



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

**January 11, 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, January 11, 2022  
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/97337855093?pwd=UDBaNEQ2S1lOekdpNkkxRGlwSEZSQ09>

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

Meeting ID (for both phone and computer): **973 3785 5093**  
Password (for both phone and computer): **757073**

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.

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

January 11, 2022

- |   |      |
|---|------|
| 1. Welcome / Roll Call  | 1:30 |
| 2. Approval of December 14, 2021 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 December 14, 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                             |      |
| i. Approval of revised PCC Bylaws*                                  |      |
| 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 |
| a. 4Q21 Consumer Corps Report                                       |      |
| 8. Adjournment  |      |

\*Action Item

**SAN MATEO COUNTY**

**PARATRANSIT COORDINATING COUNCIL (PCC)**

Minutes of December 14, 2021 Meeting

**ATTENDANCE:**

Members:

Dinae Cruise, Vice Chair, Consumer  
Dao Do, Rosener House  
Tina Dubost, SamTrans  
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  
Lynn Spicer, First Transit/Redi-Wheels  
Jane Stahl, PCC Staff  
Richard Weiner, Nelson\Nygaard  
Charles Posejpal, First Transit/Redi-Wheels  
Kelley Shanks, SamTrans

Absentees:

Susan Capeloto, Dept. of Rehabilitation  
Judy Garcia, Consumer  
Alex Madrid, Consumer  
Marie Violet, Dignity Health

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF NOVEMBER MINUTES:**

Mike Levinson moved to approve the November meeting minutes; Sammi Riley seconded the motion; the minutes were approved.

**PUBLIC COMMENTS:**

Tina Dubost reported that they had followed up with the customer who made comments at the November meeting.

Sammi Riley reported that she had seen the yellow comment cards on the buses for her recent trips.

## **COMMITTEE REPORTS:**

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

See page 10.

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

No report nor budget updates.

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

The next meeting is on January 7<sup>th</sup>, at 1pm.

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

The committee has been working on changes to the Bylaws and will bring the proposed Bylaws to the PCC committee for approval in January.

A new member orientation was held for Kathy Uhl; she felt it was very informative and helpful.

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

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

## **OPERATIONAL REPORTS**

### **PERFORMANCE REPORT**

Tina reviewed preliminary data for November.

- Ridership is continuing to increase with 13,176 rides in November 2021 as compared to 8,863 in November 2020.
- The average weekday ridership has increased from 357 to 480.
- The number of subscription trips is consistent.
- The number of agency trips is slightly higher as agencies gradually reopen. Service is currently provided to San Carlos Adult Day Care, Rosener House, and South San Francisco Adult Day Care.
- The percentage of advance reservations has increased slightly.
- Late cancels and no-shows are still low. The sending of no-show and late cancel letters has resumed.
- The number of individuals riding is increasing.
- Taxi trips are about 10% of total trips.
- On time performance is excellent and productivity is 1.42 passengers per hour.
- The average on-hold time for reservations is better than the standard.

Tina showed a chart comparing ridership in 2019, 2020 and 2021.

Scott asked about ridership on SamTrans; Tina reported that Redi-Wheels is 50% of pre-COVID ridership and recovering more slowly; SamTrans is at approximately 60%.

## **COMMENT STATISTICS REPORT**

Tina reviewed the data for October. The number of comments received is down compared to the pre-COVID period due to lower ridership. More comments are being received via calls to the Customer Service Center. The most common type of complaint was driver conduct; each complaint had been investigated and appropriate action taken.

## **SAFETY REPORT**

Charles Posejpal reported that there were no preventable incidents in November.

## **LIAISON REPORTS**

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

Dao's agency is seeing small increases in ridership each month but there is hesitancy to take public transportation. Many clients are being driven to the site by family members and members are coming less often.

Jane Stahl read an email received from Marie Violet as she was not able to attend the meeting. Marie has been in contact with some of the centers that use Redi-Wheels and many are planning to re-open in January, even with limited attendees. She has a new staff member who has many contacts in north San Mateo County and she will assist in contacting them in January. Marie hopes to have information for an Agency Report and for the Education Committee. She asked for a current list of agencies that use Redi-Wheels; Tina will try to generate a list for her.

Sandra asked where to send suggestions for agencies to be included. They can be sent either to Marie or through Jane.

### **ERC – Mike Levinson**

Mike asked about progress on the IVR system. Tina said they are still evaluating proposals and don't have anything yet to take to the Board of Directors yet.

Richard Weiner asked when eligibility assessments will go back to being in-person. Tina said they don't have a date yet but hope this can happen in 2022.

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

The Transition to Independence Fair is online this year and features a different panel/topic each month throughout the year. The most recent focused on housing for people in the transition state. The Commission will next meet in January.



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

CID is hiring a program coordinator for emergency PSP shutoffs and emergency preparedness. They are starting the strategic planning process with a consultant.

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

Kathy reported that there will be a planning meeting in December. Scott reported that they elected their executive committee for 2022 at the last meeting.

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

The committee didn't meet in November but members received an email update. RediCoast is continuing to provide necessary services.

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

Note: In addition to her verbal report at the meeting, Sandra Lang later submitted additional points to be incorporated into her report.

The CAC met on November 30<sup>th</sup>:

- They accepted the capital projects quarterly status report for FY22.
- There was an informational presentation on the Alternative Congestion Relief and Transportation Demand Management (ACR/TDM) project initiation and selection for plan-based Measure A and Measure W funding. The Draft Plan prioritizes criteria for the identification and recommendation of funded projects and will guide the first Call for Projects planned for Spring 2022. There is an allocation of \$113M in Measure A and Measure W funding.
- The funding distribution comes from Measure A and the Measure W half cent sales tax per the overall Strategic Plan.
- Staff will review any public comments submitted and the TA board will vote to adopt the plan at its January 2022 meeting.
- Staff will host Call for Projects Workshops for public engagement before the first Call for Projects. PCC members can preview and understand how ACR/TDM initiatives work towards “ensuring safe and convenient trips while managing congestion” [here](#).
- The South San Francisco CALTRAIN station public opening has been delayed to early 2022.

Mike asked if the Measure W categories were covered under ACR/TDM. Sandra responded that 1% of funds collected through Measure A and Measure W will go towards this plan.

Updates on the 101 Express Lanes project can be found at <https://dot.ca.gov/caltrans-near-me/district-4/d4-projects/d4-san-mateo-101-express-lane-project>.

## **OTHER BUSINESS**

Tina announced that SamTrans has released several [new videos on their YouTube channel](#) and some PCC members are featured. She thanked PCC members for their participation. Sandra asked how they will be marketed; Tina will find out and report back to the committee.

Mike announced that SamTrans hosted a webinar on November 17<sup>th</sup> on autonomous vehicles. He thought that the presentation was outstanding and he will provide updates on this to PCC members.

Chair Ben McMullan wished everyone happy holidays. The next meeting will be on January 11th at 1:30pm. The meeting adjourned at 2:27pm.

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

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

### Advocacy

#### Transit Recovery Update – Tina Dubost

Tina reported that ridership is continuing to increase gradually. Average weekday ridership increased when compared to November 2020 but is a little lower than October 2021. She felt customers were being cautious.

TSA has extended the requirement for face coverings on public transit through March 18, 2022. This is also a requirement of the San Mateo County Health Department.

SamTrans, paratransit and Caltrain are continuing to offer free rides to obtain a COVID vaccination as well as the booster shot.

The Bay Area Council continues to survey employers about employees returning to the office. There's also been an increase in traffic congestion. Redi-Wheels continues to have good on-time performance.

Paratransit ridership is approximately 50% of pre-COVID numbers; SamTrans ridership is approximately 60% of pre-COVID numbers. Paratransit recovery in other areas ranges widely from 90% to very small ridership.

There was a presentation on paratransit at the December SamTrans Board meeting. Highlights included:

- They are providing fewer trips but the trips are essential. Dialysis has become a larger percentage of trips and riders are taking fewer discretionary trips.
- Service performance remains strong. There is good on-time performance, miles between service calls are good, and they are providing good, robust and reliable service.
- The cost per trip has increased due to fixed costs.
- The CEO gave heartfelt appreciation to the drivers and staff who are working hard to provide good service to customers.

Tina reported that David Scarbor, Accessibility Coordinator, has transferred and is the EEO Administrator for SamTrans. She hopes to fill his position soon.

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

Richard Weiner will send out a list of suggestions (see attachment A) received from other counties on transportation services to stimulate any thoughts or ideas. He asked members to bring their suggestions to the January meeting which is the last opportunity. The Coordinated Plan is being updated from 2018 looking at the transportation needs of older adults, people with disabilities, and low-income populations Bay Area wide.

Sandra asked if the plan is used to obtain Federal funding. Richard said that the plan is listed when applying for grants at different funding levels.

**Policy Issues:**

Mike asked about the SamTrans six-month pilot program that provides free bus passes for low-income students and if it could be folded into paratransit. Tina said that transportation for students with disabilities going to and from school is the responsibility of the County Office of Education, not SamTrans. There are state laws with specific requirements on this.

Kathy Uhl asked if students could ride during non-school times? Tina said that students who participate in the program can ride SamTrans anytime.

The next PAL meeting will be on January 11th, 2022.

## Redi-Wheels Reports:

### Performance Measures

Performance Measure	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Prev. Yr. Average
1. Total trips requested	10,843	9,860	9,796	11,749	12,120	12,980	14,056	15,230	15,421	15,690	15,777	15,981	16,036	11,856
2. Trips scheduled	9,826	8,888	9,048	10,839	11,226	12,161	13,230	14,204	14,428	14,726	14,760	14,857	14,762	11,026
a. Same day cancels	730	654	613	691	719	803	868	936	1,031	1,020	1,031	1,053	1,116	1,173
% of trips scheduled	7.4%	7.4%	6.8%	6.4%	6.4%	6.6%	6.6%	6.6%	7.1%	6.9%	7.0%	7.1%	7.6%	10.6%
b. Late cancels	229	224	251	285	280	326	423	461	471	464	414	369	381	271
% of trips scheduled	2.3%	2.5%	2.8%	2.6%	2.5%	2.7%	3.2%	3.2%	3.3%	3.2%	2.8%	2.5%	2.6%	2.5%
c. Total customer no-shows	123	115	109	125	119	175	175	294	263	160	194	259	185	142
% of trips scheduled	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%	1.3%
d. No-show (operator)	0	0	0	0	0	0	0	2	0	0	0	0	0	0
3. Total trips served	8,744	7,895	8,075	9,738	10,108	10,857	11,764	12,511	12,663	13,082	13,121	13,176	13,080	9,440
a. Average weekday riders	337	322	341	361	373	432	451	458	478	501	507	480	483	368
b. Advance reservation	6,339	5,527	5,833	7,126	7,564	8,291	9,098	9,589	9,486	9,924	9,844	9,900	9,882	6,931
c. Agency trips	-	-	-	-	-	44	90	297	542	534	602	651	661	11
d. Individual subscription	2,405	2,368	2,242	2,612	2,544	2,522	2,576	2,625	2,635	2,624	2,675	2,625	2,537	2,498
e. Taxi trips	1,111	844	945	1,190	1,276	1,272	1,580	1,680	1,343	1,512	1,337	1,370	1,009	1,220
<i>(taxi % of total trips)</i>	12.7%	10.7%	11.7%	12.2%	12.6%	11.7%	13.4%	13.4%	10.6%	11.6%	10.2%	10.4%	7.7%	12.9%
4. Total Redi-Wheels riders	792	748	814	898	931	1,019	1,103	1,161	1,160	1,134	1,193	1,234	1,195	884
5. Inter-County Transfer Trips	73	53	42	49	89	125	146	150	112	73	111	100	119	87
6. On-time performance <sup>1</sup>	96.9%	98.0%	98.2%	98.0%	97.7%	97.3%	95.1%	93.8%	94.5%	95.1%	94.7%	95.8%	92.0%	97%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.19	1.03	1.06	1.07	1.19	1.23	1.35	1.47	1.44	1.44	1.38	1.42	NA	1.17
8. Complaints per 1000 trips	0.57	0.25	0.12	-	0.40	0.18	0.34	0.32	0.16	0.08	0.46	0.53	NA	0.4
9. Compliments per 1000 trips	1.14	1.14	1.36	1.33	0.79	1.29	0.51	0.72	1.18	0.84	0.46	1.44	1.22	1.1
10. Avg phone wait time (mins) <sup>3</sup>	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.6	0.4	0.5	0.5	NA	0.42

**1/4/2022**

Notes:

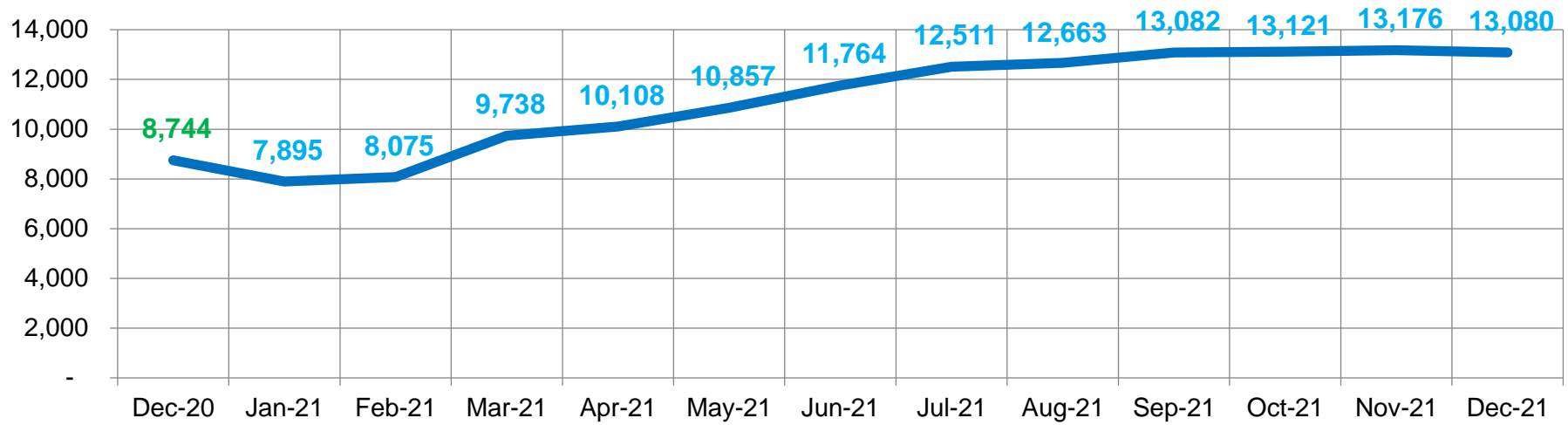
1 Standard = 90%

2 Standard = 1.70

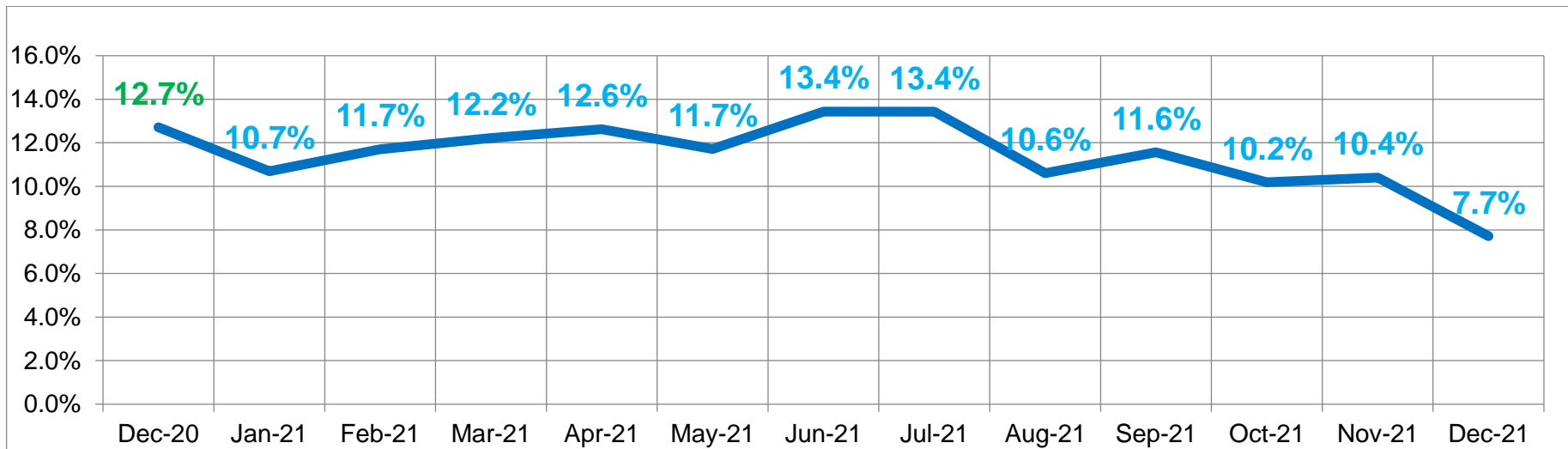
3 Standard = < 1.5

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

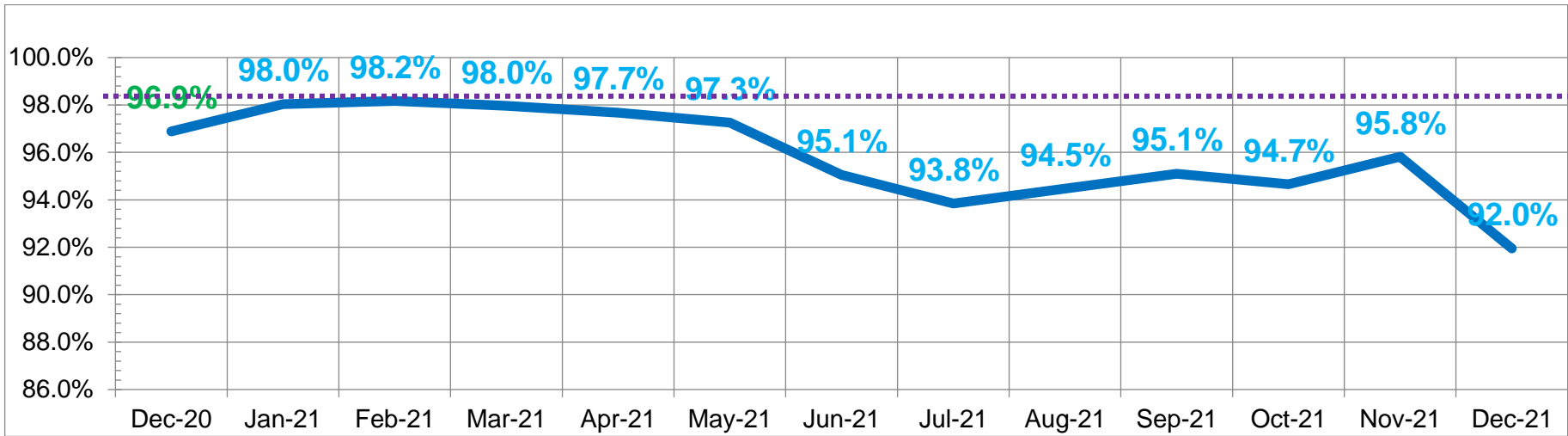
Total Trips



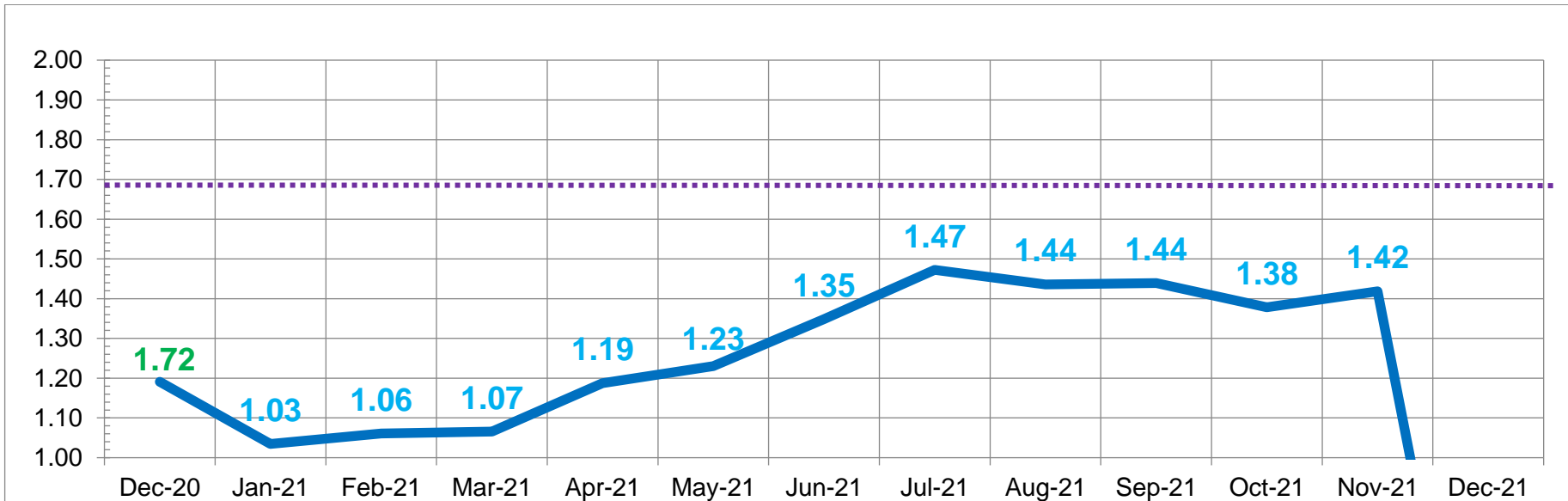
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Note: December productivity data not available.

Monthly Comment Statistics

2021 Comments	November	
	Subtotal	Rate/1000
Rides	13,176	
<b>Total Comments by Category</b>		
Compliment	19	1.44
Policy Related	6	0.46
Service Related	22	1.67
<b>Total</b>	<b>47</b>	<b>3.57</b>
<b>Average Response Time to Customer (Working Days)‡</b>		
Compliment		7.63
Policy Related		6.50
Service Related		12.14
<b>Overall</b>		<b>9.60</b>
	<b>CC</b>	<b>CR</b>
Compliment	3	16
Policy Related	0	6
Service Related	0	22
<b>Overall</b>	<b>3</b>	<b>44</b>

‡ Excludes weekends and holidays.



## SAMPLE COMMENTS FROM MTC COORDINATED HUMAN SERVICES PUBLIC TRANSPORTATION PLAN

- Using fixed-route with route cuts is troubling/difficult
  - The footprint of ADA paratransit should be expanded to include other areas
  - Same-day paratransit service cost of \$16 one way, is too high for low incomes
  - In downtown Benicia there are some curb cuts that are too deep. It makes it very difficult to navigate in a wheelchair.
  - Paratransit on-time performance should be improved
  - Should work with staff to expand what ADA paratransit offers to improve passenger experience
  - There is no ADA designated TNC service
  - Advise VTA not to remove bus stops, this causes hardships for those with mobility issues and shrinks the ADA footprint
  - VTA and MTC should make it easier to get small nonprofits into the business of providing paratransit services
  - Policymakers should make it easier for nonprofits to access funding
  - My mobility device requires a lot of baggage, this has been an issue with drivers when given rides
  - I am experiencing being passed up by the bus
  - There should be uniform policies in each county for how the police and paramedics deal with wheelchairs when a person with disabilities has to be transported by ambulance from a public transit vehicle.
  - Transit is not an appropriate service for frail or older seniors. Some have a very difficult time boarding vehicles and travel training isn't a viable option.
  - Volunteer driver programs can't accommodate people who use wheelchairs because they don't have accessible vehicles.
  - NVRTA should look for ways to make the Shared Vehicle Program easier for community-based organizations to use available wheelchair accessible vehicles. Driver training makes it cost prohibitive to use.
- 
- There are potential solutions by incorporating on-demand services with paratransit.
  - Travel training in Solano County is working and is important.
  - The way information and referrals are being done in Solano County is really great.
  - Paratransit service should be expanded on weekends.
  - Fund sources for programs like Lifeline are dwindling.
  - There continues to be insufficient transportation services for reaching healthcare centers.
  - Not enough transportation options for those who don't qualify for paratransit and can't afford taxi services.
  - TNC drivers are not widely available in Napa County.
  - Taxis have to be booked ahead of time and are more expensive, but Lyft drivers are sparse.
  - Paratransit is a challenge because of the on time performance. It would be wonderful if those who depend on paratransit don't have to miss their classes or appointments.
  - The Sonoma Access website should be publicized so that everyone in Sonoma County knows that's where you go for transportation information.
  - The Sonoma Access website should be updated more often and it should include changes under COVID.
  - Volunteer recruitment for volunteer driver programs is really hard.

- Competitive funding programs for specialized transportation are difficult to administer. The funding is also unstable.
  - Travel training should be offered in schools to teach people how to use public transportation.
  - The one seat ride paratransit program in Sonoma County should be kept after COVID.
  - The virtual ticketing for paratransit in Sonoma County should be kept after COVID.
  - App-based services are a huge barrier for older adults.
  - Technology training is needed for older adults
- 
- More services are needed for rural communities. This issue is getting worse because people are aging in place.
  - We need an assessment of agencies who offer travel training and who doesn't.
  - Transit agencies should do more to promote travel training programs.
  - Travel training can be taught at senior centers.
  - There should be one website for all agencies in the county that lists all the transportation programs available, including travel training and volunteer driver programs.
  - The Sonoma Access website should be expanded to include transportation options for all disadvantaged groups, not just seniors. It should be expanded to include all modes of transportation, including travel training and SMART information.