



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

April 12, 2022

1:30pm

San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to Assembly Bill 361 (Gov. Code section 54943).

The public may not attend this meeting in person.

PCC members, staff and the public may participate remotely via Zoom.

Tuesday, April 12, 2022
1:30 pm Pacific Time

Join the meeting remotely 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

TABLE OF CONTENTS

Meeting Schedule for 2022	3
AGENDA	4
Minutes of March 8, 2022 Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	9
Redi-Wheels Reports:	13
Performance Measures	13
Total Trips	14
Taxis – Percentage of Total Trips	14
On-Time Performance	15
Productivity (Passengers/Revenue Vehicle Hour)	15
Monthly Comment Statistics	16

Meeting Schedule for 2022

[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 11, 2022	January 4, 2022	January 11, 2022	January 7, 2022		January 4, 2022
February 8, 2022	February 1, 2022	February 8, 2022			February 2, 2022
March 8, 2022	March 1, 2022	March 8, 2022	March 4, 2022	March 10, 2022	March 2, 2022
April 12, 2022	April 5, 2022	April 12, 2022			April 6, 2022
May 10, 2022	May 3, 2022	May 10, 2022	May 6, 2022		May 4, 2022
June 14, 2022	June 7, 2022	June 14, 2022		June 9, 2022	June 1, 2022
July 12, 2022	July 5, 2022	July 12, 2022	July 1, 2022		July 6, 2022
NO MEETING	August 2, 2022	NO MEETING			August 3, 2022
September 13, 2022	September 6, 2022	September 13, 2022	Sept. 2, 2022	Sept. 8, 2022	September 7, 2022
October 11, 2022	October 4, 2022	October 11, 2022			October 5, 2022
November 8, 2022	November 1, 2022	November 8, 2022	November 4, 2022		November 2, 2022
December 13, 2022	December 6, 2022	December 13, 2022		December 8, 2022	December 7, 2022

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

** Meeting dates subject to change.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

April 12, 2022

1. Welcome / Roll Call	1:30
2. Approval of March 8, 2022 PCC Meeting Minutes*	1:35
3. Public Comments (for items not on the agenda)	1:40
4. Presentation: Ride with UberWAV	1:45
5. Committee Reports	2:00
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of March 8, 2022 PAL Meeting Minutes*	
ii. Advocacy	
1. Transit Recovery Update – Tina Dubost	
iii. Policy Issues	
b. Grant/Budget Review – Sammi Riley, Chair	
c. Education – Sammi Riley, Chair	
d. Executive – Benjamin McMullan, Chair	
e. Nominating/Membership – TBD (No current chair)	
6. SamTrans / Redi-Wheels Reports	2:20
a. Operational Report – Tina Dubost	
b. Performance Summary – Tina Dubost	
c. Comment Statistics Report – Tina Dubost	
d. Safety Report – Charles Posejpal	
7. Presentation: Report on Station Accessibility – Rich Hedges	2:30
8. Liaison Reports	2:45
a. Agencies – Marie Violet & Dao Do	
b. ERC – Mike Levinson	
i. Update on new 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	
9. Other Business	2:55
a. Consumer Corps report	
10. Adjournment	

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of March 8, 2022 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation
Dinae Cruise, Vice Chair, Consumer
Tina Dubost, SamTrans
Judy Garcia, Consumer
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Benjamin McMullan, Chair, CID
Sammi (Wilhelmina) Riley, Consumer, Educ.
Comm. Chair
Kathy Uhl, CoA
Marie Violet, Dignity Health
(Member attendance = 10/13, Quorum =
Yes)

Guests:

Amy Linehan, SamTrans
Jeremy Lipps, SamTrans
Charles Posejpal, First Transit/Redi-Wheels
Kelley Shanks, SamTrans
Henry Silvas, SamTrans
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Mark Templo, SamTrans
Richard Weiner, Nelson\Nygaard

Absentees:

Dao Do, Rosener House
Alex Madrid, Consumer
Scott McMullin, CoA

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:31 pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF FEBRUARY MINUTES:

Sandra Lang moved to approve the January meeting minutes; Mike Levinson seconded the motion; the minutes were approved.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair
See page 10.

Grant/Budget Review – Sammi Riley, Chair

There were no updates.

Education – Sammi Riley, Chair

The Education Committee met on March 4th and finalized the video on negative comments. The video will be presented at the April 12th PCC meeting. The next committee meeting will be on May 6th.

Executive – Ben McMullan, Chair

The committee met on March 1st and discussed:

- The schedule of upcoming presentations. A presentation by UberWAV (possibly in addition to LYFT) and one by Rich Hedges on station accessibility will be scheduled for the April meeting.
- A Google doc has been set up to gather talking points when talking to possible new members.
- A letter in support of SB 917
- The agenda and attendees at the regional PCC conference taking place early in June and setting up a region-wide planning committee.

Richard will contact Drennen Shelton, MTC, about inviting people to be on the planning committee.

Nominations/Membership – TBD, Chair

No report. The Nominations/Membership committee chair is currently vacant.

OPERATIONAL REPORTS

Tina reported that the no-show letters have been revised. Also Lighthouse for the Blind in SF is applying for a grant to make tactile braille maps available at the San Jose/Diridon Station; they have maps of some other transit facilities.

Reimagine SamTrans is wrapping up. The SamTrans Board of Directors approved the final service plan as well as the Title VI and CEQA evaluation and environmental review. Details can be found at www.reimaginesamtrans.com. The first stages of the changes will occur in August 2022. The Customer Service team will be able to help riders understand the changes taking place in multiple phases happening over the next 18 months.

There is a competition to replace the international symbol of accessibility, currently the wheelchair logo. The purpose is to graphically recognize diversity in the disability community beyond mobility disabilities.

PERFORMANCE REPORT

Tina reviewed preliminary data for February.

- Ridership is up compared to February 2021, from 8K to 11K; average weekday ridership is up about 40%.
- Ridership is a little lower than January 2022, due primarily to the Omicron surge.
- Advance reservations, agency trips, and subscription trips are consistent.
- Taxi trips were approximately 9% of total trips.
- The percentage of late cancels and same day cancels are good.
- On time performance is excellent.

Dinae commented that IVR had not been operating correctly for three weeks. Tina thought that it had now been fixed, but to let her know if there are any more problems.

COMMENT STATISTICS REPORT

Tina reviewed the data for February. There were more compliments than policy-related comments. There are fewer comments than pre-COVID, most were consumer reports rather than comment cards. There are two requests related to a specific pickup location.

SAFETY REPORT

Lyn Spicer reported three non-preventable incidents in February.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Marie reported that she's looking into locations for the Education Committee to give presentations.

ERC – Mike Levinson

Mike reported that the late cancel and no-show letters had been revised. Tina reported that they are continuing to negotiate with the selected paratransit scheduling software vendor.

Commission on Disabilities (CoD) – Ben McMullan

They had a presentation on meeting regulations and policies for boards and commissions.

Center for Independence (CID) – Ben McMullan

No major update.

Commission on Aging (CoA) – Kathy Uhl/Scott McMullin

CoA also received the training for boards and commissions in the County. They will be planning their goals for this next year.

Coastside Transportation Committee (CTC) – Tina Dubost

The upcoming meeting will be replaced with an email update.

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

The Citizens Advisory Committee of the Transit Authority met on March 1, 2022. The meeting included:

- An acceptance of revenue and expenditures for the period.
- An acceptance of the capital projects quarterly status report. This included a status on the SSF Station Improvement Project that replaced the existing station. It began in 2017 and was substantially completed in 2021. There will be a ribbon cutting ceremony on April 5th.
- The Citizens Oversight Committee for Measure W received a thorough audit report.

OTHER BUSINESS

Sandra mentioned that she was a delegate to the Democratic Convention held last weekend and attended the Disability Caucus where the FAA wheelchair situation on airplanes was raised. The caucus expressed great concern on how people with wheelchairs are treated.

The meeting adjourned at 3:17pm. The next meeting will be on April 12th at 1:30pm.

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. Sammi Riley moved to approve the minutes; Ben McMullan seconded the motion. The minutes were approved with no corrections.

Legislative Update

Amy Linehan from SamTrans' Public Affairs department gave an update.

Federal

Congress and the administration are focused on the mid-term elections in November, so there may not be any specific legislation proposed although there is much talk about plans and accomplishments. President Biden presented his first State of the Union address in which he talked about domestic policy issues, the impact of the Infrastructure Bill that passed last year, and what's being done to address inflation. He also spoke about a Building a Better America plan to address a wide range of issues. This would be paid for by an increase in the corporate tax rate.

On Capitol Hill, the government is operating under a third continuing resolution that ends on March 11th. There is a \$1.5T omnibus spending bill under negotiation that needs to pass the House and Senate before going to President Biden. They might pass another continuing resolution bill, but that would operate under 2020-21 spending limits, so there would be no increase in funding.

State

Legislature has been focused on hearings for the 2023 budget proposals. The deadline for bill introduction was February 18th and they are tracking those bills.

Ben asked what Amy knew about HR 1697, Disability Access to Transportation Act, that had been referred to the House Sub-committee on Highways and Transit. This would establish a one-stop paratransit pilot program that would allow people with disabilities an additional stop, as part of an ongoing paratransit trip, to take care of errands. This program would receive \$375M in funding over 5 years. It would also require the Department of Transportation to set up procedures to allow individuals to submit discrimination complaints by phone, mail-in form, or online to the Federal Transit Administration. Amy wasn't aware of this bill and will look into it. Richard Weiner asked if Ben would forward the information to the PCC members.

Sandra asked about the impact of the Federal government's continuing resolutions on the State budget planning process. Amy thought that this would impact any Federal

money coming into State programs as they would only be funded at the 2020-21 level. State funding levels would be revealed in June or July.

Mike had heard that Governor Newsom was thinking of eliminating the gas tax temporarily and funding it through the surplus. He asked if there is anything transit or paratransit related that the Governor might be able to fund through the surplus. Amy said she wasn't aware of anything but will check into it.

Advocacy

SamTrans Website

Jeremy Lipps and Mark Templo gave a high-level presentation on the new SamTrans website and addressed PCC concerns about ADA web accessibility. The new site will launch at the end of April.

- Staff are trained and checking to make sure that everything works smoothly.
- There will be trip planning and maps similar to Google maps.
- A much-improved events and meeting calendar.
- Moving to Drupal.
- Documents are being converted to be ADA accessible on a priority basis.
- Minimize creation of non-ADA accessible documents by staff; webpages or forms instead of PDFs
- Agendas will be accessible.
- The site is optimized for mobile phones.

Mike asked if the options include keyboard strokes instead of using a mouse. Mark Templo said that popular software like JAWS or Dragon Speaking will work.

Sandra asked if the improvements will accommodate people with disabilities when operating their mobile phones. Mark said there are two accessibility versions for the desktop and mobile phones that follow the new guidelines for the Web and Mobile Accessibility Initiative. The user can input the necessary functionality.

Mike asked that if a route has been changed, how would someone who cannot see the map determine what the changes are, i.e. if you need to get from point A to point B, is there a text description for the steps. Mark responded that the trip planning will give html directions which are accessible for screen readers. All map images will have html code so will have alternative text.

Mike thanked Jeremy and Mark and offered the PCC's help in testing. Jeremy will send a link to the new website ahead of the launch.

SB 917

Following a request from Seamless Bay Area, the PCC had prepared a letter for approval by the PCC in support of SB 917 and upgrades to paratransit. The letter was read and comments requested prior to voting. Kathy Uhl and Marie Violet thought the legislation and the support letter were a good idea but suggested adding more descriptive information about the PCC.

Amy Linehan commented that SamTrans had not taken a position on the bill. They have some questions in relation to transit and how it will work from an operational standpoint. They are working with MTC to get answers. She wasn't aware of any other agencies that had endorsed the bill.

Mike commented that letters were requested before March 14th in time for committee hearings. We can then withdraw our support if anything negative happens.

Sandra stated that the letter was in support of the bill and not an endorsement.

Tina clarified that the bill is separate from the Blue Ribbon Task Force. She questioned inclusion of same day service in the letter as it was not mentioned in the bill. Amy thought it best to only include items consistent with the bill's content. After discussion, it was agreed to remove same day service from the list of priorities.

Mike made a motion that the PCC send the letter to Senator Becker on SB 917 with the following edits:

- Adding a description of the PCC.
- Correct any minor typos.
- Removing same day service from the list of priorities.
- Adding a sentence indicating our advocacy in same day service, although it's not currently part of this legislation.
- Adding PCC member names; subsequently, it was agreed that the letter only be signed by Ben and not to list PCC member names.

Sandra Lang seconded the motion; Tina Dubost abstained; the motion passed.

Transit Recovery Update – Tina Dubost

More locations are starting to reopen. People are encouraged to follow CDC and San Mateo County Health guidelines. The TSA mandate to wear face masks on public transit continues through March 18, 2022, so everyone should continue to wear face masks to protect themselves and others. They are continuing to offer free rides to vaccination sites although there haven't been many lately.

Policy Issues:

None.

The next PAL meeting will be on April 12th, 2022.

Redi-Wheels Reports:

Performance Measures

Performance Measure	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Prev. Yr. Average
1. Total trips requested	11,749	12,120	12,980	14,056	15,230	15,421	15,690	15,777	15,981	16,007	13,907	14,201	17,239	11,856
2. Trips scheduled	10,839	11,226	12,161	13,230	14,204	14,428	14,726	14,760	14,857	14,733	12,358	13,186	16,095	11,026
a. Same day cancels	691	719	803	868	936	1,031	1,020	1,031	1,053	1,116	699	865	1,020	1,173
% of trips scheduled	6.4%	6.4%	6.6%	6.6%	6.6%	7.1%	6.9%	7.0%	7.1%	7.6%	5.7%	6.6%	6.3%	10.6%
b. Late cancels	285	280	326	423	461	471	464	414	369	381	332	307	397	271
% of trips scheduled	2.6%	2.5%	2.7%	3.2%	3.2%	3.3%	3.2%	2.8%	2.5%	2.6%	2.7%	2.3%	2.5%	2.5%
c. Total customer no-shows	125	119	175	175	294	263	160	194	259	185	145	179	214	142
% of trips scheduled	1.2%	1.1%	1.4%	1.3%	2.1%	1.8%	1.1%	1.3%	1.7%	1.3%	1.2%	1.4%	1.3%	1.3%
d. No-show (operator)	0	0	0	0	2	0	0	0	0	0	0	0	0	0
3. Total trips served	9,738	10,108	10,857	11,764	12,511	12,663	13,082	13,121	13,176	13,051	11,182	11,835	14,464	9,440
a. Average weekday riders	361	373	432	451	458	478	501	507	480	482	437	425	534	368
b. Advance reservation	7,126	7,564	8,291	9,098	9,589	9,486	9,924	9,844	9,900	9,853	8,363	8,790	10,748	6,931
c. Agency trips	-	-	44	90	297	542	534	602	651	661	408	563	754	11
d. Individual subscription	2,612	2,544	2,522	2,576	2,625	2,635	2,624	2,675	2,625	2,537	2,411	2,482	2,962	2,498
e. Taxi trips	1,190	1,276	1,272	1,580	1,680	1,343	1,512	1,337	1,370	1,324	981	1,137	1,389	1,220
<i>(taxi % of total trips)</i>	12.2%	12.6%	11.7%	13.4%	13.4%	10.6%	11.6%	10.2%	10.4%	10.1%	8.8%	9.6%	9.6%	12.9%
4. Total Redi-Wheels riders	898	931	1,019	1,103	1,161	1,160	1,134	1,193	1,234	1,195	1,051	1,093	1,226	884
5. Inter-County Transfer Trips	49	89	125	146	150	112	73	111	100	119	98	111	182	87
6. On-time performance ¹	98.0%	97.7%	97.3%	95.1%	93.8%	94.5%	95.1%	94.7%	95.8%	94.9%	96.1%	95.1%	94.4%	97%
7. Productivity (psgrs/rvh) ²	1.07	1.19	1.23	1.35	1.47	1.44	1.44	1.38	1.42	1.39	1.34	1.47	NA	1.17
8. Complaints per 1000 trips	0.00	0.40	0.18	0.34	0.32	0.16	0.08	0.46	0.53	0.15	0.54	0.68	NA	0.4
9. Compliments per 1000 trips	1.33	0.79	1.29	0.51	0.72	1.18	0.84	0.46	1.44	1.23	0.80	0.51	1.18	1.1
10. Avg phone wait time (mins) ³	0.4	0.4	0.4	0.4	0.3	0.6	0.4	0.5	0.5	0.4	0.8	1.0	NA	0.42

4/5/2022

Notes:

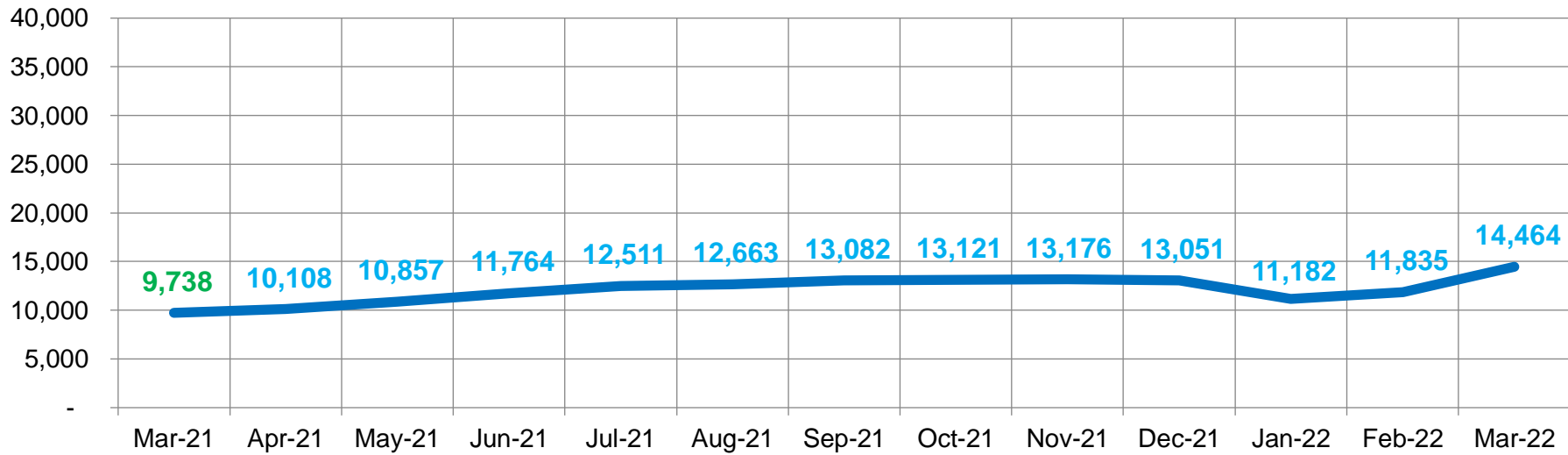
1 Standard = 90%

2 Standard = 1.70

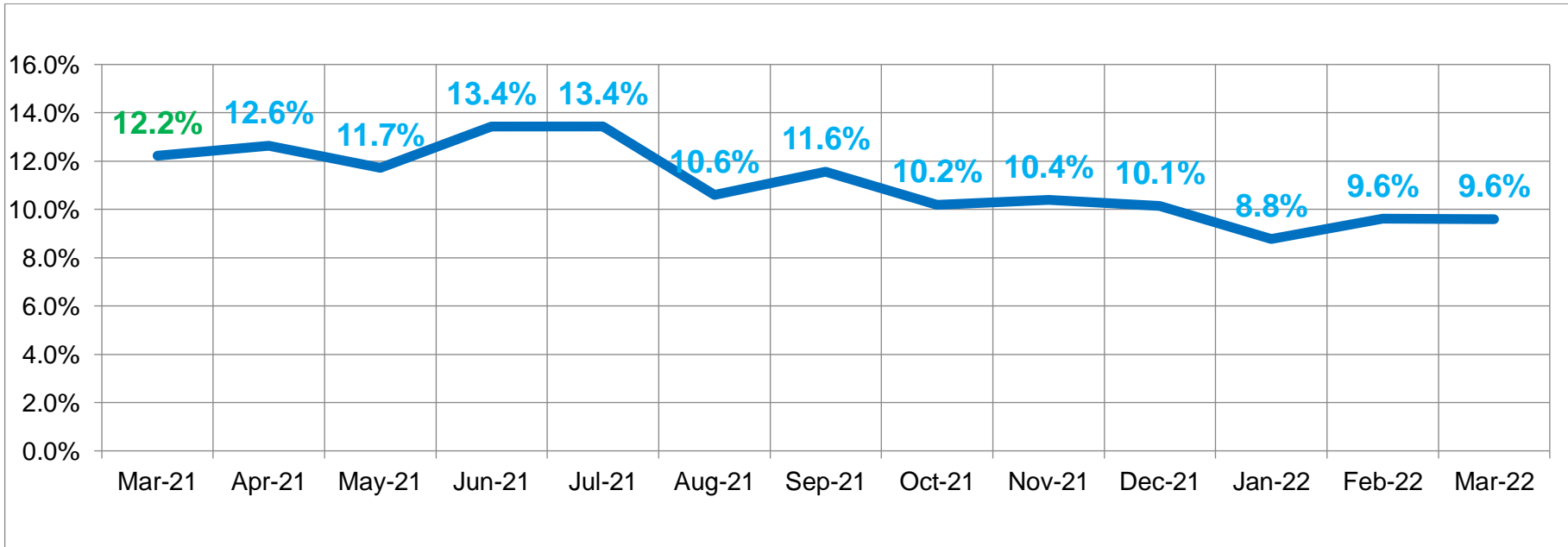
3 Standard = < 1.5

Note that data for the most recent month is preliminary

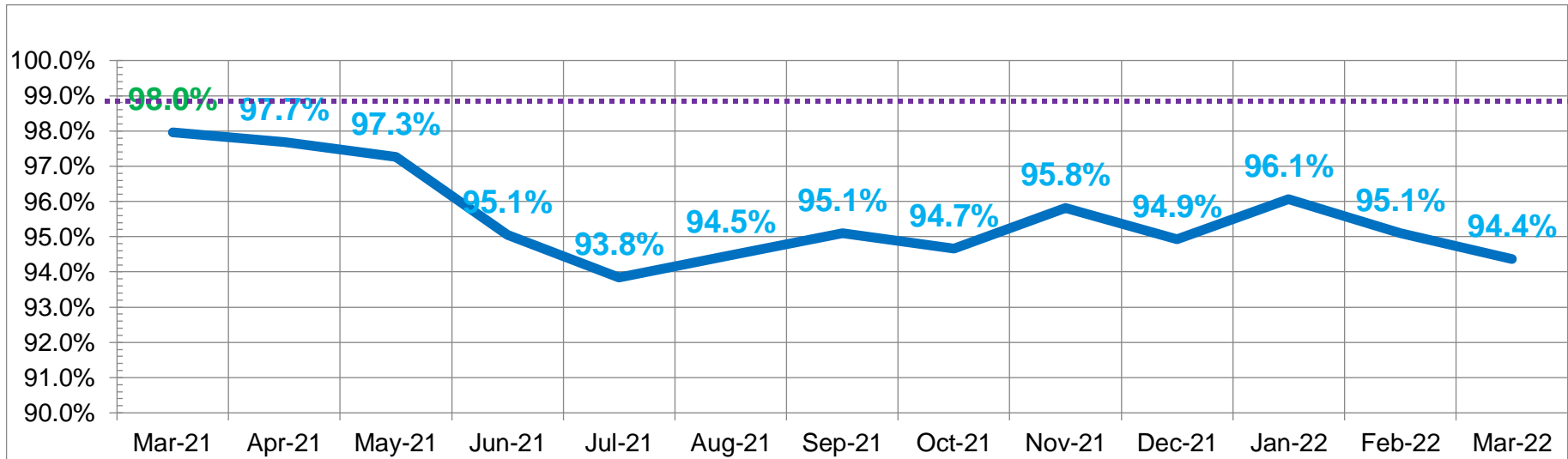
Total Trips



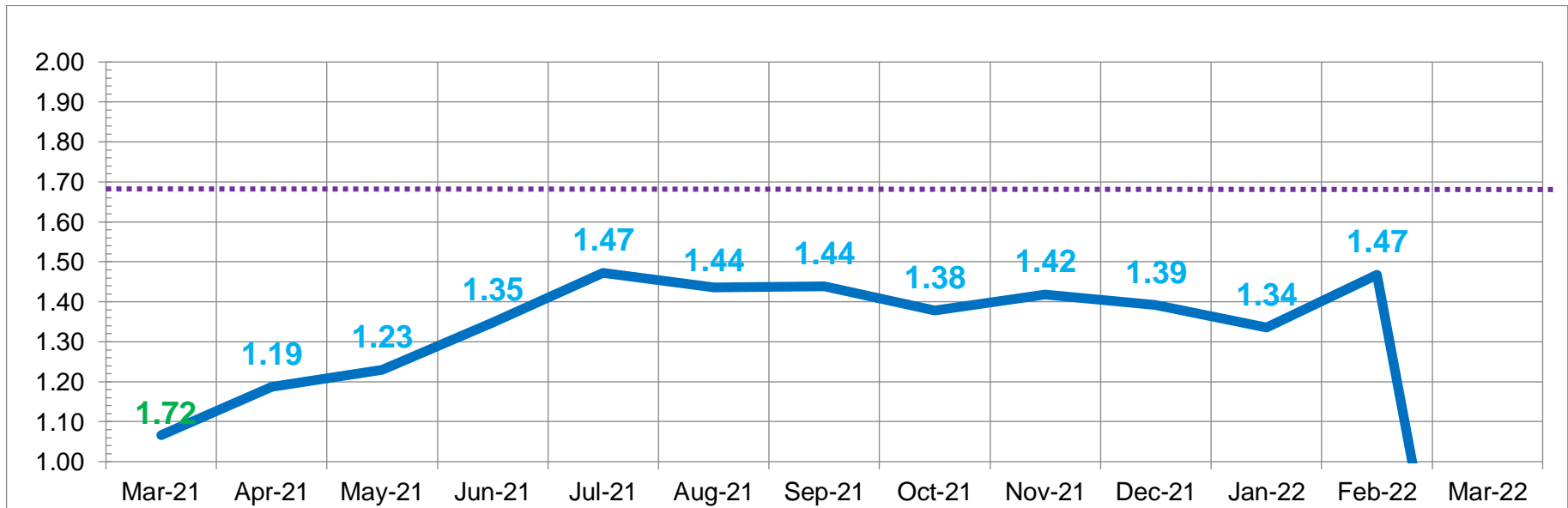
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2022 Comments	Feb-22	
	Subtotal	Rate/1000
Rides	11,835	
Total Comments by Category		
Compliment	8	0.68
Policy Related	4	0.34
Service Related	9	0.76
Total	21	1.77
Average Response Time to Customer (Working Days)‡		
Compliment		7.50
Policy Related		13.50
Service Related		14.56
Overall		11.67
	CC	CR
Compliment	3	5
Policy Related	0	4
Service Related	0	9
Overall	3	18

‡ Excludes weekends and holidays.