



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

March 8, 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, March 8, 2022
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/2925800493?pwd=aEZ3eE1oajdoZHBUSHI0T0hIUjRBQT09>

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 February 8, 2021 Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	11
Redi-Wheels Reports:	12
Performance Measures	12
Total Trips	13
Taxis – Percentage of Total Trips	13
On-Time Performance	14
Productivity (Passengers/Revenue Vehicle Hour)	14
Monthly Comment Statistics	15

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

March 8, 2022

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of February 8, 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 February 8, 2022 PAL Meeting Minutes* | |
| ii. Legislative Update – SamTrans Government Affairs | |
| 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 | |
| Support request for SB 917; The Seamless Transportation Act* | |
| e. Nominating/Membership – TBD (No current chair) | |
| 5. SamTrans / Redi-Wheels Reports | 2:10 |
| a. Operational Report – Tina Dubost | |
| b. New SamTrans Website – SamTrans Communications | |
| c. Performance Summary – Tina Dubost | |
| d. Comment Statistics Report – Tina Dubost | |
| e. 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 |
| 8. Adjournment | |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of February 8, 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
Sammi (Wilhelmina) Riley, Consumer, Educ.
Comm. Chair
Kathy Uhl, CoA
Marie Violet, Dignity Health
(Member attendance = 11/13, Quorum =
Yes)

Guests:

Charles Posejpal, First Transit/Redi-Wheels
Kelley Shanks, SamTrans
Henry Silvas, SamTrans
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Richard Weiner, Nelson\Nygaard

Absentees:

Dao Do, Rosener House
Scott McMullin, CoA

WELCOME/INTRODUCTIONS:

Vice Chair Dinae Cruise 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 JANUARY MINUTES:

Sandra Lang moved to approve the January meeting minutes; Sammi Riley seconded the motion; Marie Violet abstained; the minutes were approved.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

Nothing to report.

Education – Sammi Riley, Chair

The next meeting will be on March 4th at 1 pm.

Executive – Ben McMullan, Chair

The committee met on February 1st.

- Working with SamTrans to explore alternatives to the no-show/suspension letters as they can be alarming to some consumers.
- Developing PCC recruiting talking points.
- Considering a presentation by UberWAV and will also reach out to Lyft to have their information.
- Contacted Rich Hedges to give a presentation on BART station access at a future PCC meeting.
- Continued reviewing/updating the Workplan:
 - Orientation materials
 - Encouraging advocacy with an advocacy toolkit
 - Addressing systemic issues around safety
 - Distributing the Mobility Guide
 - Advocating for a regional PCC conference
 - Informing members of emergency services related training and events
 - Advocating for driver sensitivity training
 - Planning a driver appreciation event

Richard reported that he was able to contact someone at LYFT to present on their capacity for providing wheelchair trips probably in March or April. They will get back to him.

Richard also reported he had been in touch with Drennen Shelton regarding the PCC Regional Conference; this is very timely as she wants to tie this to the Blue Ribbon Task Force recommendations. The conference would be held before the end of June. He will follow up with her and report to the Executive Committee.

Tina had attended the UberWAV presentation for the San Francisco Mayor's Office on Disability; the presentation was more than 10 minutes and provided information on the services offered.

Kathy Uhl hoped that there would be an opportunity to ask them about their driver training. She had had some bad experiences with using Lyft for her elderly mother and now will not use their services.

Mike was concerned about timing of the presentation as the March meeting will have both a legislative update and possibly a presentation by Rich Hedges.

Alex Madrid mentioned that LYFT used to have a contract with MV Transportation for driver training. He thought it was good to have both companies present.

Sandra Lang thought that the talking points are vital links to the success of the workplan. Also, since MTC will have funding available, could we find out how much would be designated for paratransit?

Nominations/Membership – TBD, Chair

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

OPERATIONAL REPORTS

Tina reported that SamTrans made some changes to the bus routes on January 16th. The changes are listed on the website.

Reimagine SamTrans is ending and staff will be seeking Board adoption of the final service plan as well as the Title VI and CEQA evaluation and environmental review reports at the March 2nd meeting. Details can be found at www.reimaginesamtrans.com. The first stages of the changes will occur on August 22nd. The Customer Service team will be able to help riders understand the changes taking place as well as the additional phases happening over the next 18 months.

Mike asked if Customer Service can answer questions now on the route changes. Tina said they can answer questions on what has been proposed.

Alex asked for an update about making the website accessible for people with disabilities. Tina said that they are working to make sure that the website is accessible. She had met with the web developers and gave them a list of pdfs currently on the website and asked that the information be accessible, e.g. the *Riders' Guide*. They are also going to make the site easier to navigate.

PERFORMANCE REPORT

Tina reviewed preliminary data for January.

- Ridership is slightly down compared to December, because of the Omicron surge.
- There are a lot of advance reservation calls, a decrease in agency trips, and subscription trips are consistent.
- Taxi trips were a slightly lower percentage.
- Late cancels and no-shows are low.

- The number of people riding is lower.
- On time performance is 96%; the on-time performance for December was 94.9% (this was incorrectly reported last month.)
- Productivity is 1.34 passengers per hour.
- Telephone hold time had increased because of short staffing due to Omicron, but is still better than the standard of 2.5 minutes.

Richard praised the late cancels and no-shows percentages as this was one of the lowest he'd seen in the industry; he asked why this is. Tina said that staff members spend a lot of time on it and working with people to help them avoid late cancels and no-shows.

Sammi Riley reported that the night before call has a reminder to call if the rider needs to change or cancel a ride. She felt it was good for customers to hear these reminders.

Alex had noticed that on the weekends, there is no option to talk to dispatch. The only options are to make a reservation and to cancel a reservation. Tina will look into this as it seems to be an error.

COMMENT STATISTICS REPORT

Tina reviewed the data for December. There was an increase in the number of compliments but fewer comments than before COVID. Most comments are through the phone center rather than comment cards. There are more policy-related than service-related comments.

SAFETY REPORT

Charles Posejpal reported four incidents in January, all were minor, and three were preventable.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Marie reported that she had been contacting community centers and other places that use Redi-Wheels services inviting comments. She has not received anything yet. She distributed the *Senior Mobility Guide* to various departments at Sequoia Hospital and has invited feedback.

Susan Capeloto shared an update on the Department of Rehabilitation:

- They have started a “contact” on the web page. Individuals complete a few questions online and their message is sent to their closest office. The system is working well and they have received several requests. It's much easier than having someone complete an application to be contacted.

- They are ceasing to issue bank drafts for clothing, books, supplies, etc. They will now be issuing consumer account cards with a bank. This will start February 15 or 16th and should be much easier.
- They are looking for vendors to provide adult work experience for clients. It is designed for people who don't have a lot of work experience or have been out of work. There is a challenge as many of the agencies they work with are down staff, but they hope it will help clients be successfully employed.
- They are open although the building is physically shut. Staff are in the office a few days a week for meetings. There are tables outside the building.

Sandra asked about the type of vendors they are looking for. Susan responded that they contract with certain vendors who provide job development and job prep skills. There will be a new fee structure and they will be paid based on the services given to a client. Marie Violet mentioned that Dignity Health has someone from Ability Path working there and it's going very well.

ERC – Mike Levinson

Mike reported an ERC meeting was planned to discuss the no-show and suspension letters where proposed modifications were offered by the Executive Committee. There was no update on the new IVR system.

Commission on Disabilities (CoD) – Ben McMullan

They are still recruiting members and developing a transportation survey for paratransit customers, followed by a fixed-route survey.

Center for Independence (CID) – Ben McMullan

CID is working on their strategic plan.

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

CoA are participating in an annual evaluation of what was done last year and the direction for next year. They will be participating individually and as a Commission in the County Commissioner training. They are also continuing to work with Age Friendly Cities in their communities and at the commission level. They are looking at transportation and paratransit as seniors get back into the community.

Coastside Transportation Committee (CTC) – Tina Dubost

The committee has not set a date for the next meeting. She is providing information on the changes taking place in the summer.

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

The Citizens Advisory Committee of the Transit Authority met on February 1, 2022. The meeting included:

- A motion was passed to accept revenues and expenditures for the period ending December 31, 2021.
- A motion was passed to accept the Quarterly Investment Report and Fixed Income Market Review and Outlook
- Receipt of a report on the 101 Express Lanes project. The portion south of Whipple will open on February 11. The north portion is still undergoing a draft environmental report.
- Receipt of detailed financials and updates on the Peninsula Corridor Electrification cutaways scheduled for March.
- There will be possible new action regarding transportation through AB2086.
- The Citizens Oversight Committee for Measure W will meet on March 7th, at 1pm.

OTHER BUSINESS

None.

The next meeting will be on March 8th at 1:30pm. The meeting adjourned at 2:30pm.

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

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

Legislative Update

The legislative update from SamTrans staff was postponed until the March 8 meeting.

Mike Levinson reported that there was discussion at the SamTrans Board of Directors meeting about Caltrain governance and the ongoing dispute as to who will control the system. Tina Dubost briefly described the situation. More information on the issue can be found at:

https://www.samtrans.com/about/MediaRelations/news/SamTrans_Proposal_on_Caltrain_Governance_to_be_Discussed_at_February_Board_of_Directors_Meetings.html.

Advocacy

Transit Recovery Update – Tina Dubost

Paratransit ridership is lower as customers are still being cautious about going out. Some employers are delaying their return to the office for their employees. Some agencies are restricting or limiting access. Transit and paratransit agencies throughout the region are being affected as their staff are getting sick from COVID, having to take care of others, or isolate because they have been exposed. Although this hasn't affected Redi-Wheels yet, customers are asked to be patient and flexible.

The TSA has extended the mandate to wear face masks on public transit through March 18, 2022. Governor Newsom may rescind the indoor mask mandate.

They are continuing to offer free rides to vaccination sites.

Mike commented that the CDC is contemplating a second booster shot.

Policy Issues:

None.

The next PAL meeting will be on March 8th, 2022.

Redi-Wheels Reports:

Performance Measures

Performance Measure	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Prev. Yr. Average
1. Total trips requested	9,796	11,749	12,120	12,980	14,056	15,230	15,421	15,690	15,777	15,981	16,007	13,907	14,200	11,856
2. Trips scheduled	9,048	10,839	11,226	12,161	13,230	14,204	14,428	14,726	14,760	14,857	14,733	12,358	13,185	11,026
a. Same day cancels	613	691	719	803	868	936	1,031	1,020	1,031	1,053	1,116	699	865	1,173
% of trips scheduled	6.8%	6.4%	6.4%	6.6%	6.6%	6.6%	7.1%	6.9%	7.0%	7.1%	7.6%	5.7%	6.6%	10.6%
b. Late cancels	251	285	280	326	423	461	471	464	414	369	381	332	307	271
% of trips scheduled	2.8%	2.6%	2.5%	2.7%	3.2%	3.2%	3.3%	3.2%	2.8%	2.5%	2.6%	2.7%	2.3%	2.5%
c. Total customer no-shows	109	125	119	175	175	294	263	160	194	259	185	145	179	142
% of trips scheduled	1.2%	1.2%	1.1%	1.4%	1.3%	2.1%	1.8%	1.1%	1.3%	1.7%	1.3%	1.2%	1.4%	1.3%
d. No-show (operator)	0	0	0	0	0	2	0	0	0	0	0	0	0	0
3. Total trips served	8,075	9,738	10,108	10,857	11,764	12,511	12,663	13,082	13,121	13,176	13,051	11,182	11,834	9,440
a. Average weekday riders	341	361	373	432	451	458	478	501	507	480	482	437	492	368
b. Advance reservation	5,833	7,126	7,564	8,291	9,098	9,589	9,486	9,924	9,844	9,900	9,853	8,363	8,789	6,931
c. Agency trips	-	-	-	44	90	297	542	534	602	651	661	408	563	11
d. Individual subscription	2,242	2,612	2,544	2,522	2,576	2,625	2,635	2,624	2,675	2,625	2,537	2,411	2,482	2,498
e. Taxi trips	945	1,190	1,276	1,272	1,580	1,680	1,343	1,512	1,337	1,370	1,324	981	1,121	1,220
<i>(taxi % of total trips)</i>	11.7%	12.2%	12.6%	11.7%	13.4%	13.4%	10.6%	11.6%	10.2%	10.4%	10.1%	8.8%	9.5%	12.9%
4. Total Redi-Wheels riders	814	898	931	1,019	1,103	1,161	1,160	1,134	1,193	1,234	1,195	1,051	1,093	884
5. Inter-County Transfer Trips	42	49	89	125	146	150	112	73	111	100	119	98	111	87
6. On-time performance ¹	98.2%	98.0%	97.7%	97.3%	95.1%	93.8%	94.5%	95.1%	94.7%	95.8%	94.9%	96.1%	95.1%	97%
7. Productivity (psgrs/rvh) ²	1.06	1.07	1.19	1.23	1.35	1.47	1.44	1.44	1.38	1.42	1.39	1.34	NA	1.17
8. Complaints per 1000 trips	0.12	0.00	0.40	0.18	0.34	0.32	0.16	0.08	0.46	0.53	0.15	0.54	0.68	0.4
9. Compliments per 1000 trips	1.36	1.33	0.79	1.29	0.51	0.72	1.18	0.84	0.46	1.44	1.23	0.80	NA	1.1
10. Avg phone wait time (mins) ³	0.4	0.4	0.4	0.4	0.4	0.3	0.6	0.4	0.5	0.5	0.4	0.8	NA	0.42

3/4/2022

Notes:

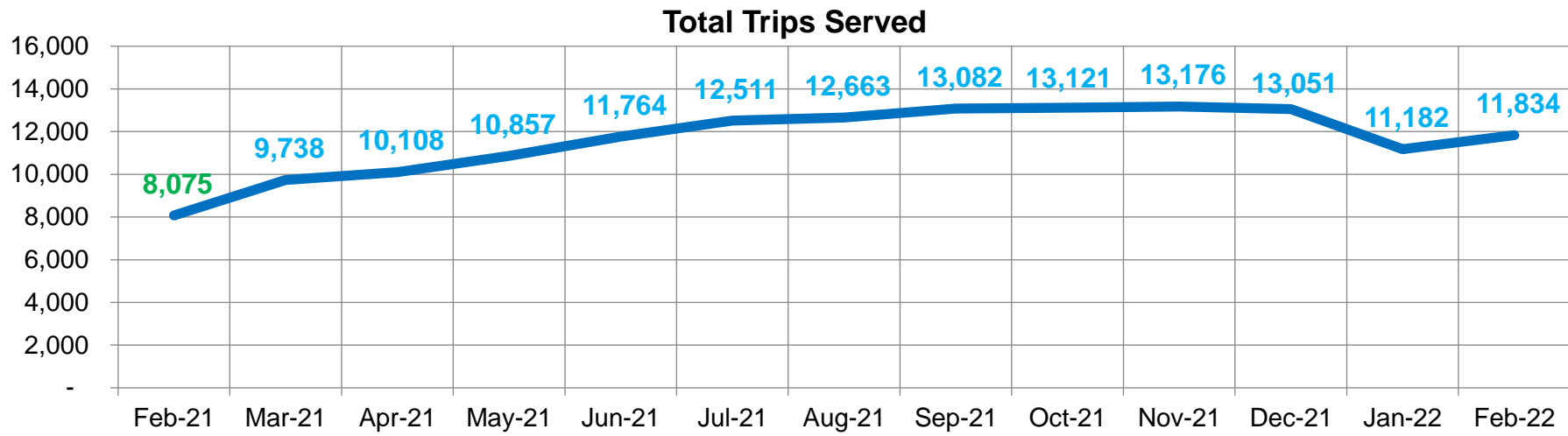
1 Standard = 90%

2 Standard = 1.70

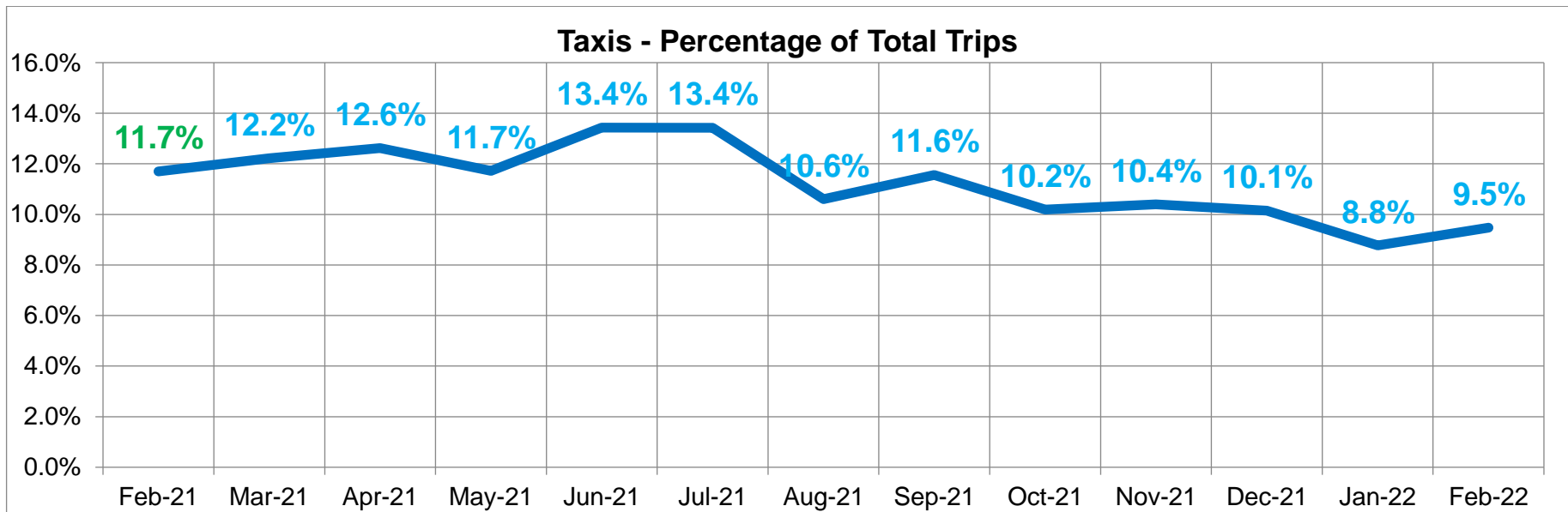
3 Standard = < 1.5

Note that data for the most recent month is preliminary

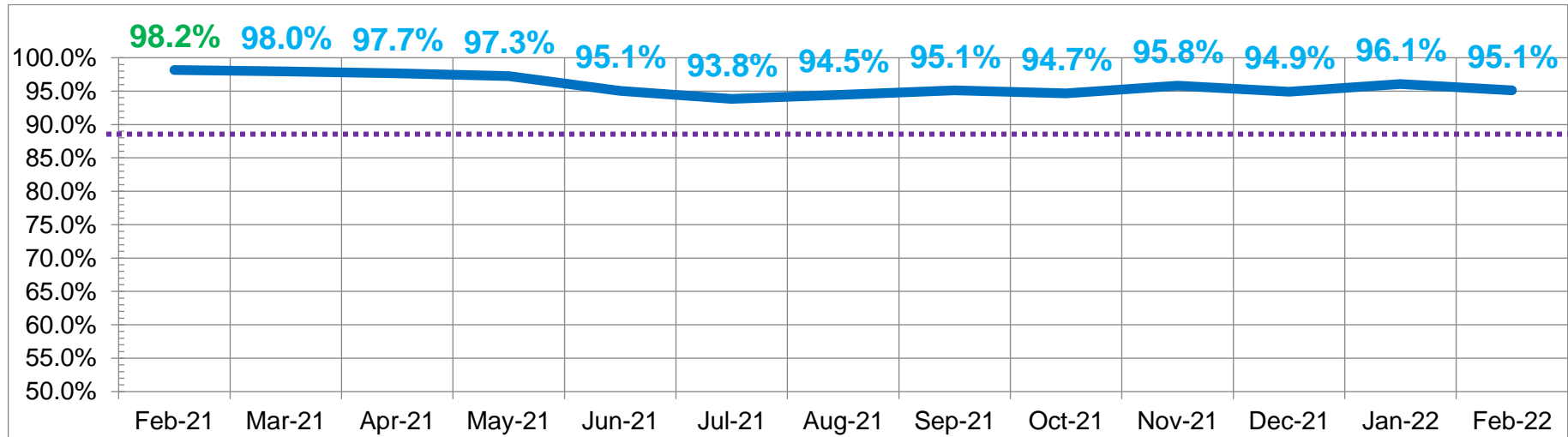
Total Trips



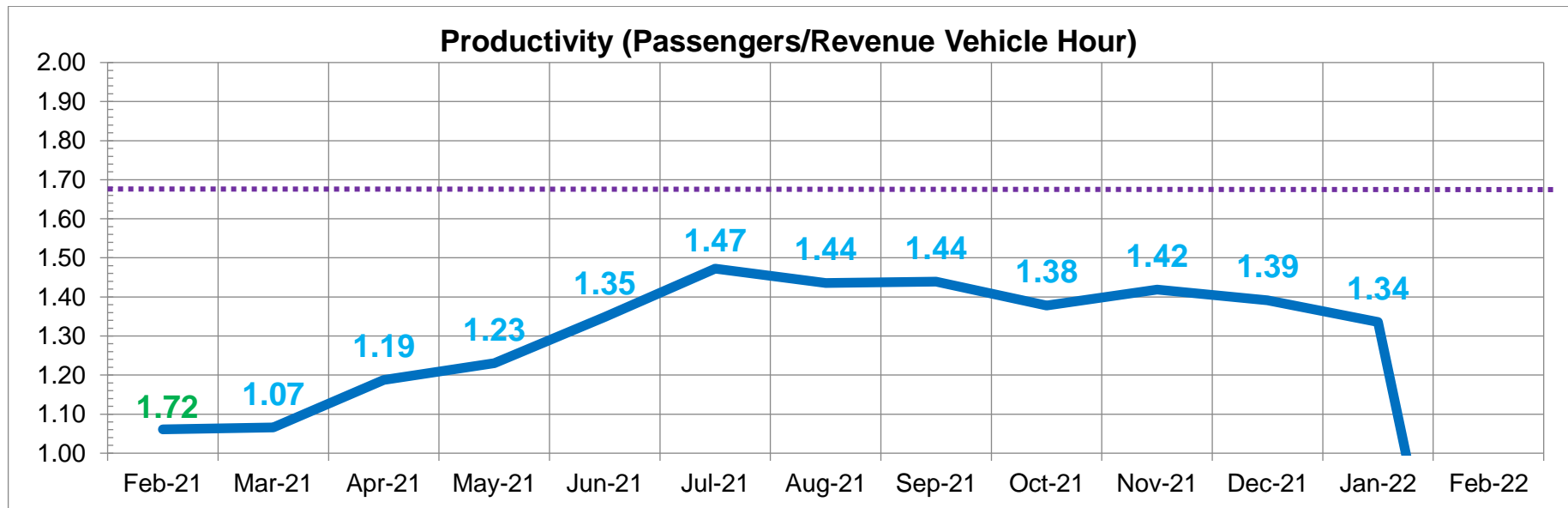
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2022 Comments	Jan-22	
	Subtotal	Rate/1000
Rides	11,182	
Total Comments by Category		
Compliment	10	0.89
Policy Related	9	0.80
Service Related	10	0.89
Total	29	2.59
Average Response Time to Customer (Working Days)‡		
Compliment		7.80
Policy Related		17.78
Service Related		16.10
Overall		13.76
	CC	CR
Compliment	5	5
Policy Related	1	8
Service Related	3	7
Overall	9	20

‡ Excludes weekends and holidays.