



San Mateo County  
**Paratransit Advisory Council**

(Formerly the Paratransit Coordinating Council)

**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**January 14, 2025**

**1:30pm**

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

[www.sanmateopcc.org](http://www.sanmateopcc.org)  
[sanmateopcc2@gmail.com](mailto:sanmateopcc2@gmail.com)

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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)  
**January 14, 2025**

1. Welcome / Roll Call	1:30
2. Approval of December 10, 2024, PAC Meeting Minutes*	1:35
3. Presentation: Regional Accessibility Initiatives: Drennen Shelton	1:40
4. Public Comments/Share your Experience (for items not on the agenda)	2:00
5. Committee Reports	2:10
a. Policy/Advocacy/Legislative (PAL)	
i. Approval of December 10, 2024, PAL Meeting Minutes (by roll call) *	
ii. Advocacy	
iii. Legislative Issues	
iv. Policy Issues	
b. Education – Chair Position Open	
c. Executive – Benjamin McMullan, Chair	
-----STRETCH BREAK-----	
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	2:30
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	2:40
9. Adjournment	2:45

\*Action item

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

Minutes of December 10, 2024, 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. (Member attendance = 8/10, Quorum = Yes)

Members on Zoom:

Carmen Santiago, Catholic Charities; Dao Do, Rosenor House

Guests:

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

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF NOVEMBER MINUTES:**

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

**PUBLIC COMMENTS:**

None.

**COMMITTEE REPORTS:**

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

See page 9.

**Education**

The committee did not meet in December.

The next meeting is on January 7<sup>th</sup> at 3pm.

## Executive – Ben McMullan

- Tina offered to chair the Education Committee to build up the number of participants on the Executive Committee. Ben agreed it might be the best thing to do until a new chair is selected.
- The orientation session for new members will be on December 18 from 11-12pm via Zoom.
- They discussed changing the PAC website as the site platform is old. Jane suggested using GoDaddy or another templated service. Tina will look at the budget.
- They are meeting in person on December 17<sup>th</sup> with Marvin Ranaldson.
- They discussed having a presentation on the reservation and scheduling process.

The next meeting will be on January 7, at 2pm.

## OPERATIONAL REPORTS

Tina reported that [San Francisco Paratransit](#) is having a fare increase. This would affect Redi-Wheels riders transferring to San Francisco Paratransit.

## PERFORMANCE REPORT

Tina referred council members to the October report in the packet. Total ridership increased 2.6% compared to last year; average weekday ridership increased by 6.6%. The increase is slowing.

Subscription trips are about 23%; agency trips to adult day care are about 7%, Taxis are about 11% of service and work continues on putting more trips on the Redi-Wheels branded service. Same-day cancels are at typical levels; the percentage of no-shows and same-day cancels are manageable. The number of individuals riding is about the same as last year. On time performance was 86.7%, which did not meet the standard. Productivity was 1.46 passengers per hour.

Ben asked if same-day paratransit is included in the report. Tina said it was.

Sandra commented that Serra Cab has medical transportation and asked if that was used by Redi-Wheels. Lynn said it wasn't; Redi-Wheels only uses Serra Cab vehicles.

## COMMENT STATISTICS REPORT

Most comments are consumer reports rather than comment cards. Cards are primarily compliments and patterns are similar. The most common concern is late vehicles. There are a few more comments related to no-shows. She reminded riders that if they receive a letter regarding a no-show, they should call the number on the letter.

## **SAFETY REPORT**

Vickie Churchill reported that there were 3 preventable incidents and 4 non-preventable incidents in November.

## **UPDATES AND ITEMS OF INTEREST**

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

Dao had concerns about the late service and long rides received by their clients.

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

The commission is reorganizing to better meet the needs of the community. They are looking at reaching out to more people and connecting them to the COA or other services in the community for seniors. They are also looking into the issue of loneliness among seniors.

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

No meeting in December. They will hold a townhall meeting open to the public on Emergency Preparedness on January 22<sup>nd</sup>, from 7-8pm, on Zoom. Topics to be discussed will be transportation, paratransit, communication, caregiving; water and food for people and pets, go-bags, shelter accessibility, medication, and assistive devices.

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

They are still recruiting a program manager and an executive director.

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

No update.

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

The committee met on November 5. Motions were made concerning:

- Acceptance of revenues and expenditures.
- Acceptance of the quarterly investment and fixed income reports.
- Accepting the countywide automated vehicle strategic plan.
- Adoption of the amended conflict of interest code drawn up by legal counsel.
- An informational item on the pedestrian/bicycle program funded by Measure W.
- A report on the [2025-29 Strategic Plan](#). A draft has been released for public comment. Sandra encouraged everyone to read it.
- A brief legislative update following the election in November.

The next meeting is on January 14<sup>th</sup>, 2025.

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

Their director is retiring at the end of December as well as some other executive staff. It will take a long time to fill the positions.

## **Other Business**

ADA Refresher: Tina reminded everyone that riders are limited to 4 standard grocery bags. The driver will help carry items that weigh less than 25lbs only 100' from the vehicle. If farther, the rider needs to make other arrangements for help with the groceries.

Sandra asked about the possibility of a driver appreciation event. Ben didn't think there was budget for this; Tina will check into this. At a past event, the PAC paid for cookies through member donations.

The meeting ended at 2:56pm.

The next meeting is on January 14, 2025, in person and remotely via Zoom.

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

The minutes of the November PAL meeting were included in the meeting packet. Tina moved to approve the minutes; Ben seconded the motion. The minutes were approved by roll call.

### **Advocacy**

Sandra stressed the importance of advocacy and for members to bring legislative topics to the PAC chair for inclusion in the agenda. Kathy Uhl asked if legislative issues could be sent out to members for review ahead of time. Sandra suggested that members focus on areas that they are interested/involved in. Tina commented that there should always be a paratransit focus.

### **Legislative**

Ben McMullen commented that AB817, the open meetings legislation, was brought up at the SamTrans board meeting. Tina will ask Government Affairs for an update and will send it to Jane for distribution.

### **Policy Issues**

Tina reported that the SamTrans Board voted to make same-day paratransit a regular part of the Redi-Wheels service. She thanked that PAC for their support.

Larisa reported that she is still having issues with ride times and asked if the same-day service could be affecting the regular service. Tina responded that the goal is that same-day service will not impact the regular service. The standard of 90% on time remains the same. Lynn added that, unlike regular service, reservationists can refuse a same-day trip.

Larisa reported that on a recent occasion, she was given just one option for a trip that was a long time before the appointment. This means that the trip takes almost the whole day. The reservationist said that there was just one option given to her by the system. She isn't seeing much flexibility for reservations as there had been in the past. Lynn offered to talk to Larisa about this.

The next PAL meeting will be on January 14, 2025.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Prev. Yr. Average
1. Total trips requested	20,633	20,224	20,445	19,806	21,431	20,633	22,296	20,601	21,236	22,319	21,077	22,549	20,139	18,449
2. Trips scheduled	18,835	18,591	18,883	18,316	19,997	19,343	20,537	18,972	19,499	20,546	19,272	20,555	18,199	17,017
a. Same day cancels	1,221	1,379	1,439	1,310	1,345	1,194	1,225	1,304	1,196	1,171	1,111	1,065	1,099	1,142
% of trips scheduled	6.5%	7.4%	7.6%	7.2%	6.7%	6.2%	6.0%	6.9%	6.1%	5.7%	5.8%	5.2%	6.0%	6.71%
b. Late cancels	678	627	637	639	654	627	682	629	524	622	537	543	413	446
% of trips scheduled	3.6%	3.4%	3.4%	3.5%	3.3%	3.2%	3.3%	3.3%	2.7%	3.0%	2.8%	2.6%	2.3%	2.62%
c. Total customer no-shows	277	491	286	258	235	236	310	257	213	235	196	229	237	222
% of trips scheduled	1.5%	2.6%	1.5%	1.4%	1.2%	1.2%	1.5%	1.4%	1.1%	1.1%	1.0%	1.1%	1.3%	1.30%
d. No-show (operator)	2	1	0	2	1	0	1	0	0	1	1	1	2	0
3. Total trips served	16,657	16,093	16,521	16,107	17,762	17,286	18,319	16,782	17,566	18,517	17,427	18,717	16,448	15,207
a. Average weekday riders	620	623	639	616	684	633	686	630	659	693	644	690	648	570
b. Advance reservation	11,856	11,481	11,541	11,248	12,501	11,923	13,220	12,231	12,351	13,285	12,517	13,260	11,599	10,891
c. Agency trips	984	939	947	913	1,116	1,203	1,073	892	1,145	1,297	1,200	1,245	1,088	794
d. Individual subscription	3,817	3,673	4,033	3,946	4,145	4,160	4,026	3,659	4,070	3,935	3,710	4,212	3,761	3,523
e. Taxi trips	2,889	2,571	2,110	1,364	1,989	1,536	1,630	1,296	1,442	2,078	2,001	2,042	1,759	1,832
(taxi % of total trips)	17.3%	16.0%	12.8%	8.5%	11.2%	8.9%	8.9%	7.7%	8.2%	11.2%	11.5%	10.9%	10.7%	12.0%
4. Total Redi-Wheels riders	1,402	1,403	1,340	1,376	1,399	1,412	1,438	1,408	1,418	1,432	1,406	1,442	1,365	1,299
5. Inter-County Transfer Trips	142	164	132	160	164	207	220	187	163	141	131	162	160	110.92
6. On-time performance <sup>1</sup>	86.2%	90.0%	92.8%	87.1%	87.9%	90.6%	89.3%	90.1%	89.5%	87.9%	86.3%	86.7%	86.1%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.45	1.39	1.36	1.45	1.50	1.45	1.43	1.38	1.45	1.51	1.47	1.46	1.34	1.48
8. Complaints per 1000 trips	0.54	0.50	0.36	0.50	0.23	0.35	0.60	0.54	0.40	0.76	0.92	0.69	1.40	0.49
9. Compliments per 1000 trips	0.36	0.50	0.36	0.50	0.34	0.75	0.60	0.48	0.68	0.65	0.40	0.64	0.97	0.90
10. Avg phone wait time (mins) <sup>3</sup>	1.2	1.2	0.9	1.0	0.7	0.8	1.2	2.1	1.2	1.1	1.9	1.6	1.4	1.27

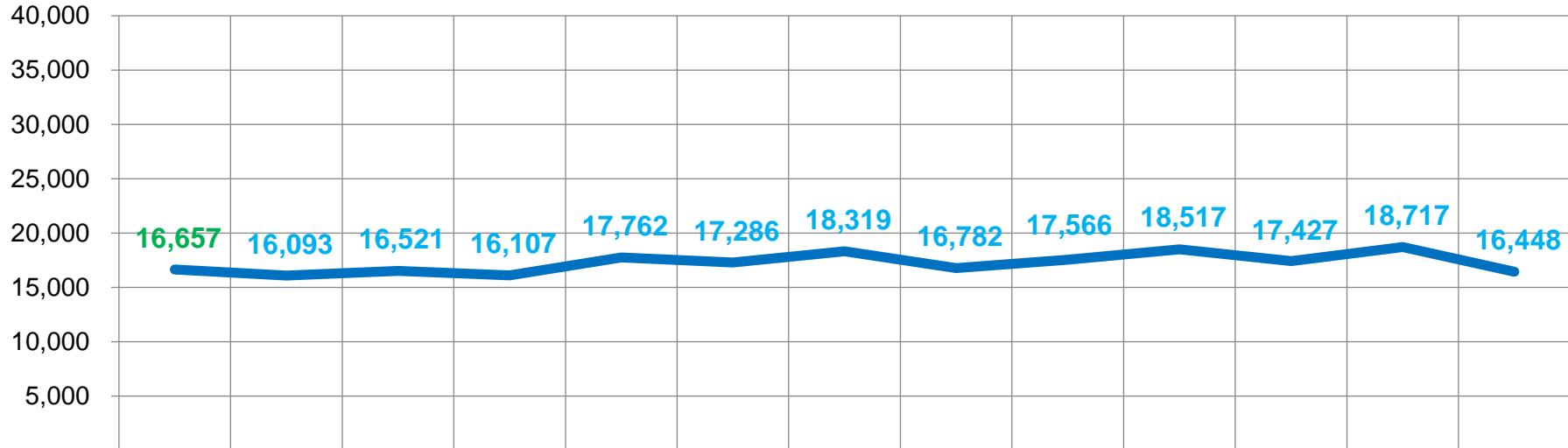
#### Notes:

1 Standard = 90%

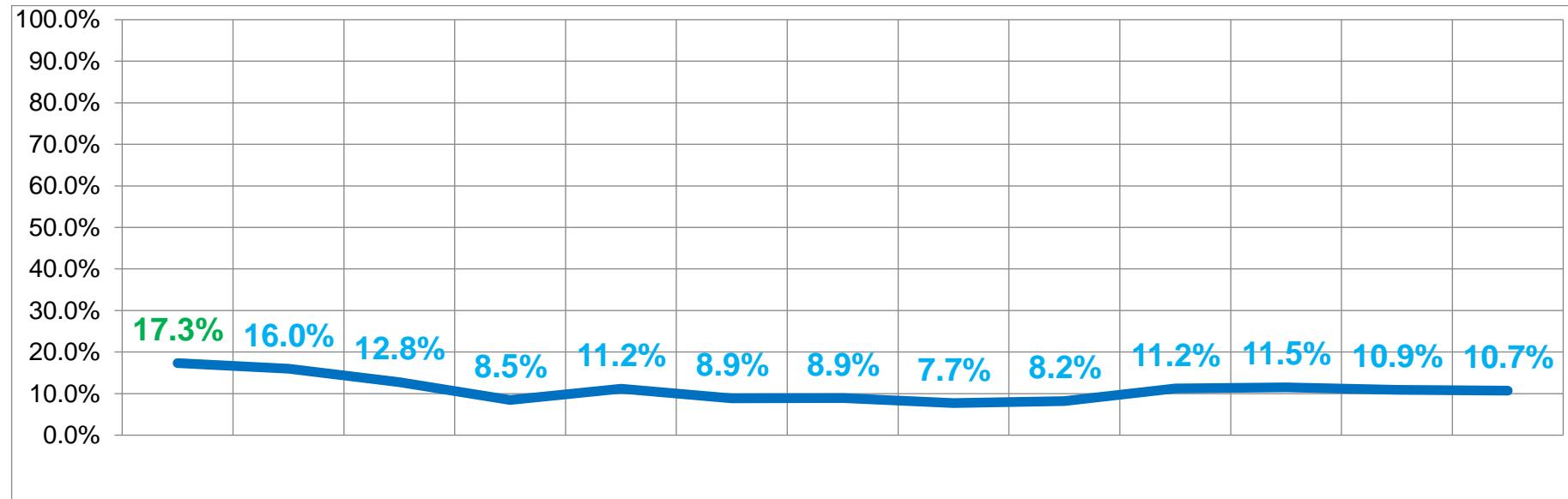
2 Standard = 1.70

3 Standard = < 1.5

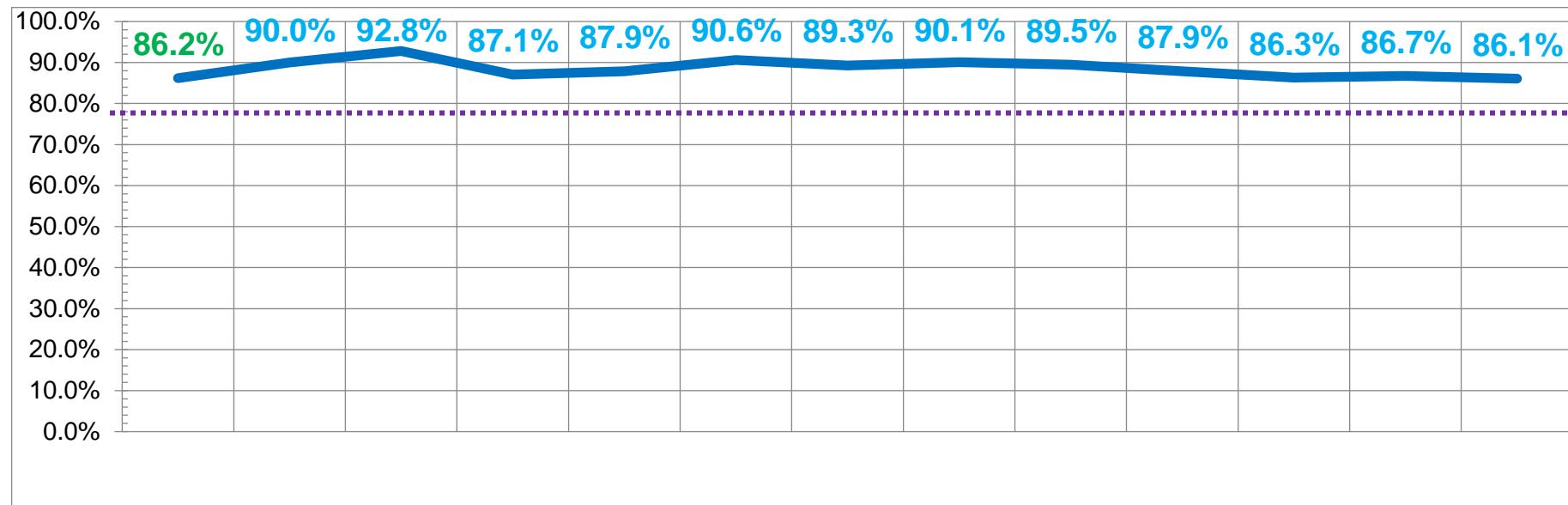
### Total Trips



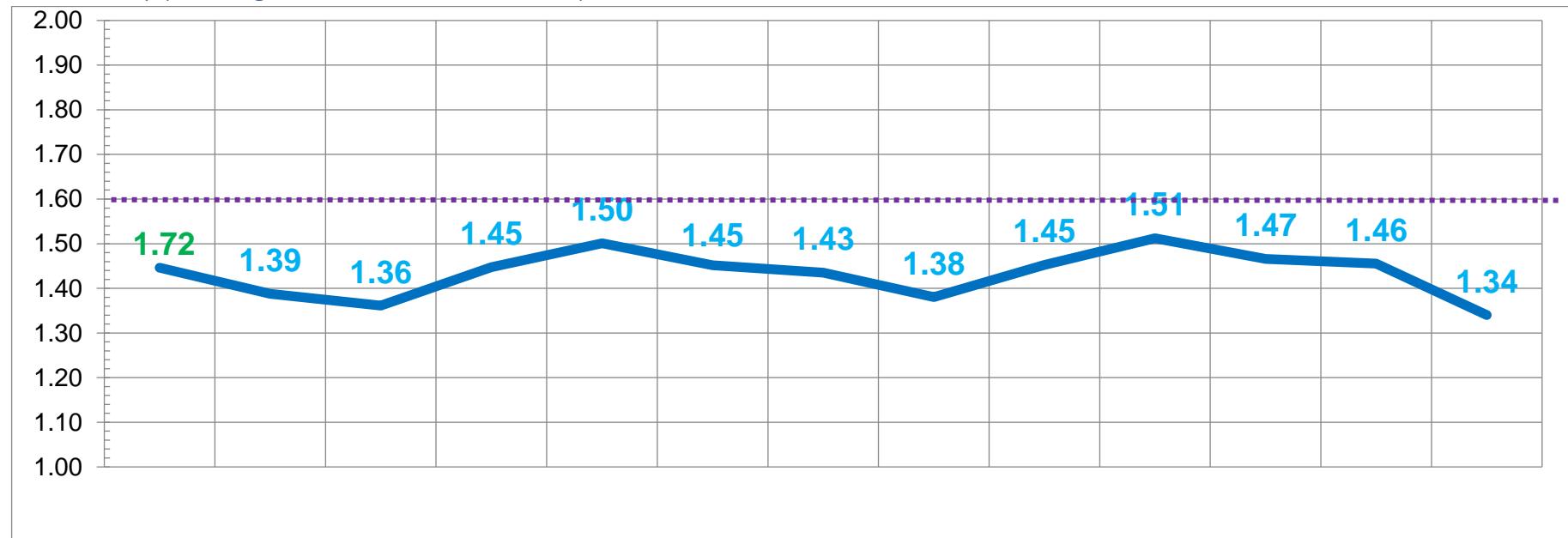
### Taxis – Percentage of Total Trips



## On-Time Performance



## Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Comment Statistics

2024 Comments	November	
	Subtotal	Rate/1000
	16,448	

Total Comments by Category		
Compliment	16	0.97
Policy Related	2	0.12
Service Related	28	1.70
<b>Total</b>	<b>46</b>	<b>2.80</b>

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

	CC	CR
Compliment	3.5	
Policy Related		2.5
Service Related		4.69
<b>Overall</b>	<b>3.74</b>	

	CC	CR
Compliment	12	4
Policy Related	0	2
Service Related	3	25
<b>Overall</b>	<b>15</b>	<b>31</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays