23	
9. Adjournment	3:00

\*Action Item

## SAN MATEO COUNTY

### PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of October 10, 2023, Meeting

#### **ATTENDANCE:**

##### Members in person:

Dao Do, Rosener House; Tina Dubost, SamTrans; Sandra Lang, Community Member; Benjamin McMullan, Chair, CID; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Kathy Uhl, CoA. (Member attendance = 6/10, Quorum = Yes)

##### Members on Zoom:

Mike Levinson, Consumer, PAL Chair

##### Guests:

Vicky Churchill, TransDev/Redi-Wheels; David Koffman, Nelson\Nygaard (on Zoom); Henry Silvas, SamTrans; Lynn Spicer, SamTrans; Jane Stahl, PCC Staff; Larisa Vaserman, Consumer; Amy Linehan, SamTrans; Martin Reyes, San Mateo County Transportation Authority; Kent Hinton, Redi-Wheels.

##### Absent:

Susan Capeloto, Dept. of Rehabilitation; Evan Milburn, Consumer, CoD; Marie Violet, Dignity Health

#### **WELCOME/INTRODUCTIONS:**

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

#### **APPROVAL OF JULY MINUTES:**

Tina Dubost moved to approve the July meeting minutes; Sammi Riley seconded the motion. Mike Levinson pointed out a date error on page 6 – the retreat was held on September 12<sup>th</sup>. The minutes were approved with this correction.

#### **PUBLIC COMMENTS:**

None.

**PRESENTATION:** 101 Corridor Connect Project: North County Multimodal Strategy  
Martin Reyes from the Transportation Authority (TA) and Amy Linehan from SamTrans spoke to the committee about this project. [The presentation can be found here.](#) Here's a link to the [North County Multimodal Strategy Project](#) and the [101 Corridor Connect Program Webpage](#).

They are currently conducting outreach efforts to guide any decisions on improving the 101-corridor area. In addition to several community meetings, there is an [online survey](#) that is open until November 17, 2023. Customer service representatives are available to help complete the survey and it is available in multiple languages.

Following the presentation, the committee had some questions.

- Would voter approval be required to access funding? No, there will be no new ballot measures. They would access local sales tax measures, state and federal grants that already exist.
- What is the timeline for funding this project? The TA has regular Calls for Projects to fund transportation projects; there are state grant programs that are recurring; the federal grant programs are also recurring. This is not expected to change during the time that this project is underway.
- Does this project utilize existing needs assessment? Yes, the US 101 South Comprehensive Multimodal Corridor Plan identified several projects by county. This program will dive deeper to identify other projects. There will be robust outreach to ensure community support and this, in turn, will assist in receiving grant funds.
- Are there any eminent domain issues? The TA does not have eminent domain authority and would avoid eminent domain.
- Who is initiating and running this project? The Transportation Authority created the program and administers the local sales tax measures.
- Are entry points to the freeways and the entrance to Hwy. 92 part of this program? There are existing projects in the works to improve the 101/92 interchange. These are the kind of projects we will consider for this program.

## **COMMITTEE REPORTS:**

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

See page 10.

### **Grant/Budget Review – Sammi Riley, Chair**

No report.

### **Education – Sammi Riley, Chair**

The Education Committee did not meet in October.

### **Executive – Ben McMullan**

At the meeting on October 3 the committee discussed the 2023-25 PCC Workplan developed at the retreat. This work will continue at the November 7 meeting. An email will be sent to PCC members regarding committee signups.

### **Nominations/Membership – Open**

No report.

## **OPERATIONAL REPORTS**

Tina reported that the paratransit survey is currently underway.

## **PERFORMANCE REPORT**

Total ridership and average weekday ridership increased in August compared to last year; the average weekday ridership was 643 – 11% higher than last year. Subscription trips were approximately 21%; agency trips were approximately 6%; trips sent to taxis remained low; same day and late cancellation numbers were typical. The number of individuals riding is increasing and on time performance met the standard. Productivity was 1.35.

## **COMMENT STATISTICS REPORT**

There are fewer total comments compared to pre-COVID levels as there are fewer rides. Most reports are through Consumer Reports rather than Consumer Comment Cards.

## **SAFETY REPORT**

Kent Hinton reported that there were four non-preventable incidents and one preventable incident in August. There were two non-preventable incidents in September. There was one preventable incident with the taxi service.

He mentioned that the contract standard is to go 75,000 miles between preventable incidents or about two preventable incidents per month. Currently, the service is averaging 150,000



miles per month between incidents. In response to a question from David Koffman, Kent said that if the driver could have prevented the accident, it would be treated as a preventable accident.

## **LIAISON REPORTS**

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

No report.

### **ERC – Mike Levinson**

No ERC meeting is scheduled.

Tina reported that they are continuing to work with the vendor on technical issues related to the scheduling software and the voice for messages.

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

The committee has been working on a strategic plan that will be presented to the Board of Supervisors in November.

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

CID has applied for ADRC designation, a “no wrong door” policy for connecting seniors and people with disabilities with services.

Mike Levinson thanked Ben and CID for a very well organized event in San Carlos that had over 60 groups participating.

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

CoA is in the final stages of updating their Help at Home booklet. This will be on paper and online.

Kathy recommended the [AARP HomeFit Guide](#) that contains many common sense ideas for making your home safe.

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

Tina reported that SamTrans is excited about the micro-transit pilot serving Half Moon Bay (“Uber with buses.”) She is in contact with CTC members for comments on the service.

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

### **– Sandra Lang**

The CAC-TA met on September 5<sup>th</sup> in person. They received a quarterly status report on capital project expenses for the 4<sup>th</sup> quarter of the fiscal year. There was an informational item on the [101/92 Mobility Hub and Smart Corridor Plan](#).

At their October 3<sup>rd</sup> in person meeting:

- A resolution was approved in support of the 101/92 Area Improvement Project
- There was a motion to authorize an application in support of the US101 Managed Lane north of 380. The motion failed.
- There was an informational report on the proposed Broadway, Burlingame grade separation project by the Transportation Authority – this is the highest ranked crossing on the grade separation priority list. Currently 28,000 vehicles cross the track daily; 104 Caltrain trains use the crossing in addition to freight trains.

### **Other Business**

ADA Refresher: This was postponed until the November meeting.

The meeting was adjourned at 3:06pm.

The next meeting is on November 14<sup>th</sup>, in person and remotely via Zoom.

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

The minutes from the July PAL meeting were included in the meeting packet. Ben McMullan moved to approve the minutes; Sammi Riley seconded the motion. The minutes were approved.

### Legislative

Mike reported that there was nothing to add at this time.

### Transit Recovery Update – Tina Dubost

Tina reported that there was little change. Paratransit ridership is continuing to increase, but the rate is slowing, and is approximately 60% of pre-pandemic numbers. SamTrans bus recovery rate is still at 86%. Mike commented that the numbers are increasing but we need more people to ride Redi-Wheels.

### Policy Issues

- Tina introduced Kent Hinton as the interim general manager at Redi-Wheels while a general manager is appointed, probably by the end of October.
- Tina described the proposed same-day pilot program that will begin in December or January. This service will be on a space-available basis between 9:30am and 3pm. Customers can call between 8am and 1:30pm and trips will be offered 90 minutes plus or minus the requested time. There are no limits on how often a same-day ride can be requested.

Customer requests would be denied if there is no capacity. The goal is to provide at least 50% of requested trips with at least 90% on-time performance. To guarantee a ride, customers can call one day ahead as normal.

For this service, the county will be divided into two zones, separated by Highway 92. Trips need to begin and end in the same zone to avoid long trips. The fare hasn't yet been finalized but will be more than the regular fare.

The service will start small, be continually evaluated by SamTrans and a customer survey, and hopefully expand. It was felt that the program will make better use of existing capacity and shouldn't have any negative impact on the current system. Tina reported that there are few agencies that offer this service.

- Tina then spoke about MTC's pilot one-seat ride program that would cross jurisdictional districts. She had analyzed the inter-county transfer trips (both into and out of San Mateo County) and concluded that, due to the industry-wide shortage of drivers and high cost of offering such a service, she would not be

recommending that Redi-Wheels participate in the pilot. She estimated that rides to San Francisco would average \$253/trip, and rides to Santa Clara County would average \$395/trip. Mike mentioned that MTC was providing funding for the pilot, however Tina said this wouldn't solve the problem of driver shortage.

Mike said that other transit agencies thought that the one-seat ride program would save money as currently it can involve up to 10 people to organize an inter-county ride. Kathy Uhl asked if the trips were for medical reasons, but Tina said there were lots of reasons not just medical. Dao thought that one-seat rides would benefit her program as they're in Menlo Park so clients have to use VTA and Redi-Wheels to attend their site. Larisa Vaserman was concerned that the program would negatively impact current services and riders.

**Advocacy**

None.

The next PAL meeting will be on November 14, 2023.

## Redi-Wheels Reports

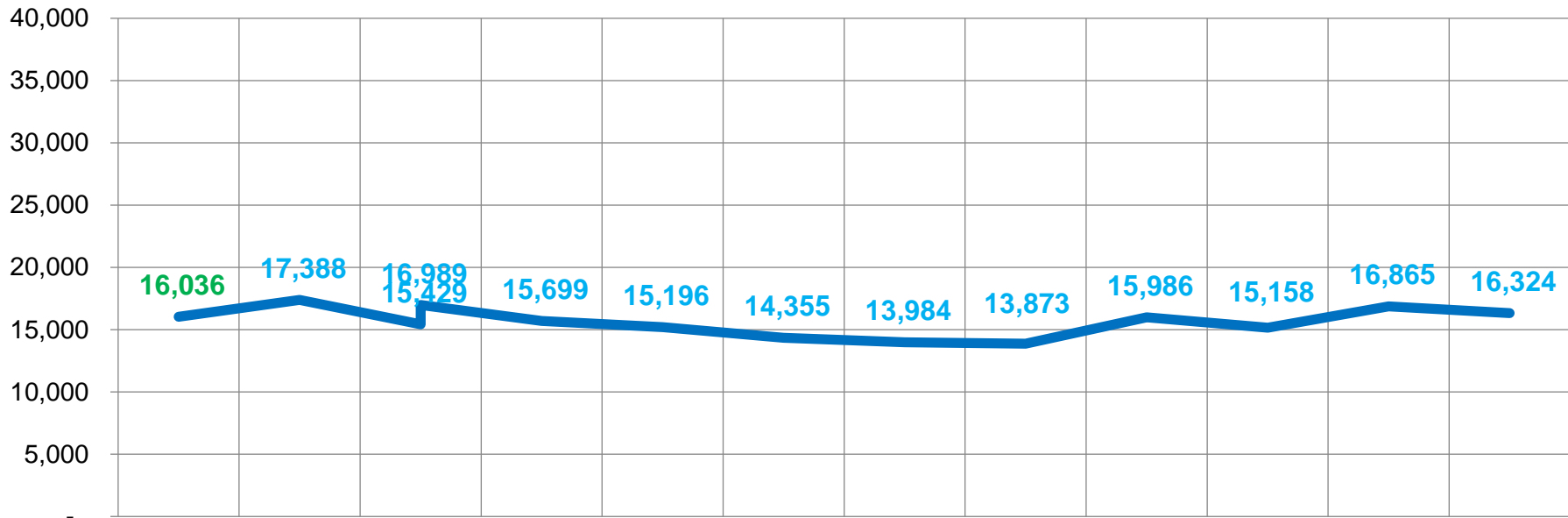
### Performance Measures

Performance Measure	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-22	Aug-22	Sep-22	Prev. Yr. Average
1. Total trips requested	18,681	18,940	18,458	17,942	17,294	16,912	19,557	18,164	20,247	19,493	19,206	20,890	20,643	18,449
2. Trips scheduled	17,162	17,561	16,958	16,266	15,823	15,653	18,151	16,908	18,820	18,094	17,882	19,330	19,020	17,017
a. Same day cancels	1,075	1,142	1,165	1,260	1,144	1,099	1,348	1,140	1,190	1,063	1,112	1,130	1,159	1,142
% of trips scheduled	6.3%	6.5%	6.9%	7.7%	7.2%	7.0%	7.4%	6.7%	6.3%	5.9%	6.2%	5.8%	6.1%	6.71%
b. Late cancels	439	475	403	444	487	475	529	409	503	485	491	524	579	446
% of trips scheduled	2.6%	2.7%	2.4%	2.7%	3.1%	3.0%	2.9%	2.4%	2.7%	2.7%	2.7%	2.7%	3.0%	2.62%
c. Total customer no-shows	217	245	194	207	207	206	288	201	262	222	243	287	293	222
% of trips scheduled	1.3%	1.4%	1.1%	1.3%	1.3%	1.3%	1.6%	1.2%	1.4%	1.2%	1.4%	1.5%	1.5%	1.30%
d. No-show (operator)	2	0	0	0	1	0	0	0	0	0	0	1	0	0
3. Total trips served	15,429	15,699	15,196	14,355	13,984	13,873	15,986	15,158	16,865	16,324	16,036	17,388	16,989	15,207
a. Average weekday riders	591	593	553	536	537	502	592	576	636	619	628	643	658	570
b. Advance reservation	11,540	10,904	10,901	10,421	9,786	9,870	11,066	10,748	11,871	11,484	11,206	12,134	12,092	10,891
c. Agency trips	825	1,212	814	691	728	637	721	678	851	880	956	1,136	1,027	794
d. Individual subscription	3,064	3,583	3,481	3,243	3,470	3,366	4,199	3,732	4,143	3,960	3,874	4,118	3,870	3,523
e. Taxi trips	1,659	1,956	1,643	1,820	1,682	1,516	2,300	1,747	2,340	2,166	2,274	2,345	2,678	1,832
<i>(taxi % of total trips)</i>	10.8%	12.5%	10.8%	12.7%	12.0%	10.9%	14.4%	11.5%	13.9%	13.3%	14.2%	13.5%	15.8%	12.0%
4. Total Redi-Wheels riders	1,309	1,341	1,327	1,270	1,256	1,248	1,305	1,316	1,383	1,360	1,359	1,428	1,401	1,299
5. Inter-County Transfer Trips	115	132	124	104	115	105	81	116	100	118	104	133	144	110.92
6. On-time performance <sup>1</sup>	89.8%	89.8%	89.8%	89.7%	90.9%	90.1%	90.6%	91.1%	90.8%	91.5%	91.0%	90.0%	88.8%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.55	1.57	1.53	1.52	1.47	1.47	1.49	1.33	1.40	1.37	1.38	1.35	1.44	1.48
8. Complaints per 1000 trips	0.91	1.15	0.53	0.49	0.64	0.29	0.25	0.33	0.30	0.37	1.00	0.52	0.18	0.49
9. Compliments per 1000 trips	0.91	0.96	0.26	0.42	1.14	0.72	1.06	0.79	1.07	0.86	0.87	0.58	0.71	0.90
10. Avg phone wait time (mins) <sup>3</sup>	1.2	2.1	1.6	0.9	1.3	1.6	1.3	0.8	0.8	1.2	1.2	0.9	1.2	1.27

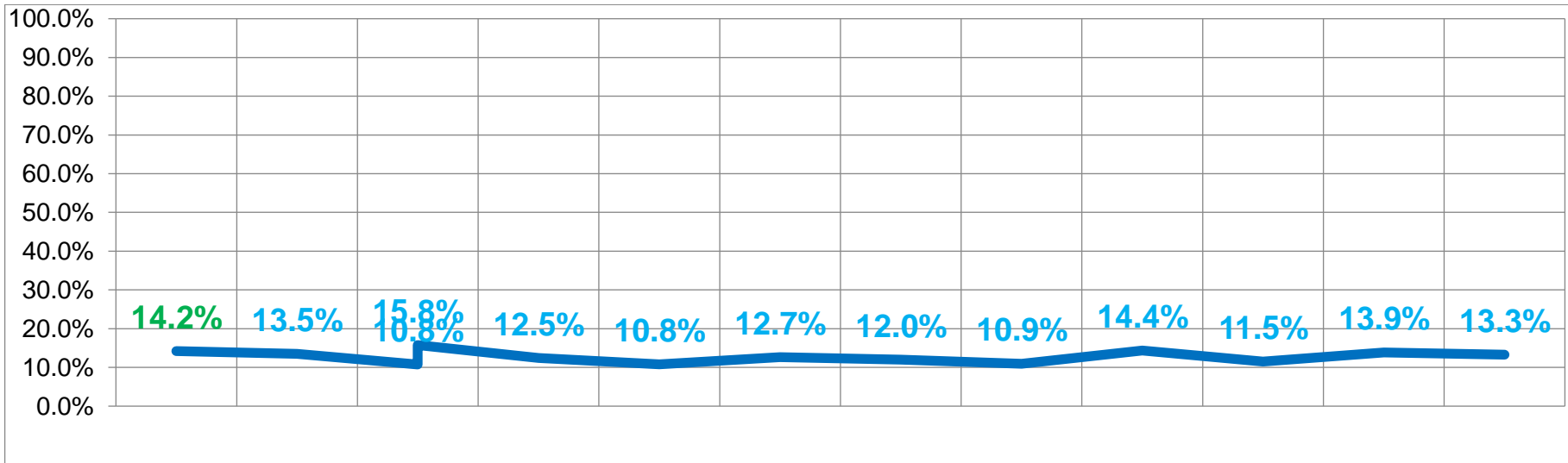
Notes:

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

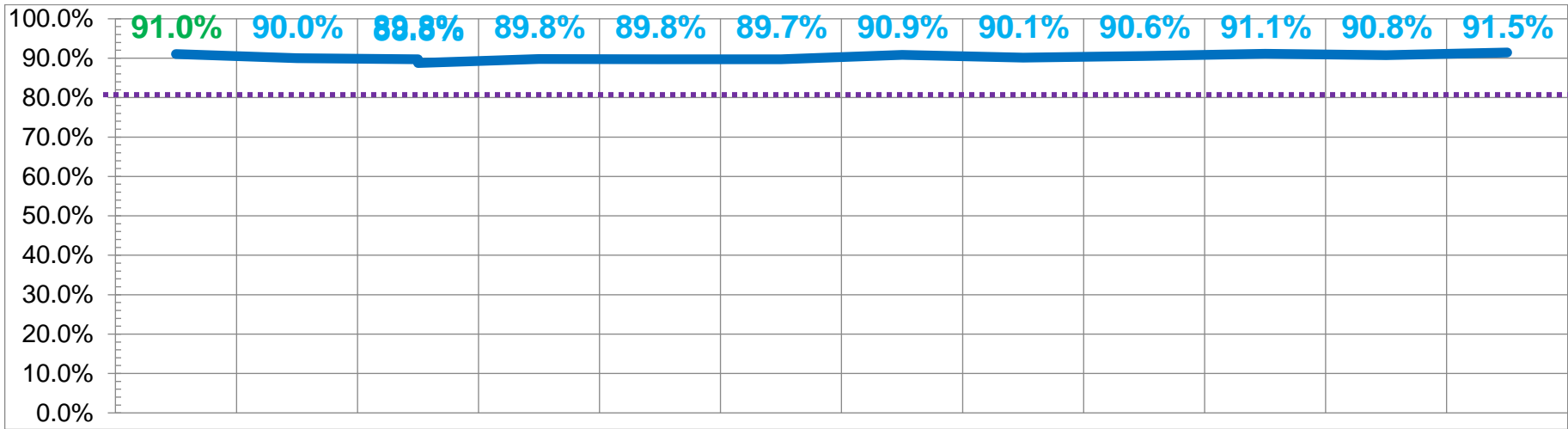
Total Trips



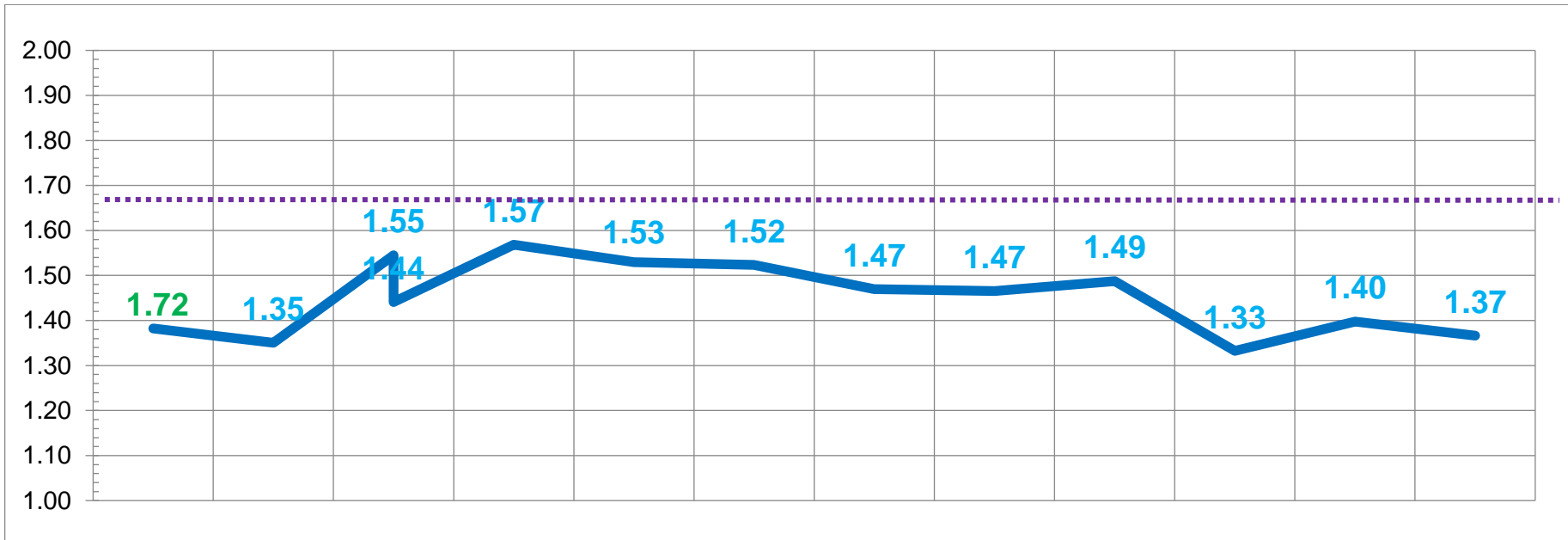
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

<b>2023 Comments</b>	<b>September</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>16,989</b>	

**Total Comments by Category**

<b>Compliment</b>	12	0.71
<b>Policy Related</b>	8	0.47
<b>Service Related</b>	3	0.18
<b>Total</b>	<b>23</b>	<b>1.35</b>

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

<b>Compliment</b>		7.10
<b>Policy Related</b>		9.33
<b>Service Related</b>		9.52
<b>Overall</b>		<b>8.79</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	3	9
<b>Policy Related</b>	0	3
<b>Service Related</b>	0	8
<b>Overall</b>	<b>3</b>	<b>20</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays