



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

December 14, 2021

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, December 14, 2021
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/97793646784?pwd=aU9lOENrVTZaM2JKL2ptemtROFhLUT09>

Or join by phone:
1-669-900-9128

Meeting ID (for both phone and computer): **977 9364 6784**
Password (for both phone and computer): **053165**

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 2021	3
AGENDA	4
Minutes of November 9, 2021 Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	10
Redi-Wheels Reports:	12
Performance Measures	12
Total Trips	13
Taxis – Percentage of Total Trips	13
On-Time Performance	14
Productivity (Passengers/Revenue Vehicle Hour)	14
Monthly Comment Statistics	15

Meeting Schedule for 2021

[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 12, 2021	January 5, 2021	January 12, 2021	January 8, 2021		January 6, 2021
February 9, 2021	February 2, 2021	February 9, 2021			February 3, 2021
March 9, 2021	March 2, 2021	March 9, 2021	March 5, 2021		March 3, 2021
April 13, 2021	April 6, 2021	April 13, 2021			April 7, 2021
May 11, 2021	May 4, 2021	May 11, 2021	May 7, 2021		May 5, 2021
June 8, 2021	June 1, 2021	June 8, 2021			June 2, 2021
July 13, 2021	July 6, 2021	July 13, 2021	July 2, 2021		July 7, 2021
NO MEETING	August 3, 2021	NO MEETING			August 4, 2021
September 14, 2021	September 7, 2021	September 14, 2021	Sept. 3, 2020	Sept. 9, 2021	September 1, 2021
October 12, 2021	October 5, 2021	October 12, 2021			October 6, 2021
November 9, 2021	November 2, 2021	November 9, 2021	November 5, 2021		November 3, 2021
December 14, 2021	December 7, 2021	December 14, 2021		December 9, 2021	December 1, 2021

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

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

December 14, 2021

- | | | |
|----|---|------|
| 1. | Welcome / Roll Call | 1:30 |
| 2. | Approval of November 9 2021 PCC Meeting Minutes* | 1:35 |
| 3. | Public Comments (for items not on the agenda) | 1:40 |
| 4. | Committee Reports | 1:45 |
| | a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| | i. Approval of November 2021 Meeting Minutes* | |
| | ii. Advocacy | |
| | 1. Transit Recovery Update – Tina Dubost | |
| | 2. Suggestions for 2022 MTC Coordinated Plan – Richard Weiner | |
| | 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) | |
| 5. | SamTrans / Redi-Wheels Reports | 2:15 |
| | a. Operational Report – Tina Dubost | |
| | b. Performance Summary – Tina Dubost | |
| | c. Comment Statistics Report – Tina Dubost | |
| | d. Safety Report – Charles Posejpal | |
| 6. | Liaison Reports | 2:30 |
| | a. Agencies – Marie Violet & Dao Do | |
| | b. ERC – Mike Levinson | |
| | 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 | |
| 7. | Other Business | 2:50 |
| 8. | Adjournment | |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of November 9, 2021 Meeting

ATTENDANCE:

Members:

Dinae Cruise, Vice Chair, Consumer
Tina Dubost, SamTrans
Judy Garcia, Consumer
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Alex Madrid, Consumer
Sammi (Wilhelmina) Riley, Consumer
Kathy Uhl, CoA
Marie Violet, Dignity Health
(Member attendance = 9/13, Quorum =
Yes)

Guests:

Rich Hedges, Community Member
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Richard Weiner, Nelson\Nygaard
Charles Posejpal, First Transit/Redi-Wheels
Gloria Velez, Consumer

Absentees:

Susan Capeloto, Dept. of Rehabilitation
Dao Do, Rosener House
Benjamin McMullan, Chair, CID
Scott McMullin, CoA

WELCOME/INTRODUCTIONS:

Vice Chair Dinae Cruise called the meeting to order at 1:35pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF OCTOBER MINUTES:

There were two corrections to the October minutes:

1. Under CAC, the word "recruits" should be changed to "revenue and expenses."
2. The PAL minutes were on page 10, not page 9.

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

PUBLIC COMMENTS:

Gloria Velez, a Redi-Wheels consumer, raised several issues:

1. She recommended that the reservationists follow a set script when interacting with consumers. A suggested script could be: "Redi-Wheels reservations. This is Mary. May I have

your name please?” “When would you like your reservation for?” “What is your destination?” “Is this a residence or a place of business?” “What time would you like to be picked up?” “Will you be traveling alone or with someone?” “Will you have an assistive device?” Then, review the information with the consumer and finally “Thank you for traveling with Redi-Wheels.”

2. She noticed that sometimes there are items at the entryway of the van steps under the fare box. This looks disorderly. Sometimes the pamphlet holders behind the driver are not in good order. However, some drivers do make an effort to keep things neater.

3. On two occasions her walker has been placed in front of the door instead of being secured. She states that this is a safety issue.

Tina Dubost will ask the contractor to follow up on these concerns with drivers and reservationists. All reservation calls are recorded. Gloria said that she had called in with her comments but hadn't noticed an improvement. Mike Levinson asked if she had received a response to her complaints. She had called in and the person she spoke to said they would look into it, however it happened a second time.

The PCC thanked Ms. Velez for attending and for her comments.

COMMITTEE REPORTS:

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

See page 9.

Grant/Budget Review – Sammi Riley, Chair

No report nor budget updates.

Education – Sammi Riley, Chair

The committee met on November 5, 2021 and they reviewed in detail the video on three main questions via Zoom. The voiceovers will be made, added to the video, and sent to Tina for review. There are no outreach events. The next meeting is on January 7th, at 1pm.

Executive – Dinae Cruise, Vice Chair

The committee met on November 2nd and discussed:

- Minor changes to the bylaws
- Use of the chat box, raised hands, and *9 capabilities during the meeting
- Local Advocacy would change to Advocacy; moved Consumer Comments to earlier on the agenda and renamed it as Public Comments to encourage more people to give comments
- Lack of comments cards on the buses
- A new Consumer Corps form

Changes in the Bylaws

Changes to the Bylaws were received late from the SamTrans Legal Department and these were not included in the draft sent to the PCC members prior to the meeting. The Council discussed whether to vote on the changes as submitted or combine with the Legal Department's suggested changes. As the item was to be voted on in the agenda, Sandra moved to proceed with the proposed changes in the Bylaws as submitted to the membership. Sammi seconded the motion.

Under the motion discussion Tina reviewed the changes, which were deemed too extensive for vote. After some discussion, it was agreed that she would send the changes to the Executive Committee and Sandra moved to postpone any decision until the changes have been reviewed by the Executive Committee. Sammi seconded the motion and all agreed. The changes will be reviewed in December, forwarded to the PCC for information at the December meeting and a vote taken in the January 2022 meeting.

Nominations/Membership – TBD, Chair

The Nominations/Membership committee chair is currently vacant. Anyone interested in serving should let the Executive Committee know.

CONSUMER COMMENTS

This section is moved to an earlier place on the agenda and is now called Public Comments.

OPERATIONAL REPORTS

This report was covered in the PAL meeting.

PERFORMANCE REPORT

Tina reviewed the preliminary data for October. The number of trips requested and total trips are higher than October 2020. However, the numbers are not very different from September 2021. There is a slight increase in agency trips; the number of individual subscriptions is similar to September's; taxi trips are about 10% of total trips. Fixed route service is operating at about 65% of pre-COVID numbers. The on-time performance is excellent at >94%. Productivity is varied.

COMMENT STATISTICS REPORT

Tina reviewed the data for September. There are fewer comments as ridership is down. The majority of the comments are being received through reports rather than comment cards.

Dinae mentioned that she is still not seeing Comment Cards on the buses. Sammi reported that she saw Comment Cards this week but not on buses last week. Lynn said they are reviewing procedures to ensure that all the vehicles have cards.

Sammi thought that the Comment Cards could not be easily seen and asked if a sign saying “Comment Cards” could be placed near them. This is important if the rider has poor eyesight. Also, she asked if the size of the sign with the 800 number to call for comments could be increased. Tina said she would look into this but that the 800 number is included in the Rider’s Guide, in the welcome packet, and is printed on the back of the Redi-Wheels ID card.

SAFETY REPORT

Lynn reported that there were no incidents in October.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Marie Violet will give an agency report in December.

ERC – Mike Levinson

No update.

Commission on Disabilities (CoD) – Ben McMullan

No report.

Center for Independence (CID) – Mike Levinson

CID is working with PG&E to provide power in case of an outage and with the Samaritan House for housing-related assistance.

Commission on Aging (CoA) – Kathy Uhl

Kathy reported that:

1. The Commission is working on a new Help at Home booklet. Any updates can be sent to her.
2. They are looking at employment opportunities for seniors.
3. They are distributing an emergency preparedness resource geared towards seniors so that they can be better prepared for emergencies.

Coastside Transportation Committee (CTC) – Tina Dubost

The committee didn’t meet in November. Tina will check to see if they want to meet in December.

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

The CAC met on November 2nd.

- The public opening of the South San Francisco Caltrain Station has been delayed.
- They received a thorough status report on the 101 Express Lanes project. The lanes are projected to be open on January 28, 2022.
- They heard a report on the San Mateo County Transit District website replacement project. A new, updated, user friendly website is nearing completion. It was noted that it is ADA compliant.

The next CAC meeting is on November 30th.

OTHER BUSINESS

Sandra suggested that a card or e-card be sent from the PCC to Craig McCulloh on the death of his wife Linda McCulloh. Sammi and Jane will work on this. Donations in her memory should be made to [Little People of America](#).

A revised Consumer Corps form was reviewed. It was requested that the trip arrival time be included but on an optional basis.

The meeting adjourned in memory of Linda McCulloh.

The next meeting will be on December 14th at 1:30pm. The meeting adjourned at 3:32pm.

A roll call was taken. The minutes from the October PAL meeting were included in the meeting packet. Sammi Riley moved to approve the minutes; Kathy Uhl seconded the motion; the minutes were approved with no corrections.

Advocacy

Mike explained that this agenda item was now just “Advocacy” instead of “Local Advocacy.”

Transit Recovery Update – Tina Dubost

Traffic congestion has increased and this may have an effect on on-time performance. However, the on-time performance is currently much better than the standard of 90%.

The Bay Area Council conducted a return-to-transit employer survey on commuting. Most employers were not expecting employees to come into the office five days a week. People are feeling more comfortable about safety on public transit. SamTrans, Caltrain and Redi-Wheels are continuing to offer free rides are continuing to vaccination sites.

Face coverings are still required on public transit by the TSA and San Mateo Public Health through the end of January 2022.

Paratransit ridership has been gradually increasing and the average weekday ridership increased from October 2020. However, it’s only slightly higher than September 2021.

Suggestions for 2022 MTC Coordinated Plan – Richard Weiner

Richard is gathering information on mobility gaps to report or suggestions for improvements for the Plan.

Tina shared that some of the comments in the Plan have been reviewed in Reimagine SamTrans e.g., the need for more direct fixed-route service to East Palo Alto to the County hospital, a fixed-route service to the Health Plan of San Mateo, and more service to the Oyster Point area. In addition:

- Item #114, there was a request for the bus stop to be moved closer to the Ravenswood Clinic. However, this is not possible.
- Item #133 was concerned with outreach on the Coastsides. They are working with Senior Mobility volunteers and other groups, and outreach is an ongoing need.

Mike asked about exploring same-day service. Richard mentioned that even though it’s difficult and expensive to provide, same day service is being offered in some areas. Programs are generally funded by cities through sales taxes e.g. San Mateo’s Get Around program. Same day service in Boston saw a large shift of passengers from paratransit to taxis and TNCs. Even though the agency was hoping to realize cost savings from the shifting of costly paratransit

trips to the taxis/TNCs, this did not occur as riders took so many more trips on taxis/TNCs. It did however offer more mobility options to riders. Dinae mentioned that the Get Around program is limited to 8 rides a month.

Kathy Uhl asked about giving priority for emergencies. Richard said prioritization by trip purpose is not allowed under the ADA, but taxis are readily available. Tina reminded everyone that emergency situations are best served by other transportation services. Sandra asked for a summary of the various models of same day service. Richard said he could give a presentation about various programs but wasn't sure if it is part of the PCC's mandate. Tina said that there are limits to the various programs so they are often not comparable.

Sandra Lang asked if the State surplus of \$45B would assist in funding items in the coordinated plan and paratransit needs. Richard will try to get an update on this. He had reviewed the Infrastructure Bill for the Bay Area but hadn't seen anything that would directly benefit paratransit. Mike had heard that it contains \$9.5B for the entire state over ten years.

Policy Issues:

Kathy asked if there is a way of acknowledging and appreciating anyone who comes to give a presentation e.g., a thank you card. Sammi said that as chair of the Education Committee, she would be happy to send a card, however Tina wasn't able to provide consumer contact information due to confidentiality issues. Marie thought that the Executive Committee should work on this appreciation and Mike said that the Executive Committee would continue to find ways to encourage more people to attend.

Alex Madrid asked what happens after someone brings an issue to the PCC meeting. Tina said that they contact them to get specific information. Lynn said that there is follow up and this is reported to SamTrans. Alex thought the group could be notified if the issue was resolved without going into specific details.

The next PAL meeting will be on December 14th, 2021.

Redi-Wheels Reports:

Performance Measures

Performance Measure	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Prev. Yr. Average
1. Total trips requested	10,585	10,843	9,860	9,796	11,749	12,120	12,980	14,056	15,230	15,421	15,690	15,777	15,981	11,856
2. Trips scheduled	9,741	9,826	8,888	9,048	10,839	11,226	12,161	13,230	14,204	14,428	14,726	14,760	14,857	11,026
a. Same day cancels	661	730	654	613	691	719	803	868	936	1,031	1,020	1,031	1,053	1,173
% of trips scheduled	6.8%	7.4%	7.4%	6.8%	6.4%	6.4%	6.6%	6.6%	6.6%	7.1%	6.9%	7.0%	7.1%	10.6%
b. Late cancels	279	229	224	251	285	280	326	423	461	471	464	414	369	271
% of trips scheduled	2.9%	2.3%	2.5%	2.8%	2.6%	2.5%	2.7%	3.2%	3.2%	3.3%	3.2%	2.8%	2.5%	2.5%
c. Total customer no-shows	138	123	115	109	125	119	175	175	294	263	160	194	259	142
% of trips scheduled	1.4%	1.3%	1.3%	1.2%	1.2%	1.1%	1.4%	1.3%	2.1%	1.8%	1.1%	1.3%	1.7%	1.3%
d. No-show (operator)	0	0	0	0	0	0	0	0	2	0	0	0	0	0
3. Total trips served	8,663	8,744	7,895	8,075	9,738	10,108	10,857	11,764	12,511	12,663	13,082	13,121	13,176	9,440
a. Average weekday riders	357	337	322	341	361	373	432	451	458	478	501	507	480	368
b. Advance reservation	6,249	6,339	5,527	5,833	7,126	7,564	8,291	9,098	9,589	9,486	9,924	9,844	9,900	6,931
c. Agency trips	-	-	-	-	-	-	44	90	297	542	534	602	651	11
d. Individual subscription	2,414	2,405	2,368	2,242	2,612	2,544	2,522	2,576	2,625	2,635	2,624	2,675	2,625	2,498
e. Taxi trips	946	1,111	844	945	1,190	1,276	1,272	1,580	1,680	1,343	1,512	1,337	1,370	1,220
<i>(taxi % of total trips)</i>	10.9%	12.7%	10.7%	11.7%	12.2%	12.6%	11.7%	13.4%	13.4%	10.6%	11.6%	10.2%	10.4%	12.9%
4. Total Redi-Wheels riders	846	792	748	814	898	931	1,019	1,103	1,161	1,160	1,134	1,193	1,234	884
5. Inter-County Transfer Trips	80	73	53	42	49	89	125	146	150	112	73	111	100	87
6. On-time performance ¹	97.3%	96.9%	98.0%	98.2%	98.0%	97.7%	97.3%	95.1%	93.8%	94.5%	95.1%	94.7%	95.8%	97%
7. Productivity (psgrs/rvh) ²	1.11	1.19	1.03	1.06	1.07	1.19	1.23	1.35	1.47	1.44	1.44	1.38	1.42	1.17
8. Complaints per 1000 trips	0.58	0.57	0.25	0.12	-	0.40	0.18	0.34	0.32	0.16	0.08	0.46	NA	0.4
9. Compliments per 1000 trips	1.85	1.14	1.14	1.36	1.33	0.79	1.29	0.51	0.72	1.18	0.84	0.46	1.44	1.1
10. Avg phone wait time (mins) ³	0.5	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.6	0.4	0.5	0.5	0.42

12/10/2021

Notes:

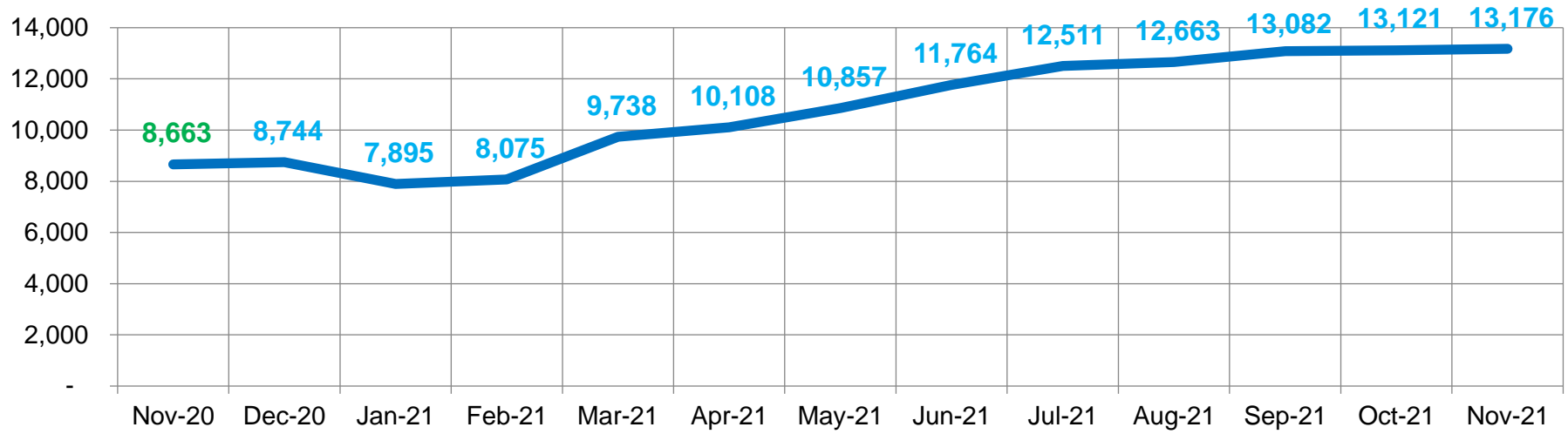
1 Standard = 90%

2 Standard = 1.70

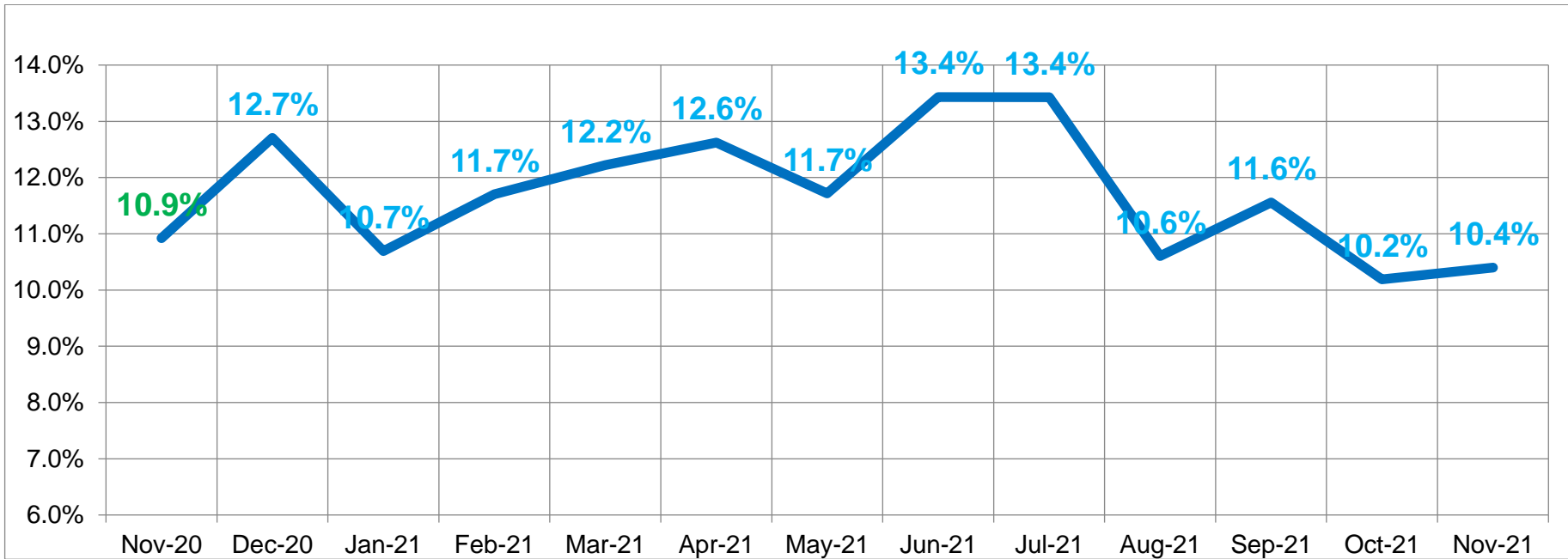
3 Standard = < 1.5

Note that data for the most recent month is preliminary

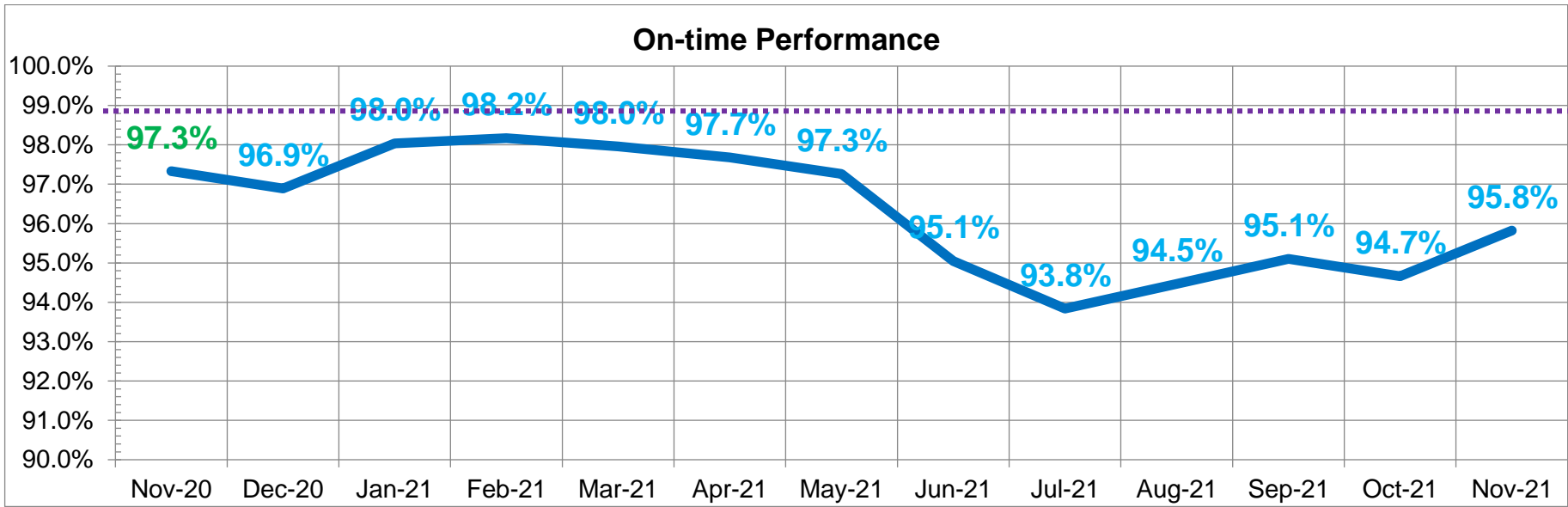
Total Trips



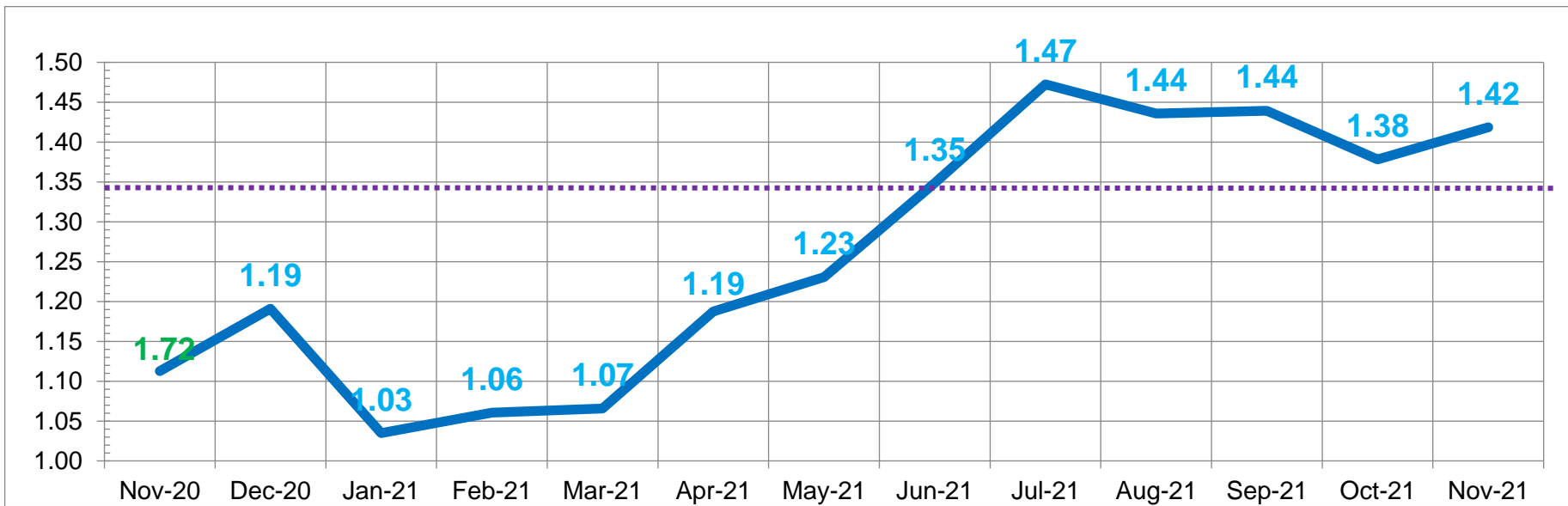
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2021 Comments	October	
	Subtotal	Rate/1000
Rides	13,121	

Total Comments by Category

Compliment	6	0.46
Policy Related	7	0.15
Service Related	17	0.46
Total	30	1.07

Average Response Time to Customer (Working Days)‡

Compliment		8.83
Policy Related		7.43
Service Related		12.35
Overall		10.50

	CC	CR
Compliment	1	5
Policy Related	0	7
Service Related	0	17
Overall	1	29

‡ Excludes weekends and holidays.