



San Mateo County  
**Paratransit Advisory Council**



(Formerly the Paratransit Coordinating Council)

**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**March 11, 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)  
March 11, 2025

1. Welcome / Roll Call	1:30
2. Approval of February 11, 2025, PAC Meeting Minutes*	1:35
3. Public Comments/Share your Experience (for items not on the agenda)	1:40
4. Presentation: Legislative Update – SamTrans Government Affairs	1:45
5. PAC Committee Reports	2:00
a. Policy/Advocacy/Legislative (PAL)	
i. Approval of February 11, 2025, PAL Meeting Minutes (by roll call) *	
ii. Advocacy	
iii. Legislative Issues	
iv. Redi-Wheels Policy Issues	
b. Education – Chair Position Open	
c. Executive – Benjamin McMullan, Chair	
i. PAC Bylaws Review (Update)	
ii. Retreat Planning (Ad Hoc Committee)	
<hr/> <i>STRETCH BREAK</i> <hr/>	
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	2:40

\*Action item

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

Minutes of February 11, 2025, Meeting

**ATTENDANCE:**

Members in person:

Benjamin McMullan, Chair, CID; Tina Dubost, SamTrans; Michele Epstein, OSS; Sandra Lang, Community Member; Kathy Uhl, CoA; Marie Violet, Dignity Health; Larisa Vaserman, Consumer; Susan Capeloto, Dept. of Rehabilitation; Carmen Santiago, Catholic Charities; Dao Do, Rosenor House. (Member attendance = 10/10, Quorum = Yes)

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PAC Staff; Lynn Spicer, SamTrans (Zoom); Vicky Churchill, TransDev/Redi-Wheels; Kenneth Richardson, TransDev/Redi-Wheels (Zoom)

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF DECEMBER MINUTES:**

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

**PUBLIC COMMENTS:**

Larisa Vaserman reported on a trip from Stanford Hospital to San Mateo. The bus picked her up, then two people from San Carlos Community Center, one person from Belmont, one wheelchair person in San Carlos, then picked one person in Redwood Shores. The bus seemed to be going in circles. Some of the passengers were very upset as the ride took so long. The bus passed by the home of two of the passengers but the driver said that they couldn't stop as they had to follow the manifest. Larisa also expressed concern about the need for more drivers.

Tina responded that many drivers stay for many years, but some people go through the training then decide to leave. Lynn said that driver retention has long been an issue, and that Redi-Wheels is better than most. Sign-on incentives are not financially viable.

Kathy and Sandra acknowledged the rider issues and wanted the committee to investigate ways to help the community with better understanding and using the service.

## **PRESENTATION: Redi-Wheels Reservation System – Lynn Spicer, SamTrans**

Lynn gave a detailed presentation of the reservations system, and the steps reservationists go through when taking a reservation.

### Questions:

Can a reservation be changed once the ride is booked? Lynn reported that once the ride is booked, there are no changes unless the rider requests a change by 5pm the day before.

How much time does it take to make a reservation? Lynn said it takes one to 1-1/2 minutes. There are generally four reservationists available between 8:30am-5pm. If there is high call volume, other staff will assist.

What time should you ask for if you have an appointment? Because of the 20 minute window, the rider should state they need to arrive 20 minutes before the appointment time. This would also allow time to get from the vehicle to the appointment. Alternatively, give the appointment time to the reservationist. Callers should listen carefully when the booking is confirmed back to them.

Is it possible to ask for confirmation in writing? No, however there is a night-before and a day-of reminder call for a demand ride.

## **COMMITTEE REPORTS:**

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

See page 9.

### **Education - Tina Dubost**

The committee met in January. SamTrans had a table at the Millbrae Senior Showcase on January 31 and displayed PAC information. The committee reviewed the new PAC brochure and one-page flyer; these will be distributed to senior centers, etc. They discussed the Consumer Corps as fewer people are participating. It was decided to continue the program for six months and then consider possible alternate ways to collect data.

The next meeting is on March 4<sup>th</sup> at 3pm.

### **Executive – Ben McMullan**

The committee discussed:

- The pros and cons of monthly vs. bi-monthly meeting. To maintain the work of the PAC, they decided to continue to meet monthly with the Education Committee meeting every other month.
- Sandra and Ben will co-chair the Executive Committee.
- The bylaws will be reviewed and presented to the PAC in April.

There followed an informal vote of the PAC membership on meeting frequency. The majority wanted to remain meeting monthly.

An ad hoc committee was formed to review the bylaws: Marie, Sandra, Ben, Carmen, Tina, and Kathy. The current bylaws will be sent for review, and they should send any changes, edits, etc. to Jane. A Zoom meeting will be set up to review the changes prior to the March meeting.

The next Executive Committee meeting will be on March 4<sup>th</sup>, at 2pm.

## **OPERATIONAL REPORTS**

None.

## **PERFORMANCE REPORT**

Tina reported that there is generally a drop in ridership in December. Total ridership increased 8% compared to last year; ridership is stabilizing. Subscription trips and agency trips to adult day care remain stable. Taxis are about 7.5% of trips. Productivity was 1.29 passengers per hour.

Nationwide, there's a lot of variation amongst paratransit agencies. Some are seeing lower ridership, some higher. In San Mateo County, people are taking advantage of other means of transportation. The best advertising is the buses on the street.

## **COMMENT STATISTICS REPORT**

Similar patterns continue to be seen.

## **SAFETY REPORT**

Vicky Churchill reported that there were 2 preventable incidents and 4 non-preventable incidents in January.

## **UPDATES AND ITEMS OF INTEREST**

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

Michele Epstein reported that Ombudsman was sponsoring a dementia friendly cinema viewing of Hairspray on Tuesday, March 18<sup>th</sup>, at 1:30pm, at the Fox Theatre in Redwood City.

Dao Do reported that the shortage of drivers is affecting their agency. Some clients won't use Redi-Wheels as they don't get picked up at the same time each day. They use Uber and Lyft paratransit although it's double or triple the cost. Vicky reported that 4 or 5 drivers recently completed their training; they will receive a bonus after so many hours of working.

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

The commission is conducting the annual review and considering where direction and purpose need to be changed. There are four new members, but CoA still has openings.

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

The commission has five new members who will be appointed shortly.

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

Ligia Andrade Zúñiga was hired as the new executive director; they are still recruiting for a program manager.

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

No update.

### **Department of Rehabilitation – Susan Capeloto**

The new DOR Director is Kim Rutledge, and the new SF District Administrator is Sinaya McCoy.

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

The committee met on February 4. A new chair and vice chair were elected. The meeting covered routine business:

- Acceptance of the statement of revenue.
- Acceptance of the quarterly investment report.
- Some informational items and a legislative report.

The next meeting is on March 4<sup>th</sup>, 2025, at 4:30pm.

### **Other Business**

None.

The meeting ended at 3:03pm.

The next PAC meeting is on Tuesday, March 11<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 December PAL meeting were included in the meeting packet. The minutes were approved by roll call.

### **Advocacy**

Following the report of limited turnaround space for the new transit vans at the Mickelson Center in San Mateo, Kenneth Robertson had visited the site and agreed that it's very congested. Only mini vans will be sent to that location in the future.

### **Legislative**

Sandra asked PAC members to help in bringing any upcoming legislation to the committee. Contact her or Ben with any information and they will create a “watchlist.”

Ben reported that there were openings on the PAL committee; Kathy Uhl volunteered to join the committee.

### **Policy Issues**

None.

The next PAL meeting will be on March 11, 2025.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Prev. Yr. Average
1. Total trips requested	20,445	19,806	21,431	20,633	22,296	20,601	21,236	22,319	21,077	22,549	20,139	20,291	21,024	18,449
2. Trips scheduled	18,883	18,316	19,997	19,343	20,537	18,972	19,499	20,546	19,272	20,555	18,199	18,203	18,877	17,017
a. Same day cancels	1,439	1,310	1,345	1,194	1,225	1,304	1,196	1,171	1,111	1,065	1,099	1,251	1,203	1,142
% of trips scheduled	7.6%	7.2%	6.7%	6.2%	6.0%	6.9%	6.1%	5.7%	5.8%	5.2%	6.0%	6.9%	6.4%	6.71%
b. Late cancels	637	639	654	627	682	629	524	622	537	543	413	493	511	446
% of trips scheduled	3.4%	3.5%	3.3%	3.2%	3.3%	3.3%	2.7%	3.0%	2.8%	2.6%	2.3%	2.7%	2.7%	2.62%
c. Total customer no-shows	286	258	235	236	310	257	213	235	196	229	237	238	187	222
% of trips scheduled	1.5%	1.4%	1.2%	1.2%	1.5%	1.4%	1.1%	1.1%	1.0%	1.1%	1.3%	1.3%	1.0%	1.30%
d. No-show (operator)	0	2	1	0	1	0	0	1	1	1	2	0	2	0
3. Total trips served	16,521	16,107	17,762	17,286	18,319	16,782	17,566	18,517	17,427	18,717	16,448	16,221	16,974	15,207
a. Average weekday riders	639	616	684	633	686	630	659	693	644	690	648	625	667	570
b. Advance reservation	11,541	11,248	12,501	11,923	13,220	12,231	12,351	13,285	12,517	13,260	11,599	11,685	11,930	10,891
c. Agency trips	947	913	1,116	1,203	1,073	892	1,145	1,297	1,200	1,245	1,088	1,125	1,137	794
d. Individual subscription	4,033	3,946	4,145	4,160	4,026	3,659	4,070	3,935	3,710	4,212	3,761	3,411	3,907	3,523
e. Taxi trips	2,110	1,364	1,989	1,536	1,630	1,296	1,442	2,078	2,001	2,042	1,759	1,215	1,249	1,832
(taxi % of total trips)	12.8%	8.5%	11.2%	8.9%	8.9%	7.7%	8.2%	11.2%	11.5%	10.9%	10.7%	7.5%	7.4%	12.0%
4. Total Redi-Wheels riders	1,340	1,376	1,399	1,412	1,438	1,408	1,418	1,432	1,406	1,442	1,365	1,338	1,325	1,299
5. Inter-County Transfer Trips	132	160	164	207	220	187	163	141	131	162	160	124	158	110.92
6. On-time performance <sup>1</sup>	92.8%	87.1%	87.9%	90.6%	89.3%	90.1%	89.5%	87.9%	86.3%	86.7%	86.1%	87.1%	89.7%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.36	1.45	1.50	1.45	1.43	1.38	1.45	1.51	1.47	1.46	1.34	1.29	1.29	1.48
8. Complaints per 1000 trips	0.36	0.50	0.23	0.35	0.60	0.54	0.40	0.76	0.92	0.69	1.40	0.62	0.59	0.49
9. Compliments per 1000 trips	0.36	0.50	0.34	0.75	0.60	0.48	0.68	0.65	0.40	0.64	0.97	0.74	0.35	0.90
10. Avg phone wait time (mins) <sup>3</sup>	0.9	1.0	0.7	0.8	1.2	2.1	1.2	1.1	1.9	1.6	1.4	1.9	1.1	1.27

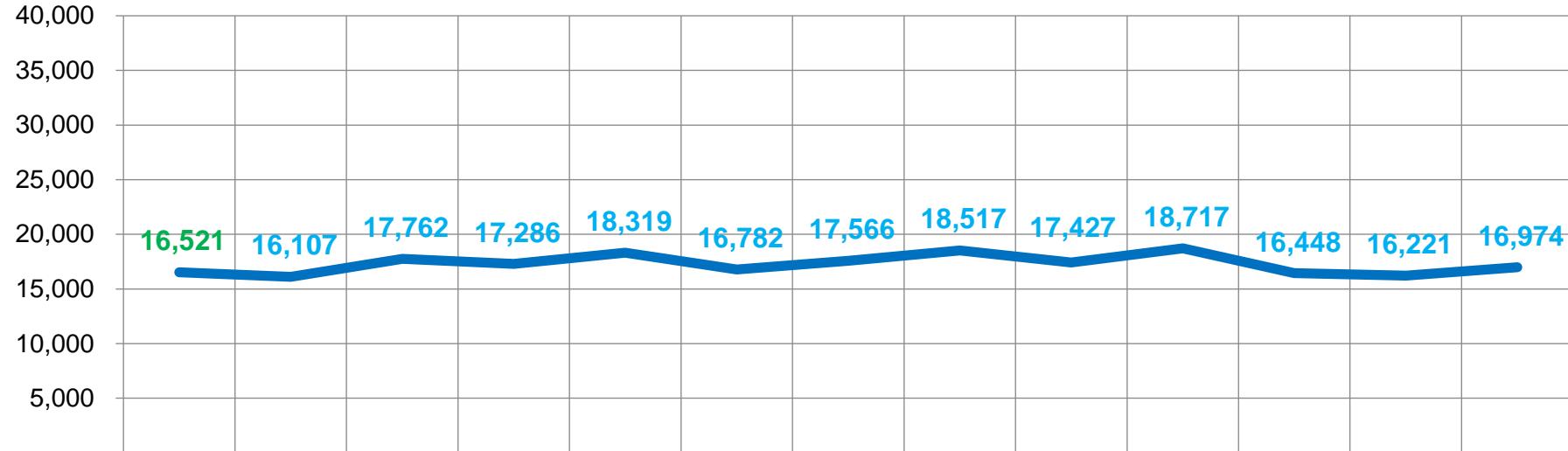
#### Notes:

1 Standard = 90%

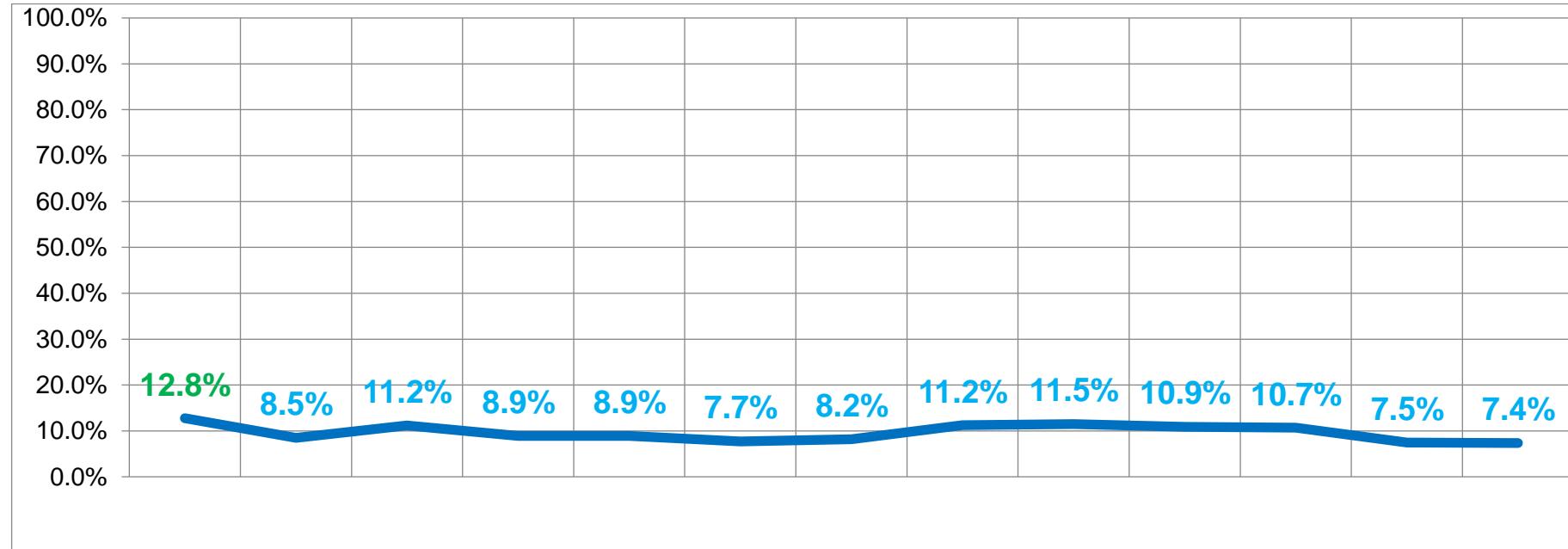
2 Standard = 1.70

3 Standard = < 1.5

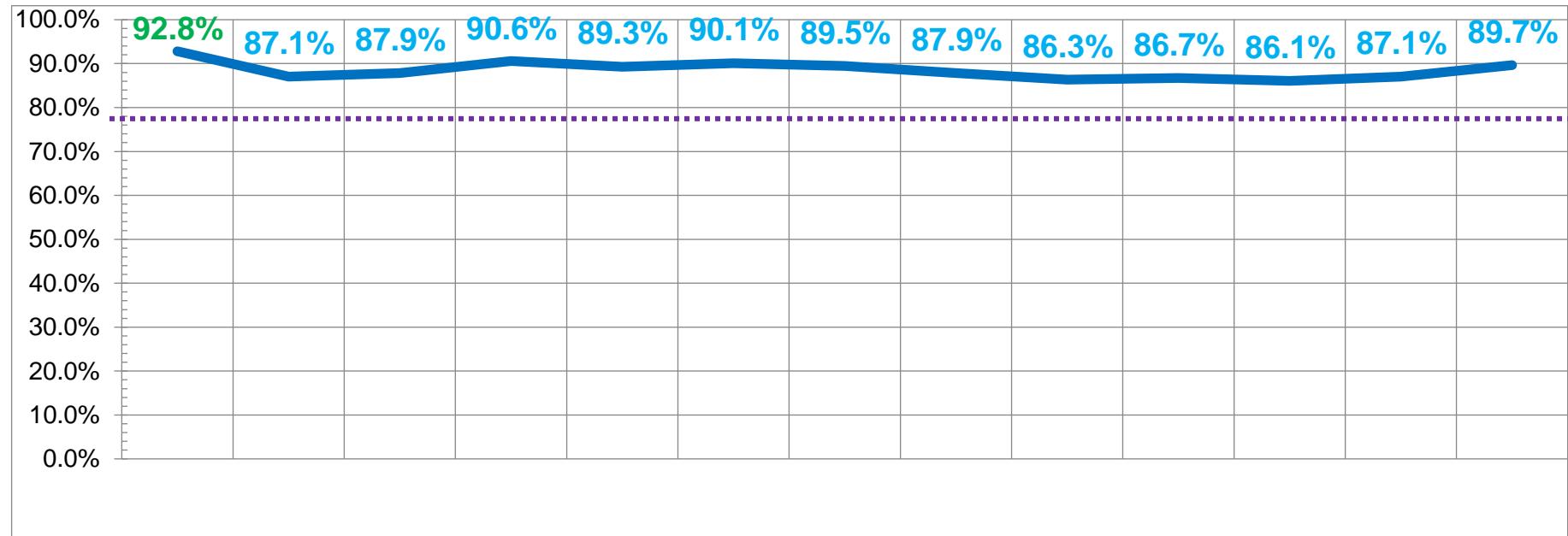
### Total Trips



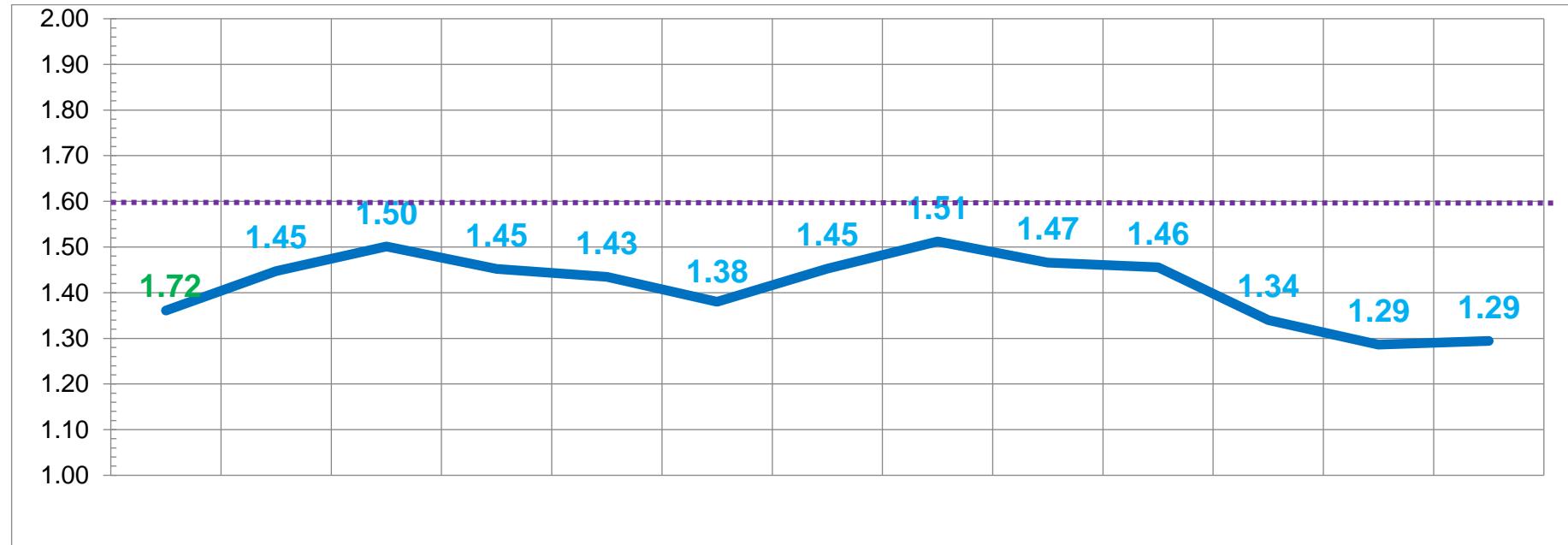
### Taxis – Percentage of Total Trips



## On-Time Performance



## Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Comment Statistics

2025 Comments	January	
	Subtotal	Rate/1000
	16,974	

Total Comments by Category		
Compliment	6	0.35
Policy Related	0	0.00
Service Related	16	0.94
<b>Total</b>	<b>22</b>	<b>1.30</b>

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

	CC	CR
Compliment	2	
Policy Related		NA
Service Related		3.9
<b>Overall</b>	<b>3.2</b>	

	CC	CR
Compliment	6	0
Policy Related	0	0
Service Related	2	14
<b>Overall</b>	<b>8</b>	<b>14</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays