



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

February 14, 2023

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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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, February 14 2023
1:30 pm Pacific Time

Join the meeting remotely 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

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Meeting Schedule for 2023

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

PCC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly Conf. Call 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 1:30pm-3:30pm	PCC Education Committee 1 st Friday Bi-Monthly Conf. Call 1:00pm	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 14, 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	July 4, 2023 (will change)	July 11, 2023	July 7, 2023	July 5, 2023
NO MEETING	August 1, 2023	NO MEETING		August 2, 2023
September 12, 2023	September 5, 2023	September 12, 2023	Sept. 1, 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.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

February 14, 2023

1. Welcome / Roll Call	1:30
2. Approval of January 10, 20223, PCC Meeting Minutes*	1:35
3. Brown Act Update – SamTrans Legislative	1:40
4. Public Comments (for items not on the agenda)	1:50
5. Committee Reports	1:55
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of January 10, 2023, 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 – Evan Milburn	
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. 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	
8. Other Business	2:50
a. ADA policy refresher – Tina Dubost	
9. Adjournment	3:00

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of January 10, 2023, Meeting

ATTENDANCE:

Members:

Dinae Cruise, Vice Chair, Consumer; Tina Dubost, SamTrans; Sandra Lang, Community Member; Mike Levinson, Consumer, PAL Chair; Benjamin McMullan, Chair, CID; Evan Milburn, Consumer, CoD; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Kathy Uhl, CoA; Marie Violet, Dignity Health
(Member attendance = 9/13, Quorum = Yes)

Guests:

Charles Posejpal, First Transit/Redi-Wheels; Lynn Spicer, SamTrans; Vicky Churchill, SamTrans; Henry Silvas, SamTrans; Kelly Shanks, SamTrans; Sarah Verity, Ability Path; Jane Stahl, PCC Staff; David Koffman, Nelson\Nygaard

Absentees:

Susan Capeloto, Dept. of Rehabilitation; Dao Do, Rosener House; Judy Garcia, Consumer; Alex Madrid, Consumer

WELCOME/INTRODUCTIONS:

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

APPROVAL OF DECEMBER MINUTES:

Mike Levinson moved to approve the December meeting minutes; Sammi Riley seconded the motion; Dinae Cruise abstained; the minutes were approved.

Dinae abstained as she had not received the minutes 7 days in advance of the meeting and had not had time to review them. In future, Jane will send her a draft version earlier in the month as the agenda is finalized at the Executive Committee meeting held a week prior to the PCC meeting.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

No updates.

Education – Sammi Riley, Chair

Committee members met on January 6th, 2023.

- They will be making some changes to the PCC website to (1) add a tab for videos and make them easier to find, and (2) removing the banner about the ADA anniversary.
- Judy Garcia and Sammi Riley will be staffing a table at the 2023 Transition to Independence Fair on Saturday February 4th in South San Francisco.
- No one was available to attend the Millbrae Senior Showcase on January 20th as a participant at the SamTrans table. Kathy Uhl will be at the event as an ambassador and offered to help with distributing PCC information. Ben also offered to assist.
- The committee thought it would be a good idea to send out a refresher sheet reminding members of the responsibilities of membership.
- A big focus of 2023 will be on recruiting new members.

The next meeting is on March 3rd, 2023, at 1pm.

Executive – Ben McMullan

During the December 6 meeting:

- Ben had spoken to Tina who expressed concerns about agency calls.
- A letter from the PCC was sent to the *San Mateo Daily Journal* acknowledging the work of Supervisor Carole Groom. Ben had provided contact information to PCC members should they wish to communicate personally.
- Ben and Dinae will be eligible to serve for another year should no one else step forward as Chair and Vice Chair for 2023-24.
- They will be updating/rewording the bylaws with regard to vacancies, excused and not excused.

Nominations/Membership – Chair Vacant

Evan Milburn has expressed interest in chairing the committee; Ben will be discussing the position with him.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina reported that preliminary reports show total ridership increased about 10% and average weekday ridership increased by 11% from December 2021. The numbers are lower than November of 2022 although this is probably a seasonal trend.

There are more advanced reservations than subscription trips (20%) or agency trips (5%); taxi trips are low. The number of individuals riding was lower in December than November. The on-time performance was still slightly below the standard of 90% and productivity was 1.52 passengers per hour.

David Koffman asked about the low number of inter-county trips. Tina said the numbers vary and that are often due to customers choosing not to travel. Inter-county transfers are available to San Francisco Paratransit (transfer points at Daly City BART or Stonestown) and to Santa Clara County VTA Access (Stanford Hospital).

Sarah Verity asked what the term “agency” meant. Tina answered that these are trips to three adult daycare programs in the county - South San Francisco Adult Day Care, San Carlos Adult Day Care, and Rosener House. This is a specialized service as these customers have greater needs.

COMMENT STATISTICS REPORT

Data from November showed more policy than service related comments. The majority were received as consumer reports rather than comment cards. The response time was very good.

SAFETY REPORT

Charles Posejpal reported that there were seven incidents in December, three were preventable.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Marie reported that there was no meeting.

ERC – Mike Levinson

No ERC meeting is scheduled.

Tina reviewed the features and implementation of the new scheduling software.

- This is an upgrade to the newest version of the paratransit scheduling software.
- The software will be cloud hosted.

- The first stage will convert existing software, e.g., reservations, scheduling trips, sending data to drivers.
- Then the vehicle communication and the IVR system will change.
- Additional features will be considered once everything is working smoothly.
- The work will proceed methodically to minimize the impact on customers.

The SamTrans IT team is working closely with Trapeze and she asked for the PCC to help with testing. This is tentatively scheduled for April.

Mike asked if the Clipper system would be incorporated into the new software. Tina responded that MTC is the entity working on having Clipper work on paratransit and she didn't know when it would happen. This will be a regional project and fare payment through Clipper is separate from the work underway.

Commission on Disabilities (CoD) – Evan Milburn

There was no meeting in December. In January they will be talking about the paratransit and fixed route survey.

Center for Independence (CID) – Ben McMullan

They are in the final phase of interviews for a new Executive Director. They are hoping to select a candidate by the end of January.

Commission on Aging (CoA) – Kathy Uhl

They will be returning to in-person meetings at the end of the first quarter as required by the County.

- The Transportation Committee now includes housing issues e.g., how to provide more housing available to seniors and people with disabilities.
- The Middle Income Senior committee is looking at long term care needs in the county and how to avoid sending people outside of the county.
- The Resources Access committee is looking at how to get information out to seniors through senior recreation programs, libraries, and age-friendly city programs.
- They will continue to advocate with the Board of Supervisors for services and resources for seniors.
- They will be at the Millbrae Senior Showcase on January 20th.

Coastside Transportation Committee (CTC) – Tina Dubost

A meeting is being finalized for the end of January. Tina will let everyone know the date decided.

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 3rd.

- Barbara Arietta was elected as the new chair and John Fox was elected as vice chair.
- They received a presentation on the Commute.org shuttle service.
- They received an update on the express lanes.
- Barbara Arietta remarked on the state of the roads, i.e., potholes, in the 20 cities in the county. Cities are responsible but other funds might be available.
- The next meeting is on January 31st.

Other Business

ADA Refresher: Tina reminded everyone that drivers cannot enter a building to look for riders. Customers need to be watching for the ride and drivers can only wait five minutes.

Dinae requested that a new contact list of members and people who regularly attend PCC meetings be made available. Ben thought this would be a useful tool and staff would work on it.

The meeting ended at 2:23pm. The next meeting is on February 14th and the public are encouraged to attend.

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 and were approved with no corrections. Dinae Cruise abstained.

Legislative

No updates.

Advocacy

Transit Recovery Update – Tina Dubost

Tina reported that ridership is increasing compared to December 2021 and is approximately 45% of pre-pandemic levels. Total ridership increased about 15% compared to December 2021, but total ridership in December was lower than November 2022. This is a normal seasonal trend. SamTrans bus ridership is recovering faster than paratransit and is approximately 76%.

Ridership recovery varies nationwide and SamTrans compares favorably to other agencies. Redi-Wheels continues to provide important trips to consumers.

Face coverings are not required on the buses but are recommended for passengers to protect themselves, drivers, and other passengers. The San Mateo County Public Health department reports that there are three respiratory viruses active in the community. At the end of December, 31% of the county residents have received the updated COVID booster; 48% of 55+ have received the updated COVID booster. Tina reminded everyone that free rides continue to COVID vaccination centers on SamTrans, Caltrain, and Redi-Wheels/RediCoast.

David Koffman mentioned a KQED Forum program recently that focused on Bay Area transit where SamTrans was singled out as being the fastest agency to recover ridership. The program can be heard here: <https://www.kqed.org/forum/2010101891806/bay-area-transit-agencies-confront-existential-crisis>.

Mike reported that Kaiser now has a test that covers all three viruses – COVID, RSV, and the flu.

Sandra Lang remarked there has been considerable outreach on the importance of public transit and she thought that this had played a role in the recovery in addition to the good service provided by SamTrans.

Policy Issues

None.

The next PAL meeting will be on February 14, 2023.

Redi-Wheels Reports

Performance Measures

Performance Measure	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Prev. Yr. Average
1. Total trips requested	16,007	13,907	14,201	17,241	17,234	17,206	16,718	16,754	18,940	18,681	18,940	18,458	17,942	15,884
2. Trips scheduled	14,733	12,358	13,186	16,097	16,143	16,023	15,441	15,406	17,399	17,162	17,561	16,958	16,266	14,746
a. Same day cancels	1,116	699	865	1,020	1,041	1,123	968	1,010	1,063	1,075	1,142	1,165	1,260	992
% of trips scheduled	7.6%	5.7%	6.6%	6.3%	6.4%	7.0%	6.3%	6.6%	6.1%	6.3%	6.5%	6.9%	7.7%	6.73%
b. Late cancels	381	332	307	397	336	312	340	353	353	439	475	403	444	382
% of trips scheduled	2.6%	2.7%	2.3%	2.5%	2.1%	1.9%	2.2%	2.3%	2.0%	2.6%	2.7%	2.4%	2.7%	2.59%
c. Total customer no-shows	185	145	179	214	205	167	207	209	201	217	245	194	207	206
% of trips scheduled	1.3%	1.2%	1.4%	1.3%	1.3%	1.0%	1.3%	1.4%	1.2%	1.3%	1.4%	1.1%	1.3%	1.40%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	2	0	0	0	0
3. Total trips served	13,051	11,182	11,835	14,466	14,561	14,421	13,926	13,834	15,782	15,429	15,699	15,196	14,355	13,166
a. Average weekday riders	482	437	425	534	568	557	511	530	580	591	593	553	536	495
b. Advance reservation	9,853	8,363	8,790	10,750	10,986	10,728	10,433	10,201	11,895	11,540	10,904	10,901	10,421	9,887
c. Agency trips	661	408	563	754	709	853	810	710	776	825	1,212	814	691	615
d. Individual subscription	2,537	2,411	2,482	2,962	2,866	2,840	2,683	2,923	3,111	3,064	3,583	3,481	3,243	2,664
e. Taxi trips	1,324	981	1,137	1,389	1,434	1,567	1,390	1,521	1,638	1,659	1,956	1,643	1,820	1,372
(taxi % of total trips)	10.1%	8.8%	9.6%	9.6%	9.8%	10.9%	10.0%	11.0%	10.4%	10.8%	12.5%	10.8%	12.7%	10.4%
4. Total Redi-Wheels riders	1,195	1,051	1,093	1,226	1,280	1,253	1,200	1,224	1,249	1,309	1,341	1,327	1,270	1,182
5. Inter-County Transfer Trips	119	98	111	182	176	207	136	109	112	115	132	124	104	131.25
6. On-time performance ¹	94.9%	96.1%	95.1%	94.4%	94.4%	92.1%	93.7%	93.3%	92.0%	89.8%	89.8%	89.8%	89.7%	94.5%
7. Productivity (psgrs/rvh) ²	1.39	1.34	1.45	1.47	1.51	1.52	1.52	1.52	1.55	1.55	1.57	1.53	1.52	1.45
8. Complaints per 1000 trips	0.15	0.54	0.68	0.28	0.27	0.55	0.50	0.43	0.25	0.91	1.15	0.53	0.49	0.38
9. Compliments per 1000 trips	1.23	0.80	0.51	1.18	0.76	0.76	0.43	1.01	1.58	0.91	0.96	0.26	0.42	0.86
10. Avg phone wait time (mins) ³	0.4	0.8	1.0	0.9	1.2	2.0	1.2	1.7	0.9	1.2	2.1	1.6	0.9	0.82

2/7/2023

Notes:

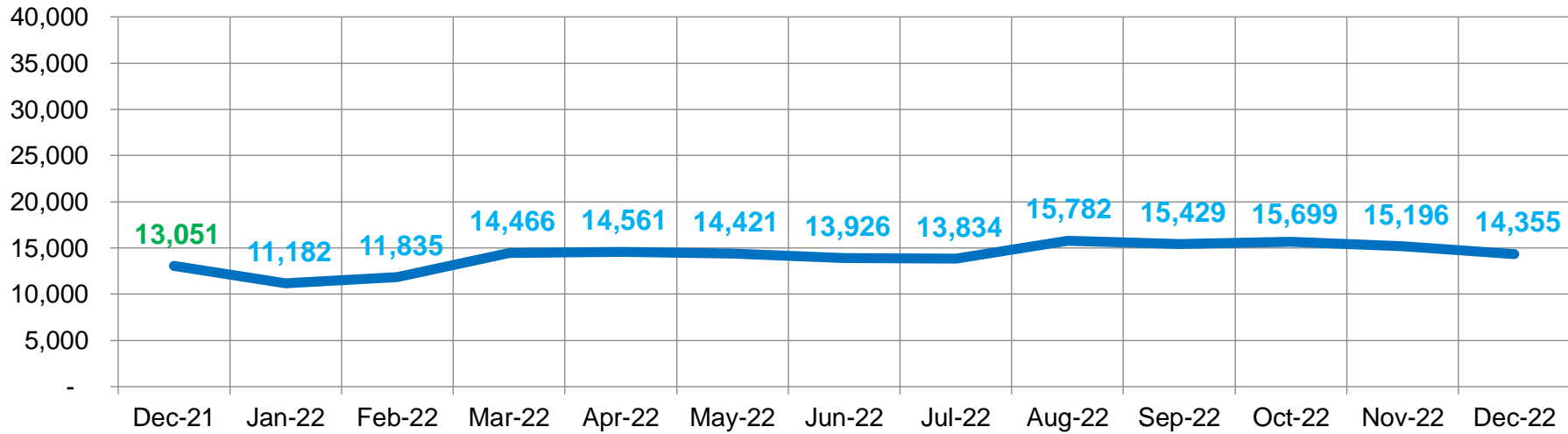
1 Standard = 90%

2 Standard = 1.70

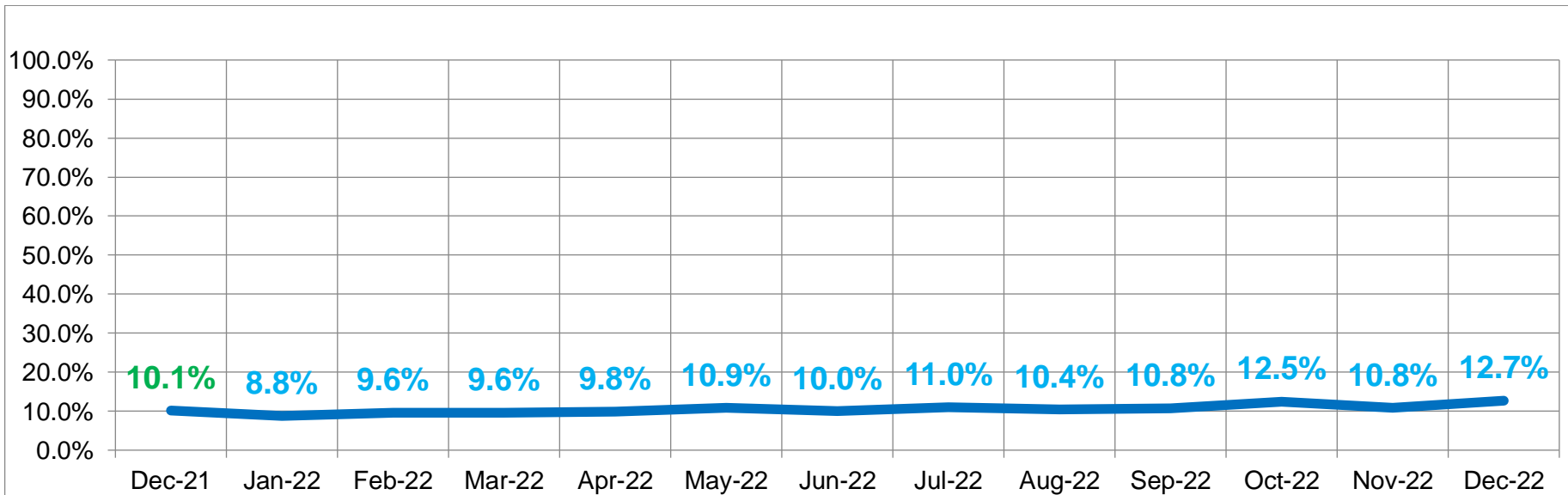
3 Standard = < 1.5

Note that data for the most recent month is preliminary

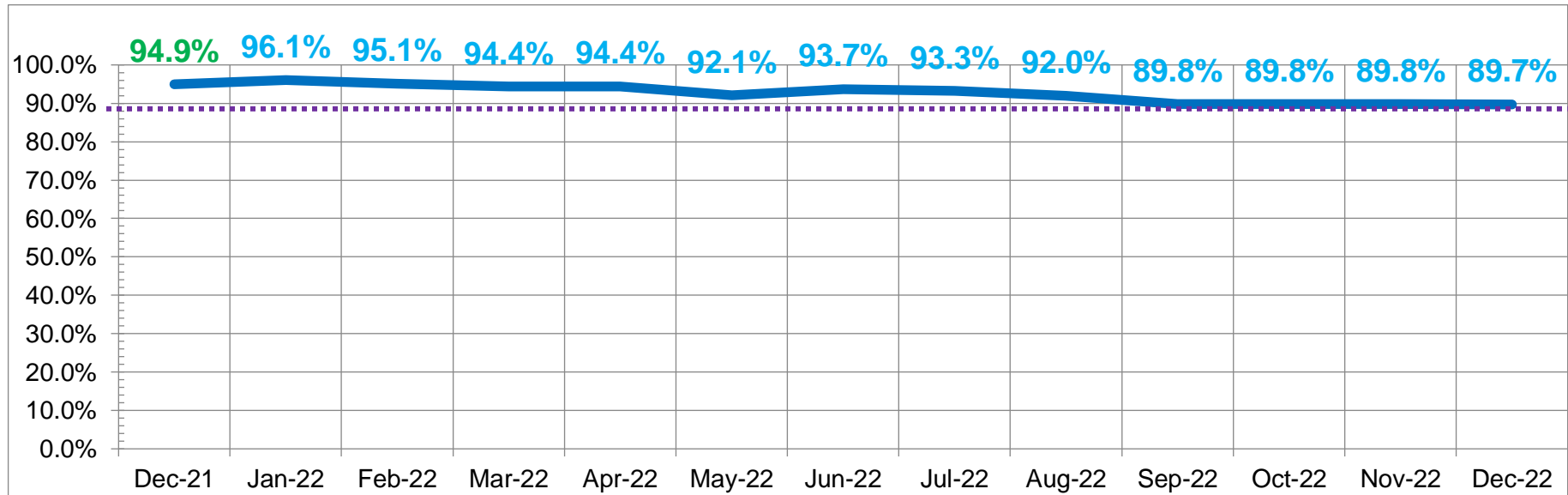
Total Trips



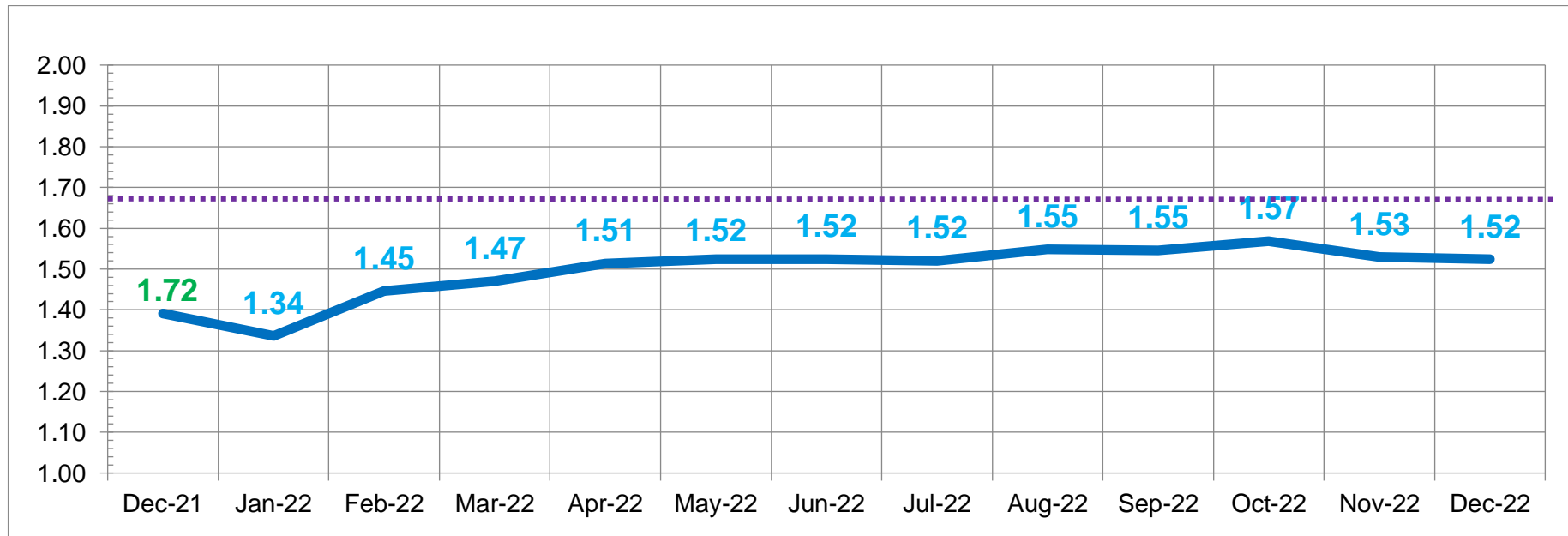
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2022 Comments	December	
	Subtotal	Rate/1000
Rides	14,355	
Total Comments by Category		
Compliment	6	0.42
Policy Related	8	0.56
Service Related	13	0.91
Total	27	1.88
Average Response Time to Customer (Working Days)‡		
Compliment		6.83
Policy Related		3.63
Service Related		10.62
Overall		7.70
	CC	CR
Compliment	3	3
Policy Related	0	8
Service Related	2	11
Overall	5	22

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays