



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

January 10, 2023

1:30pm

San Mateo County
Paratransit Coordinating Council (PCC)
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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, January 10, 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

January 10, 2023

| | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of December 13, 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 December 13, 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 December 13, 2022, Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation; Dinae Cruise, Vice Chair, Consumer; Tina Dubost, SamTrans; Judy Garcia, Consumer; Sandra Lang, Community Member; Mike Levinson, Consumer, PAL Chair; Benjamin McMullan, Chair, CID; Evan Milburn, Consumer, CoD; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair.

(Member attendance = 9/13, Quorum = Yes)

Guests:

Ana Rivas, SamTrans; Charles Posejpal, First Transit/Redi-Wheels; Lynn Spicer, SamTrans; Vicky Churchill, SamTrans; Jane Stahl, PCC Staff; David Koffman, Nelson\Nygaard

Absentees:

Dao Do, Rosener House; Alex Madrid, Consumer; Kathy Uhl, CoA, 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

APPROVAL OF NOVEMBER MINUTES:

Sammi Riley moved to approve the November meeting minutes; Mike Levinson seconded the motion; Dinae Cruise abstained; 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

Sammi Riley reviewed the budget numbers for July through October 2022 (see attachment A.) Sammi commented that the amount spent on insurance and Redi-

Wheels expenses seemed high. Tina responded that the insurance had been paid in advance. Also, there had been a decrease in taxi service and a resulting increase in expense for Redi-Wheels service.

Sandra asked for clarification on the revenue from sales tax. Tina responded that several sales taxes are utilized in the budget - Measure A taxes, Measure M, Measure W, plus other taxes allocated to the ADA program.

Education – Sammi Riley, Chair

Committee members will be tabling at the 2023 Transition to Independence Fair on Saturday February 4th in South San Francisco.

A PCC member may attend the Millbrae Senior Showcase on January 20th as a participant at the SamTrans table.

The next meeting is on January 6th, 2023.

Executive – Ben McMullan

During the December 6 meeting:

- Ben will follow up with Tina on various issues of concern.
- Mike and Sammi reported on their presentation to the Solano County PCC.
- They had discussed how to acknowledge Carole Groom’s contributions to the community, individually and/or with a letter to the San Mateo Daily Journal. She was a former PCC member, has a long history of helping with senior and disability issues, was a County Supervisor and a member of the SamTrans Board of Directors. She was also mayor of San Mateo and a long-time board member at AbilityPath, who named a center after her to acknowledge her work for the disabled. Sandra suggested that the PCC send a card that includes contributions from each PCC member.

Nominations/Membership – Chair Vacant

No report. Anyone interested in the position should follow up with Ben.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina reported that total ridership and average weekday ridership were higher than in November 2021. Total ridership was 15,196, about 15% higher than November 2021. Average weekday ridership was 553 which was also 15% higher than last year. It was slightly less than October, but she felt this is a seasonal trend.

Subscription trips remain at about 20%; agency trips at 5%; taxi trips are low at just over 10%.

Same day cancels remain low at 6.9%; late cancels and no shows are also low. The on-time performance was 89.8%, slightly below the standard of 90%.

Mike asked if there was a reason for taxis being at 10%. Tina responded that they want to use more Redi-Wheels vehicles as this is more cost efficient and results in greater productivity. However, there are times when it makes sense to use a taxi. First Transit is committed to being as efficient as possible.

David Koffman asked why agency trips were higher in October. Tina responded that more people are returning to agency activities and there are more weekdays and no holidays in the month. If there is a spike in COVID, the numbers will decrease. Charles Posejpal also commented that as people return to work, more people bring their loved ones to programs, so the number of program participants increases.

COMMENT STATISTICS REPORT

Data from October showed 49 comments. The response time is better. The majority were received as consumer reports rather than comment cards. There are no specific patterns.

SAFETY REPORT

Charles Posejpal reported that there were three incidents in November, one of which was preventable.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

No report.

ERC – Mike Levinson

The agenda now includes a report on the new scheduling software. Testing might be happening in March or April.

Tina thanked the committee for meeting to discuss the changes to the eligibility process and second level interviews.

Tina reviewed the attributes of the new scheduling system with Trapeze:

- This is an upgrade to the latest version of the Trapeze software
- It has been installed in the cloud and Trapeze is currently conducting internal testing to ensure that the various tables are set up correctly.
- The better scheduling algorithm should result in less “back tracking” of buses.
- There will be an interface with the Clipper card as part of an MTC project.
- The new IVR will be part of Trapeze, not an interface.

- There will be a pilot for same-day paratransit service.

Mike commented that having all the systems under one vendor is a major step forward.

Sandra asked what same-day service meant. Tina responded that trips are currently scheduled 1-7 days in advance. As the new software can schedule more effectively and increase productivity, this could free up time during the day for same-day trips on a space available basis. There is no timeline yet, there are limitations, and the fare has not yet been decided. They will discuss this with the PCC before it's launched.

Sammi asked if the equipment on the vehicles will be changed to accommodate Clipper cards. Tina said that there will be interface with Trapeze for a cardless system. It isn't clear how rides purchased with the app will be handled.

Commission on Disabilities (CoD) – Ben McMullan

The commission doesn't meet in December.

Center for Independence (CID) – Ben McMullan

The new programs, ADRC and a health program, are up and running.

Mike said that there were five interviews for the new Executive Director and two late applications are being evaluated. Several candidates are a good fit for CID and will be asked to come to a second interview.

Commission on Aging (CoA) – Kathy Uhl

No report.

Coastside Transportation Committee (CTC) – Tina Dubost

The next meeting will be scheduled 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 November 29th.

- The meeting was hybrid, held in person and on Zoom.
- Amy Linehan gave an informative report on Transit Authority legislative programs.
- There was an allocation of \$21M from Measure W for 25 pedestrian and bicycle programs.
- April Chan complimented the work done by the CAC and the input members provided.

The next meeting is on January 3rd and the public are encouraged to attend.

OTHER BUSINESS

ADA policy refresher:

Tina reported that Redi-Wheels has a low-income fare that is \$1.75 each way. To qualify, a form needs to be completed and proof provided that the applicant receives Supplemental Security Income (SSI), Medi-Cal, or general assistance from the County. The PCC assisted in the creation of the program.

Tina reminded riders not to share their Redi-Wheels ID or allow others to ride using their ID.

The meeting adjourned at 2:31pm. The next meeting will be on January 10, 2023, at 1:30pm.

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 and were approved with no corrections. Dinae Cruise abstained.

Legislative

The new legislative session starts in January 2023 with voting in February.

Advocacy

Transit Recovery Update – Tina Dubost

Tina reported that ridership is increasing compared to 2021 and is approximately 56% of pre-pandemic levels. Total ridership increased about 15% compared to 2021, but a little lower than October 2022, and average weekday ridership is the same. Bus ridership is recovering faster than paratransit and is approximately 76%.

Ridership recovery varies across the country and Redi-Wheels continues to provide important trips to consumers.

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

Sandra asked about the effects of the virus on services. Tina responded that it affects both passengers and drivers; everyone is encouraged to get vaccinated. Ridership depends on people's comfort level and which locations are open.

Policy Issues

None.

The next PAL meeting will be on January 10, 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 | 17,159 | 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 | 15,483 | 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% | 8.1% | 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% | 2.9% | 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 | 13,572 | 13,166 |
| a. Average weekday riders | 482 | 437 | 425 | 534 | 568 | 557 | 511 | 530 | 580 | 591 | 593 | 553 | 505 | 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 | 9,638 | 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 | 1,551 | 1,372 |
| <i>(taxi % of total trips)</i> | 10.1% | 8.8% | 9.6% | 9.6% | 9.8% | 10.9% | 10.0% | 11.0% | 10.4% | 10.8% | 12.5% | 10.8% | 11.4% | 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 | 1.40 | 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 | NA | 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 | NA | 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 | NA | 0.82 |

1/3/2023

Notes:

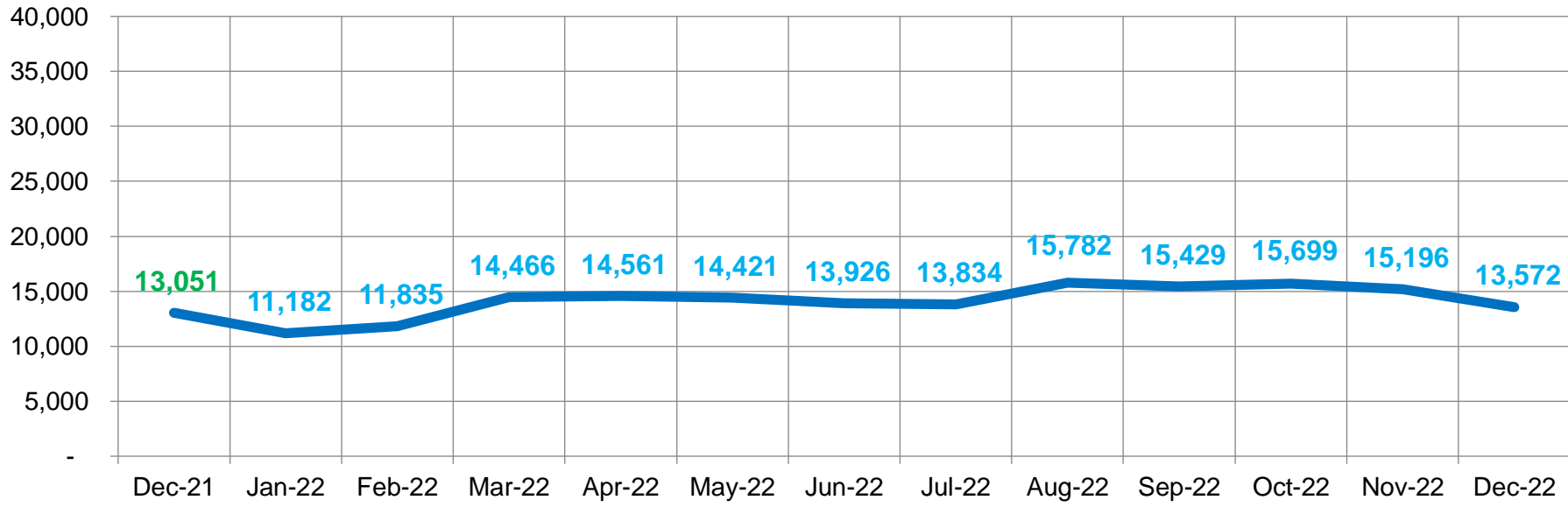
1 Standard = 90%

2 Standard = 1.70

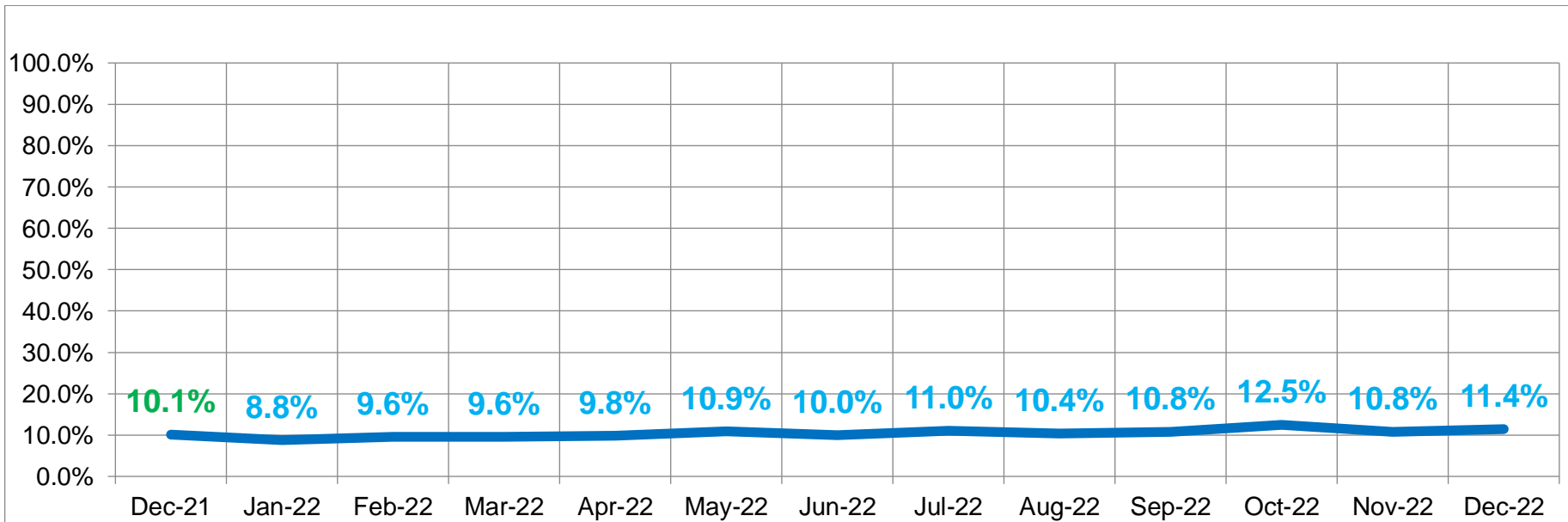
3 Standard = < 1.5

Note that data for the most recent month is preliminary

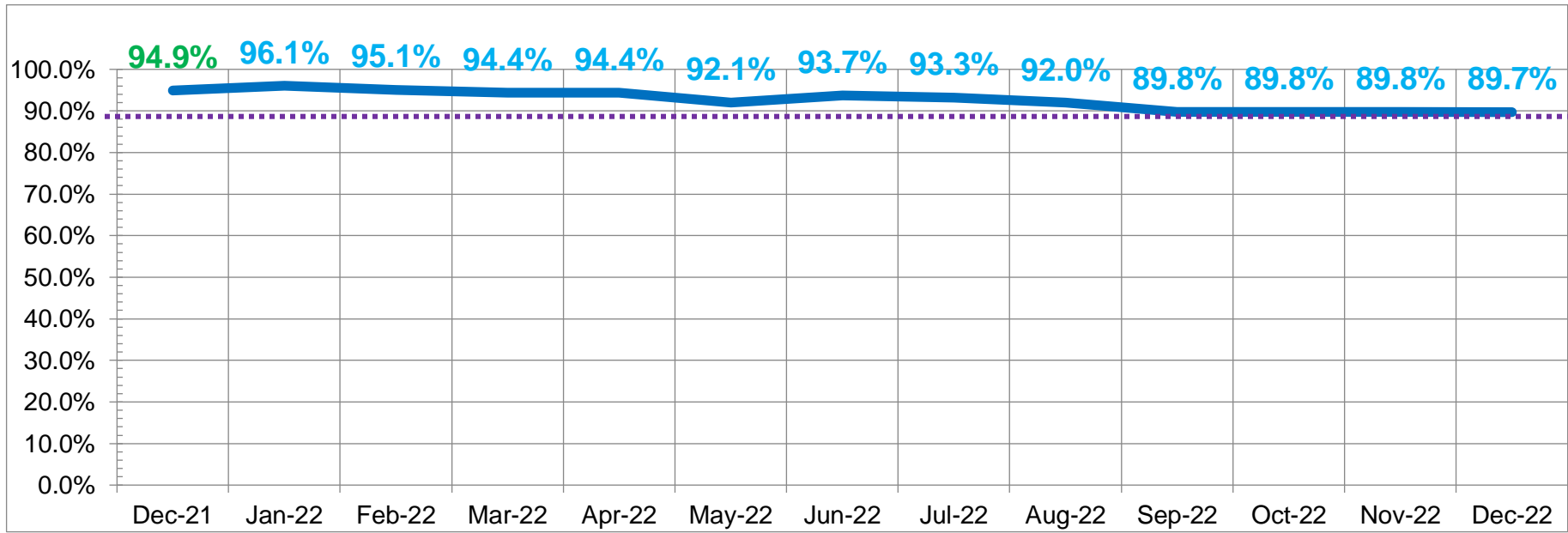
Total Trips



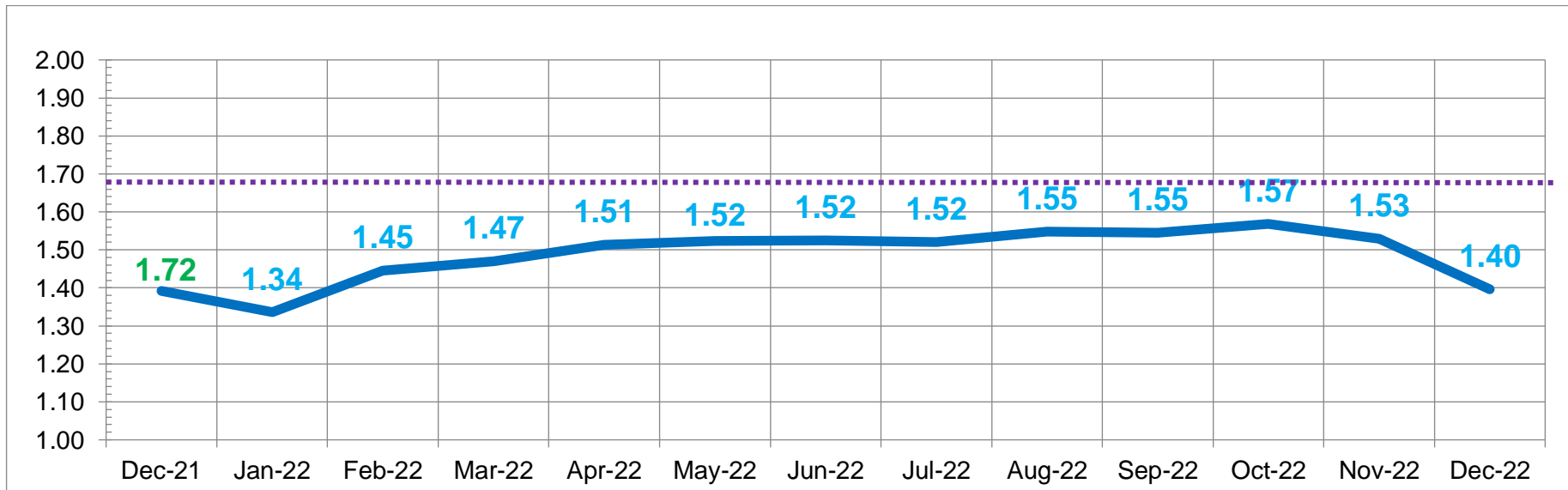
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

| 2022 Comments | November | |
|--|-----------|-------------|
| | Subtotal | Rate/1000 |
| Rides | 15,196 | |
| Total Comments by Category | | |
| Compliment | 4 | 0.26 |
| Policy Related | 19 | 1.25 |
| Service Related | 5 | 0.33 |
| Total | 28 | 1.84 |
| Average Response Time to Customer (Working Days)‡ | | |
| Compliment | | 3.29 |
| Policy Related | | 3.86 |
| Service Related | | 6.79 |
| Overall | | 4.98 |
| | CC | CR |
| Compliment | 1 | 3 |
| Policy Related | 0 | 5 |
| Service Related | 0 | 19 |
| Overall | 1 | 27 |

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays

| Report to PCC, December 2022 | | | | |
|---|--|--|--------------------------------------|---|
| Summary of Paratransit Expenses and Revenues First four months of FY 2023 (July 2022-October 2022) | | | | |
| Paratransit Revenue: YTD Actual - July 2022-October 2022 (4 months) | | | FY 2023 Revenue Budget | |
| | Year-to-Date Actual Revenue | % of Total Actual Revenue | Annual Revenue Budget | % of Annual Revenue Budget |
| Passenger fares | \$162,752 | 2% | \$430,000 | 38% |
| Local Transit Development Act (TDA) 4.5 | \$930,316 | 14% | \$2,790,948 | 33% |
| Local State Transit Assistance (STA) | \$324,104 | 5% | \$972,312 | 33% |
| Operating grants | \$646,549 | 10% | \$2,589,649 | 25% |
| District sales tax - District ADA programs | \$2,502,478 | 37% | \$6,033,480 | 41% |
| Interest income - paratransit trust fund | \$137,965 | 2% | \$365,000 | 38% |
| SMCTA Measure A | \$1,802,595 | 27% | \$4,330,880 | 42% |
| Measure M | \$207,382 | 3% | \$1,200,000 | 17% |
| Total Revenue | \$6,714,141 | | \$18,712,269 | 36% |
| Paratransit Expense: YTD Actual - July 2022 - October 2022 (4 months) | | | FY 2023 Expense Budget | |
| | Year-to-Date Actual Expense | % of Total Actual Expense | Annual Expense Budget | % of Annual Expense Budget Spent |
| Redi-Wheels | \$2,769,749 | 41% | \$8,285,000 | 33% |
| ADA Sedan / Taxi service | \$822,886 | 12% | \$2,457,000 | 33% |
| Coastside ADA Support | \$498,275 | 7% | \$1,306,000 | 38% |
| ADA Related Wages and Benefits | \$871,993 | 13% | \$2,947,711 | 30% |
| ADA Related support | \$576,725 | 9% | \$2,328,014 | 25% |
| Insurance | \$1,174,414 | 17% | \$1,188,544 | 99% |
| ADA Claims Reserves and Payments | \$100 | 0% | \$200,000 | 0% |
| Total Expense | \$6,714,142 | | \$18,712,269 | 36% |