

San Mateo County
Paratransit Advisory Council
(Formerly the Paratransit Coordinating Council)

FINAL

Agenda, Minutes & Reports
(Includes PAL Committee Minutes)

September 10, 2024

1:30pm

San Mateo County
Paratransit Advisory Council (PAC)
P.O. Box 1035
San Carlos, CA 94070
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This meeting will be in person at the SamTrans headquarters building (Gallagher Room) at
1250 San Carlos Ave., San Carlos CA 94040

Tuesday, September 10, 2024
1:30 pm Pacific Time

Committee members and the public can join the meeting remotely, via Zoom, here:
<https://samtrans.zoom.us/j/2925800493?pwd=aEZ3eE1oaiddoZHBUSHI0T0hIUjRBQT09>

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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*For action item.

Meeting Schedule for 2024

PAC San Mateo County Paratransit Coordinating Council 2 nd Tuesday Monthly 1:30-3:30pm	PAC Executive Committee 1 st Tuesday Monthly 2:00pm	PAL Policy-Advocacy- Legislative Committee* 2 nd Tuesday Monthly 1:30pm-3:30pm	PAC Education Committee 1 st Tuesday Bi-Monthly 3pm	SamTrans Board of Directors 1 st Wednesday Monthly 2:00pm
January 9, 2024	January 9, 2024 (noon)	January 9, 2024	January 9, 2024 (11am)	January 10, 2024
February 13, 2024	February 6, 2024	February 13, 2024		February 7, 2024
March 12, 2024	March 5, 2024	March 12, 2024	March 5, 2024	March 6, 2024
April 9, 2024	April 2, 2024	April 9, 2024		April 3, 2024
May 14, 2024	May 7, 2024 ⁺	May 14, 2024	May 7, 2024	May 1, 2024
June 11, 2024	June 4, 2024	June 11, 2024		June 5, 2024
July 9, 2024	June 2, 2024	July 9, 2024	June 2, 2024	July 3, 2024
NO MEETING	August 6, 2024	NO MEETING		August 7, 2024
September 10, 2024	September 3, 2024	September 10, 2024	Sept. 3, 2024	September 4, 2024
October 8, 2024	October 1, 2024	October 8, 2024		October 2, 2024
November 12, 2024	November 5, 2024	November 12, 2024	November 5, 2024	November 6, 2024
December 10, 2024	December 3, 2024	December 10, 2024		December 4, 2024

NOTES:

Coastside Transportation Committee (CTC) meets quarterly; first meeting 1/18/24 at 3pm; other dates TBD.

ERC (Efficiency Review Committee) meets as needed.

*Included with PAC meeting.

AGENDA
San Mateo County
Paratransit Advisory Council (PAC) Meeting
 (All times approximate)

September 10, 2024

- | | |
|--|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of July 9, 2024, PCC Meeting Minutes* | 1:35 |
| 3. Public Comments/Share your Experience (for items not on the agenda) | 1:40 |
| 4. Presentation: Legislative Update - Michaela Wright Petrik, SamTrans | 1:45 |
| 5. Committee Reports | 2:00 |
| a. Policy/Advocacy/Legislative (PAL) | |
| i. Approval of July 9, 2024, PAL Meeting Minutes (by roll call) * | |
| ii. Advocacy | |
| iii. Legislative Issues | |
| iv. Policy Issues | |
| b. Education – Chair Position Open | |
| c. Executive – Benjamin McMullan, Chair | |
| -----STRETCH BREAK----- | |
| 6. SamTrans / Redi-Wheels Reports – Tina Dubost & Kenneth Richardson | 2:15 |
| a. SamTrans Updates | |
| b. Performance Summary | |
| c. Comment Statistics Report | |
| d. Safety Report | |
| 7. Updates & Items of Interest | 2:25 |
| a. Agencies | |
| b. County Commissions (CoA, CoD) | |
| c. Center for Independence (CID) – Ben McMullan | |
| d. Coastside Transportation Committee (CTC) – Tina Dubost | |
| e. Trans. Auth.-Citizens’ Advisory Committee (TA-CAC) – Sandra Lang | |
| f. Department of Rehabilitation (DOR) – Susan Capeloto | |
| g. ADA policy refresher – Tina Dubost | |
| 8. Other Business | 2:35 |
| 9. Adjournment | 2:45 |

*Action item

**SAN MATEO COUNTY
PARATRANSIT ADVISORY COUNCIL (PAC)**

Minutes of July 9, 2024, Meeting

ATTENDANCE:

Members in person:

Benjamin McMullan, Chair, CID; Tina Dubost, SamTrans; Sandra Lang, Community Member; Sammi Riley, Consumer, Vice Chair, Educ. Comm. Chair; Kathy Uhl, CoA; Marie Violet, Dignity Health. (Member attendance = 5/8, Quorum = Yes)

Members on Zoom:

Susan Capeloto, Dept. of Rehabilitation; Dao Do, Rosener House

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PAC Staff; Kenneth Richardson, TransDev/Redi-Wheels; Vicky Churchill, TransDev/Redi-Wheels; Kelley Shanks, SamTrans (Zoom); Enrique Silvas (Zoom), SamTrans; Larisa Vaserman, Consumer; Sarah Verity, AbilityPath.

Absent:

Carmen Santiago, Catholic Charities

WELCOME/INTRODUCTIONS:

The meeting was held in person and via Zoom conference call. Introductions were made.

APPROVAL OF APRIL MINUTES:

Sandra Lang moved to approve the June meeting minutes; Sammi Riley seconded the motion. The minutes were approved.

PUBLIC COMMENTS:

Larisa Vaserman commented on her ride to the meeting. There were two people onboard when she was picked up; at the end there were 5 people with 2 wheelchairs and 2 walkers. She thought that the driver felt pressured, drove fast, the route went all over the county, and the ride was uncomfortable, almost unbearable. She questioned if scheduling such a full bus was normal and acceptable. A discussion ensued. Tina said that they do try to run the service as efficiently as possible. The travel time should be comparable to the same trip on a SamTrans bus. Marie asked if there was a limit on the number of wheelchairs and walkers that can be scheduled on one bus? Wheelchair and wheelchair information is asked when the ride is scheduled. Some buses can accommodate up to 3 wheelchairs; the smaller transit vans can

accommodate up to 2 wheelchairs. Rides are only scheduled if there are enough wheelchair securement spots on the vehicle. Vicky and Kenneth reported that the system parameters include many factors such as the number of devices, capacity, as well as determining the best route. As things change, dispatch can make changes to the schedule and how to maximize the service and workforce.

COMMITTEE REPORTS:

Policy/Advocacy/Legislative (PAL) – Ben McMullan, Chair

See page 9.

Education – Sammi Riley

They met on July 2nd. The following items were discussed:

- The PCC will have a table at the Inclusion Festival on Thursday, July 25th, from 11am-3pm, in Red Morton Park in Redwood City. Sammi will staff the table.
- The need for the public to know more about Redi-Wheels service. One idea was to prepare a one-page flyer; Jane will draft something. Possibly have the flyer available in hospital discharge departments, also in Parks & Recreation Departments.
- How to make sure that people are aware of the PCC videos, and that having an article in the *San Mateo Daily Journal*. Lynn found an article in “Open Doors; Open Opportunities” from 2016 that would be a starting point for a new article to be released.
- They reviewed an informative video from the SamTrans YouTube website from 2022, showing how to use Redi-Wheels.
- Jane shared a short article to be included in senior center newsletters, etc., talking about the role of the PCC.
- Tina advised that SamTrans could put a one-time piece on the PCC on the Redi-Wheels buses.

The next meeting is on September 3rd at 2pm. A committee chair is still needed.

Executive – Ben McMullan

The committee met on July 2nd.

1. They proposed renaming the PCC to PAC (Paratransit Advisory Council) so it is more descriptive of the group’s work. Sandra moved to adopt the new name, Paratransit Advisory Council. Kathy Uhl seconded the motion. It was approved.
2. They proposed some agenda updates.

Jane handed out a sample agenda at the meeting and reviewed the changes. Sandra moved to accept the agenda with suggested changes; Kathy seconded the motion. It was approved.

3. They discussed changing the meeting pattern to every other month for the entire PCC.

Sandra thought there might be a loss of continuity in keeping the work going. The Executive Committee could meet every month with the full PCC meeting bi-monthly. Kathy thought it might have a negative effect on PAL and disability-related legislation as much of the information is time sensitive. Sandra thought the idea should be further discussed at the Executive Committee. Kathy suggested having specific issues discussed one month, then the regular agenda on the next. As everyone enjoys the presentations, Jane suggested putting together a presentation calendar and asked for topic suggestions.

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

Nominations/Membership – Open

No report. This chair position is open to anyone who is interested.

OPERATIONAL REPORTS

PERFORMANCE REPORT

Tina referred the attendees to the performance report in the packet. Total ridership increased slightly compared to May 2023. The percentage of taxi trips remains low. The number of riders has increased. On time performance in May was not as good as was hoped but is close to 90%.

COMMENT STATISTICS REPORT

Most of the reports are consumer reports rather than comment cards. The cards are primarily complimentary. There are no trends or patterns in the comments, rather individual concerns.

SAFETY REPORT

Vicky Churchill reported five non-preventable incidents and one preventable incident in June. Taxis had one non-preventable incident.

LIAISON REPORTS

Agencies – Dao Do & Marie Violet

Dao reported that her agency participation is increasing as is the number of people using Redi-Wheels. Same-day service has been a valuable resource.

Marie suggested that agency family members might want to join the PAC as a resource.

ERC

Tina reported that the new Trapeze software is continuing to work well and they are still working on the move from mobile data terminals to tablets.

Commission on Disabilities (CoD) – Ben McMullan

No report.

Center for Independence (CID) – Ben McMullan

The ARDC is now live and outreach is continuing. A presentation is planned for CoD and CoA. There is a website at <https://sanmateocountyadrc.org/>.

Commission on Aging – Kathy Uhl

Kathy handed out the most recent Help at Home booklet. These are sent to Senior Centers, and CID and SamTrans have a supply.

CoA is making changes to their committees. There is a focus on seniors living in the community, and family care givers coping with Alzheimer's disease, informing them of the resources in the community.

Coastside Transportation Committee (CTC) – Tina Dubost

No update.

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

No report; Sandra will be attending a meeting directly after the PCC meeting. The next meeting is on September 3 at 4:30pm.

Department of Rehabilitation – Susan Capeloto

Their new name will be "Disability Works California", but the change will not be enacted due to budget constraints. However, there is no cut in services to clients. They are continuing to accept people interested in working and are seeing more seniors coming back to work.

Other Business

ADA Policy Refresher: Riders can request a 21-day visitor pass for any other paratransit agency applicable for travel or for a move.

The meeting adjourned at 2:55pm in honor of Sammi Riley. Everyone appreciated her long service to the PCC and she will be greatly missed. She promised to attend as a guest on Zoom.

The next meeting is on September 10th, in person and remotely via Zoom.

Minutes of Policy/Advocacy/Legislative (PAL) Meeting – Ben McMullan

The minutes from the June PAL meeting were included in the meeting packet. Sammi moved to approve the minutes; Tina seconded the motion. The minutes were approved by roll call.

Advocacy

Tina reported that paratransit ridership is continuing to increase compared to the previous year, but the rate is slowing. The Redi-Wheels recovery ratio is around 60% of pre-COVID ridership. SamTrans bus ridership is recovering faster and is almost back to pre-COVID numbers.

Legislative

Ben McMullan reported that AB817 is being reconsidered; Tina will check on it with Government Affairs and will let the committee know.

Since many bills have an impact on paratransit and people with disabilities, Sandra thought it important that the committee stay informed on various transportation issues as they occur. Tina will ask Government Affairs to give a presentation at the September meeting.

Policy Issues

Tina gave an update on same-day transit pilot program that started in December 2023.

- 380 one-way trips, approximately 4 per weekday.
- 136 individuals have used the service with 29% taking more than two one-way trips.
- Customers are using the service for a variety of reasons. 37% were medically related, the rest were trips to the grocery store, pharmacy, social trips, and errands.
- The service is not having an impact on the regular Redi-Wheels service.

Tina reviewed the criteria for the same-day service. The pilot will run through the middle of December 2024.

Dao reported that her agency has used the service for clients who need to return home before the regular pickup time.

Tina reported that they will give a mid-term update at the August SamTrans Board meeting.

The next PAL meeting will be on September 10, 2024.

Redi-Wheels Reports

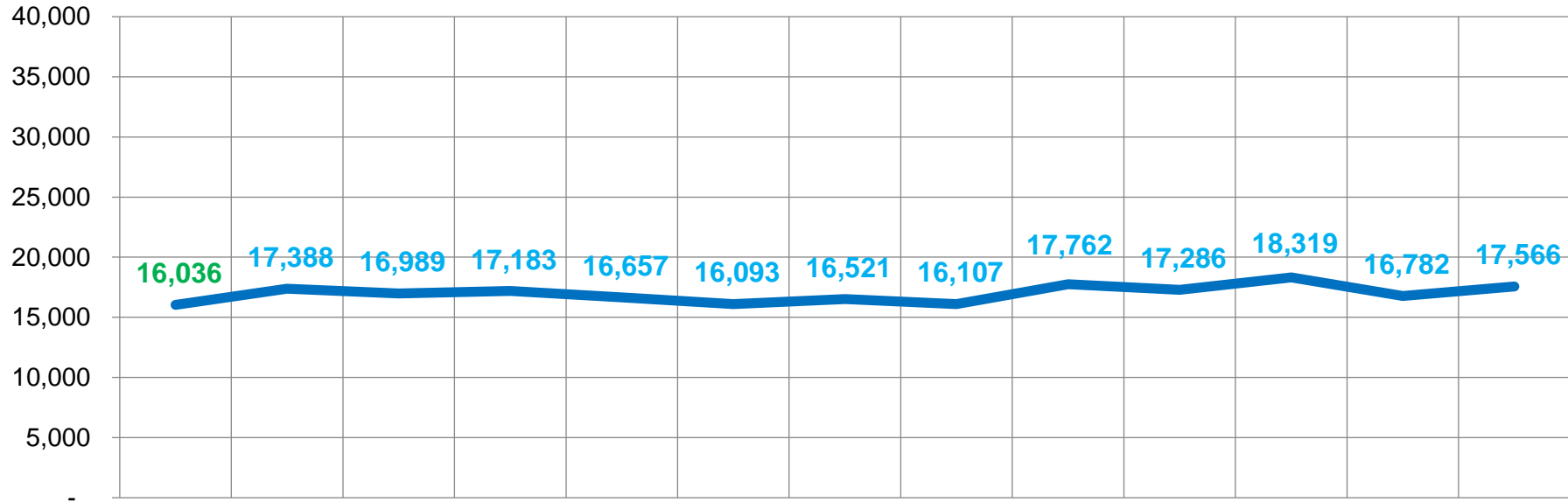
Performance Measures

Performance Measure	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Prev. Yr. Average
1. Total trips requested	19,209	20,890	20,644	20,727	20,633	20,224	20,445	19,806	21,431	20,633	22,296	20,601	21,236	18,449
2. Trips scheduled	17,885	19,330	19,021	19,307	18,835	18,591	18,883	18,316	19,997	19,343	20,537	18,972	19,499	17,017
a. Same day cancels	1,112	1,130	1,159	1,209	1,221	1,379	1,439	1,310	1,345	1,194	1,225	1,304	1,196	1,142
% of trips scheduled	6.2%	5.8%	6.1%	6.3%	6.5%	7.4%	7.6%	7.2%	6.7%	6.2%	6.0%	6.9%	6.1%	6.71%
b. Late cancels	491	524	579	638	678	627	637	639	654	627	682	629	524	446
% of trips scheduled	2.7%	2.7%	3.0%	3.3%	3.6%	3.4%	3.4%	3.5%	3.3%	3.2%	3.3%	3.3%	2.7%	2.62%
c. Total customer no-shows	243	287	293	277	277	491	286	258	235	236	310	257	213	222
% of trips scheduled	1.4%	1.5%	1.5%	1.4%	1.5%	2.6%	1.5%	1.4%	1.2%	1.2%	1.5%	1.4%	1.1%	1.30%
d. No-show (operator)	3	1	1	0	2	1	0	2	1	0	1	0	0	0
3. Total trips served	16,036	17,388	16,989	17,183	16,657	16,093	16,521	16,107	17,762	17,286	18,319	16,782	17,566	15,207
a. Average weekday riders	628	643	658	647	620	623	639	616	684	633	686	630	659	570
b. Advance reservation	11,206	12,134	12,092	12,062	11,856	11,481	11,541	11,248	12,501	11,923	13,220	12,231	12,351	10,891
c. Agency trips	956	1,136	1,027	1,137	984	939	947	913	1,116	1,203	1,073	892	1,145	794
d. Individual subscription	3,874	4,118	3,870	3,984	3,817	3,673	4,033	3,946	4,145	4,160	4,026	3,659	4,070	3,523
e. Taxi trips	2,274	2,345	2,678	2,849	2,889	2,571	2,110	1,364	1,989	1,536	1,630	1,296	1,442	1,832
<i>(taxi % of total trips)</i>	14.2%	13.5%	15.8%	16.6%	17.3%	16.0%	12.8%	8.5%	11.2%	8.9%	8.9%	7.7%	8.2%	12.0%
4. Total Redi-Wheels riders	1,359	1,428	1,401	1,454	1,402	1,403	1,340	1,376	1,399	1,412	1,438	1,408	1,418	1,299
5. Inter-County Transfer Trips	104	133	144	134	142	164	132	160	164	207	220	187	163	110.92
6. On-time performance ¹	91.0%	90.0%	88.8%	88.4%	86.2%	90.0%	92.8%	87.1%	87.9%	90.6%	89.3%	90.1%	89.5%	90.8%
7. Productivity (psgrs/rvh) ²	1.38	1.35	1.44	1.39	1.45	1.39	1.36	1.45	1.50	1.45	1.43	1.38	1.45	1.48
8. Complaints per 1000 trips	1.00	0.52	0.18	0.35	0.54	0.50	0.36	0.50	0.23	0.35	0.60	0.54	0.40	0.49
9. Compliments per 1000 trips	0.87	0.58	0.71	1.11	0.36	0.50	0.36	0.50	0.34	0.75	0.60	0.48	0.68	0.90
10. Avg phone wait time (mins) ³	1.2	0.9	1.2	1.5	1.2	1.2	0.9	1.0	0.7	0.8	1.2	2.1	1.2	1.27

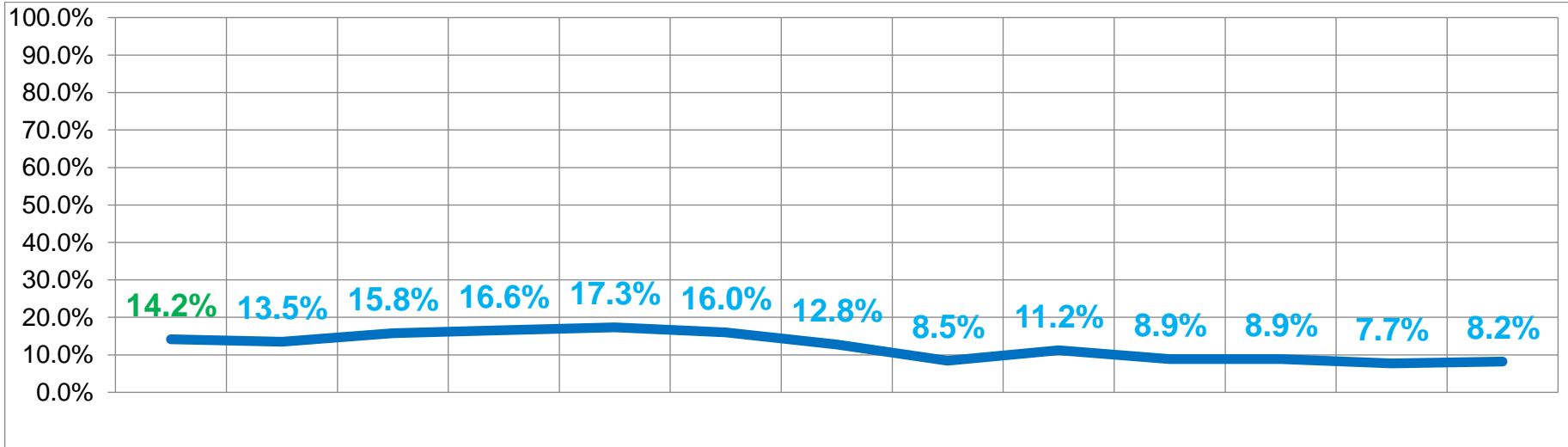
Notes:

- 1 Standard = 90%
- 2 Standard = 1.70
- 3 Standard = < 1.5

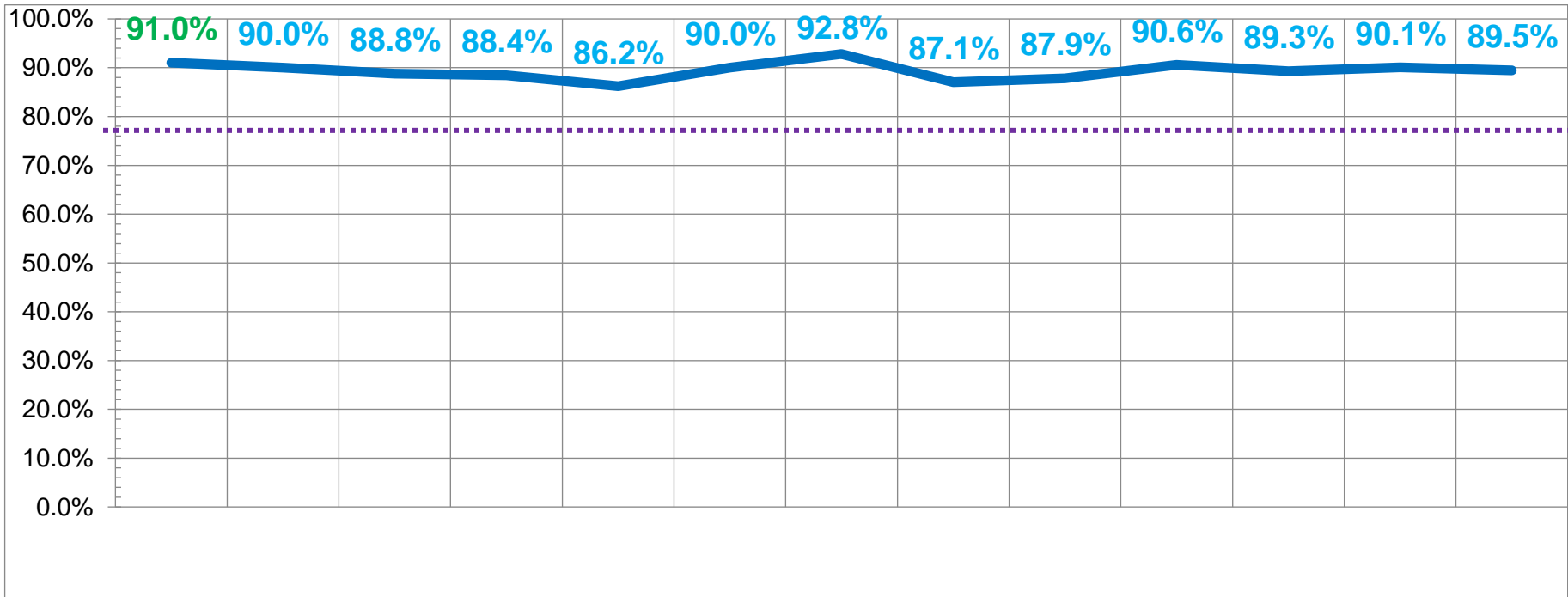
Total Trips



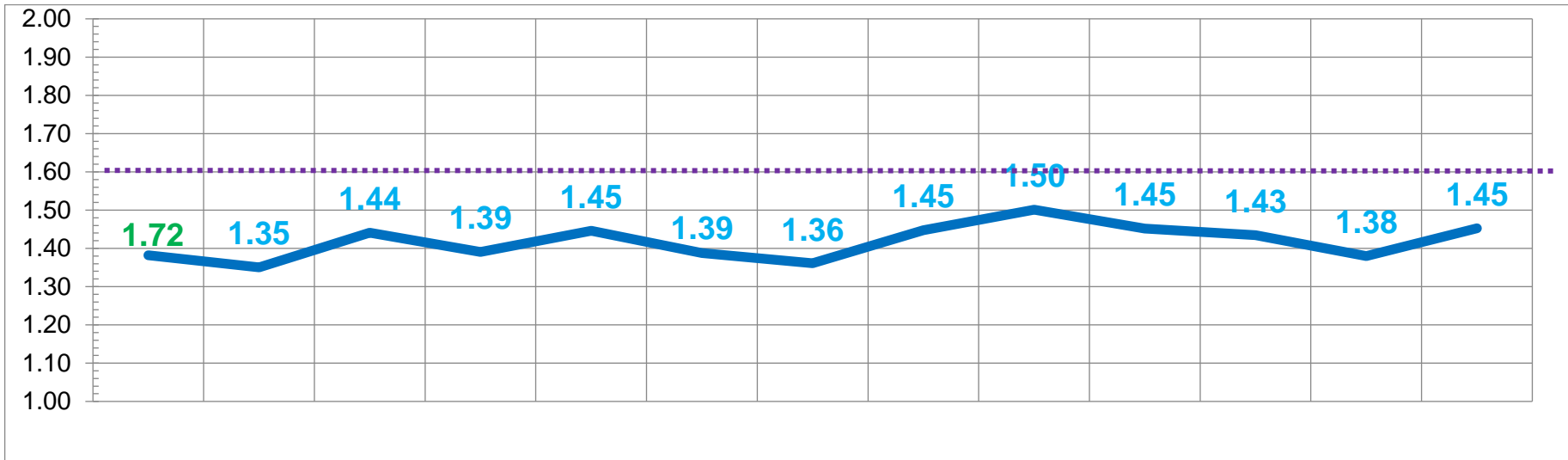
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2024 Comments	July	
	Subtotal	Rate/1000
Rides	17,566	

Total Comments by Category

Compliment	12	0.51
Policy Related	1	0.06
Service Related	12	0.46
Total	25	1.02

Average Response Time to Customer (Working Days)‡

Compliment	5.17
Policy Related	5.23
Service Related	5.94
Overall	5.51

	CC	CR
Compliment	8	4
Policy Related	0	1
Service Related	0	12
Overall	8	17

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays