



San Mateo County
Paratransit Advisory Council

(Formerly the Paratransit Coordinating Council)

FINAL

Agenda, Minutes & Reports

(Includes PAL Committee Minutes)

May 13, 2025

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

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 nd Tuesday Monthly 1:30-3:30pm	1 st Tuesday Monthly 2:00pm	2 nd Tuesday Monthly 1:30pm-3:30pm	1 st Tuesday Bi-Monthly 3pm	1 st Wednesday Monthly 2:00pm
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
NO MEETING	NO MEETING	NO MEETING		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)
May 13, 2025

1. Welcome / Roll Call	1:30
2. Approval of April 8, 2025, PAC Meeting Minutes*	1:35
3. Public Comments/Share your Experience (for items not on the agenda)	1:40
4. Presentation: Mobility Management Program	1:45
5. PAC Committee Reports	2:00
a. Policy/Advocacy/Legislative (PAL)	
i. Approval of April 8, 2025, PAL Meeting Minutes (by roll call) *	
ii. Advocacy	
iii. Legislative Issues	
iv. Redi-Wheels Policy Issues	
b. Education – Tina Dubost, Chair	
i. Termination of Consumer Corps program*	
c. Executive – Benjamin McMullan, Chair	
i. Retreat Planning (Ad Hoc Committee)	
ii. Approval of new member: Rajkumar Agarwal*	
iii. Approval of bylaws changes*	
iv. Nominations for Chair & Vice Chair for 2025-26 (vote in June)	
-----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 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 April 8, 2025, Meeting

ATTENDANCE:

Members in person:

Benjamin McMullan, Chair, CID; Michele Epstein, OSS; Sandra Lang, Community Member; Marie Violet, Dignity Health; Larisa Vaserman, Consumer; Susan Capeloto, Dept. of Rehabilitation; Carmen Santiago, Catholic Charities (Zoom)
(Member in-person attendance = 8/10, Quorum = Yes)

Guests:

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

Absent: Tina Dubost, SamTrans; Dao Do, Rosenor House; Kathy Uhl, CoA

WELCOME/INTRODUCTIONS:

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

APPROVAL OF MARCH MINUTES:

Sandra Lang moved to approve the March meeting minutes; Marie Violet seconded the motion. The minutes were approved.

PUBLIC COMMENTS:

Lynn Spicer reported that Margaret Bagley will give a presentation in May, focused on transportation resources other than paratransit.

Larisa reported that on a recent trip (April 2) to Stanford Hospital, when the GPS couldn't find the address. There had not been a problem in the past. Kenneth Richardson will look into it.

Lynn reported activity on SB239 regarding amending the Brown Act; she is working with Government Affairs on this and will report back to the PAC.

PRESENTATION: Bylaws Revision

Jane Stahl reviewed the updates made to the PAC bylaws by the ad hoc committee. These will be voted on at the May meeting.

COMMITTEE REPORTS:

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

See page 9.

Education - Tina Dubost

No report. The next meeting is on May 6th at 3pm.

Executive – Ben McMullan

The committee did not meet. Jane sent out a meeting request for retreat planning.

Nominations for PAC Chair and Vice Chair will be taken at the May meeting.

The next Executive Committee meeting will be on May 6, at 2pm.

OPERATIONAL REPORTS

None.

PERFORMANCE REPORT

Total ridership in February decreased by 1.7%; average weekday ridership increased compared to 2024. Ridership has stabilized. Subscription rides remained at 23%; agency trips were 7%; trips on taxis were 6.5%. The percentage of same-day cancels remains similar to past months, no-shows decreased compared to January as well as compared to February 2024. Individual rides decreased compared to 2024.

On-time performance did not meet the 90% standard at 86.5%, probably due to the weather. Productivity increased to 1.35%.

COMMENT STATISTICS REPORT

Data is similar to previous years. More reports come through the Customer Service Center than comment cards. The cards are typically compliments, and the number of compliments increased in February.

SAFETY REPORT

Kenneth reported that there were zero preventable safety events in March – this was warmly received by the Council. There were 3 non-preventable safety events.

UPDATES AND ITEMS OF INTEREST

Agencies – Dao Do & Marie Violet

Michele shared that around 80 people attended the dementia-friendly movie. Everyone enjoyed themselves and another movie will be shown next year.

The Ombudsman volunteers have asked for a presentation by Margaret Bagley to help encourage people to get out and about. There was a discussion around the misconception that Redi-Wheels is only for medical appointments. Sandra said that the PAC needs to continually work to dispel myths about the service.

Commission on Aging – Kathy Uhl

No report.

Commission on Disabilities (CoD) – Ben McMullan

No report. The Transportation Committee did not meet.

Center for Independence (CID) – Ben McMullan

CID will hold a listening session in April, in preparation for the MTC Summit in June. They will hold a movie day in July, a discussion around disability issues, and a “state of the county” event as it relates to the disability community.

Coastside Transportation Committee (CTC) – Tina Dubost

No meeting this quarter.

Department of Rehabilitation – Susan Capeloto

They have now joined with the San Jose district. DOR will be changing their name so that more people utilize their job services. Referrals are increasing statewide.

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

The committee met on April 1. The meeting included:

- An informational presentation on the US101/Route 92 direct connector process and its design.
- [A report on local streets and road conditions in San Mateo County released by MTC](#). The report included El Camino Real.

The next meeting is on May 6, 2025, at 4:30pm.

Other Business

None.

The meeting ended at 2:57pm.

The next PAC meeting is on Tuesday, May 13th, 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 March PAL meeting were included in the meeting packet. The minutes were approved by roll call.

Policy Issues

The VTA strike has ended; paratransit service was not affected by the strike and continued throughout.

Advocacy

None.

Legislative

Sandra Lang encouraged Council members to report back to the PAC on any legislative or other issues of interest, e.g. disability rights. Ben reminded that the focus should be on transportation as much as possible. Sandra encouraged members to read those portions of the ADA applicable to transportation.

Lynn commented on the importance of the PAC as it speaks for those who use paratransit in the community on everything from installing yellow bars on the buses to allowing riders an opportunity to speak at its meetings. She also reported that making drivers disability aware is an ongoing effort. Larisa agreed that the PAC is the group that speaks for the paratransit community.

Ben reported that CID was coordinating a focus group on April 17th on the needs of the disability community as it relates to transportation. This is in preparation for the [MTC Accessible Futures Summit on June 16 and 17.](#)

The next PAL meeting will be on May 13, 2025.

Redi-Wheels Reports

Performance Measures

Performance Measure	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Prev. Yr. Average
1. Total trips requested	21,431	20,633	22,296	20,601	21,236	22,319	21,077	22,549	20,139	20,291	21,026	19,433	21,187	18,449
2. Trips scheduled	19,997	19,343	20,537	18,972	19,499	20,546	19,272	20,555	18,199	18,203	18,879	17,603	19,460	17,017
a. Same day cancels	1,345	1,194	1,225	1,304	1,196	1,171	1,111	1,065	1,099	1,251	1,203	1,183	1,265	1,142
% of trips scheduled	6.7%	6.2%	6.0%	6.9%	6.1%	5.7%	5.8%	5.2%	6.0%	6.9%	6.4%	6.7%	6.5%	6.71%
b. Late cancels	654	627	682	629	524	622	537	543	413	493	511	409	397	446
% of trips scheduled	3.3%	3.2%	3.3%	3.3%	2.7%	3.0%	2.8%	2.6%	2.3%	2.7%	2.7%	2.3%	2.0%	2.62%
c. Total customer no-shows	235	236	310	257	213	235	196	229	237	238	187	175	179	222
% of trips scheduled	1.2%	1.2%	1.5%	1.4%	1.1%	1.1%	1.0%	1.1%	1.3%	1.3%	1.0%	1.0%	0.9%	1.30%
d. No-show (operator)	1	0	1	0	0	1	1	1	2	0	4	0	0	0
3. Total trips served	17,762	17,286	18,319	16,782	17,566	18,517	17,427	18,717	16,448	16,221	16,974	15,836	17,619	15,207
a. Average weekday riders	684	633	686	630	659	693	644	690	648	625	667	636	681	570
b. Advance reservation	12,501	11,923	13,220	12,231	12,351	13,285	12,517	13,260	11,599	11,685	11,930	10,809	12,151	10,891
c. Agency trips	1,116	1,203	1,073	892	1,145	1,297	1,200	1,245	1,088	1,125	1,137	1,071	1,177	794
d. Individual subscription	4,145	4,160	4,026	3,659	4,070	3,935	3,710	4,212	3,761	3,411	3,907	3,956	4,291	3,523
e. Taxi trips	1,989	1,536	1,630	1,296	1,442	2,078	2,001	2,042	1,759	1,215	1,249	1,037	1,679	1,832
(taxi % of total trips)	11.2%	8.9%	8.9%	7.7%	8.2%	11.2%	11.5%	10.9%	10.7%	7.5%	7.4%	6.5%	9.5%	12.0%
4. Total Redi-Wheels riders	1,399	1,412	1,438	1,408	1,418	1,432	1,406	1,442	1,365	1,338	1,325	1,301	1,359	1,299
5. Inter-County Transfer Trips	164	207	220	187	163	141	131	162	160	124	158	144	115	110.92
6. On-time performance 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%	87.1%	90.8%
7. Productivity (psgrs/rvh) ²	1.50	1.45	1.43	1.38	1.45	1.51	1.47	1.46	1.34	1.29	1.29	1.35	1.38	1.48
8. Complaints per 1000 trips	0.23	0.35	0.60	0.54	0.40	0.76	0.92	0.69	1.40	0.62	0.59	1.01	0.68	0.49
9. Compliments per 1000 trips	0.34	0.75	0.60	0.48	0.68	0.65	0.40	0.64	0.97	0.74	0.35	0.51	1.02	0.90
10. Avg phone wait time (mins) ³	0.7	0.8	1.2	2.1	1.2	1.1	1.9	1.6	1.4	1.9	1.1	1.4	1.1	1.27

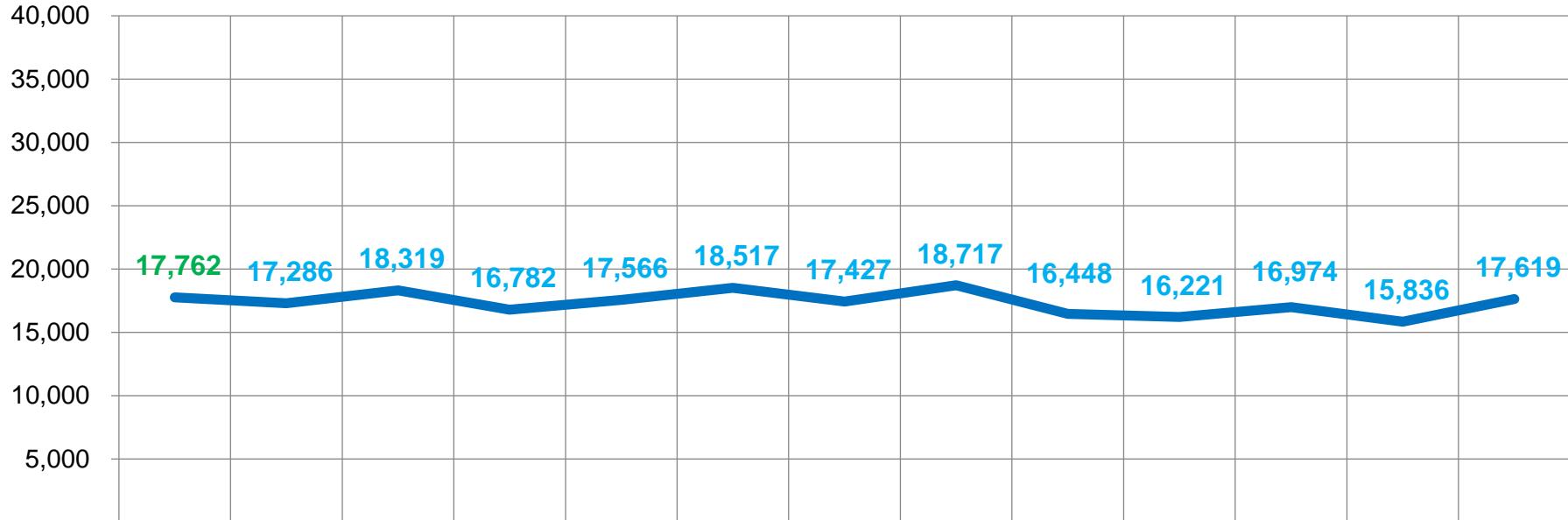
Notes:

1 Standard = 90%

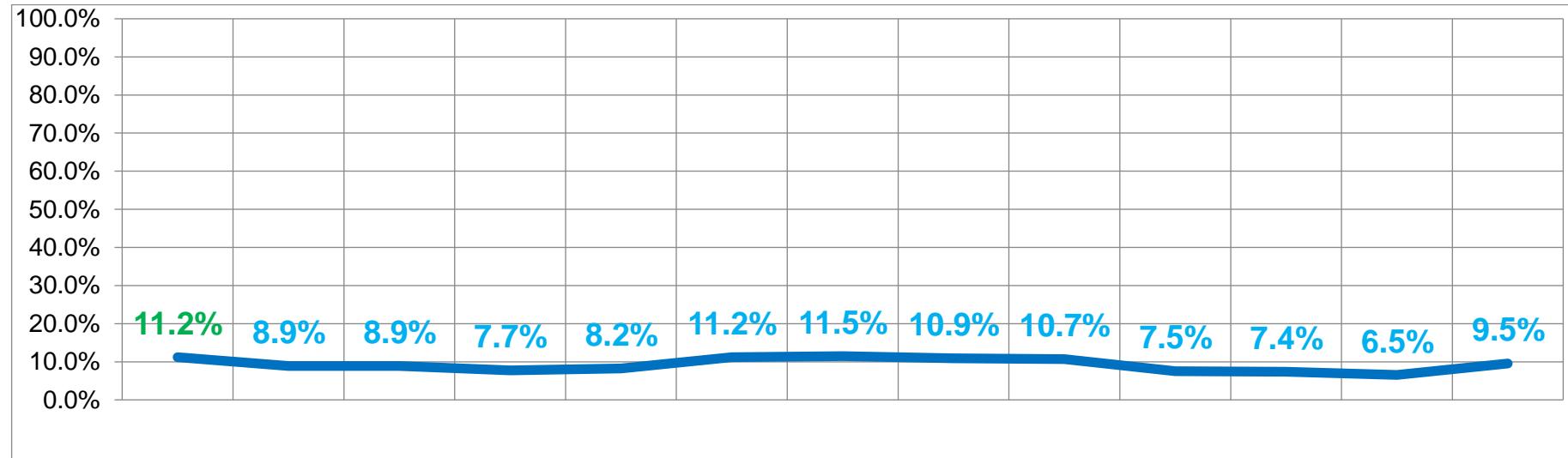
2 Standard = 1.70

3 Standard = < 1.5

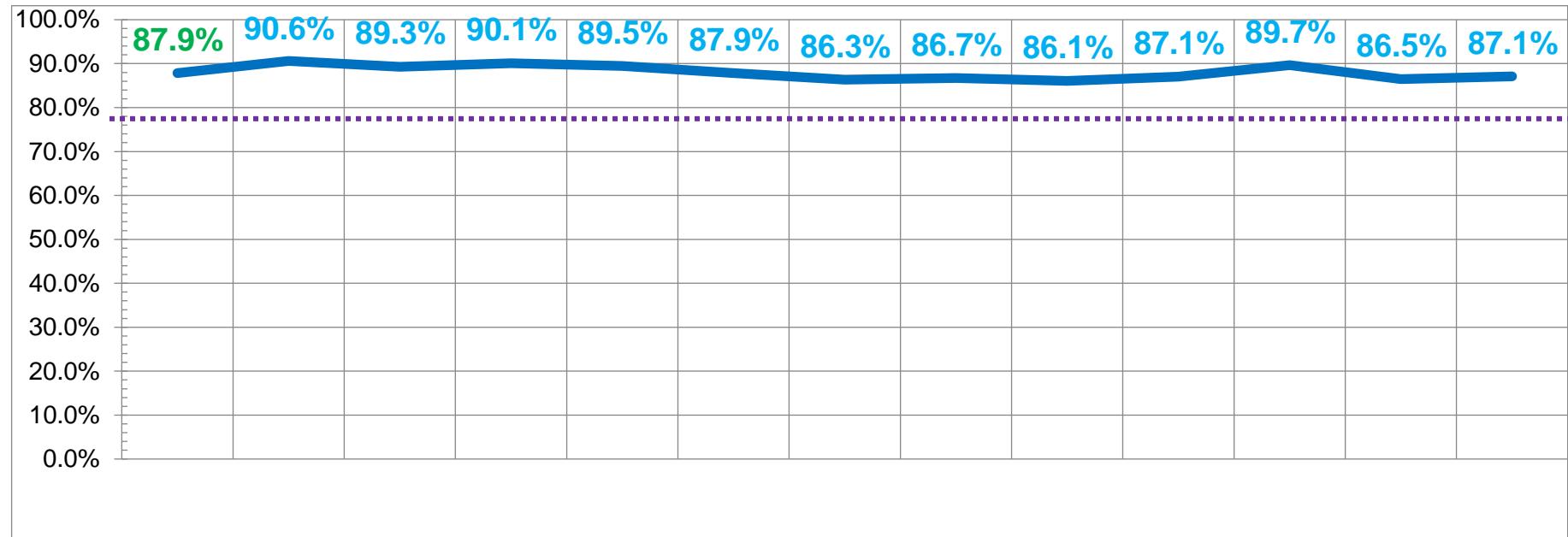
Total Trips



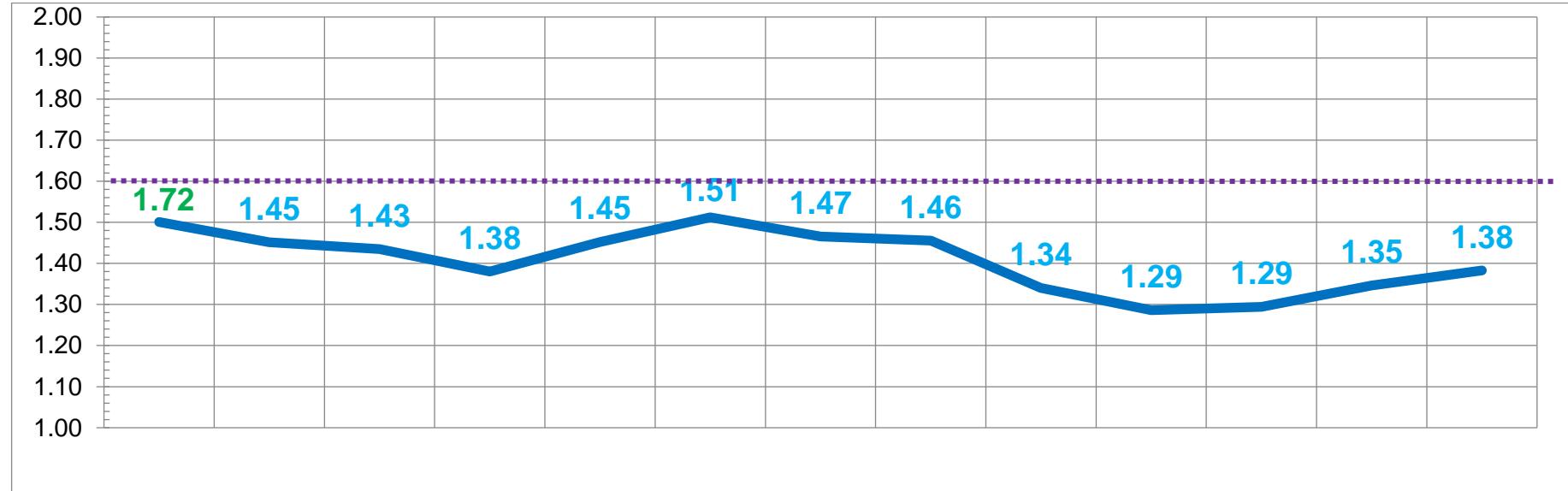
Taxis – Percentage of Total Trips



On-Time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2025 Comments	March	
	Subtotal	Rate/1000
	17,619	
Rides		

Total Comments by Category

Compliment	18	1.02
Policy Related	9	0.51
Service Related	20	1.14
Total	47	2.67

Average Response Time to Customer (Working Days)‡

Compliment	4.33
Policy Related	8.00
Service Related	7.80
Overall	6.51

	CC	CR
Compliment	12	6
Policy Related	2	7
Service Related	2	18
Overall	16	31

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays