



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

October 10th, 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
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, October 10 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

TABLE OF CONTENTS

Contents

Meeting Schedule for 2023	3
AGENDA	4
Minutes of July 11, 2023, Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	9
Redi-Wheels Reports	11
Performance Measures	11
Total Trips	12
Taxis – Percentage of Total Trips	12
On-Time Performance	13
Productivity (Passengers/Revenue Vehicle Hour)	13
Monthly Comment Statistics	14

*For action item.

Meeting Schedule for 2023

PCC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly 1:30-3:30pm	PCC Executive Committee 1 st Tuesday Monthly 1:00-2:00pm	PAL Policy-Advocacy- Legislative Committee* 2 nd Tuesday Monthly 1:30pm-3:30pm	PCC Education Committee 1 st Tuesday Bi-Monthly 12:00noon	SamTrans Board of Directors 1 st Wednesday Monthly 2:00pm
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 ⁺	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
NO MEETING	August 1, 2023	NO MEETING		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. ⁺Rescheduled to May 9.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

October 10, 2023

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of July 11, 2023, PCC Meeting Minutes* | 1:35 |
| 3. Public Comments (for items not on the agenda) | 1:40 |
| 4. Presentation: 101 Corridor Connect Project – Martin Reyes, TA and
Amy Linehan, SamTrans | 1:50 |
| 5. Committee Reports | 2:10 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of July 11, 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 | 2:20 |
| a. Operational Report – Tina Dubost | |
| i. Same Day Paratransit Service | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Charles Posejpal | |
| 7. Liaison Reports | 2:30 |
| 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 | 2:45 |
| a. ADA policy refresher – Tina Dubost | |
| 9. Adjournment | 2:50 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of July 11, 2023, Meeting

ATTENDANCE:

Members in person:

Susan Capeloto, Dept. of Rehabilitation; Tina Dubost, SamTrans; Sandra Lang, Community Member; Benjamin McMullan, Chair, CID; Evan Milburn, Consumer, CoD; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Kathy Uhl, CoA; Marie Violet, Dignity Health.
(Member attendance = 8/10, Quorum = Yes)

Members on Zoom:

Mike Levinson, Consumer, PAL Chair

Guests:

Vicky Churchill, First Transit/Redi-Wheels; Henry Silvas, SamTrans; Lynn Spicer, SamTrans; Jane Stahl, PCC Staff; Larisa Vaserman, Consumer

Absent:

Dao Do, Rosener House

WELCOME/INTRODUCTIONS:

The meeting was held in person and via Zoom conference call. Introductions were made; remote access by Mike Levinson was approved.

APPROVAL OF JUNE MINUTES:

Evan Milburn moved to approve the June meeting minutes; Sammi Riley seconded the motion. Mike Levinson pointed out a typographical error on page 8. The minutes were approved with this correction.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

Tina reviewed the budget summary for 2024 that was adopted by the SamTrans Board of Directors and answered questions from committee members. The budget is approximately \$1.9M more than the prior year. The summary is on page 11.

Education – Sammi Riley, Chair

The Education Committee meetings now occur on the same day as the Executive Committee.

There is one upcoming event – the Inclusion Festival on July 27th in Redwood City. Two volunteers from CID will help staff the table with Sammi.

Executive – Ben McMullan

The meeting on June 27th focused on planning the PCC retreat on September 11th. The retreat will take the place of the regular PCC meeting. The afternoon breakout sessions will inform the PCC's Workplan for 2023-25. The event will be held in the Auditorium at SamTrans.

\

The next retreat planning meeting is on Thursday, July 13th.

Nominations/Membership – Evan Milburn

No report.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Total ridership and average weekday ridership increased in May compared to last year; the average weekday ridership was 636 – 14% higher than last year. Total ridership was 16,867, about 17% higher than last year. Subscription trips were approximately 25%; agency trips were approximately 5%; 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 1.4.

COMMENT STATISTICS REPORT

There are fewer total comments compared to pre-COVID levels as there are fewer rides. The complaint patterns are typical and included lots of compliments.

SAFETY REPORT

Vicky Churchill reported that there were four non-preventable incidents in May.

LIAISON REPORTS

Dept. of Rehabilitation – Susan Capeloto

DOR has contracted with Renaissance to provide support for people who would like to be self-employed, including interested youth. They will serve approximately 14 participants. This includes a coffee cart to serve the SMHSD and the Burlingame Community Center. Renaissance will appoint a manager and train youth on how to start a business and how to keep a business running with a focus on work experience and on-the-job learning.

In addition, they have a program helping people who want to apply for State employment. This is mainly office work and a great opportunity. Applicants must be Regional Center eligible and can work up to 512 hours. They will receive job coaching to acquire skills. DOR is in the process of interviewing applicants. Committee members had positive comments on this program.

Agency – Dao Do & Marie Violet

They will plan an agency meeting when the Program Coordinator for Senior and Veteran Mobility is hired.

ERC – Mike Levinson

No ERC meeting is scheduled.

Tina reported that they are continuing to work with the vendor on technical issues on the upgraded software. Some progress has been made on these issues and internal testing is uncovering minor bugs.

Commission on Disabilities (CoD) – Evan Milburn

Preparations are underway for the Inclusion Festival on July 27th.

Center for Independence (CID) – Ben McMullan

CID has an open position for a Generalist helping with housing. That and other openings can be found [here](#).

Commission on Aging (CoA) – Kathy Uhl

CoA is updating their Help at Home booklet and is asking individuals and agencies to review and submit any changes. They are also expanding their work to include housing opportunities for middle and low income seniors.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that the Micro Transit program is now providing an “Uber-like”, on demand service in Half Moon Bay and East Palo Alto. Rides can be requested by phone or online and rides are free until the end of July.

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

The CAC-TA did not meet in July; the next meeting is on August 1. The meeting is open to the public.

Other Business

ADA Refresher: Tina reminded everyone that eligibility for paratransit is for those whose disability prevents them from using the regular bus service at some or all times. It is not based on age nor income.

Jane announced that the Consumer Corps report for the second quarter will be distributed in mid-August.

The meeting was adjourned at 2:47pm.

The next meeting is on October 10th, in person and remotely via Zoom.

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

The minutes from the June 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

Tina reported that the Governor's budget included \$4B for local transit. The Bay Area share is approximately \$800M with \$1.1M allocated for transit operations. This money will be allocated by MTC to avoid transit cuts.

SB532 sponsored by Scott Wiener would increase bridge tolls. The revenues will be allocated by MTC to those transit agencies experiencing shortfalls. The SamTrans Board of Directors has not taken a position on this bill. Mike added that the bridge toll would increase by \$1.50 per year for five years, raising approximately \$600M in total. The bill was passed by the Transportation Committee, but still needs to go through Appropriations, then to the Governor.

Sandra commented that there are strong arguments for funding public transportation.

Transit Recovery Update – Tina Dubost

Paratransit ridership is continuing to increase, although slowly, and is approximately 57% of pre-pandemic numbers. SamTrans bus recovery rate is still at 75%.

Policy Issues

- Tina reported that there is a new type of airline seat in development by Delta Airlines that will accommodate wheelchairs. It will be for planes that have one central aisle, and the wheelchair can be attached to a seat. Currently being tested, it needs to meet both U.S. and European standards.

Several attendees wondered if this would incur an additional fee. Ben reported that there is no information yet on this. The seat would have to be in first class to accommodate the size of the wheelchair. There will be a second White House Briefing on this topic.

Mike cited a statistic that 11,000 wheelchairs have been damaged by airline employees in past years. Sammi commented that motorized chairs must be taken apart and often don't get reassembled correctly. Sandra thought that the PCC might want to consider working on this issue as it is a continuation of public transportation and complements the PCC's work.

- New York State is no longer using Twitter for reminder calls.

Advocacy

None.

The next PAL meeting will be on October 10, 2023.

Redi-Wheels Reports

Performance Measures

Performance Measure	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Prev. Yr. Average
1. Total trips requested	18,940	18,681	18,940	18,458	17,942	17,294	16,912	19,557	18,164	20,247	19,493	19,206	20,890	18,449
2. Trips scheduled	17,399	17,162	17,561	16,958	16,266	15,823	15,653	18,151	16,908	18,820	18,094	17,882	19,330	17,017
a. Same day cancels	1,063	1,075	1,142	1,165	1,260	1,144	1,099	1,348	1,140	1,190	1,063	1,112	1,130	1,142
% of trips scheduled	6.1%	6.3%	6.5%	6.9%	7.7%	7.2%	7.0%	7.4%	6.7%	6.3%	5.9%	6.2%	5.8%	6.71%
b. Late cancels	353	439	475	403	444	487	475	529	409	503	485	491	524	446
% of trips scheduled	2.0%	2.6%	2.7%	2.4%	2.7%	3.1%	3.0%	2.9%	2.4%	2.7%	2.7%	2.7%	2.7%	2.62%
c. Total customer no-shows	201	217	245	194	207	207	206	288	201	262	222	243	287	222
% of trips scheduled	1.2%	1.3%	1.4%	1.1%	1.3%	1.3%	1.3%	1.6%	1.2%	1.4%	1.2%	1.4%	1.5%	1.30%
d. No-show (operator)	0	2	0	0	0	1	0	0	0	0	0	0	1	0
3. Total trips served	15,782	15,429	15,699	15,196	14,355	13,984	13,873	15,986	15,158	16,865	16,324	16,036	17,388	15,207
a. Average weekday riders	580	591	593	553	536	537	502	592	576	636	619	628	643	570
b. Advance reservation	11,895	11,540	10,904	10,901	10,421	9,786	9,870	11,066	10,748	11,871	11,484	11,206	12,134	10,891
c. Agency trips	776	825	1,212	814	691	728	637	721	678	851	880	956	1,136	794
d. Individual subscription	3,111	3,064	3,583	3,481	3,243	3,470	3,366	4,199	3,732	4,143	3,960	3,874	4,118	3,523
e. Taxi trips	1,638	1,659	1,956	1,643	1,820	1,682	1,516	2,300	1,747	2,340	2,166	2,274	2,345	1,832
<i>(taxi % of total trips)</i>	10.4%	10.8%	12.5%	10.8%	12.7%	12.0%	10.9%	14.4%	11.5%	13.9%	13.3%	14.2%	13.5%	12.0%
4. Total Redi-Wheels riders	1,249	1,309	1,341	1,327	1,270	1,256	1,248	1,305	1,316	1,383	1,360	1,359	1,428	1,299
5. Inter-County Transfer Trips	112	115	132	124	104	115	105	81	116	100	118	104	133	110.92
6. On-time performance ¹	92.0%	89.8%	89.8%	89.8%	89.7%	90.9%	90.1%	90.6%	91.1%	90.8%	91.5%	91.0%	90.0%	90.8%
7. Productivity (psgrs/rvh) ²	1.55	1.55	1.57	1.53	1.52	1.47	1.47	1.49	1.33	1.40	1.37	1.38	1.35	1.48
8. Complaints per 1000 trips	0.25	0.91	1.15	0.53	0.49	0.64	0.29	0.25	0.33	0.30	0.37	1.00	0.52	0.49
9. Compliments per 1000 trips	1.58	0.91	0.96	0.26	0.42	1.14	0.72	1.06	0.79	1.07	0.86	0.87	0.58	0.90
10. Avg phone wait time (mins) ³	0.9	1.2	2.1	1.6	0.9	1.3	1.6	1.3	0.8	0.8	1.2	1.2	0.9	1.27

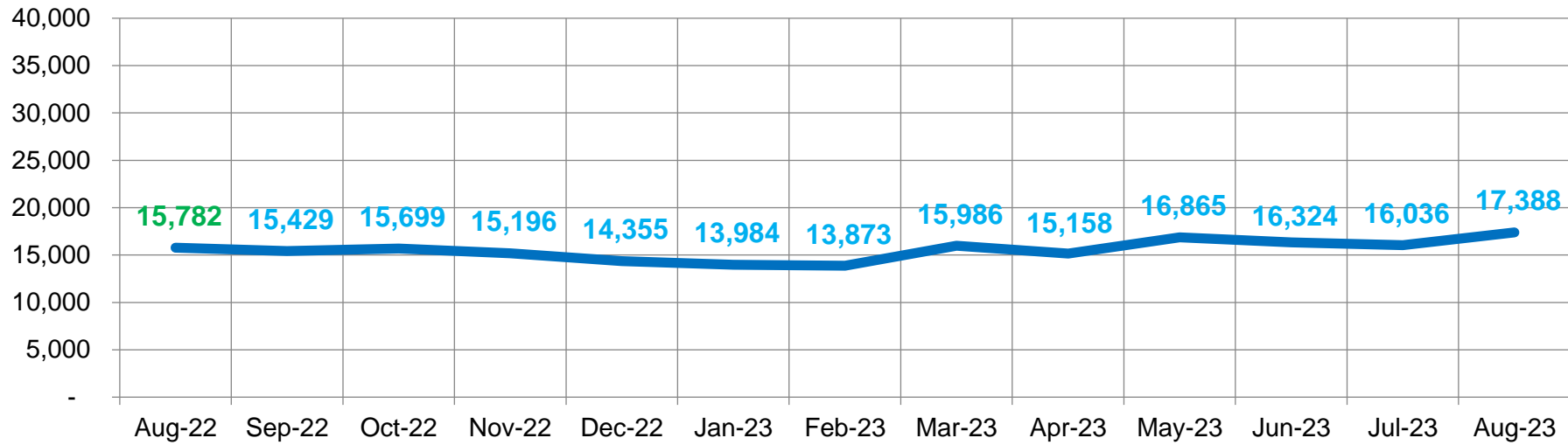
Notes:

1 Standard = 90%

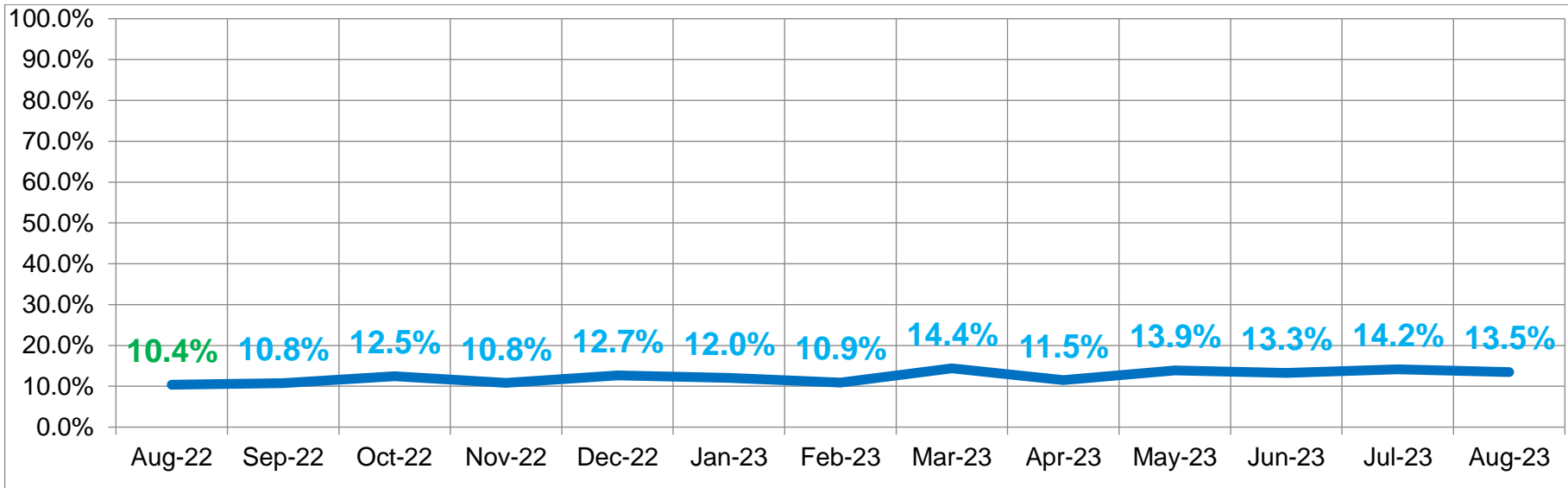
2 Standard = 1.70

3 Standard = < 1.5

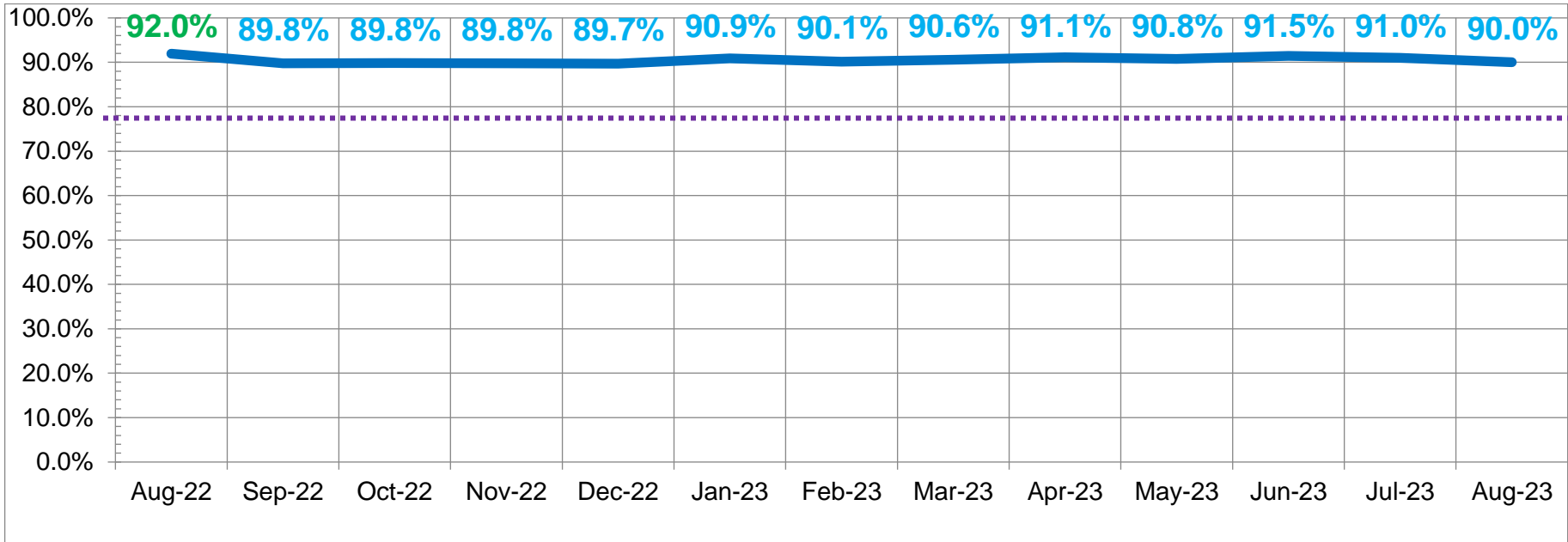
Total Trips



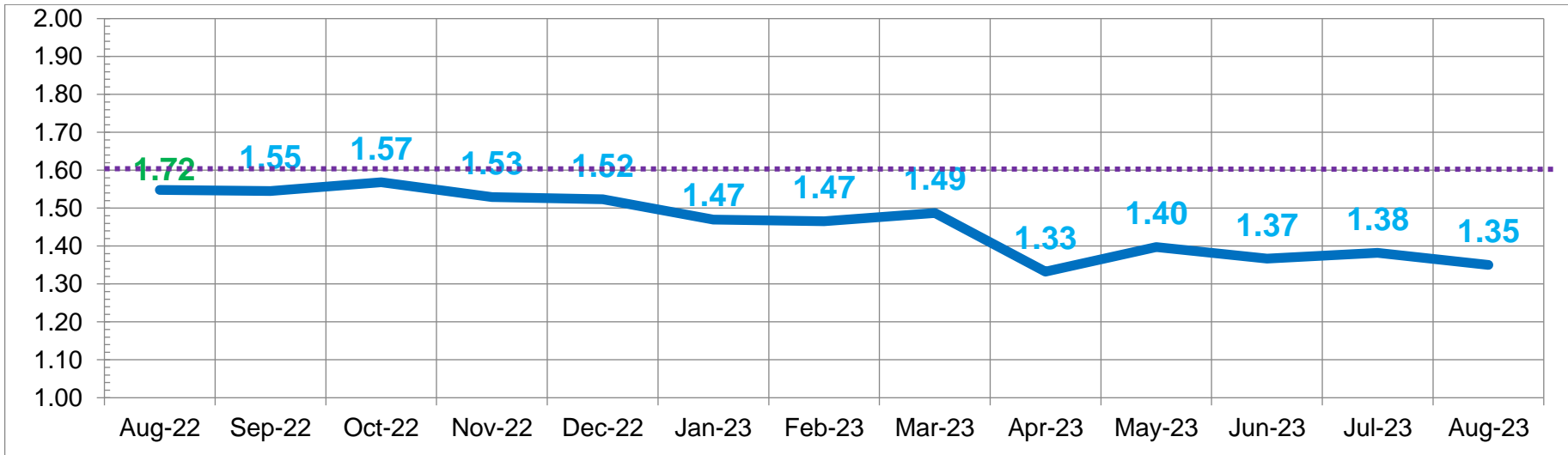
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2023 Comments	August	
	Subtotal	Rate/1000
Rides	17,388	

Total Comments by Category

Compliment	10	0.58
Policy Related	3	0.17
Service Related	21	1.21
Total	34	1.96

Average Response Time to Customer (Working Days)‡

Compliment		7.10
Policy Related		9.33
Service Related		9.52
Overall		8.79

	CC	CR
Compliment	7	3
Policy Related	0	3
Service Related	2	19
Overall	9	25

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays