



FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

February 13th, 2024

1:30pm

**San Mateo County
Paratransit Coordinating Council (PCC)
P.O. Box 1035
San Carlos, CA 94070
Phone: (650) 299-1442**

**www.sanmateopcc.org
sanmateopcc2@gmail.com**

This meeting will be in person at the SamTrans headquarters building at
1250 San Carlos Ave., San Carlos CA 94040
(Auditorium)

Tuesday, February 13, 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

TABLE OF CONTENTS

Meeting Schedule for 2024	3
AGENDA	4
Minutes of January 9, 2024, Meeting	5
Minutes of Policy/Advocacy/Legislative (PAL) Meeting	9
Redi-Wheels Reports	11
Performance Measures	11
Total Trips	11
Taxis – Percentage of Total Trips	11
On-Time Performance	11
Productivity (Passengers/Revenue Vehicle Hour)	11
Monthly Comment Statistics	12
Attachment A 2023-25 PCC WORK PLAN	13
Attachment B San Mateo County PCC – Advocacy Toolkit	16

*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)

February 13, 2024

1. Welcome / Roll Call	1:30
2. Approval of January 9, 2024, PCC Meeting Minutes*	1:35
3. Public Comments (for items not on the agenda)	1:40
4. Committee Reports	1:50
a. Policy/Advocacy/Legislative (PAL) – Mike Levinson, Chair	
i. Approval of January 9, 2023, PAL Meeting Minutes*	
ii. Legislative	
iii. Advocacy	
1. Transit Recovery Update – Tina Dubost	
iv. Policy Issues	
b. Education – Sammi Riley, Chair	
c. Executive – Benjamin McMullan, Chair	
i. 2023-25 PCC Workplan (Attachment A)*	
ii. Advocacy Toolkit (Attachment B)	
d. Nominating/Membership Report – No Chair/Committee	
-----TWO-MINUTE STRETCH BREAK-----	
5. SamTrans / Redi-Wheels Reports	2:15
a. Operational Report – Tina Dubost	
b. Performance Summary – Tina Dubost	
c. Comment Statistics Report – Tina Dubost	
d. Safety Report – Kenneth Richardson	
6. Liaison Reports	2:25
a. Agencies – Marie Violet & Dao Do	
b. ERC – Mike Levinson	
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	
7. Other Business	2:45
a. ADA policy refresher – Tina Dubost	
b. 4Q2023 Consumer Corps Report	
8. Adjournment	3:00

*Action Item

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

Minutes of January 9, 2024, Meeting

ATTENDANCE:

Members in person:

Susan Capeloto, Dept. of Rehabilitation; Tina Dubost, SamTrans; Sandra Lang, Community Member; Benjamin McMullan, Chair, CID; Sammi Riley, Consumer, Vice Chair, Educ. Comm. Chair; Marie Violet, Dignity Health. (Member attendance = 6/9, Quorum = Yes)

Members on Zoom:

Mike Levinson, Consumer, PAL Chair

Guests:

David Koffman, Nelson\Nygaard (on Zoom); Jane Stahl, PCC Staff; Lynn Shriver, SamTrans; Larisa Vaserman, Consumer; Kenneth Richardson, TransDev/Redi-Wheels; Vicky Churchill, TransDev/Redi-Wheels; Kathryn Murdock, Consumer; Siesia Ponitini, Consumer, Henry Silvas, SamTrans.

Absent:

Dao Do, Rosener House; Kathy Uhl, CoA, Consumer.

WELCOME/INTRODUCTIONS:

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

APPROVAL OF DECEMBER MINUTES:

Sammi Riley moved to approve the December meeting minutes; Mike Levinson seconded the motion. The minutes were approved.

PUBLIC COMMENTS:

None.

COMMITTEE REPORTS:

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

See page 10.

Education – Sammi Riley

The committee met on the morning of January 9 and now includes two new members, Kathy Uhl and Susan Capeloto. They discussed minor changes to the PCC outreach presentation for the community. It will include the “What is the PCC?” video where possible, and the PCC’s achievements.

The next meeting will be on March 5th, at 3pm.

Executive – Ben McMullan

The committee met on the morning of January 9. They concluded a review of the 2023-24 Work Plan which will be presented at the February meeting for approval by the full PCC - see Attachment A. An Advocacy Toolkit has been developed and this will be distributed at the February meeting - see Attachment B. Committee assignments have been completed.

A support letter for MTC’s paratransit one-seat ride pilot program had been drafted for approval and was included in the meeting packet. Larissa asked if this would eliminate transfers to adjacent counties. Tina responded that the letter only supports MTC obtaining a grant to fund the pilot and perform detailed analysis. The grant would fund several pilot programs with a variety of approaches depending on the transit agency. San Mateo County does not expect to participate as there are insufficient drivers and this would affect the current mandated service and the new same-day service.

Sandra asked how the project and studies will be constructed. Tina responded based on these pilots, MTC will perform robust analysis on what works, what doesn’t work, etc. David added that the project is already funded, and grants will be awarded to three transit agencies. MTC will be issuing a call for projects shortly.

Sandra moved to approve sending the letter of support; Marie Violet seconded the motion; the motion was passed.

The next meeting will be on February 6th, at 2pm.

Nominations/Membership – Open

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

OPERATIONAL REPORTS

PERFORMANCE REPORT

Total ridership and average weekday ridership increased about 12% in November compared to last year. Subscription trips were approximately 23% of the total; agency trips were approximately 6%; trips sent to taxis were 17%, still relatively low. Same day cancels and the

percentage of late cancels remain at manageable levels. The number of individuals riding increased from last year. On time performance was 86.2% and did not meet the standard, and productivity was 1.45 passengers per hour. They have been looking at ways to improve performance, making sure they have enough drivers, that ride negotiation is as efficient as possible, and other ways to anticipate late pickups rather than address it later.

COMMENT STATISTICS REPORT

There were fewer total comments in November compared to pre-COVID levels as there are fewer rides. Most reports are through Consumer Reports rather than Comment Cards. Patterns are consistent with the main concern being on-time performance.

SAFETY REPORT

Kenneth Richardson reported that there was one preventable incident and one non-preventable accident in December.

LIAISON REPORTS

Agency – Dao Do & Marie Violet

No report.

ERC – Mike Levinson

Tina reported that the new version of Trapeze was implemented at the end of October and they are now looking at some additional changes.

Mike asked if there were any details on “Stage II” of the implementation. Tina responded that they are switching from mobile data terminals to tablets and they are also looking at improved logic modules to improve algorithms.

Mike asked about utilizing both home and mobile phones for the night-before and day-of calls. Tina said they were working on that capability.

Sammi asked if it would be possible to track where your ride is. Tina said this is also something they are looking into.

Commission on Disabilities (CoD) – Ben McMullan

There is a new slate of commissioners to be sworn in next month. They are reviewing proposed legislation.

Center for Independence (CID) – Ben McMullan

CID is still focusing on the ADRC planning and implementation.

Commission on Aging (CoA) – Kathy Uhl

No report.

Coastside Transportation Committee (CTC) – Tina Dubost

The micro-transit program in Half Moon Bay and East Palo Alto is continuing. There will be a CTC meeting later in January.

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

The CAC-TA meets on January 9th, after the PCC meeting. The following meeting will be on February 6th.

Department of Rehabilitation – Susan Capeloto

Their regional director is retiring, and the recruitment process is beginning for her replacement. They are still hiring and are receiving more referrals for people looking for work.

She received a notice from the Disability Rights Bureau with a list of resources on housing, employment, etc. She will forward to Jane to pass along to PCC members.

Other Business

Tina handed out the new Senior Mobility Guide in English. Spanish and Chinese versions will be available soon.

ADA Refresher: SamTrans buses have a kneeling feature; the bus driver can lower the bus about 6" making it easier to board. In addition, passengers can always ask for the ramp to be deployed when they embark and disembark. There is priority seating at the front of the bus for seniors and people with disabilities; you do not need an RTC or proof of disability to use these seats.

The meeting was adjourned at 2:40pm.

The next meeting is on February 13th, in person and remotely via Zoom.

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

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

Legislative

Ben stated that the proposed California state budget will be presented soon. Tina will arrange for a representative from Government Affairs to present to the PCC in March.

Sandra reported that Senator Becker had been appointed to a regional caucus position. Some of the issues he has stated being concerned with are traffic, transportation, and infrastructure.

Advocacy

Tina reported that Redi-Wheels ridership is continuing to increase although the rate is slowing. SamTrans bus ridership is recovering faster and is 89% of pre-COVID levels.

Under the MTC Transformative Action Plan, paratransit agencies were asked to change the maximum paratransit eligibility to up to 5 years. Temporary eligibility remains for the anticipated length of their disability.

Policy Issues.

Tina advised that same-day service started on December 18th, 2023, a time of the year when ridership is generally low. They have been about 50 trips provided since the program started. Many trips are medically related, but there have also been trips to the grocery store, pharmacy, etc. One rider cancelled when a time was offered that didn't work and one customer cancelled due to the higher fare. They do not see a problem with on-time performance, no shows, or late cancellations.

Sandra asked if there are Comment Cards available for this service. Tina responded that there are cards available as these are the regular Redi-Wheels vehicles; they have not yet received any formal comments.

For the same day service, the county will be divided into two zones, separated by Highway 92 to reduce the number of very long trips and increase productivity, while continuing to meet the 90% on-time standard.

Tina also mentioned that the SamTrans Board approved the purchase of a new headquarters building in Millbrae at the Caltrain intermodal station. It was more cost effective to buy new premises as the current building in San Carlos is old and needs extensive renovations. They are hoping to move in 12-15 months. Vehicle maintenance and operations will stay at the current location. The new building will provide fully accessible meeting space and is an opportunity for SamTrans to have purpose-built headquarters.

The next PAL meeting will be on February 13, 2024.

Redi-Wheels Reports

Performance Measures

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

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays

Attachment A 2023-25 PCC WORK PLAN

EDUCATION

1. Speak and/or table at Senior Centers, Age Friendly organizations, COA, COD, etc. about PCC.

Action	Responsible	Outcome
Review/revise existing presentations; include PCC accomplishments & importance of input from riders.	Educ. Committee	Completed January 2024.
Focus on recruiting new PCC & Consumer Corps members	Educ. & Exec. Committees (until Membership Chair appointed)	
Include Program Coordinator for Senior & Veteran Mobility in presentations	Educ. Committee	
Include PCC videos in presentations	Educ. Committee	

2. Driver education on the PCC, Consumer Corps and Redi-Wheels eligibility

Action	Responsible	Outcome
Educate drivers on the PCC, Consumer Corps, and RW Eligibility with TransDev & SamTrans	TransDev/RW staff/PCC	

3. All PCC members attend at least one outreach event each year (September-July)

Action	Responsible	Outcome
Ensure all members are on a committee	PCC staff	Completed December 2023.

4. Send links to PCC videos to senior center directors, etc. for inclusion in newsletters.

Action	Responsible	Outcome
Gather list of senior centers, etc. & send links to PCC videos	PCC staff + Educ. Committee	

5. Contact, draft article or LTE for San Mateo Daily Journal

Action	Responsible	Outcome
<p>Include:</p> <ul style="list-style-type: none"> • PCC accomplishments • New vehicles & ride experience • Vital service • Sam day service 	PCC Staff & Exec. Comm.	

MEMBER RECRUITMENT

Action	Responsible	Outcome
Obtain rider demographics from SamTrans: <ul style="list-style-type: none"> • Age groups • Destinations 	RW Staff via Paratransit Survey	
Invite Consumer Corps members to join	PCC Staff	
Send letter to RW riders about joining PCC	RW Staff	Information is in the Rider's Guide.
Send PCC ad to community colleges	PCC Staff	
Identify & invite groups who use RW, e.g. BACHAC, libraries, other groups identified by RW	Educ. Committee	

SERVICE QUALITY AND IMPROVEMENT

Action	Responsible	Outcome
Continue monthly review of service for complaint patterns, etc.	PCC members & RW staff	
Remind riders: <ul style="list-style-type: none"> • Can call for ETA • The phone app & website • Busy time is 5am-9am • Can reserve a ride up to 7 days ahead 	RW staff PCC staff – include in article	

<ul style="list-style-type: none"> • Can reserve on weekends 		
On-hold messages to include: <ul style="list-style-type: none"> • How traffic patterns affect rides • New vehicles • Other news 	RW Staff w/PCC input	
Presentation on how dispatching works	RW Staff (+ Educ. Comm.)	

POLICY INITIATIVES, TRANSIT RECOVERY, CHALLENGES, ADVOCACY

POLICY INITIATIVES

Action	Responsible	Outcome
One-seat rides: <ul style="list-style-type: none"> • Stay engaged with MTC 	David Koffman	
Same-day service: <ul style="list-style-type: none"> • Add to CC reports • Report/update monthly 	PCC staff RW staff	

CHALLENGES

Action	Responsible	Outcome
Stay informed on 2026 Ballot initiative	Mike Sandra	

ADVOCACY

Action	Responsible	Outcome
Prepare advocacy tool kit <ul style="list-style-type: none"> • Review results of paratransit survey 	PCC staff	Presented to PCC Committee in February 2024.

--REVIEW AT MINI RETREAT IN SEPTEMBER 2024--

Attachment B San Mateo County PCC – Advocacy Toolkit

The San Mateo County Paratransit Coordinating Council (PCC) is dedicated to improving the quality and availability of paratransit services in San Mateo County. Paratransit is origin-to-destination public transportation for people with disabilities. The PCC advocates for paratransit funding and service at the federal, state, and county levels.

The **Paratransit Coordinating Council (PCC)** meets on the second Tuesday of each month except August. Meeting and other information can be found at <http://sanmateopcc.org/>. Contact email: sanmateopcc2@gmail.com. Contact phone:(650) 299-1442.

The following provides information on legislators for San Mateo County and how to contact them.

U.S. SENATE

U.S. Senator Laphonza Butler
Dirksen Senate Office Building, Room G-12
Washington, DC 20510
butler.senate.gov
(202) 224-3841

U.S. Senator Alejandro Padilla
333 Bush Street, Ste. 2450
San Francisco, CA 94104
Padilla.senate.gov
(415) 981-9369

U.S. HOUSE OF REPRESENTATIVES

Congressman Kevin Mullin
1528 S. El Camino Real, Suite 307
San Mateo, CA 94402
Phone: (650) 342-0300
Kevinmullin.house.gov

Congresswoman Anna Eshoo
698 Emerson Street
Palo Alto, California 94301
Phone: (650) 323-2984 or
(408) 245-2339
eshoo.house.gov

CALIFORNIA SENATE

Senator Josh Becker

1528 S. El Camino Real, Suite 303
San Mateo, CA 94402
(650) 212-3313
Senator.becker@senate.ca.gov

CALIFORNIA ASSEMBLY

Assemblymember Diane Papan

District 21 (most of San Mateo County)
1528 South El Camino Real, Suite 302
San Mateo, CA 94402
(650) 349-2200
Assemblymember.papan@assembly.ca.gov

Assemblymember Phil Ting

District 19 (San Francisco, Daly City, South San Francisco)
455 Golden Gate Avenue, Suite 14600
San Francisco, CA 94102
Tel: (415) 557-2312
<https://a19.asmdc.org/contact>

SAN MATEO BOARD OF SUPERVISORS

Board of Supervisors meetings generally occur on the first and second Tuesday of each month. Check here (<https://sanmateocounty.legistar.com/Calendar.aspx>) for the meeting calendar.

You can find the supervisor for your district here:
(<https://www.smegov.org/bos/supvisorial-districts>)

The Board of Supervisors meets at 9am at the 400 County Center (Hall of Justice), Redwood City. If attending in person, park at the Parking Garage at 400 Middlefield Rd., off Veterans Blvd. The Board of Supervisors chambers is at the end of the hall on the first floor. You'll need to go through security.

Supervisors (as of January 2023):

- Supervisor David Canapa: DCanapa@smegov.org (650) 363-4572
- Supervisor Noelia Corzo: ncorzo@smegov.org (650) 363-4568
- Supervisor Ray Mueller: smc_supmueller@smegov.org (650) 363-4569

- Board President Dave Pine: dpine@smcgov.org (650) 363-4571
- Board VP Warren Slocum: wslocum@smcgov.org (650) 363-4570

SamTrans Board of Directors

The nine board members meet on the first Wednesday of the month at 2pm. Current membership can be found at <https://www.samtrans.com/about-samtrans/board-directors>. Agendas are available approximately one week before the meetings. Meetings are conducted in a hybrid format (virtually via Zoom and in person)

The SamTrans Board of Directors meets at 1250 San Carlos Ave., San Carlos. Comments to the board may be submitted to board@samtrans.com, by fax at 650-508-6281 or by writing to 1250 San Carlos Ave., P.O. Box 3006, San Carlos, CA, 94070-1306.

San Mateo County Transit District

The San Mateo County Transportation Authority (TA) (<https://www.smcta.com/>) manages the voter-approved Measure A and Measure W sales taxes that generate revenue to help improve transit and relieve congestion. The TA is an independent agency and is governed by an appointed board of seven directors, who are elected officials, representing the county, cities, and the San Mateo County Transit District.

TA Citizens Advisory Council meets on the Tuesday preceding the TA Board Meeting (first Thursday of the month) at 4:30pm unless otherwise noted. Meetings are conducted in a hybrid format (virtually and in person)

Town/City Councils:

Each town/city in San Mateo County has a website showing their current council members, how to contact them, and schedule of meetings.

How to make a public comment:

Making a live public comment:

- If the issue is not an official item on the agenda, you would speak towards the beginning of the meeting, during the part of the agenda for matters that are “Not otherwise on this meeting agenda.”
- When you arrive, look for a comment card and fill it out. If the item is not on the agenda, write, “Not on agenda.” Hand the card to the Board Clerk at the front of the room before the meeting.

- When the Clerk calls your name, go to the podium to give your comment.
- You'll probably have only 1-2 minutes to speak. Practice your script beforehand to make sure it fits within the time allowed. When your time ends, finish your sentence, and stop speaking.
- Be respectful when you speak. It's also okay to be passionate.

Making a virtual public comment (via Zoom):

- Check the meeting agenda for the Zoom link.
- Zoom comments are usually before in-person comments.
- Click on the Zoom “Raise hand” button when they ask for public comment for matters “Not otherwise on this meeting agenda.”
- You will not be on video, so don’t worry about looking presentable.
- There is a timer on the screen to track your time.

Sample Talking Points:

1. My name is _____ and I live in _____ [town or city].
2. I am a member of _____ [San Mateo County Paratransit Coordinating Council/a Redi-Wheels rider/etc.] List 1 or 2 affiliations.
3. Say a sentence or two about why you personally care about this issue.
4. State what you’d like the Board to do.
5. End with a thank you.