



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

May 10, 2022

1:30pm

San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
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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=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

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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

May 10, 2022

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of April 12, 2022 PCC Meeting Minutes* | 1:35 |
| 3. Public Comments (for items not on the agenda) | 1:40 |
| 4. Presentation: Adult Protective Services – Cassie Villar | 1:45 |
| 5. Committee Reports | 2:00 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of April 12, 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 | |
| e. Nominating/Membership – TBD (No current chair) | |
| 6. 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 | |
| 7. 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 | |
| 8. Other Business | 2:55 |
| 9. Adjournment | |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of April 12, 2022 Meeting

ATTENDANCE:

Members:

Dao Do, Rosener House

Tina Dubost, SamTrans

Judy Garcia, Consumer

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 = 9/13, Quorum = Yes)

Guests:

Adam Bierman, Uber

Cameron Henderson, Uber

Rich Hedges

Charles Posejpal, First Transit/Redi-Wheels

Kelley Shanks, SamTrans

Henry Silvas, SamTrans

Lynn Spicer, SamTrans

Jane Stahl, PCC Staff

Richard Weiner, Nelson\Nygaard

Absentees:

Susan Capeloto, Dept. of Rehabilitation

Dinae Cruise, Vice Chair, Consumer

Alex Madrid, Consumer

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 MARCH MINUTES:

Kathy Uhl moved to approve the March meeting minutes; Sammi Riley seconded the motion; the minutes were approved with no abstentions.

PUBLIC COMMENTS:

Tina Dubost reported that Lynn Spicer is now the Accessibility Coordinator at SamTrans. She was warmly welcomed by all.

PRESENTATION: UberWAV

Adam Bierman gave an overview of accessibility efforts at Uber and the UberWAV program (see Attachment A.) The committee had some questions after the presentation.

Mike Levinson asked if people without a smartphone can use Go Go Grandparent or a similar phone-based service instead of an app. Many Redi-Wheel users do not have a smartphone. Adam didn't know if they were partnering with any other service.

Richard Weiner asked if there was a resolution to the issue of response time at the California Public Utility Commission (CPUC) (ie whether response time would be measured based on percentage of all trip requests or just completed trips, which is a much lower standard). Adam said that a new framework will become effective in June 2022. This sets baseline benchmarks for response times and completion rates, starting 1Q2022, increasing incrementally over the subsequent eight quarters. If the TNC meets the minimum, they can offset any expenses related to the WAV service. There is an exemption whereby a TNC can keep all the fees it collects however this has a much higher threshold and is more difficult to meet. There was a disagreement about the response times required under SB 1376, and ultimately, the CPUC decided that it would be looking at the response times for 80% of completed trips rather than all requested trips. Richard suggested that this appears to have favored the position of the TNCs over that of Muni and the disability groups that were involved.

Sandra Lang inquired about vehicle ownership of WAV vehicles. Adam said that almost all Uber drivers own their own vehicles, but there are few drivers who own WAV vehicles. Uber has partnered with commercial operators to provide wheelchair accessible vehicles. These operators own the vehicles and hire the drivers. Sandra asked about training requirements for these drivers. Adam said one of the requirements to qualify for an offset is that the TNC must attest that each driver has received training on how to operate the WAV, assist users, and properly stow the wheelchair.

Kathy Uhl asked if the cost for a WAV trip is the same as regular Uber service. Adam confirmed that it's the same price. She asked if the service could accommodate power wheelchairs. Adam said that WAVs can do so, but that foldable wheelchairs and walkers can also be accommodated on the regular Uber service vehicles. Kathy said that, in her experience, some drivers can't provide appropriate assistance. Adam will take this feedback to be included in future training.

The committee thanked Adam for his presentation. Adam provided his email address in case there were further questions or comments – adam.bierman@uber.com.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

There were no updates.

Education – Sammi Riley, Chair

Tina had some comments on the video of commonly asked questions so it will be shown at the May 10th PCC meeting. The next committee meeting will be on May 6th.

Executive – Ben McMullan, Chair

The committee received an extensive report from Sandra Lang and Sammi Riley on the Department of Transportation's webinar on the issues around wheelchair users travelling by airplane. Sandra and Sammi then provided an overview of the webinar for the PCC members.

Nominations/Membership – TBD, Chair

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

OPERATIONAL REPORTS

Tina reported that:

- Carter Mau is stepping down as CEO at the end of the year and will be sorely missed.
- Low-income riders and drivers (less than \$76,740) can apply to a variety of county organizations for \$100 in ClipperCard or FastTrak to offset some of their transportation costs.
- The new SamTrans website will launch on April 19th and the link has been sent to the PCC members.
- Lighthouse for the Blind in SF will be making tactile braille maps available at the San Jose/Diridon Caltrain Station; they also have maps of some other transit facilities.

PERFORMANCE REPORT

Tina reviewed preliminary data for March.

- Ridership is up dramatically compared to March 2021; average weekday ridership in February was 425, and 534 in March.
- There was an increase in agency trips, and subscription trips are slightly higher.
- Taxi trips were approximately 9.6% of total trips.
- The number of individuals riding is higher.
- On time performance is excellent.
- Productivity is also increasing.

COMMENT STATISTICS REPORT

Tina reviewed the data for March. Response time is good and most of the comments are reports through the Customer Service Center rather than comment cards.

SAFETY REPORT

Tina reported five accidents in March, with one being preventable. [Information corrected by Tina after the meeting.]

PRESENTATION: Rich Hedges

Rich gave the presentation that he and Marshall Loring gave to MTC and housing developers about ten years ago. As a result, MTC changed their policy on requiring disabled housing near transit as it had not been included in their livable communities planning grants process. The presentation gave several examples of housing currently available near transportation in Colma, San Bruno, South San Francisco, Oakland, Richmond, and El Cerrito, highlighted the accessibility issues, and gave recommendations for ease of accessibility for people with disabilities and the aging community. The committee thanked Rich for his presentation.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Dao reported that they are starting to see an increase in the number of participants and Redi-Wheels users. Marie is continuing to be in touch with agencies on any issues with transportation. Things seem to be running smoothly.

ERC – Mike Levinson

Scheduling Software Update: Tina reported that they are still in negotiation with a vendor. She couldn't supply details due to the procurement process. Mike asked if there was anything that the PCC could do to help but Tina didn't think so.

Commission on Disabilities (CoD) – Ben McMullan

Ben is working on the Accessibility Transportation Committee survey. Two commissioners are interested in joining the PCC and have been sent applications.

Center for Independence (CID) – Ben McMullan

CID will be co-hosting a candidates' forum for the Congressional seat currently filled by Jackie Speier on Wednesday, 4/20, from 2-3:30pm.

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

- The new Help at Home booklet is being printed and will provide resources for seniors and people with disabilities.
- The Commission is working with the Board of Supervisors to develop an Age-Friendly City committee for each city in the County. The hope is for each city to be age-friendly by the end of the year. These resources will also be available for people with disabilities. Each city will be looking for members.
- They are also revisiting goals to be more aligned with the State Dept. of Aging.

Coastside Transportation Committee (CTC) – Tina Dubost

No report.

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

The Citizens Advisory Committee of the Transit Authority met on April 5th by Zoom. The public meeting included:

- An update on the status of the Citizens Oversight Committee. At their March 7th meeting the COC received the final 2020-21 report for review. The report will be available soon.
- The independent auditors' presentation on Measure W was given at the CAC meeting.
- She attended the opening of the SSF Caltrain Station and sent photos to the PCC Executive Committee. The ramp to the platform is long and steep making it difficult for people with non-motorized wheelchairs to use. Tina reported the Caltrain Station ramp was discussed at the Caltrain Accessibility Advisory Committee. It was reviewed by the ADA expert who reported that the ramp is ADA compliant.

OTHER BUSINESS

Jane reviewed the Consumer Corps report for 1Q2022. There 123 reports submitted compared with 82 in 4Q2021. 93% of evaluations showed that pickup time was within the 20-minute window. However, there were 3 rides that had 60-minute wait times. 52% received Night Before Reminder Calls, and 54% received Same Day Reminder Calls. 98% reported that driver assistance met or exceeded needs. Only 42% of riders are reporting that Comment Cards are available on Redi-Wheel vehicles.

The meeting adjourned at 3:17pm. The next meeting will be on May 10th at 1:30pm.

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 the minutes; Sammi Riley seconded the motion. The minutes were approved with no corrections.

Advocacy

Transit Recovery Update – Tina Dubost

Tina reported that average weekday paratransit ridership is increasing with a large increase compared to February. Other regions are also experiencing a similar increase in ridership and there are increases on SamTrans and Caltrain.

The TSA is requiring face coverings through April 18th on public transportation, and this may be extended. San Mateo County Public Health orders are also requiring face coverings.

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

Policy Issues:

Mike reported that the MTC will organize and host a regional PCC conference via Zoom for staff and PCC members. A planning meeting was held on April 12th to look at possible dates and compile a list of discussion topics. Representatives from all 9 counties in the region attended. The conference is scheduled for June, starting at 10am (date to be determined, either June 9th, 10th or 15th). Drennen Shelton (MTC) will be coordinating the conference. More information to follow.

The next PAL meeting will be on May 10th, 2022.

Redi-Wheels Reports:

Performance Measures

Performance Measure	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Prev. Yr. Average
1. Total trips requested	12,120	12,980	14,056	15,230	15,421	15,690	15,777	15,981	16,007	13,907	14,201	17,241	17,214	11,856
2. Trips scheduled	11,226	12,161	13,230	14,204	14,428	14,726	14,760	14,857	14,733	12,358	13,186	16,097	16,123	11,026
a. Same day cancels	719	803	868	936	1,031	1,020	1,031	1,053	1,116	699	865	1,020	1,041	1,173
% of trips scheduled	6.4%	6.6%	6.6%	6.6%	7.1%	6.9%	7.0%	7.1%	7.6%	5.7%	6.6%	6.3%	6.5%	10.6%
b. Late cancels	280	326	423	461	471	464	414	369	381	332	307	397	336	271
% of trips scheduled	2.5%	2.7%	3.2%	3.2%	3.3%	3.2%	2.8%	2.5%	2.6%	2.7%	2.3%	2.5%	2.1%	2.5%
c. Total customer no-shows	119	175	175	294	263	160	194	259	185	145	179	214	205	142
% of trips scheduled	1.1%	1.4%	1.3%	2.1%	1.8%	1.1%	1.3%	1.7%	1.3%	1.2%	1.4%	1.3%	1.3%	1.3%
d. No-show (operator)	0	0	0	2	0	0	0	0	0	0	0	0	0	0
3. Total trips served	10,108	10,857	11,764	12,511	12,663	13,082	13,121	13,176	13,051	11,182	11,835	14,466	14,541	9,440
a. Average weekday riders	373	432	451	458	478	501	507	480	482	437	425	534	567	368
b. Advance reservation	7,564	8,291	9,098	9,589	9,486	9,924	9,844	9,900	9,853	8,363	8,790	10,750	10,965	6,931
c. Agency trips	-	44	90	297	542	534	602	651	661	408	563	754	709	11
d. Individual subscription	2,544	2,522	2,576	2,625	2,635	2,624	2,675	2,625	2,537	2,411	2,482	2,962	2,867	2,498
e. Taxi trips	1,276	1,272	1,580	1,680	1,343	1,512	1,337	1,370	1,324	981	1,137	1,389	1,432	1,220
<i>(taxi % of total trips)</i>	12.6%	11.7%	13.4%	13.4%	10.6%	11.6%	10.2%	10.4%	10.1%	8.8%	9.6%	9.6%	9.8%	12.9%
4. Total Redi-Wheels riders	931	1,019	1,103	1,161	1,160	1,134	1,193	1,234	1,195	1,051	1,093	1,226	1,280	884
5. Inter-County Transfer Trips	89	125	146	150	112	73	111	100	119	98	111	182	176	87
6. On-time performance ¹	97.7%	97.3%	95.1%	93.8%	94.5%	95.1%	94.7%	95.8%	94.9%	96.1%	95.1%	94.4%	94.4%	97%
7. Productivity (psgrs/rvh) ²	1.19	1.23	1.35	1.47	1.44	1.44	1.38	1.42	1.39	1.34	1.45	1.47	1.50	1.17
8. Complaints per 1000 trips	0.40	0.18	0.34	0.32	0.16	0.08	0.46	0.53	0.15	0.54	0.68	0.28	NA	0.4
9. Compliments per 1000 trips	0.79	1.29	0.51	0.72	1.18	0.84	0.46	1.44	1.23	0.80	0.51	1.18	NA	1.1
10. Avg phone wait time (mins) ³	0.4	0.4	0.4	0.3	0.6	0.4	0.5	0.5	0.4	0.8	1.0	0.9	NA	0.42

5/3/2022

Notes:

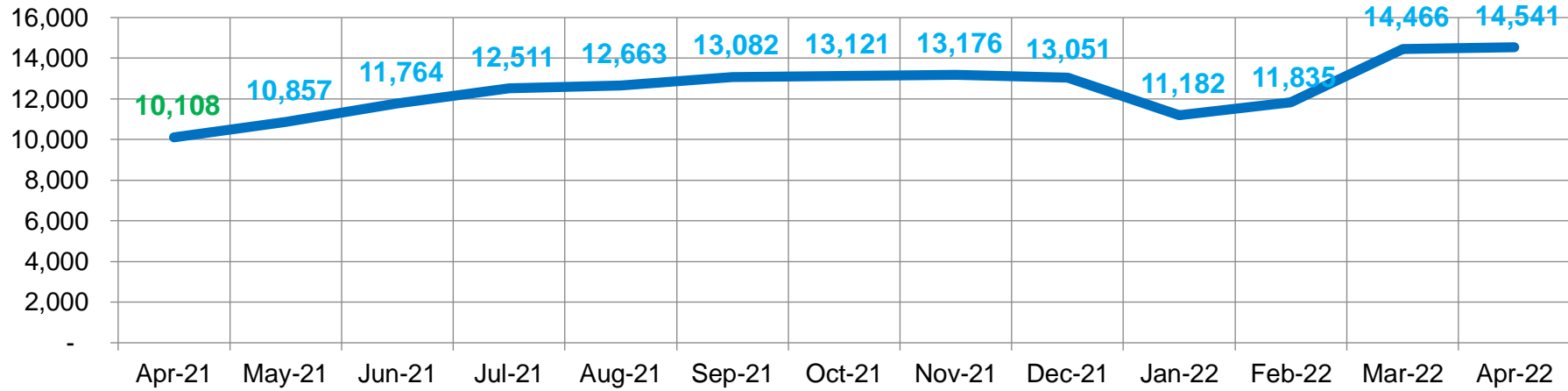
1 Standard = 90%

2 Standard = 1.70

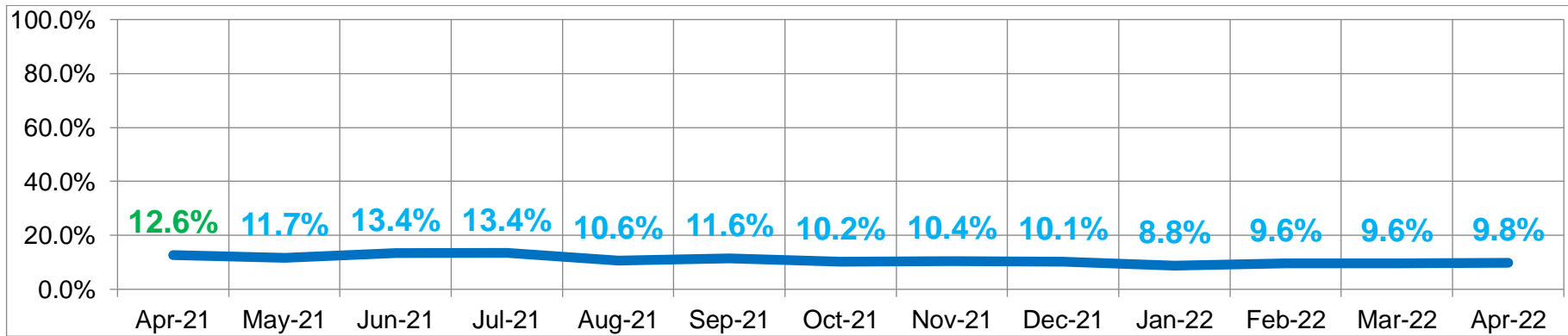
3 Standard = < 1.5

Note that data for the most recent month is preliminary

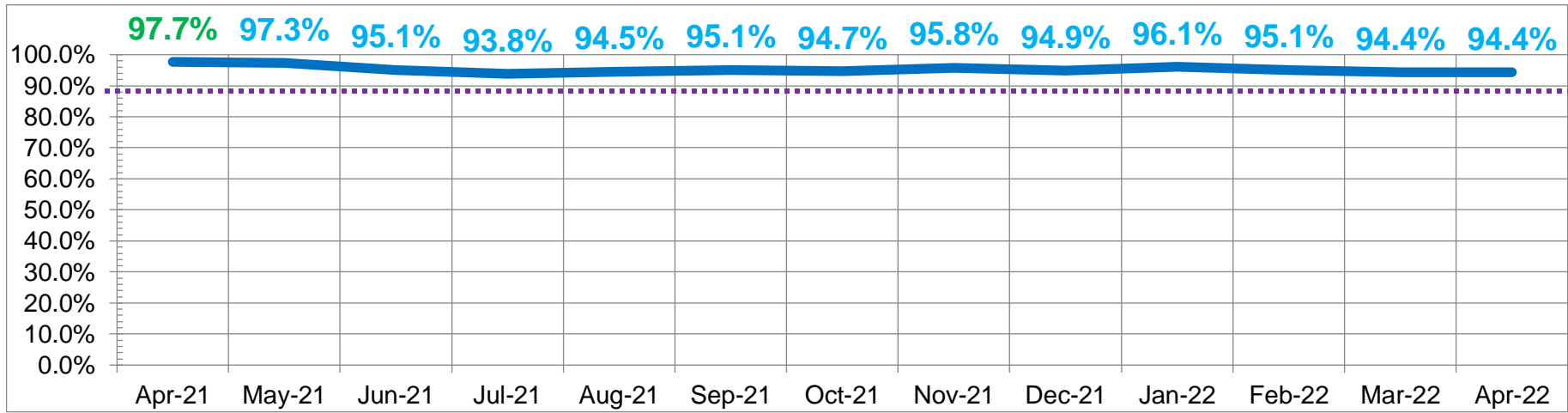
Total Trips



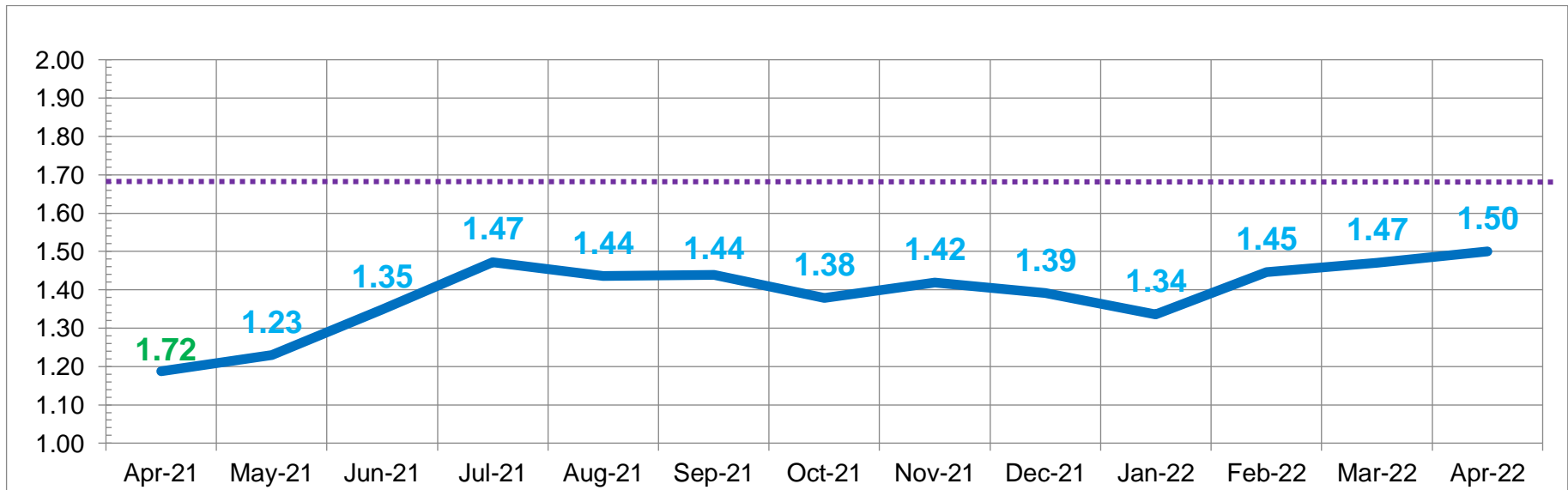
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2021 Comments	Mar-22	
	Subtotal	Rate/1000
Rides	14,466	
Total Comments by Category		
Compliment	17	1.18
Policy Related	13	0.90
Service Related	6	0.41
Total	36	2.49
Average Response Time to Customer (Working Days)‡		
Compliment		7.44
Policy Related		10.50
Service Related		15.17
Overall		9.92
	CC	CR
Compliment	9	8
Policy Related	2	11
Service Related	0	6
Overall	11	25

‡ Excludes weekends and holidays.



Ride with UberWAV

April 2022

Uber

Intros

Adam Bierman

Counsel, West Region
Uber Technologies, Inc.

Cameron Hendrickson

UberWAV Outreach Team
Kearns & West

Agenda

01 Accessibility + Uber

02 UberWAV

03 SB 1376 (2018) TNC Access For All Act

04 Q&A

Accessibility Features + Options



For riders who are blind or low vision



For riders who are deaf or hard-of-hearing



For riders using folding wheelchairs, motorized wheelchairs & scooters

What is UberWAV?

UberWAV provides affordable rides in wheelchair-accessible vehicles (WAV). In certain cities, riders who use motorized wheelchairs or scooters can request a ride in a WAV. WAV driver-partners are certified by a third party in safely driving and assisting people with disabilities.



Fast, reliable rides

When and where WAV is available, rides are requested on demand, and work around your life, not the other way around.



Trips that fit your budget

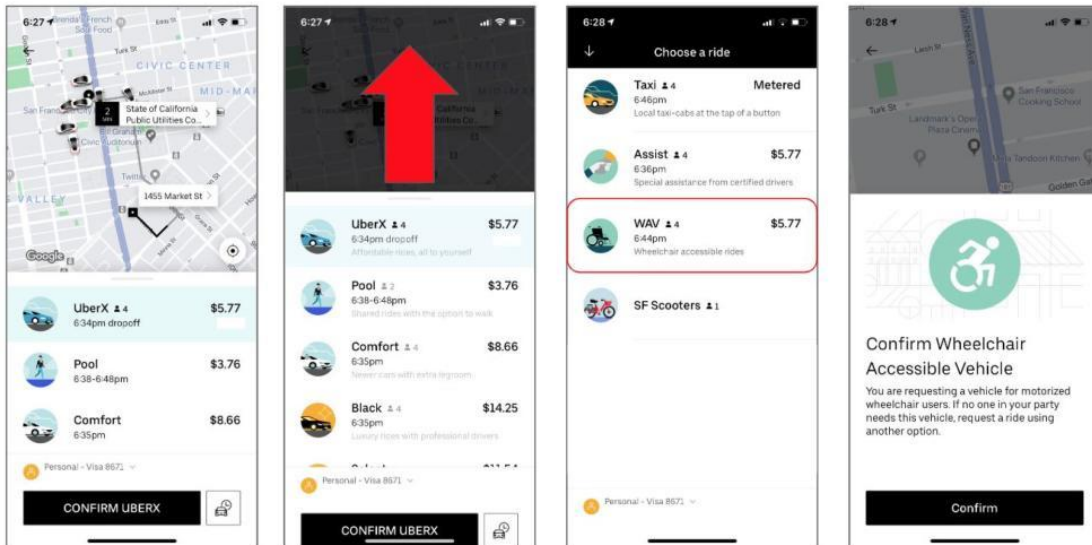
The price of a WAV ride is similar to an uberX trip, our basic ride option.



Specialized drivers to assist you

Every WAV driver has completed a certification course offered by a third party to help you enter and exit the vehicle.

How to ride with WAV



State Bill 1376 - TNC Access for All Act

“It is the intent of the Legislature that wheelchair users who need WAVs have prompt access to TNC services, and for the commission to facilitate greater adoption of wheelchair accessible vehicles on transportation network companies’ online-enabled applications or platforms.”

SB 1376 (2018), Section 3 (adding Public Utilities Code Section 5440(j))

TNC Remittance Offset: Quarterly Evaluation Criteria

Presence & Availability of WAVs and Improved Level of Service

- Hours of WAV service
- WAV trips
- Response time on WAV
- WAV completion rates

Publicize WAV Services to the Disability Community

- Outreach efforts to publicize and promote WAV service to disability communities

Accounting of Funds Expended

- Provide a statement of account for funds expended to expand and improve WAV service on a TNC's platform

Q&A