



San Mateo County  
**Paratransit Advisory Council**



(Formerly the Paratransit Coordinating Council)

**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**April 8, 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=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

## 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)  
April 8, 2025

1. Welcome / Roll Call	1:30
2. Approval of March 11, 2025, PAC Meeting Minutes*	1:35
3. Public Comments/Share your Experience (for items not on the agenda)	1:40
4. Presentation: PCC Bylaws Revisions	1:45
5. PAC Committee Reports	2:00
a. Policy/Advocacy/Legislative (PAL)	
i. Approval of March 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. Retreat Planning (Ad Hoc Committee)	
-----STRETCH BREAK-----	
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. Coastsider 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 March 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; Dao Do, Rosenor House (Zoom)  
(Member in-person attendance = 8/10, Quorum = Yes)

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PAC Staff; Lynn Spicer, SamTrans; Nicole Arshad, SamTrans Gov. Affairs; Kenneth Richardson, TransDev/Redi-Wheels.

Absent: Carmen Santiago, Catholic Charities

**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 February meeting minutes; Sandra Lang seconded the motion. The minutes were approved.

**PUBLIC COMMENTS:**

None.

**PRESENTATION: Legislative Update, Nicole Arshad, SamTrans Gov't Affairs**

See Attachment A.

**COMMITTEE REPORTS:**

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

See page 9.

**Education - Tina Dubost**

SamTrans will have a table at the Belmont Senior Showcase on 3/21/25 and will display PAC information. Marie handed out a flyer for an event sponsored by Sequoia Hospital on Transportation Resources, on 4/14/25 at the Twin Pines Senior Center. Information on the PAC was included in two senior center newsletters. The committee compiled packets of PAC materials to send to 20 senior centers.

The next meeting is on May 6<sup>th</sup> at 3pm.

## **Executive – Ben McMullan**

The committee discussed:

- New member orientation was completed for Larisa and Carmen.
- The ad hoc committee review of the bylaws was held on March 3; it will be continued.
- Upcoming presentations:
  - April, PAC Bylaws
  - May, Mobility Management
- Options were discussed for the 2025 PAC Retreat on October 14, in place of the regular meeting, and will include a guest presenter; suggestions were Kelly Buckland, former disability policy adviser at USDOT, someone from Age-Friendly Cities, AARP, local hospitals.  
An ad hoc committee will plan the retreat and open it up to the public. Ben, Tina, Michele, Sandra, Larisa volunteered to be on the committee.
- Jane announced that she will not be renewing her contract with Nelson\Nygaard for 2025/26.

The next Executive Committee meeting will be on April 1, at 2pm.

## **OPERATIONAL REPORTS**

None.

## **PERFORMANCE REPORT**

Total ridership increased 2.7%; average weekday ridership increased 4%. Ridership has stabilized. Subscription rides remained at 23%; agency trips were 7%; trips on taxis were 7.4%.

Kathy wondered if the various community transportation services have affected Redi-Wheels ridership? Tina didn't know but, as the mobility manager for San Mateo County, SamTrans wants people to know all their transportation options or combination of options. Kathy wondered if the PAC should put together an advocacy group of riders who don't feel comfortable coming to meetings.

## **COMMENT STATISTICS REPORT**

Data is similar to previous years. All the compliments came in as consumer comments rather than consumer reports. There was a slight drop in the number of compliments. All complaints are promptly responded to.

## **SAFETY REPORT**

Kenneth reported that there was a total of three preventable safety events, and 8 non-preventable safety events in February.

Driver recruitment is good, but COVID changed how people like to work. They expect set hours, but Redi-Wheels drivers have variable hours. Some resign after receiving the sign-on bonus.

## **UPDATES AND ITEMS OF INTEREST**

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

Dao thanked Kenneth for his work on a new schedule.

Michele shared the poster for a dementia-friendly movie on March 18<sup>th</sup>. Also, the Ombudsman organization is rebranding as “Age Up” and will have many new programs and community events.

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

The commission held a retreat and will be re-focusing committee responsibilities, looking at priorities and on how to help people live better as they age. The Help at Home guide will continue.

Ben reported that the County Aging and Adult Services has been renamed Aging and Disability Services.

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

Six new commissioners were sworn in by the Board of Supervisors.

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

CID will be having a panel discussion addressing accessibility issues in the County and how to work proactively to encourage accessibility in the workplace. This will take place on April 25th. Jane will circulate the event information.

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

No update.

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

There is new Regional Director, Denise Dorcey. Their district will now include Santa Clara, San Mateo and San Francisco counties to make the districts more equitable in meeting the needs of the community and maximizing resources for clients. There is no change in the Department’s mission or staffing.

The Governor announced an executive order for all state workers to return to the office four days a week effective July 1.

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

### **– Sandra Lang**

The committee met on March 4. The meeting covered:

- Acceptance of the statement of revenue.
- Acceptance of the quarterly capital projects status report.
- An update on grade separation programs, part of Measure W. Rob Bernardo explained the difficulties involved in the Broadway grade separation in Burlingame, including the escalating costs and funding.
- An update on the performance of the 101 Express Lanes. The portion north of SFO is yet to be completed.
- A legislative update.

The next meeting is on April 1, 2025, at 4:30pm.

### **Other Business**

None.

The meeting ended at 3:11pm.

The next PAC meeting is on Tuesday, April 8<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 February PAL meeting were included in the meeting packet. Tina moved to approved; Sandra seconded. The minutes were approved by roll call.

### **Policy Issues**

Kenneth Richardson reported that Vicky Churchill had retired.

Tina reported that Santa Clara VTA bus operators are on strike. Access paratransit services are operating as normal.

### **Advocacy**

Sandra encouraged Council members to think about areas of advocacy and to let the PAL committee know about concerns, particularly related to disability claims, etc. Ben commented that the effects of the proposed cuts are unknown, but everyone stay informed. Larisa commented that, in her experience, it's always been difficult to get disability benefits, and this is still the same situation.

Kathy commented that there are many transportation resources in the county, and the Council needs to advocate and encourage others to advocate for themselves. The PAC is fortunate to have access to unbiased information. Tina commented that the time to process Redi-Wheels applications has not changed.

### **Legislative**

Ben brought SB239 regarding the Brown Act to the Council's attention. Sandra thought that SB71, California Environmental Quality Act exemption for transit projects, might result in more construction, and, although important, CEQA can hold up projects.

The next PAL meeting will be on April 8, 2025.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-25	Feb-25	Prev. Yr. Average
1. Total trips requested	19,806	21,431	20,633	22,296	20,601	21,236	22,319	21,077	22,549	20,139	20,291	21,026	19,433	18,449
2. Trips scheduled	18,316	19,997	19,343	20,537	18,972	19,499	20,546	19,272	20,555	18,199	18,203	18,879	17,603	17,017
a. Same day cancels	1,310	1,345	1,194	1,225	1,304	1,196	1,171	1,111	1,065	1,099	1,251	1,203	1,183	1,142
% of trips scheduled	7.2%	6.7%	6.2%	6.0%	6.9%	6.1%	5.7%	5.8%	5.2%	6.0%	6.9%	6.4%	6.7%	6.71%
b. Late cancels	639	654	627	682	629	524	622	537	543	413	493	511	409	446
% of trips scheduled	3.5%	3.3%	3.2%	3.3%	3.3%	2.7%	3.0%	2.8%	2.6%	2.3%	2.7%	2.7%	2.3%	2.62%
c. Total customer no-shows	258	235	236	310	257	213	235	196	229	237	238	187	175	222
% of trips scheduled	1.4%	1.2%	1.2%	1.5%	1.4%	1.1%	1.1%	1.0%	1.1%	1.3%	1.3%	1.0%	1.0%	1.30%
d. No-show (operator)	2	1	0	1	0	0	1	1	1	2	0	4	0	0
3. Total trips served	16,107	17,762	17,286	18,319	16,782	17,566	18,517	17,427	18,717	16,448	16,221	16,974	15,836	15,207
a. Average weekday riders	616	684	633	686	630	659	693	644	690	648	625	667	636	570
b. Advance reservation	11,248	12,501	11,923	13,220	12,231	12,351	13,285	12,517	13,260	11,599	11,685	11,930	10,809	10,891
c. Agency trips	913	1,116	1,203	1,073	892	1,145	1,297	1,200	1,245	1,088	1,125	1,137	1,071	794
d. Individual subscription	3,946	4,145	4,160	4,026	3,659	4,070	3,935	3,710	4,212	3,761	3,411	3,907	3,956	3,523
e. Taxi trips	1,364	1,989	1,536	1,630	1,296	1,442	2,078	2,001	2,042	1,759	1,215	1,249	1,037	1,832
(taxi % of total trips)	8.5%	11.2%	8.9%	8.9%	7.7%	8.2%	11.2%	11.5%	10.9%	10.7%	7.5%	7.4%	6.5%	12.0%
4. Total Redi-Wheels riders	1,376	1,399	1,412	1,438	1,408	1,418	1,432	1,406	1,442	1,365	1,338	1,325	1,301	1,299
5. Inter-County Transfer Trips	160	164	207	220	187	163	141	131	162	160	124	158	144	110.92
6. On-time performance <sup>1</sup>	87.1%	87.9%	90.6%	89.3%	90.1%	89.5%	87.9%	86.3%	86.7%	86.1%	87.1%	89.7%	86.5%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.45	1.50	1.45	1.43	1.38	1.45	1.51	1.47	1.46	1.34	1.29	1.29	1.35	1.48
8. Complaints per 1000 trips	0.50	0.23	0.35	0.60	0.54	0.40	0.76	0.92	0.69	1.40	0.62	0.59	1.01	0.49
9. Compliments per 1000 trips	0.50	0.34	0.75	0.60	0.48	0.68	0.65	0.40	0.64	0.97	0.74	0.35	0.51	0.90
10. Avg phone wait time (mins) <sup>3</sup>	1.0	0.7	0.8	1.2	2.1	1.2	1.1	1.9	1.6	1.4	1.9	1.1	1.4	1.27

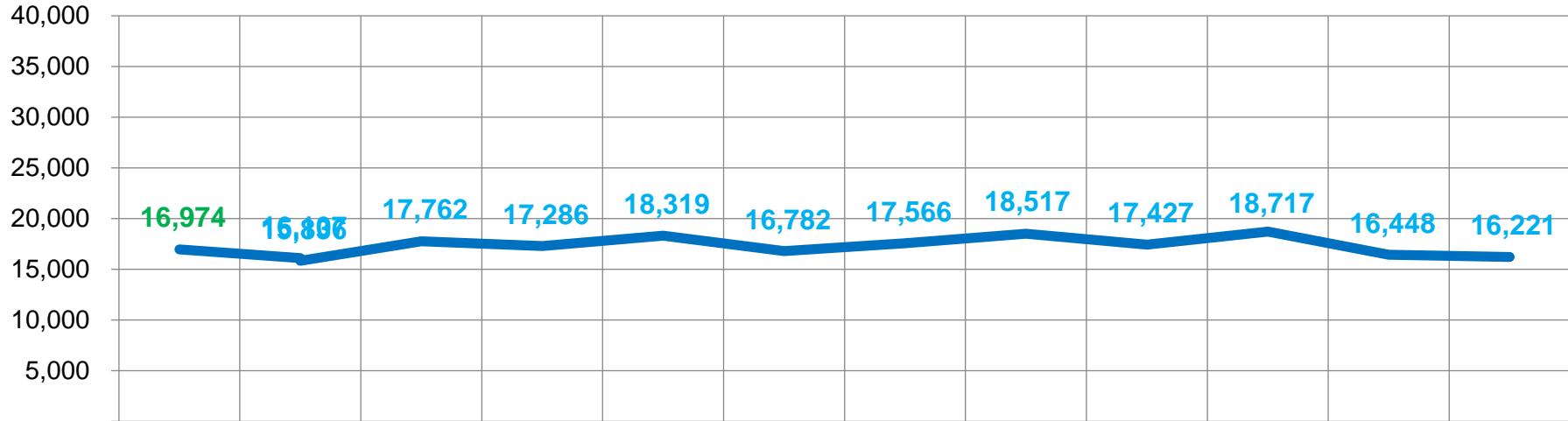
#### Notes:

1 Standard = 90%

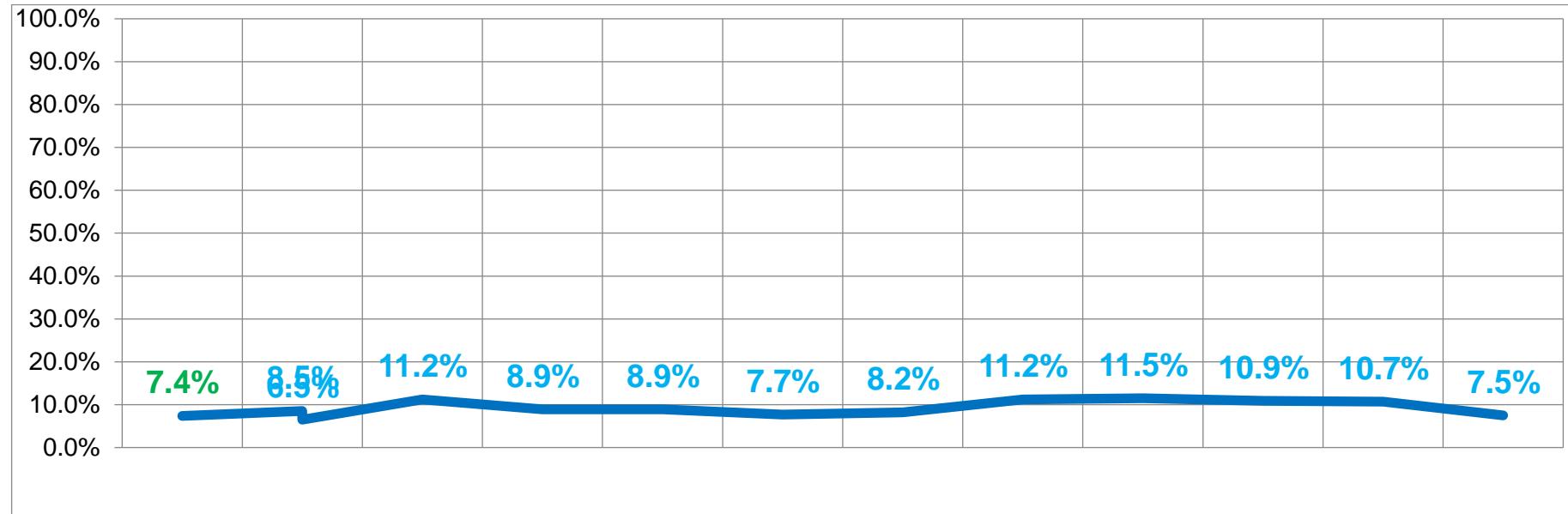
2 Standard = 1.70

3 Standard = < 1.5

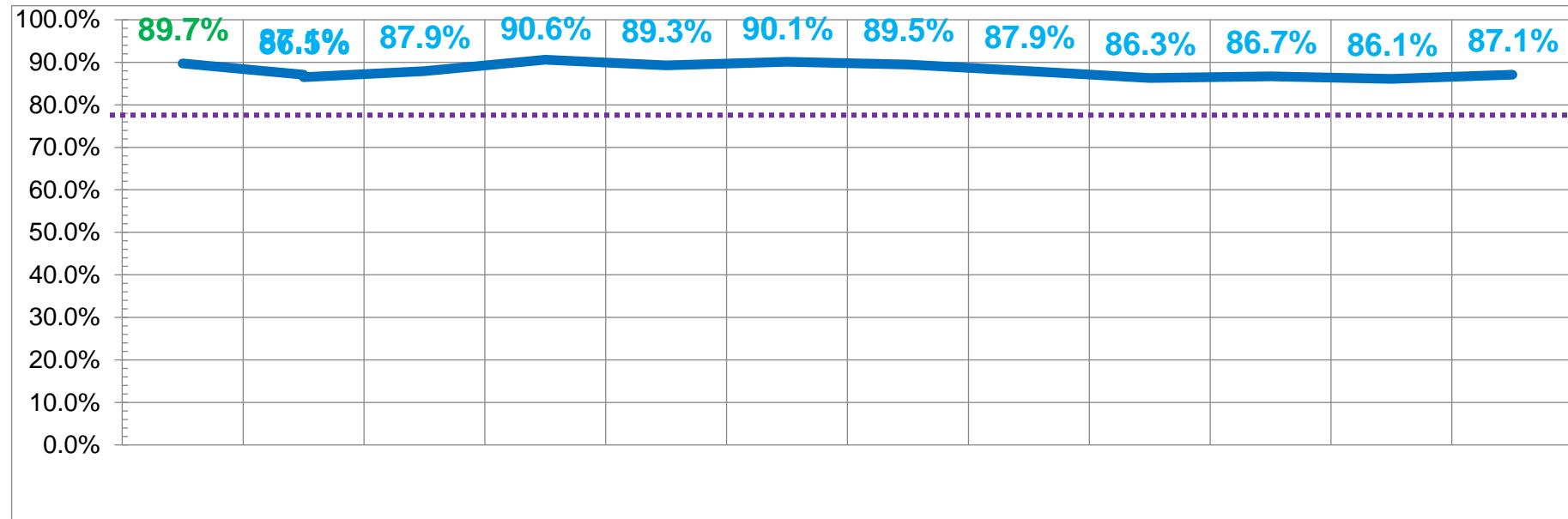
### Total Trips



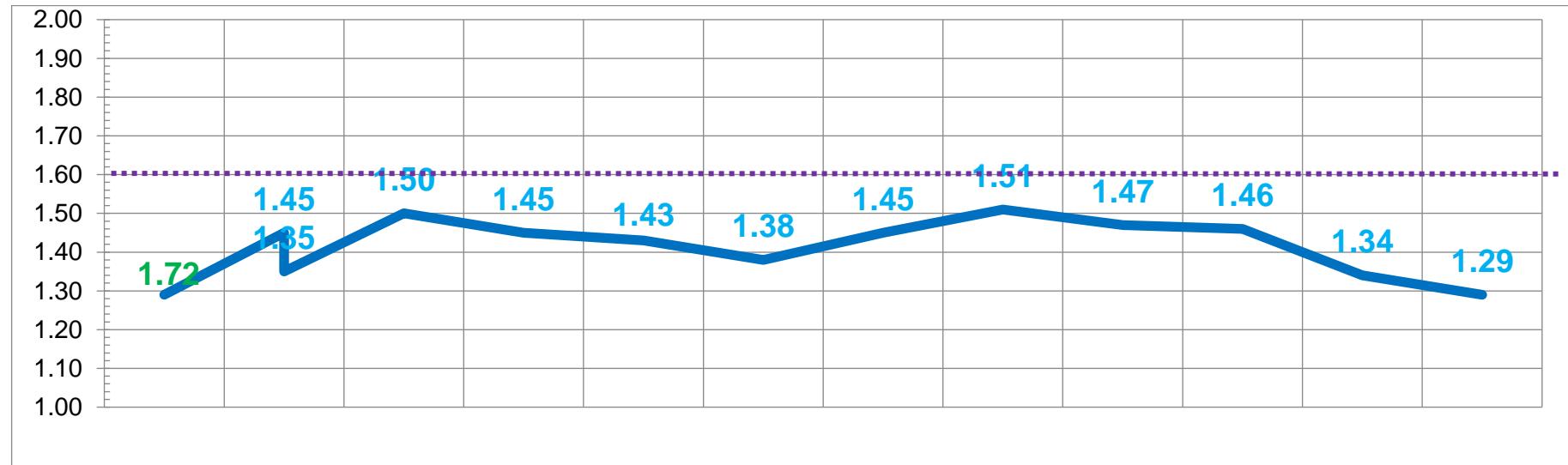
### Taxis – Percentage of Total Trips



## On-Time Performance



## Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Comment Statistics

2025 Comments		February	
		Subtotal	Rate/1000
<b>Rides</b>		<b>15,836</b>	

Total Comments by Category		
Compliment	8	0.51
Policy Related	8	0.51
Service Related	12	0.76
<b>Total</b>	<b>28</b>	<b>1.77</b>

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

	CC	CR
Compliment	4.63	
Policy Related	5.22	
Service Related	4.50	
<b>Overall</b>	<b>4.76</b>	

	CC	CR
Compliment	6	2
Policy Related	1	7
Service Related	1	11
<b>Overall</b>	<b>8</b>	<b>20</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays

**Legislative Update, 3/11/25**

**Nicole Arshad, SamTrans Gov't and Community Affairs Specialist**

**Federal:**

Transportation secretary, Sean Duffy, rescinded two Biden-era policy memoranda, both titled “Policy on Using Bi-Partisan Infrastructure Law Resources to Build a Better America.” These set administration policy that guided the award of federal infrastructure dollars by encouraging the inclusion of equity in greenhouse gas emissions provisions in grant applications.

Congress has continued to work through the budget resolution and reconciliation process that will be the vehicle to implement all the President’s legislative priorities.

In February, the House passed a \$4.5T budget resolution covering tax, defense and immigration policy. This conflicted with the Senate that had previously passed a smaller budget of \$340B focusing on immigration, border enforcement, and defense spending. The primary difference was the treatment of extending the 2017 tax cut and jobs act legislation. The House proposal would extend those cuts for eight more years, the Senate would not. The process is expected to take several more months to be resolved.

Congress has until Friday to pass government funding legislation to keep the Federal government open. President Trump and republican leadership have endorsed a continuing resolution which keeps the government funded past the deadline through September 30, providing additional funding for immigration enforcement. House Democrats have announced they would vote against the resolution as it lacks protections that would prevent the Executive Branch from withholding or delaying the release of some appropriated funds.

**State:**

Legislators had until February 21<sup>st</sup> to introduce bills for consideration during this session. The deadline for policy committees to meet and hear bills with fiscal impact is May 2<sup>nd</sup>, and those without fiscal impact is May 9<sup>th</sup>.

The budget committee have started to hold hearings on the Governor's January budget.

SB239 relates to the Brown Act and would allow remote meetings of advisory committees without requiring members to post their home address and make the location open to the public.

SB272, the Job Order Contracting, a pilot program that would give SamTrans the authority to use the job order method of procurement. This is a competitively solicited, fixed price contracting method used for small maintenance and repair work. (Recommended to the SamTrans Board for support.)

SB71, California Environmental Quality Act exemption for transit projects. This removes the sunset date and slightly expands prior legislation providing a statutory CEQA exemption. The bill is also sponsored by the California Transit Association, SPUR, the Bay Area Council, and LA Metro. Projects that would benefit include transit, pedestrian, and bicycle facilities. (Recommended to the SamTrans Board for support.)

AB394, a transit safety bill co-sponsored by the California Transit Association, the Amalgamated Transit Union, and the Teamsters. The bill would enhance the safety and security of California's transportation systems by strengthening protection for transit operators, employees, and passengers. The bill applies enhanced penalties for assault to all transit employees as well as updated provisions for trespass violations on transit systems. (Recommended to the SamTrans Board for support.)

Questions:

Larisa noted that there are many alternative types of transportation on the roads now that are causing problems, especially for bus drivers, on the roads. Are these included in SB71? How can the roads be safe? Nicole: Thought SB71 would address all modes of transportation in sidewalks and bike lanes.

Sandra commented it was important to differentiate between a budget access procedure and a continuing resolution. She asked Nicole's opinion on Sean Duffy's memorandum on infrastructure monies. Nicole: Will follow up on this.

The Council thanked Nicole for her presentation.