



San Mateo County  
**Paratransit Advisory Council**

(Formerly the Paratransit Coordinating Council)

**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**June 10, 2025**

**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 (check at desk for room location) at  
1250 San Carlos Ave., San Carlos CA 94040

Committee members and the public can join the meeting remotely, via Zoom, here:  
<https://samtrans.zoom.us/j/2925800493?pwd=aEZ3eE1oajdoZHBUSHIOT0hIUjRBQT09>

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

## Meeting Schedule for 2025

PAC San Mateo County Paratransit Coordinating Council	PAC Executive Committee	PAL Policy-Advocacy- Legislative Committee*	PAC Education Committee	SamTrans Board of Directors
2 <sup>nd</sup> Tuesday Monthly <b>1:30-3:30pm</b>	1 <sup>st</sup> Tuesday Monthly <b>2:00pm</b>	2 <sup>nd</sup> Tuesday Monthly <b>1:30pm-3:30pm</b>	1 <sup>st</sup> Tuesday Bi-Monthly <b>3pm</b>	1 <sup>st</sup> Wednesday Monthly <b>2:00pm</b>
January 14, 2025	January 7, 2025	January 14, 2025	January 7, 2025	January 4, 2025
February 11, 2025	February 4, 2025	February 11, 2025		February 5, 2025
March 11, 2025	March 4, 2025	March 11, 2025	March 4, 2025	March 5, 2025
April 8, 2025	April 1, 2025	April 8, 2025		April 2, 2025
May 13, 2025	May 6, 2025	May 13, 2025	May 6, 2025	May 7, 2025
June 10, 2025	June 3, 2025	June 10, 2025		June 4, 2025
July 8, 2025	July 1, 2025	July 8, 2025	July 1, 2025	July 2, 2025
<b>NO MEETING</b>	<b>NO MEETING</b>	<b>NO MEETING</b>		August 6, 2025
September 9, 2025	September 2, 2025	September 9, 2025	Sept. 2, 2025	September 3, 2025
October 14, 2025	October 7, 2025	October 14, 2025		October 8, 2025
November 11, 2025	November 4, 2025	November 11, 2025	November 4, 2025	November 5, 2025
December 9, 2025	December 2, 2025	December 9, 2025		December 3, 2025

### NOTES:

Coastside Transportation Committee (CTC) meets quarterly; 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)  
June 10, 2025

1. Welcome / Roll Call	1:30
2. Approval of May 13, 2025, PAC Meeting Minutes*	1:35
3. Public Comments/Share your Experience (for items not on the agenda)	1:40
4. Presentation: Grand Boulevard Initiative – Charlsie Chang, SamTrans	1:45
5. PAC Committee Reports	2:05
a. Policy/Advocacy/Legislative (PAL)	
i. Approval of May 13, 2025, PAL Meeting Minutes (by roll call) *	
ii. Advocacy	
iii. Legislative Issues	
1. AB1250 - Transit operators: paratransit: recertification of eligibility	
iv. Redi-Wheels Policy Issues	
b. Education – Tina Dubost, Chair	
c. Executive – Benjamin McMullan, Chair	
i. Retreat Planning (Ad Hoc Committee)	
ii. Nominations and voting for Chair & Vice Chair for 2025-26*	
<hr/> <i>STRETCH BREAK</i> <hr/>	
6. SamTrans / Redi-Wheels Reports – Tina Dubost & Kenneth Richardson	2:20
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 and 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	2:40

\*Action item

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

Minutes of May 13, 2025, Meeting

**ATTENDANCE:**

Members in person:

Benjamin McMullan, Chair, CID; Dao Do, Rosenor House; Tina Dubost, SamTrans; Michele Epstein, OSS; Sandra Lang, Community Member; Marie Violet, Dignity Health; Larissa Vaserman, Consumer; Susan Capeloto, Dept. of Rehabilitation; Carmen Santiago, Catholic Charities (Zoom); Kathy Uhl, CoA

(Member in-person attendance = 10/10, Quorum = Yes)

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PAC Staff; Lynn Spicer, SamTrans (Zoom); Kenneth Richardson, TransDev/Redi-Wheels; Margaret Baggerly, SamTrans, Rajkumar Agarwal, Consumer; Kelly Shanks, SamTrans; Jocelyn Feliciano, TransDev/Redi-Wheels.

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF APRIL MINUTES:**

Tina Dubost moved to approve the April meeting minutes; Sandra Lang seconded the motion. The minutes were approved.

**PUBLIC COMMENTS:**

Larisa reported that she recently rode Redi-Wheels to the Chase Center in SF. The Center is at One Warrior Way, is huge and she stated it's very difficult to find the designated pickup location and the main entrance. She suggested that benches be placed at the pickup location where riders can wait. Tina will research and have the Safety Department find the best location.

Raji commented that he recently had a ride to Woodside Plaza. The driver dropped off a passenger a block away from his drop-off location. He requested the driver to call dispatch to obtain permission to drop him off, but he wouldn't. The driver then picked up another person and went to Kaiser before dropping him off.

On another occasion, he had a ride to PAMF in San Carlos and a cab came to pick him up. The driver said there wasn't room for his walker. Raji showed him how to fold up the walker and convinced the driver to put it behind the driver's seat. How can he make sure that he always has a vehicle with a ramp? Otherwise, he reported that the Redi-Wheels service is very good.

Sandra commented that she went to the listening session coordinated by CIL and found it to be extremely valuable. Also, the topics of wayfaring and signage are very important.

### **PRESENTATION: Mobility Management Program**

Margaret Baggerly gave an overview of the different transportation resources/options available in San Mateo County by cities, senior centers, membership programs, and more. She handed out copies of the new Senior Mobility Guide. Margaret mentioned that she manages a travel training program to help orient new riders to the system.

### **COMMITTEE REPORTS:**

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

See page 8.

#### **Education - Tina Dubost**

The committee met on May 6<sup>th</sup> and talked about proposed changes to the Consumer Corps program. Tina explained that originally riders were supposed to report on all rides. The number of riders and reports submitted has dwindled and efforts to recruit program members have been unsuccessful. For 1Q25, there were 71 comments from 6 people. In 4Q24, there were 69 comments from 6 people. During the same time, 1,841 people rode Redi-Wheels and took over 50,000 rides. There is a significant cost involved, and the program is not serving its original purpose. There are other options available to report on rides: people can call customer service, email, send a comment to the website or write a letter. There is also a survey of riders conducted every 3 years.

Tina proposed terminating the Consumer Corps program effective June 30, 2025. Kathy Uhl seconded the motion. It was approved.

The next meeting is on July 1, 2025.

#### **Executive – Ben McMullan**

The committee met on May 6<sup>th</sup>. They talked about future presentations and Tina suggested the Grand Boulevard Initiative for June, and a presentation related to the Transportation Research Board in July. The committee felt that both would be useful for PAC members.

The membership application for Rajkumar Agarwal, a Redi-Wheels rider, for PAC approval was moved by Ben McMullan and seconded by Sandra Lang. It was approved and Raji was warmly welcomed by the group.

A motion to approve the edits to the PAC Bylaws as presented at the April meeting was moved by Sandra Lang and seconded by Kathy Uhl. They were approved.

Ben McMullan was nominated as PAC chair for 2025-26, with Sandra Lang as Vice Chair. Additional nominations are welcome with voting taking place at the June meeting.

The next Executive Committee meeting will be on June 3, at 2pm.

## **OPERATIONAL REPORTS**

None.

## **PERFORMANCE REPORT**

Tina referred the Council to the reports in the May packet. Ridership is stabilizing.

## **COMMENT STATISTICS REPORT**

Data is typical. More comments come through the Customer Service Center than comment cards. There are lots of compliments which are appreciated by the drivers.

## **SAFETY REPORT**

Jocelyn reported that there were 6 preventable safety events in April, and 5 non-preventable safety events. There was no major damage.

## **UPDATES AND ITEMS OF INTEREST**

### **Agencies – Dao Do & Marie Violet**

Dao reported that service to her agency has improved compared to the prior month. Having a supervisor on site has helped.

### **Commission on Aging – Kathy Uhl**

Kathy reported that there are some new commissioners, and they are meeting in the new County building in Redwood City. They are distributing the Help at Home booklet and have begun work on the next version, which will include more resource categories. PAC members should send them any comments or corrections.

She mentioned that the Senior Mobility Guide has been a great addition to the packages given to families.

### **Commission on Disabilities (CoD) – Ben McMullan**

No report.

**Center for Independence (CID) – Ben McMullan**

CID is planning a movie showing and a “State of Disability Services in the County” event in July.

**Coastside Transportation Committee (CTC) – Tina Dubost**

No meeting this month.

**Department of Rehabilitation – Susan Capeloto**

They will again be running a program for graduating students in the summer with NOVA and the SMUHSD. It will include job readiness, behavior expectations, etc. Students receive payment while training as well as work experience. Some have continued into longer placements, others work part-time while going to community college, and then transition into permanent employment.

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

The committee met on April 29. The meeting included:

- A statement of revenue and expenses.
- Awarding of contracts to fund on-call temporary staff services for ongoing programs.
- A motion to authorize funding for the transportation regional measure participation polling activities.
- Acceptance of the quarterly investment report.

The next meeting is on June 3, 2025, at 4:30pm.

**ADA Refresher**

None.

**Other Business**

None.

The meeting ended at 3:07pm.

The next PAC meeting is on Tuesday, June 10<sup>th</sup>, 2025, at 1:30pm, in person and remotely via Zoom.

## Minutes of Policy/Advocacy/Legislative (PAL) Meeting – Ben McMullan & Sandra Lang

The minutes of the April PAL meeting were included in the meeting packet. The minutes were approved by roll call.

### **Advocacy**

There is much activity around SB63, the proposal for a regional tax measure for transportation.

### **Legislative**

There are no updates on the proposed changes to the Brown Act. SamTrans has it on their “watch” list.

### **Redi-Wheels Policy Issues**

On July 1, San Francisco paratransit is increasing fares by \$0.10.

The next PAL meeting will be on June 10, 2025.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Prev. Yr. Average
1. Total trips requested	20,633	22,296	20,601	21,236	22,319	21,077	22,549	20,139	20,291	21,026	19,434	21,187	20,910	18,449
2. Trips scheduled	19,343	20,537	18,972	19,499	20,546	19,272	20,555	18,199	18,203	18,879	17,604	19,460	19,335	17,017
a. Same day cancels	1,194	1,225	1,304	1,196	1,171	1,111	1,065	1,099	1,251	1,203	1,183	1,265	1,166	1,142
% of trips scheduled	6.2%	6.0%	6.9%	6.1%	5.7%	5.8%	5.2%	6.0%	6.9%	6.4%	6.7%	6.5%	6.0%	6.71%
b. Late cancels	627	682	629	524	622	537	543	413	493	511	409	397	383	446
% of trips scheduled	3.2%	3.3%	3.3%	2.7%	3.0%	2.8%	2.6%	2.3%	2.7%	2.7%	2.3%	2.0%	2.0%	2.62%
c. Total customer no-shows	236	310	257	213	235	196	229	237	238	187	175	179	153	222
% of trips scheduled	1.2%	1.5%	1.4%	1.1%	1.1%	1.0%	1.1%	1.3%	1.3%	1.0%	1.0%	0.9%	0.8%	1.30%
d. No-show (operator)	0	1	0	0	1	1	1	2	0	4	1	0	1	0
3. Total trips served	17,286	18,319	16,782	17,566	18,517	17,427	18,717	16,448	16,221	16,974	15,836	17,619	17,632	15,207
a. Average weekday riders	633	686	630	659	693	644	690	648	625	667	636	681	644	570
b. Advance reservation	11,923	13,220	12,231	12,351	13,285	12,517	13,260	11,599	11,685	11,930	10,809	12,151	11,980	10,891
c. Agency trips	1,203	1,073	892	1,145	1,297	1,200	1,245	1,088	1,125	1,137	1,071	1,177	1,234	794
d. Individual subscription	4,160	4,026	3,659	4,070	3,935	3,710	4,212	3,761	3,411	3,907	3,956	4,291	4,418	3,523
e. Taxi trips	1,536	1,630	1,296	1,442	2,078	2,001	2,042	1,759	1,215	1,249	1,037	1,679	1,882	1,832
(taxi % of total trips)	8.9%	8.9%	7.7%	8.2%	11.2%	11.5%	10.9%	10.7%	7.5%	7.4%	6.5%	9.5%	10.7%	12.0%
4. Total Redi-Wheels riders	1,412	1,438	1,408	1,418	1,432	1,406	1,442	1,365	1,338	1,325	1,301	1,359	1,357	1,299
5. Inter-County Transfer Trips	207	220	187	163	141	131	162	160	124	158	144	115	107	110.92
6. On-time performance <sup>1</sup>	90.6%	89.3%	90.1%	89.5%	87.9%	86.3%	86.7%	86.1%	87.1%	89.7%	86.5%	87.1%	87.0%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.45	1.43	1.38	1.45	1.51	1.47	1.46	1.34	1.29	1.29	1.35	1.38	1.40	1.48
8. Complaints per 1000 trips	0.35	0.60	0.54	0.40	0.76	0.92	0.69	1.40	0.62	0.59	1.01	0.68	0.51	0.49
9. Compliments per 1000 trips	0.75	0.60	0.48	0.68	0.65	0.40	0.64	0.97	0.74	0.35	0.51	1.02	1.02	0.90
10. Avg phone wait time (mins) <sup>3</sup>	0.8	1.2	2.1	1.2	1.1	1.9	1.6	1.4	1.9	1.1	1.4	1.1	1.3	1.3

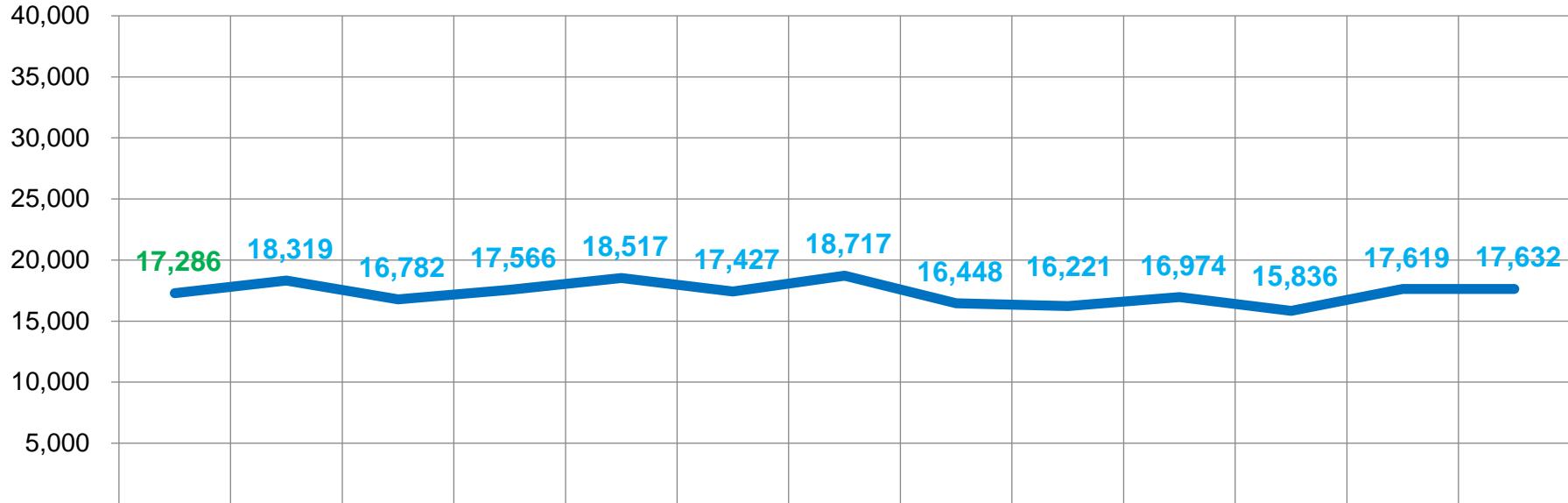
#### Notes:

1 Standard = 90%

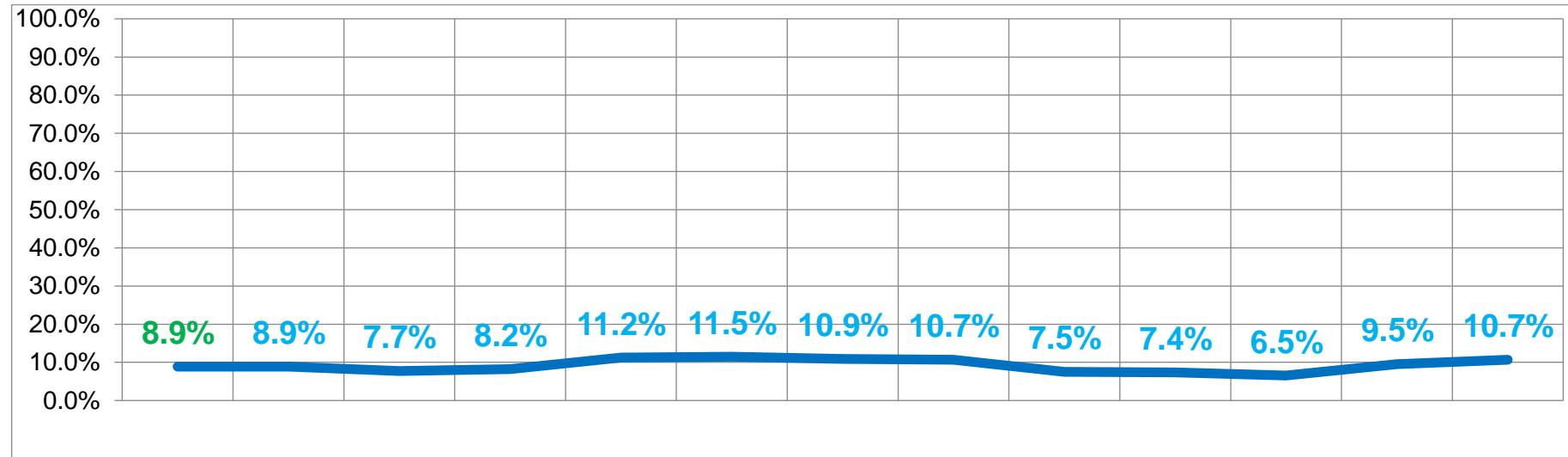
2 Standard = 1.70

3 Standard = < 1.5

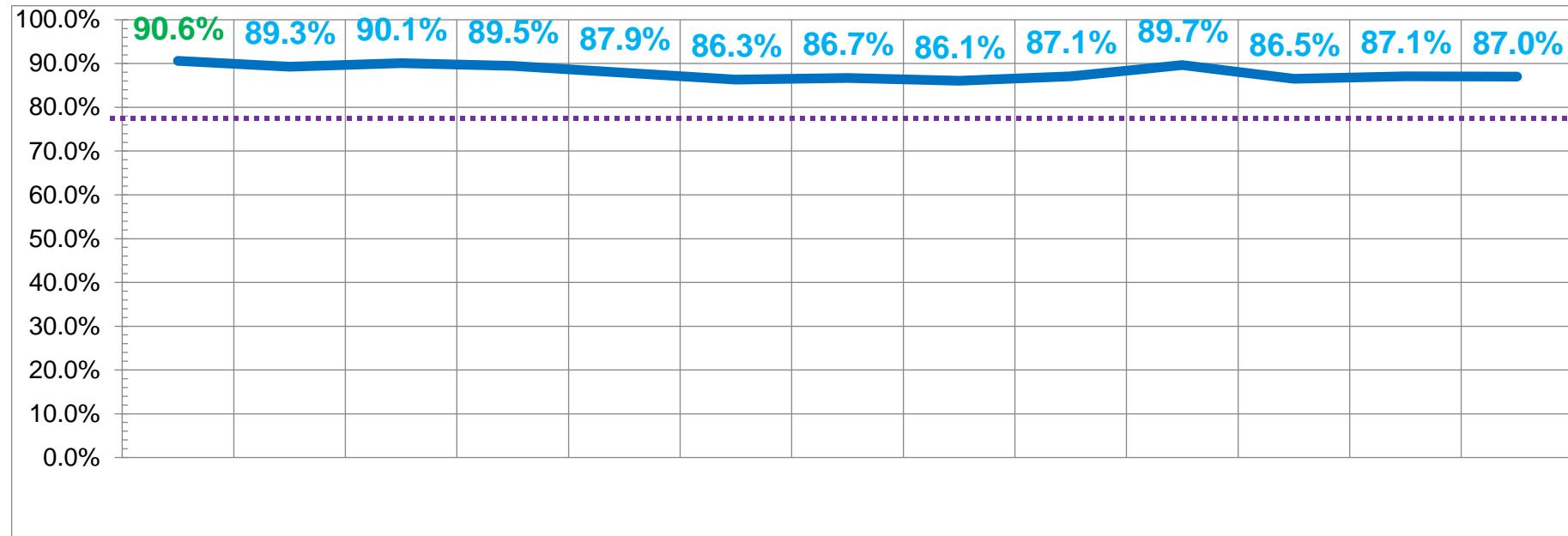
### Total Trips



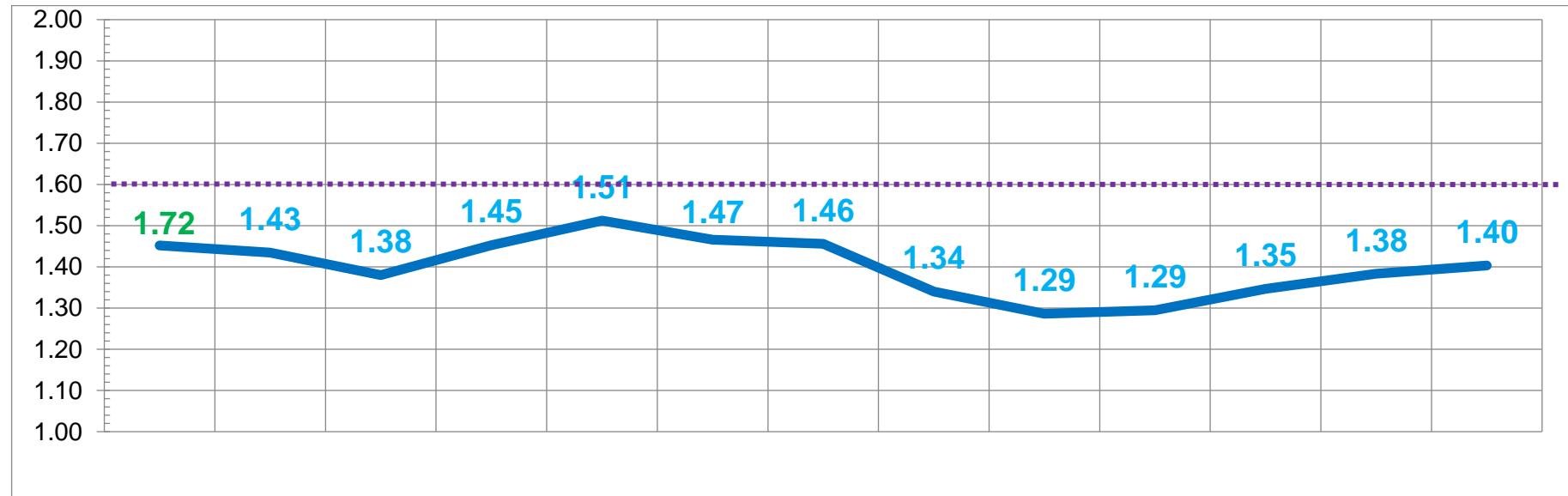
### Taxis – Percentage of Total Trips



## On-Time Performance



## Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Comment Statistics

2025 Comments		April	
		Subtotal	Rate/1000
<b>Rides</b>		<b>17,632</b>	

### Total Comments by Category

<b>Compliment</b>	18	1.02
<b>Policy Related</b>	7	0.40
<b>Service Related</b>	12	0.68
<b>Total</b>	<b>37</b>	<b>2.10</b>

### Average Response Time to Customer (Working Days)‡

<b>Compliment</b>	4.89
<b>Policy Related</b>	11.00
<b>Service Related</b>	8.08
<b>Overall</b>	<b>7.08</b>

	CC	CR
<b>Compliment</b>	12	6
<b>Policy Related</b>	0	7
<b>Service Related</b>	3	9
<b>Overall</b>	15	22

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays