



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

September 13, 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, September 13, 2022

1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/2925800493?pwd=aEZ3eE1oaajdoZHBUSHI0T0hiUjRBQT09>

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

September 13, 2022

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of July 12, 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 July 12, 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 | |
| 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 July 12, 2022 Meeting

ATTENDANCE:

Members:

Susan Capeloto, Dept. of Rehabilitation; 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; Benjamin McMullan, Chair, CID; Sammi (Wilhelmina) Riley, Consumer, Educ. Comm. Chair; Kathy Uhl, CoA; Marie Violet, Dignity Health (Member attendance = 11/14, Quorum = Yes)

Guests:

Christine Fitzgerald; 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:

Judy Garcia, Consumer; Alex Madrid, Consumer; Scott McMullin, CoA

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:30 pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF JUNE MINUTES:

Dinae Cruise moved to approve the June meeting minutes; Sandra Lang had a correction to the section of the minutes with the Transportation Authority Citizens Advisory Committee (TA CAC) report, noting that the budget for paratransit was proposed and not approved. Evan Milburn seconded the motion with the correction. There were no abstentions; the minutes were approved.

PUBLIC COMMENTS:

None.

PRESENTATION: Driver Training – Tina Dubost

Tina described the driver training program.

- The policy is “Think Safe, Act Safe, Be Safe.”
- The safety program focuses on eliminating risky behaviors and replacing them with safe ones.
- There is a focus on reinforcing and rewarding safe behavior for all staff.
- The program takes up to four weeks and starts with hiring the right people with the right attitude for safety and customer service.
- Jocelyn Feliciano is the training manager and is trained in adult learning techniques. She is a certified Transit Safety Institute (TSI) instructor and one of five certified trainers in the Western region for the First Transit Professional Driver Development program.
- First Transit provides training for the driver to obtain a commercial license.
- The first week consists of classroom training and covers safety awareness; driving fundamentals; managing emergencies; customer service; interacting with people with disabilities including hidden disabilities; safely assisting passengers; and how to safely board and secure mobility devices. First Transit also provides ongoing safety training, e.g. safe driving in wet weather.
- Behind-the-wheel training follows with ten hours driving on a closed course to learn how to safely drive the various paratransit vehicles plus additional training on the road.
- Trainees then receive at least four hours of street driving and at least ten hours of advanced road work including highway driving.
- They also receive 18 hours of “cadet” training where they ride with an experienced driver to learn about the customers and how to be a good paratransit driver. Drivers also learn frequent pick-up locations.

Christine Fitzgerald asked about emergency evacuation training. Charles Posejpal responded that drivers are trained to evaluate the situation, evacuate passengers, and take them to safety. Dispatch then coordinates with 911.

Mike observed that he’s often seen issues arise between dispatch and drivers such as length of time to connect, scheduling, etc. He thought it would be helpful for both parties to set some standards. Tina explained that issues can arise as drivers can only see their own schedule whereas dispatch is looking at the overall system. Mike thought that explaining this to drivers might alleviate the situation.

Sandra agreed that evacuation training is critical and thought there should be guidelines and protocols for the drivers in the case of an evacuation.

COMMITTEE REPORTS:

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

See page 11.

Grant/Budget Review – Sammi Riley, Chair

Tina Dubost provided an overview of the different revenue sources used to fund paratransit for 2022-23. Many of the revenue sources are related to sales taxes, which can vary from year to year and therefore District reserves smooth out the changes.

- Passenger fares – \$430K. Provide only 2% of the cost of service.
- Transit Develop Act (TDA) – \$2.79M. Funds come from a statewide ¼ cent transportation sales tax enacted in 1972. These are allocated by the MTC based on the amount of the sales tax generated in each county.
- State Transit Assistance (STA) – \$972K. Authorized in 1979, revenues are derived from a state tax on diesel fuel and are allocated by the MTC based on the availability of funds for eligible transit operators.
- Operating Grants – \$2.59M. SamTrans actively applies for grants from a variety of federal and state sources.
- District Sales Tax – \$6M. Funds cover the annual shortfall in operating revenues, local match for federal grants, and a local match for federal capital programs and for debt service.
- Interest Income for the Paratransit Trust Fund – \$365K. This comes from the original Measure A passed in 1988 that set up a trust fund for paratransit.
- San Mateo County Transportation Authority Measure A – \$4.3M. Approved in 2004, this ½ cent sales tax funds transportation services until 2033. The expenditure plan states that 4% of the revenue is allocated to projects assisting people with special mobility needs.
- Measure M – \$1.2M. This comes from the San Mateo County \$10 motor vehicle registration fee for congestion and pollution mitigation and is used for expenditures related to paratransit operations and other services for seniors and people with disabilities.

Education – Sammi Riley, Chair

There is an outreach opportunity in person at the 3rd Annual Inclusion Festival on August 11th at Red Morton Park in Redwood City. Mike, Marie, Dinae and Sammi will staff the table.

The committee had finalized the video on Most Common Questions asked about Redi-Wheels and RediCoast rides. Jane will send a link to the video when it is uploaded onto the PCC website.

Executive – Ben McMullan, Chair

Ben reported that the committee:

- Worked with Tina to obtain a list of agencies for outreach efforts.

- Sent a letter of support from the PCC to the SamTrans Board of Directors for the new scheduling software. Mike and Ben verbally supported the purchase at the July Board meeting.
- Ben and Dinae were the only nominees for Chair and Vice Chair.

There was an additional Executive Committee meeting in July to discuss lobbying strategies around SB 917. Tina stated for the record that the PCC is acting independently on this legislation and that SamTrans has not taken a position on the bill. Ben agreed that the PCC understands and respects this and will be speaking on behalf of the PCC only.

Jane Stahl asked if there were any other nominations for chair and vice chair. There were none. A motion was made by Evan Milburn to approve Ben McMullan and Dinae Cruise as chair and vice chair for the period 2022-23. Sandra Lang seconded the motion. It was unanimously approved by voice vote with many thanks to Ben and Dinae.

Nominations/Membership – Chair Vacant

No report.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina reminded everyone to sign up for [SMCAAlert](#) to be notified of fires and other emergencies. She reviewed preliminary data for June:

- Total trips served is higher than in June 2021 but lower than May 2022. Average weekday ridership was 511 in June 2022 vs. 451 in June 2021 – 32% higher.
- Trip distribution includes 20% agency trips, taxi trips are 10%.
- Late cancels are still low at 2.2%; customer no shows are low at 1.3%.
- On time performance remains better than the standard at 93.7%.
- Productivity (passengers per hour) is 1.51.
- The number of individuals riding is higher than June 2021 but less than May 2022.

Dinae reported that on several trips there were papers hiding the Consumer Comment cards. Tina will investigate this.

COMMENT STATISTICS REPORT

Tina reviewed the data for May. There were 11 compliments and 7 policy related complaints. Most came in as reports rather than cards.

SAFETY REPORT

Charles Posejpal reported that there were three preventable incidents in June; two were not preventable.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

Marie reported that there will be an agency Zoom meeting on July 18th. The meeting is intended to hear how things are going, get feedback, and tell them about the new software. Dao added that they will report back to the PCC on what is discussed. (At the meeting Marie Violet explained that she hopes to hold quarterly meetings to get updates on the experiences of community-based organizations whose members use Redi-Wheels. There was a discussion of the specialized service for adult day care programs and of additional transportation resources in San Mateo County.)

Marie asked for the name of contacts at the agencies so they can be invited. Currently Rosener House, San Carlos Adult Day Care, and SSF Adult Day Care are the only agencies being served right now with group rides. Lynn advised that there were only five agencies that received the service prior to COVID. Customers arrange their own rides to other locations.

Marie asked what determines the type of vehicle used, e.g taxi vs. van. Tina responded that the decision is made on what is more efficient for the Redi-Wheels service.

ERC – Mike Levinson

Mike stated that ERC meetings will be scheduled once the scheduling software system is being tested.

Dinae mentioned the message when waiting to speak to a reservationist stating that the reservationist will give you the 20-minute window when you make your ride. This is incorrect and she wondered if this could be deleted. Tina will investigate this.

Commission on Disabilities (CoD) – Evan Milburn

The commission has elected new officers and does not meet this month.

Center for Independence (CID) – Ben McMullan

CID will be posting new jobs on their [website](#).

Mike mentioned that CID are having a fundraiser with Lazy Dog restaurant in San Mateo on August 22 and 23 and fundraisers will be held there quarterly thereafter.

Commission on Aging (CoA) – Kathy Uhl

There are four new commission members being approved by the Board of Supervisors to represent communities in the county.

Coastside Transportation Committee (CTC) – Tina Dubost

She hopes to schedule a meeting soon. Coastside has been affected by a shortage of drivers and additional drivers are being transferred there.

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

– Sandra Lang

The Citizens Advisory Committee of the Transit Authority met on July 5th. There were several budget items:

- They approved a motion that was ultimately approved by the Transit Authority for an allocation for paratransit of \$4,330,880 from Measure A.
- They received an update on funding for the 101 express lanes project
- The next meeting is on August 2nd.

The Citizens Oversight Committee met on June 21 and approved the annual committee report on use of the Measure W revenues.

OTHER BUSINESS

Tina provided the following ADA policy refresher:

One of the ADA requirements is that transit agencies provide paratransit service within ¾ mile of where fixed route buses run and on the same days and times that they run. SamTrans goes beyond that by providing paratransit service in areas where fixed route is not available.

Dinae asked whether Redi-Wheels services Lighthouse for the Blind in San Francisco. Tina responded that it does.

The meeting adjourned at 3:02pm. The next meeting will be on September 13th at 1:30pm.

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

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

Legislative

None.

Advocacy

Transit Recovery Update – Tina Dubost

Tina reported that as of June 30th, San Mateo County had moved into the high or red tier. San Mateo County Health recommends that residents wear masks, indoors, in public, and on public transportation, they stay up to date on vaccinations, get tested if they have symptoms

and connect with a doctor if infected. Those at high risk should take additional precautions such as avoiding crowded indoor places or anywhere with poor ventilation.

Paratransit ridership has increased 18% compared to June 2021, however it's lower than May 2022. SamTrans bus ridership is increasing faster than paratransit. This is broadly similar to other parts of the Bay Area. Nationally, transit agencies carried 53.8% as many riders in February 2022 compared to February 2020.

SamTrans and Redi-Wheels strongly recommend that passengers wear face masks. SamTrans, Caltrain, and Redi-Wheels/RediCoast are still offering free rides to vaccination sites.

Policy Issues

Tina reported that the SamTrans Board of Directors approved the purchase of upgraded paratransit scheduling software. She thanked the PCC for their support. The new software will have a better scheduling algorithm and more helpful features. There's no timeline yet.

Mike asked about the new system's capability for same day service. Ana Rivas said that they are working on an internal policy and will start as a six-month pilot but there are no details yet. They will request PCC input on the policy once it is ready. Dao mentioned that this would be a benefit to families who need a ride at the last minute.

Tina thanked the PCC members who met with the consultant helping SamTrans find the new general manager/CEO.

Ana reported that a recognition event for paratransit drivers has been approved and more details will follow. She thanked the PCC for advocating for such an event. All expressed their gratitude to the drivers. Sammi asked if riders could nominate individual drivers; Tina said that the event would be for all drivers although compliments to individual drivers can be made via comment cards.

The next PAL meeting will be on September 13, 2022.

Redi-Wheels Reports

Performance Measures

Performance Measure	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Prev. Yr. Average
1. Total trips requested	15,421	15,690	15,777	15,981	16,007	13,907	14,201	17,241	17,234	17,206	16,718	16,754	18,945	15,884
2. Trips scheduled	14,428	14,726	14,760	14,857	14,733	12,358	13,186	16,097	16,143	16,023	15,441	15,406	17,404	14,746
a. Same day cancels	1,031	1,020	1,031	1,053	1,116	699	865	1,020	1,041	1,123	968	1,010	1,063	992
% of trips scheduled	7.1%	6.9%	7.0%	7.1%	7.6%	5.7%	6.6%	6.3%	6.4%	7.0%	6.3%	6.6%	6.1%	6.73%
b. Late cancels	471	464	414	369	381	332	307	397	336	312	340	353	353	382
% of trips scheduled	3.3%	3.2%	2.8%	2.5%	2.6%	2.7%	2.3%	2.5%	2.1%	1.9%	2.2%	2.3%	2.0%	2.59%
c. Total customer no-shows	263	160	194	259	185	145	179	214	205	167	207	209	201	206
% of trips scheduled	1.8%	1.1%	1.3%	1.7%	1.3%	1.2%	1.4%	1.3%	1.3%	1.0%	1.3%	1.4%	1.2%	1.40%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3. Total trips served	12,663	13,082	13,121	13,176	13,051	11,182	11,835	14,466	14,561	14,421	13,926	13,834	15,787	13,166
a. Average weekday riders	478	501	507	480	482	437	425	534	568	557	511	530	580	495
b. Advance reservation	9,486	9,924	9,844	9,900	9,853	8,363	8,790	10,750	10,986	10,728	10,433	10,201	11,900	9,887
c. Agency trips	542	534	602	651	661	408	563	754	709	853	810	710	776	615
d. Individual subscription	2,635	2,624	2,675	2,625	2,537	2,411	2,482	2,962	2,866	2,840	2,683	2,923	3,111	2,664
e. Taxi trips	1,343	1,512	1,337	1,370	1,324	981	1,137	1,389	1,434	1,567	1,390	1,521	1,638	1,372
<i>(taxi % of total trips)</i>	10.6%	11.6%	10.2%	10.4%	10.1%	8.8%	9.6%	9.6%	9.8%	10.9%	10.0%	11.0%	10.4%	10.4%
4. Total Redi-Wheels riders	1,160	1,134	1,193	1,234	1,195	1,051	1,093	1,226	1,280	1,253	1,200	1,224	1,249	1,182
5. Inter-County Transfer Trips	112	73	111	100	119	98	111	182	176	207	136	109	112	131.25
6. On-time performance ¹	94.5%	95.1%	94.7%	95.8%	94.9%	96.1%	95.1%	94.4%	94.4%	92.1%	93.7%	93.3%	92.0%	94.5%
7. Productivity (psgrs/rvh) ²	1.44	1.44	1.38	1.42	1.39	1.34	1.45	1.47	1.51	1.52	1.52	1.52	1.55	1.45
8. Complaints per 1000 trips	0.16	0.08	0.46	0.53	0.15	0.54	0.68	0.28	0.27	0.55	0.50	0.43	NA	0.38
9. Compliments per 1000 trips	1.18	0.84	0.46	1.44	1.23	0.80	0.51	1.18	0.76	0.76	0.43	1.01	1.58	0.86
10. Avg phone wait time (mins) ³	0.6	0.4	0.5	0.5	0.4	0.8	1.0	0.9	1.2	2.0	1.2	1.7	NA	0.82

9/7/2022

Notes:

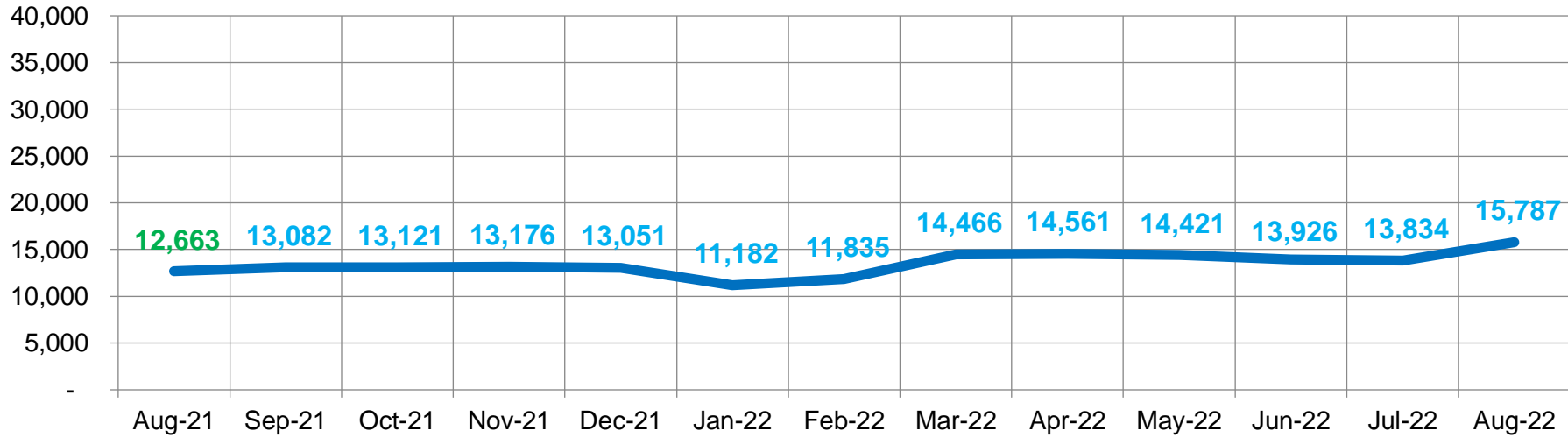
1 Standard = 90%

2 Standard = 1.70

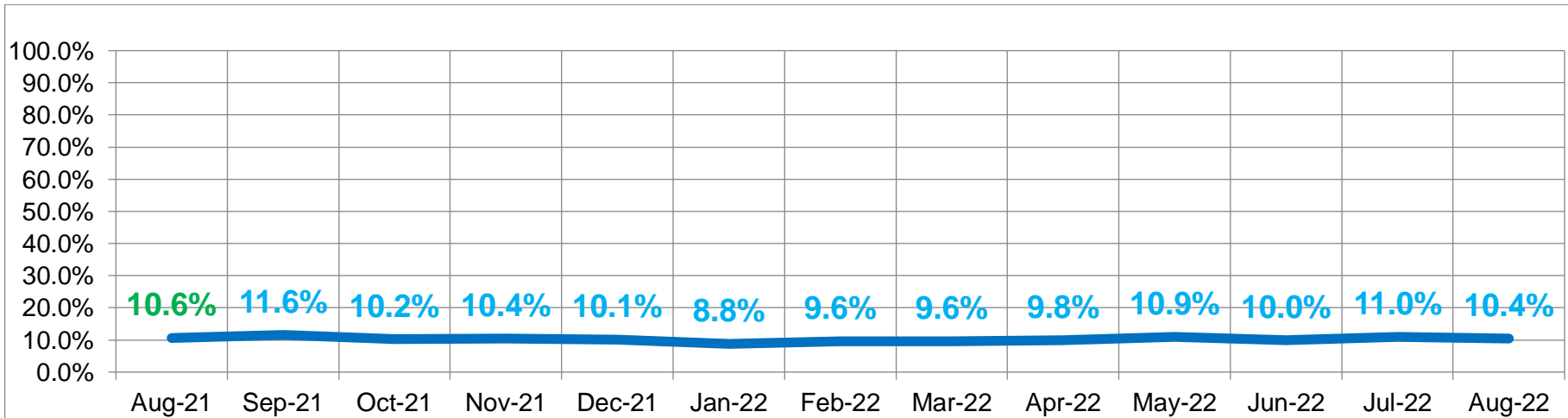
3 Standard = < 1.5

Note that data for the most recent month is preliminary

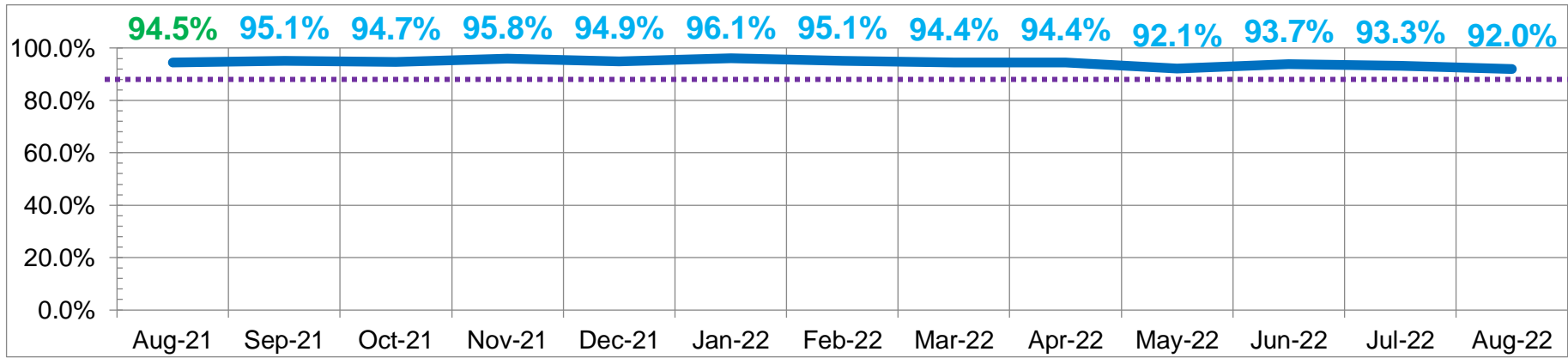
Total Trips



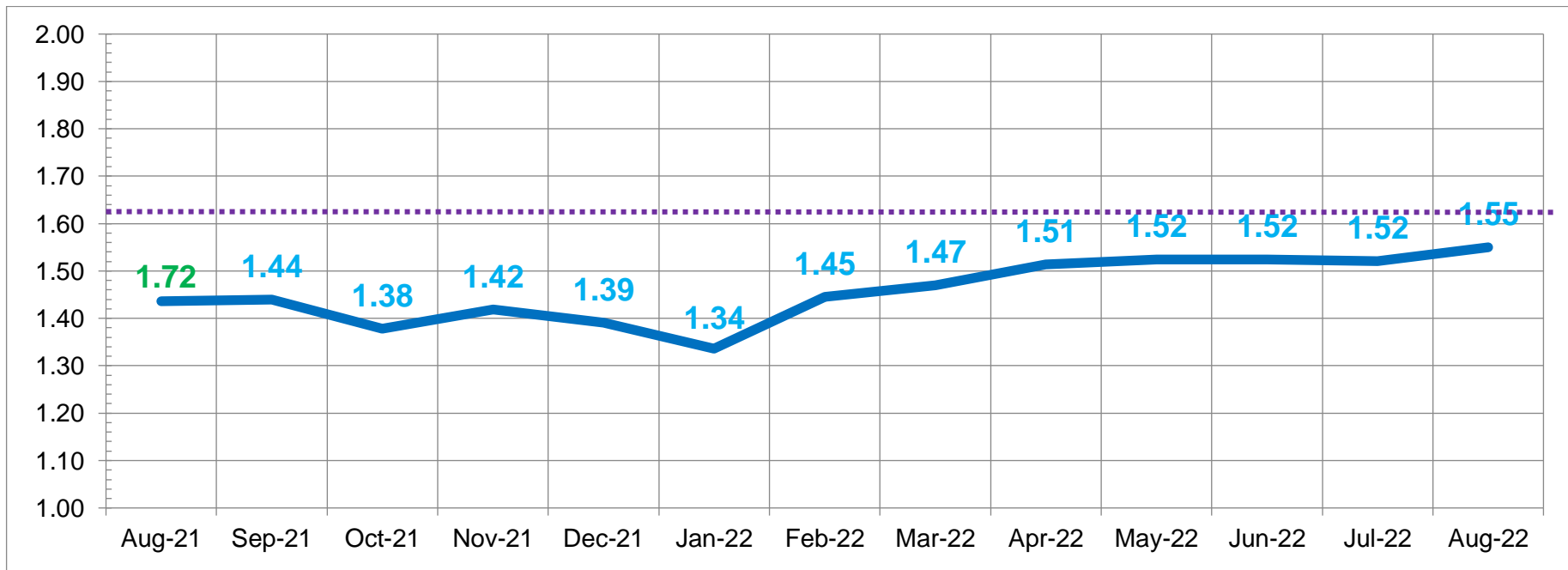
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2021 Comments	July	
	Subtotal	Rate/1000
Rides	13,834	
Total Comments by Category		
Compliment	14	1.01
Policy Related	1	0.07
Service Related	6	0.43
Total	21	1.52
Average Response Time to Customer (Working Days)‡		
Compliment		2.43
Policy Related		6.20
Service Related		8.85
Overall		5.63
	CC	CR
Compliment	6	8
Policy Related	0	5
Service Related	2	13
Overall	8	26

‡ Excludes weekends and holidays.