



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

October 11, 2022

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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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, October 11, 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 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

October 11, 2022

1. Welcome / Roll Call	1:30
2. Approval of September 13, 2022, PCC Meeting Minutes*	1:35
3. Public Comments (for items not on the agenda)	1:40
4. Committee Reports	2:00
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of September 13, 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	
e. Nominating/Membership – TBD (No current chair)	
5. SamTrans / Redi-Wheels Reports	2:20
a. Operational Report – Tina Dubost	
b. Performance Summary – Tina Dubost	
c. Comment Statistics Report – Tina Dubost	
d. Safety Report – Charles Posejpal	
6. Liaison Reports	2:30
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	
i. Consumer complaints and meeting schedule	
g. Trans. Auth.-Citizens’ Advisory Committee (TA-CAC) – Sandra Lang	
7. Other Business	2:45
a. ADA policy refresher – Tina Dubost	
8. Adjournment	3:00

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of September 13, 2022 Meeting

ATTENDANCE:

Members:

Dinae Cruise, Vice Chair, Consumer; Dao Do, Rosener House; Tina Dubost, SamTrans; Sandra Lang, Community Member; Mike Levinson, Consumer, PAL Chair; Evan Milburn, Consumer, CoD; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Marie Violet, Dignity Health (Member attendance = 8/13, Quorum = Yes)

Guests:

Charles Posejpal, First Transit/Redi-Wheels; Ana Rivas, SamTrans; Kelly Shanks, SamTrans; Enrique Silvas, SamTrans; Lynn Spicer, SamTrans; Jane Stahl, PCC Staff; Richard Weiner, PCC Staff

Absentees:

Susan Capeloto, Dept. of Rehabilitation; Judy Garcia, Consumer; Alex Madrid, Consumer; Benjamin McMullan, Chair, CID; Kathy Uhl, CoA.

WELCOME/INTRODUCTIONS:

Vice Chair Dinae Cruise called the meeting to order at 1:34 pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF JULY MINUTES:

Sandra Lang moved to approve the July meeting minutes; Sammi Riley seconded the motion. There were no abstentions; 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

No updates.

Education – Sammi Riley, Chair

The committee met on September 9th.

- They participated in the 3rd Annual Inclusion Festival on August 11th and it was a very successful event with lots of attendees. They passed out flyers, handed out information to riders, and talked about becoming a Consumer Corps member.
- There are now two videos on the PCC website. “What is the PCC?” and “The Most Asked Questions” that responds to comments about Redi-Wheels. Sammi asked for any thoughts or comments on the videos.
- An ad about the Consumer Corps was placed in the Millbrae Seniorline newsletter.
- They are hoping to have a table in the Sequoia Hospitals lobby during Disability Awareness Month. Marie Violet is coordinating this.

Executive – Richard Weiner

During the September 6th meeting:

- The new Consumer Corps form was reviewed and approved.
- They discussed ideas provided by Tina for a driver appreciation event on September 27th, from 10-2pm, that includes box lunches for drivers and a poster board with messages of appreciation. Dinae Cruise, Sammi Riley, and Sandra Lang volunteered for the event. Nelson\Nygaard offered to provide design services.
- They discussed the new member orientation for Evan Milburn.
- They will review the Workplan at the next meeting and include updates to the new scheduling software.
- Richard will be retiring in November; he started working with the PCC in 1992.

Tina thanked the PCC for their help with the appreciation event. She will contact PCC members to get specific messages for the poster board. Photos could also be included. The poster board and event will be at the Brewster location in Redwood City. There was a suggestion to have a handout with the same information that drivers could keep with them. Marie thought the poster board was a nice gesture. Tina and Enrique Silvas mentioned that parking is limited on the property, but there is an adjacent lot.

Nominations/Membership – Chair Vacant

No report.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina reported that total ridership and average weekday ridership had increased compared to August 2021. The average weekday ridership was 580, which was 21% higher. Total ridership was 15,782, about 25% higher than August 2021. More places are opening, and people are taking more trips.

To promote Reimagine SamTrans, free rides were offered from August 7-20.

Subscription trips about 20%; agency trips remain at 5%; taxi trips are 10%. The number of individuals riding is higher than last month. The on time performance is better than the standard and productivity is excellent.

Dinae had several comments:

- One return trip took two hours, and it should only have taken 1-1/4 hours. She filed a complaint about this.
- She appreciated a courteous driver who escorted her from the vehicle to the bench, then to her point of entry. She filed a compliment on this.
- She had a driver who was very respectful; he introduced himself and was very courteous. She filed a compliment on this.

Richard commented that the performance numbers were encouraging.

COMMENT STATISTICS REPORT

Ana Rivas reported on comments received in July. There were fewer comments than prior to the pandemic and most were consumer reports rather than comment cards. She provided the following comment examples:

- “I have nothing but good to say about Redi-Wheels drivers. They have all been very helpful, polite, and considerate. I feel safe with them, with their driving, and how they are patient and helpful when I am boarding or leaving. Most of the time some people only write in about complaints instead of good things their drivers do, especially when we all have health issues. Thank you.”
- “I want to take the time to compliment all the center’s reservation and dispatch crew and operators. They are polite, patient, efficient and accurate. All deserve ten stars.”
- “The driver made me feel safe and secure in the vehicle.”

Ana confirmed that managers review all the comments and make sure that the operators and staff see them.

Sammi thanked Ana and said it was nice to hear the actual comments.

Dinae remarked that the Comment Cards are not visible on about half of the buses she uses. Sandra wondered why there is no place for the Comment Cards on certain vehicles. Tina said that putting hard, plastic pockets in multiple locations in the mini-vans and sedans would create a tripping hazard or would bump the riders. Ana said that there may be newer card

holders available, and they will check into this. Sammi thought that there is space but oftentimes they are covered up or are empty. Tina assured everyone that Comment Cards are available.

Dinae commented that the SamTrans Comment Line used to say “Press 1 for Caltrans, Press 2 for SamTrans; Stay on the line for other assistance including Redi-Wheels.” It no longer includes Redi-Wheels and this might deter people from making comments.

Evan Milburn asked if it was possible to submit a comment on email and commented that Uber rides ask for a review after each ride. Tina said that people can call customer service, they can send an email to Redi-Wheels at SamTrans.com, go online to the SamTrans website, or send a letter. The information is in the Rider’s Guide, and the customer service phone number is on the vehicles, in the Rider’s Guide and is listed in the Comment Cards. It’s also on the PCC website.

Richard commented that the PCC might want to reconsider the efficacy of the Comment Cards given that Tina is folding 5,000 cards and only receiving 1% response when there are other options for submitting comments.

SAFETY REPORT

Charles Posejpal reported that there were eight non-preventable incidents in August. Mike said that this was a higher than usual number of incidents. Charles gave examples.

Sandra asked if information on evacuation procedures could be reviewed at a future meeting. Charles will work with Tina on this.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Marie reported that there will be a meeting in October and providers will be invited to give comments and suggestions on transportation. The meeting will not be restricted to agencies. Everyone is invited.

ERC – Mike Levinson

Mike asked about the scheduling software. Tina reported that they are changing to a cloud-hosted solution rather than an on-premises solution. First, the existing software will be converted (reservations and scheduling), then they will work on additional features. It will be a methodical process to minimize impact on customers. She hoped that the transition will proceed smoothly.

Commission on Disabilities (CoD) – Evan Milburn

The transportation committee is working on the fixed route and paratransit survey. Mike thanked Lynn for attending the transportation committee meeting.

Center for Independence (CID) – Mike Levinson

The Executive Director is leaving and they are using a search firm to find a replacement. A job description should be posted in about a month.

The Board of Supervisors authorized a \$245K allocation to CID for ADRC – Aging Adult Regional Center.

Commission on Aging (CoA) – Kathy Uhl

No report.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that there will be a committee meeting later in September via Zoom.

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

The Citizens Advisory Committee of the Transit Authority met on August 2nd.

- There was an update to the 101 Project.
- There was an update about the Peninsula Avenue interchange. Sandra asked whether the assessments will affect the quality of life in the area.
- April Chan invited members to attend a retirement celebration on August 31st for Joe Hurley, Transit Authority Director for 30 years.

At the August 31st meeting:

- They approved an agreement for the Transit District general engineering consulting services.
- This was the first in-person meeting, and everything went seamlessly. There was a screen for those unable to be there in person.
- There was a retirement party for Joe Hurley, who had been very helpful to CAC members.

OTHER BUSINESS

Tina provided the following ADA policy refresher:

People sometimes say that paratransit requires reservations to be made 24 hours in advance. In fact, it is one day in advance i.e., you can call at 3 pm to schedule a trip for 9 am the next day. However, she encouraged people not to call at the last minute.

She also encouraged people to use the appointment time (drop-off time) when scheduling rides to ensure that they get there on time.

Dinae mentioned that on Sunday, the driver referred to her as “Cruise,” which she did not appreciate. She did not file a complaint.

The meeting adjourned at 2:42pm. The next meeting will be on October 11th at 1:30pm.

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

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

Legislative

No updates.

Advocacy

Transit Recovery Update – Tina Dubost

Tina reported paratransit ridership is continuing to increase and was up 21% compared to August of 2021 and higher than July 2022. SamTrans fixed route ridership is recovering a little faster and this is similar to other parts of the Bay Area.

Face coverings are recommended but not required. SamTrans is continuing to offer free rides for vaccinations. The FDA has approved the bivalent vaccine and it is widely available. San Mateo County Public Health encourages everyone to keep up to date on their vaccines. Dinae Cruise commented how much she appreciated the free rides in August as part of the Reimagine SamTrans route introduction and had filed a compliment.

Policy Issues

Tina reported that the Blue Ribbon Task Force has changed its name to the Bay Area Transit Action Plan. MTC is taking the lead in implementing the Task Force's recommendations.

Mike reported that SB917 did not receive enough votes in the Senate. This would have regionalized transportation features, e.g. mapping, scheduling, eligibility, fares. Mike thanked Sandra for providing updates on this. Sandra thought that Senator Becker's office will make efforts to revisit the bill. She thanked the PCC for their efforts.

Mike reminded everyone that paratransit plans are included in the Blue Ribbon Task Force's recommendations and are being worked on. The PCC will be following these closely. Richard Weiner reported that Nelson\Nygaard is involved in the Blue Ribbon Task Force to help implement accessibility-related recommendations.

The next PAL meeting will be on October 11, 2022.

Redi-Wheels Reports

Performance Measures

Performance Measure	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Prev. Yr. Average
1. Total trips requested	15,690	15,777	15,981	16,007	13,907	14,201	17,241	17,234	17,206	16,718	16,754	18,940	18,681	15,884
2. Trips scheduled	14,726	14,760	14,857	14,733	12,358	13,186	16,097	16,143	16,023	15,441	15,406	17,399	17,162	14,746
a. Same day cancels	1,020	1,031	1,053	1,116	699	865	1,020	1,041	1,123	968	1,010	1,063	1,075	992
% of trips scheduled	6.9%	7.0%	7.1%	7.6%	5.7%	6.6%	6.3%	6.4%	7.0%	6.3%	6.6%	6.1%	6.3%	6.73%
b. Late cancels	464	414	369	381	332	307	397	336	312	340	353	353	439	382
% of trips scheduled	3.2%	2.8%	2.5%	2.6%	2.7%	2.3%	2.5%	2.1%	1.9%	2.2%	2.3%	2.0%	2.6%	2.59%
c. Total customer no-shows	160	194	259	185	145	179	214	205	167	207	209	201	217	206
% of trips scheduled	1.1%	1.3%	1.7%	1.3%	1.2%	1.4%	1.3%	1.3%	1.0%	1.3%	1.4%	1.2%	1.3%	1.40%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	0	0	2	0
3. Total trips served	13,082	13,121	13,176	13,051	11,182	11,835	14,466	14,561	14,421	13,926	13,834	15,782	15,429	13,166
a. Average weekday riders	501	507	480	482	437	425	534	568	557	511	530	580	591	495
b. Advance reservation	9,924	9,844	9,900	9,853	8,363	8,790	10,750	10,986	10,728	10,433	10,201	11,895	11,540	9,887
c. Agency trips	534	602	651	661	408	563	754	709	853	810	710	776	825	615
d. Individual subscription	2,624	2,675	2,625	2,537	2,411	2,482	2,962	2,866	2,840	2,683	2,923	3,111	3,064	2,664
e. Taxi trips	1,512	1,337	1,370	1,324	981	1,137	1,389	1,434	1,567	1,390	1,521	1,638	1,659	1,372
<i>(taxi % of total trips)</i>	11.6%	10.2%	10.4%	10.1%	8.8%	9.6%	9.6%	9.8%	10.9%	10.0%	11.0%	10.4%	10.8%	10.4%
4. Total Redi-Wheels riders	1,134	1,193	1,234	1,195	1,051	1,093	1,226	1,280	1,253	1,200	1,224	1,249	1,309	1,182
5. Inter-County Transfer Trips	73	111	100	119	98	111	182	176	207	136	109	112	115	131.25
6. On-time performance ¹	95.1%	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	1.44	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	0.08	0.46	0.53	0.15	0.54	0.68	0.28	0.27	0.55	0.50	0.43	0.25	0.91	0.38
9. Compliments per 1000 trips	0.84	0.46	1.44	1.23	0.80	0.51	1.18	0.76	0.76	0.43	1.01	1.58	0.91	0.86
10. Avg phone wait time (mins) ³	0.4	0.5	0.5	0.4	0.8	1.0	0.9	1.2	2.0	1.2	1.7	0.9	1.2	0.82

10/6/2022

Notes:

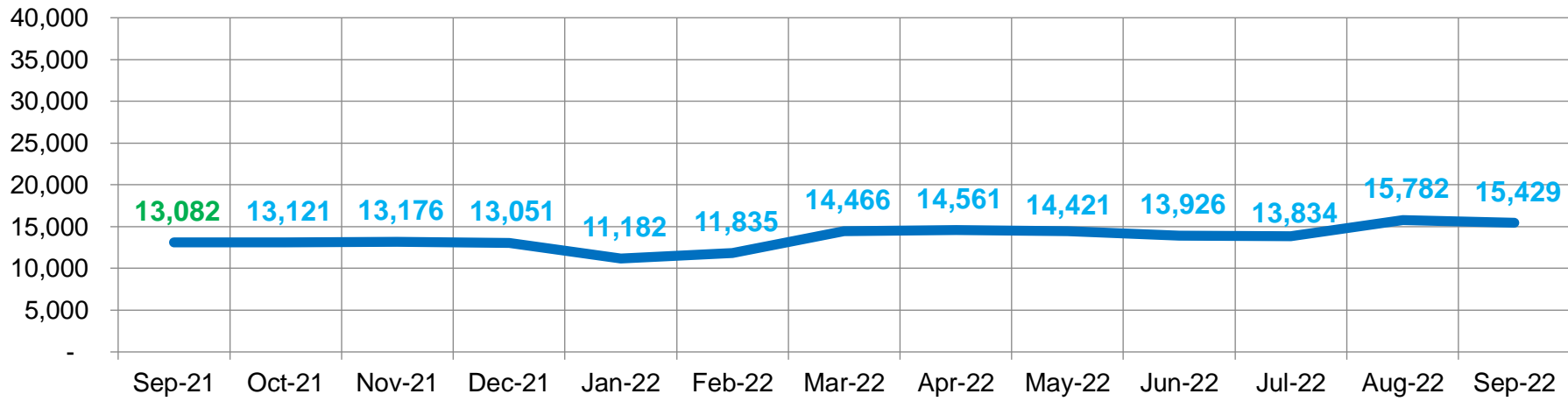
1 Standard = 90%

2 Standard = 1.70

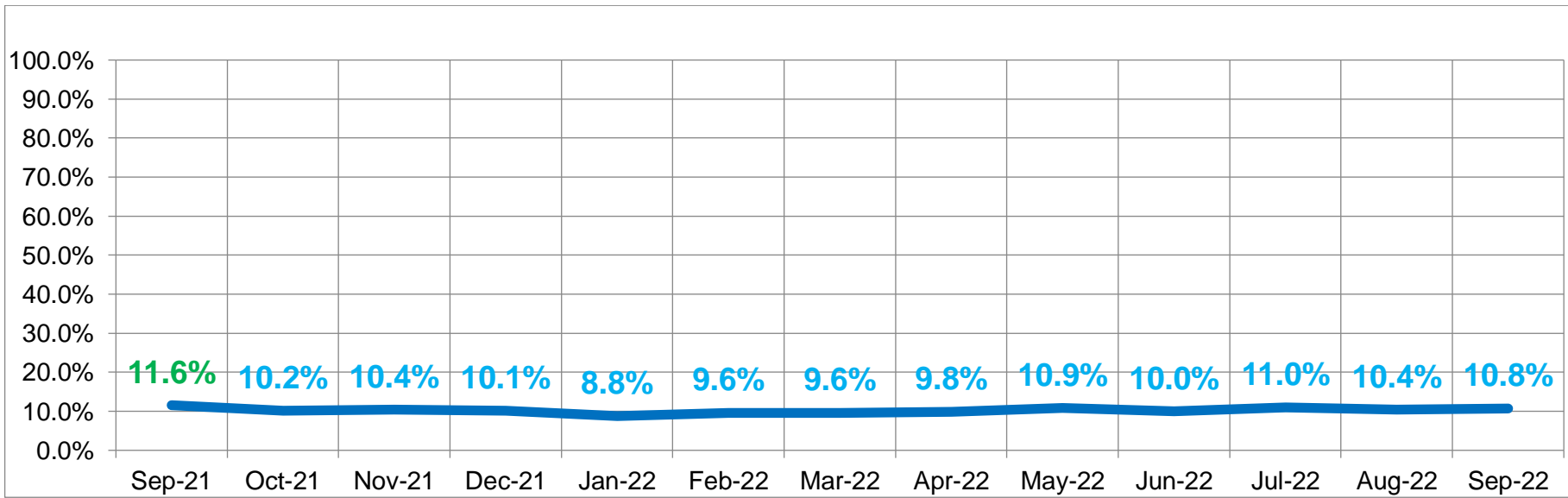
3 Standard = < 1.5

Note that data for the most recent month is preliminary

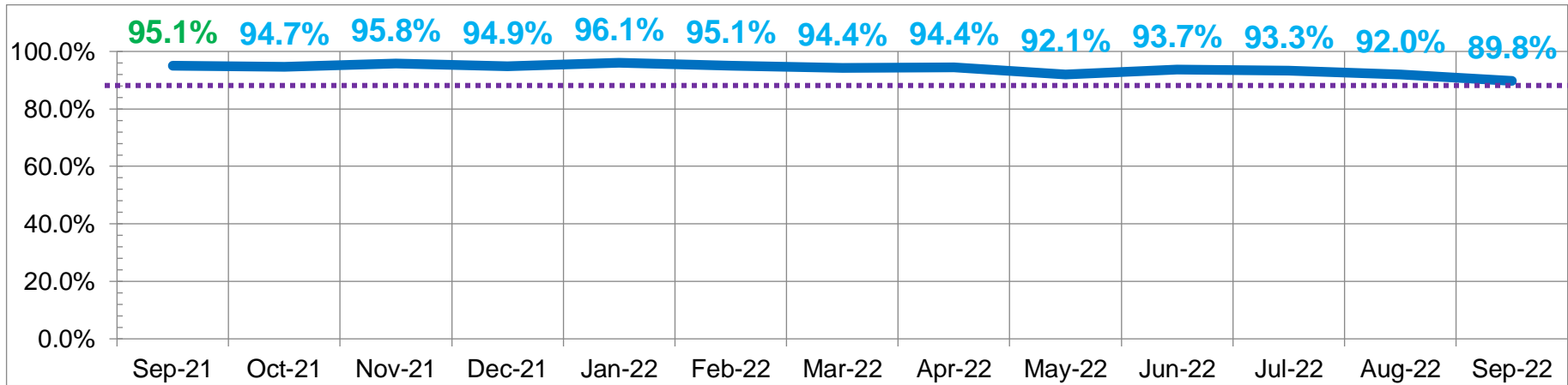
Total Trips



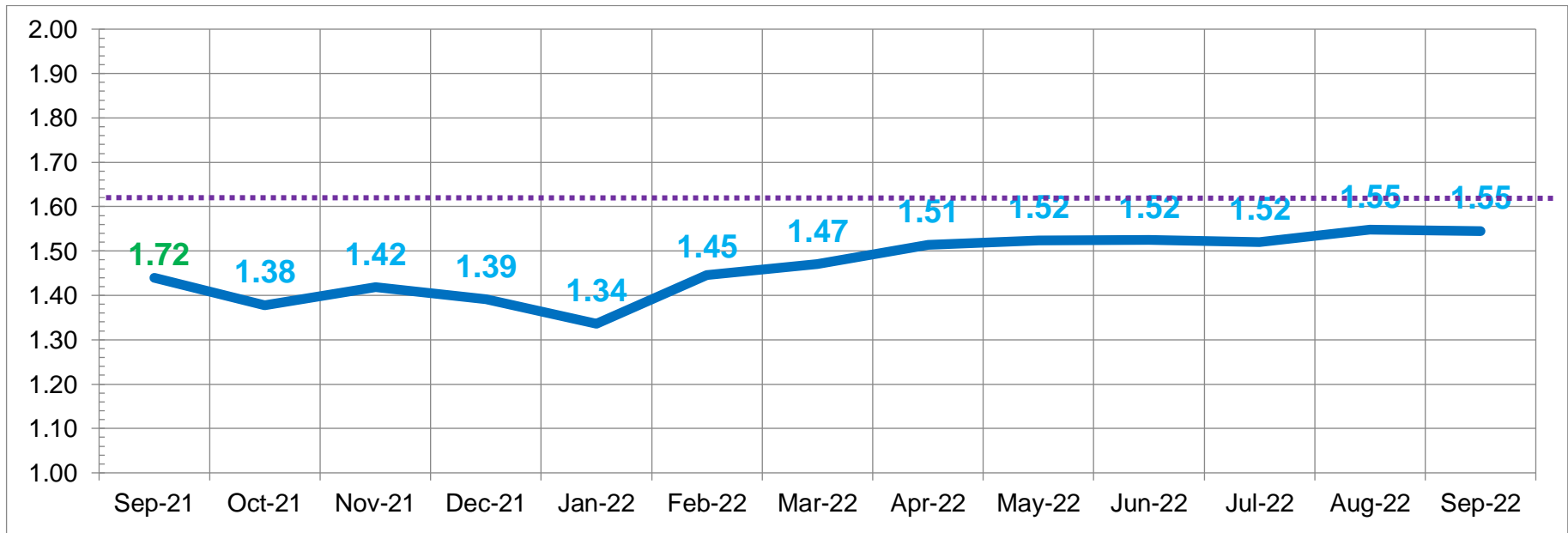
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2022 Comments	August	
	Subtotal	Rate/1000
Rides	15,782	
Total Comments by Category		
Compliment	25	1.58
Policy Related	15	0.95
Service Related	14	0.89
Total	54	3.42
Average Response Time to Customer (Working Days)‡		
Compliment		3.88
Policy Related		6.80
Service Related		8.00
Overall		5.76
	CC	CR
Compliment	6	19
Policy Related	0	15
Service Related	1	13
Overall	7	47

‡ Excludes weekends and holidays.