



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

**June 14, 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, May 10, 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

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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.

\*\* Meeting dates subject to change.

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

June 14, 2022

- |     |  |      |
|-----|--|------|
| 1.  | Welcome / Roll Call  | 1:30 |
| 2.  | Approval of May 10, 2022 PCC Meeting Minutes*  | 1:35 |
| 3.  | Public Comments (for items not on the agenda)  | 1:40 |
| 4.  | Legislative Update – Jessica Epstein, Manager, Government and Community Affairs, SamTrans    |      |
| 5.  | Presentation: Update on Reimagine SamTrans - Jonathan Steketee, Manager, Operations Planning | 1:45 |
| 6.  | Committee Reports  | 2:00 |
|     | a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair                                  |      |
|     | i. Approval of May 10, 2022 PAL Meeting Minutes*   |      |
|     | ii. Advocacy   |      |
|     | 1. Transit Recovery Update – Tina Dubost   |      |
|     | iii. Policy Issues   |      |
|     | 1. PCC Regional Conference   |      |
|     | b. Grant/Budget Review – Sammi Riley, Chair  |      |
|     | c. Education – Sammi Riley, Chair  |      |
|     | d. Executive – Benjamin McMullan, Chair  |      |
|     | i. Nominations for Chair and Vice Chair for 2022-23  |      |
|     | e. Nominating/Membership – TBD (No current chair)  |      |
|     | i. Membership application – Evan Milburn*  |      |
| 7.  | SamTrans / Redi-Wheels Reports   | 2:30 |
|     | a. Operational Report – Tina Dubost  |      |
|     | b. Performance Summary – Tina Dubost   |      |
|     | c. Comment Statistics Report – Tina Dubost   |      |
|     | d. Safety Report – Charles Posejpal  |      |
| 8.  | Liaison Reports  | 2:40 |
|     | 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                          |      |
| 9.  | Other Business   | 2:55 |
| 10. | Adjournment  |      |

\*Action Item

**SAN MATEO COUNTY**

**PARATRANSIT COORDINATING COUNCIL (PCC)**

Minutes of May 10, 2022 Meeting

**ATTENDANCE:**

Members:

Susan Capeloto, Dept. of Rehabilitation

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

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

Kathy Uhl, CoA

Marie Violet, Dignity Health

(Member attendance = 10/13, Quorum = Yes)

Guests:

Rich Hedges

David Koffman, Nelson\Nygaard

Evan Milburn, Consumer

Charles Posejpal, First Transit/Redi-Wheels

Henry Silvas, SamTrans

Lynn Spicer, SamTrans

Jane Stahl, PCC Staff

Cassie Villar, SMC Adult Protective Services

Absentees:

Judy Garcia, Consumer

Alex Madrid, Consumer

Scott McMullin, CoA

## **WELCOME/INTRODUCTIONS:**

Chair Ben McMullan called the meeting to order at 1:32 pm. The meeting was held via Zoom conference call service and a roll call taken.

## **APPROVAL OF APRIL MINUTES:**

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

## **PUBLIC COMMENTS:**

None.

## **PRESENTATION: San Mateo County Adult Protective Services**

Cassie Villar, Adult Protective Services & EDAPT Training & Outreach Specialist, County of San Mateo, gave a brief overview of Adult Protective Services (APS) and the resources they provide to the community. She covered instances where APS can help as well as the limits of their authority. The full presentation can be viewed at <http://sanmateopcc.org/resources/>.

## **COMMITTEE REPORTS:**

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

See page 10.

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

Sammi reported that she will present an update at the June meeting.

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

- The May 6<sup>th</sup> meeting concentrated on edits to the Most Commonly Asked Questions video. The audio will need to be re-recorded and Marie Violet has volunteered to help with this.
- They were hoping that the Seniors on the Move event would be happening, but nothing has been heard.
- The committee discussed distribution of the Commission on Disability's survey on paratransit.

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

- An application for membership was received from Evan Milburn. He is a commissioner with the CoD.
- They discussed the schedule of presentations at upcoming PCC meetings. The June meeting will include an update on Reimagine SamTrans and a presentation on driver training. Richard Weiner will follow up with Lyft to see if they are interested in presenting.
- The Nelson\Nygaard contract is being addressed.

- The Transit Recovery Committee is looking into a study of different agency management models for paratransit rides.

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

No report. The Nominations/Membership committee chair is still vacant but hope to fill the position soon.

### **OPERATIONAL REPORTS**

Tina reported that:

- Carole Groom was inducted into the San Mateo County Women’s Hall of Fame on May 10<sup>th</sup>.
- SamTrans has upgraded its website. Please send her any additional comments.
- Some replacement paratransit vehicles are planned.

### **PERFORMANCE REPORT**

Tina reviewed preliminary data for April.

- Ridership is increasing growing from 11,000 in April 2021, to 16,000 in April 2022.
- Trips performed were 14,000 compared to 10,000 in April 2021. Most of the growth is in advance reservations.
- Agency trips are inching up.
- Taxi trips are approximately 9.8% of total trips.
- The number of individuals riding is also higher with a few more inter-county trips.
- On time performance is excellent at 94.4%.
- Productivity is also increasing.

David Koffman questioned the low number of taxi trips. Tina responded that contractors are doing an excellent job at scheduling trips. Enrique Silvas advised that the contractor is required to minimize the number of taxis to under 15% which has resulted in increased productivity.

### **COMMENT STATISTICS REPORT**

Tina reviewed the data for March. Many compliments were received with the majority coming in through the Customer Service Center. There were more Comment Cards than in past months and response time is good.

### **SAFETY REPORT**

Charles Posejpal reported that there were five incidents in April, two were preventable.



## **LIAISON REPORTS**

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

Marie is continuing to reach out to agencies as they reopen although many are still meeting on Zoom. The Education Committee is working on distribution of PCC videos to Senior Centers, etc.

### **ERC – Mike Levinson**

Tina reported that she hopes to have some specific information soon.

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

CoD Accessibility Transportation Committee is working on distributing a paratransit survey and have asked the PCC to assist with its distribution.

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

CID is still working on PSPS, emergency preparedness and the strategic plan.

Sandra asked if CID can help with installing a home ramp. Ben confirmed that they can install a variety of equipment.

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

- They have just completed an annual retreat and are beginning to reorganize to meet the new goals. They are also aligning county goals with the Department on Aging's goals.
- They are continuing to network with Age Friendly programs to help build an age friendly program in every city in the county.
- They are working with local senior agencies and Departments of Parks & Recreation on coordination of activities.
- The new Help at Home booklet is being printed and will be available online and in hard copy.
- They are supporting the Age Forward Coalition, a coalition of community agencies serving seniors in San Mateo County, with their request to the Board of Supervisors for increased countywide funding for senior programs.

### **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 2<sup>nd</sup> by Zoom. They received an update on the 101 Express Lanes project.

## **OTHER BUSINESS**

The meeting adjourned at 2:52pm. The next meeting will be on June 14<sup>th</sup> at 1:30pm.

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

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

### **Advocacy**

#### **Transit Recovery Update – Tina Dubost**

The TSA is no longer requiring face coverings on public transit; however, the CDC is recommending that they are still worn.

Transit ridership is increasing and is about 50% higher than April 2021. Other agencies are reporting comparable increases and there is increased ridership on SamTrans and Caltrain.

Redi-Wheels is continuing to offer free rides for vaccinations.

### **Policy Issues:**

Mike reported that the MTC Regional PCC conference via Zoom is scheduled for either June 9<sup>th</sup>, 10<sup>th</sup> or 15<sup>th</sup>, from 10am-2:00pm. Drennen Shelton (MTC) will be coordinating the conference. More information to follow.

The SamTrans Board of Directors and the Citizens Advisory Committee are starting to meet in a hybrid format. The board/committee members are in person, but audience/members of the public can still participate remotely.

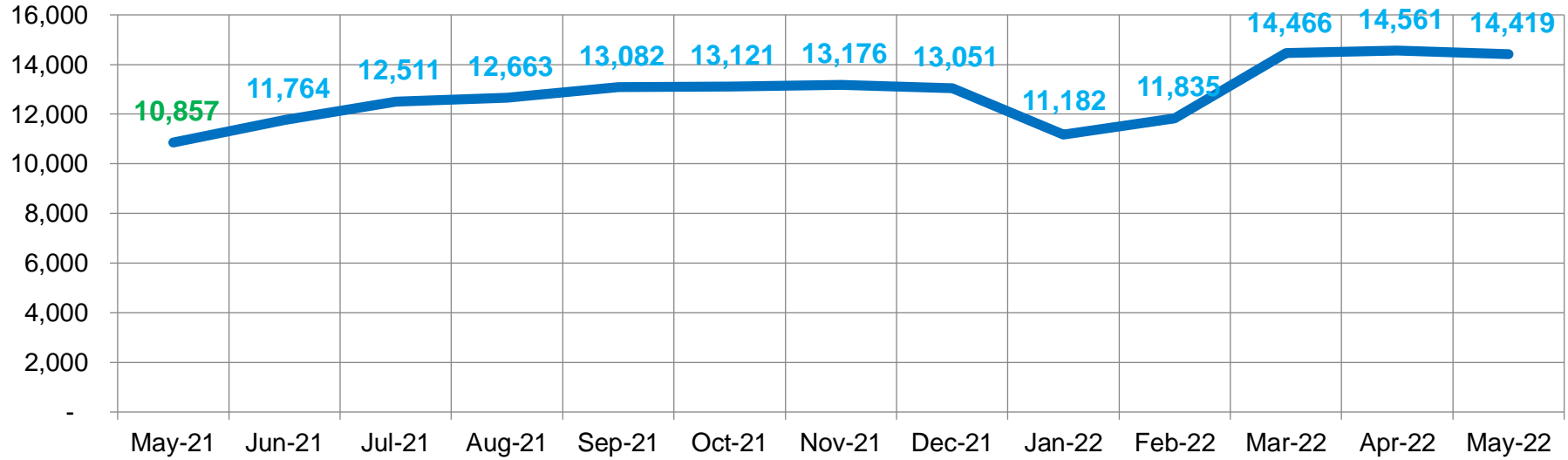
The next PAL meeting will be on June 14<sup>th</sup>, 2022.

## Redi-Wheels Reports:

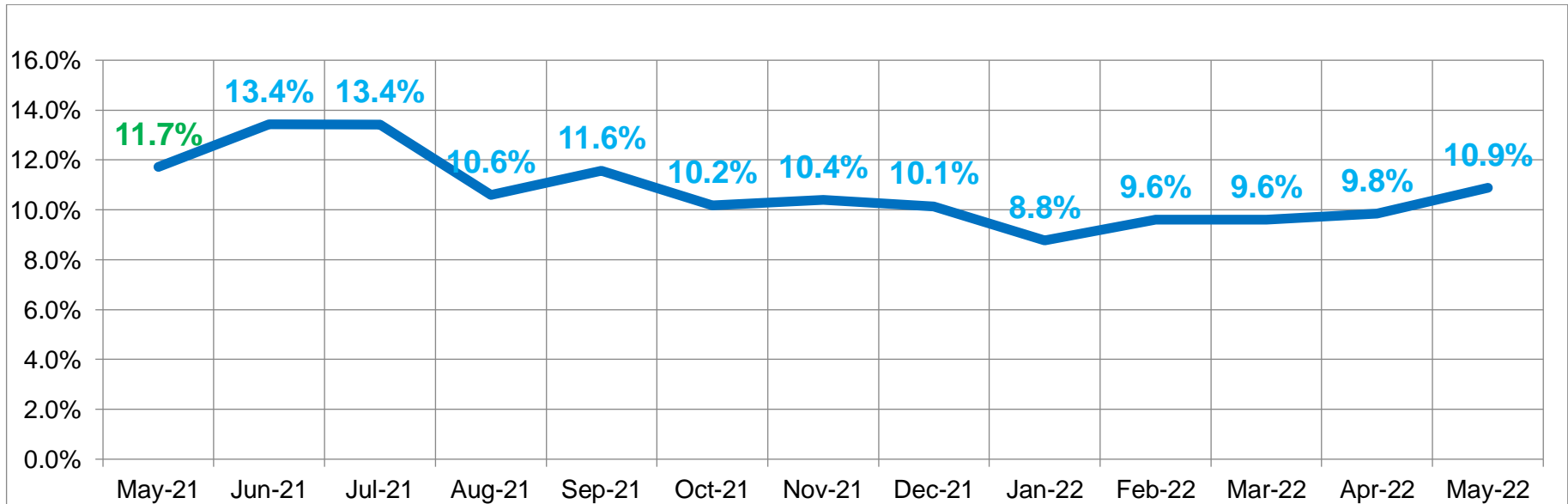
### Performance Measures

Performance Measure	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Prev. Yr. Average
1. Total trips requested	12,980	14,056	15,230	15,421	15,690	15,777	15,981	16,007	13,907	14,201	17,241	17,234	17,037	11,856
2. Trips scheduled	12,161	13,230	14,204	14,428	14,726	14,760	14,857	14,733	12,358	13,186	16,097	16,143	15,542	11,026
a. Same day cancels	803	868	936	1,031	1,020	1,031	1,053	1,116	699	865	1,020	1,041	1,123	1,173
% of trips scheduled	6.6%	6.6%	6.6%	7.1%	6.9%	7.0%	7.1%	7.6%	5.7%	6.6%	6.3%	6.4%	7.2%	10.6%
b. Late cancels	326	423	461	471	464	414	369	381	332	307	397	336	312	271
% of trips scheduled	2.7%	3.2%	3.2%	3.3%	3.2%	2.8%	2.5%	2.6%	2.7%	2.3%	2.5%	2.1%	1.8%	2.5%
c. Total customer no-shows	175	175	294	263	160	194	259	185	145	179	214	205	NA	142
% of trips scheduled	1.4%	1.3%	2.1%	1.8%	1.1%	1.3%	1.7%	1.3%	1.2%	1.4%	1.3%	1.3%	NA	1.3%
d. No-show (operator)	0	0	2	0	0	0	0	0	0	0	0	0	0	0
3. Total trips served	10,857	11,764	12,511	12,663	13,082	13,121	13,176	13,051	11,182	11,835	14,466	14,561	14,419	9,440
a. Average weekday riders	432	451	458	478	501	507	480	482	437	425	534	568	557	368
b. Advance reservation	8,291	9,098	9,589	9,486	9,924	9,844	9,900	9,853	8,363	8,790	10,750	10,986	10,726	6,931
c. Agency trips	44	90	297	542	534	602	651	661	408	563	754	709	853	11
d. Individual subscription	2,522	2,576	2,625	2,635	2,624	2,675	2,625	2,537	2,411	2,482	2,962	2,866	2,840	2,498
e. Taxi trips	1,272	1,580	1,680	1,343	1,512	1,337	1,370	1,324	981	1,137	1,389	1,434	1,568	1,220
<i>(taxi % of total trips)</i>	11.7%	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	1,019	1,103	1,161	1,160	1,134	1,193	1,234	1,195	1,051	1,093	1,226	1,280	1,253	884
5. Inter-County Transfer Trips	125	146	150	112	73	111	100	119	98	111	182	176	207	87
6. On-time performance <sup>1</sup>	97.3%	95.1%	93.8%	94.5%	95.1%	94.7%	95.8%	94.9%	96.1%	95.1%	94.4%	94.4%	92.1%	97%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.23	1.35	1.47	1.44	1.44	1.38	1.42	1.39	1.34	1.45	1.47	1.51	NA	1.17
8. Complaints per 1000 trips	0.18	0.34	0.32	0.16	0.08	0.46	0.53	0.15	0.54	0.68	0.28	0.27	NA	0.4
9. Compliments per 1000 trips	1.29	0.51	0.72	1.18	0.84	0.46	1.44	1.23	0.80	0.51	1.18	0.76	0.76	1.1
10. Avg phone wait time (mins) <sup>3</sup>	0.4	0.4	0.3	0.6	0.4	0.5	0.5	0.4	0.8	1.0	0.9	1.2	NA	0.42
<b>6/7/2022</b>														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

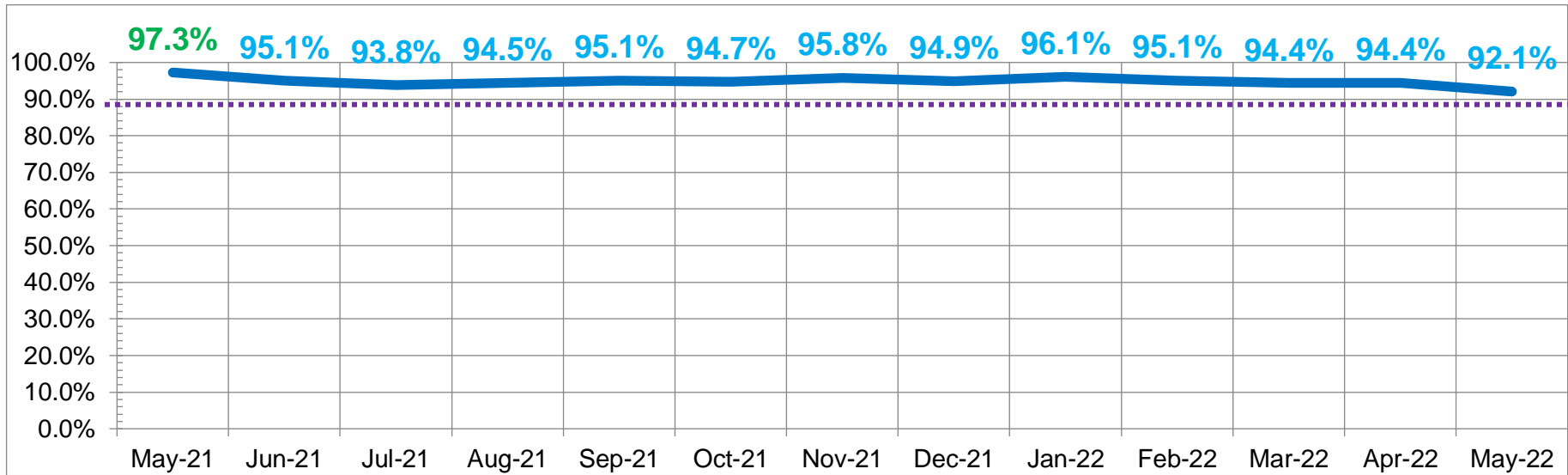
Total Trips



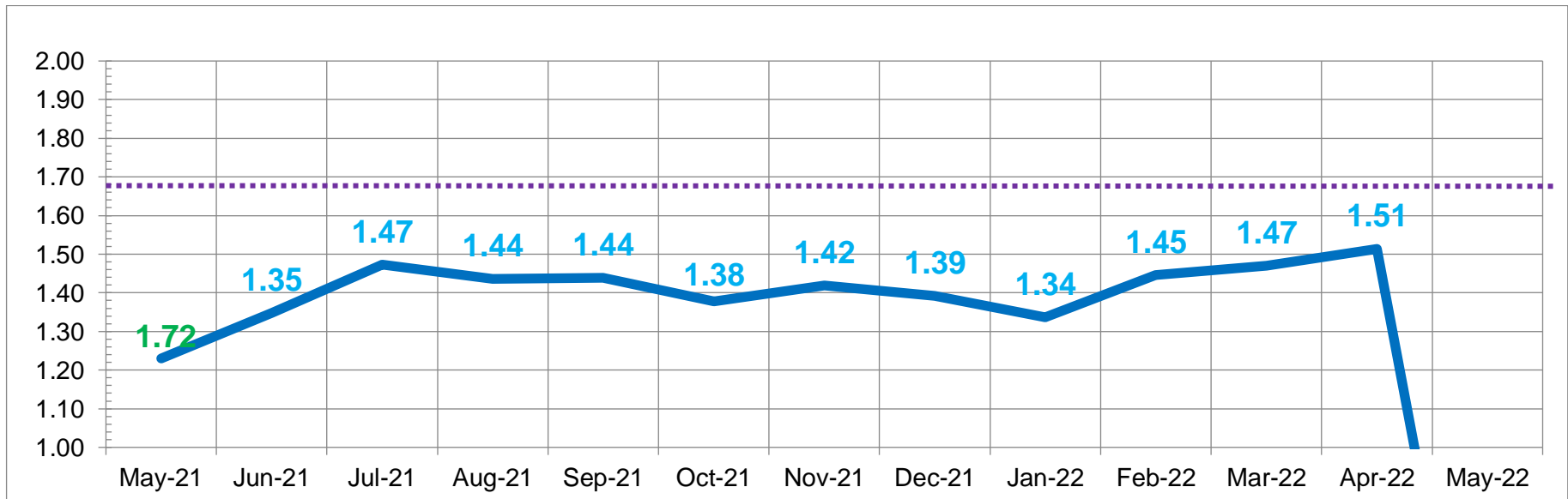
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2022 Comments	Apr-22	
	Subtotal	Rate/1000
Rides	14,561	
<b>Total Comments by Category</b>		
Compliment	11	0.76
Policy Related	5	0.34
Service Related	4	0.27
<b>Total</b>	<b>20</b>	<b>1.37</b>
<b>Average Response Time to Customer (Working Days)‡</b>		
Compliment		4.73
Policy Related		7.00
Service Related		12.08
<b>Overall</b>		<b>8.32</b>
	<b>CC</b>	<b>CR</b>
Compliment	5	6
Policy Related	1	6
Service Related	1	12
<b>Overall</b>	<b>7</b>	<b>24</b>

‡ Excludes weekends and holidays.