



Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

September 8, 2020

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 8, 2020
1:30 pm Pacific Time

Join the meeting remotely here:

<https://samtrans.zoom.us/j/93030969988?pwd=QWp4bXdGZzF2ckRqbzkxcHQ5Nk9oQT09>

Or join by phone: **(669) 900-9128**
Call-in toll-free number: **(877) 853-5257**

Meeting ID (for both phone and computer): **930 3096 9988**
Password (for both phone and computer): **694483**

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*For approval

Meeting Schedule for 2020

[Note: Meetings since March 2020 have been moved to conference call.]

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 14, 2020	January 7, 2020	January 14, 2020	January 10, 2020		January 8, 2020
February 11, 2020	February 4, 2020	February 11, 2020			February 5, 2020
March 10, 2020	March 3, 2020	March 10, 2020 (Cancelled)	March 6, 2020	March 12, 2020 (Cancelled)	March 4, 2020
April 14, 2020	April 7, 2020	April 14, 2020			April 1, 2020
May 12, 2020	May 5, 2019	May 12, 2020	May 1, 2020		May 6, 2020
June 9, 2020	June 2, 2020	June 9, 2020			June 3, 2020
July 14, 2020	July 7, 2020	July 14, 2020	July 10, 2020	June 11, 2020	July 8, 2020 (2 nd Wednesday)
NO MEETING	August 4, 2020	NO MEETING			August 5, 2020
September 8, 2020	September 1, 2020	September 8, 2020	September 4, 2020	September 10, 2020	September 2, 2020
October 13, 2020	October 6, 2020	October 13, 2020			October 7, 2020
November 10, 2020	November 3, 2020	November 10, 2020	November 6, 2020		November 4, 2020
December 8, 2020	December 1, 2020	December 8, 2020		December 10, 2020	December 2, 2020

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

Effective April 2020, all in-person meetings were cancelled.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting

September 8, 2020

1. Welcome / Roll Call	1:30
2. Approval of July 14, 2020 PCC Minutes*	1:35
3. Report: TNC Access for All – Richard Weiner	1:40
4. Committee Reports	1:55
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of July Minutes*	
ii. Legislative Update	
iii. Local Advocacy	
iv. Policy Issues	
b. Grant/Budget Review – Nancy Keegan, Chair	
c. Education – Sammi Riley, Chair	
d. Executive – Benjamin McMullan, Chair	
e. Nominating/Membership – Nancy Keegan, Chair	
5. Consumer Comments	2:55
6. SamTrans / Redi-Wheels Reports	3:00
a. Operational Report – Tina Dubost	
b. Performance Summary – Tina Dubost	
c. Comment Statistics Report – Tina Dubost	
d. Safety Report – Patty Talbott	
7. Liaison Reports	3:10
a. Agency – Nancy Keegan	
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. Stakeholder Advisory Group (SAG) – Sandra Lang	
8. Other Business	3:20

*Action Item

SAN MATEO COUNTY

PARATRANSIT COORDINATING COUNCIL (PCC)

Minutes of July 14, 2020 Meeting

ATTENDANCE:

Members:

Dinae Cruise, Vice Chair, Consumer
Tina Dubost, SamTrans
Judy Garcia, Consumer
Nancy Keegan, Sutter Health/Senior Focus
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 = 10/13, Quorum =
Yes)

Guests:

Henry Silvas, SamTrans
Lynn Spicer, First Transit/Redi-Wheels
Jane Stahl, PCC Staff
Patty Talbott, First Transit/Redi-Wheels
Richard Weiner, Nelson\Nygaard
Larisa Vaserman, Consumer
Alex Madrid, Consumer

Absentees:

Valerie Campos, Vista Center
Susan Capeloto, Dept. of Rehabilitation
Monica Colondres, Community Advocate

WELCOME/INTRODUCTIONS:

Chair Ben McMullan called the meeting to order at 1:32pm. 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; Mike Levinson seconded the motion; the minutes were approved.

COMMITTEE REPORTS:

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

See page 11.

Grant/Budget Review – Nancy Keegan, Chair

Nancy reported that budget reports for both SamTrans and the PCC would be available in August for review by the Executive Committee prior to inclusion in the September PCC meeting packet.

Education – Sammi Riley, Chair

Sammi reported that the committee had met on July 10th and that the new ID wallets had arrived. One will be sent to all the PCC members. Other discussions were:

- All in-person presentations and outreach are on hold. Jane put together a list of senior centers in the area and had contacted them to see if they would like something for a newsletter or a virtual presentation. Positive responses had been received from the San Mateo Senior Center, the Foster City Senior Center, the Daly City Senior Center, and the College of San Mateo Accessibility Program. The information will aim to recruit Consumer Corps members and PCC members.
- A decision was made not to use a video conference call service for the committee meetings as most people call in.
- Ben had included Consumer Corps information in emergency preparedness bags distributed in Menlo Park.
- Dinae reported on two rides where the driver was not wearing a mask. She had filed a complaint and it had been handled to her satisfaction.
- Marie Violet will work with Nancy Keegan to set up a meeting of agency representatives to discuss preparation for center re-opening and other topics of interest.

The next meeting will be on Friday, September 4th, at 1pm.

Executive – Benjamin McMullan, Chair

Ben reported that the committee learned about the new contract with Nelson\Nygaard in terms of support for the PCC. Richard Weiner confirmed that a request should be made to SamTrans if PCC members wish to request research that will take him more than two hours. In addition, once 90% of the budget is reached, Nelson\Nygaard will transition work over to SamTrans.

Mike reported on his research into the transportation to COVID testing centers. Most are drive-through only and Redi-Wheels had confirmed that they can't take clients to or from a testing site as this is a shared ride service and these rides would be a health threat to drivers and other passengers. Mike had since received information that they should work with the County and there will be more information from disability groups soon on transportation. Through COD meetings, Ben and Mike will ask Lisa Mancini, Director of the Aging and Adult Services in San Mateo County about transportation for testing and will report back. Sandra suggested finding out what other counties are doing. Tina advised people to contact the County Health Department about finding a site and transportation.

Ben mentioned that CID had PPE through the State Council on Developmental Disabilities and would be happy to make it available to SamTrans. Tina thanked Ben for this offer.

The committee will meet again on August 4th.

Nominations/Membership – Nancy Keegan, Chair

Nancy reported no update on the Nominating Committee. She had requested a list of agencies and contacts who use Redi-Wheels for the committee to see if they may be interested in PCC membership. Tina had provided a list for last month but Nancy requested a larger list from January that should contain many more agencies. She felt that this is a good opportunity to bring in more members and also support Redi-Wheels plus Marie thought that there was great value in bringing a group together now for problem solving and sharing.

Marie said that this ties in with a discussion at the Education Committee. They would like to connect with other agencies and have quarterly meetings on what is going on at their centers. This will establish a relationship with more agencies and obtain information. Nancy will also check with the San Mateo County Department on Aging and Adult Services to see if they currently coordinate a provider meeting.

Richard asked if any agencies were planning to open up. Nancy is not aware of any that are able to re-open although many are preparing. Every agency is concerned with using paratransit to ensure the safety of both passengers and drivers.

CONSUMER COMMENTS

Judy Garcia asked if there would be a meeting in August; Ben confirmed that there will be no PCC meeting in August.

OPERATIONAL REPORTS

Tina's report is covered under the PAL committee.

PERFORMANCE SUMMARY

Tina shared preliminary numbers for June. While the number of rides was down considerably from last year, ridership is starting to pick up a little. Monthly trips were 5,500 in April, 6,600 in May, and 8,380 in June. The average weekday ridership in June was 325. Last week's weekday ridership was 362, a decrease of 63% compared to February. The number of individuals riding is also increasing. In June, it was 756. The number of trips per person hasn't changed very much. In 2019, there was an average of 10.7 trips/month; in April, May and June

this year it was 10.2 trips/month. There is a larger percentage of subscription trips but no agency trips and fewer advanced reservations. Inter-county transfers are increasing. The number of same-day cancels is slightly higher but customer no-shows are down. The on-time performance is excellent. People are taking shorter trips – an average of 5.8 miles in April, May and June vs. 7.6 miles last year. Taxi trips are inching up.

COMMENT STATISTICS REPORT

Tina reported that they received fewer comments in May. Service-related complaints were mainly concerned with late trips.

SAFETY REPORT

Patty reported that there were five incidents in June, all Redi-Wheels, all minor, and none were preventable.

LIAISON REPORTS

Agency – Nancy Keegan

Nancy reported that agencies are working on their plans to re-open and they want to work collaboratively with Redi-Wheels to provide safe services for everyone. She acknowledged that there will be many challenges to be addressed.

She reported that the governor had accepted the revised budget and that funding was restored for Community-Based Adult Services (CBAS).

ERC – Mike Levinson

No report and no meetings are planned.

Center for Independence (CID) – Ben McMullan

There is a new CID program manager. They are filming a video to commemorate the ADA and how life has changed since its inception. He will present at a NICL Conference on the history of the movement and ADA legislative work. They have a staff person to oversee emergency preparedness and he asked the committee to let CID know of anyone who needs help with Public Safety Power Shutoff (PSPS) equipment during this fire season.

Commission on Disabilities (CoD) – Ben McMullan

Ben reported working with CoD and CoA on the ADA's 30th celebration. CoD is planning to have a virtual celebration at the SMC Board of Supervisors meeting on Tuesday, July 21st. There is an opportunity for people to contribute to the celebration.

Work continues on a project concerning victims of violence and, in light of the Black Lives Matter movement, some groups have taken a step back to see how they can integrate their work with any proposed reforms. They are looking at IHSS registries to see how COVID-19 is affecting the IHSS program.

Commission on Aging (CoA) – Scott McMullin

Scott reported that there was a special presentation at the July meeting by a county representative on the 2020 Census. There was also a report from Michael Mau, the Transportation sub-committee chair and that committee will start in August or September. Michael reported that the On-Demand pilot program in Pacifica had been discontinued. The Connect-A-Ride program in Pacifica has 260 registered people but ridership is down, 140 rides in February and only 25 in May. There was also a report from a Half Moon Bay resident about a study jointly sponsored by Stanford University and the City of Half Moon Bay on transportation needs on the coast. A study report is expected on July 28th.

Coastside Transportation Committee (CTC) – Tina Dubost

Tina reported that there will be a quick check-in meeting later in July (later scheduled for July 22nd). Ridership continues to be down although available for essential trips.

Stakeholder Advisory Group – Sandra Lang

Sandra reported that the group's work was completed in 2019. Team C are concerned about an adequate supply of PPE for transit workers.

OTHER BUSINESS

Jane Stahl gave the Consumer Corps report which covered April through June. There were 46 reports by 5 riders. On-time performance was up; the longest ride wait time was 45 minutes in June. 65% received night before calls and same day calls. 91% reported that rides met or was above needs. 72% of the rides were on Redi-Wheels, 15% of the rides were on taxis, and 13% on Redi-Coast. 24% of riders noted Comment Cards on display. Trends are overall very similar to those reported by Tina.

Mike Levinson asked about the lack of Comment Cards on the vehicles. Tina said that the issue is that there isn't a logical place to put them in the mini-vans and sedans. Dinae said that, in her experience, Comment Cards are not displayed on at least 50% of rides. Alex asked if SamTrans reaches out to consumers for follow up after a complaint. Tina reported that they just reach out once and rely on the consumer to submit another report if the issue continues. The committee thought it would be a good idea to reach out to new consumers; Tina thought

that there were plenty of ways for a consumer to reach them. She also reported that SamTrans conducts a customer satisfaction survey every three years and they are getting ready to do so again.

Mike also thought that the night-before and same-day calls were low. Tina will look into this however people who have subscription trips do not receive a night-before call.

Mike said there would be a New Beginnings Coalition meeting on July 21st at 9am.

Sandra announced that she had been appointed to the Transportation – Citizens Advisory Committee (TA-CAC). Everyone congratulated her.

The next meeting will be on September 8th at 1:30pm. The meeting adjourned at 3:16pm.

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

The minutes from the June PAL meeting were included in the meeting packet; Mike Levinson moved to approve; Marie Violet and Scott McMullin abstained; Dinae Cruise seconded the motion; the minutes were approved.

Legislative Update

Mike reported that there is a great deal of legislation pending in Sacramento and Sandra Lang asked if there was any discussion about the Heroes Act or the CARES Act at the SamTrans Board meeting. Tina Dubost reminded the committee that most of the money allocated through the CARES Act was distributed by the MTC with a Blue Ribbon task force deciding how to divide up the remaining money. This amounts to about \$28M for SamTrans.

Richard Weiner reported that the Transit Access for All surcharge (SB1376) to ensure access for people with disabilities already has monies collected since its inception. This money can be used for accessible TNC options. He will provide the committee with an update on this.

Local Advocacy

Mike reported that he had taken Redi-Wheels twice and everything had gone very well. Dinae agreed that the service has been very good and commended the drivers.

Policy Issues

Tina thanked the Redi-Wheels drivers, staff and Serra taxi drivers for continuing to provide such an essential service.

She reported that they will be taking delivery of new buses at the end of July. Ben McMullan asked if there could be a Zoom call in August so that the committee could “see” them virtually. These are small, cut-away buses. In addition, fourteen new mini-buses will be delivered at the end of the year – these are being purchased now because they will no longer be available in a few years.

Dinae reported that the taxi she took had a plastic barrier between the driver and the passenger and she thought it was very effective protection.

Tina reported that the Bay Area transit agencies are looking at a transit recovery plan (part of the Blue Ribbon Task Force). Members are key stakeholders and include Susan Rotchy of the Independent Living Resource Center of Solano and Contra Costa counties. The plan will offer consistent policies and safety practices so that customers know what

to expect and to rebuild confidence in public transit. It will cover items like vehicle cleaning, wearing of masks, as well as a common promotional campaign. One suggestion is to encourage customers not to talk while they are on public transit (called “Silence is Safer”) as research shows that talking can spread the virus. This is currently occurring during wheelchair securement with no negative feedback.

Tina reported that fares will again be charged for Redi-Wheels when fares are charged on SamTrans (this was later scheduled for August 16th, 2020). All vehicles are cleaned daily with approved products and drivers are provided with cloth masks, gloves and hand sanitizers. Staff is managing rides with a view to social distancing and drivers can assign seats as necessary. If travelling with someone from your household, you can sit next to that person. Everyone is strongly encouraged to wear masks in public, including on transit and paratransit vehicles. There haven’t been any complaints from drivers about passengers not wearing masks.

Alex Madrid asked if drivers change gloves every day; Tina said that they receive several pairs of gloves each day. He also asked what would happen if someone is unable to wear a mask. Tina suggested that the person call ahead of time so that they can work out an alternative arrangement. Ben said that CID is preparing a fact sheet on this scenario and he will provide it to the PCC. Tina said that if a person doesn’t have a mask, the driver will give them a mask. If the disability prevents them from wearing a mask, the driver will call the road supervisor to address the issue. On SamTrans buses they are taking a more educational approach. Mike suggested adding the need to wear a mask to the reservation hold message.

For paratransit eligibility, paper applications are being taken now with the hope that in-person interviews can resume when it’s safe to do so. The contract with Care Evaluators has been extended for one year.

The fixed route schedule will change in August. Ridership is being monitored for social distancing. SamTrans is conducting a survey of fixed route service to see how the virus has affected use; everyone is encouraged to complete it.

On August 1st, a new subsidized taxi service called “Ride Now” will begin for seniors aged 65+ and people with disabilities. The program is similar to other subsidized taxi services and operates in San Carlos, Redwood City and North Fair Oaks. Trips must begin and end in the service area. Applications will be available on the SamTrans website and the fare is \$5 each way. There will be no fare assistance and the service is provided by Serra Cab so wheelchair accessible vehicles will be available. They are

sending information to Redi-Wheels customers who live in the area and will be doing additional marketing.

Mike reported from the SamTrans Board meeting that they are expecting to get more electric vehicles by 2022.

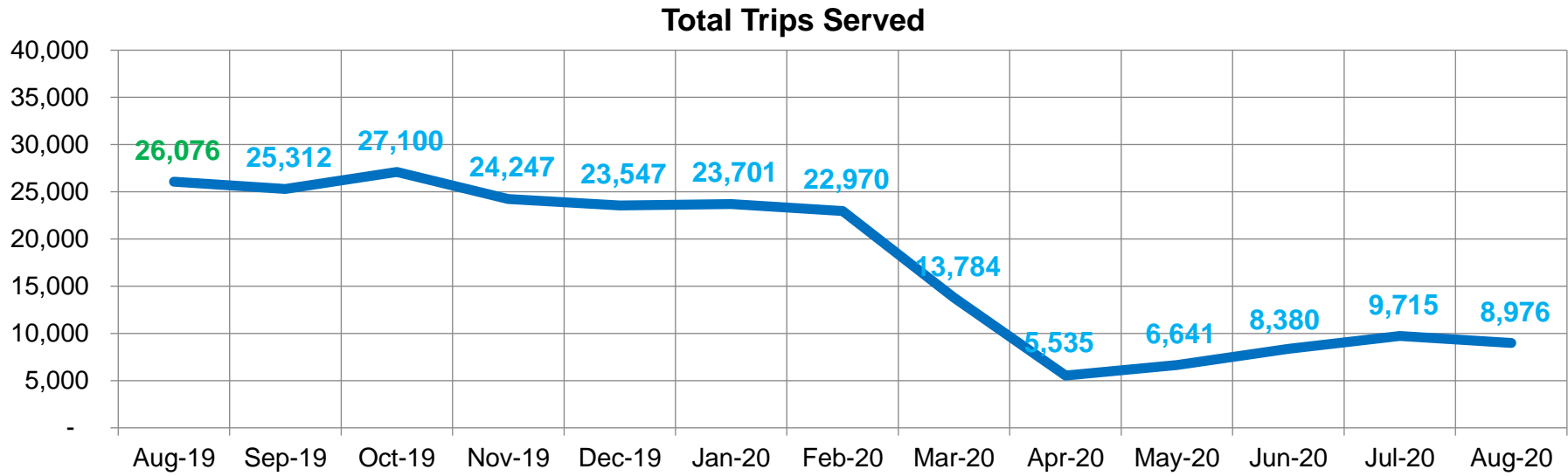
The next PAL meeting will be on September 8th.

Redi-Wheels Reports

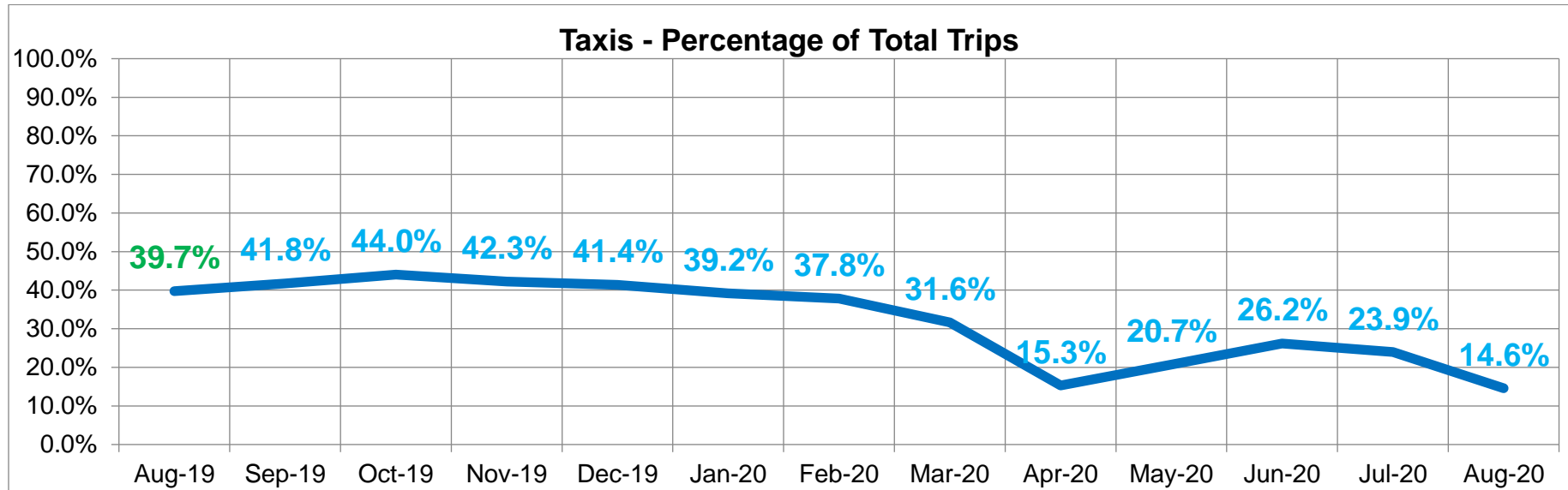
Performance Measures

Performance Measure	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Prev. Yr. Average
1. Total trips requested	30,809	30,179	32,315	29,704	29,504	29,524	27,394	21,835	11,883	12,697	14,707	16,256	11,459	25,125
2. Trips scheduled	28,608	28,060	30,015	27,238	26,766	26,801	25,321	18,513	10,801	11,924	13,974	15,541	11,459	23,048
a. Same day cancels	1,650	1,961	1,858	2,077	2,118	2,188	1,710	3,844	5,022	4,948	5,216	5,407	1,371	2,887
% of trips scheduled	5.8%	7.0%	6.2%	7.6%	7.9%	8.2%	6.8%	20.8%	46.5%	41.5%	37.3%	34.8%	12.0%	12.5%
b. Late cancels	447	407	554	495	619	484	374	506	150	198	207	232	249	409
% of trips scheduled	1.6%	1.5%	1.8%	1.8%	2.3%	1.8%	1.5%	2.7%	1.4%	1.7%	1.5%	1.5%	2.2%	1.8%
c. Total customer no-shows	428	375	490	411	479	427	265	378	94	137	171	187	142	330
% of trips scheduled	1.5%	1.3%	1.6%	1.5%	1.8%	1.6%	1.0%	2.0%	0.9%	1.1%	1.2%	1.2%	1.2%	1.4%
d. No-show (operator)	7	5	13	8	3	1	2	1	0	0	0	0	0	4
3. Total trips served	26,076	25,312	27,100	24,247	23,547	23,701	22,970	13,784	5,535	6,641	8,380	9,715	8,976	19,419
a. Average weekday riders	1,012	1,060	1,032	1,003	946	906	977	556	215	259	324	367	352	775
b. Advance reservation	16,753	16,394	17,398	15,917	15,392	15,094	14,835	8,899	3,304	4,250	5,823	7,087	6,392	12,570
c. Agency trips	4,134	3,779	4,249	3,433	3,651	3,628	3,303	1,346	18	0	0	0	0	2,611
d. Individual subscription	5,189	5,139	5,453	4,897	4,504	4,979	4,832	3,539	2,213	2,391	2,557	2,628	2,584	4,237
e. Taxi trips	10,364	10,573	11,934	10,246	9,745	9,282	8,689	4,360	846	1,373	2,196	2,326	1,309	7,505
<i>(taxi % of total trips)</i>	39.7%	41.8%	44.0%	42.3%	41.4%	39.2%	37.8%	31.6%	15.3%	20.7%	26.2%	23.9%	14.6%	38.6%
4. Total Redi-Wheels riders	2,119	2,123	2,183	2,027	2,018	2,007	1,982	1,557	450	562	756	829	843	1,660
5. Inter-County Transfer Trips	157	157	166	156	143	121	146	77	4	17	45	93	72	114
6. On-time performance ¹	92.0%	91.1%	91.5%	90.8%	90.7%	92.4%	92.8%	95.1%	97.2%	97.6%	96.1%	95.9%	97.2%	93%
7. Productivity (psgrs/rvh) ²	1.97	1.95	1.99	1.98	1.92	1.91	1.86	1.52	1.23	1.27	1.46	1.42	1.45	1.75
8. Complaints per 1000 trips	0.84	0.83	0.85	0.99	0.76	0.59	0.52	0.73	0.90	1.20	0.84	0.62	NA	0.8
9. Compliments per 1000 trips	0.69	0.67	0.55	0.70	0.34	0.46	0.65	0.80	0.18	1.05	0.84	0.82	NA	0.7
10. Avg phone wait time (mins) ³	0.6	1.1	0.7	0.9	0.8	0.5	0.8	0.8	0.1	0.3	0.7	0.6	NA	0.68
9/2/2020														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

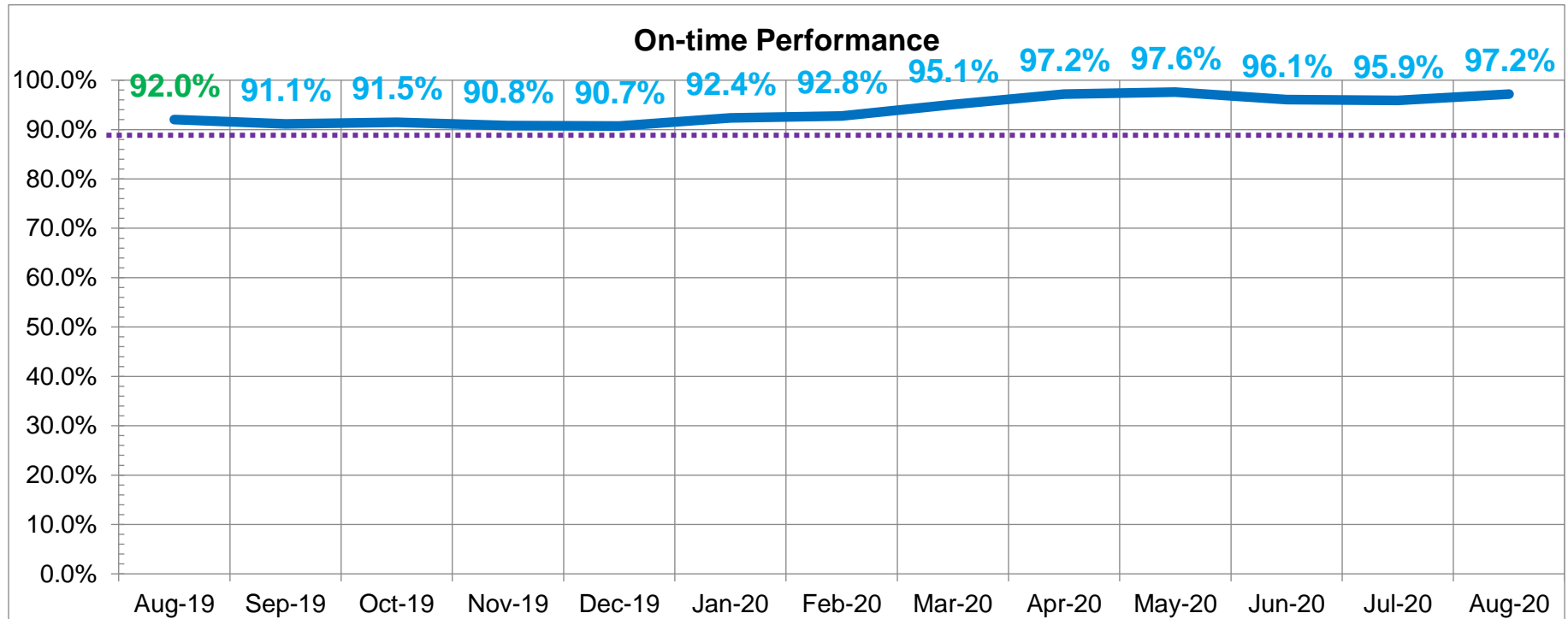
Total Trips



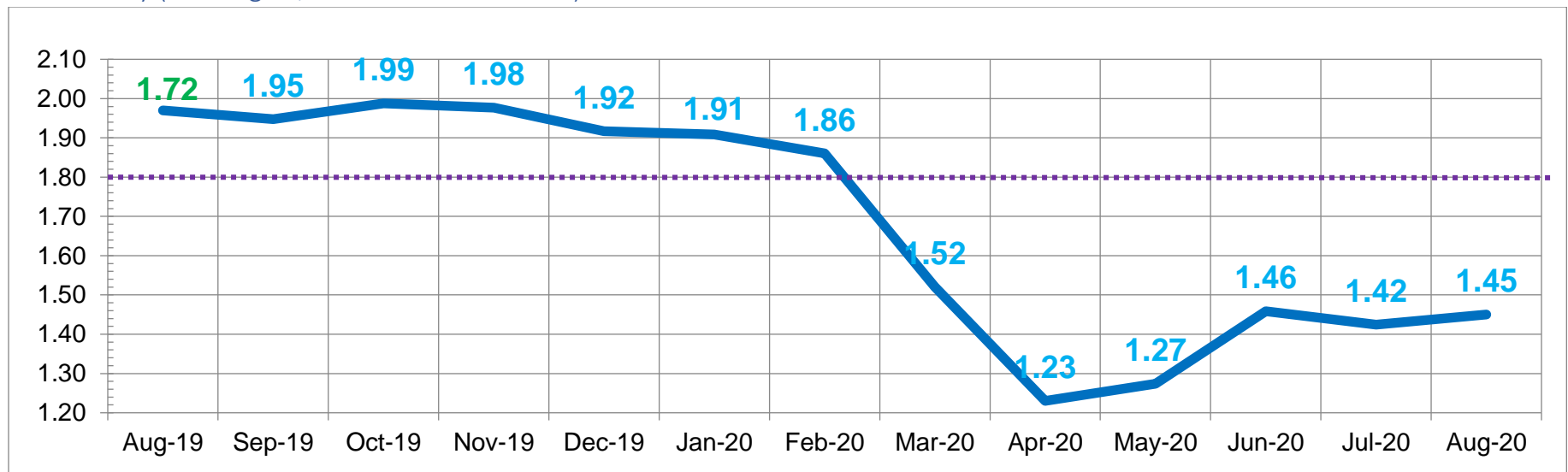
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2020 Comments	Jul-20	
	Subtotal	Rate/1000
Rides	9,715	
Total Comments by Category		
Compliment	8	0.82
Policy Related	3	0.31
Service Related	11	1.13
Total	22	2.26
Average Response Time to Customer (Working Days)‡		
Compliment		5.43
Policy Related		15.67
Service Related		14.64
Overall		11.71
	CC	CR
Compliment	5	3
Policy Related	1	2
Service Related	0	11
Overall	6	16

‡ Excludes weekends and holidays