



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

September 14, 2021

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
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Due to the COVID-19 outbreak, this meeting will be conducted as a teleconference meeting pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

The public may not attend this meeting in person.

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

Tuesday, September 14, 2021
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/95252599651?pwd=aHFHT2sycXJ4SGwzNEhzSWZ5NUpoUT09>

Or join by phone:

1-669-900-9128

Meeting ID (for both phone and computer): 952 5259 9651

Password (for both phone and computer): 083390

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Meeting Schedule for 2021

[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 12, 2021	January 5, 2021	January 12, 2021	January 8, 2021		January 6, 2021
February 9, 2021	February 2, 2021	February 9, 2021			February 3, 2021
March 9, 2021	March 2, 2021	March 9, 2021	March 5, 2021		March 3, 2021
April 13, 2021	April 6, 2021	April 13, 2021			April 7, 2021
May 11, 2021	May 4, 2021	May 11, 2021	May 7, 2021		May 5, 2021
June 8, 2021	June 1, 2021	June 8, 2021			June 2, 2021
July 13, 2021	July 6, 2021	July 13, 2021	July 2, 2021		July 7, 2021
NO MEETING	August 3, 2021	NO MEETING			August 4, 2021
September 14, 2021	September 7, 2021	September 14, 2021	Sept. 3, 2020	Sept. 9, 2021	September 1, 2021
October 12, 2021	October 5, 2021	October 12, 2021			October 6, 2021
November 9, 2021	November 2, 2021	November 9, 2021	November 5, 2021		November 3, 2021
December 14, 2021	December 7, 2021	December 14, 2021		December 9, 2021	December 1, 2021

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

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

September 14, 2021

- | | |
|---|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of July 13 th 2021 PCC Meeting Minutes* | 1:35 |
| 3. Presentation: Mobility Resource Center – Tina Dubost | 1:40 |
| 4. Committee Reports | 1:55 |
| a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair | |
| i. Approval of July 2021 Meeting Minutes* | |
| ii. Legislative Update – Ryan McCauley | |
| iii. Local Advocacy | |
| 1. Transit Recovery Updates | |
| iv. Policy Issues | |
| b. Grant/Budget Review – Sammi Riley, Chair | |
| c. Education – Sammi Riley, Chair | |
| d. Executive – Benjamin McMullan, Chair | |
| i. New member application – Kathy Uhl* | |
| e. Nominating/Membership – TBD (No current chair) | |
| 5. Consumer Comments | 2:25 |
| 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 | |
| c. Commission on Disabilities (COD) – Ben McMullan | |
| d. Center for Independence (CID) – Ben McMullan | |
| e. Commission on Aging (COA) – Scott McMullin | |
| f. Coastside Transportation Committee (CTC) – Tina Dubost | |
| g. Trans. Authority-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 July 13 2021 Meeting

ATTENDANCE:

Members:

Dinae Cruise, Vice Chair, Consumer
Dao Do, Rosener House
Tina Dubost, SamTrans
Judy Garcia, Consumer
Sandra Lang, Community Member
Mike Levinson, Consumer, PAL Chair
Benjamin McMullan, Chair, CID
Scott McMullin, CoA
Sammi (Wilhelmina) Riley, Consumer
Marie Violet, Dignity Health
(Member attendance = 10/12, Quorum =
Yes)

Guests:

Ligia Andrade Zuniga, Consumer
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Richard Weiner, Nelson\Nygaard
Charles Posejpal, First Transit/Redi-Wheels
Kelley Shanks, SamTrans
Henry Silvas, SamTrans
Kathy Uhl, CoA

Absentees:

Susan Capeloto, Dept. of Rehabilitation
Alex Madrid, Consumer

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:35pm. The meeting was held via Zoom conference call service and a roll call taken.

APPROVAL OF MAY MINUTES:

Sammi Riley moved to approve the May meeting minutes; Dinae Cruise seconded the motion; the minutes were approved.

COMMITTEE REPORTS:

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

See page 10.

Grant/Budget Review – Sammi Riley, Chair

There were no updates to report.

Education – Sammi Riley, Chair

Sammi reported that the committee met on July 2nd and approved some changes to the PCC video which is now uploaded to the website. The committee reviewed a draft of another video aimed at positively addressing the three most common questions about Redi-Wheels/ RediCoast:

- Where's my ride?
- Why can't I choose the type of vehicle?
- Why do the drivers have to stop and pick up other people?

The committee also reviewed the list of outreach facilities and how best to get back in touch with them.

The next meeting is on September 3rd.

Executive – Benjamin McMullan, Chair

The committee met on July 6th. Ben reported that:

- They discussed the pros and cons of combining the PAL and PCC meetings
- Ben and Marie had discussed finding a Nomination/Membership committee chair. Marie and Dao are going to share the position with other agencies.
- The Nelson\Nygaard contract has been extended for another year.
- They reviewed the new member orientation materials
- They discussed an inquiry about involvement with the SamTrans Recovery Plan (Tina since explained that this is a regional plan.)

Mike noted that there was a bill to extend virtual meetings beyond October, and Sandra commented that there's legislation pending on hybrid meetings.

Tina asked where the Nomination/Membership committee chair opening was to be shared. Marie reported that she and Dao have relationships with many agencies in the area. They plan to arrange a quarterly meeting and would talk about the chair position. Information from these meetings would be included as a report to the PCC. Mike thought this a good idea since the Council does not receive much feedback from agencies. Marie also hoped that this would increase membership in the Consumer Corps.

Ben will see if the San Bruno Senior Center would like to be included in these meetings and Mike will mention it at the next New Beginnings Coalition meeting. Sandra thought it would be useful for everyone to see the outreach list and mentioned that the Mission Hospice Auxiliary might be interested in joining.

Marie asked Tina for a complete list of agencies who have used Redi-Wheels. Tina will check into providing this.

Richard mentioned that the Executive Committee also reviewed the PCC Orientation Guide and the last orientation's agenda. One piece that was missing is the role of the PCC in advocacy. Ben mentioned that in the past, a member of the Executive Committee and a representative from Nelson\Nygaard participated. Mike thought it would be useful to invite any of those who attended the last orientation to come to the next Executive Committee meeting.

The next meeting will be on August 3rd, at 1pm.

Nominations/Membership – TBD, Chair

The Nominations/Membership committee has a vacancy for the chairperson. See discussion under Executive Committee.

CONSUMER COMMENTS

None.

OPERATIONAL REPORTS

This was covered in the PAL meeting.

PERFORMANCE SUMMARY

Tina thanked Sammi and Alex Madrid for appearing in some videos for SamTrans.

She reviewed the preliminary data for June. Ridership is starting to increase as more places open up. Total ridership and average weekday ridership were higher – 324 in June 2020 to 451 in June 2021. When compared to February 2020, ridership is still down approximately 54%. Subscription trips declined less than demand trips. Agency trips are starting again – San Carlos Adult Day Care has resumed service and Rosener House has just reopened. Same day cancels remain steady; late cancels are starting to increase but it's not yet a problem. No shows are still low. The number of individuals riding is higher at around 1100. The percentage of trips via taxi increased slightly to 13.4%. The on-time performance was excellent. Productivity continues to be low at 1.23.

Sammi reported that she's been using the service every other day and her rides have been on time or 10-15 minutes early.

COMMENT STATISTICS REPORT

Tina reviewed the data for May. The number of comments is still low as ridership is down. Most were received as consumer reports rather than comment cards. There are more policy than service issues. The response time for complaints was very good. She did not see any patterns in the reports.

Dinae Cruise reported she had taken a ride where the driver said the manifest wasn't showing the right fare; it turned out that he had the wrong person in the vehicle. Tina will remind drivers to verify that they have the right person.

SAFETY REPORT

Charles Posejpal reported 4 incidents in June. Three were non-preventable and one was preventable.

LIAISON REPORTS

Agency

Marie had reported on this earlier in the meeting.

ERC – Mike Levinson

Mike reported that there were no updates. He asked for an update on the RFP for upgrading the software. Tina said that the RFP for paratransit scheduling software has been issued and the responses received were being evaluated.

Commission on Disabilities (CoD) – Ben McMullan

CoD will be hosting an online educational event to celebrate the 31st anniversary of the ADA on July 26 at 11:30am. He will send a link to the PCC.

Center for Independence (CID) – Ben McMullan

CID is getting ready for the National Council on Independent Living Conference, July 19-30. They are also distributing educational videos on Emergency Preparedness.

There's a proposal within the Federal Government to fund home and community-based services. This includes in-home supportive services and paratransit, and the government is proposing to allocate \$200B to fund long-term support and services. CID is collecting stories to demonstrate how essential home and community-based services are to those who are reliant on them and an action alert was distributed to PCC members. These stories will be used to advocate for this funding.

Commission on Aging (CoA) – Kathy Uhl

Although she did not have a report, Kathy thought that there are many areas where the CoA can work with the PCC on transportation issues.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that the CTC will meet in August and that everything is going smoothly on the Coastside.

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

Sandra reported that the CAC met on June 29th. One item on the agenda was an update on the SSF Caltrain station improvement project which includes a pedestrian underpass; an additional \$23M of Measure A funds was allocated for cost overruns. Completion is now scheduled for the end of 2021.

OTHER BUSINESS

Mike had been following the second California stimulus plan. It was a separate piece of legislation, which was just signed by the Governor. This \$600 stimulus check will be available to recipients who had under \$75,000 in income and filed a 2020 tax return.

Sandra stated that the Measure W Citizen’s Oversight Committee will meet on July 23rd to review expenditures.

There will be no PCC meeting in August. The next meeting will be on September 14th at 1:30pm. The meeting adjourned at 2:49pm.

[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; Sandra Lang seconded the motion; Scott McMullin abstained; the minutes were approved with no corrections.

Local Advocacy

Sandra Lang advised of a petition on change.org calling for a restructuring of paratransit and asked that the link be sent to the Executive Committee members for discussion on protocols when future potential advocacy opportunities arise.

Mike Levinson had reviewed the draft of the new *Senior Mobility Guide* and thought it was clear and comprehensive. Richard Weiner thought the matrix that summarized all the transportation services in the County was very helpful. Tina Dubost will present to the PCC about mobility resources at the September 2021 meeting.

Policy Issues

Tina introduced Kelley Shanks, Operations Contract Analyst for buses. She has 7 years of experience starting with MV Transit and came to SamTrans in 2018. She will be working with both bus and paratransit services.

- Free trips are continuing to vaccination sites for SamTrans, Redi-Wheels and RediCoast rides. 87% of eligible adults in San Mateo County have now received at least one dose of the COVID vaccine.
- The new contractor, MTM, will start processing paratransit eligibility applications on August 1. They are still using the paper application but will return to in person interviews when safe. She will bring a representative from MTM to a future PCC meeting.
- The face mask mandate on buses and trains has been extended to September 3, 2021. There is an exception for people who have a disability that prevents them from wearing a face mask. There have not been many issues.
- Buses continue to be cleaned daily with EPA-approved products and electrostatic foggers.
- With the re-opening of California, capacity restraints on SamTrans buses and paratransit have been removed.

Tina thanked bus operators, maintenance department and communications for providing assistance to the VTA following the recent tragedy. Operators covered some of the VTA routes. They worked almost 1,400 hours and performed over 2,200 miles of service with zero accidents.

The Return to Transit marketing campaign – “All Aboard Bay Area” - is a regional campaign by the MTC and the Blue Ribbon Transit Recovery Task Force. It will provide consistent messaging for all Bay Area operators and will run during August and September. The [Bay Area Healthy Transit website](#) will provide information about any service changes. Local messaging will also promote SamTrans August service changes, the Clipper Mobile app, and the Clipper Start program.

Tina reported that the [Blue Ribbon Transit Task Force](#) is looking into regionalizing some aspects of transit, resulting in less local control. Stakeholders include MTC, State of California, transit agencies, and individuals such as Susan Rotchy of the Independent

Resource Center of Contra Costa and Solano Counties. A transit transformative action plan is scheduled to be approved at the end of July. The plan looks at near-term actions to help achieve the goal of a more connected, more efficient and more user-friendly mobility network across the Bay Area. It will go to the MTC for review and action in October.

Some of the proposals related to accessibility include designating a mobility manager in each county and adopting standard eligibility practices by the end of 2022. SamTrans is the mobility manager in San Mateo County. MTC is in the process of transitioning to manage the Regional Transit Connection (RTC) card program.

There's interest in funding and developing a one-seat ride pilot program for cross jurisdictional paratransit trips. The details have yet to be worked out. Richard commented that a one-seat ride plan was being piloted in Contra Costa County which has three transit agencies. It has been working well from the customer's perspective but was administratively cumbersome. The pilot has been extended and was brought to the Blue Ribbon Task Force to see what lessons can be learned and how to expand the program to provide inter-county service. It is very expensive but has been identified as being critical.

At the SamTrans Board of Directors meeting, Mike had offered the assistance of the PCC in developing any recovery plans but Tina later explained this was not needed as it was a regional and not a SamTrans' plan.

Sandra asked if the Return to Transit program aligned with the Reimagine SamTrans campaign. Tina said both have the same goal of encouraging people to use transit again, although Reimagine SamTrans is only concerned with SamTrans' fixed route service.

Ben asked how PCC members could be involved with the Blue Ribbon Task Force. Tina said that all the [meetings](#) are open to the public.

The next PAL meeting will be on September 14, 2021.

Redi-Wheels Reports:

Performance Measures

Performance Measure	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Prev. Yr. Average
1. Total trips requested	11,491	10,991	11,544	10,585	10,843	9,860	9,796	11,749	12,120	12,980	14,056	15,230	15,421	11,856
2. Trips scheduled	10,769	10,261	10,786	9,741	9,826	8,888	9,048	10,839	11,226	12,161	13,230	14,204	14,428	11,026
a. Same day cancels	1,371	752	810	661	730	654	613	691	719	803	868	936	1,031	1,173
% of trips scheduled	12.7%	7.3%	7.5%	6.8%	7.4%	7.4%	6.8%	6.4%	6.4%	6.6%	6.6%	6.6%	7.1%	10.6%
b. Late cancels	249	230	248	279	229	224	251	285	280	326	423	461	471	271
% of trips scheduled	2.3%	2.2%	2.3%	2.9%	2.3%	2.5%	2.8%	2.6%	2.5%	2.7%	3.2%	3.2%	3.3%	2.5%
c. Total customer no-shows	173	117	146	138	123	115	109	125	119	175	175	294	263	142
% of trips scheduled	1.6%	1.1%	1.4%	1.4%	1.3%	1.3%	1.2%	1.2%	1.1%	1.4%	1.3%	2.1%	1.8%	1.3%
d. No-show (operator)	0	0	0	0	0	0	0	0	0	0	0	2	0	0
3. Total trips served	8,976	9,162	9,582	8,663	8,744	7,895	8,075	9,738	10,108	10,857	11,764	12,511	12,663	9,440
a. Average weekday riders	351	365	363	357	337	322	341	361	373	432	451	458	478	368
b. Advance reservation	6,392	6,598	7,062	6,249	6,339	5,527	5,833	7,126	7,564	8,291	9,098	9,589	9,486	6,931
c. Agency trips	0	0	0	0	0	0	0	0	0	44	90	297	542	11
d. Individual subscription	2,584	2,564	2,520	2,414	2,405	2,368	2,242	2,612	2,544	2,522	2,576	2,625	2,635	2,498
e. Taxi trips	1,309	908	934	946	1,111	844	945	1,190	1,276	1,272	1,580	1,680	1,343	1,220
<i>(taxi % of total trips)</i>	14.6%	9.9%	9.7%	10.9%	12.7%	10.7%	11.7%	12.2%	12.6%	11.7%	13.4%	13.4%	10.6%	12.9%
4. Total Redi-Wheels riders	843	875	908	846	792	748	814	898	931	1,019	1,103	1,161	1,161	884
5. Inter-County Transfer Trips	72	116	111	80	73	53	42	49	89	125	146	150	112	87
6. On-time performance ¹	97.2%	97.7%	97.9%	97.3%	96.9%	98.0%	98.2%	98.0%	97.7%	97.3%	95.1%	93.8%	94.5%	97%
7. Productivity (psgrs/rvh) ²	1.23	1.09	1.09	1.11	1.19	1.03	1.06	1.07	1.19	1.23	1.35	1.47	1.44	1.17
8. Complaints per 1000 trips	0.45	0.55	0.52	0.58	0.57	0.25	0.12	-	0.40	0.2	0.3	0.32	0.16	0.4
9. Compliments per 1000 trips	1.56	0.65	0.83	1.85	1.14	1.14	1.36	1.33	0.79	1.29	0.51	0.72	1.18	1.1
10. Avg phone wait time (mins) ³	0.5	0.4	0.5	0.5	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.6	0.42

9/7/2021

Notes:

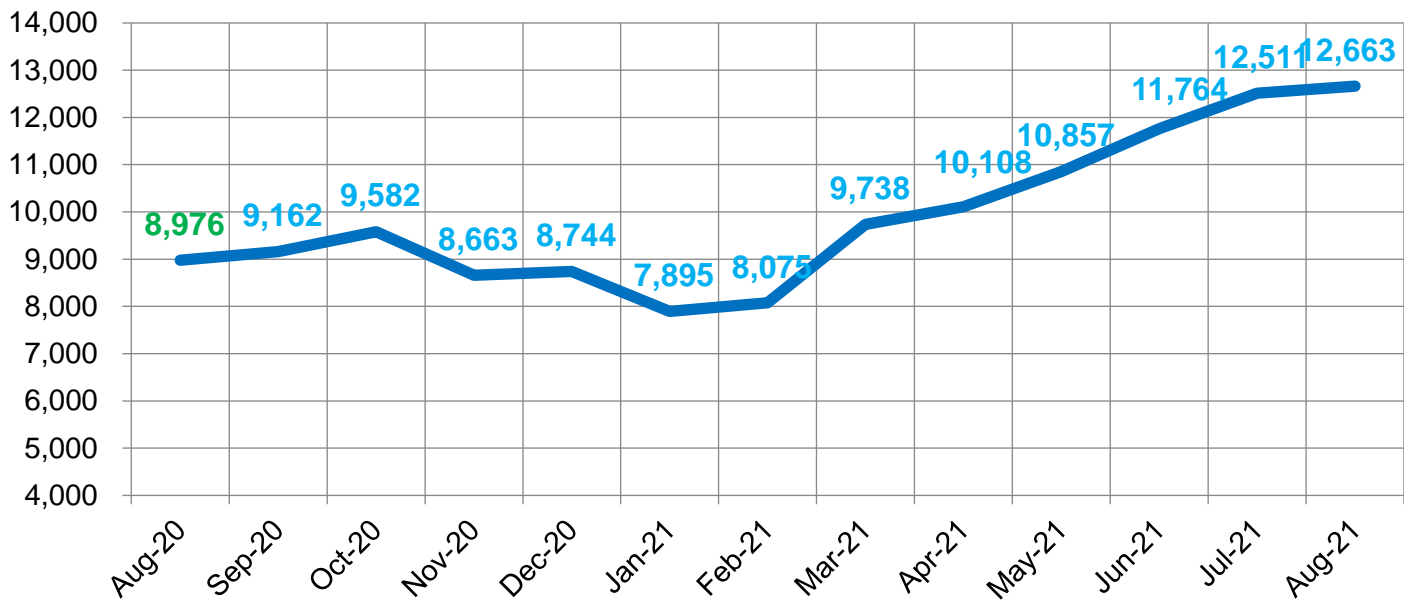
1 Standard = 90%

2 Standard = 1.70

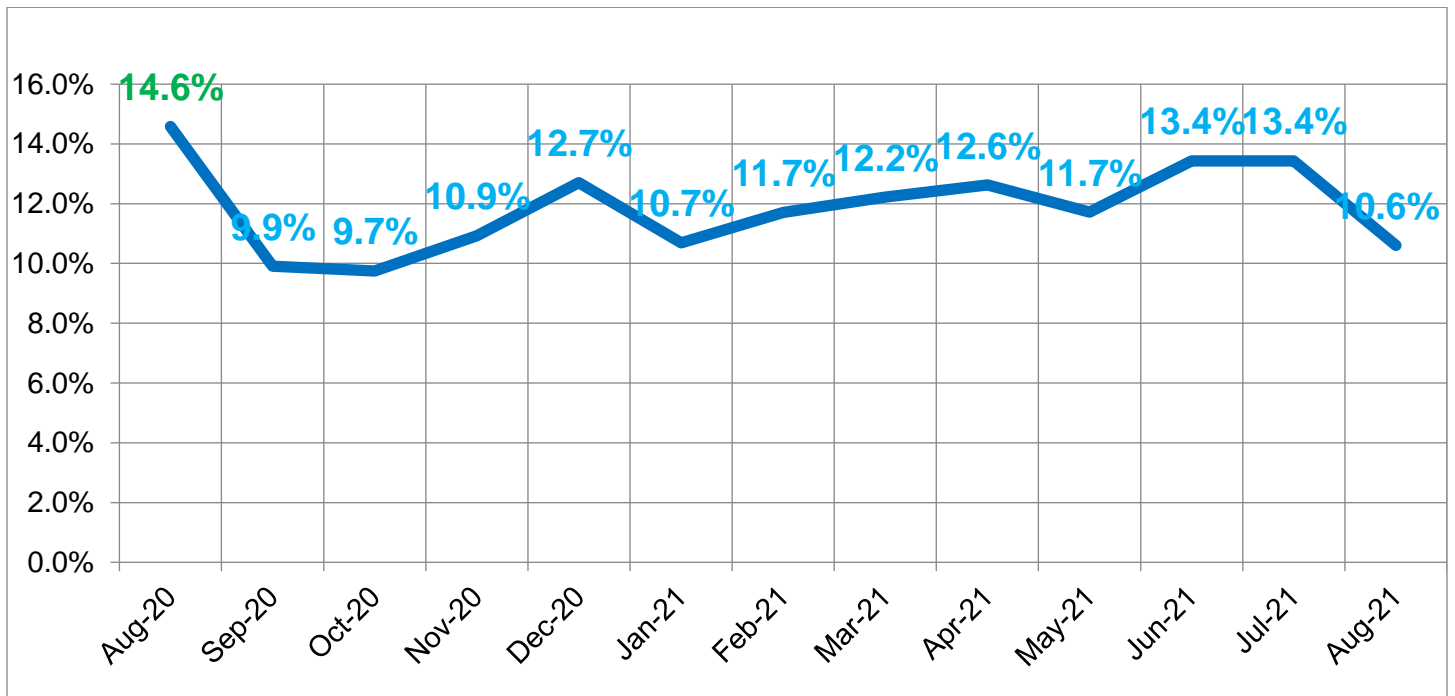
3 Standard = < 1.5

Note that data for the most recent month is preliminary

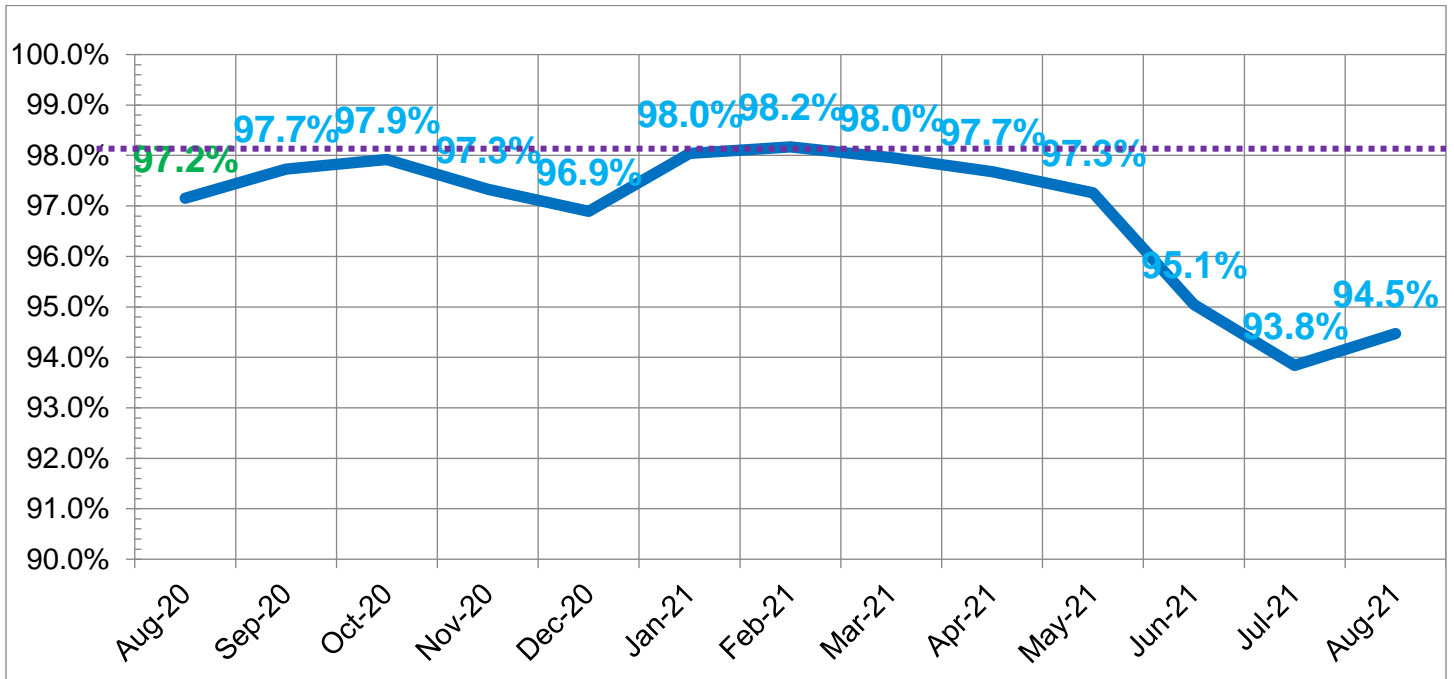
Total Trips



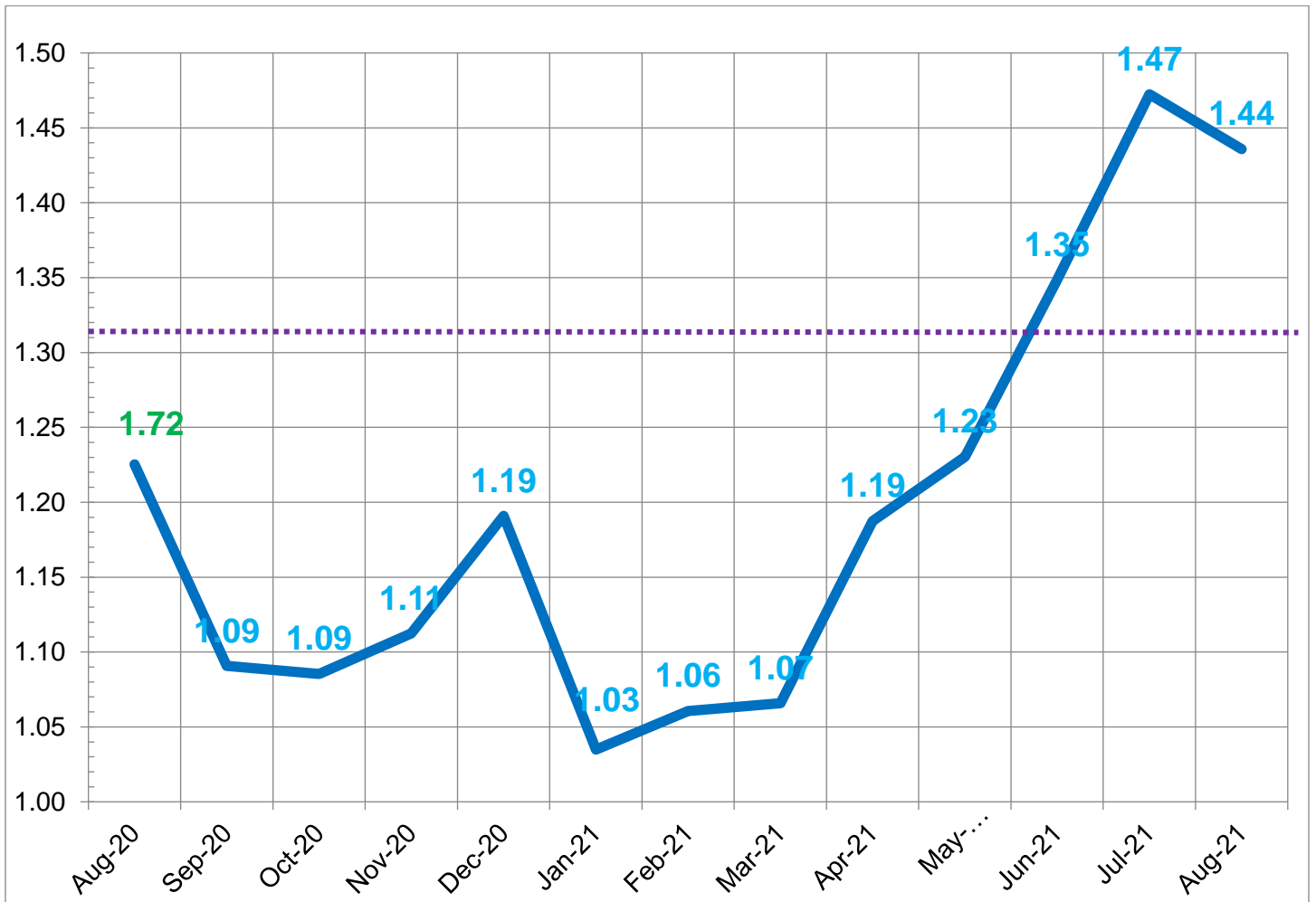
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2021 Comments	Jul-21	
	Subtotal	Rate/1000
Rides	12,511	
Total Comments by Category		
Compliment	9	0.72
Policy Related	1	0.08
Service Related	4	0.32
Total	14	1.12
Average Response Time to Customer (Working Days)‡		
Compliment		8.75
Policy Related		13.33
Service Related		11.90
Overall		11.21
	CC	CR
Compliment	2	7
Policy Related	1	5
Service Related	0	10
Overall	3	22

‡ Excludes weekends and holidays.