



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

**June 8, 2021**

**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 the COVID-19 outbreak, this meeting will be conducted as a teleconference meeting pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

**The public may not attend this meeting in person.**

PCC members, staff and the public may participate remotely via Zoom.

Tuesday, June 8, 2021  
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/96556953316?pwd=NWF0Y1Nnc1pUbDVpN0NCUnpEQnNCZz09>

Or join by phone: **(669) 900-9128**

Meeting ID (for both phone and computer): **965 5695 3316**

Password (for both phone and computer): **034038**

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\*For approval

## Meeting Schedule for 2021

[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 12, 2021	January 5, 2021	January 12, 2021	January 8, 2021		January 6, 2021
February 9, 2021	February 2, 2021	February 9, 2021			February 3, 2021
March 9, 2021	March 2, 2021	March 9, 2021	March 5, 2021		March 3, 2021
April 13, 2021	April 6, 2021	April 13, 2021			April 7, 2021
May 11, 2021	May 4, 2021	May 11, 2021	May 7, 2021		May 5, 2021
June 8, 2021	June 1, 2021	June 8, 2021			June 2, 2021
July 13, 2021	July 6, 2021	July 13, 2021	July 2, 2021		July 7, 2021
NO MEETING	August 3, 2021	NO MEETING			August 4, 2021
September 14, 2021	September 7, 2021	September 14, 2021	Sept. 3, 2020	Sept. 9, 2021	September 1, 2021
October 12, 2021	October 5, 2021	October 12, 2021			October 6, 2021
November 9, 2021	November 2, 2021	November 9, 2021	November 5, 2021		November 3, 2021
December 14, 2021	December 7, 2021	December 14, 2021		December 9, 2021	December 1, 2021

NOTE: ERC (Efficiency Review Committee) meets as needed.

AGENDA  
San Mateo County  
Paratransit Coordinating Council (PCC) Meeting

June 8, 2021

- |   |      |
|---|------|
| 1. Welcome / Roll Call  | 1:30 |
| 2. Approval of May 11, 2021 PCC Minutes*  | 1:35 |
| 3. Committee Reports  | 1:40 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair                     |      |
| i. Approval of May Minutes*   |      |
| ii. Legislative Issues (Update from SamTrans Government Affairs)                |      |
| iii. Local Advocacy   |      |
| iv. Policy Issues   |      |
| b. Grant/Budget Review – Sammi Riley, Chair                                     |      |
| c. Education – Sammi Riley, Chair   |      |
| d. Executive – Benjamin McMullan, Chair   |      |
| e. Nominating/Membership – TBD (New chair needed)                               |      |
| 4. Consumer Comments  | 2:15 |
| 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. Agency – TBD   |      |
| b. ERC – Mike Levinson  |      |
| c. Commission on Disabilities (COD) – Ben McMullan                              |      |
| d. Center for Independence (CID) – Ben McMullan                                 |      |
| e. Commission on Aging (COA) – Scott McMullin                                   |      |
| f. Coastside Transportation Committee (CTC) – Tina Dubost                       |      |
| g. Transportation Authority-Citizens’ Advisory Committee (TA-CAC) – Sandra Lang |      |
| 7. Other Business   | 2:50 |
| 8. Adjournment in memory of the victims of the VTA shooting in San Jose.        |      |

\*Action Item

## SAN MATEO COUNTY

### PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of May 11, 2021 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  
Alex Madrid, Consumer  
Benjamin McMullan, Chair, CID  
Scott McMullin, CoA  
Sammi (Wilhelmina) Riley, Consumer  
Marie Violet, Dignity Health  
(Member attendance = 10/12, Quorum =  
Yes)

##### Guests:

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

Absentees: Scott McMullin, CoA

#### **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 MARCH MINUTES:**

Mike Levinson moved to approve the March meeting minutes (note: there was no meeting in April due to PCC retreat); Sammi Riley seconded the motion; the minutes were approved with an edit to the meeting dates.

#### **PRESENTATION:** Reimagine SamTrans – Amy Linehan and Christy Wegener

Amy Linehan gave an update to the *Reimagine SamTrans* project and the three alternatives under consideration to improve rider experience, grow ridership and improve efficiency. They are currently gathering public input until the end of May, will present recommendations to the SamTrans Board of Directors at the end of 2021 or beginning of 2022, then implement the

approved plan in August 2022. Information on the project can be found at [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com) and members are encouraged to voice their opinions by completing the survey.

Following the presentation, committee members had questions about individual service routes, connections to other forms of transportation, and service into San Francisco.

#### **COMMITTEE REPORTS:**

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

See page 10.

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

Tina reviewed the expense and revenue report for June – March (see Attachment 1). Tina confirmed that the “Coastside Support” line item is the cost of ADA service on the Coastside. There was a question on what was meant by “ADA Related Support.” This is for maintaining accessible features on SamTrans buses such as audible announcements and ramps.

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

Sammi reported that the committee met on May 7<sup>th</sup>. They discussed some changes to the PCC video and the possibility of creating another video to address comments heard from riders. There was a suggestion to work with SamTrans on a video to address the move from a COVID to post-COVID environment.

They will review committee items from the 2021-23 Workplan. They will also contact colleges and other groups for possible outreach. PCC members were requested to contact Sammi or Jane with information on groups where they might give a presentation.

Inclusion of the PCC flyer in the eligibility packet was not possible; Tina will arrange a meeting with the Marketing Department to discuss other ways to publicize the PCC and the Consumer Corps.

The next Education Committee meeting is on July 2<sup>nd</sup> at 1pm.

##### **Executive – Benjamin McMullan, Chair**

Ben reviewed the 2021-23 Workplan that was included in the May meeting packet and several changes were suggested. Sandra moved to approve the Workplan with the proposed changes, Mike seconded the motion; the plan was unanimously approved.

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

The Nominations/Membership committee has a vacancy for the chairperson.

## **CONSUMER COMMENTS**

None.

## **OPERATIONAL REPORTS**

This was covered in the PAL meeting.

## **PERFORMANCE SUMMARY**

Tina reviewed the preliminary data for April that was included in the packet.

## **COMMENT STATISTICS REPORT**

Tina reviewed the preliminary data for April that was included in the packet.

## **SAFETY REPORT**

Charles Posejpal reported that there were no incidents in April.

## **LIAISON REPORTS**

### **Agency**

None.

## **ERC – Mike Levinson**

Mike reported that there had been no meeting.

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

They are still accepting applications for Commissioners ([click here for the application.](#)) They are planning to have an emergency preparedness presentation at their next meeting.

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

The committee is working on a video series on PSPS shutoffs and emergency preparedness.

## **Commission on Aging (CoA) – Scott McMullin**

No report.

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

Tina reported that they had a meeting on May 7<sup>th</sup> and that there were many comments on the “Reimagine SamTrans” presentation.



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

### **– Sandra Lang**

Sandra reported that the committee met on May 4<sup>th</sup> and reviewed the preliminary TA budget for 2022. There will be a public hearing on the budget at the June 3<sup>rd</sup> meeting. She will keep everyone informed on Measure W expenditures and stressed the importance of oversight.

### **OTHER BUSINESS**

None.

The next PCC meeting will be on June 8<sup>th</sup> at 1:30pm. The meeting adjourned at 3:38pm.

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

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

#### **Legislative Update**

Tina reported that there were no additional updates and she will invite someone from Public Affairs to present a legislative update at the June PAL meeting.

#### **Local Advocacy**

San Mateo County is now in the yellow tier and youth aged 12-15 years can now receive the COVID-19 vaccination. 76% of San Mateo County eligible residents have been vaccinated.

Sandra Lang advised the PCC about AB339 which would continue online access to public meetings. This was brought up at the March SamTrans Board meeting, who voted to support. However, the original bill's content has since changed, restricting online access to meetings where the jurisdiction's population is 250,000 or more, and removing the language interpretation requirement. The bill is still in committee and Mike urged members and their organizations to object to these changes as they would have a negative effect on attendance by disabled and senior citizens in particular.

#### **Policy Issues**

Tina reported the following:

- Free trips are continuing to vaccination sites for SamTrans, Redi-Wheels and RediCoast rides. They have done 175 such trips on Redi-Wheels and RediCoast.
- The face mask mandate has been extended until September. San Mateo County is still requiring masks on public transport. There is a narrow exception for people who have a disability that prevents them from wearing a face mask.
- They are continuing to clean the buses daily with EPA-approved products
- Trips are being scheduled to allow for social distancing.
- The SamTrans Board awarded a new contract to MTM who will begin processing paratransit eligibility applications on August 1. Their office will be at the SamTrans yard and they will set up an outdoor course as well.
- They are still using paper applications and are seeing fewer applications. When safe, they will return to in-person interviews.
- The new Caltrain station at Hillsdale is now open.

Dao Do reported that Rosener House is planning to reopen in July and asked if their riders needed to re-apply. She will send the list of names to Tina who will check their eligibility status.

The next PAL meeting will be on June 8<sup>th</sup>, 2021.

## Redi-Wheels Reports:

### Performance Measures

Performance Measure	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Prev. Yr. Average
1. Total trips requested	12,697	14,707	16,256	11,491	10,991	11,544	10,585	10,843	9,860	9,796	11,749	12,120	11,474	25,125
2. Trips scheduled	11,924	13,974	15,541	10,769	10,261	10,786	9,741	9,826	8,888	9,048	10,839	11,226	10,655	23,048
a. Same day cancels	4,948	5,216	5,407	1,371	752	810	661	730	654	613	691	719	803	2,887
% of trips scheduled	41.5%	37.3%	34.8%	12.7%	7.3%	7.5%	6.8%	7.4%	7.4%	6.8%	6.4%	6.4%	7.5%	12.5%
b. Late cancels	198	207	232	249	230	248	279	229	224	251	285	280	326	409
% of trips scheduled	1.7%	1.5%	1.5%	2.3%	2.2%	2.3%	2.9%	2.3%	2.5%	2.8%	2.6%	2.5%	3.1%	1.8%
c. Total customer no-shows	137	171	187	173	117	146	138	123	115	109	125	119	175	330
% of trips scheduled	1.1%	1.2%	1.2%	1.6%	1.1%	1.4%	1.4%	1.3%	1.3%	1.2%	1.2%	1.1%	1.6%	1.4%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	0	0	0	4
3. Total trips served	6,641	8,380	9,715	8,976	9,162	9,582	8,663	8,744	7,895	8,075	9,738	10,108	9,351	19,419
a. Average weekday riders	259	324	367	351	365	363	357	337	322	341	361	373	372	775
b. Advance reservation	4,250	5,823	7,087	6,392	6,598	7,062	6,249	6,339	5,527	5,833	7,126	7,564	6,785	12,570
c. Agency trips	0	0	0	0	0	0	0	0	0	0	0	0	44	2,611
d. Individual subscription	2,391	2,557	2,628	2,584	2,564	2,520	2,414	2,405	2,368	2,242	2,612	2,544	2,522	4,237
e. Taxi trips	1,373	2,196	2,326	1,309	908	934	946	1,111	844	945	1,190	1,276	1,125	7,505
<i>(taxi % of total trips)</i>	20.7%	26.2%	23.9%	14.6%	9.9%	9.7%	10.9%	12.7%	10.7%	11.7%	12.2%	12.6%	12.0%	38.6%
4. Total Redi-Wheels riders	562	756	829	843	875	908	846	792	748	814	898	931	1,019	1,660
5. Inter-County Transfer Trips	17	45	93	72	116	111	80	73	53	42	49	89	125	114
6. On-time performance <sup>1</sup>	97.6%	96.1%	95.9%	97.2%	97.7%	97.9%	97.3%	96.9%	98.0%	98.2%	98.0%	97.7%	97.2%	93%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.27	1.46	1.42	1.23	1.09	1.09	1.11	1.19	1.03	1.06	1.07	1.19	NA	1.75
8. Complaints per 1000 trips	1.20	0.84	0.62	0.45	0.55	0.52	0.58	0.57	0.25	0.12	0.0	0.40	NA	0.8
9. Compliments per 1000 trips	1.05	0.84	0.82	1.56	0.65	0.83	1.85	1.14	1.14	1.36	1.33	0.79	1.50	0.7
10. Avg phone wait time (mins) <sup>3</sup>	0.3	0.7	0.6	0.5	0.4	0.5	0.5	0.4	0.4	0.4	0.4	0.4	NA	0.68

6/1/2021

Notes:

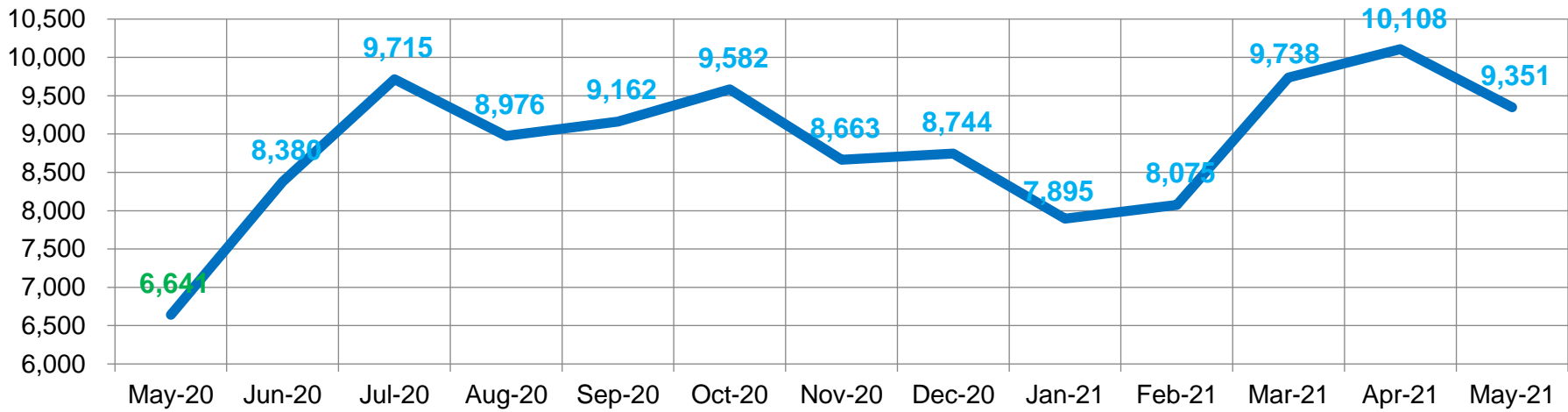
1 Standard = 90%

2 Standard = 1.70

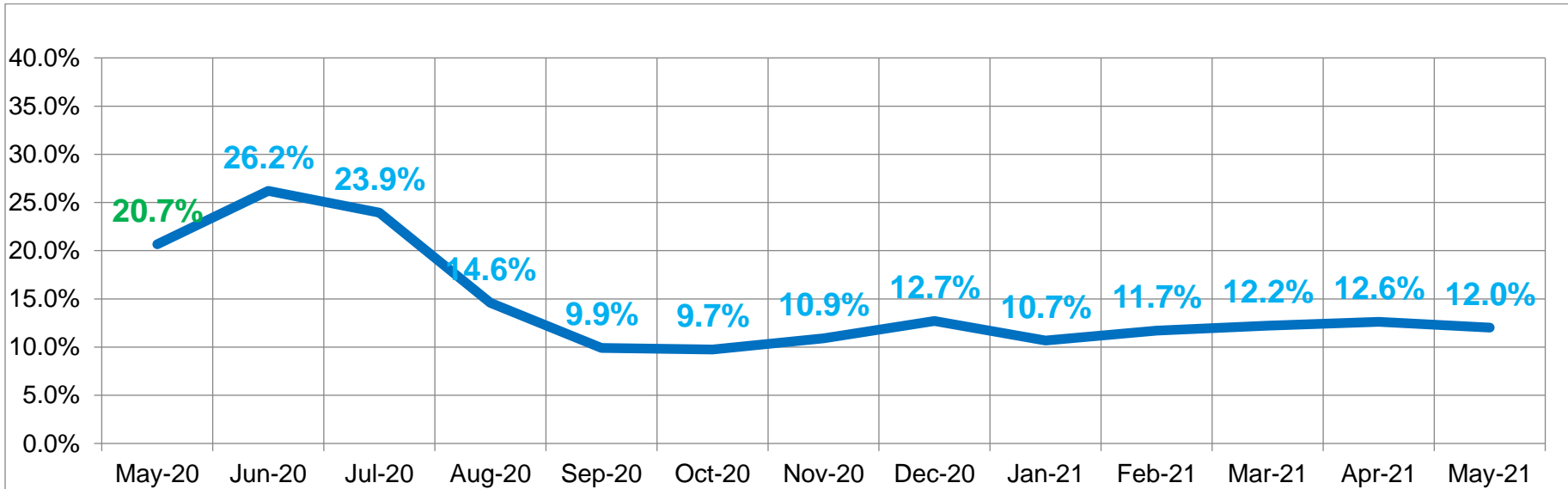
3 Standard = < 1.5

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

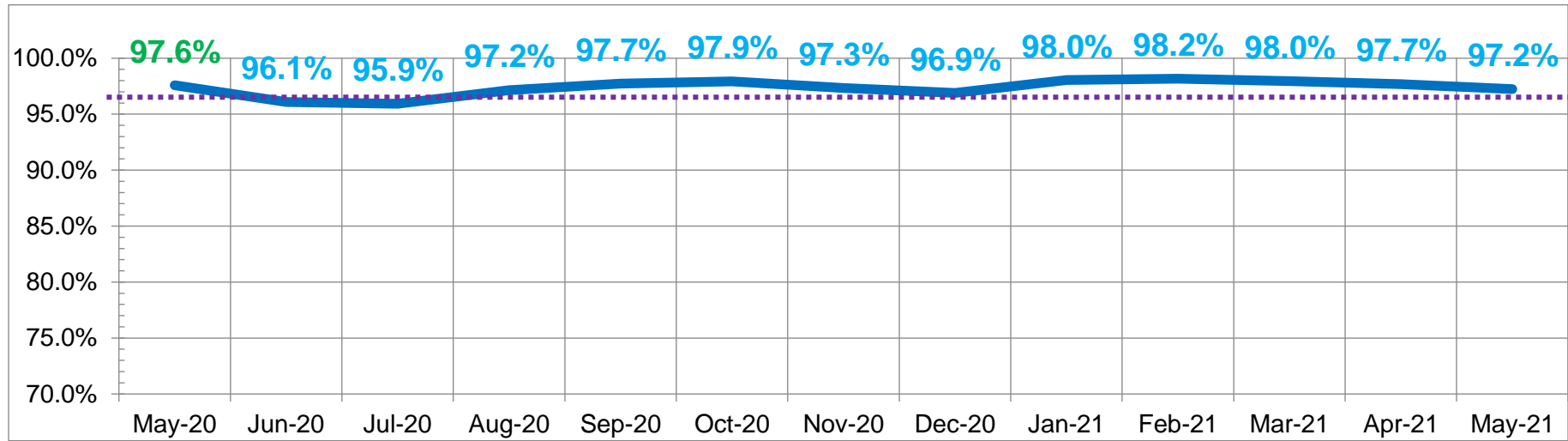
Total Trips



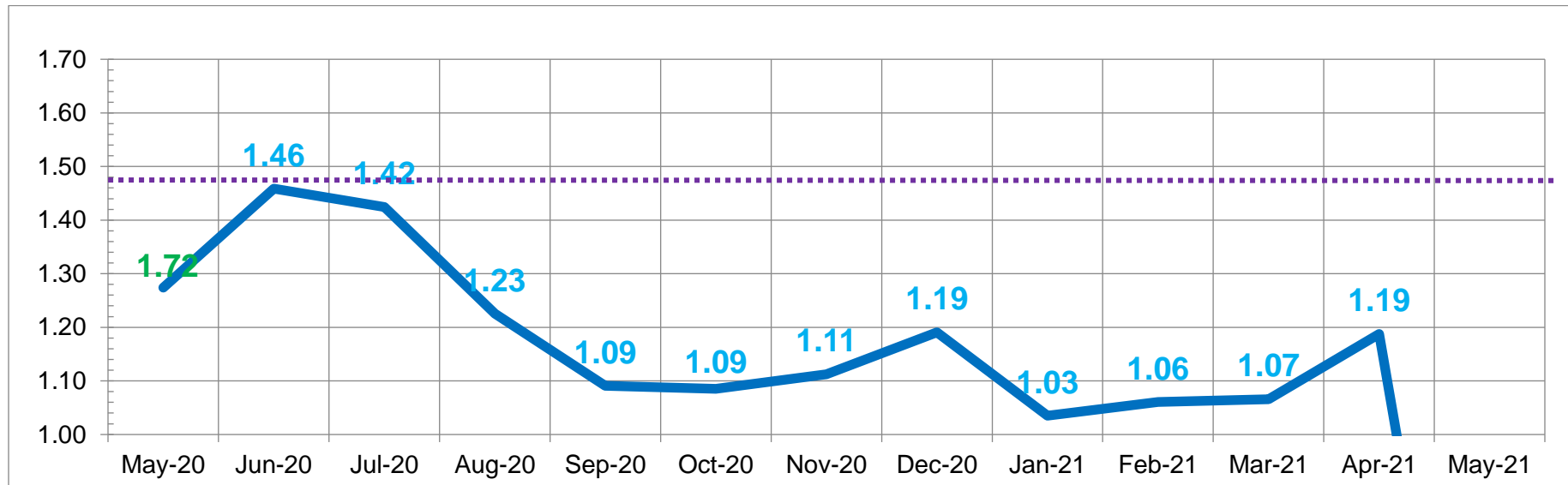
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

<b>2021 Comments</b>	<b>Apr-21</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>10,108</b>	

**Total Comments by Category**

<b>Compliment</b>	<b>8</b>	<b>0.79</b>
<b>Policy Related</b>	<b>3</b>	<b>0.10</b>
<b>Service Related</b>	<b>13</b>	<b>0.40</b>
<b>Total</b>	<b>24</b>	<b>1.29</b>

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

<b>Compliment</b>		<b>4.14</b>
<b>Policy Related</b>		<b>8.00</b>
<b>Service Related</b>		<b>9.42</b>
<b>Overall</b>		<b>7.52</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	<b>4</b>	<b>4</b>
<b>Policy Related</b>	<b>0</b>	<b>3</b>
<b>Service Related</b>	<b>1</b>	<b>12</b>
<b>Overall</b>	<b>5</b>	<b>19</b>

‡ Excludes weekends and holidays.

**First six months of FY 2021****Paratransit Revenue****Actual - July 2020-March 2021**

	<b>Actual</b>	<b>Percent</b>
Passenger fares	\$121,918	1%
Local Transit Development Act (TC	\$1,519,321	14%
Local State Transit Assistance (ST/	\$356,882	3%
Operating grants	\$229,341	2%
District sales tax - District ADA pro	\$5,033,320	45%
Interest income - paratransit trust	\$483,130	4%
SMCTA Measure A	\$2,412,000	22%
Measure M	\$941,324	8%
<b>Total</b>	<b>\$11,097,236</b>	

**Expense****Actual - July 2020-March 2021**

	<b>Actual</b>	<b>Percent</b>
Redi-Wheels	\$5,175,265	47%
ADA Sedan / Taxi service	\$1,412,054	13%
Coastside ADA Support	\$843,248	8%
ADA Related Wages and Benefits	\$2,043,965	18%
ADA Related support	\$894,237	8%
Insurance	\$743,844	7%
ADA Claims and Support	-\$15,378	0%
<b>Total</b>	<b>\$11,097,235</b>	