



Agenda, Minutes & Reports

February 10, 2026

1:30pm

San Mateo County
Paratransit Advisory Council (PAC)
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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

2026 Meeting Calendar

Executive Committee	Education Committee	PAC + Policy-Advocacy-Legislative Committee	SamTrans Board of Directors
1 st Tuesday Monthly 2:00pm	1 st Tuesday Bi-Monthly 3:00pm	2 nd Tuesday Monthly 1:30pm	1 st Wednesday Monthly 2:00pm
Jan 6	Jan 6	Jan 13	Jan 7
Feb 3	-	Feb 10	Feb 4
March 3	March 3	March 10	March 4
April 7	-	April 14	April 1
May 5	May 5	May 12	May 6
June 2	-	June 9	June 3
July 7	July 7	July 14	July 8
-	-	-	Aug 5
Sept 1	Sept 1	Sept 8	Sept 2
Oct 6	-	Oct 13	Oct 7
Nov 3	Nov 3	Nov 10	Nov 4
Dec 1	-	Dec 8	Dec 2

Agenda
San Mateo County
Paratransit Advisory Council (PAC) Meeting
(All times approximate)
February 10, 2026

- | | |
|--|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Consent Calendar* | 1:35 |
| a. Approval of January 13, 2026, Meeting Minutes | |
| 3. Public Comments/Share your Experience (for items not on the agenda) | 1:40 |
| 4. Legislative Update from SamTrans Government Affairs | 1:45 |
| 5. Presentation on Central El Camino Multimodal Plan Phase II | 2:05 |
| 6. PAC Committee Reports | 2:25 |
| a. Policy/Advocacy/Legislative (PAL) | |
| i. Legislative Issues | |
| ii. Redi-Wheels Policy Issues | |
| b. Education – Tina Dubost, Chair | |
| c. Executive – Benjamin McMullan, Chair | |
| 7. SamTrans / Redi-Wheels Reports | 2:35 |
| a. SamTrans Updates | |
| b. Performance Summary | |
| c. Comment Statistics Report | |
| d. Safety Report | |
| 8. Updates & Items of Interest | 2:40 |
| 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 | |
| 9. Other Business | 2:50 |
| 10. Adjournment | 2:55 |

*Action item

Minutes of January 13, 2026, Meeting

San Mateo County Paratransit Advisory Council (PAC) Meeting

Members Present: T. Dubost, M. Epstein, S. Lang (Vice Chair), B. McMullan (Chair), K. Uhl, L. Vaserman

Members on Zoom: C. Santoni

Guests Present: B. Garcia (MV Transportation), C. Lun (MV Transportation), M. Ranaldson (Nelson\Nygaard), K. Shanks (SamTrans, joined on Zoom), L. Spicer (SamTrans), M. Thomasmeyer (Nelson\Nygaard)

1. Call to Order and Roll Call

Chair Ben McMullan called the meeting to order at 1:37pm.

PAC members and guests introduced themselves.

2. Consent Calendar

Tina Dubost made the motion to approve the December 9, 2025, meeting minutes. Larisa Vaserman seconded the motion. The motion passed.

3. Public Comment for Items Not on the Agenda

Larisa Vaserman commented on noise coming from the side lifts in the new transit vans. Tina Dubost said they will check with the maintenance team.

Sandra Lang mentioned the new affordable housing project for adults with disabilities in San Bruno and wondered if Redi-Wheels is engaging with Peninsula Health Care District. Tina Dubost thanked her for letting the PAC and staff know.

Kathy Uhl asked how Redi-Wheels handles riders who get picked up at Medical Equipment Loan Program distribution centers and have bulky supplies they need to bring onboard. SamTrans staff provided clarification on Redi-Wheels' policies for those situations, including the "no-strand" policy and limits on how much a rider can bring onboard.

4. Report on the 2026-2028 PAC Workplan

Ben McMullan presented the new PAC workplan, which includes initiatives for membership recruitment, education and outreach, service quality, and advocacy.

Sandra Lang reminded the PAC that discussions during the retreat in October were used to develop the workplan. She requested the workplan be reformatted to clarify the timeline for when work will be completed and which items will be ongoing. She also encouraged the PAC to continuously review the workplan and report on progress.

PAC members discussed outreach opportunities, including resource fairs. They emphasized the need to be more proactive with encouraging people to learn more about the PAC and services available to them, especially as other services are reduced due to funding cuts at the county level.

Tina Dubost suggested the Education Committee work on developing an outreach plan as a next step.

Kathy Uhl made the motion to approve the workplan. Ben McMullan seconded the motion. The motion passed.

5. Update on the PAC Website

Marvin Ranaldson previewed the new PAC website, noting differences from the old website and improvements made.

Larisa Vaserman suggested posting pictures of all of the different types of Redi-Wheels vehicles that are available. This led to a conversation about how both riders and Redi-Wheels need to be informed about vehicle availability and rider needs. Staff clarified how Redi-Wheels matches riders with vehicles.

Sandra Lang wanted to confirm that the PAC website directs people to relevant resources.

Marvin Ranaldson confirmed that the website is responsive and accessible.

6. PAC Committee Reports

6.a. Policy/Advocacy/Legislative (PAL) Report

- Legislative Issues
 - Tina Dubost stated that SamTrans' Government Affairs team will join the February PAC meeting to present on Governor Newsom's budget proposal and Senate Bill 63.
- Redi-Wheels Policy Issues

- o Tina Dubost reminded PAC members that MV Transportation is the new contractor for Redi-Wheels.

6.b. Education Committee Report

Tina Dubost reported that the Education Committee met briefly on January 6 and that the Committee has not yet begun working on an outreach plan.

6.c. Executive Committee Report

Ben McMullan reported that the Executive Committee met on January 6 and discussed the workplan and website.

7. SamTrans / Redi-Wheels Reports

7.a. SamTrans Updates

No updates.

7.b. Performance Summary

Tina Dubost stated that the reports can be found in the meeting packet. There were no questions from PAC members.

7.c. Comment Statistics Report

Ms. Dubost stated that the report can be found in the meeting packet. There were no questions from PAC members.

7.d. Safety Report

Ms. Dubost reported that there was one preventable accident on Redi-Wheels in December.

8. Updates and Items of Interest

8.a. Agencies

No updates.

8.b. County Commissions (CoA and CoD)

Kathy Uhl gave the report for the Commission on Aging, which included welcoming new commissioners, receiving a presentation from Villages of San Mateo County, and reacting to funding cuts from the County.

Ben McMullan gave report for the Commission on Disabilities, which included filling open positions on the Commission and planning presentations for 2026.

8.c. Center for Independence (CID)

No updates.

8.d. Coastside Transportation Committee (CTC)

No updates.

8.e. Transportation Authority Citizens Advisory Committee (TA-CAC)

Sandra Lang reported on the TA-CAC's meeting on January 6. The Committee approved the Grand Boulevard Initiative Action Plan and the 2026 Legislative Program. It also adopted resolutions for an amendment to Measure A funding for Caltrain and allocation of Measure W funds for highway projects, as well as received an update on the grade separation program.

8.f. Department of Rehabilitation (DOR)

No updates.

8.g. ADA Policy Refresher

Tina Dubost reminded PAC members of the trip cancellation policy.

9. Other Business

Larisa Vaserman informed the PAC of the new president of the Board of Supervisors.

10. Adjournment

The meeting was adjourned at 2:59pm.

Redi-Wheels Reports

Performance Measures

Performance Measure	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Prev. Yr. Average
1. Total trips requested	20,291	21,026	19,434	21,187	20,910	21,639	20,334	21,714	21,202	21,663	22,962	20,808	21,613	21,012
2. Trips scheduled	18,203	18,879	17,604	19,460	19,335	20,020	18,645	19,881	19,469	19,799	21,080	19,047	19,398	19,185
a. Same day cancels	1,251	1,203	1,183	1,265	1,166	1,372	1,144	1,325	1,229	1,496	1,447	1,508	1,629	1,186
% of trips scheduled	6.9%	6.4%	6.7%	6.5%	6.0%	6.9%	6.1%	6.7%	6.3%	7.6%	6.9%	7.9%	8.4%	6.18%
b. Late cancels	493	511	409	397	383	415	317	294	374	393	365	346	431	464
% of trips scheduled	2.7%	2.7%	2.3%	2.0%	2.0%	2.1%	1.7%	1.5%	1.9%	2.0%	1.7%	1.8%	2.2%	2.42%
c. Total customer no-shows	238	187	175	179	153	136	148	154	143	172	174	173	178	194
% of trips scheduled	1.3%	1.0%	1.0%	0.9%	0.8%	0.7%	0.8%	0.8%	0.7%	0.9%	0.8%	0.9%	0.9%	1.01%
d. No-show (operator)	0	4	1	0	1	1	0	1	1	0	1	1	1	1
3. Total trips served	16,221	16,974	15,836	17,619	17,632	18,096	17,036	18,107	17,722	17,738	19,093	17,019	17,159	17,341
a. Average weekday riders	625	667	636	681	644	692	639	683	676	661	703	657	637	660
b. Advance reservation	11,685	11,930	10,809	12,151	11,980	12,611	11,893	12,472	12,355	12,384	13,206	12,237	12,230	12,173
c. Agency trips	1,125	1,137	1,071	1,177	1,234	1,178	1,166	1,267	1,238	1,186	1,317	1,001	1,133	1,172
d. Individual subscription	3,411	3,907	3,956	4,291	4,418	4,307	3,977	4,368	4,129	4,168	4,570	3,781	3,796	3,996
e. Taxi trips	1,215	1,249	1,037	1,679	1,882	1,733	1,344	1,283	1,629	1,351	1,581	1,652	1,413	1,622
(taxi % of total trips)	7.5%	7.4%	6.5%	9.5%	10.7%	9.6%	7.9%	7.1%	9.2%	7.6%	8.3%	9.7%	8.2%	9.4%
4. Total Redi-Wheels riders	1,338	1,325	1,301	1,359	1,357	1,390	1,362	1,370	1,387	1,403	1,411	1,397	1,364	1,375
5. Inter-County Transfer Trips	124	158	144	115	107	122	111	148	139	162	170	147	119	136.50
6. On-time performance ¹	87.1%	89.7%	86.5%	87.1%	87.0%	88.7%	90.6%	90.6%	87.8%	84.6%	84.9%	83.5%	85.1%	87.8%
7. Productivity (psgrs/rvh) ²	1.29	1.29	1.35	1.38	1.40	1.38	1.37	1.41	1.42	1.44	1.43	1.44	1.38	1.39
8. Complaints per 1000 trips	0.62	0.59	1.01	0.68	0.51	0.66	0.18	0.22	0.28	1.07	0.84	0.53	0.64	0.70
9. Compliments per 1000 trips	0.74	0.35	0.51	1.02	1.02	0.77	1.29	1.55	1.35	1.47	0.79	0.65	0.64	0.75
10. Avg phone wait time (mins) ³	1.9	1.1	1.4	1.1	1.3	1.3	1.2	1.2	1.3	1.7	1.5	NA	1.6	1.37

1/30/2026

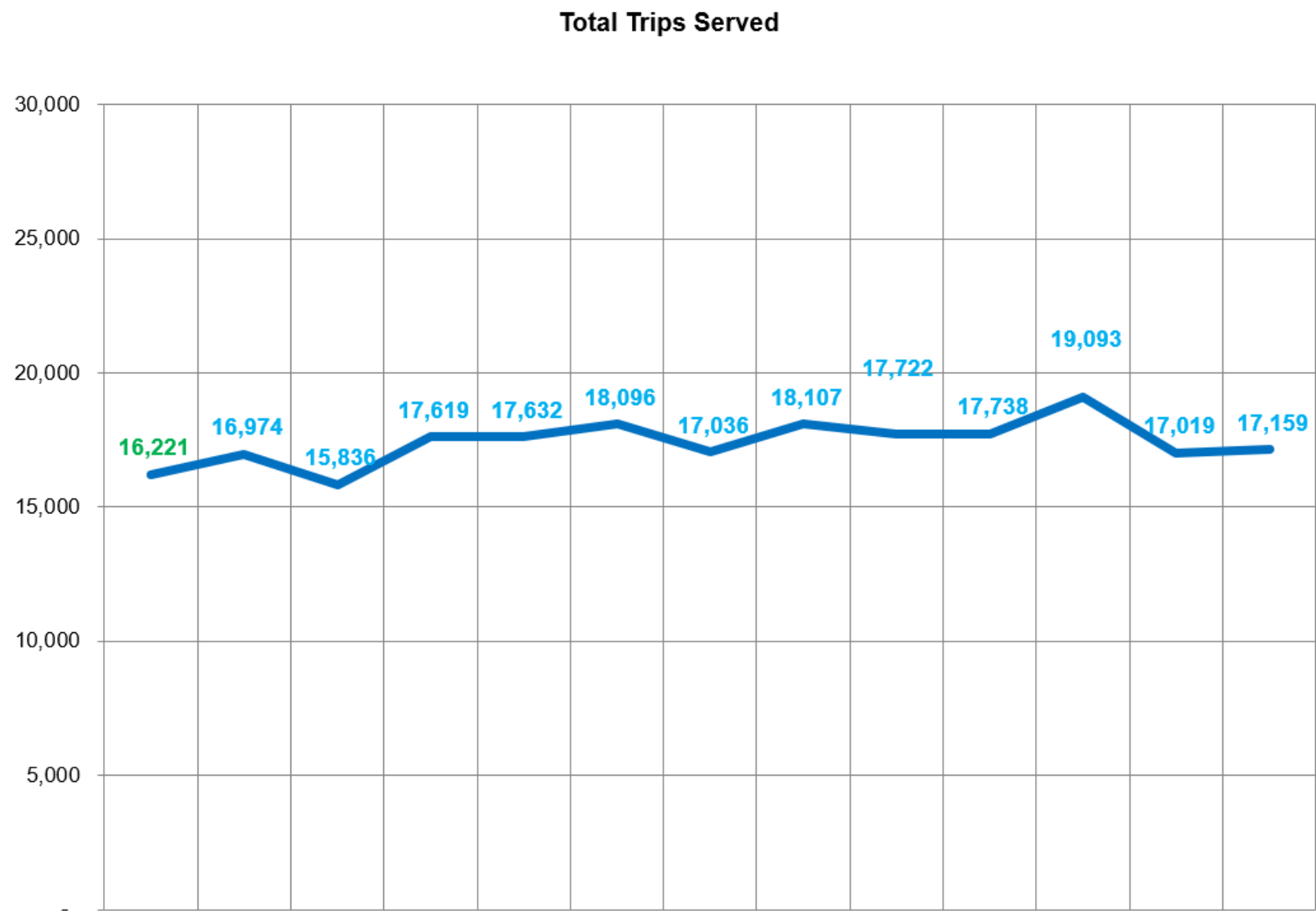
Notes:

1 Standard = 90%

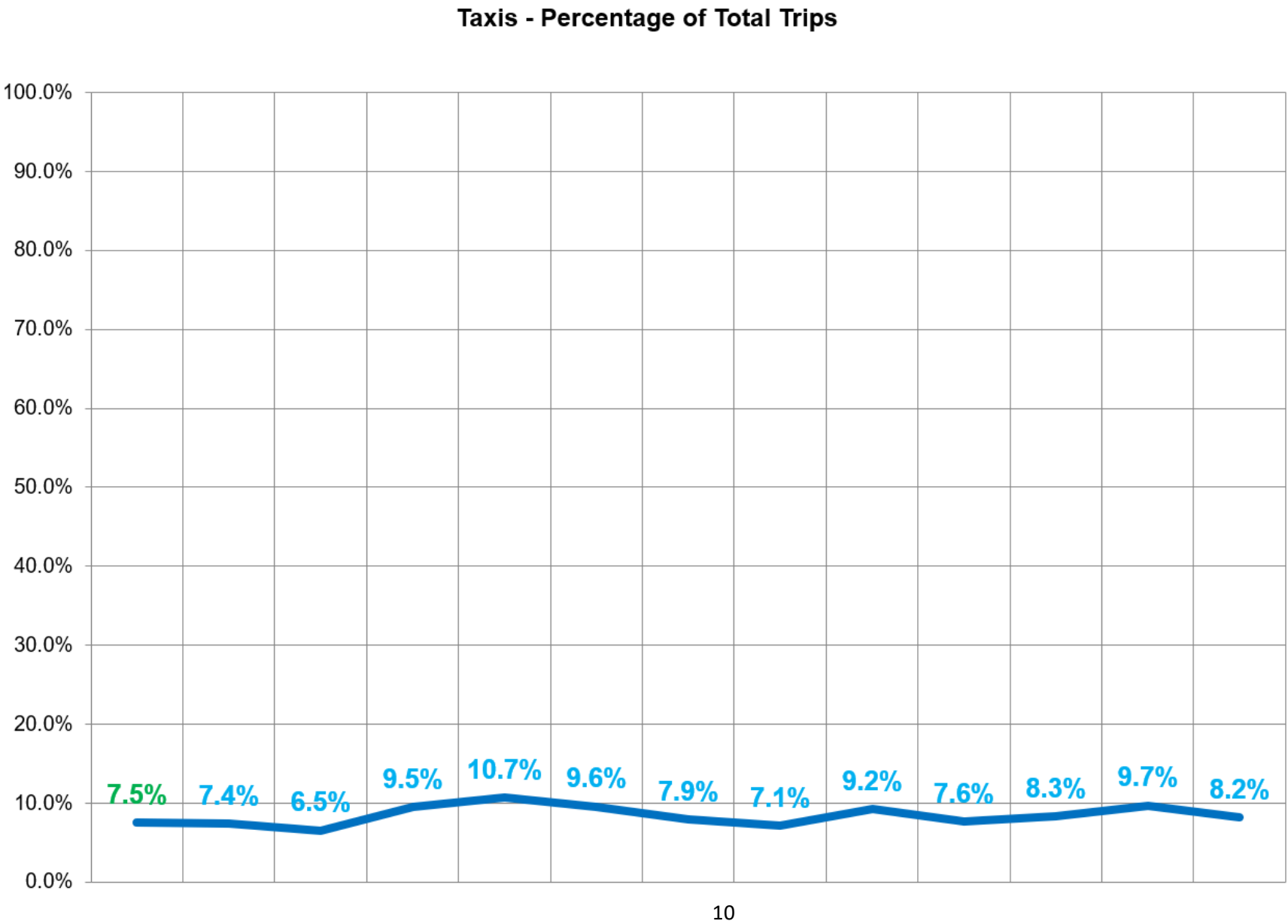
2 Standard = 1.70

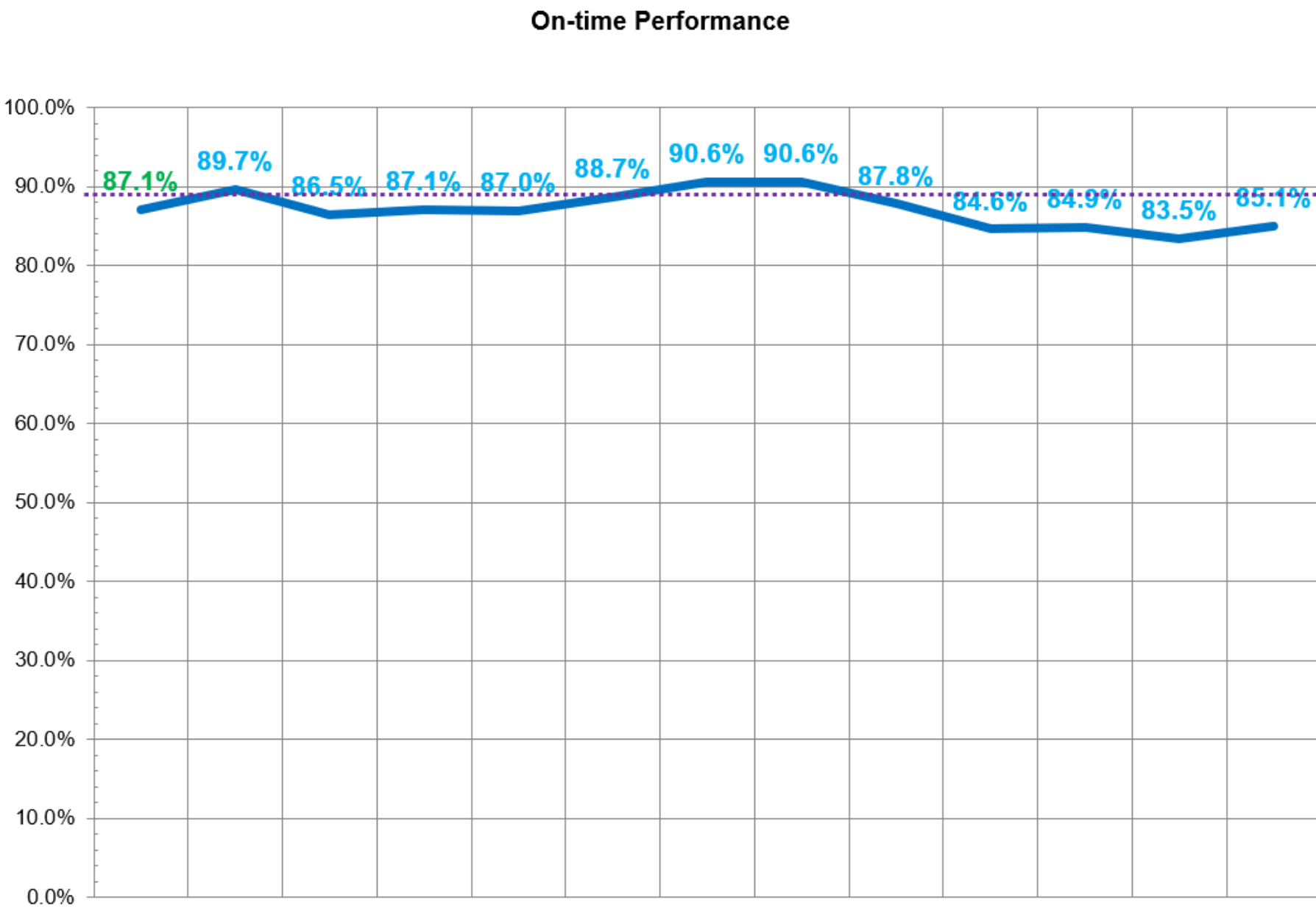
3 Standard = < 1.5

Total Trips



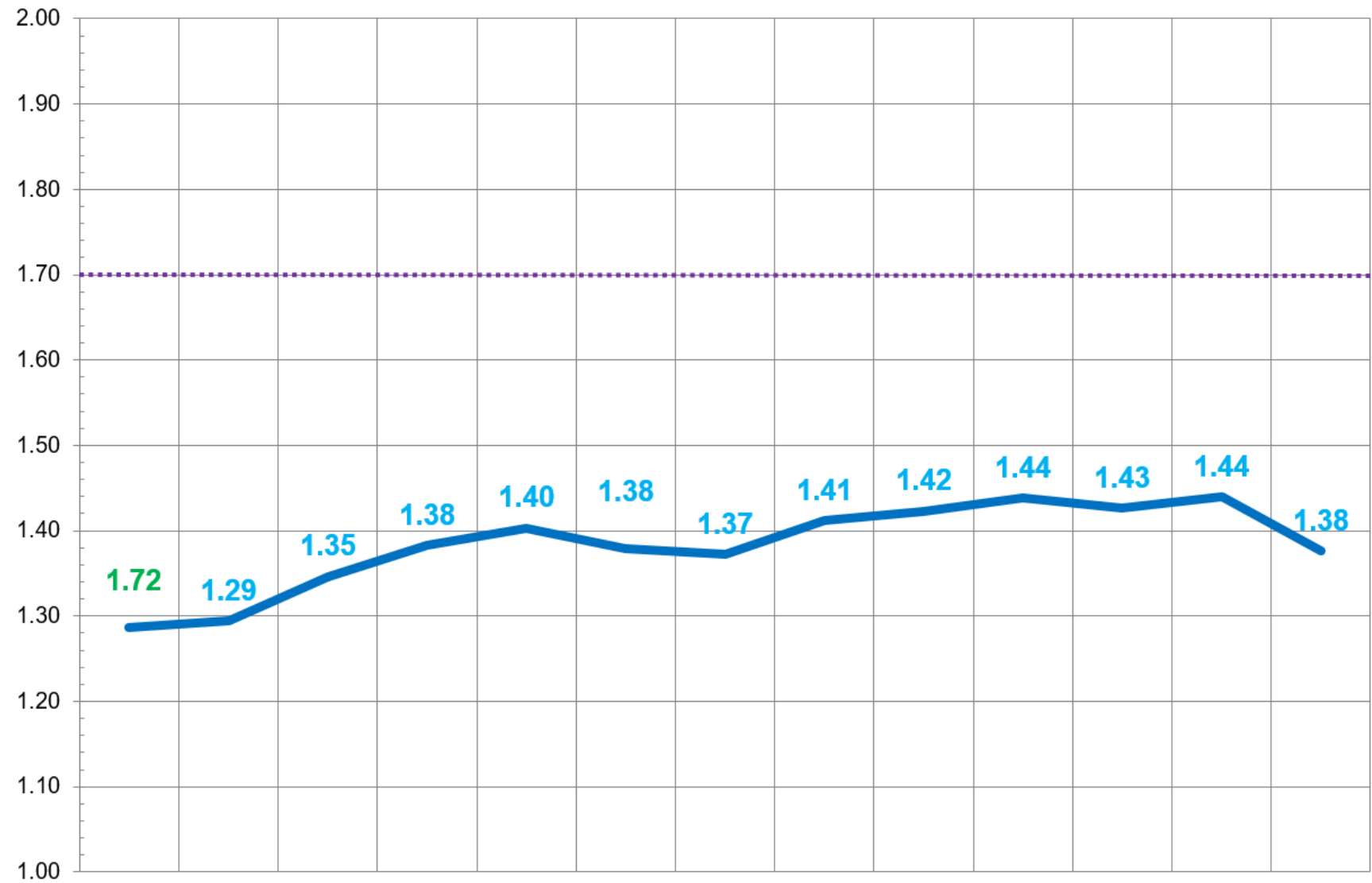
Taxis – Percentage of Total Trips





Productivity - (Passengers / Revenue Vehicle Hour)

Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2025 Comments	December	
	Subtotal	Rate/1000
	Rides	17,159

Total Comments by Category

Compliment	11	0.64
Policy Related	2	0.12
Service Related	11	0.64
Total	24	1.4

Average Response Time to Customer (Working Days)‡

Compliment	13.00
Policy Related	9.50
Service Related	14.85
Overall	13.66

	CC	CR
Compliment	9	2
Policy Related	0	2
Service Related	1	10
Overall	10	14

CC= Comment Card

CR = Comment Report

‡ Excludes weekends and holidays