



Final

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

March 14, 2023

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**

This meeting will be at SamTrans headquarters building at
1250 San Carlos Ave., San Carlos CA 94040

Tuesday, March 14 2023
1:30 pm Pacific Time

Members of the public can join the meeting remotely, via Zoom, 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

Contents

Meeting Schedule for 2023	3
AGENDA	4
Minutes of February 14, 2023, Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	10
Redi-Wheels Reports	11
Performance Measures	11
Total Trips	12
Taxis – Percentage of Total Trips	12
On-Time Performance	13
Productivity (Passengers/Revenue Vehicle Hour)	13
Monthly Comment Statistics	14

Meeting Schedule for 2023

[Note: Pending revision to comply with Brown Act provisions for open meetings.]

PCC San Mateo County Paratransit Coordinating Council	PCC Executive Committee	PAL Policy-Advocacy- Legislative Committee*	PCC Education Committee	SamTrans Board of Directors
2 nd Tuesday Monthly Conf. Call 1:30-3:30pm	1 st Tuesday Monthly Conf. Call 1:00-2:00pm	2 nd Tuesday Monthly 1:30pm-3:30pm	1 st Friday Bi-Monthly Conf. Call 1:00pm	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

March 14, 2023

- | | | |
|----|---|------|
| 1. | Welcome / Roll Call | 1:30 |
| 2. | Approval of February 14, 20223, PCC Meeting Minutes* | 1:35 |
| 3. | Public Comments (for items not on the agenda) | 1:40 |
| 4. | Future PCC meetings alignment with Brown Act – Discussion* | 1:45 |
| 5. | Committee Reports | 2:00 |
| | a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| | i. Approval of February 15, 2023, 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 | |
| | i. Bylaws amendment* | |
| | e. Nominating/Membership Report – Evan Milburn | |
| 6. | SamTrans / Redi-Wheels Reports | 2:25 |
| | a. Operational Report – Tina Dubost | |
| | b. Performance Summary – Tina Dubost | |
| | c. Comment Statistics Report – Tina Dubost | |
| | d. Safety Report – Charles Posejpal | |
| 7. | Liaison Reports | 2:35 |
| | a. Agencies – Marie Violet & Dao Do | |
| | b. ERC – Mike Levinson | |
| | i. Update on Trapeze scheduling software – Tina Dubost | |
| | c. Commission on Disabilities (COD) – Evan Milburn | |
| | 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 | |
| | b. Consumer Corps – Update from February meeting | |
| 9. | Adjournment | 3:00 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of February 14, 2023, 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; Marie Violet, Dignity Health (Member attendance = 10/13, Quorum = Yes)

Guests:

Charles Posejpal, First Transit/Redi-Wheels; Lynn Spicer, SamTrans; Vicky Churchill, SamTrans; Ana Rivas, SamTrans; Henry Silvas, SamTrans; Kelly Shanks, SamTrans; Sarah Verity, Ability Path; Jane Stahl, PCC Staff; David Koffman, Nelson\Nygaard; Shayna van Hoften, SamTrans

Absentees:

Dao Do, Rosener House; Evan Milburn, Consumer, CoD; Kathy Uhl, CoA

WELCOME/INTRODUCTIONS:

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

APPROVAL OF JANUARY MINUTES:

Marie Violet moved to approve the January meeting minutes; Mike Levinson seconded the motion; the minutes were approved.

PRESENTATION: Brown Act Update – Shayna van Hoften

Shayna van Hoften gave the committee an extensive review of (1) the Brown Act as it applies to governmental/legislative bodies, and (2) the upcoming transition back from teleconference to in-person groups after February 28, 2023, when the COVID state of emergency ends. The presentation is [available here](#). Some of the main points covered were:

- The PCC is subject to the requirements of the Brown Act, being a committee created by formal action of MTC and the SamTrans Board of Directors – both legislative bodies.
- All PCC standing and advisory committees are also subject to the Brown Act.

- Four major requirements:
 - Meetings must be open and public and should be in an ADA-accessible location.
 - Agendas must be posted 72 hours in advance.
 - Must allow time for public comments.
 - Limited exceptions for a closed session.
- “Serial” communication, i.e., a series of small group meetings that add up to a larger meeting, about PCC business, held privately in-person or via the internet, is impermissible.
- Clarification was provided on the definition of a quorum.
- Any member can participate remotely but teleconference locations must be listed in the agenda and open to the public.
- The option for members to participate remotely for "just cause" or in "emergency circumstances" is limited and only available twice per calendar year per member.
- Remote public access is allowed.
- A quorum must be in person at the meeting.
- There has been great concern that the return to prior Brown Act requirements will reduce public participation.
- There is interest in the legislature about amending these provisions, but that will take some time.

As a result of the conversation, Shayna will (1) meet with the SamTrans legislative team regarding accessibility, (2) meet with Tina, Ben, and David to further discuss the Act’s requirements as it relates to the PCC, and (3) investigate exceptions that apply to member requests for disability accommodations.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

No updates.

Education – Sammi Riley, Chair

- The PCC website now includes a “Media” tab for videos.
- They are looking into rewording the ADA anniversary banner.

- There were two tabling events. Kathy Uhl represented the PCC at the Millbrae Senior Showcase on January 20th, and Sammi staffed the table at the Transition to Independence Fair on February 4th.

The next meeting is on March 3rd, 2023, via conference call, at 1pm.

Executive – Ben McMullan

During the February 7th meeting the committee discussed:

- Attendance via Zoom by a member who was having difficulties.
- SamTrans legal team to attend the February PCC meeting.
- The PCC website now has a link on the home page so that people can more easily find upcoming monthly meeting information. Meeting minutes and agendas will be posted one week prior to the meeting; this will include the Zoom link. Members were invited to view the changes at sanmateopcc.org.

Nominations/Membership – Evan Milburn

Evan Milburn has agreed to be the chair of this committee.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina reported on data from December 2022 (January data was not available.) Trips served were 14,355, an increase of 10% from the same time in 2021. Average weekday ridership was 536 compared to 482 in December 2021. Patterns are similar with more advance reservations than agency trips or subscriptions. Productivity was 1.52 passengers per trip, a slight drop from November 2022.

Marie Violet asked why agency trips in October were high. Tina responded that October generally has bigger ridership as there are no holidays.

Alex asked if masks were still optional. Tina responded that masks are optional on transit but the public are encouraged to wear them.

COMMENT STATISTICS REPORT

Data from December showed fewer total comments with most received as consumer reports. There are no patterns in the situations.

SAFETY REPORT

Charles Posejpal reported that there were four non-preventable and one preventable incident in January.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Marie reported that there was no meeting.

Susan Capeloto reported on the CalDor payment card, an optional credit card for Department of Rehabilitation clients for tuition, books, and clothing. Signatures for plans, releases, etc., are now online and so are processed faster. There is expedited enrollment that doesn't require as much documentation, so clients are getting services faster and when they are engaged. She asked PCC members to refer anyone needing a job to them.

ERC – Mike Levinson

No ERC meeting is scheduled.

Tina reported that there are some technical issues with implementation of the Trapeze software system and getting software interfaces. This may result in a delay in implementation.

Commission on Disabilities (CoD) – Evan Milburn

In Evan's absence, Ben reported that they are continuing to work on the fixed-route and paratransit survey.

Center for Independence (CID) – Ben McMullan

Mike reported that an offer had been made to fill the CEO position and they expect everything will be finalized in a few weeks.

Ben reported that they are partnering with Aging and Adult Services to be an Aging and Disability Resource Connection. They will start outreach for partners, e.g. SamTrans and Redi-Wheels.

Commission on Aging (CoA) – Kathy Uhl

In Kathy's absence, Tina reported that, among other issues, the CoA Transportation Committee discussed a potential new bus stop.

Coastside Transportation Committee (CTC) – Tina Dubost

A meeting was held in January. The next meeting will be in April.

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

– Sandra Lang

The committee met on January 31st.

- They reviewed a statement of revenue and expenses and accepted a quarterly investment report.
- The TA-CAC reviewed a State and Legislative Update. Included was the 2023 State TA Legislative Program which included highlights for proposed staff action. Significance: The Legislative Program establishes the principles that guide legislative and regulatory advocacy efforts.
- Bills containing proposals for projects, expenditures and possible action were presented in the SMCTA Matrix and listed recommended positions. AB7 was discussed as one instance requiring a watch position. Gov. Newsom vetoed a similar bill - AB2438 - last year.
- The committee chair reported on potholes in the county.

Mike requested a copy of AB7; Sandra will work with Jane to make it available.

The next meeting is on February 28th, via Zoom and in person.

Other Business

ADA Refresher: Due to time, there was no refresher.

The 4Q22 Consumer Corps report was included in the February packet. There was a comment regarding a trip on October 1st when the bus backtracked and resulted in a missed theater performance. Mike queried if the new software could have avoided this. David thought that the new software might reduce backtracking. Henry Silvas said they could look into this if the rider is willing to talk to them.

The meeting ended at 3:32pm. The next meeting is on March 14th, in person, and the public are encouraged to attend.

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

The minutes from the January PAL meeting were included in the meeting packet. Ben McMullan moved to approve the minutes; Sammi Riley seconded the motion; Dinae Cruise abstained; the minutes were approved.

Advocacy

Ben reported that the PCC were invited to a conversation with MTC regarding Clipper Cards, but this has not yet been scheduled.

Transit Recovery Update – Tina Dubost

Tina reported that the paratransit recovery continues as in previous months with increased ridership compared to last year, at approximately 55%.

Policy Issues

Tina invited PCC members to come on Monday, February 27th, from 10-11am, to view a new transit vehicle at the North Base. [Note: This event was cancelled after the meeting.]

Legislative

Mike thought the PCC might want to become involved with AB2449.

The next PAL meeting will be on March 14, 2023.

Redi-Wheels Reports

Performance Measures

Performance Measure	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Prev. Yr. Average
1. Total trips requested	14,201	17,241	17,234	17,206	16,718	16,754	18,940	18,681	18,940	18,458	17,942	17,294	16,912	15,884
2. Trips scheduled	13,186	16,097	16,143	16,023	15,441	15,406	17,399	17,162	17,561	16,958	16,266	15,823	15,653	14,746
a. Same day cancels	865	1,020	1,041	1,123	968	1,010	1,063	1,075	1,142	1,165	1,260	1,144	1,099	992
% of trips scheduled	6.6%	6.3%	6.4%	7.0%	6.3%	6.6%	6.1%	6.3%	6.5%	6.9%	7.7%	7.2%	7.0%	6.73%
b. Late cancels	307	397	336	312	340	353	353	439	475	403	444	487	475	382
% of trips scheduled	2.3%	2.5%	2.1%	1.9%	2.2%	2.3%	2.0%	2.6%	2.7%	2.4%	2.7%	3.1%	3.0%	2.59%
c. Total customer no-shows	179	214	205	167	207	209	201	217	245	194	207	207	206	206
% of trips scheduled	1.4%	1.3%	1.3%	1.0%	1.3%	1.4%	1.2%	1.3%	1.4%	1.1%	1.3%	1.3%	1.3%	1.40%
d. No-show (operator)	0	0	0	0	0	0	0	2	0	0	0	1	0	0
3. Total trips served	11,835	14,466	14,561	14,421	13,926	13,834	15,782	15,429	15,699	15,196	14,355	13,984	13,873	13,166
a. Average weekday riders	425	534	568	557	511	530	580	591	593	553	536	537	NA	495
b. Advance reservation	8,790	10,750	10,986	10,728	10,433	10,201	11,895	11,540	10,904	10,901	10,421	9,786	9,870	9,887
c. Agency trips	563	754	709	853	810	710	776	825	1,212	814	691	728	637	615
d. Individual subscription	2,482	2,962	2,866	2,840	2,683	2,923	3,111	3,064	3,583	3,481	3,243	3,470	3,366	2,664
e. Taxi trips	1,137	1,389	1,434	1,567	1,390	1,521	1,638	1,659	1,956	1,643	1,820	1,682	1,516	1,372
<i>(taxi % of total trips)</i>	9.6%	9.6%	9.8%	10.9%	10.0%	11.0%	10.4%	10.8%	12.5%	10.8%	12.7%	12.0%	10.9%	10.4%
4. Total Redi-Wheels riders	1,093	1,226	1,280	1,253	1,200	1,224	1,249	1,309	1,341	1,327	1,270	1,256	1,248	1,182
5. Inter-County Transfer Trips	111	182	176	207	136	109	112	115	132	124	104	115	105	131.25
6. On-time performance ¹	95.1%	94.4%	94.4%	92.1%	93.7%	93.3%	92.0%	89.8%	89.8%	89.8%	89.7%	90.9%	90.2%	94.5%
7. Productivity (psgrs/rvh) ²	1.45	1.47	1.51	1.52	1.52	1.52	1.55	1.55	1.57	1.53	1.52	1.47	1.47	1.45
8. Complaints per 1000 trips	0.68	0.28	0.27	0.55	0.50	0.43	0.25	0.91	1.15	0.53	0.49	0.64	NA	0.38
9. Compliments per 1000 trips	0.51	1.18	0.76	0.76	0.43	1.01	1.58	0.91	0.96	0.26	0.42	1.14	0.72	0.86
10. Avg phone wait time (mins) ³	1.0	0.9	1.2	2.0	1.2	1.7	0.9	1.2	2.1	1.6	0.9	1.3	NA	0.82

3/3/2023

Notes:

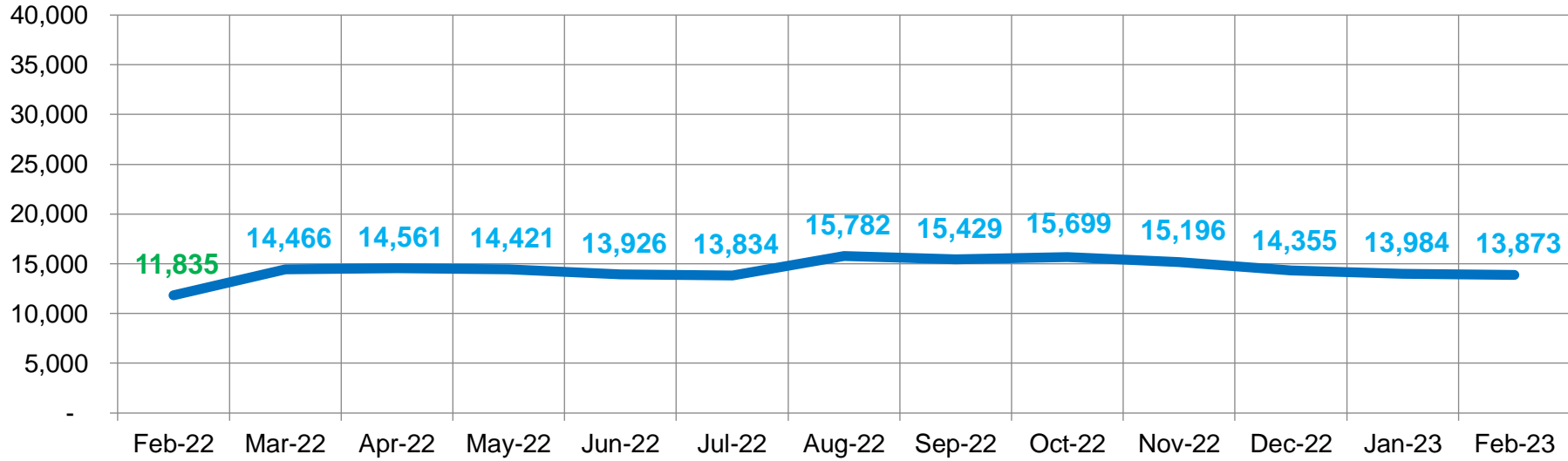
1 Standard = 90%

2 Standard = 1.70

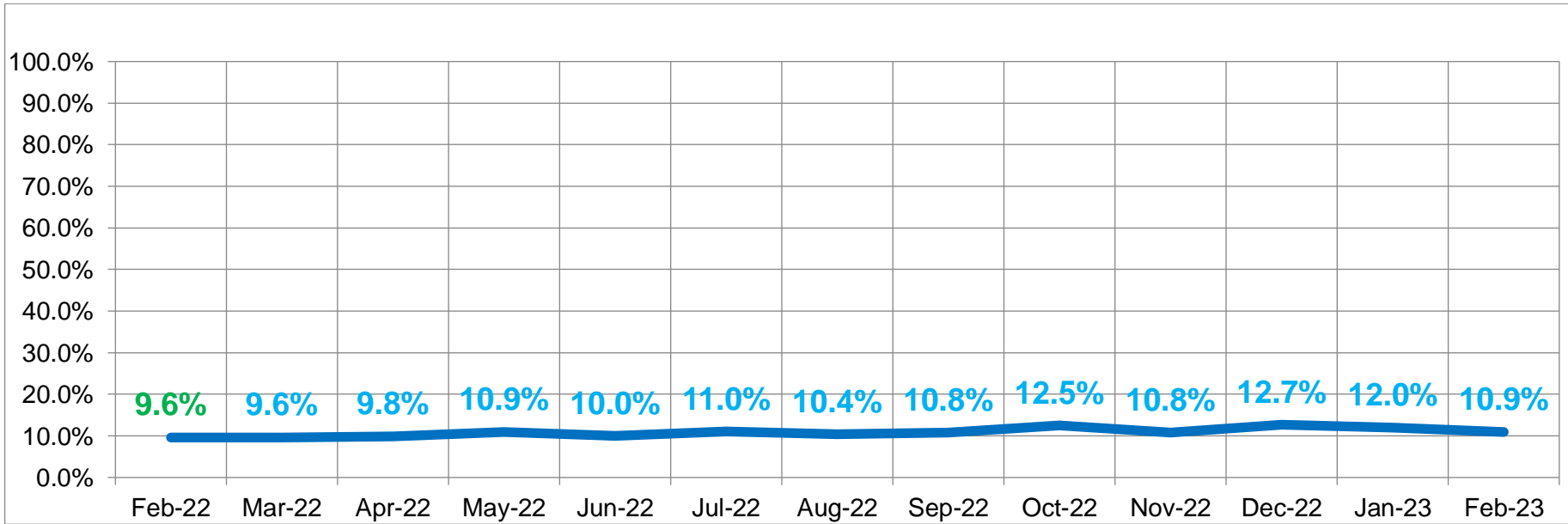
3 Standard = < 1.5

Note that data for the most recent month is preliminary

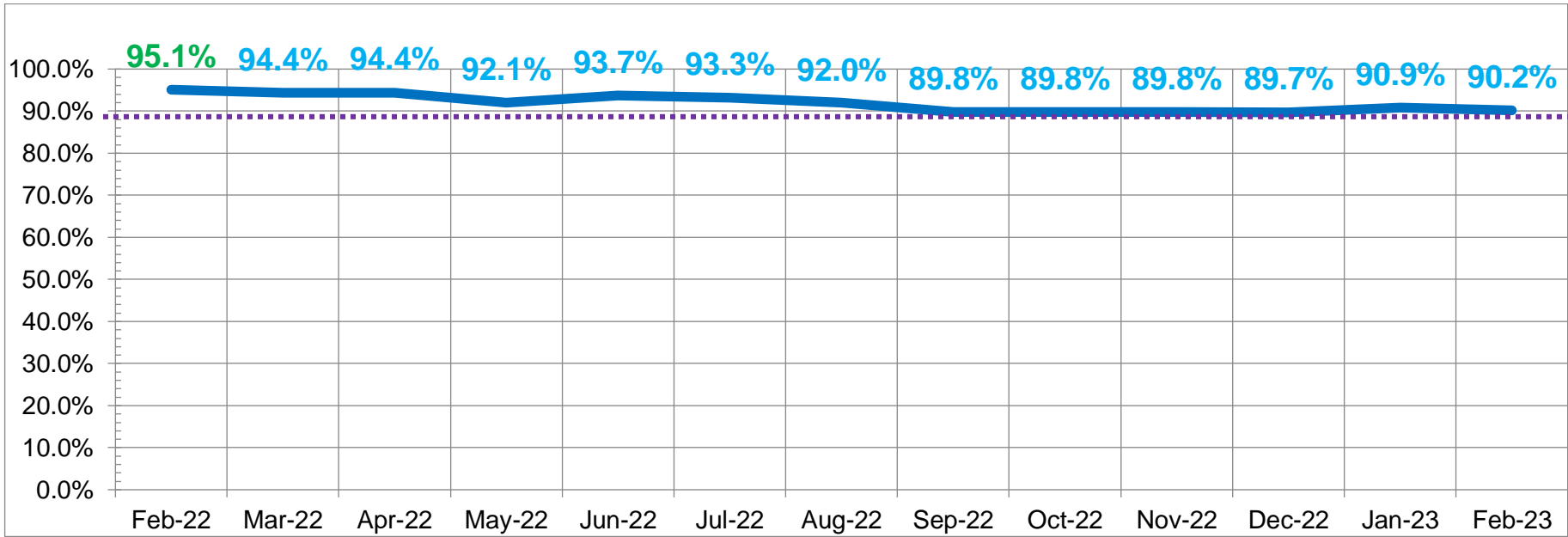
Total Trips



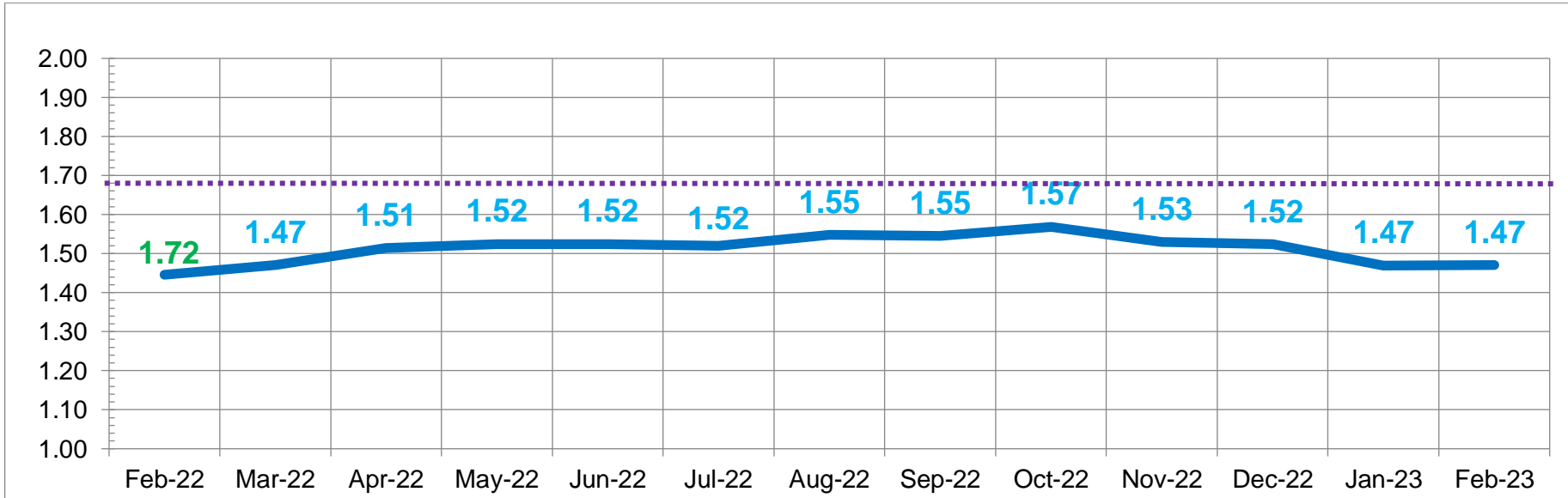
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2023 Comments	January	
	Subtotal	Rate/1000
Rides	13,984	
Total Comments by Category		
Compliment	16	1.14
Policy Related	10	0.14
Service Related	18	0.64
Total	44	1.93
Average Response Time to Customer (Working Days)‡		
Compliment		3.13
Policy Related		6.00
Service Related		5.94
Overall		4.93
	CC	CR
Compliment	13	3
Policy Related	1	9
Service Related	4	14
Overall	18	26

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays