



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

July 12, 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
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, July 12, 2022
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

TABLE OF CONTENTS

Meeting Schedule for 2022	3
AGENDA	4
Minutes of June 14, 2022 Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	10
Attachment A	13
Redi-Wheels Reports	14
Performance Measures	14
Total Trips	15
Taxis – Percentage of Total Trips	15
On-Time Performance	16
Productivity (Passengers/Revenue Vehicle Hour)	16
Monthly Comment Statistics	17

Meeting Schedule for 2022

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

PCC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly 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 11:30-12:30pm	PCC Education Committee 1 st Friday Bi-Monthly Conf. Call 1:00pm	CTC Coastside Trans. Committee 2 nd Thursday Qtly. Senior Coastsiders 925 Main St., HMB** 10:00-11:30am	SamTrans Board 1 st Wednesday Monthly 2:00pm
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

July 12, 2022

- | | | |
|----|---|------|
| 1. | Welcome / Roll Call | 1:30 |
| 2. | Approval of June 14, 2022 PCC Meeting Minutes* | 1:35 |
| 3. | Public Comments (for items not on the agenda) | 1:40 |
| 4. | Presentation: Driver Training – Tina Dubost | 1:45 |
| 5. | Committee Reports | 2:00 |
| | a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| | i. Approval of June 14, 2022 PAL Meeting Minutes* | |
| | ii. Advocacy | |
| | 1. Transit Recovery Update – Tina Dubost | |
| | iii. Policy Issues | |
| | b. Grant/Budget Review – Sammi Riley, Chair | |
| | i. Summary of the Various Revenue Sources for Paratransit – Tina Dubost | |
| | c. Education – Sammi Riley, Chair | |
| | d. Executive – Benjamin McMullan, Chair | |
| | i. Nominations/voting for Chair and Vice Chair for 2022-23* | |
| | e. Nominating/Membership – TBD (No current chair) | |
| 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 | 2:30 |
| | a. Agencies – Marie Violet & Dao Do | |
| | b. ERC – Mike Levinson | |
| | i. Update on new 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 | 2:45 |
| | a. ADA policy refresher – Tina Dubost | |
| 9. | Adjournment | 3:00 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of June 14, 2022 Meeting

ATTENDANCE:

Members:

Dinae Cruise, Vice Chair, Consumer

Dao Do, Rosener House

Tina Dubost, SamTrans

Judy Garcia, Consumer

Sandra Lang, Community Member

Mike Levinson, Consumer, PAL Chair

Alex Madrid, Consumer

Benjamin McMullan, Chair, CID

Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair

Kathy Uhl, CoA

Marie Violet, Dignity Health

(Member attendance = 11/13, Quorum = Yes)

Guests:

Jessica Epstein, SamTrans

Alex Lam, SamTrans

Evan Milburn, Consumer

Michaela Wright Petrik

Charles Posejpal, First Transit/Redi-Wheels

Ana Rivas, SamTrans

Kelly Shanks, SamTrans

Enrique Silvas, SamTrans

Lynn Spicer, SamTrans

Jane Stahl, PCC Staff

Richard Weiner, PCC Staff

Absentees:

Susan Capeloto, Dept. of Rehabilitation

Scott McMullin, CoA

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 MAY MINUTES:

Sammi Riley moved to approve the May meeting minutes; Sandra Lang seconded the motion; there were no abstentions; the minutes were approved.

PUBLIC COMMENTS:

None.

PRESENTATION: Update on Reimagine SamTrans – Alex Lam

Alex Lam reviewed the implementation of Reimagine SamTrans in August 2022 and next steps.

- Service changes will occur on August 7th. This represents the largest number of service changes since 2013.
- It's a complex and complicated process that requires the involvement of many individuals and departments. Includes updating bus stop signs, facilities, website, providing updates via social media, advertising, etc.
- Want to maintain reliability and communicate changes effectively with riders and the SamTrans' workforce
- Most changes focus on realignment of 19 routes.
- They are meeting with all cities and schools to make sure they're aware of the changes.
- More information on the changes can be found at <https://www.samtrans.com/reimagine-samtrans-implementation>

Kathy Uhl asked for printed information to give to those who do not use computers. Alex will let her know.

Sandra asked if there will be a help line. Alex will check on this. (Update: Customers can call SamTrans Customer Service at 1-800-660-4287 for information.)

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

Sammi reviewed the Redi-Wheels expenses and revenue from July 2021 – March 2022. See Attachment A. Except for revenue from Operating Grants, the budget is on track. Tina pointed out that passenger fares only represent 2% of revenues.

Education – Sammi Riley, Chair

The next meeting will be on July 8th.

Executive – Ben McMullan, Chair

- The ERC met with Tina and members of SamTrans Contracts and Procurement department about the software contract with Trapeze and will be sending a letter of support to the SamTrans Board of Directors.
- Nominations for Chair and Vice Chair will be accepted through the July 12th meeting. Ben McMullan and Dinae Cruise are willing to run again.
- Evan Milburn's membership application was approved for vote by the full PCC.
- The upcoming regional PCC conference was discussed.
- The request from Senioradvice.com to add their company information to the website was denied as it was a private company.
- Discussed appropriateness of presentations for PCC meetings.

Sandra moved that Evan Milburn's application be approved; Mike seconded; all in favor. Evan was warmly welcomed by all.

Nominations/Membership – TBD, Chair

No report.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina reviewed preliminary data for May:

- Total ridership and week-day ridership is higher compared to May 2021 although numbers are similar to April 2022.
- There are a few more agency trips; subscription trips remain about 20% of total; taxi trips are a small percentage.
- Inter-county trips remain the same.
- On time performance remains better than the standard at 92.1%.
- Productivity (passengers per hour) is 1.52.
- The number of late and same day cancels are consistent.

Richard asked about the percentage of subscription trips compared to last year. Tina will investigate this. (Note: After the meeting Tina responded that subscriptions were approximately 20% of all trips in 2019 and about 19% of all trips in 2018. These numbers do not include agency trips.)

COMMENT STATISTICS REPORT

Tina reviewed the data for April. There are fewer comments than in the past due to lower ridership. Response time is good and they are receiving more comments from phone reports than comment cards. There are no discernable patterns in the comments.

Dinae Cruise reported that there were no comment cards on her last four rides on buses. Tina will investigate this.

SAFETY REPORT

Charles Posejpal reported that there were two preventable incidents in May.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Dao reported that they have a list of agencies from the Education Committee and are working on an agency meeting in mid-July. An invitation will be sent through the PCC. Marie asked PCC members to send her the names of any agencies that might be interested in attending.

ERC – Mike Levinson

Mike stated that the June 1st SamTrans BoD agenda included approval of a 5-year contract with Trapeze for \$683K with some option years. Based on comments from PCC members, the Board agreed to delay the vote until the PCC had an opportunity to review the proposal. The meeting with Tina and other SamTrans staff members took place on June 6th.

The IVR portion of the scheduling software will be integrated with the scheduling software. Tina reported that the scheduling software will provide many benefits:

- Better scheduling algorithms
- Additional features for staff
- Additional reporting
- The possibility of new services once in operation

Sammi asked if the new system will have bar code readers. Tina said that this is under discussion, although MTC is looking at several ways to integrate with Clipper.

Tina apologized for not notifying the PCC that the contract for the new scheduling software was going before the SamTrans Board of Directors. Following a meeting with the ERC, she hoped that the contract with Trapeze Software will be on the Board agenda in July. She would like to have ongoing discussions with the PCC after the contract is approved.

Commission on Disabilities (CoD) – Evan Milburn

The commission has been working on the paratransit survey and a fixed route survey. They are reaching out to San Francisco regarding the use of mobility devices on airlines.

Center for Independence (CID) – Ben McMullan

CID will slowly be re-opening their offices.

Commission on Aging (CoA) – Kathy Uhl

- They held a retreat and have been working with the California Department of Aging regarding changes and increased funding for housing, transportation, food, etc. for seniors. Seniors are a growing percentage of the state's population and their needs are also growing.
- The Commission is re-working their goals to align with the California goals on aging.

Coastside Transportation Committee (CTC) – Tina Dubost

No updates.

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

The Citizens Advisory Committee of the Transit Authority met on May 31st. There were several budget items:

- A recommendation that San Mateo County Transportation Authority adopt a fiscal year budget of \$166,776,919; this was ultimately approved by the Transit Authority.
- There was a direct allocation for paratransit of \$4,330,880 under Measure A allocations of \$30M.
- The revenue for the budget comes from Measures A and W.
- The northern portion of Project 101 is still under construction.
- A proposal to allocate \$3.5M from Measure A for the ferry terminal in Redwood City was included.

OTHER BUSINESS

SamTrans has hired a recruiting company to assist in finding a replacement for retiring CEO/General Manager Carter Mau. They are seeking feedback from the community, including the PCC, on what is important for this role. The meeting will be via a 30-minute Zoom call and would happen soon. Anyone who would like to be involved should contact Tina directly by noon on Thursday, June 16th.

Kathy Uhl suggested asking other community groups like the Commission on Aging to participate. Evan also suggested contacting the Commission on Disability.

Tina reported that the SamTrans Board of Directors approved the purchase of replacement vehicles – Ford Transit 350ELs. She thanked Sammi for checking out the vehicles in person and for those who commented on Zoom.

Ben thanked everyone for their work on the ERC meeting and all the other activities that occurred in the past month.

The meeting adjourned at 3:33pm. The next meeting will be on July12th at 1:30pm.

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

A roll call was taken. The minutes from the May PAL meeting were included in the meeting packet. Ben McMullan moved to approve the minutes; Dinae Cruise seconded. The minutes were approved with no corrections.

Legislative

Jessica Epstein, Manager, Government and Community Affairs gave an update on Federal and State legislative activities. She introduced Michaela Wright Petrik, Government and Community Affairs Officer.

Federal Update:

- Both Chambers returned from recess and are currently in the appropriation process. Both Houses are writing bills to define the federal budget.
- Transportation money is appropriated through Transportation, Housing and Urban Development. This will be done in June by the House; the Senate does not have this scheduled and probably won't be resolved before the November election. If not, there will be a continuing resolution to continue funding based on the previous year's budget.
- There are earmarks for SamTrans. Senator Feinstein has included \$500K for ADA bus shelter upgrades. Senator Padilla requested \$5M for the 101/92 area improvement and multi-modal project for safety, backups, lighting, ADA upgrades, bike path, etc.

State Update:

- A new budget proposal was made. There is a constitutional deadline for a balanced budget of June 15th that includes \$10.9B transportation package through 2026 from budget surplus.
- This will go to various transportation projects although nothing yet for high-speed rail.
- SB917 – Seamless Bill. They are working with the author and bill sponsors. As a result, changes have been made to make it a more implementable bill. There are

still concerns about who has the authority for setting fares, impacts to agencies, and who are the decision makers.

- AB243 & AB2237 – State’s climate action plan for transportation infrastructure have been amended.
- AB2197 – Funding for Caltrain electrification is supported by the TA Board.
- AB2262 – Exemption purchase of zero-emission vehicles from sales tax.
- AB299 – Streamline SEQUA for multi-modal, zero-emission projects.

Questions from members:

Sandra Lang asked about whether anything concerning the gas tax was included in the budget. Jessica said this is not connected with the transportation legislation.

Regarding SB 917, Mike Levinson asked if it would be helpful for the PCC and SamTrans Government Affairs to work together and possibly have a greater impact on legislation, particularly as it relates to ideas coming from the Blue Ribbon Task Force. He thought it would benefit both PCC and SamTrans. Jessica didn’t think this would work as they receive direction directly from SamTrans and the PCC are an advocacy group. They meet regularly with Bay Area legislative staff, MTC staff, the author’s staff, and the bill sponsors. If the PCC has advocacy points on any legislation related to paratransit, these should be provided to Tina Dubost for consideration. She didn’t think there was much related to paratransit in the bill; it is focused on regional service and their position is in alignment with other transit agencies. Advocating for a specific program for inclusion would need agreement from the other agencies. It would be better for the PCC to advocate directly with the MTC.

Ben added that attendees at the PCC Regional Conference received information on accomplishing principals of the Blue Ribbon Task Force in order to further the goals of all PCCs. Jessica and Tina stated that the focus of the Blue Ribbon Task Force and SB 917 are different.

Advocacy

Transit Recovery Update – Tina Dubost

San Mateo County Public Health has reported that COVID cases are increasing in the county and people are encouraged to stay current with vaccination boosters, wear masks in indoor areas and maintain good indoor ventilation. SamTrans and Redi-Wheels are still providing free rides for vaccinations.

Transit ridership was increasing but has levelled off. There is a 32% increase compared to the same time last year and this is similar to other agencies.

The TSA no longer requires face masks on public transit; however, the CDC is encouraging everyone to continue to use masks on public transportation.

Policy Issues:

Richard Weiner provided a recap of the Regional PCC conference organized by MTC on June 9th. There were 29 RSVPs and 49 participants – all counties were represented and both agencies and PCC members attended. San Mateo County PCC was mentioned several times for their leadership role in organizing the conference.

One of the conference goals was to help PCC advocates be more effective in their relationship with transit agencies or transportation authorities. There was an interesting presentation by Naomi Armenta on the “Ladder of Participation” concept that outlined the different ways that power is distributed between agencies and advocates.

Sandra thought Naomi’s presentation was encouraging and pointed out the importance of being aware of larger issues. Ben thought the conference was a success and noted the need to make sure that this regional cooperation continues.

Mike reminded everyone that a regional conference was in the PCC’s workplan. Dinae asked that a letter be sent to Drennen Shelton in appreciation of her work on the conference.

Sammi mentioned that the meeting was recorded so anyone can listen. Richard said that a write-up on the conference will be distributed.

The next PAL meeting will be on July 12, 2022.

Attachment A

Paratransit Revenue: YTD Actual - July 2022-March 2022 (9 months)			FY 2022 Revenue Budget	
	Year-to-Date Actual Revenue	% of Total Actual Revenue	Annual Revenue Budget	% of Annual Revenue Budget
Passenger fares	\$311,195	2%	\$430,000	72%
Local Transit Development Act (TDA) 4.5	\$1,360,809	11%	\$1,814,413	75%
Local State Transit Assistance (STA)	\$476,766	4%	\$635,687	75%
Operating grants	\$274,451	2%	\$2,584,111	11%
District sales tax - District ADA programs	\$5,853,378	47%	\$6,833,022	86%
Interest income - paratransit trust fund	\$300,339	2%	\$365,000	82%
SMCTA Measure A	\$2,894,866	23%	\$3,785,600	76%
Measure M	\$1,094,936	9%	\$1,350,000	81%
Total Revenue	\$12,566,740		\$17,797,833	71%
Paratransit Expenses: YTD Actual - July 2022 - March 2022 (9 months)			FY 2022 Expense Budget	
	Year-to-Date Actual Expense	% of Total Actual Expense	Annual Expense Budget	% of Annual Expense Budget Spent
Redi-Wheels	\$5,796,102	46%	\$7,675,510	76%
ADA Sedan / Taxi service	\$1,692,390	13%	\$2,212,350	76%
Coastside ADA Support	\$1,009,385	8%	\$1,420,000	71%
ADA Related Wages and Benefits	\$1,878,871	15%	\$2,753,826	68%
ADA Related support	\$1,217,366	10%	\$2,347,603	52%
Insurance	\$1,056,526	8%	\$1,188,544	89%
ADA Claims and Support	-\$83,897	-1%	\$200,000	-42%
Total Expenses	\$12,566,743		\$17,797,833	71%

Redi-Wheels Reports

Performance Measures

Performance Measure	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Prev. Yr. Average
1. Total trips requested	14,056	15,230	15,421	15,690	15,777	15,981	16,007	13,907	14,201	17,241	17,234	17,206	16,718	11,856
2. Trips scheduled	13,230	14,204	14,428	14,726	14,760	14,857	14,733	12,358	13,186	16,097	16,143	16,023	15,441	11,026
a. Same day cancels	868	936	1,031	1,020	1,031	1,053	1,116	699	865	1,020	1,041	1,123	968	1,173
% of trips scheduled	6.6%	6.6%	7.1%	6.9%	7.0%	7.1%	7.6%	5.7%	6.6%	6.3%	6.4%	7.0%	6.3%	10.6%
b. Late cancels	423	461	471	464	414	369	381	332	307	397	336	312	340	271
% of trips scheduled	3.2%	3.2%	3.3%	3.2%	2.8%	2.5%	2.6%	2.7%	2.3%	2.5%	2.1%	1.9%	2.2%	2.5%
c. Total customer no-shows	175	294	263	160	194	259	185	145	179	214	205	167	207	142
% of trips scheduled	1.3%	2.1%	1.8%	1.1%	1.3%	1.7%	1.3%	1.2%	1.4%	1.3%	1.3%	1.0%	1.3%	1.3%
d. No-show (operator)	0	2	0	0	0	0	0	0	0	0	0	0	0	0
3. Total trips served	11,764	12,511	12,663	13,082	13,121	13,176	13,051	11,182	11,835	14,466	14,561	14,421	13,926	9,440
a. Average weekday riders	451	458	478	501	507	480	482	437	425	534	568	557	NA	368
b. Advance reservation	9,098	9,589	9,486	9,924	9,844	9,900	9,853	8,363	8,790	10,750	10,986	10,728	10,433	6,931
c. Agency trips	90	297	542	534	602	651	661	408	563	754	709	853	810	11
d. Individual subscription	2,576	2,625	2,635	2,624	2,675	2,625	2,537	2,411	2,482	2,962	2,866	2,840	2,683	2,498
e. Taxi trips	1,580	1,680	1,343	1,512	1,337	1,370	1,324	981	1,137	1,389	1,434	1,567	NA	1,220
<i>(taxi % of total trips)</i>	13.4%	13.4%	10.6%	11.6%	10.2%	10.4%	10.1%	8.8%	9.6%	9.6%	9.8%	10.9%		12.9%
4. Total Redi-Wheels riders	1,103	1,161	1,160	1,134	1,193	1,234	1,195	1,051	1,093	1,226	1,280	1,253	1,200	884
5. Inter-County Transfer Trips	146	150	112	73	111	100	119	98	111	182	176	207	136	87
6. On-time performance ¹	95.1%	93.8%	94.5%	95.1%	94.7%	95.8%	94.9%	96.1%	95.1%	94.4%	94.4%	92.1%	93.7%	97%
7. Productivity (psgrs/rvh) ²	1.35	1.47	1.44	1.44	1.38	1.42	1.39	1.34	1.45	1.47	1.51	1.52		1.17
8. Complaints per 1000 trips	0.34	0.32	0.16	0.08	0.46	0.53	0.15	0.54	0.68	0.28	0.27	0.55	0.50	0.4
9. Compliments per 1000 trips	0.51	0.72	1.18	0.84	0.46	1.44	1.23	0.80	0.51	1.18	0.76	0.76	0.43	1.1
10. Avg phone wait time (mins) ³	0.4	0.3	0.6	0.4	0.5	0.5	0.4	0.8	1.0	0.9	1.2	2.0	NA	0.42

7/5/2022

Notes:

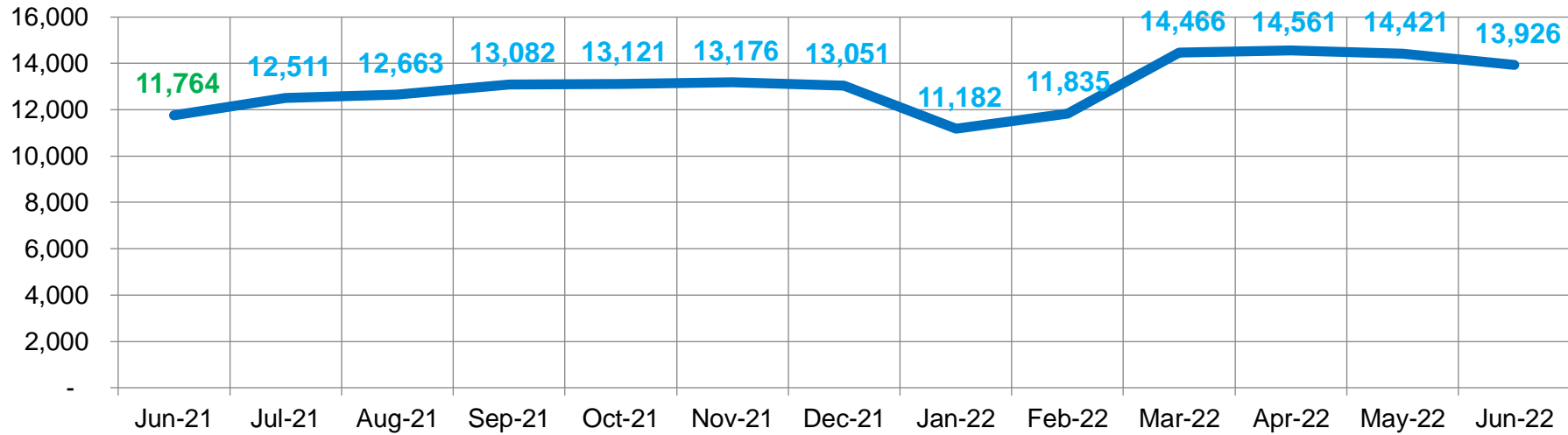
1 Standard = 90%

2 Standard = 1.70

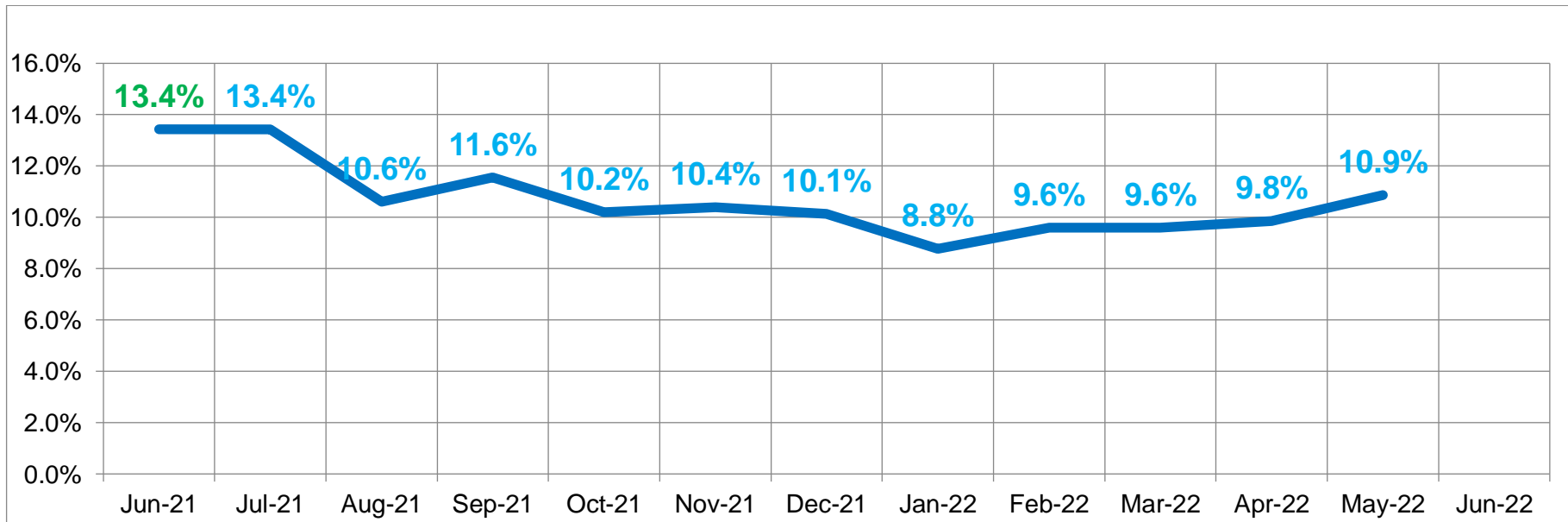
3 Standard = < 1.5

Note that data for the most recent month is preliminary

Total Trips

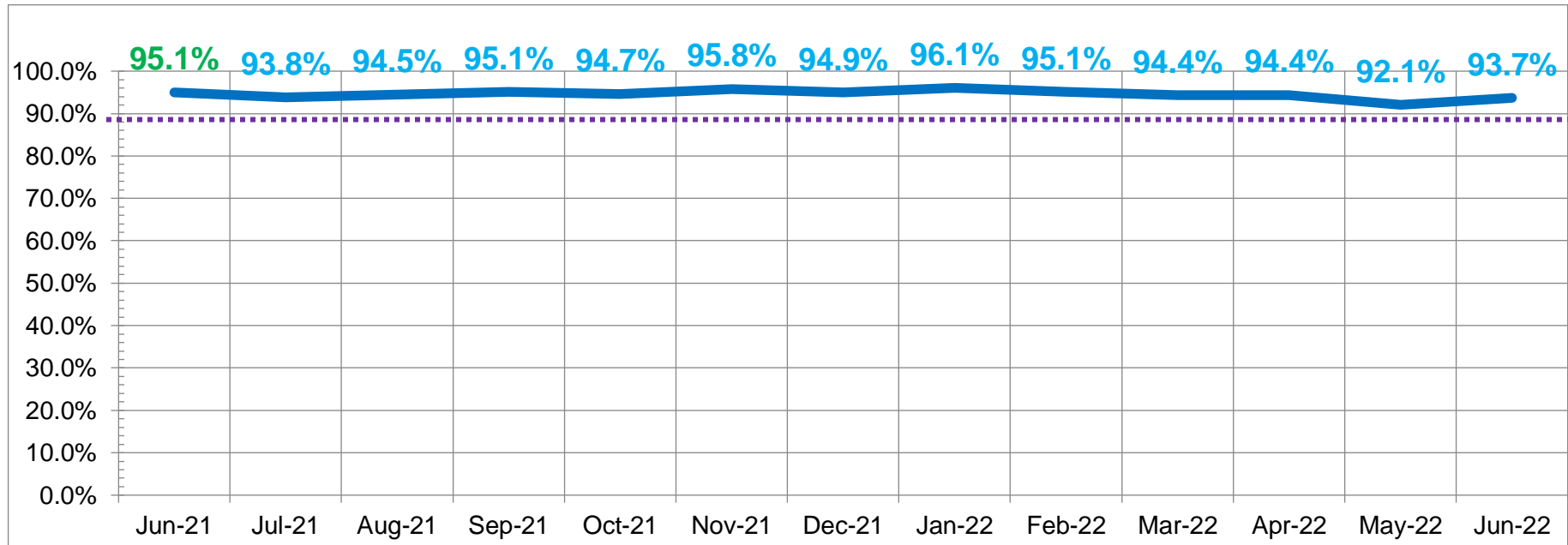


Taxis – Percentage of Total Trips

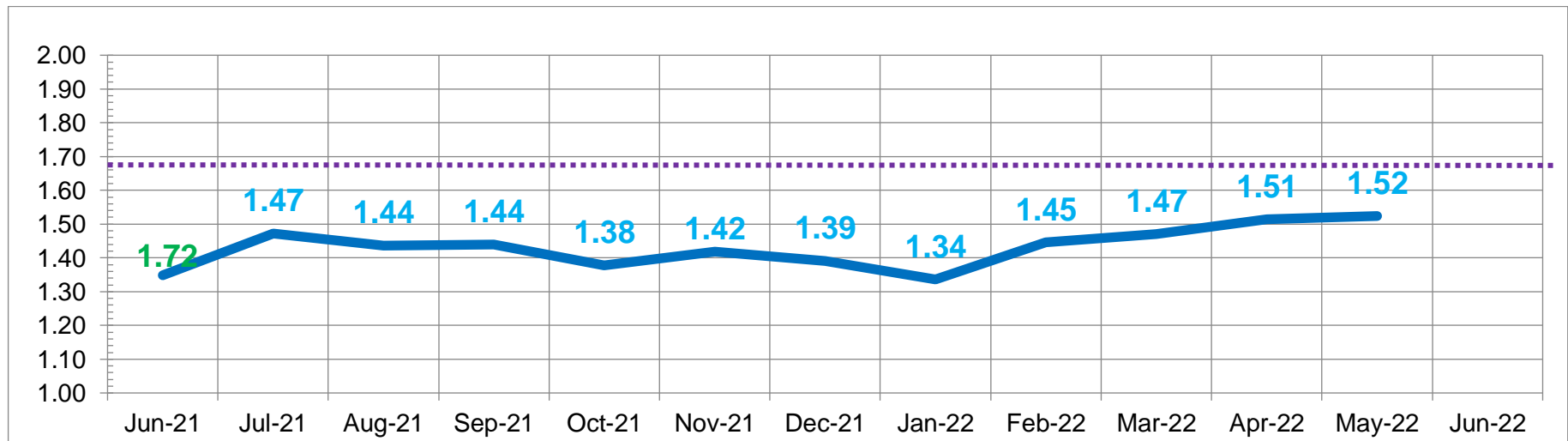


Data for June 2022 not available at time of printing.

On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



*Data for June 2022 not available at time of printing.

Monthly Comment Statistics

2022 Comments	May	
	Subtotal	Rate/1000
Rides	14,421	
Total Comments by Category		
Compliment	11	0.76
Policy Related	1	0.07
Service Related	7	0.49
Total	19	1.32
Average Response Time to Customer (Working Days)‡		
Compliment		8.40
Policy Related		7.00
Service Related		8.67
Overall		8.44
	CC	CR
Compliment	1	10
Policy Related	0	2
Service Related	0	15
Overall	1	27

‡ Excludes weekends and holidays.