



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

November 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

This meeting will be a hybrid meeting
IN PERSON at SamTrans
1250 San Carlos Avenue, San Carlos, CA 94070
Gallagher Room on the 3rd floor

OR

Via teleconference pursuant to Assembly Bill 361 (Gov. Code section 54943).

Please RSVP to the PCC Staff
Email: sanmateopcc2@gmail.com

OR

PCC members, staff and the public may participate remotely via Zoom.

Tuesday, November 8th, 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. 20, 2022	September 7, 2022
October 11, 2022	October 4, 2022	October 11, 2022			October 12, 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 7, 2022

NOTE: ERC (Efficiency Review Committee) meets as needed.

** Meeting dates subject to change.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

November 8, 2022

- | | |
|---------------------------------------------------------------------|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of October 11, 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 October 11, 2022, PAL Meeting Minutes* | |
| ii. Advocacy | |
| 1. Transit Recovery Update – Tina Dubost | |
| iii. Policy Issues | |
| b. Grant/Budget Review – Sammi Riley, Chair | |
| c. Education – Sammi Riley, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| i. New Rider’s Guide – Tina DuBost | |
| e. Nominating/Membership – TBD (No current chair) | |
| 5. SamTrans / Redi-Wheels Reports | 2:00 |
| a. Operational Report – Tina Dubost | |
| b. Performance Summary – Tina Dubost | |
| c. Comment Statistics Report – Tina Dubost | |
| d. Safety Report – Charles Posejpal | |
| 6. Liaison Reports | 2:10 |
| 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 | |
| 7. Other Business | 2:25 |
| a. ADA policy refresher – Tina Dubost | |
| 8. Adjournment | 2:30 |

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of October 11, 2022 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation; Dao Do, Rosener House; Tina Dubost, SamTrans; Judy Garcia, Consumer; Sandra Lang, Community Member; Mike Levinson, Consumer, PAL Chair; Benjamin McMullan, Chair, CID; Evan Milburn, Consumer, CoD; 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; Vicky Churchill, First Transit/Redi-Wheels; Lynn Spicer, SamTrans; Jane Stahl, PCC Staff; Richard Weiner, PCC Staff

Absentees:

Dinae Cruise, Vice Chair, Consumer; Alex Madrid, Consumer.

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 SEPTEMBER MINUTES:

Evan Milburn moved to approve the September meeting minutes; Sammi Riley seconded the motion; Ben abstained; the minutes were approved.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

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

See page 11.

Grant/Budget Review – Sammi Riley, Chair

Tina gave an overview of the 2023 budget for Redi-Wheels. See attachment A.

Richard asked how the budget compared with 2022; Tina reported that the changes are minor - \$16.99M (FY22) compared with \$18.7M (FY23).

Education – Sammi Riley, Chair

The committee's next meeting will be on November 4th.

- On Tuesday, October 18, the PCC will have a table with CID from 10am-12pm at the Sequoia Hospital for Disability Awareness Month. Thanks to Marie Violet for coordinating this.
- A PCC tablecloth was purchased for outreach events.
- Information about Consumer Corps membership has been included in the Millbrae Seniorline and the Belmont weekly news.
- Members are invited to be on the "Agency" Transportation call with Marie and Dao on October 18th.

Executive – Ben McMullan

During the October 4th meeting:

- The Workplan was reviewed, and updates made. Advocacy for the new scheduling software was added. Ben will reach out to Shruti for a contact at the San Mateo County Office of Emergency Services.
- They discussed reported problems with the Redi-Coast service.
- The member roster was reviewed; Jane will contact new members about committee assignments.
- Sammi reported on a demonstration of a possible new wheelchair securement system that is easier for drivers. No decisions have yet been made on purchase of the system.

Nominations/Membership – Chair Vacant

Ben will follow up with a member who has expressed interest in the position.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina reported that total ridership and average weekday ridership were higher than in September 2021. The average weekday ridership was 591, which was 18% higher. Total ridership was 15,429, about 18% higher than September 2021.

Subscription trips remain about 20%; agency trips remain at 5%; taxi trips are 10.8%. Late cancels are a little higher than August. The number of individuals riding is higher. Productivity is 1.55 passengers per hour. The on time performance didn't quite meet the standard of 90%

due to traffic congestion and they are adjusting to account for the increased travel time and meet the 90% standard.

Mike asked about statistics from before the pandemic. Tina reported that in September 2019, average weekday ridership was 1,060 compared to 591 this year, about 55%.

COMMENT STATISTICS REPORT

Data from August included 25 compliments and there are fewer comments than pre-COVID. Most are consumer reports rather than comment cards. There are no patterns and comments are specific to a rider. Late trips are the most common issue.

Sandra passed along a neighbor's praise for Redi-Wheels.

SAFETY REPORT

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

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Marie mentioned the tabling at Sequoia Hospital on October 18th, also the Agency Transportation call on October 18th at 10am.

ERC – Mike Levinson

Tina reported that work continues with Trapeze on upgrading to the new paratransit scheduling software. It will change to a cloud-hosted solution and will first convert the existing software. She asked if the PCC could help with testing when it goes live.

Mike asked if the reservation process will be the same or will include new options. Tina said that they will convert the existing system first and hope to go to computer reservations and other new features later.

Commission on Disabilities (CoD) – Evan Milburn

The transportation committee is still working on gathering paratransit surveys and are reaching out to users in San Francisco with regards to the airport survey on mobility aids and personal equipment.

Center for Independence (CID) – Ben McMullan

The Executive Director position is open and there are two more openings, one for Aging and Disability Resource Connection (ADRC) program, and another opening for Home Accessible Modification program. Both are on the [CID website](#).

Commission on Aging (CoA) – Kathy Uhl

CoA has four new commissioners, who will attend their first meeting in October. The Transportation Committee will change its name to Transportation and Housing.

There was a well-attended event at Skyline College where cities with Age Friendly programs discussed their initiatives.

Coastside Transportation Committee (CTC) – Tina Dubost

There was a committee meeting on September 20th that included a detailed discussion on the impact of Reimagine SamTrans, e.g., bus stop changes. Both Senior Coastsiders and Coastside Adult Day Care felt that the Redi-Coast service had improved and there were no specific complaints.

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

The Citizens Advisory Committee of the Transit Authority met on October 6th.

- There was a semi-annual program status report that provided an overview of the eight program categories under Measure A. Accessible services funds collected to date were \$44,068, and the program funds have been spent. The Measure W program does not affect paratransit and has \$92K left.
- There was a discussion on how the current financial situation could affect bond measures.
- The northern portion of the US 101 program, from SFO north, is projected to be completed in 2023.

OTHER BUSINESS

Tina provided the following ADA policy refresher:

1. Redi-Wheels is a shared ride service that cannot prioritize by trip purpose.
2. It is important to cancel a trip if it’s not needed. At least two hours prior is preferred.

Sandra announced that October is Transit Month and includes several events in the Bay Area. It’s important for the MTC to hear during their meetings from people who rely on public transportation and paratransit services.

Mike mentioned that the November 8th meeting will be both in-person in the Gallagher Room on the 3rd floor, as well as on Zoom. Members should RSVP. It will include a thank you to Richard Weiner who is retiring.

The meeting adjourned at 2:50pm. The next meeting will be on November 8th at 1:30pm.

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

A roll call was taken. The minutes from the September PAL meeting were included in the meeting packet. The minutes were approved with no corrections; Ben McMullan abstained.

Legislative

No updates.

Advocacy

Transit Recovery Update – Tina Dubost

Tina reported paratransit ridership is continuing to increase and was up 18% compared to September of 2021 and slightly lower than August 2022. SamTrans' fixed route ridership is recovering a little faster and this is not substantially different to other parts of the Bay Area.

Face coverings are recommended but not required. SamTrans is continuing to offer free rides for COVID vaccinations. San Mateo County Public Health reports that the county has low COVID transmission rates currently. They encourage everyone to keep up to date on their vaccines.

Mike asked for statistics on August 7-20 Reimagine SamTrans free ride promotion. Tina said that there was an increase in paratransit ridership.

Policy Issues

Tina thanked the PCC for attending the Redi-Wheels' staff and driver appreciation event. Boxed lunches were given out and there was a message board for compliments. Ana Rivas, Director of Bus Transportation, and David Olmeda, Chief Operating Officer, also attended. Charles Posejpal confirmed that the drivers and staff appreciated the words, food, and conversations during their break. Sammi Riley heard from drivers that they really appreciated the event.

Tina updated the Council on a complaint received from a rider about RediCoast buses often being late. Lyn Spicer followed up with the rider and RediCoast and said that the reported issues were from several months back. They will work with dispatchers to improve the on-time performance and will encourage riders to allow more time for shared rides. They are also working to provide better information about delays and new drivers are being recruited. Sandra Winter of Senior Coastsiders had also expressed concerns about the on-time performance and has since reported service had improved, and the number of trips increased. On-time performance for September was 94.02%.

Sammi asked how many trips RediCoast provided; Tina reported that the daily average ridership was 78, much smaller than Redi-Wheels.

Mike asked about the scheduling of future Coastside meetings and stressed the importance of keeping to scheduled dates. Tina reported that she communicates with Senior Coastsiders and Coastside Adult Day Care about the meetings. Ben and Mike asked that set meeting dates are adhered to so that PCC members can attend.

The next PAL meeting will be on November 8, 2022.

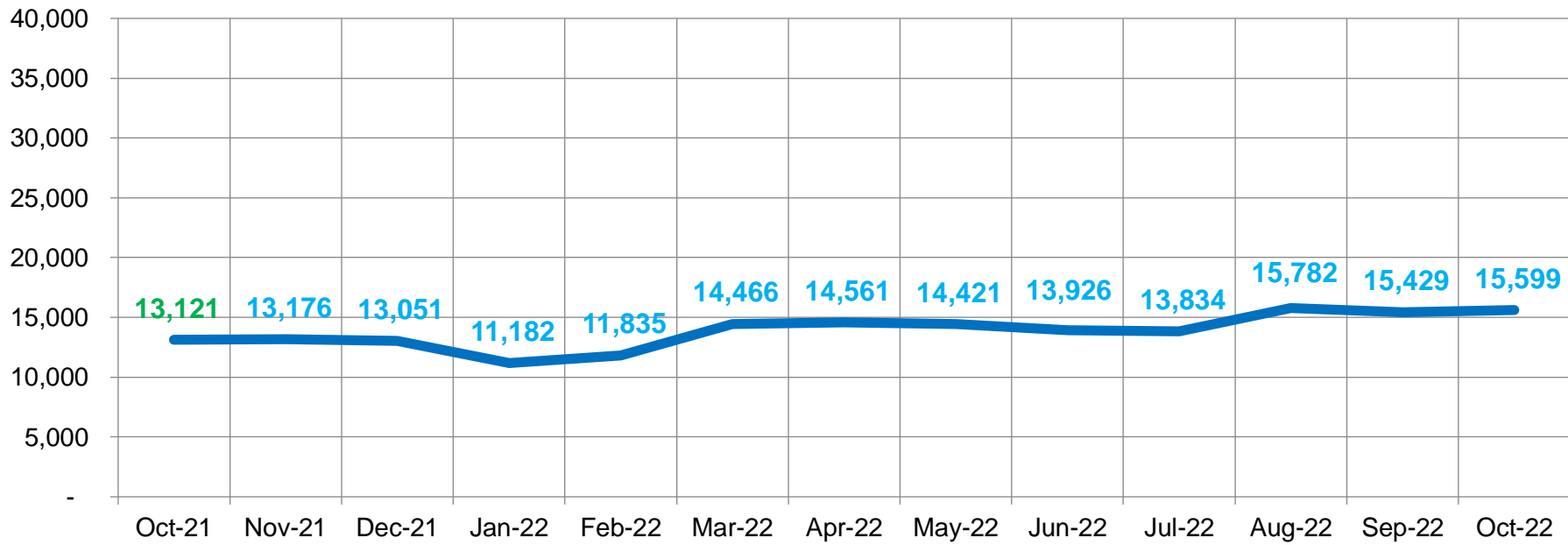
Redi-Wheels Reports

Performance Measures

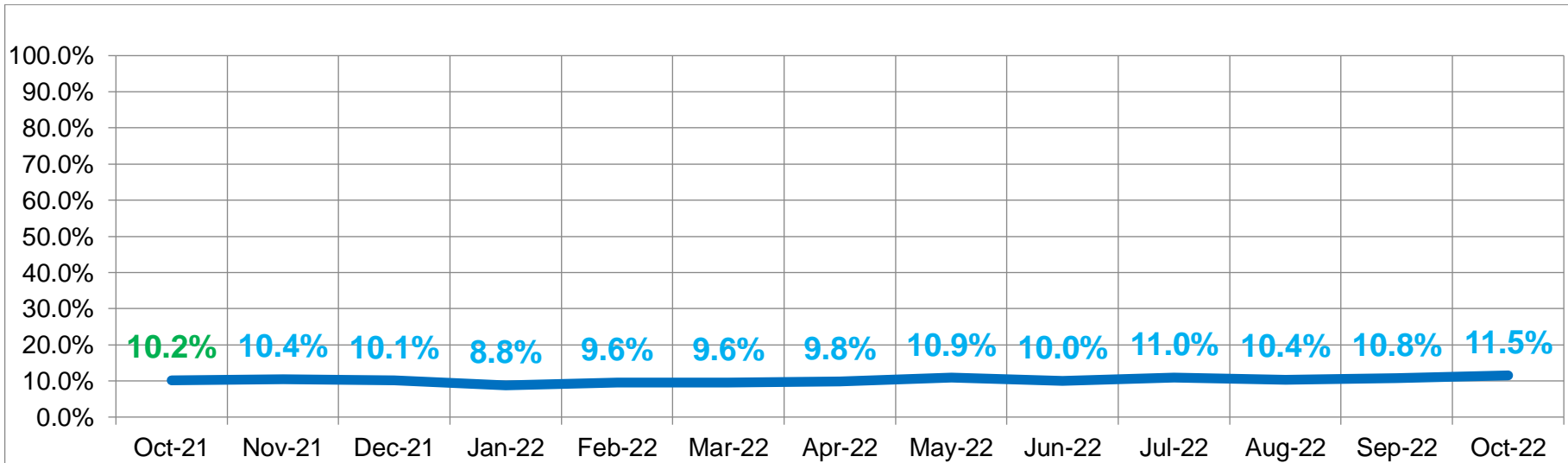
Performance Measure	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Prev. Yr. Average
1. Total trips requested	15,777	15,981	16,007	13,907	14,201	17,241	17,234	17,206	16,718	16,754	18,940	18,681	19,320	15,884
2. Trips scheduled	14,760	14,857	14,733	12,358	13,186	16,097	16,143	16,023	15,441	15,406	17,399	17,162	17,471	14,746
a. Same day cancels	1,031	1,053	1,116	699	865	1,020	1,041	1,123	968	1,010	1,063	1,075	1,132	992
% of trips scheduled	7.0%	7.1%	7.6%	5.7%	6.6%	6.3%	6.4%	7.0%	6.3%	6.6%	6.1%	6.3%	6.5%	6.73%
b. Late cancels	414	369	381	332	307	397	336	312	340	353	353	439	425	382
% of trips scheduled	2.8%	2.5%	2.6%	2.7%	2.3%	2.5%	2.1%	1.9%	2.2%	2.3%	2.0%	2.6%	2.2%	2.59%
c. Total customer no-shows	194	259	185	145	179	214	205	167	207	209	201	217	239	206
% of trips scheduled	1.3%	1.7%	1.3%	1.2%	1.4%	1.3%	1.3%	1.0%	1.3%	1.4%	1.2%	1.3%	1.4%	1.40%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	0	2	0	0
3. Total trips served	13,121	13,176	13,051	11,182	11,835	14,466	14,561	14,421	13,926	13,834	15,782	15,429	15,599	13,166
a. Average weekday riders	507	480	482	437	425	534	568	557	511	530	580	591	596	495
b. Advance reservation	9,844	9,900	9,853	8,363	8,790	10,750	10,986	10,728	10,433	10,201	11,895	11,540	11,520	9,887
c. Agency trips	602	651	661	408	563	754	709	853	810	710	776	825	809	615
d. Individual subscription	2,675	2,625	2,537	2,411	2,482	2,962	2,866	2,840	2,683	2,923	3,111	3,064	3,270	2,664
e. Taxi trips	1,337	1,370	1,324	981	1,137	1,389	1,434	1,567	1,390	1,521	1,638	1,659	1,799	1,372
<i>(taxi % of total trips)</i>	10.2%	10.4%	10.1%	8.8%	9.6%	9.6%	9.8%	10.9%	10.0%	11.0%	10.4%	10.8%	11.5%	10.4%
4. Total Redi-Wheels riders	1,193	1,234	1,195	1,051	1,093	1,226	1,280	1,253	1,200	1,224	1,249	1,309	1,343	1,182
5. Inter-County Transfer Trips	111	100	119	98	111	182	176	207	136	109	112	115	132	131.25
6. On-time performance ¹	94.7%	95.8%	94.9%	96.1%	95.1%	94.4%	94.4%	92.1%	93.7%	93.3%	92.0%	89.8%		94.5%
7. Productivity (psgrs/rvh) ²	1.38	1.42	1.39	1.34	1.45	1.47	1.51	1.52	1.52	1.52	1.55	1.55		1.45
8. Complaints per 1000 trips	0.46	0.53	0.15	0.54	0.68	0.28	0.27	0.55	0.50	0.43	0.25	0.91	0.96	0.38
9. Compliments per 1000 trips	0.46	1.44	1.23	0.80	0.51	1.18	0.76	0.76	0.43	1.01	1.58	0.91	0.45	0.86
10. Avg phone wait time (mins) ³	0.5	0.5	0.4	0.8	1.0	0.9	1.2	2.0	1.2	1.7	0.9	1.2	NA	0.82
11/1/2022														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

Note that data for the most recent month is preliminary

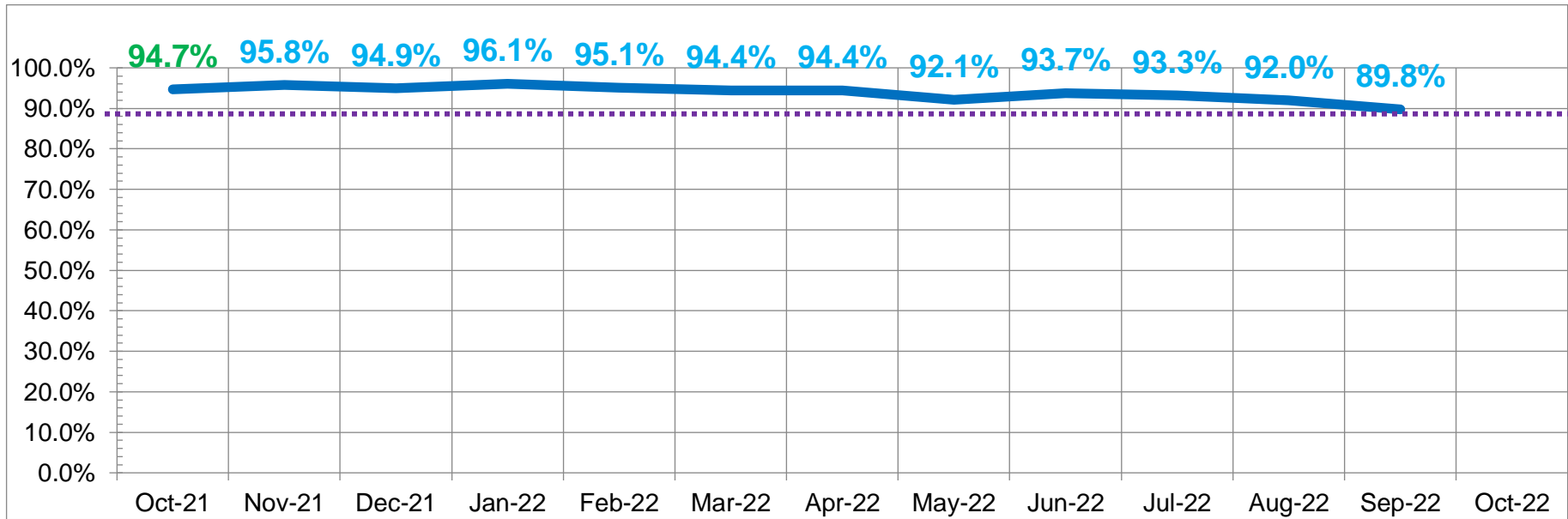
Total Trips



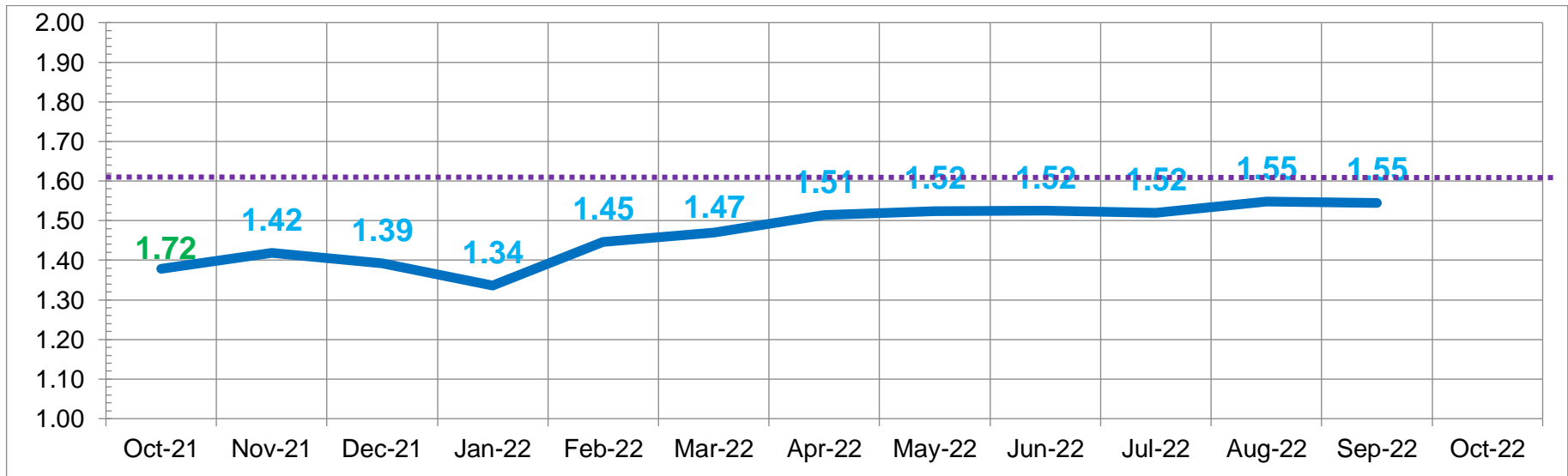
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2022 Comments	September	
	Subtotal	Rate/1000
Rides	15,429	
Total Comments by Category		
Compliment	14	0.91
Policy Related	8	0.52
Service Related	27	1.75
Total	49	3.18
Average Response Time to Customer (Working Days)‡		
Compliment		5.93
Policy Related		6.57
Service Related		7.69
Overall		7.00
	CC	CR
Compliment	6	8
Policy Related	0	8
Service Related	0	27
Overall	6	43

‡ Excludes weekends and holidays.

Attachment A

Paratransit Budget Information		
PCC Meeting, October 2022		
Summary of Paratransit Expenses and Revenues		
FY 2023		
Paratransit Revenue - FY 2023		
Budget July 2022-June 2023		
	Budget	Percent
Passenger fares	\$430,000	2%
Local Transit Development Act (TDA) 4.5	\$2,790,948	15%
Local State Transit Assistance (STA)	\$972,312	5%
Operating grants	\$2,589,649	14%
District sales tax - District ADA programs	\$6,033,480	32%
Interest income - paratransit trust fund	\$365,000	2%
SMCTA Measure A	\$4,330,880	23%
Measure M	\$1,200,000	6%
Total	\$18,712,269	
Expense - FY 2023		
Budget July 2022-June 2023		
	Actual	Percent
Redi-Wheels	\$8,285,000	44%
ADA Sedan / Taxi service	\$2,457,000	13%
Coastside ADA Support	\$1,306,000	7%
ADA Related Wages and Benefits	\$2,947,711	16%
ADA Related support	\$2,328,014	12%
Insurance	\$1,188,544	6%
ADA Claims and Support	\$200,000	1%
Total	\$18,712,269	