



**Agenda, Minutes & Reports**  
**(Includes PAL Committee Minutes)**

**December 13, 2022**

**1:30pm**

**San Mateo County  
Paratransit Coordinating Council (PCC)  
P.O. Box 1035  
San Carlos, CA 94070  
Phone: (650) 299-1442**

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This meeting will be held via teleconference pursuant to  
Assembly Bill 361 (Gov. Code section 54943).

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

Tuesday, December 13, 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

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## Meeting Schedule for 2022

[Note: All meetings held via conference or video call until further notice.]

<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 Conf. Call  <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> Friday Bi-Monthly Conf. Call  <b>1:00pm</b>	<b>CTC</b> Coastside Trans. Committee  2 <sup>nd</sup> Thursday Qtly. Senior Coastsiders 925 Main St., HMB**  <b>10:00-11:30am</b>	<b>SamTrans Board</b>  1 <sup>st</sup> Wednesday Monthly  <b>2:00pm</b>
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. 20, 2022	September 7, 2022
October 11, 2022	October 4, 2022	October 11, 2022			October 12, 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 7, 2022

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

\*Included with PCC meeting.

\*\* Meeting dates subject to change.

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

December 13, 2022

- |   |      |
|---|------|
| 1. Welcome / Roll Call  | 1:30 |
| 2. Approval of November 8, 2022, PCC Meeting Minutes*               | 1:35 |
| 3. Public Comments (for items not on the agenda)                    | 1:40 |
| 4. Committee Reports  | 1:50 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair         |      |
| i. Approval of November 8, 2022, PAL Meeting Minutes*               |      |
| ii. Legislative   |      |
| iii. Advocacy   |      |
| 1. Transit Recovery Update – Tina Dubost                            |      |
| iv. 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                                   | 2:20 |
| a. Operational Report – Tina Dubost                                 |      |
| b. Performance Summary – Tina Dubost                                |      |
| c. Comment Statistics Report – Tina Dubost                          |      |
| d. Safety Report – Charles Posejpal                                 |      |
| 6. Liaison Reports  | 2:40 |
| a. Agencies – Marie Violet & Dao Do                                 |      |
| b. ERC – Mike Levinson  |      |
| i. Update on Trapeze 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 |      |
| 7. Other Business   | 2:50 |
| a. ADA policy refresher – Tina Dubost                               |      |
| 8. Adjournment  | 3:00 |

\*Action Item

## SAN MATEO COUNTY

### PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of November 8, 2022, Meeting

#### **ATTENDANCE:**

##### Members:

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; Marie Violet, Dignity Health  
(Member attendance = 7/13, Quorum = Yes)

##### Guests:

Richard Hedges; Enrique Silvas, SamTrans; Charles Posejpal, First Transit/Redi-Wheels; Lynn Spicer, SamTrans; Kelly Shanks, SamTrans; Jane Stahl, PCC Staff; Richard Weiner, Nelson Nygaard, David Koffman, Nelson\Nygaard

##### Absentees:

Susan Capeloto, Dept. of Rehabilitation; Dinae Cruise, Vice Chair, Consumer; Dao Do, Rosener House; Alex Madrid, Consumer; Evan Milburn, Consumer, CoD; Kathy Uhl, CoA.

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

Chair Ben McMullan called the meeting to order at 1:33 pm. The meeting was held both via Zoom conference call service and in person; a roll call was taken.

#### **APPROVAL OF OCTOBER MINUTES:**

Sammi Riley moved to approve the October meeting minutes; Sandra Lang seconded the motion; the minutes were approved.

#### **PUBLIC COMMENTS:**

None.

#### **COMMITTEE REPORTS:**

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

See page 11.

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

There were no updates.

## **Education – Sammi Riley, Chair**

The committee met on November 4<sup>th</sup>.

- They discussed adding a page on the website for videos.
- Mike, Ben and Sammi attended the tabling on October 18 at Sequoia Hospital and met with social workers and care coordinators. The intent was to give a better understanding of how Redi-Wheels worked, i.e., the 20 minute window, shared ride, etc.

The next meeting is on January 6<sup>th</sup>, 2023.

## **Executive – Ben McMullan**

During the November 1<sup>st</sup> meeting:

- Ben reported that he had reached out to Dinae Cruise regarding the Vice Chair position and was waiting to hear from her regarding her intent to step aside before a new Vice Chair is appointed.
- Mike had volunteered to talk to the Solano PCC. Their system is different as they work in a county with 5 transit agencies, each with its own ADA paratransit service. Sammi Riley will also attend.
- Reprinting of the Paratransit Riders' Guide. Tina asked if the PCC had any updates. Sandra thought the content was clear and wondered if the design could include more color and more design elements.

Judy Garcia asked if service could be extended to Sawyer Trail or Huddart Park. Tina responded that there are no plans to extend the service area to these locations.

## **Nominations/Membership – Chair Vacant**

Ben will follow up with a member who has expressed interest in the position.

## **OPERATIONAL REPORTS**

Tina reported on a potential change to the eligibility process to allow for returning to in-person assessments. The first phase would be for second level assessments to return to in-person interviews in early 2023. Richard reported most programs have already gone back to in-person assessments. Tina proposed an ERC meeting to discuss this and will send out some possible dates.

## **PERFORMANCE REPORT**

The data in the packet was preliminary and didn't include the last few days of October.

Total ridership and average weekday ridership were higher than in October 2021. The average weekday ridership was 593, which was 17% higher. Total ridership was 15,699, about 20% higher than October 2021.

Subscription trips remain at about 20%; agency trips remain at 5% and are steadily growing; taxi trips are low. The number of individuals riding increased compared to September 2022. The on-time performance didn't quite meet the standard of 90% due to traffic congestion and employees taking time off. Charles reported that the driver shortage is being managed.

## **COMMENT STATISTICS REPORT**

Data from September included a good number of compliments, and the majority were received as consumer reports rather than comment cards.

## **SAFETY REPORT**

Charles Posejpal reported that there were two preventable and five non-preventable incidents in October.

## **LIAISON REPORTS**

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

Marie reported that there was a call in October, but attendees were mostly from the PCC so lacked input from providers in the community.

### **ERC – Mike Levinson**

Tina reported that IT work continues with the new paratransit scheduling software. She couldn't give an estimate of when it will be ready to test.

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

Work continued on their paratransit and fixed route surveys. There was a call with CARA regarding airport accessibility and air travel. A recording of the meeting can be found [here](#).

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

The search for a new Executive Director continues and they will be interviewing candidates. A decision is expected to be made by the end of the year.

CID has received a grant from the Department on Aging to create a new program – Aging and Disability Resource Center (ADRC) – that will bring together information from various agencies and create a “no wrong-door” policy in San Mateo County to enable people to find the



services they need more easily. It will include Enhanced Information and Referral; Transition Services; Options; Counselling; and Short-Term services.

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

No report.

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

The meeting in December was postponed and a date will be set in January.

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

**– Sandra Lang**

The Citizens Advisory Committee of the Transit Authority met on October 29<sup>th</sup>.

- The appointment of April Chan as SamTrans General Manager and CEO of the TA was announced. The committee chair was enthusiastic about the appointment and mentioned that Ms. Chan’s growing responsibilities over the last 30 years made her an excellent appointment.
- They received a 101 Express Lanes quarterly update. The portion from Burlingame north is open and signage being tested.

The next meeting is on November 29<sup>th</sup>.

**OTHER BUSINESS**

Tina did not provide an ADA policy refresher to keep the meeting short.

Tina mentioned that Transdev is buying FirstTransit but there should not be any impact to riders.

Rich Hedges mentioned attending a recent memorial to Diane Prosser, Director of Physical Therapy and Rehabilitation at Mills Hospital. She was appointed to a county task force investigating the needs of the disabled. She created the Mills-Peninsula Arthritis and Rehabilitation Center and worked on fundraising efforts that resulted in the Mack E. Mickelson pool.

The meeting adjourned at 2:36pm. The next meeting will be on December 13<sup>th</sup> at 1:30pm.

There followed a retirement reception honoring Richard Weiner’s service and support for the PCC.

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

A roll call was taken. The minutes from the October PAL meeting were included in the meeting packet and were approved with no corrections.

### **Legislative**

No updates.

### **Advocacy**

#### **Transit Recovery Update – Tina Dubost**

Tina reported that April Chan had been appointed as the new CEO for SamTrans – the first woman to be appointed to the role at SamTrans. Mike mentioned that Ms. Chan had been involved in every aspect of SamTrans and is a great choice.

When compared to last year, total ridership increased about 17% and average weekday ridership is higher. Bus ridership is recovering faster than paratransit – approximately 80% and 50% of pre-pandemic levels respectively.

Sandra asked if there were any national trends in ridership. Tina responded that it varies. In some places paratransit has come back faster than bus ridership. Redi-Wheels ridership is a little better than others in the region. Richard mentioned that San Diego's fixed-route ridership was only 50%. SamTrans, at 80%, has one of the highest recovery rates.

Tina reminded everyone that free rides continue to COVID vaccination centers on SamTrans, Caltrain, and Redi-Wheels/RediCoast. Face coverings are not required but are encouraged.

### **Policy Issues**

None.

The next PAL meeting will be on December 13, 2022.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Prev. Yr. Average
1. Total trips requested	15,981	16,007	13,907	14,201	17,241	17,234	17,206	16,718	16,754	18,940	18,681	18,940	18,458	15,884
2. Trips scheduled	14,857	14,733	12,358	13,186	16,097	16,143	16,023	15,441	15,406	17,399	17,162	17,561	16,958	14,746
a. Same day cancels	1,053	1,116	699	865	1,020	1,041	1,123	968	1,010	1,063	1,075	1,142	1,165	992
% of trips scheduled	7.1%	7.6%	5.7%	6.6%	6.3%	6.4%	7.0%	6.3%	6.6%	6.1%	6.3%	6.5%	6.9%	6.73%
b. Late cancels	369	381	332	307	397	336	312	340	353	353	439	475	403	382
% of trips scheduled	2.5%	2.6%	2.7%	2.3%	2.5%	2.1%	1.9%	2.2%	2.3%	2.0%	2.6%	2.7%	2.4%	2.59%
c. Total customer no-shows	259	185	145	179	214	205	167	207	209	201	217	245	194	206
% of trips scheduled	1.7%	1.3%	1.2%	1.4%	1.3%	1.3%	1.0%	1.3%	1.4%	1.2%	1.3%	1.4%	1.1%	1.40%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	2	0	0	0
3. Total trips served	13,176	13,051	11,182	11,835	14,466	14,561	14,421	13,926	13,834	15,782	15,429	15,699	15,196	13,166
a. Average weekday riders	480	482	437	425	534	568	557	511	530	580	591	593	553	495
b. Advance reservation	9,900	9,853	8,363	8,790	10,750	10,986	10,728	10,433	10,201	11,895	11,540	10,904	10,901	9,887
c. Agency trips	651	661	408	563	754	709	853	810	710	776	825	1,212	814	615
d. Individual subscription	2,625	2,537	2,411	2,482	2,962	2,866	2,840	2,683	2,923	3,111	3,064	3,583	3,481	2,664
e. Taxi trips	1,370	1,324	981	1,137	1,389	1,434	1,567	1,390	1,521	1,638	1,659	1,956	1,643	1,372
<i>(taxi % of total trips)</i>	10.4%	10.1%	8.8%	9.6%	9.6%	9.8%	10.9%	10.0%	11.0%	10.4%	10.8%	12.5%	10.8%	10.4%
4. Total Redi-Wheels riders	1,234	1,195	1,051	1,093	1,226	1,280	1,253	1,200	1,224	1,249	1,309	1,341	1,327	1,182
5. Inter-County Transfer Trips	100	119	98	111	182	176	207	136	109	112	115	132	124	131.25
6. On-time performance <sup>1</sup>	95.8%	94.9%	96.1%	95.1%	94.4%	94.4%	92.1%	93.7%	93.3%	92.0%	89.8%	89.8%	89.8%	94.5%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.42	1.39	1.34	1.45	1.47	1.51	1.52	1.52	1.52	1.55	1.55	1.57	1.53	1.45
8. Complaints per 1000 trips	0.53	0.15	0.54	0.68	0.28	0.27	0.55	0.50	0.43	0.25	0.91	1.15	0.53	0.38
9. Compliments per 1000 trips	1.44	1.23	0.80	0.51	1.18	0.76	0.76	0.43	1.01	1.58	0.91	0.96	0.26	0.86
10. Avg phone wait time (mins) <sup>3</sup>	0.5	0.4	0.8	1.0	0.9	1.2	2.0	1.2	1.7	0.9	1.2	2.1	1.6	0.82

**12/8/2022**

Notes:

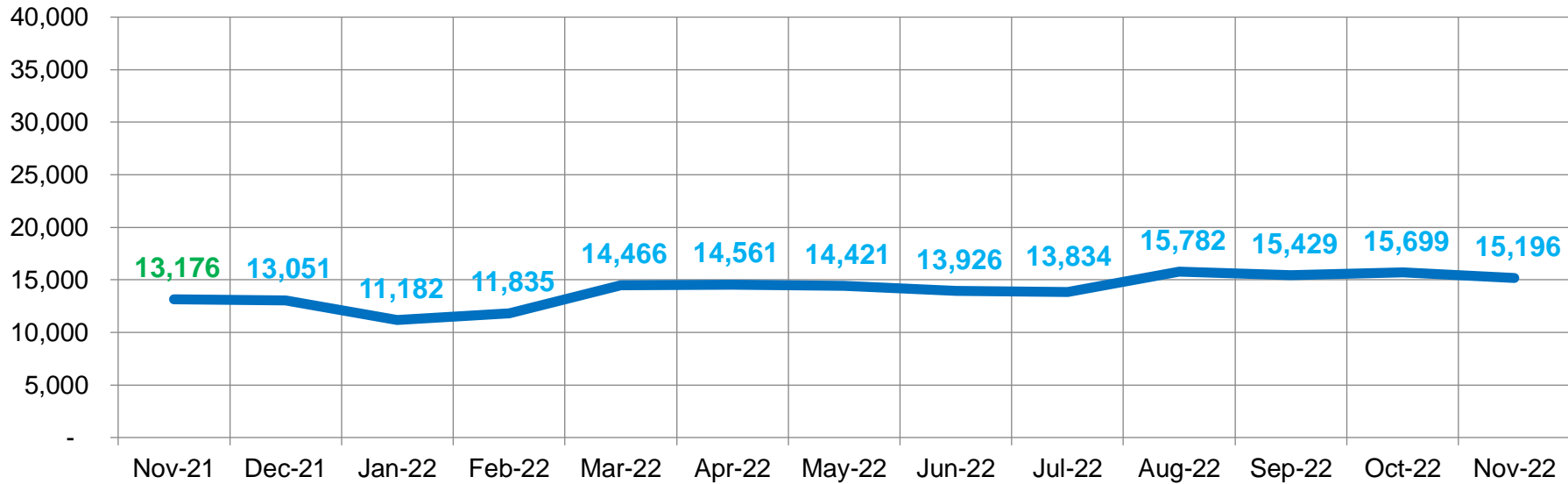
1 Standard = 90%

2 Standard = 1.70

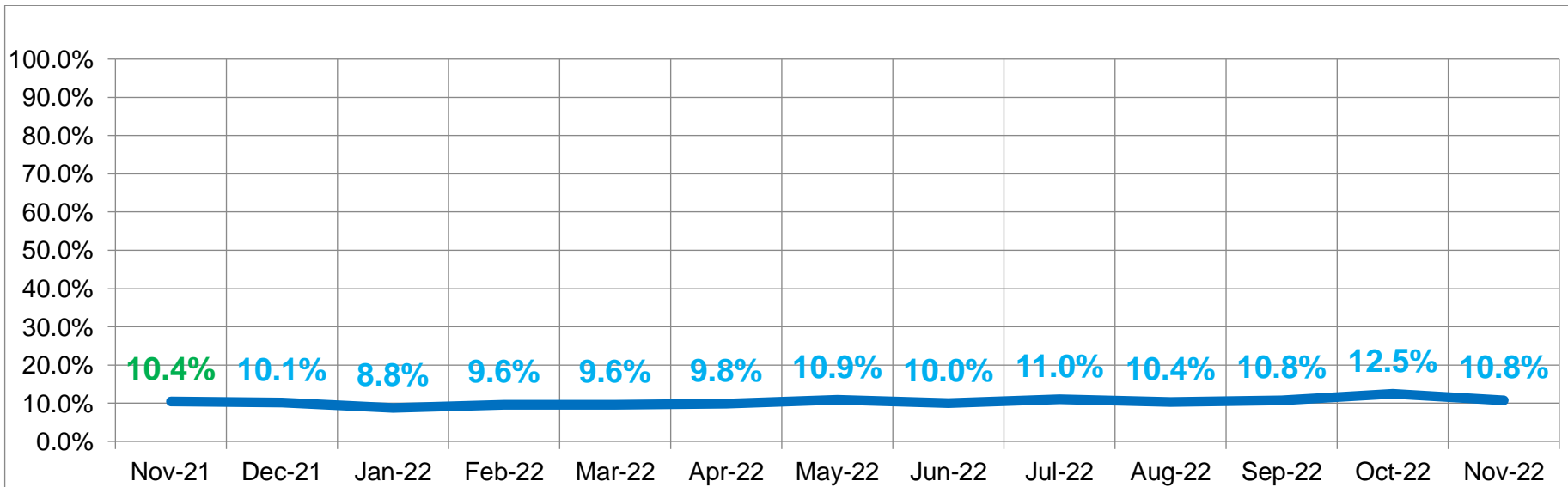
3 Standard = < 1.5

**Note that data for the most recent month is preliminary**

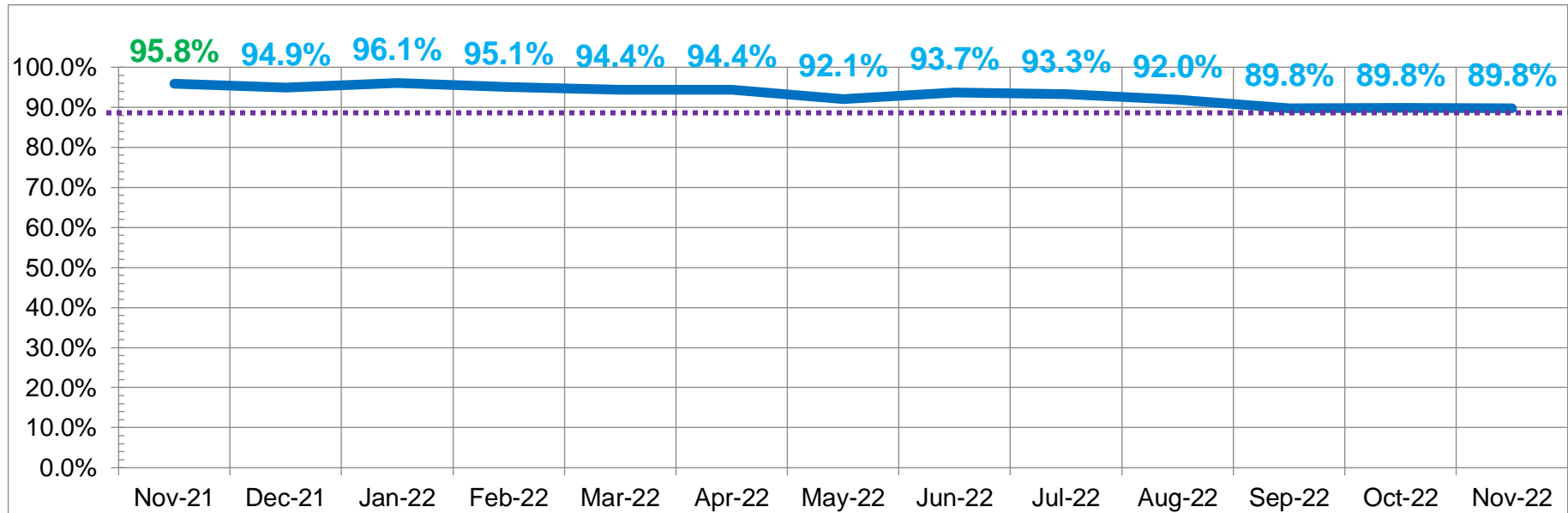
### Total Trips



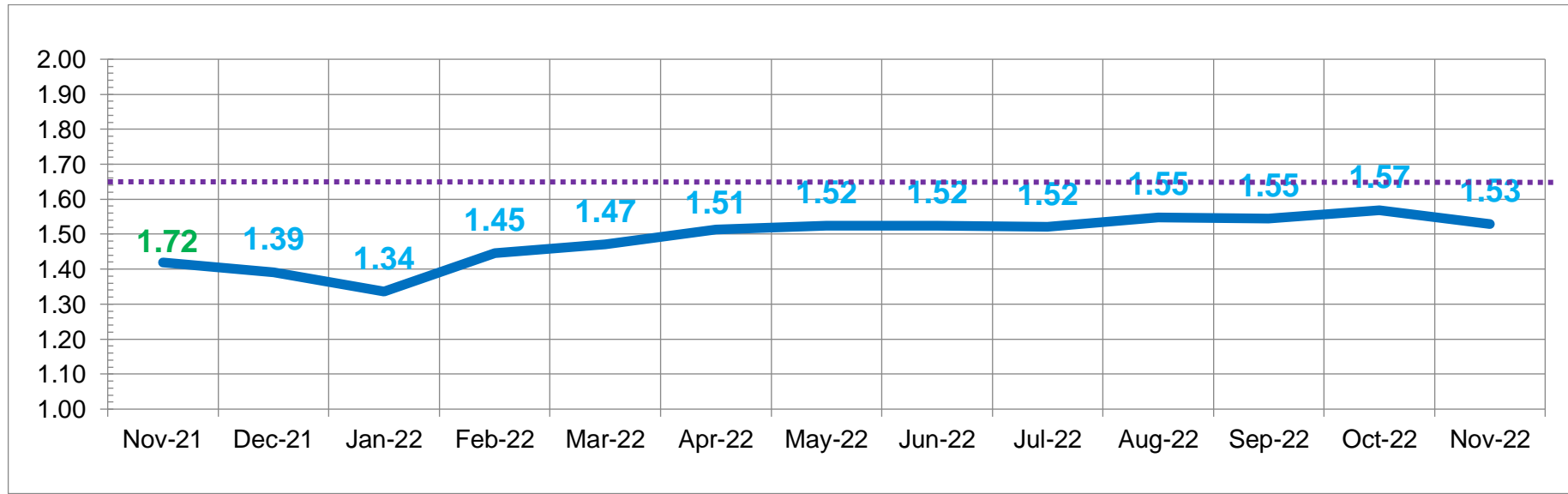
### Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

<b>2022 Comments</b>	<b>October</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>15,699</b>	
<b>Total Comments by Category</b>		
<b>Compliment</b>	14	0.89
<b>Policy Related</b>	8	0.51
<b>Service Related</b>	27	1.72
<b>Total</b>	<b>49</b>	<b>3.12</b>
<b>Average Response Time to Customer (Working Days)‡</b>		
<b>Compliment</b>		3.29
<b>Policy Related</b>		3.86
<b>Service Related</b>		6.79
<b>Overall</b>		<b>4.98</b>
	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	8	7
<b>Policy Related</b>	1	8
<b>Service Related</b>	0	19
<b>Overall</b>	9	34

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays