



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

April 9, 2024

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
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
(Auditorium)

Tuesday, April 9, 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=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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*For action item.

Meeting Schedule for 2024

PCC San Mateo County Paratransit Coordinating Council	PCC Executive Committee	PAL Policy-Advocacy- Legislative Committee*	PCC Education Committee	SamTrans Board of Directors
2 nd Tuesday Monthly 1:30-3:30pm	1 st Tuesday Monthly 2:00pm	2 nd Tuesday Monthly 1:30pm-3:30pm	1 st Tuesday Bi-Monthly 3pm	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 PCC meeting.

AGENDA
San Mateo County
Paratransit Coordinating Council (PCC) Meeting
(All times approximate)

April 9, 2024

1. Welcome / Roll Call	1:30
2. Approval of March 12, 2024, PCC Meeting Minutes*	1:35
3. Public Comments (for items not on the agenda)	1:40
4. Presentation: Transportation Authority Presentation on Regional Transit Connections Plan – SamTrans Government Affairs	1:50
5. Presentation: Proposed changes to the ADA-paratransit eligibility process – Drennen Shelton, MTC	2:10
6. Committee Reports	2:25
a. Policy/Advocacy/Legislative (PAL)	
i. Approval of March 12, 2024, PAL Meeting Minutes (by roll call) *	
ii. Advocacy	
1. Transit Recovery Update – Tina Dubost	
iii. Policy Issues	
b. Education – Sammi Riley, Chair	
c. Executive – Benjamin McMullan, Chair	
d. Nominating/Membership Report – No Chair/Committee	
-----TWO-MINUTE STRETCH BREAK-----	
7. SamTrans / Redi-Wheels Reports	2:35
a. Operational Report – Tina Dubost	
b. Performance Summary – Tina Dubost	
c. Comment Statistics Report – Tina Dubost	
d. Safety Report – Kenneth Richardson	
8. Liaison Reports	2:45
a. Agencies – Marie Violet & Dao Do	
b. ERC	
i. Update on Trapeze 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	
h. Department of Rehabilitation (DOR) – Susan Capeloto	
9. Other Business	2:55
a. ADA policy refresher – Tina Dubost	
10. Adjournment	3:00

*Action Item

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)**

Minutes of March 12, 2024, Meeting

ATTENDANCE:

Members in person:

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

Members on Zoom:

Susan Capeloto, Dept. of Rehabilitation

Guests:

David Koffman, Nelson\Nygaard; Jane Stahl, PCC Staff; Lynn Spicer, SamTrans; Larisa Vaserman, Consumer; Gloria Velez, Consumer (Zoom); Sarah Verity, AbilityPath (Zoom); Kenneth Richardson, TransDev/Redi-Wheels; Michaela Wright Petrik, SamTrans Gov. Affairs (Zoom)

Absent:

Dao Do, Rosener House; Marie Violet, Dignity Health.

WELCOME/INTRODUCTIONS:

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

APPROVAL OF FEBRUARY MINUTES:

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

PUBLIC COMMENTS:

Although very grateful for the service, a Redi-Wheels rider reported on several recent issues:

1. A dog on the bus did not exhibit appropriate service animal behavior. Instead of sitting on the floor, the dog seemed very nervous, and the driver reported feeling scared. She asked if dogs need to be certificated prior to being allowed on the bus.
2. She stated that boarding the new vans is unsafe as the lift is at the back, so riders have to go into the street to board. On a recent trip, the driver did not offer the lift and had to lift the walker over the seats. Also, the stairs only have one handrail instead of two - this makes it difficult to get up and down the stairs.

3. The reservationist and dispatchers are unwelcoming and gruff. The rider felt very uncomfortable when calling in to book or change a ride.
4. The bus scheduling is causing problems for both riders and drivers. Recently, a driver had been in Palo Alto and had 15 minutes to pick up some additional riders in South San Francisco, which is impossible. This is unsafe and causes anxiety for the drivers. In addition, she has waited as long as 1-1/2 hours to be picked up.

Tina said they would contact the rider after the meeting to get more details and investigate the problems. The committee members thanked the rider for bringing these issues to their attention.

Tina was asked to report back on these issues at the next PCC meeting. She will provide some general information, e.g. customer service training. There were concerns about safety with the new vans, certification and policy for service animals, and the question of PCC advocacy on comments received at the meeting. Larisa commented that the new buses are inconvenient and create a safety issue.

Tina advised that the ADA requirements are very clear, and Redi-Wheels cannot require any certification for service animals. However, if the animal behaves badly, then they can intervene. The driver could request that the rider keep the dog under control. There is information in the Redi-Wheels' Rider's Guide about service animals.

Regarding the new vehicles, these were purchased during COVID when there was very limited availability. Tina will report these concerns to Maintenance.

Lynn reminded riders to be prompt with their comments on issues and call customer service so that issues can be investigated and resolved in a timely manner.

PRESENTATION

The Transportation Authority presentation on Regional Transit Connections Plan was postponed until the April meeting.

COMMITTEE REPORTS:

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

See page 10.

Education – Sammi Riley

The last meeting was on March 5th and outreach was discussed. Sammi will give a presentation to COD in Redwood City from 3-5pm on March 28 and will show the videos. Marie and Kathy might also attend.

The next meeting will be on May 7th, at 3pm.

Executive – Ben McMullan

The committee met on March 5th. Tina gave an update on the same-day service.

The suggestion to dissolve the PCC and reform as a SamTrans advisory committee created by and reporting to staff is still under discussion. There are outstanding questions to be answered, particularly on future advocacy roles, and the Executive Committee will present on this to the full PCC for a final vote.

The next meeting will be on April 2nd, at 2pm.

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.

COMMENT STATISTICS REPORT

David Koffman asked about the service issues being reported. Tina reported that there was an increase in January in the number of complaints about driver conduct; TransDev had investigated and talked to the drivers. There were a few complaints about customer service. They will look at the scheduling issues mentioned earlier.

SAFETY REPORT

Kenneth Richardson reported that there was one preventable incident and two non-preventable accidents in February.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

No meeting.

ERC – Ben McMullen

Tina reported that they are moving to tablets and are looking at improvements to the software.

Commission on Disabilities (CoD) – Ben McMullan

No report.

Center for Independence (CID) – Ben McMullan

No report.

Commission on Aging – Kathy Uhl

Four new commissioners have been added to represent areas needing service. The Commission also has a partnership with the Youth Commission, and one is working on how to provide information to seniors who don't go to libraries, senior centers, etc.

The new Help at Home booklet is almost ready.

Coastside Transportation Committee (CTC) – Tina Dubost

No update.

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

– Sandra Lang

The CAC-TA met on March 5th.

- They accepted revenues and expenditures.
- Reviewed the quarterly report on the 101 Express Lanes.
- There was a workshop on the Strategic Plan. This included an overview accomplished by the TA and development of focus areas – safety being a top priority. The plan included a timeline of 2024-25 work. There will be outreach and opportunities for input on the Strategic Plan.

The next meeting is on April 2nd.

Department of Rehabilitation – Susan Capeloto

The DoR is receiving more applications but still has staff vacancies in their offices. Under a new program, they have employed an office technician to gain office experience. They have received approval for a job coach as a pilot program.

Other Business

ADA Refresher: No report.

The meeting was adjourned at 3pm in honor and memory of Mike Levinson, a great friend and advocate for transit.

The next meeting is on April 9th, in person and remotely via Zoom.

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

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

Legislative

Michaela Wright Petrik, Government and Community Affairs officer with SamTrans, provided an updated legislative report. (See Attachment A.)

After the presentation, Ben asked if AB817, regarding Brown Act committees, had been reintroduced. Michaela responded that it is still moving forward. Both SamTrans and TA supported the bill last year and resubmitted their letters of support earlier this year. It's currently on the Assembly floor.

Sandra asked if the \$12M brought to the district by Representative Kevin Mullen had passed appropriations. Michaela responded that they are tracking one of the items - a request submitted by the TA for a bike lane on Fashion Island.

Advocacy

Tina reported that Redi-Wheels ridership increased by 10% compared to last year. There is currently no crossing between the two Same-Day service zones, but this is being looked at.

Policy Issues.

Tina gave an explanation on the Same-Day service zones.

As of March 11, there had been 184 same-day paratransit trips. There have been some trip refusals.

Based on the destinations, 40% were medically related; 16% are errands, 11% are for groceries. 24% of the trips were by people who were not ambulatory. She thought they were on track to meet the evaluation metrics.

The next PAL meeting will be on April 9, 2024.

Federal:

Congress is still working on FY2024 appropriations. President Biden signed a \$459B funding package that included Transportation. It provides \$26.99B in discretionary funding, and when combined with \$79.38B mandatory spending, this represents an increase of \$16M from FY2023, however this is \$877M less than the President's initial request.

The White House has provided a 2025 budget request that provides \$25.4B in discretionary funding for the Department of Transportation. Hearings will be held on funding requests; however, no decisions are expected because of the November election.

State:

February 16th was the deadline for new bills and budget committees are starting to meet followed by policy committees in March.

Governor Newsom released a proposed budget in January that estimates a deficit of \$38B. There will be an update in May.

Senator Mike McGuire, the new Senate President Pro Tempore, announced his leadership team. Senator Gonzales from Long Beach will serve as Senate majority leader; Senator Anna Caballero from Merced will serve as chair of the Appropriations Committee; Senator Scott Weiner from San Francisco was selected as Budget chair and will serve on Local Government and Public Safety committees; Senator Dave Cortese from San Jose was selected as Senate Transportation Committee chair; Senator Josh Becker will share the Senate Budget Sub-Committee no. 2 on Natural Resources and serve on the Appropriations and Transportation committee.

They are tracking SB925 Weiner, the Bay Area Transportation Regional Measure Enabling legislation. This authorizes MTC to propose a revenue measure to fund the operation and transformation of the Bay Area's transportation system and other transportation improvements. The draft amendment included a menu of revenue options including sales tax, payroll or special business tax, personal tax, and recreational vehicle surcharge but doesn't contain much information on what the measure would contain, how and where the revenues would be distributed, etc. SamTrans believes that agencies that are facing fiscal difficulties should be funded to protect their service, plus it's critical that there is guaranteed funding to San Mateo County. Along with other agencies, they're in discussion with MTC and Senator Weiner's office on a draft of the bill.

Senators Scott Weiner and Josh Becker, and Assemblymember Dianne Papan are advancing to the November general election. Assemblymember Marc Berman is advancing to the election against Palo Alto city councilmember Lydia Kou. David Lee and San Francisco Supervisor Catherine Stefani will run to replace Assemblymember Phil Ting.

Local:

In the County Supervisor elections, in District 1, former US congressmember Jackie Speier is expected to win replacing Dave Pine; in District 4, East Palo Alto councilmember Lisa Gauthier is leading replacing Warren Slocum; in District 5, David Canepa ran unopposed and was re-elected.

The race to replace Diane Feinstein resulted in a run-off between Democrat Adam Schiff and Republican Dave Garvey. Congressman Kevin Mullen is likely to be re-elected. In District 16, to replace Congresswoman Anna Eshoo, is still undecided.

Redi-Wheels Reports

Performance Measures

Performance Measure	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Prev. Yr. Average
1. Total trips requested	16,912	19,557	18,164	20,247	19,493	19,209	20,890	20,644	20,727	20,633	20,224	20,445	19,806	18,449
2. Trips scheduled	15,653	18,151	16,908	18,820	18,094	17,885	19,330	19,021	19,307	18,835	18,591	18,883	18,316	17,017
a. Same day cancels	1,099	1,348	1,140	1,190	1,063	1,112	1,130	1,159	1,209	1,221	1,379	1,439	1,310	1,142
% of trips scheduled	7.0%	7.4%	6.7%	6.3%	5.9%	6.2%	5.8%	6.1%	6.3%	6.5%	7.4%	7.6%	7.2%	6.71%
b. Late cancels	475	529	409	503	485	491	524	579	638	678	627	637	639	446
% of trips scheduled	3.0%	2.9%	2.4%	2.7%	2.7%	2.7%	2.7%	3.0%	3.3%	3.6%	3.4%	3.4%	3.5%	2.62%
c. Total customer no-shows	206	288	201	262	222	243	287	293	277	277	491	286	258	222
% of trips scheduled	1.3%	1.6%	1.2%	1.4%	1.2%	1.4%	1.5%	1.5%	1.4%	1.5%	2.6%	1.5%	1.4%	1.30%
d. No-show (operator)	0	0	0	0	0	3	1	1	0	2	1	0	2	0
3. Total trips served	13,873	15,986	15,158	16,865	16,324	16,036	17,388	16,989	17,183	16,657	16,093	16,521	16,107	15,207
a. Average weekday riders	502	592	576	636	619	628	643	658	647	620	623	639	616	570
b. Advance reservation	9,870	11,066	10,748	11,871	11,484	11,206	12,134	12,092	12,062	11,856	11,481	11,541	11,248	10,891
c. Agency trips	637	721	678	851	880	956	1,136	1,027	1,137	984	939	947	913	794
d. Individual subscription	3,366	4,199	3,732	4,143	3,960	3,874	4,118	3,870	3,984	3,817	3,673	4,033	3,946	3,523
e. Taxi trips	1,516	2,300	1,747	2,340	2,166	2,274	2,345	2,678	2,849	2,889	2,571	2,110	1,364	1,832
(taxi % of total trips)	10.9%	14.4%	11.5%	13.9%	13.3%	14.2%	13.5%	15.8%	16.6%	17.3%	16.0%	12.8%	8.5%	12.0%
4. Total Redi-Wheels riders	1,248	1,305	1,316	1,383	1,360	1,359	1,428	1,401	1,454	1,402	1,403	1,340	1,376	1,299
5. Inter-County Transfer Trips	105	81	116	100	118	104	133	144	134	142	164	132	160	110.92
6. On-time performance ¹	90.1%	90.6%	91.1%	90.8%	91.5%	91.0%	90.0%	88.8%	88.4%	86.2%	90.0%	92.8%	87.1%	90.8%
7. Productivity (psgrs/rvh) ²	1.47	1.49	1.33	1.40	1.37	1.38	1.35	1.44	1.39	1.45	1.39	1.36	1.45	1.48
8. Complaints per 1000 trips	0.29	0.25	0.33	0.30	0.37	1.00	0.52	0.18	0.35	0.54	0.50	0.36	0.43	0.49
9. Compliments per 1000 trips	0.72	1.06	0.79	1.07	0.86	0.87	0.58	0.71	1.11	0.36	0.50	0.36	0.50	0.90
10. Avg phone wait time (mins) ³	1.6	1.3	0.8	0.8	1.2	1.2	0.9	1.2	1.5	1.2	1.2	0.9	1.0	1.27

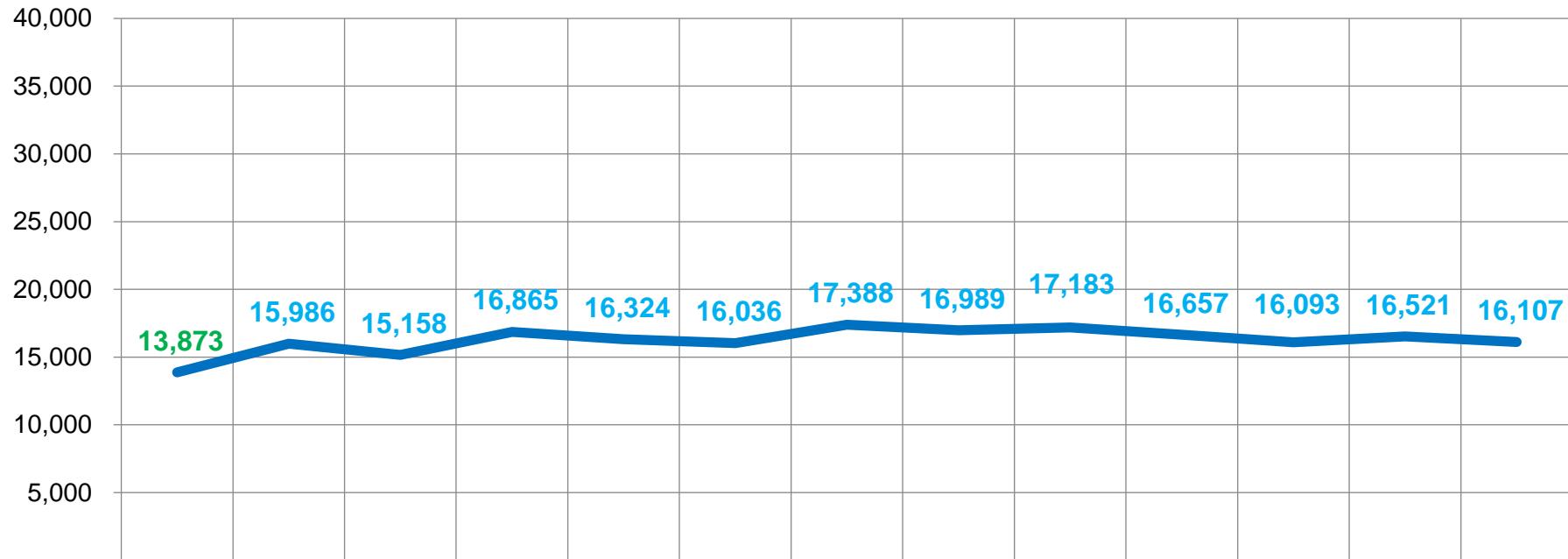
Notes:

1 Standard = 90%

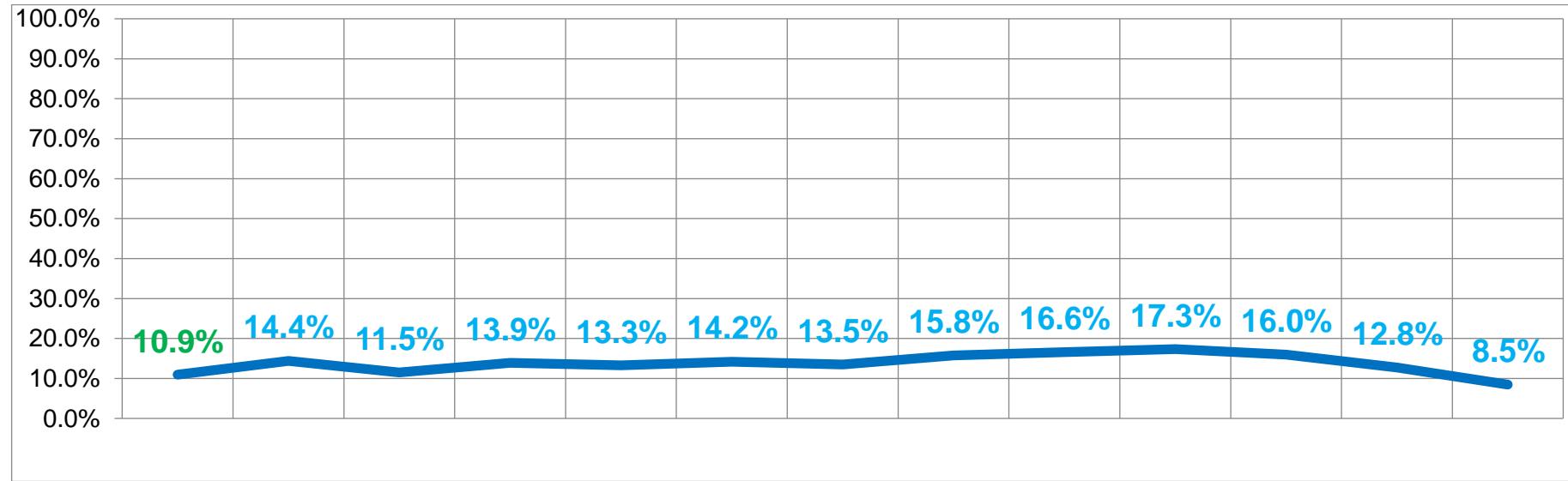
2 Standard = 1.70

3 Standard = < 1.5

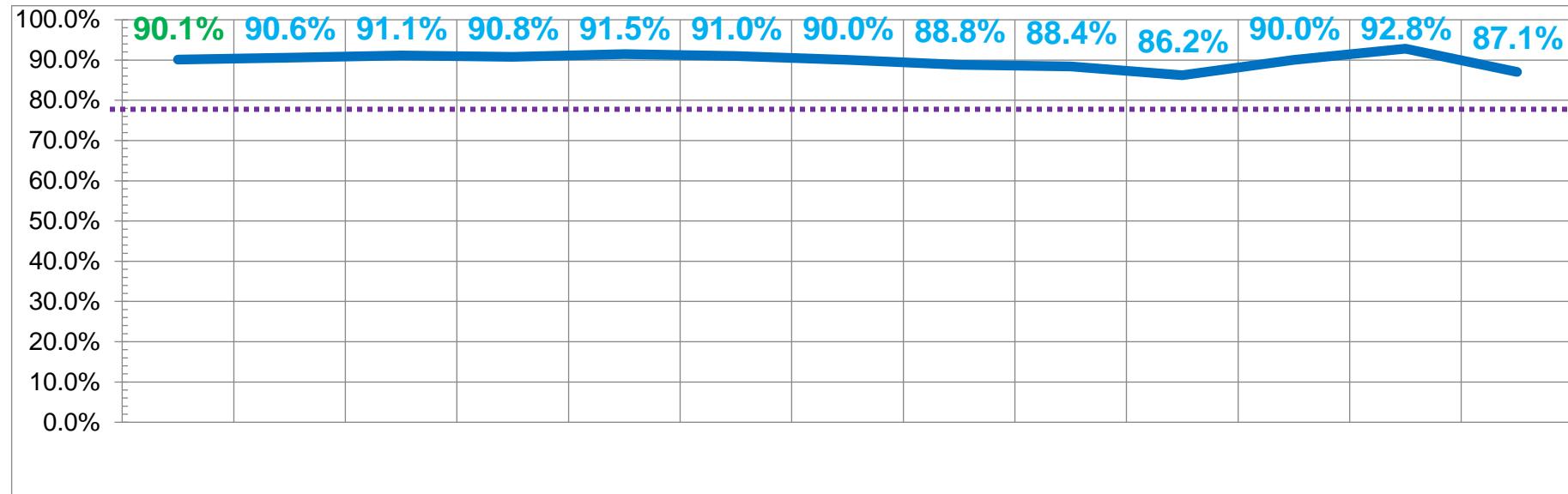
Total Trips



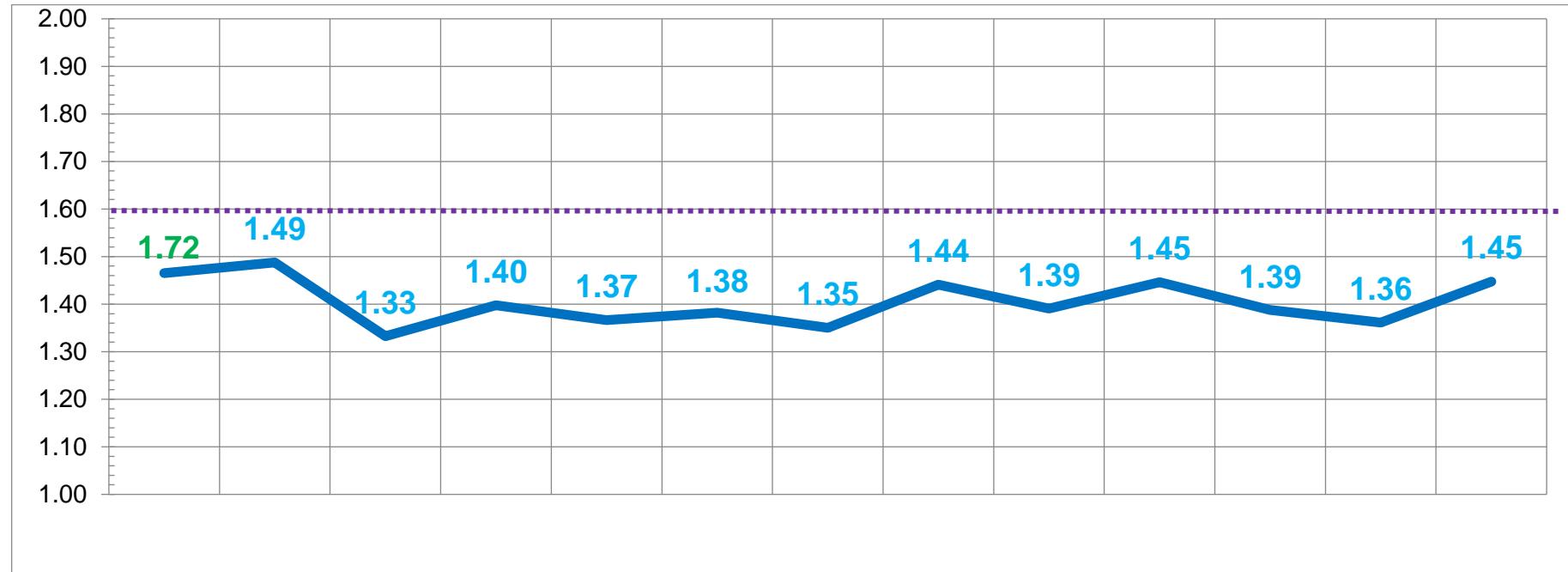
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2024 Comments	February	
	Subtotal	Rate/1000
	16,107	
Rides		

Total Comments by Category

Compliment	8	0.50
Policy Related	3	0.19
Service Related	10	0.62
Total	21	1.30

Average Response Time to Customer (Working Days)‡

Compliment		4.13
Policy Related		7.00
Service Related		6.00
Overall		5.45

	CC	CR
Compliment	4	4
Policy Related	0	3
Service Related	0	10
Overall	4	17

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays