



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

October 13, 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, October 13, 2020
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/97578197850?pwd=am9PSDQ1QnU5Y3pEaVJsRG9vSHU5UT09>

Or join by phone: **(669) 900-9128**
Call-in toll-free number: **(877) 853-5257**

Meeting ID (for both phone and computer): **975 7819 7850**
Password (for both phone and computer): **871725**

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*For approval

Meeting Schedule for 2020

[Note: Meetings since March 2020 have been 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 (Cancelled)	March 6, 2020	March 12, 2020 (Cancelled)	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 2, 2020
October 13, 2020	October 6, 2020	October 13, 2020		October 20, 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.

Effective April 2020, all in-person meetings were cancelled.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

October 13, 2020

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of September 8, 2020 PCC Minutes* | 1:35 |
| 3. Discussion of Proposition 22 | 1:40 |
| 4. Committee Reports | 1:50 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of September Minutes* | |
| ii. Legislative Update | |
| iii. Local Advocacy | |
| iv. Policy Issues | |
| b. Grant/Budget Review – Nancy Keegan, Chair | |
| c. Education – Sammi Riley, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| e. Nominating/Membership – Nancy Keegan, Chair | |
| 5. Consumer Comments | 2:55 |
| 6. SamTrans / Redi-Wheels Reports | 3:00 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Patty Talbott | |
| 7. Liaison Reports | 3:10 |
| 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. Transportation Authority-Citizens' Advisory Committee (TA-CAC) – Sandra Lang | |
| 8. Other Business | 3:20 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of September 8, 2020 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation
Dinae Cruise, Vice Chair, Consumer
Tina Dubost, SamTrans
Judy Garcia, Consumer
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
Marie Violet, Dignity Health
(Member attendance = 11/14, Quorum =
Yes)

Guests:

Henry Silvas, SamTrans
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Patty Talbott, First Transit/Redi-Wheels
Richard Weiner, Nelson\Nygaard
Larisa Vaserman, Consumer
Alex Madrid, Consumer

Absentees:

Valerie Campos, Vista Center
Monica Colondres, Community Advocate
Judy Garcia, Consumer

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:32pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF SEPTEMBER MINUTES:

Sammi Riley moved to approve the July meeting minutes; Mike Levinson seconded the motion; the minutes were approved. Dinae Cruise abstained.

UPDATE ON TNC ACCESS FOR ALL (Richard Weiner)

The CPUC has been holding hearings on SB1376 to clarify performance measures for TNC vehicle accessibility options. In addition to response time the total number of completed accessible trips that were accepted needs improvement, in addition to driver training. There was a discussion on how on-demand TNC service is defined; currently it is 24 hours in advance but that is not equivalent service to the availability of non-accessible TNC service. Under the proposed approach, the data from TNCs would be aggregated for specific periods of time

without the ability to look at specific trips, so it would be difficult to measure improvement in the availability of wheelchair accessible vehicles (WAVs). There is currently more focus on Proposition 22 in opposition to AB5 and the classification of TNC drivers as employees than the specific interpretations of SB1376, as the passage of Proposition 22 would have a major impact on TNC operations in California.

Richard then talked about a report conducted for Muni service by a graduate student. She interviewed 218 people with disabilities on their perceptions of TNCs. People were very interested in using accessible taxis but felt that TNCs still had barriers. There is less interest in scooters and bike-sharing programs as these might block access for wheelchair users. Respondents felt that the infrastructure should be developed first so that there are accessible sidewalks, etc. 52% of respondents thought that the TNCs were affecting them in a positive way – this percentage was higher with people with mental disabilities and lower for people with physical disabilities.

Richard will give another report on this topic after the election.

Sandra Lang wondered if the PCC should take a position on Proposition 22. Ben McMullan wanted to review the bylaws. Mike thought the PCC should consider it based on its impact on paratransit and people with disabilities. The topic could be put on the Executive Committee agenda to discuss with a recommendation to the full PCC. Richard said that staff could prepare a briefing for the Executive Committee to consider and take a position.

COMMITTEE REPORTS:

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

See page 11.

Grant/Budget Review – Nancy Keegan, Chair

Nancy reported she did not have an update but hoped to have budget reports for this year and next year for Redi-Wheels and Nelson\Nygaard at the October meeting. Tina and Richard confirmed this would be done.

Education – Sammi Riley, Chair

Sammi reported that the committee had met on September 4th with the updates:

- There will not be a Seniors on the Move event this year.
- The Transition to Independence event will be virtual on October 24th. Each participating organization is asked to provide a 1-2 minute video. The committee is working on this and looking for volunteers to assist.

- The PCC website now contains a banner celebrating the 30th anniversary of the passage of the ADA.
- Marie Violet will send the PCC flyer to the Veterans Center in Redwood City and the San Carlos Senior Center.
- Marie and Nancy will be participating on a call on Fall Prevention with other agencies and will share information on the PCC.

The next meeting will be on Friday, November 6th at 1pm.

Executive – Benjamin McMullan, Chair

Ben reported that the committee discussed membership at the meeting. A list of common Redi-Wheels destinations had been received from Tina and they will use this to build a list of facilities for outreach. Nancy has invited Dao Do from Rosener House to become a member. It was felt that the new meeting format via Zoom might be beneficial to membership recruitment and Mike suggested that people could call in on specific agenda items and not stay the entire time.

In addition:

- The committee discussed receiving information on the budget.
- Sandra will follow up with Lisa Mancini regarding transportation to testing sites.
- The RFP for scheduling software – Tina confirmed that she will be returning to this in September.
- The committee expressed concern for Coastside residents affected by the wildfires.

The committee will meet on October 6th at 1pm.

Nominations/Membership – Nancy Keegan, Chair

Nancy thought that the list provided by Tina was a good starting point. She will be scheduling a Membership Committee meeting to work on a plan for more outreach.

Marie and Nancy had discussed having a quarterly meeting with all agencies who utilize Redi-Wheels services to ask about their needs and what support they require for paratransit services and use this as a recruitment effort.

Sandra thought the PCC had made progress in expanding membership outreach.

CONSUMER COMMENTS

None.

OPERATIONAL REPORTS

Tina's report is covered under the PAL committee.

PERFORMANCE SUMMARY

Tina shared preliminary numbers for August. Total ridership and average weekday ridership are down by about 65% compared to August 2019. Average August weekday ridership is 352 which was lower than July. This is probably due to the excessive heat and air quality discouraging people from taking trips. The decline is similar to that of SamTrans service and Caltrain ridership is still very low.

Subscription services declined less than advance registration and there were no agency trips.

Cancels are up and late cancels were higher than usual. The number of individuals riding went from 829 in July to 843 in August. Total trips by taxi were 14.6%. On time performance was excellent at 97.2% and productivity is at 1.45. The average telephone time in queue met the standard.

Patty Talbott reported that First Transit is now fully staffed having brought back all the furloughed drivers who wanted to return and hired five new drivers. Two staff members are off due to COVID-related issues.

COMMENT STATISTICS REPORT

Tina reported on comments received in July. There were fewer total comments and most were consumer reports vs comment cards. The response time was longer due to employee absences. Service-related complaints were mainly concerned with driver conduct and late trips.

SAFETY REPORT

Patty reported that there were three incidents in August, two on Redi-Wheels, all minor, and none were preventable, and one was in a taxi, was preventable, and very minor.

LIAISON REPORTS

Agency – Nancy Keegan

Nancy reported that an agency meeting was not held. At this time there are no adult day centers scheduled to resume services. They are providing virtual services and she doesn't expect that they will resume for some time. Susan Capeloto of the Department of Rehabilitation reported that they are open with less staff. Referrals are down, some clients

have lost their jobs and they are working with them. Some of the agencies are doing online job coaching. Safeway is a big employer. Psychologists are doing virtual assessments and she encouraged people to go online to fill out a request for assistance.

Vocational Services opened last month but a lot of agencies are not providing in-person support. They are receiving referrals for assessments and placement in the community.

Scott McMullin reported that there has been a big change in The Villages as they couldn't provide physical service, e.g. transportation. However, personal contact by telephone has increased dramatically. Volunteers are phoning senior members and the number of calls has reached the number of rides that were given in the past. Instead of taking people to the grocery store, they are picking up groceries for them. The assistance has been much appreciated.

Marie reported that The Villages just celebrated their fifth anniversary and there's a presentation on their website. She also said that CID had made an excellent presentation at the *San Mateo Daily Journal* Health Fair that was very informative.

Nancy commented that it is incredible how agencies are pivoting to meet the needs.

ERC – Mike Levinson

No report and no meetings are planned.

Center for Independence (CID) – Ben McMullan

They are working on distributing power packs and a team is reviewing how they can best serve the community with the CARES funding they received. They are also looking at the possibility of creating a video to educate the community on reasonable accommodations for masks.

Commission on Disabilities (CoD) – Ben McMullan

Ben reported that CoD did not meet in August but there was an online event on IHSS delivery, weighing what's good about the program and identifying gaps. There will be another meeting at the end of September and he will keep the committee informed.

Commission on Aging (CoA) – Scott McMullin

Scott reported that a meeting was held to brainstorm needs and solutions for serving seniors in the community. They group came up with four areas to discuss: (1) Food Insecurity and Nutrition, (2) Social Isolation, (3) Building Relationships and Developing

Age Friendly programs, and (4) Technology, especially as a means to connect people. There was a presentation by Lisa Mancini on the Great Plates Program. The program has been delivering meals to 2200 clients and have put more than \$7M (FEMA money) into the local restaurant economy. The County has committed its own funds to continue funding through the end of the month.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that there will be a meeting on October 20th. Ridership continues to be down although RediCoast is providing essential trips.

Stakeholder Advisory Group – Sandra Lang

Sandra reported that the group's work was completed in 2019 and there will be no more SAG reports. Nancy thanked Sandra for her service on SAG and the information she brought back to the PCC.

Sandra said that she is now on the Citizen's Advisory Committee for the San Mateo County Transportation Authority (TA) and will report to the PCC on items related to paratransit. The core principles set up by SAG will be used on TA programs. Mike wondered if these core principles will still be applied given lower sales tax revenue for Measure W. Tina said the Measure contains specific formula allocations that will continue.

OTHER BUSINESS

Dinae reported that she received a night before call on 8/29 and followed the prompts to cancel the rides. There was a message that the rides were successfully cancelled but she still received a call 10 minutes before the ride. She called dispatch who said that that function didn't work. Tina said that they know about this problem and apologized for the error. Mike recommended not using the system to cancel a ride.

The next meeting will be on October 13th at 1:30pm. The meeting adjourned at 3:01pm.

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

The minutes from the July PAL meeting were included in the meeting packet; Mike Levinson moved to approve; Marie Violet, Dinae Cruise and Sandra Lang abstained; Ben McMullan seconded the motion; the minutes were approved.

Legislative Update

Mike reported that all legislation at the state level has ended and the governor has until September 30th to sign bills. There is no information from Washington on any additional funding. The legislative session was affected by COVID-19 updates.

SamTrans has received a \$260K grant for improved bus service on the Coastside.

Local Advocacy

Mike is following up with Dignity Health regarding COVID-19 testing. Tina reiterated that Redi-Wheels is not able to provide medical transportation.

Policy Issues

Tina reported that SamTrans has a new bus schedule with more back-up buses. Fares are again being charged on SamTrans fixed-route and paratransit services. Ridership is still low. Tina thanked the Redi-Wheels drivers, staff and Serra taxi drivers for continuing to provide such an essential service.

A bus review was held via Zoom on the features of the new cutaway buses including the new camera system.

The SamTrans Board of Directors adopted the Bay Area Healthy Transit Plan that will offer consistent policies and safety practices in the region to build confidence around using public transportation. The plan covers frequency of vehicle cleaning, drivers and customers wearing masks, social distancing and touchless fares. “Silence is Safer” encourages passengers not to talk. Measures for paratransit service include:

- Requiring drivers and passengers to wear masks
- Daily vehicle cleaning with EPA-approved products
- Electrostatic fogging of buses
- Wiping high-touch areas with CDC-approved products on paratransit
- Managing social distancing

Paratransit fares started again on August 16th and there haven’t been any problems. Eligibility applications still use paper forms.

Ridership is still low but has been gradually increasing. There was a drop in August probably due to the excessive heat and poor air quality.

The "Ride Now" program in San Carlos now has over 90 riders; it is a subsidized taxi program that is still in the pilot stage.

The SamTrans Board of Directors adopted a budget for the first half of the year which she will send to the PCC to discuss.

Richard asked how fixed-route ridership compared to paratransit. Tina stated that ridership was similar to Redi-Wheels at 65-70% of normal. Richard thought this was also true for other agencies in the area.

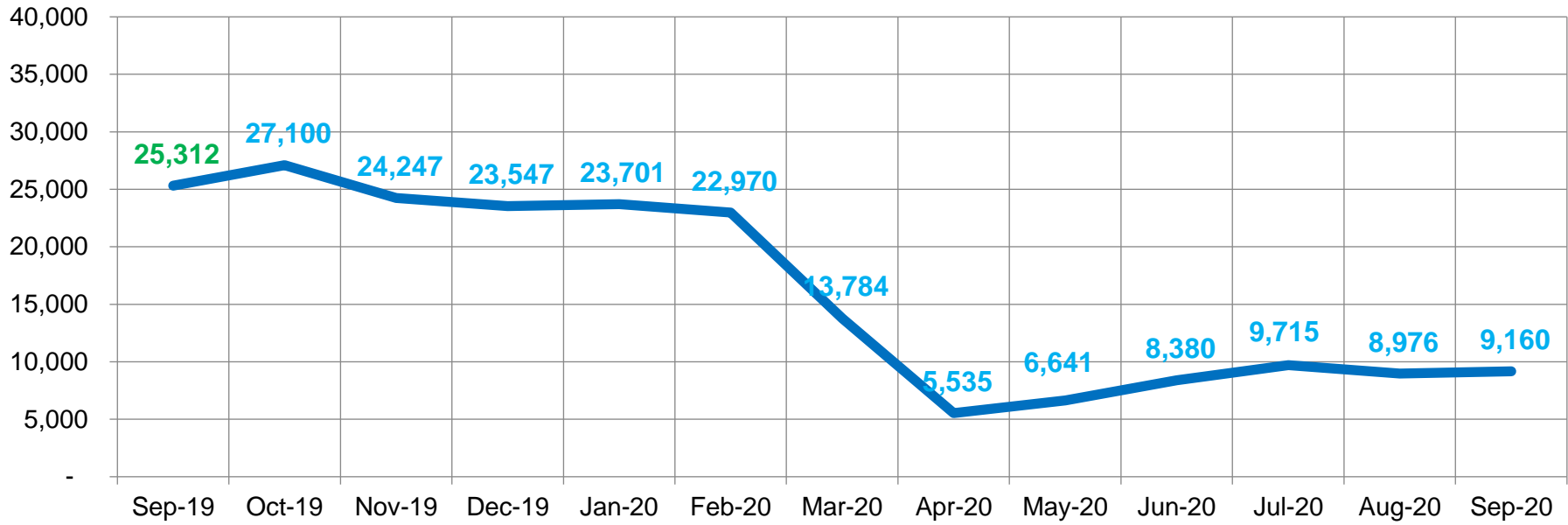
The next PAL meeting will be on October 13th.

Redi-Wheels Reports

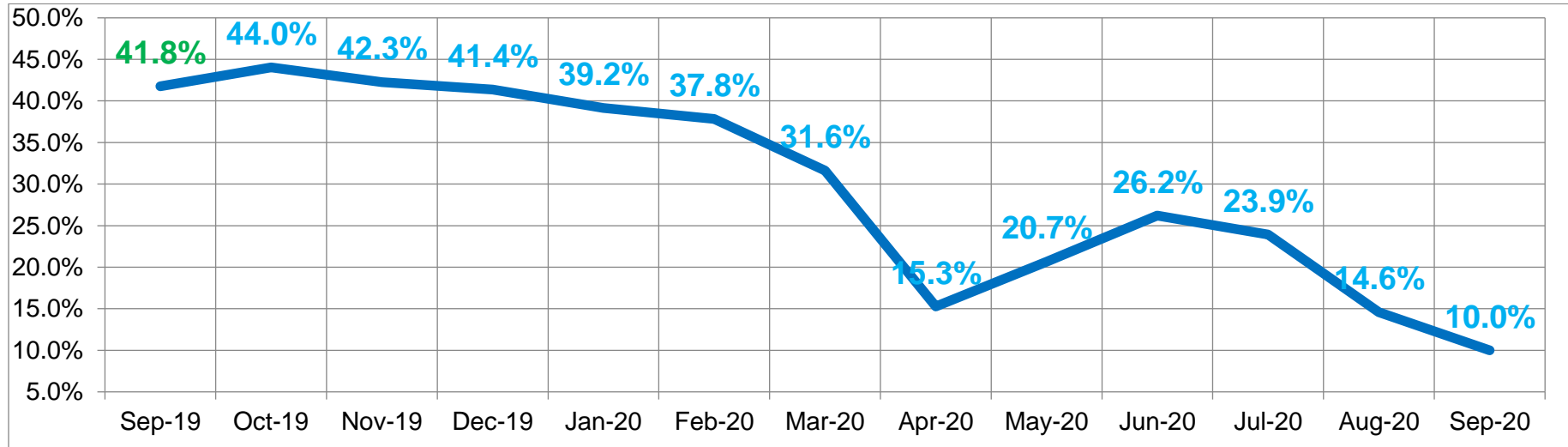
Performance Measures

Performance Measure	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Prev. Yr. Average
1. Total trips requested	30,179	32,315	29,704	29,504	29,524	27,394	21,835	11,883	12,697	14,707	16,256	11,490	10,989	25,125
2. Trips scheduled	28,060	30,015	27,238	26,766	26,801	25,321	18,513	10,801	11,924	13,974	15,541	10,769	10,989	23,048
a. Same day cancels	1,961	1,858	2,077	2,118	2,188	1,710	3,844	5,022	4,948	5,216	5,407	1,371	752	2,887
% of trips scheduled	7.0%	6.2%	7.6%	7.9%	8.2%	6.8%	20.8%	46.5%	41.5%	37.3%	34.8%	12.7%	6.8%	12.5%
b. Late cancels	407	554	495	619	484	374	506	150	198	207	232	249	230	409
% of trips scheduled	1.5%	1.8%	1.8%	2.3%	1.8%	1.5%	2.7%	1.4%	1.7%	1.5%	1.5%	2.3%	2.1%	1.8%
c. Total customer no-shows	375	490	411	479	427	265	378	94	137	171	187	173	117	330
% of trips scheduled	1.3%	1.6%	1.5%	1.8%	1.6%	1.0%	2.0%	0.9%	1.1%	1.2%	1.2%	1.6%	1.1%	1.4%
d. No-show (operator)	5	13	8	3	1	2	1	0	0	0	0	0	0	4
3. Total trips served	25,312	27,100	24,247	23,547	23,701	22,970	13,784	5,535	6,641	8,380	9,715	8,976	9,160	19,419
a. Average weekday riders	1,060	1,032	1,003	946	906	977	556	215	259	324	367	351	364	775
b. Advance reservation	16,394	17,398	15,917	15,392	15,094	14,835	8,899	3,304	4,250	5,823	7,087	6,392	6,596	12,570
c. Agency trips	3,779	4,249	3,433	3,651	3,628	3,303	1,346	18	-	0	0	0	0	2,611
d. Individual subscription	5,139	5,453	4,897	4,504	4,979	4,832	3,539	2,213	2,391	2,557	2,628	2,584	2,564	4,237
e. Taxi trips	10,573	11,934	10,246	9,745	9,282	8,689	4,360	846	1,373	2,196	2,326	1,309	904	7,505
<i>(taxi % of total trips)</i>	41.8%	44.0%	42.3%	41.4%	39.2%	37.8%	31.6%	15.3%	20.7%	26.2%	23.9%	14.6%	10.0%	38.6%
4. Total Redi-Wheels riders	2,123	2,183	2,027	2,018	2,007	1,982	1,557	450	562	756	829	843	875	1,660
5. Inter-County Transfer Trips	157	166	156	143	121	146	77	4	17	45	93	72	116	114
6. On-time performance ¹	91.1%	91.5%	90.8%	90.7%	92.4%	92.8%	95.1%	97.2%	97.6%	96.1%	95.9%	97.2%	97.7%	93%
7. Productivity (psgrs/rvh) ²	1.95	1.99	1.98	1.92	1.91	1.86	1.52	1.23	1.27	1.46	1.42	1.23	NA	1.75
8. Complaints per 1000 trips	0.83	0.85	0.99	0.76	0.59	0.52	0.73	0.90	1.20	0.84	0.62	1.56	NA	0.8
9. Compliments per 1000 trips	0.67	0.55	0.70	0.34	0.46	0.65	0.80	0.18	1.05	0.84	0.82	NA	NA	0.7
10. Avg phone wait time (mins) ³	1.1	0.7	0.9	0.8	0.5	0.8	0.8	0.1	0.3	0.7	0.6	0.5	NA	0.68
10/6/2020														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

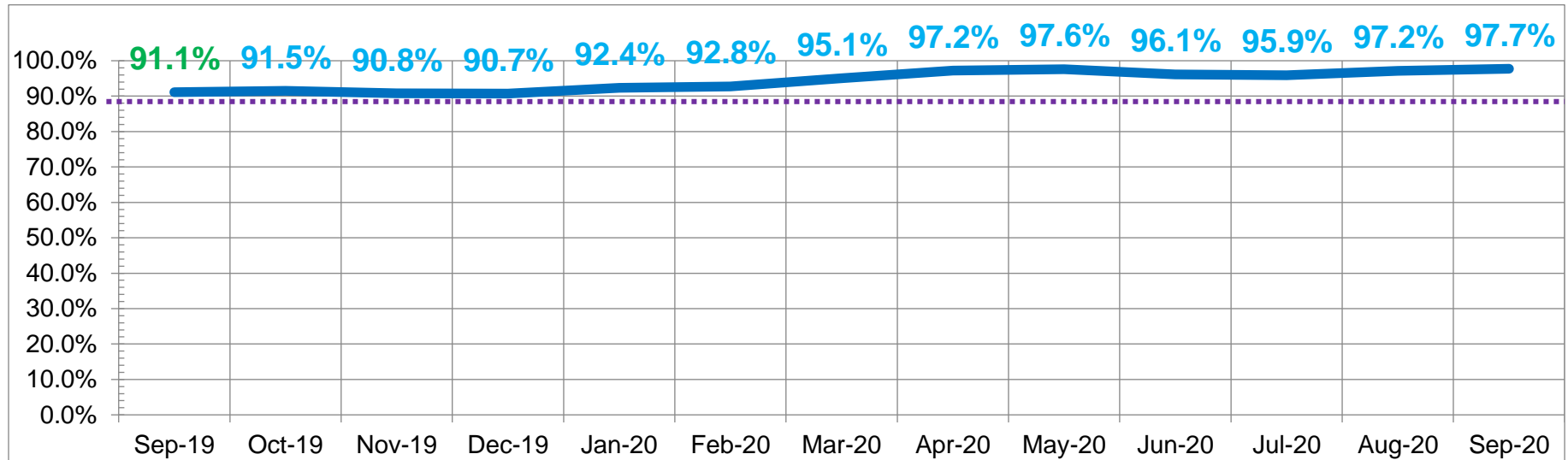
Total Trips



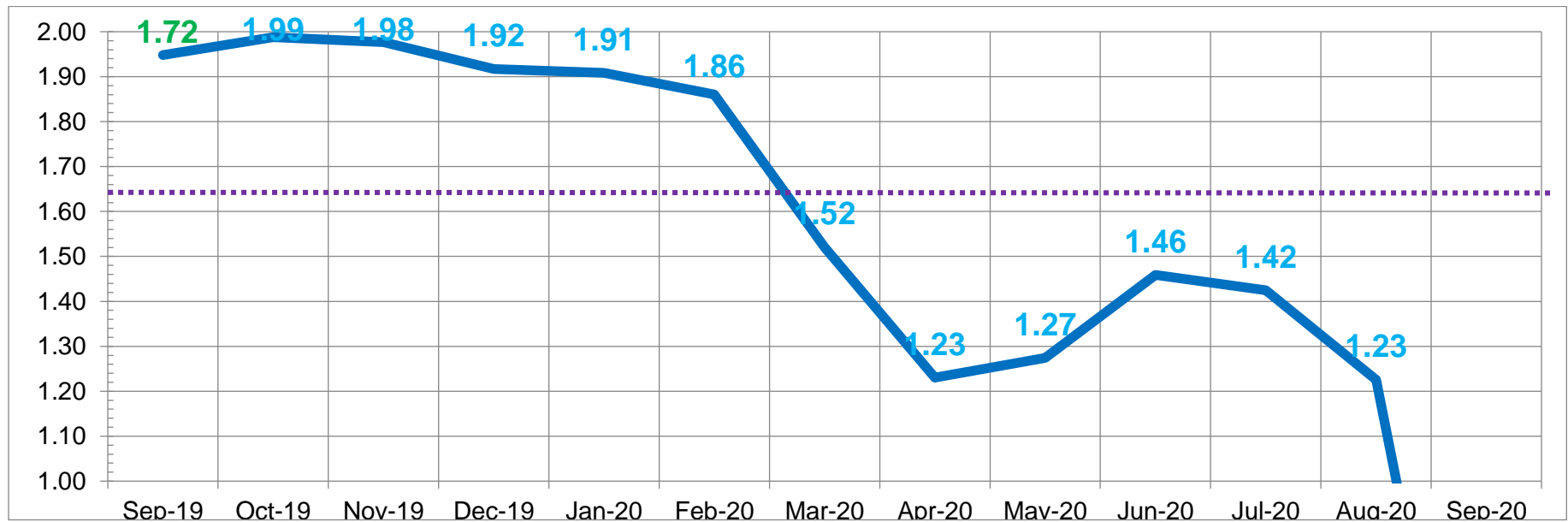
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2020 Comments	Aug-20	
	Subtotal	Rate/1000
Rides	9,160	
Total Comments by Category		
Compliment	14	1.56
Policy Related	4	0.00
Service Related	13	0.45
Total	31	2.01
Average Response Time to Customer (Working Days)‡		
Compliment		12.07
Policy Related		35.00
Service Related		22.75
Overall		17.54
	CC	CR
Compliment	9	6
Policy Related	0	4
Service Related	0	12
Overall	9	22

‡ Excludes weekends and holidays