



Final

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

May 9th, 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 in person at the SamTrans headquarters building at
1250 San Carlos Ave., San Carlos CA 94040
(Gallagher Room)

Tuesday, May 9 2023
1:30 pm Pacific Time

Committee members and the public can join the meeting remotely, via Zoom, here:
<https://samtrans.zoom.us/j/2925800493?pwd=aEZ3eE1oaajdoZHBUSHI0T0hUjRBQT09>

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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*For action item.

Meeting Schedule for 2023

PCC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly 1:30-3:30pm	PCC Executive Committee 1 st Tuesday Monthly 1:00-2:00pm	PAL Policy-Advocacy- Legislative Committee* 2 nd Tuesday Monthly 1:30pm-3:30pm	PCC Education Committee 1 st Tuesday Bi-Monthly 12:00noon	SamTrans Board of Directors 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 4, 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. **Virtual meeting. ***Rescheduled to April 4.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

May 9, 2023

- | | | |
|----|--|------|
| 1. | Welcome / Roll Call | 1:30 |
| 2. | Approval of April 11, 2023, 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 April 11, 2023, PAL Meeting Minutes* | |
| | ii. Legislative | |
| | 1. AB817 – Brown Act (update and approval of letter to legislators;
Attachment C) * | |
| | iii. Advocacy | |
| | 1. Transit Recovery Update – Tina Dubost | |
| | iv. Policy Issues | |
| | b. Grant/Budget Review – Sammi Riley | |
| | c. Education – Sammi Riley, Chair | |
| | d. Executive – Benjamin McMullan, Chair | |
| | i. Bylaws amendments* | |
| | e. Nominating/Membership Report – Evan Milburn | |
| 5. | SamTrans / Redi-Wheels Reports | 2:10 |
| | a. Operational Report – Tina Dubost | |
| | b. Performance Summary – Tina Dubost | |
| | c. Comment Statistics Report – Tina Dubost | |
| | d. Safety Report – Charles Posejpal | |
| 6. | Liaison Reports | 2:20 |
| | 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 | |
| 7. | Other Business | 2:30 |
| | a. ADA policy refresher – Tina Dubost | |
| | b. Consumer Corps Report – 1Q23 (See Attachment B) | |
| 8. | Adjournment | 2:40 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of April 11, 2023, Meeting

ATTENDANCE:

Members in person:

Dinae Cruise, Vice Chair, Consumer; Dao Do, Rosener House; Tina Dubost, SamTrans; Sandra Lang, Community Member; Benjamin McMullan, Chair, CID; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Kathy Uhl, CoA
(Member attendance = 7/13, Quorum = Yes)

Members on Zoom:

Mike Levinson, Consumer, PAL Chair

Guests:

Charles Posejpal, First Transit/Redi-Wheels; Lynn Spicer, SamTrans; Henry Silvas, SamTrans; Kelly Shanks, SamTrans; Jane Stahl, PCC Staff; David Koffman, Nelson\Nygaard; Larisa Vaserman; Alex Madrid; Ana Rivas, SamTrans

Absentees:

Susan Capeloto, Dept. of Rehabilitation; Judy Garcia, Consumer; Evan Milburn, Consumer, CoD; Marie Violet, Dignity Health

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:40 pm. The meeting was held in person and via Zoom conference call.

Following introductions, Sandra Lang made a motion to allow Mike Levinson to participate remotely per the Brown Act "just cause" provision. Ben McMullan seconded the motion; the motion was approved.

APPROVAL OF MARCH MINUTES:

Sandra moved to approve the March meeting minutes; Sammi Riley seconded the motion; the minutes were approved.

PUBLIC COMMENTS:

None.

PCC Meetings and Alignment with the Brown Act

Ben reported that all PCC committee meetings have now been scheduled. PAL will continue to be part of the PCC meeting. The Executive Committee will meet monthly on the first Tuesday of the month at 1pm, and the Education Committee will meet bi-monthly on the first Tuesday of the month at 12pm.

Tina Dubost reported that SamTrans Legal is working on a reasonable modification process to ensure that people with disabilities are not prevented from participating on PCC and other district committees and boards. She hopes to hear back by the end of April on the proposed process. This process will enable remote access more than the two times currently allowed for just cause. She will check whether remote access by a member will allow the individual to be counted as part of a quorum.

Sandra mentioned that there's an ongoing review of the legislation to include other circumstances, i.e., driving conditions.

Mike Levinson reported that he and Ben made comments at the SamTrans Board meeting on AB 817. Ben also told the Board that the PCC would be discussing the legislation at their next meeting.

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 committee met on April 4th; they will meet in person bi-monthly on the 1st Tuesday of the month at noon.

- They discussed recent updates to the PCC website. There now is a separate tab for “Media” where PCC videos can be found.
- They looked at the workplan; all items assigned to the Education Committee have been completed.
- There are no planned tablings. Duplicate handouts have been removed.
- Staff will contact inactive Consumer Corps to see if they want to continue with the program. If not, try to find out why.

Executive – Ben McMullan

At the April 4th meeting the committee discussed:

- Response to AB817
- Updates to the bylaws regarding member absences
- Ideas to increase public participation at meetings.
- Topics to include on the agenda; ask MTC for ideas.
- Possibly having a retreat in June; this will be discussed at the May meeting.

Staff handed out proposed changes to the bylaws for vote in May (see attachment A.)

Nominations/Membership – Evan Milburn

Evan Milburn was absent; there was no report.

OPERATIONAL REPORTS

PERFORMANCE REPORT

In the interest of time, Tina did not give a report. In the future, reverting to pre-pandemic practice, she will provide data and information from two months back to allow for complete and accurate reports.

COMMENT STATISTICS REPORT

No report.

SAFETY REPORT

Charles Posejpal reported that there were three preventable and five non-preventable incidents in March.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

They have not met. Dao reported that her agency is using Red-Wheels and it is working well.

ERC – Mike Levinson

No ERC meeting is scheduled.

Tina reported that they are making progress on a technical issue related to data conversion. There are other issues getting the new software to interface with other software. Internal testing continues. There is still no date for when the system will be ready for testing.

Commission on Disabilities (CoD) – Evan Milburn

No report.

Center for Independence (CID) – Ben McMullan

Mike reported that the new Executive Director, Pat Carbullido, started on April 3rd.

Commission on Aging (CoA) – Kathy Uhl

The CoA is starting with in-person events at senior centers. The Help at Home booklet will be updated with more resources. She will bring copies to a future meeting.

Coastside Transportation Committee (CTC) – Tina Dubost

There will be a meeting on April 20th and will include a presentation on the SamTrans Bus Stop Improvement Plan.

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

The CAC-TA met on March 31st. Items of interest were:

- Acceptance of Measure A and Measure W status report.
- A quarterly update on the express lanes.
- A proposal for extensive work on Highway 101 at the Cordilleras Creek in Redwood City.
- A state update of the TA legislative program.

Other Business

ADA Refresher: None.

The meeting ended at 3:15pm. The next meeting is on May 9th, in person, and the public are encouraged to attend.

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

The minutes from the March PAL meeting were included in the meeting packet. Dinae Cruise moved to approve the minutes; Sandra Lang seconded the motion; the minutes were approved by roll call.

Legislative

Mike reported that the proposed AB817 legislation was brought up at the SamTrans Board meeting and is also being considered by the County Board of Supervisors. It would allow subsidiaries to not have to meet in person. David thought that the language would also cover the PCC committee.

Mike suggested forming an ad hoc committee to (a) write a letter of support and (b) explore working with other groups. He asked for feedback from the committee on strategy which resulted in a wide-ranging discussion.

Sandra reported that the Transit Authority legislative report is also aligning on this legislation. There are other bills but AB817 seemed to be the strongest.

Kathy Uhl asked about including the Commission on Aging and Commission on Disabilities in the letter, or should they write separately. Tina reminded the committee that the PCC is quasi-independent whereas these Commissions are formal sub-committees appointed by the County Board of Supervisors. Mike also suggested contacting other local PCCs for support although their actions depend on their official status.

Sandra moved that PAL ask staff to draft a letter in support of AB817 for review/comment by the committee and not preclude any additional advocacy. Comments need to be sent only to staff. Mike amended the motion to form an ad hoc committee consisting of Mike and Ben to work on analyzing a draft letter prepared by staff to determine (1) who to send it to, and (2) other entities to cooperate with. Kathy Uhl seconded the motion. The motion failed. (Tina abstained.)

Ben moved that a committee be formed to contact other groups staff on their stance and proceed. There was no second.

Sandra suggested that staff prepare a draft letter for PAL committee consideration at the next meeting. They can also research information on the sponsor, co-sponsors, and other local legislators.

Ben moved that he work with staff to research and prepare letters of support for AB817 to be approved by the PAL committee next month. Dinae seconded the motion. Tina abstained. The motion passed.

Transit Recovery Update – Tina Dubost

President Biden signed legislation that ended the COVID national emergency. This did not affect the national public health emergency which is set to expire May 11.

Tina reported that paratransit ridership is increasing compared to March 2022, and remains at approximately 55% of pre-COVID rates. Ridership varies a great deal across the nation.

Advocacy

None.

Policy Issues

Tina thanked Dinae and Sammi for coming to review the new transit vans; the vehicles are expected to be in service next year.

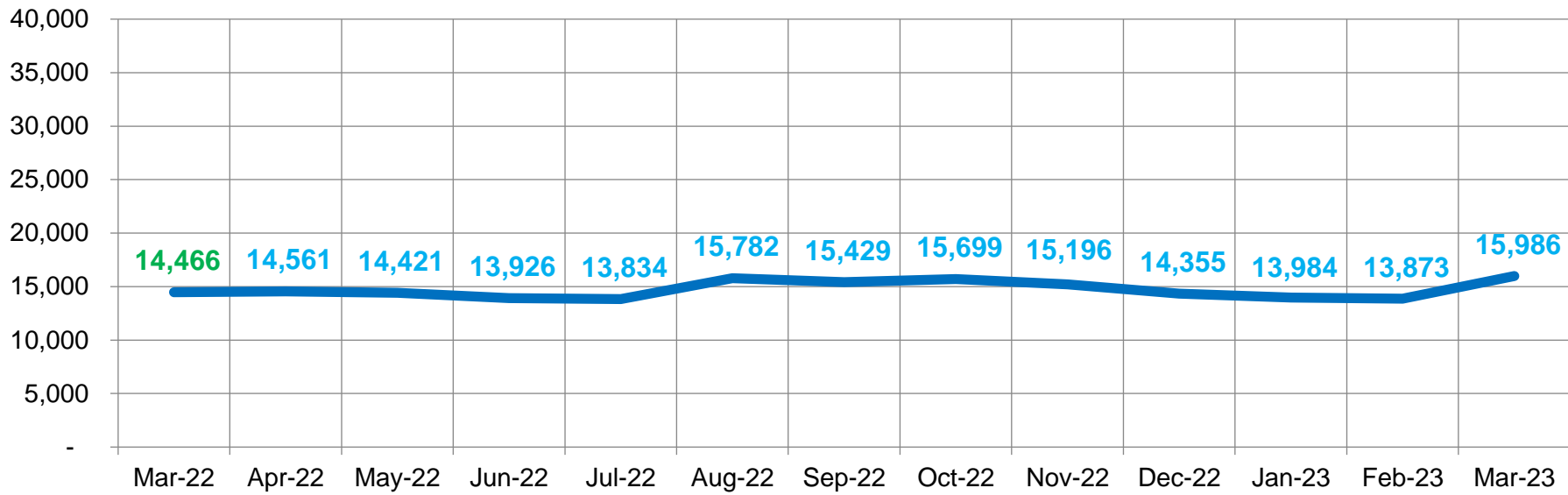
The next PAL meeting will be on May 9, 2023.

Redi-Wheels Reports

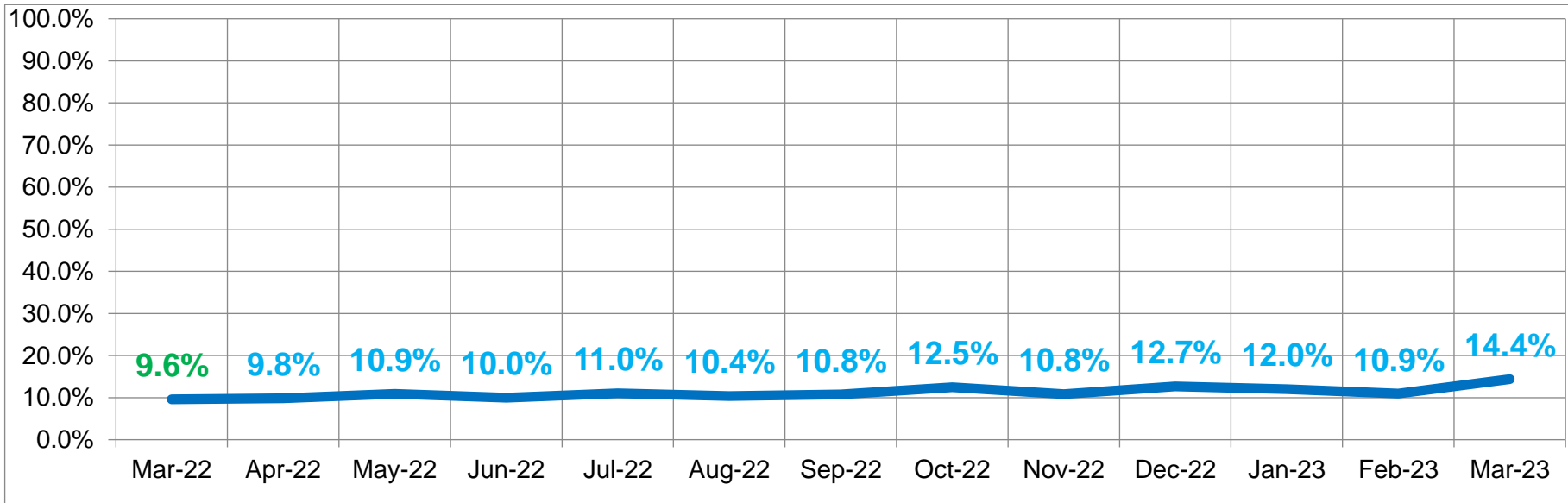
Performance Measures

Performance Measure	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Prev. Yr. Average
1. Total trips requested	17,241	17,234	17,206	16,718	16,754	18,940	18,681	18,940	18,458	17,942	17,294	16,912	19,557	15,884
2. Trips scheduled	16,097	16,143	16,023	15,441	15,406	17,399	17,162	17,561	16,958	16,266	15,823	15,653	18,151	14,746
a. Same day cancels	1,020	1,041	1,123	968	1,010	1,063	1,075	1,142	1,165	1,260	1,144	1,099	1,348	992
% of trips scheduled	6.3%	6.4%	7.0%	6.3%	6.6%	6.1%	6.3%	6.5%	6.9%	7.7%	7.2%	7.0%	7.4%	6.73%
b. Late cancels	397	336	312	340	353	353	439	475	403	444	487	475	529	382
% of trips scheduled	2.5%	2.1%	1.9%	2.2%	2.3%	2.0%	2.6%	2.7%	2.4%	2.7%	3.1%	3.0%	2.9%	2.59%
c. Total customer no-shows	214	205	167	207	209	201	217	245	194	207	207	206	288	206
% of trips scheduled	1.3%	1.3%	1.0%	1.3%	1.4%	1.2%	1.3%	1.4%	1.1%	1.3%	1.3%	1.3%	1.6%	1.40%
d. No-show (operator)	0	0	0	0	0	0	2	0	0	0	1	0	0	0
3. Total trips served	14,466	14,561	14,421	13,926	13,834	15,782	15,429	15,699	15,196	14,355	13,984	13,873	15,986	13,166
a. Average weekday riders	534	568	557	511	530	580	591	593	553	536	537	502	592	495
b. Advance reservation	10,750	10,986	10,728	10,433	10,201	11,895	11,540	10,904	10,901	10,421	9,786	9,870	11,066	9,887
c. Agency trips	754	709	853	810	710	776	825	1,212	814	691	728	637	721	615
d. Individual subscription	2,962	2,866	2,840	2,683	2,923	3,111	3,064	3,583	3,481	3,243	3,470	3,366	4,199	2,664
e. Taxi trips	1,389	1,434	1,567	1,390	1,521	1,638	1,659	1,956	1,643	1,820	1,682	1,516	2,300	1,372
<i>(taxi % of total trips)</i>	9.6%	9.8%	10.9%	10.0%	11.0%	10.4%	10.8%	12.5%	10.8%	12.7%	12.0%	10.9%	14.4%	10.4%
4. Total Redi-Wheels riders	1,226	1,280	1,253	1,200	1,224	1,249	1,309	1,341	1,327	1,270	1,256	1,248	1,305	1,182
5. Inter-County Transfer Trips	182	176	207	136	109	112	115	132	124	104	115	105	81	131.25
6. On-time performance ¹	94.4%	94.4%	92.1%	93.7%	93.3%	92.0%	89.8%	89.8%	89.8%	89.7%	90.9%	90.1%	90.6%	94.5%
7. Productivity (psgrs/rvh) ²	1.47	1.51	1.52	1.52	1.52	1.55	1.55	1.57	1.53	1.52	1.47	1.47	1.49	1.45
8. Complaints per 1000 trips	0.28	0.27	0.55	0.50	0.43	0.25	0.91	1.15	0.53	0.49	0.64	0.29	0.25	0.38
9. Compliments per 1000 trips	1.18	0.76	0.76	0.43	1.01	1.58	0.91	0.96	0.26	0.42	1.14	0.72	1.06	0.86
10. Avg phone wait time (mins) ³	0.9	1.2	2.0	1.2	1.7	0.9	1.2	2.1	1.6	0.9	1.3	1.6	1.3	0.82

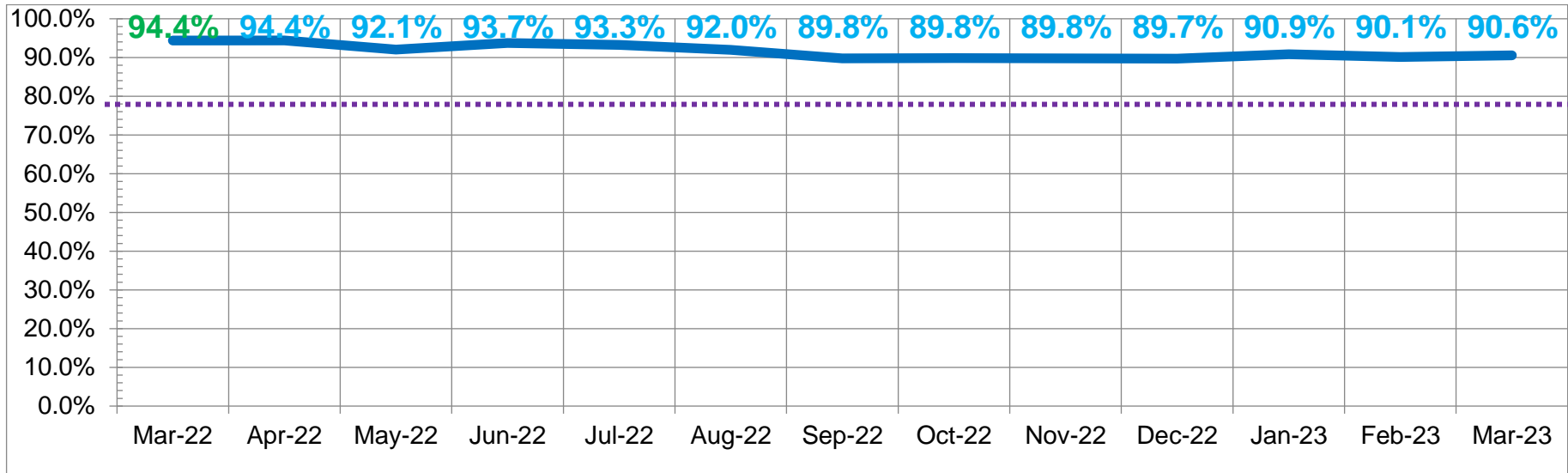
Total Trips



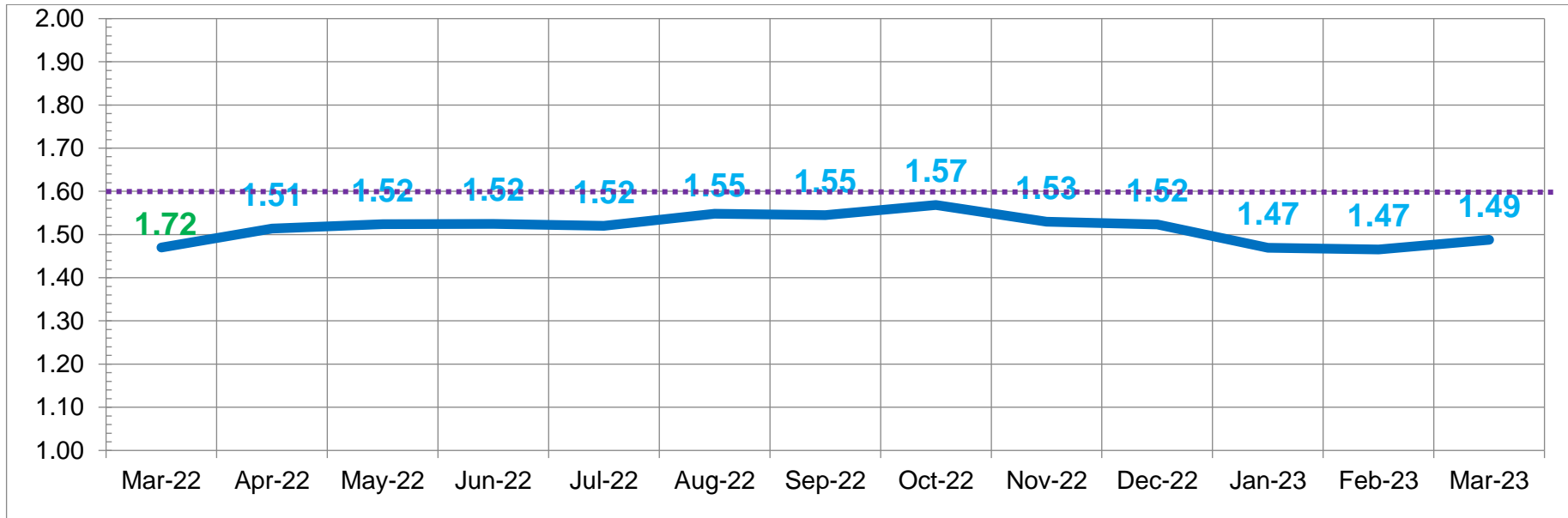
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2022 Comments	March	
	Subtotal	Rate/1000
Rides	15,986	
Total Comments by Category		
Compliment	19	1.19
Policy Related	7	0.44
Service Related	12	0.75
Total	38	2.38
Average Response Time to Customer (Working Days)‡		
Compliment		8.19
Policy Related		9.71
Service Related		9.33
Overall		8.89
	CC	CR
Compliment	8	9
Policy Related	1	6
Service Related	0	12
Overall	9	27

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays

ARTICLE V: MEMBERSHIP

Current wording:

Section 7.

A PCC member who does not attend three (3) regularly scheduled PCC meetings in a fiscal year (July 1st to June 30th) may be notified in writing that membership on the PCC is terminated. After two absences, a member will be notified with a copy of this Bylaw (Article V, Section 7).

Proposed wording:

Members are expected to make every effort to attend PCC meetings and should notify either staff or the Chair if they will be absent. A PCC member who does not attend three (3) regularly scheduled PCC meetings in a fiscal year (July 1st to June 30th) may be notified in writing that membership on the PCC is terminated. After two absences, a member will be notified with a copy of this Bylaw (Article V, Section 7). Former members may reapply for PCC membership whenever vacancies exist.

ARTICLE XI: AMENDMENT, CORRECTIONS, OR CHANGES IN THE BYLAWS

Current wording:

These bylaws may be amended, repealed, or altered, in whole or in part, by a majority vote at any duly organized meeting of this PCC, provided that a copy of any amendment proposed for consideration shall be mailed to the last recorded address of each member at least fifteen (15) days prior to the date of the meeting.

Proposed wording:

These bylaws may be amended, repealed, or altered, in whole or in part, by a majority vote at any duly organized meeting of this PCC, provided that a copy of any amendment proposed for consideration shall be *sent electronically to their last known email address* or mailed to the last recorded address of each member at least fifteen (15) days prior to the date of the meeting.

Attachment B - 1Q2023 Consumer Corps Quarterly Report

This report covers the months of January-March 2023. 92 reports were submitted for these three months by 10 riders. (87 reports by 7 riders in 4Q22.). There have been 15 new members enrolled since September 2022.

On-Time Performance:

- 89% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time. (72% in 4Q22)
- There was one ride in February with a wait time of 25 minutes (after the 20 min. window).

Telephone Reservations:

When making ride reservations, about 33% of Consumer Corps members reported that their calls were taken without being put on hold. The longest time on hold was 10 minutes in January. There were 26 subscription rides – these were not included in the reservation calculation.

Night Before Calls:

82% received night-before calls. (83% in 4Q23.)

Same Day Reminder Calls:

78% received same day calls. (64% in 4Q23.)

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 98% of reports submitted. (97% in 4Q23.)

Vehicle Information:

- 85% of the rides reported were on Redi-Wheels vehicles. (90% in 4Q22.)
- 3% of the rides reported were on Taxicabs. (5% in 4Q23.)
- 12% of the rides reported were on Redi Coast vehicles. (4% in 4Q23.)

Comment Cards: Approximately 78% of riders noted comment cards on display in Redi-Wheels vehicles. (56% in 4Q23.). RediCoast vehicles and taxis do not provide comment cards.

Comments received:

- 1/13/2023 Driver was very courteous and assisted me while going up and down the ramp. He drove safely.
- 1/13/2023 Driver was very helpful, courteous, drove safely, assisted me, and came ahead of time scheduled.
- 1/19/2023 Professional and extremely patient
- 1/20/2023 Driver did not help with 3 heavy bags, and dropped me at the path, not the garage entrance where there are carts. Said "I need a note telling me to drop you there." The driver put my bags on the sidewalk and left. I had to get help from other people.
- 1/23/2023 Driver was friendly.
- 1/30/2023 Driver drove safely, was courteous and assisted me as well knowing my disability.
- 2/2/2023 Driver was friendly and drove safely
- 2/4/2023 Driver was overly helpful and nice.
- 2/8/2023 Driver was texting while driving
- 2/15/2023 Thank you for being right on time.
- 2/18/2023 Cynthia showed me a nice, secure way to use the lap/shoulder strap. Thanks Cynthia.
- 2/18/2023 Thanks, Will.
- 2/27/2023 Driver was late, confused about pickup location.
- 3/2/2023 Steven was extremely helpful and conscientious. Thank you Steven!
- 3/8/2023 Driver very nice and efficient.
- 3/11/2023 Steven provided information and assistance beyond the norm. Thanks.
- 3/11/2023 Thank you Jonathan!
- 3/17/2023 Driver had 7 passengers and did a skillful job.
- 3/20/2023 Driver explained tardiness.
- 3/20/2023 Very friendly
- 3/20/2023 Very friendly
- 3/24/2023 Redi-Wheels clock was off by one hour.
- 3/31/2023 Driver failed to read complete instructions. Let me off around the corner of my home and I had to walk around the corner to the garage. I cannot do the stairs in front of house.

Date

Assemblymember Blanca Pacheco
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Dear Assemblymembers Pacheco and Wilson,

Thank you for introducing AB 817. The San Mateo County Paratransit Coordinating Council (PCC) strongly supports AB 817 – Open Meetings. The PCC is composed of people with disabilities, seniors, and representatives of human service agencies. We advocate for disabled persons who utilize the ADA paratransit services of the San Mateo County Transit District (SamTrans). The SamTrans Board of Directors recognizes the PCC as its designated advisory body for these services, known as RediWheels and Redi-Coast.

The current provisions of the Brown Act, requiring in-person meetings and posting of all meeting locations, are a disincentive to participation in our meetings, particularly members who are disabled and/or seniors. Our membership includes paratransit users and agencies who utilize paratransit for their programs where it is imperative that they participate.

Currently we have two members who are immune compromised so can only participate remotely. As they cannot be counted in the quorum, our ability to (a) hold a meeting, (b) hear everyone’s voice, and (c) recruit new committee members is severely compromised.

As you are aware, the COVID pandemic forced everyone to utilize Zoom or another remote meeting platform for their meetings. We found that using remote access had many advantages:

1. There is no need to travel to meetings, so actual time away from work or the office is lessened. Our agency representatives and others calling in from their workplaces were able to participate fully.
2. Remote access is widely available and user friendly. During the COVID pandemic, we experienced greater participation from both members and the public, as well as more consistent attendance at meetings.
3. Some of our members are living with a [weakened immune system](#). They have a higher chance of illness and are vulnerable to infections and diseases. Remote access removes this concern and gives them a voice at the meeting.

Since the relaxation of the COVID restrictions, our committee has canceled several meetings due to lack of in-person attendance. Additionally, two members have indicated they will need to resign as they cannot attend in person. We will shortly be electing a new chair and vice chair and fear that these outdated meeting requirements may disincentivize qualified people from running.

AB 817 would help address these issues and more. Thank you for your leadership on this important issue.

Sincerely,

Benjamin McMullan

Alternate first paragraph for San Mateo County legislators (Becker, Weiner, Swalwell, Ting, Papan, Berman)

The San Mateo County Paratransit Coordinating Council (PCC) is dedicated to improving the quality and availability of paratransit services in San Mateo County. The PCC, founded in 1977, is a volunteer organization that provides a formal structure for people with disabilities to voice their concerns about paratransit services in San Mateo County. We are writing in support of AB 817, a bill that would authorize access via teleconferencing to meetings of public bodies. This bill would allow members of non-decision-making legislative bodies to participate remotely and greatly enhance public access and participation.