



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

**February 8, 2022**

**1:30pm**

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

**[www.sanmateopcc.org](http://www.sanmateopcc.org)**  
**[sanmateopcc2@gmail.com](mailto:sanmateopcc2@gmail.com)**

**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, February 8, 2022  
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/2925800493?pwd=T3N6VGlrY2WFZ3d2hQTUpvaXltZz09>

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>11:30-12:30pm</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. 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**

February 8, 2022

- |   |      |
|---|------|
| 1. Welcome / Roll Call  | 1:30 |
| 2. Approval of January 11, 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 January 11, 2022 Meeting Minutes*                    |      |
| ii. Legislative Update – SamTrans Government Affairs                |      |
| 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  | 2:30 |
| 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 January 11, 2021 Meeting

**ATTENDANCE:**

Members:

Dinae Cruise, Vice Chair, Consumer  
Tina Dubost, SamTrans  
Judy Garcia, Consumer  
Sandra Lang, Community Member  
Mike Levinson, Consumer, PAL Chair  
Benjamin McMullan, Chair, CID  
Scott McMullin, CoA  
Sammi (Wilhelmina) Riley, Consumer, Educ.  
Comm. Chair  
Kathy Uhl, CoA  
(Member attendance = 9/13, Quorum =  
Yes)

Guests:

Rich Hedges, Community Member  
Henry Silvas, SamTrans  
Lynn Spicer, First Transit/Redi-Wheels  
Jane Stahl, PCC Staff  
Richard Weiner, Nelson\Nygaard

Absentees:

Susan Capeloto, Dept. of Rehabilitation  
Dao Do, Rosener House  
Alex Madrid, Consumer  
Marie Violet, Dignity Health

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF DECEMBER MINUTES:**

Mike Levinson moved to approve the December 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 10.

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

Nothing to report.

### **Education – Sammi Riley, Chair**

The committee met on January 7<sup>th</sup> and focused on edits to the new video. They will send the updated version to Tina for comment and present to the PCC at a later date. The next meeting will be on March 4<sup>th</sup> at 1pm. Mike thanked Sammi and Jane for their work on the video.

### **Executive – Ben McMullan, Chair**

The committee started a review of the PCC 2021-23 Workplan:

- The Recovery Plan:
  - Updates are received and there are videos on how to ride safely on the SamTrans website.
  - It was suggested that guests be invited to PCC meetings to provide updates on the recovery.
- Membership:
  - There remains a need to increase membership – currently at 14.
  - The need for a committee chair for membership.
  - Remind each PCC member that they should be asking others to join.
  - More focus should be placed on advocacy in the new member orientation.

Sandra suggested that talking points be prepared and given to each member so they're all on the same page when soliciting new members.

The revised PCC Bylaws were included in the meeting packet and brought forward for approval. Many small format edits had been made. The two main changes were regarding endorsements and a clarification of the absence policy. Sandra Lang moved to approve the Bylaws as submitted; Mike Levinson seconded the motion. There were no comments and the Bylaws were approved.

### **Nominations/Membership – TBD, Chair**

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

### **OPERATIONAL REPORTS**

Tina reported that SamTrans is making some changes to the bus routes on January 16<sup>th</sup>. The changes are shown on the website.

The San Mateo County Transportation Authority is hosting a webinar on “Complete Streets” on January 25<sup>th</sup> from 4-5:30pm. This is a planning concept concerned with the mobility needs of all users including cars, people who walk, bike, take transit, drive, or other mobility devices. The webinar is intended to promote knowledge sharing between local elected officials, transportation advisory boards, technical, planning and engineering staff, non-profits and other organizations interested in the topic. The focus is on the benefits to all users, how to

prioritize and build better facilities and preview ways that the TA will be promoting projects to ensure the greatest benefit. It is intended as a general introduction to the concepts.

## **PERFORMANCE REPORT**

Tina reviewed preliminary data for December.

- There were slightly more trips requested than in November and significantly more than December 2020.
- The same day cancel rate is consistent.
- Late cancels and no-shows are within standard; the sending of no-show and cancel letters has resumed.
- Ridership in December was similar to November; average weekday ridership was similar to November.
- Subscription trips are still a substantial portion of trips.
- Agency trips are slightly higher. Service is provided to San Carlos Adult Day Care, Rosener House, and South San Francisco Adult Day Care.
- The number of individuals riding is similar to November.
- Inter-county trips are still being provided.
- On-time performance is still better than the standard of 90%.
- Average telephone wait time is better than the standard of two minutes.
- Taxis as a percentage of trips are a smaller percentage.
- Productivity is better although still not meeting the standard.

Scott McMullin asked about the drop in on-time performance. Tina thought it was because of increased traffic. Lynn said that the weather had also caused some issues. Scott asked about solo rides and whether they were continuing. Tina responded that solo rides had never been offered and that they try to be as efficient as possible. Sammi mentioned that it takes longer for people with wheelchairs or other devices to get in and out of the van. In addition, the recent rains caused flooding and delays. Her rides have arrived early or 5-10 minutes late. Scott thought it would be useful to continue to watch productivity.

Mike asked about the number of drivers. Lynn responded that they don't have a shortage and new driver training is still being given.

Sammi mentioned that she's been getting the same driver for multiple trips which is unusual. Lynn said they are currently able to do this because of low ridership.



## **COMMENT STATISTICS REPORT**

Tina reviewed the data for November. They received lots of compliments. There were 6 policy complaints and 22 service-related complaints, most received as consumer reports and just 3 as comment cards. There are fewer comments overall due to low ridership.

Kathy Uhl asked about the nature of policy complaints. Tina said there no pattern.

## **SAFETY REPORT**

Lynn reported two preventable incidents in December with no major damage and no injuries.

## **LIAISON REPORTS**

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

No report.

### **ERC – Mike Levinson**

Mike reported that no meetings were planned and asked about progress on IVR. Tina said they are still negotiating with a potential vendor.

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

Meetings have resumed. The Transition to Independence Fair continues in its new format with panels on various subjects over several months.

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

CID is working with consultants on a strategic plan.

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

Kathy reported that the CoA is reorganizing and planning for the next year.

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

The committee has not set a date for the next meeting. They are providing information on the proposed changes this summer through Reimagine SamTrans.

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

#### **– Sandra Lang**

The Citizens Advisory Committee of the Transit Authority met on January 4, 2022. Highlights included:

- The public opening of the South San Francisco CALTRAIN Station will be celebrated on January 13, 2022, with a ribbon cutting ceremony from 10-11am. The public is cordially invited. [Note: This event was subsequently cancelled due to the spread of the COVID Omicron variant.]
- The Alternative Congestion Plan and Transportation Demand Plans were presented pending final approval at the TA meeting on January 6. The 56-page document

contains background on the plans and proposed allocation of funds from Measure A and Measure W, the criteria used as well as insightful Appendices describing stakeholder groups and survey input. This detailed plan will serve as guidance for implementation.

- There was an amendment to the FY 2022 budget proposing an increase from \$148,893,304 to \$162,834,813.

There followed a discussion about access at the Hillsdale Station. It was felt that the ramp is inaccessible for hand-powered wheelchair users. Rich Hedges said that he and Marshall Loring had made a presentation to MTC on accessibility at all the BART stations and that he would be willing to show this at a future meeting. Tina said that although the ramp at the Hillsdale Station is long, it is verified as being ADA accessible. Many customers prefer elevators to ramps but it's difficult to keep elevators in service due to vandalism. Sammi explained the difficulties of using a wheelchair to go up a ramp. Tina said that there are rest areas on the ramps but agreed that they are long and fairly steep. Sandra asked about location of the rest stop and the degree of rise on ramps. Tina said there is a flat area on the ramp; she offered to have someone come give a more technical report on this. Richard Weiner reported that the standard is for every 12' length, the rise can be 1'. If a ramp has a slope which is greater than 1 to 15, it needs to have landings at the bottom, top and at the intermediate level for every 5' rise.

## **OTHER BUSINESS**

### **Consumer Corps Report**

Jane Stahl reported that there were fewer reports submitted in the 4Q2021, but the number of riders reporting increased. She encouraged PCC members to talk up joining the Consumer Corps.

- 94% of the evaluations said that rides were on time.
- 70% of the telephone reservations were not put on hold.
- 46% of riders received Night Before calls; 48% received Same Day calls.
- Driver assistance was excellent with 99% reporting it met needs or was above needs.
- 50% of riders saw comment cards in the Redi-Wheels vehicles.

A detailed report will be sent to PCC members.

The next meeting will be on February 8th at 1:30pm. The meeting adjourned at 2:59pm.

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

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

### Advocacy

#### Transit Recovery Update – Tina Dubost

In view of the spread of the Omicron variant, people are encouraged to follow the CDC guidelines and the recommendations from the San Mateo Public Health Department.

Paratransit ridership is similar to previous months, although it has increased compared to December 2020. Customers are being cautious about going out. SamTrans bus ridership is recovering faster. It is at 65% of pre-COVID levels compared to approximately 50% for Redi-Wheels.

Transit agencies throughout the region are being affected by drivers and staff getting ill, having to take care of family members or having to quarantine after an exposure. Although this hasn't affected Redi-Wheels yet, customers are asked to be patient as ride times may need to be further negotiated and telephone hold times may increase.

The TSA has extended the mandate to wear face masks on public transit through March 18, 2022. Governor Newsom has issued an indoor mask mandate.

They are continuing to offer free rides to vaccination sites.

#### Suggestions for 2022 MTC Coordinated Plan – Richard Weiner

Richard Weiner reviewed a list of suggestions received from other counties on transportation services to stimulate thoughts or ideas.

- Tina mentioned that outreach and education will continue to be important.
- Sandra Lang talked about the need to consider the digital divide to ensure maximum access for people without access to computers, etc.
- Mike suggested that there's a gap in language offerings, and outreach efforts need to expand beyond Spanish and Chinese. Tina said that Title VI staff are reviewing this and it's important to reach people who speak any language. The Redi-Wheels reservationists do have access to the AT&T Language Line as needed.
- Ben McMullin asked about one-seat rides for inter-county rides for paratransit.

Sandra asked what "expanding the footprint" of paratransit meant. Richard said that some counties had cut back on fixed route and paratransit service area due to funding, while

other paratransit programs continue to serve areas where fixed route is no longer operating. This is what's referred to as "expanding the footprint" beyond the ADA-required area.

**Policy Issues:**

Ben asked that a representative from Government Affairs come present at a future meeting. Tina will arrange this and asked if there were specific areas that should be covered. Sandra wanted to learn more about how the budget surplus would be spent and hoped that there would be more attention to the senior and disabled communities. Mike asked to address the infrastructure plan and how we can advocate for paratransit funding from those funds.

The next PAL meeting will be on February 8<sup>th</sup>, 2022.

## Redi-Wheels Reports:

### Performance Measures

Performance Measure	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Prev. Yr. Average
1. Total trips requested	9,860	9,796	11,749	12,120	12,980	14,056	15,230	15,421	15,690	15,777	15,981	16,007	13,911	11,856
2. Trips scheduled	8,888	9,048	10,839	11,226	12,161	13,230	14,204	14,428	14,726	14,760	14,857	14,733	12,630	11,026
a. Same day cancels	654	613	691	719	803	868	936	1,031	1,020	1,031	1,053	1,116	966	1,173
% of trips scheduled	7.4%	6.8%	6.4%	6.4%	6.6%	6.6%	6.6%	7.1%	6.9%	7.0%	7.1%	7.6%	6.9%	10.6%
b. Late cancels	224	251	285	280	326	423	461	471	464	414	369	381	332	271
% of trips scheduled	2.5%	2.8%	2.6%	2.5%	2.7%	3.2%	3.2%	3.3%	3.2%	2.8%	2.5%	2.6%	2.4%	2.5%
c. Total customer no-shows	115	109	125	119	175	175	294	263	160	194	259	185	145	142
% of trips scheduled	1.3%	1.2%	1.2%	1.1%	1.4%	1.3%	2.1%	1.8%	1.1%	1.3%	1.7%	1.3%	1.0%	1.3%
d. No-show (operator)	0	0	0	0	0	0	2	0	0	0	0	0	0	0
3. Total trips served	7,895	8,075	9,738	10,108	10,857	11,764	12,511	12,663	13,082	13,121	13,176	13,051	11,186	9,440
a. Average weekday riders	322	341	361	373	432	451	458	478	501	507	480	482	446	368
b. Advance reservation	5,527	5,833	7,126	7,564	8,291	9,098	9,589	9,486	9,924	9,844	9,900	9,853	8,367	6,931
c. Agency trips	-	-	-	-	44	90	297	542	534	602	651	661	408	11
d. Individual subscription	2,368	2,242	2,612	2,544	2,522	2,576	2,625	2,635	2,624	2,675	2,625	2,537	2,411	2,498
e. Taxi trips	844	945	1,190	1,276	1,272	1,580	1,680	1,343	1,512	1,337	1,370	1,324	981	1,220
<i>(taxi % of total trips)</i>	10.7%	11.7%	12.2%	12.6%	11.7%	13.4%	13.4%	10.6%	11.6%	10.2%	10.4%	10.1%	8.8%	12.9%
4. Total Redi-Wheels riders	748	814	898	931	1,019	1,103	1,161	1,160	1,134	1,193	1,234	1,195	1,051	884
5. Inter-County Transfer Trips	53	42	49	89	125	146	150	112	73	111	100	119	98	87
6. On-time performance <sup>1</sup>	98.0%	98.2%	98.0%	97.7%	97.3%	95.1%	93.8%	94.5%	95.1%	94.7%	95.8%	94.9%	96.1%	97%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.03	1.06	1.07	1.19	1.23	1.35	1.47	1.44	1.44	1.38	1.42	1.39	NA	1.17
8. Complaints per 1000 trips	0.25	0.12	0.00	0.40	0.18	0.34	0.32	0.16	0.08	0.46	0.53	0.15	NA	0.4
9. Compliments per 1000 trips	1.14	1.36	1.33	0.79	1.29	0.51	0.72	1.18	0.84	0.46	1.44	1.23	0.89	1.1
10. Avg phone wait time (mins) <sup>3</sup>	0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.6	0.4	0.5	0.5	0.4	NA	0.42

2/4/2022

Notes:

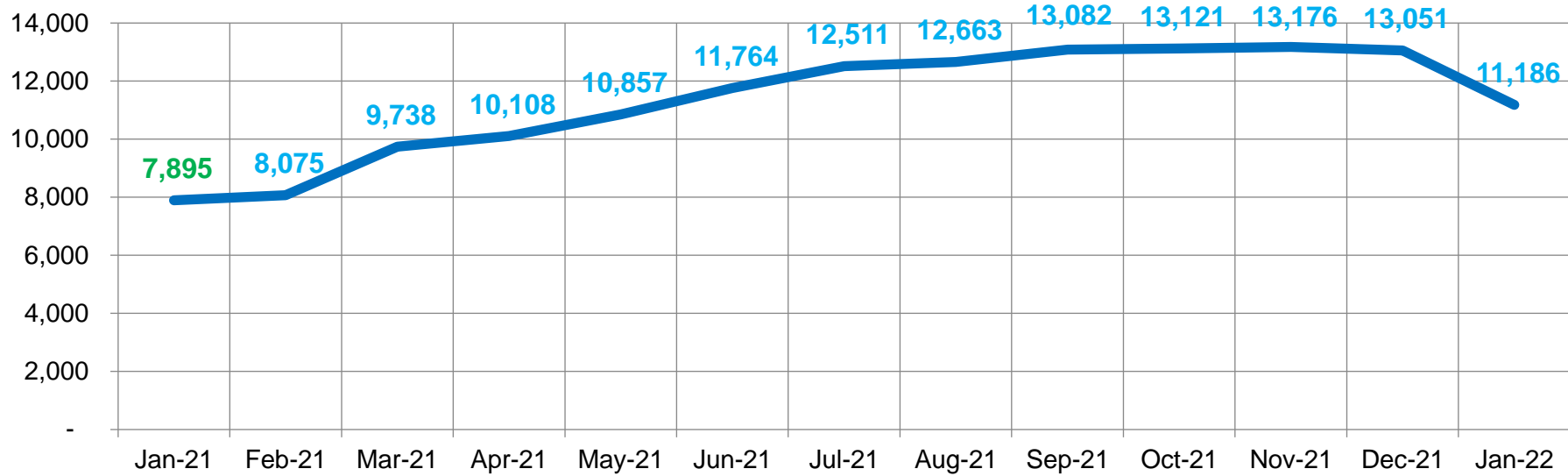
1 Standard = 90%

2 Standard = 1.70

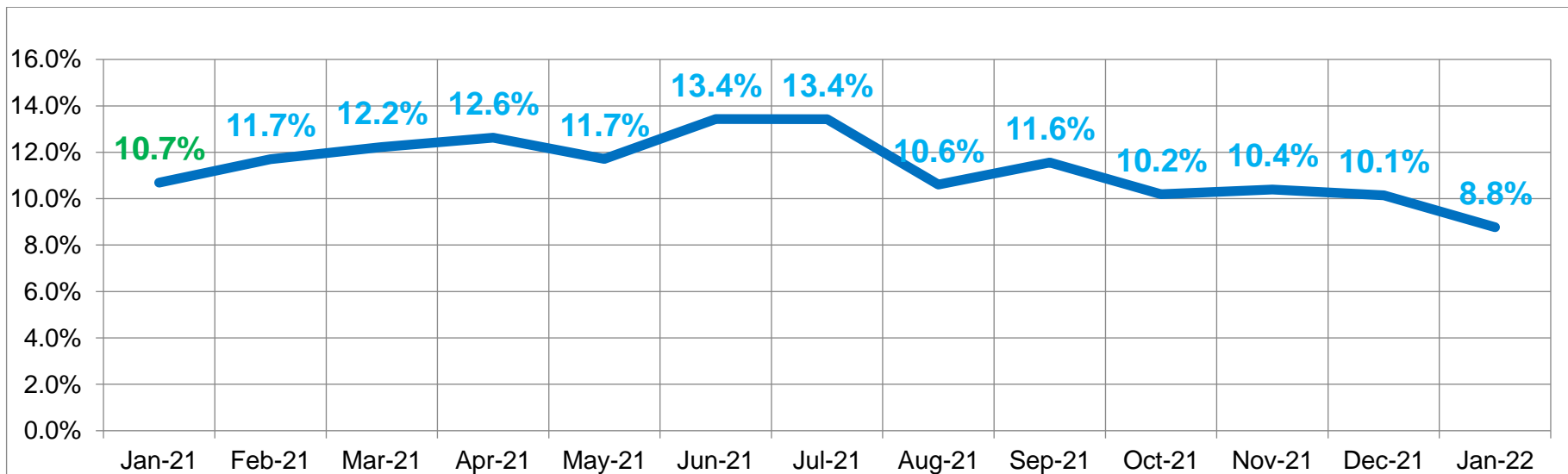
3 Standard = < 1.5

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

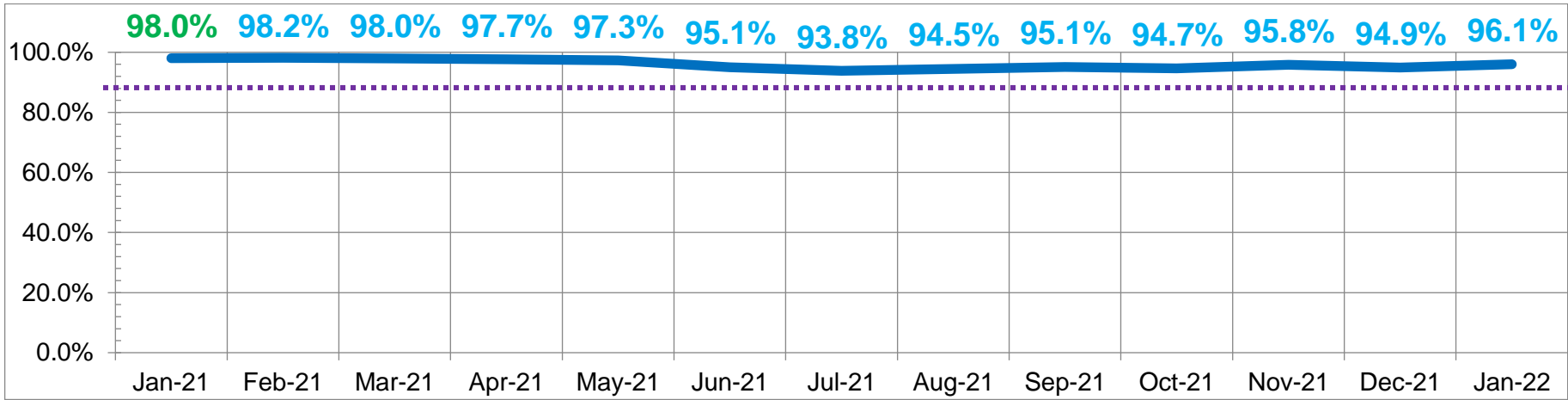
### Total Trips



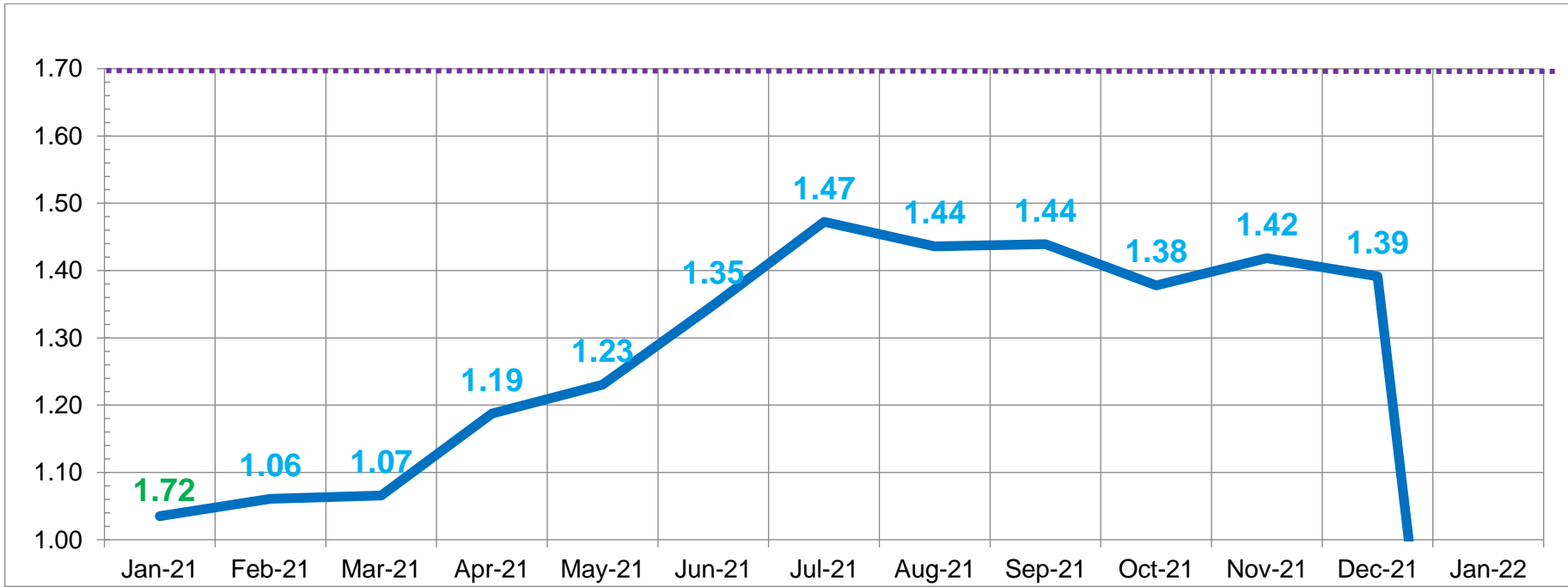
### Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

<b>2021 Comments</b>	<b>December</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>13,051</b>	

**Total Comments by Category**

<b>Compliment</b>	<b>16</b>	<b>1.23</b>
<b>Policy Related</b>	<b>5</b>	<b>0.38</b>
<b>Service Related</b>	<b>8</b>	<b>0.61</b>
<b>Total</b>	<b>29</b>	<b>2.22</b>

**Average Response Time to Customer (Working Days)‡**

<b>Compliment</b>		<b>7.63</b>
<b>Policy Related</b>		<b>10.20</b>
<b>Service Related</b>		<b>11.38</b>
<b>Overall</b>		<b>9.10</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	<b>6</b>	<b>10</b>
<b>Policy Related</b>	<b>0</b>	<b>5</b>
<b>Service Related</b>	<b>0</b>	<b>8</b>
<b>Overall</b>	<b>6</b>	<b>23</b>

‡ Excludes weekends and holidays.