



San Mateo County  
**Paratransit Advisory Council**

(Formerly the Paratransit Coordinating Council)

**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**July 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=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)  
July 8, 2025

1. Welcome / Roll Call	1:30
2. View new paratransit vehicle (in rear of SamTrans building)	
3. Approval of June 10, 2025, PAC Meeting Minutes*	1:35
4. Public Comments/Share your Experience (for items not on the agenda)	1:40
5. Presentation: Bus Stop Improvement Program (BSIP) – Charlsie Chang	1:45
6. PAC Committee Reports	2:05
a. Policy/Advocacy/Legislative (PAL)	
i. Approval of June 10-, 2025, PAL Meeting Minutes (by roll call) *	
ii. Advocacy	
iii. Legislative Issues	
iv. Redi-Wheels Policy Issues	
b. Education – Tina Dubost, Chair	
c. Executive – Benjamin McMullan, Chair	
i. Retreat Planning (Ad Hoc Committee)	
-----STRETCH BREAK-----	
7. SamTrans / Redi-Wheels Reports – Tina Dubost & Kenneth Richardson	2:20
a. SamTrans Updates	
b. Performance Summary	
c. Comment Statistics Report	
d. Safety Report	
8. 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	
9. Other Business	2:35
10. Adjournment	2:40

\*Action item

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

Minutes of June 10, 2025, Meeting

**ATTENDANCE:**

Members in person:

Benjamin McMullan, Chair, CID; Tina Dubost, SamTrans; Michele Epstein, OSS; Sandra Lang, Community Member; Marie Violet, Dignity Health; Larisa Vaserman, Consumer; Susan Capeloto, Dept. of Rehabilitation; Rajkumar Agarwal, Consumer

Members on Zoom: Dao Do, Rosenor House

Members Absent: Carmen Santiago, Catholic Charities; Kathy Uhl, CoA  
(Member in-person attendance = 8/11, Quorum = Yes)

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PAC Staff; Lynn Spicer, SamTrans (Zoom); Ana Vasudeo, SamTrans; Kenneth Richardson, TransDev/Redi-Wheels; Kelly Shanks, SamTrans; Jocelyn Feliciano, TransDev/Redi-Wheels.

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF MAY MINUTES:**

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

**PUBLIC COMMENTS:**

None.

**PRESENTATION: Grand Boulevard Initiative**

Charlsie Chang and Asiya Patel gave a comprehensive overview of the Grand Boulevard Initiative and the Central El Camino Real Intermodal Plan (see attached fact sheet). The plan fact sheet can be found [here](#). Members were invited to share their input at [samtrans.com/centralelcamino](http://samtrans.com/centralelcamino).

Larisa requested that signage be included in the project and commented on the lack of sidewalks in places that creates a problem for wheelchair and walker users.

## **COMMITTEE REPORTS:**

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

See page 8.

#### **Education - Tina Dubost**

The committee met on May 6<sup>th</sup>. The July meeting has been cancelled to enable planning on the retreat. The next meeting is on September 2, 2025.

#### **Executive – Ben McMullan**

The committee met on June 3<sup>rd</sup>. They talked about future presentations:

June - the Grand Boulevard Initiative for June

July – A tour of a new transit vehicle before the PAC meeting; a presentation related to research on paratransit

They discussed AB1250.

Marvin asked how many vehicles were being replaced; Lynn confirmed replacement of 21 vehicles. The vehicles will have a side lift and be used throughout the county.

Nominations were invited for Chair and Vice Chair. Ben McMullan was nominated as PAC chair for 2025-26, and Sandra Lang as Vice Chair. Tina moved to approve the nominations, Michele seconded the motion. It was approved.

The next Executive Committee will be replaced with an ad hoc retreat planning committee meeting. The next Executive Committee meeting will be on September 2, at 2pm.

## **OPERATIONAL REPORTS**

None.

## **PERFORMANCE REPORT**

Total ridership increased by 1.8%; average weekday ridership increased by 1.7% compared to April 2024. Ridership is stabilizing (the new normal) and is consistent with other transit agencies. Subscription trips were at 25%, and agency trips at 7%. Trips on taxis were about 10.7% - a little higher but lower than pre-COVID. Same-day cancels were at typical levels; productivity was 1.4 passengers per hour.

## **COMMENT STATISTICS REPORT**

Comment patterns are typical with an increase in comment cards received. No systemic issues were identified.

## **SAFETY REPORT**

Jocelyn reported that there was 1 preventable safety event in May, and 5 non-preventable safety events.

## **UPDATES AND ITEMS OF INTEREST**

Marvin reported that a new staff assistant has been hired. Mary Thomas Meyer will attend the July meeting.

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

No report.

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

No report

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

They are preparing a report for the Board of Supervisors' July meeting.

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

CID is planning a movie showing and a "State of Disability Services in the County" event in July.

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

No report.

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

A new name for the district has been selected – they will be the Golden Gate, Silicon Valley District.

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

#### **– Sandra Lang**

The committee met on June 3. The meeting included:

- A motion to establish an appropriations limit for the transit agency.
- A resolution authorizing matching contributions for El Camino Real/FasTrack corridor-wide implementation for the Grand Boulevard project.
- A resolution authorizing allocation of \$5,293,205 from Measure A funds for San Mateo County's paratransit program and the Peninsular Traffic Congestion Relief Alliance, Commute.org.
- Approved a project list under Measure A.

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

## ADA Refresher

Tina talked about subscription trips. These are available to riders who make a trip from the same origin to the same destination on the same day. The trips are automatically scheduled unless cancelled and the rider doesn't have to call every time. The reservationist can provide more information.

## Other Business

Tina reported that Caltrain is working on an emergency planning exercise and is looking for individuals to participate. This is a "simulated accident", and they work with police, fire, etc. Let her know if anyone is interested in participating.

MTC and ABAG is sponsoring a free 2-day Accessible Features conference at their headquarters in San Francisco on June 16 and 17 to talk about disability issues. Redi-Wheels can provide transportation to the event.

There will be listening sessions on SamTrans' Central El Camino Plan, an effort to improve transportation on El Camino Real. Each event will be virtual via zoom:

- Belmont: Tuesday, July 1, 5:30-7:00 PM
- San Mateo: Tuesday, July 8, 5:30-7:00 PM
- San Carlos: Wednesday, July 9, 5:30-7:00 PM

Anyone interested in participating should contact: [serena@winterconsultants.com](mailto:serena@winterconsultants.com)

The council closed the meeting by thanking Jane for her support of the PAC throughout the years.

The meeting ended at 2:50pm.

The next PAC meeting is on Tuesday, July 1<sup>st</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 May PAL meeting were included in the meeting packet. The minutes were approved by roll call.

### Advocacy

None.

### Legislative

Ana Vasudeo, Manager of Government & Community Affairs at SamTrans, gave a legislative update.

She had planned to speak on the Brown Act bills going through the legislature currently. However, AB239, supported by the SamTrans Board, will not be moving forward.

AB1250 – Paratransit eligibility legislation, introduced by Assemblymember Diane Papan, would prohibit transit agencies across the state from requiring persons who are eligible based on a permanent disability from having to re-certifying their eligibility.

Transit agencies agree with the intent of the bill but feel that the bill would undermine the collection of necessary information to determine who requires paratransit services, as well as affect staffing needed.

Proposed amendments would include:

- Creating a streamlined recertification process to collect information for verification purposes conducted via a telephone interview, mail-in form, or online survey. This would collect address, mailing address, emergency contact, mobility devices used, status of disability, and an updated photo.
- Retaining the ability to conduct a full recertification if the condition worsens or there is an additional disability, if the person was only granted temporary eligibility, or if the transit agency has implemented service changes that could impact eligibility.

The bill is expected to advance to the policy committee in mid to late June. Ana will share any updates on the bill with the PAC.

Larisa asked about the current recertification period. Tina answered that it's every five years with SamTrans but differs with other agencies. Does she need to re-certify with other agencies? Tina responded that Redi-Wheels has an arrangement with all paratransit agencies in the Bay Area to honor rider eligibility. However, not all are notified of recertification, so it is best for the rider to notify the other agencies. Recertification in the Bay Area is every five years, but that could differ with other agencies.

Ravi asked if the recertification is online or in person. Tina reported that approximately 45 days before the eligibility office will send the rider a form to complete and set up a telephone interview. Currently this happens on a 5-year cycle. He also asked if Redi-Wheels could arrange a ride to San Ramon. Tina responded yes, but that he should allow time for them to make the arrangements.

### **Redi-Wheels Policy Issues**

On July 1, San Francisco paratransit (SF Access) is increasing fares by \$0.10 to \$2.85 one-way.

Tina advised that future meetings of the PAC need to take place in the auditorium as other meeting rooms do not provide easy public access per Brown Act requirements.

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

## Redi-Wheels Reports

### Performance Measures

Performance Measure	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Prev. Yr. Average
1. Total trips requested	22,296	20,601	21,236	22,319	21,077	22,549	20,139	20,291	21,026	19,434	21,187	20,910	21,639	18,449
2. Trips scheduled	20,537	18,972	19,499	20,546	19,272	20,555	18,199	18,203	18,879	17,604	19,460	19,335	20,020	17,017
a. Same day cancels	1,225	1,304	1,196	1,171	1,111	1,065	1,099	1,251	1,203	1,183	1,265	1,166	1,372	1,142
% of trips scheduled	6.0%	6.9%	6.1%	5.7%	5.8%	5.2%	6.0%	6.9%	6.4%	6.7%	6.5%	6.0%	6.9%	6.71%
b. Late cancels	682	629	524	622	537	543	413	493	511	409	397	383	415	446
% of trips scheduled	3.3%	3.3%	2.7%	3.0%	2.8%	2.6%	2.3%	2.7%	2.7%	2.3%	2.0%	2.0%	2.1%	2.62%
c. Total customer no-shows	310	257	213	235	196	229	237	238	187	175	179	153	136	222
% of trips scheduled	1.5%	1.4%	1.1%	1.1%	1.0%	1.1%	1.3%	1.3%	1.0%	1.0%	0.9%	0.8%	0.7%	1.30%
d. No-show (operator)	1	0	0	1	1	1	2	0	4	1	0	1	1	0
3. Total trips served	18,319	16,782	17,566	18,517	17,427	18,717	16,448	16,221	16,974	15,836	17,619	17,632	18,096	15,207
a. Average weekday riders	686	630	659	693	644	690	648	625	667	636	681	644	692	570
b. Advance reservation	13,220	12,231	12,351	13,285	12,517	13,260	11,599	11,685	11,930	10,809	12,151	11,980	12,611	10,891
c. Agency trips	1,073	892	1,145	1,297	1,200	1,245	1,088	1,125	1,137	1,071	1,177	1,234	1,178	794
d. Individual subscription	4,026	3,659	4,070	3,935	3,710	4,212	3,761	3,411	3,907	3,956	4,291	4,418	4,307	3,523
e. Taxi trips	1,630	1,296	1,442	2,078	2,001	2,042	1,759	1,215	1,249	1,037	1,679	1,882	1,733	1,832
(taxi % of total trips)	8.9%	7.7%	8.2%	11.2%	11.5%	10.9%	10.7%	7.5%	7.4%	6.5%	9.5%	10.7%	9.6%	12.0%
4. Total Redi-Wheels riders	1,438	1,408	1,418	1,432	1,406	1,442	1,365	1,338	1,325	1,301	1,359	1,357	1,390	1,299
5. Inter-County Transfer Trips	220	187	163	141	131	162	160	124	158	144	115	107	122	110.92
6. On-time performance <sup>1</sup>	89.3%	90.1%	89.5%	87.9%	86.3%	86.7%	86.1%	87.1%	89.7%	86.5%	87.1%	87.0%	88.7%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.43	1.38	1.45	1.51	1.47	1.46	1.34	1.29	1.29	1.35	1.38	1.40	1.38	1.48
8. Complaints per 1000 trips	0.60	0.54	0.40	0.76	0.92	0.69	1.40	0.62	0.59	1.01	0.68	0.51	0.66	0.49
9. Compliments per 1000 trips	0.60	0.48	0.68	0.65	0.40	0.64	0.97	0.74	0.35	0.51	1.02	1.02	0.77	0.90
10. Avg phone wait time (mins) <sup>3</sup>	1.2	2.1	1.2	1.1	1.9	1.6	1.4	1.9	1.1	1.4	1.1	1.3	1.3	1.3

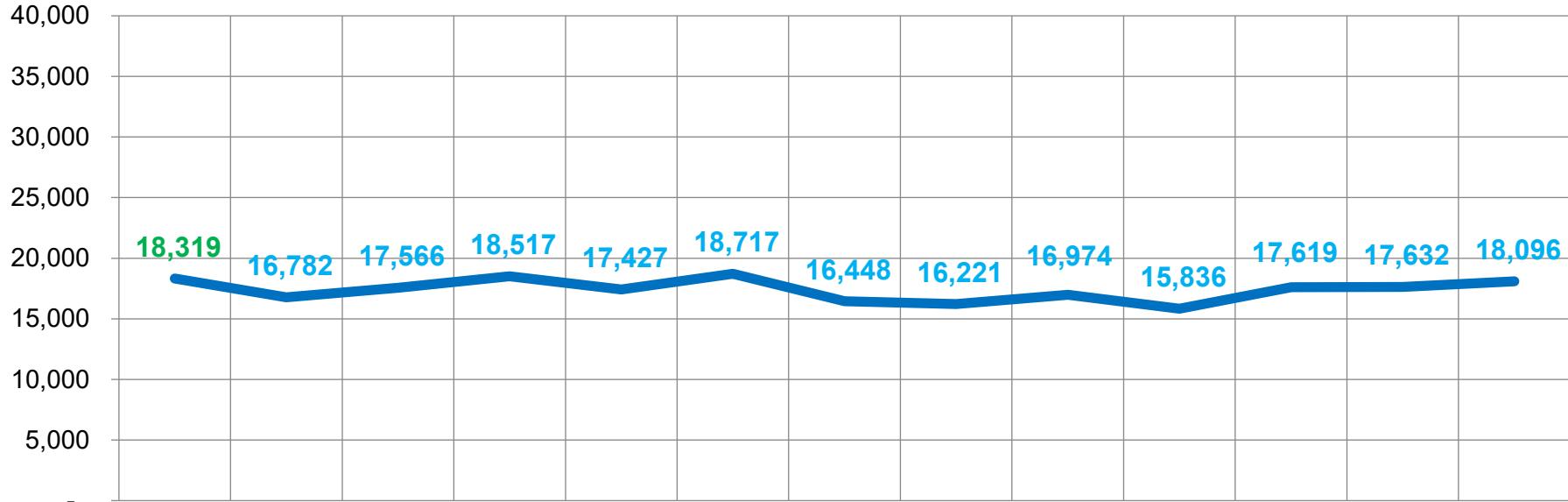
#### Notes:

1 Standard = 90%

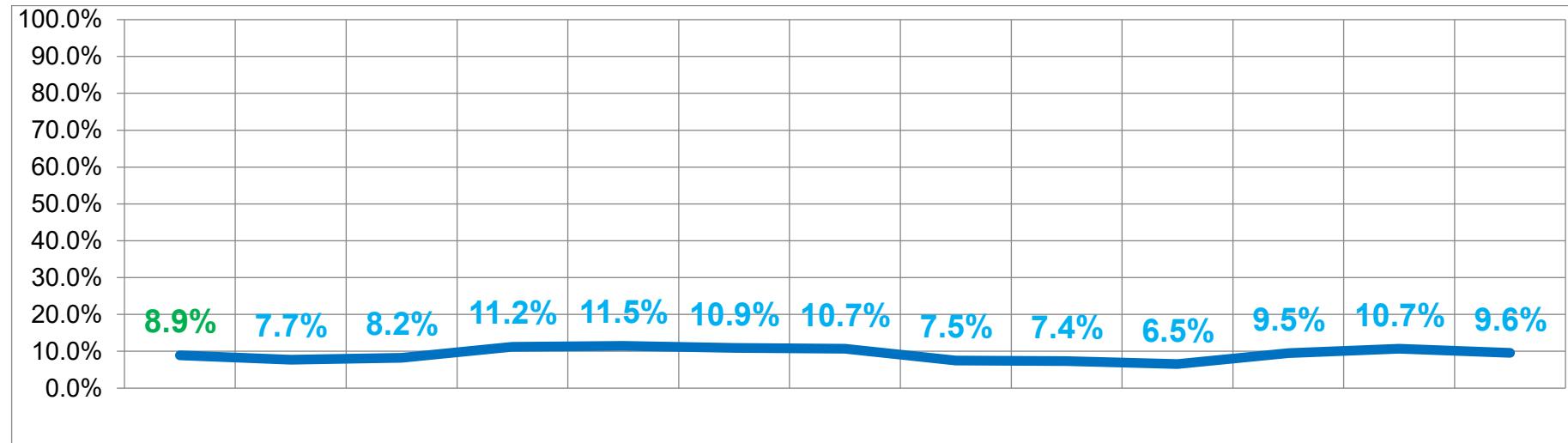
2 Standard = 1.70

3 Standard = < 1.5

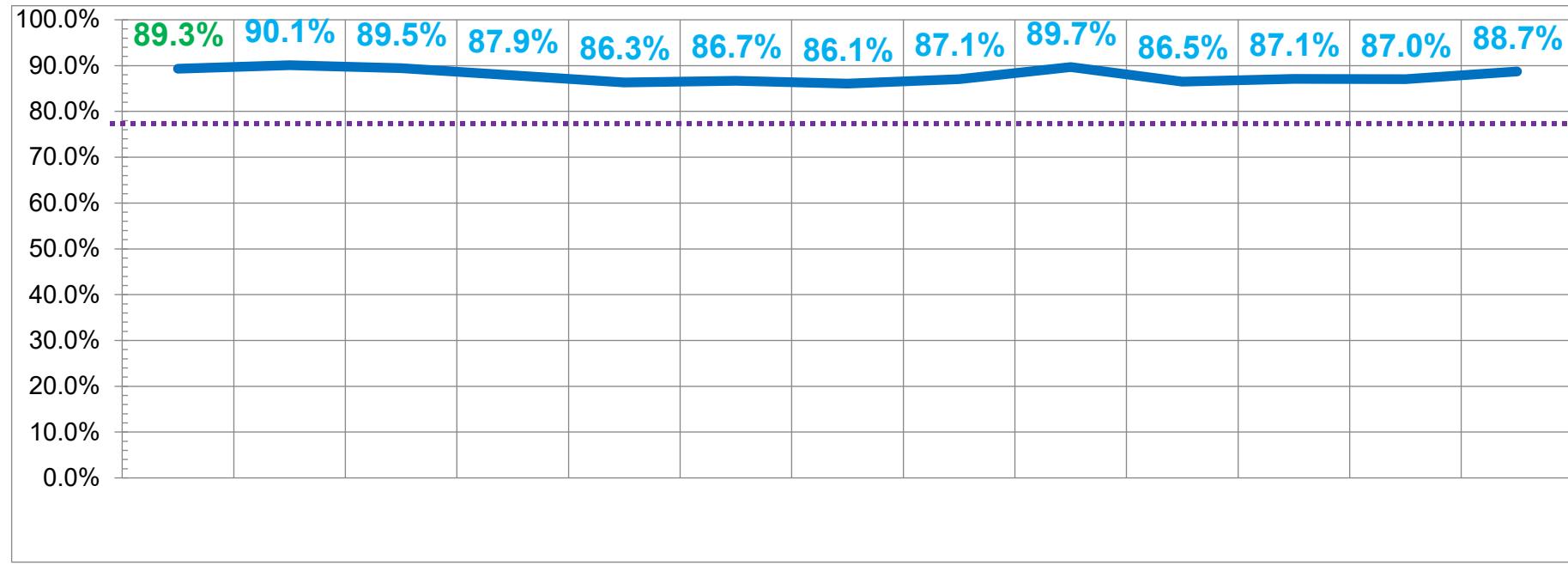
### Total Trips



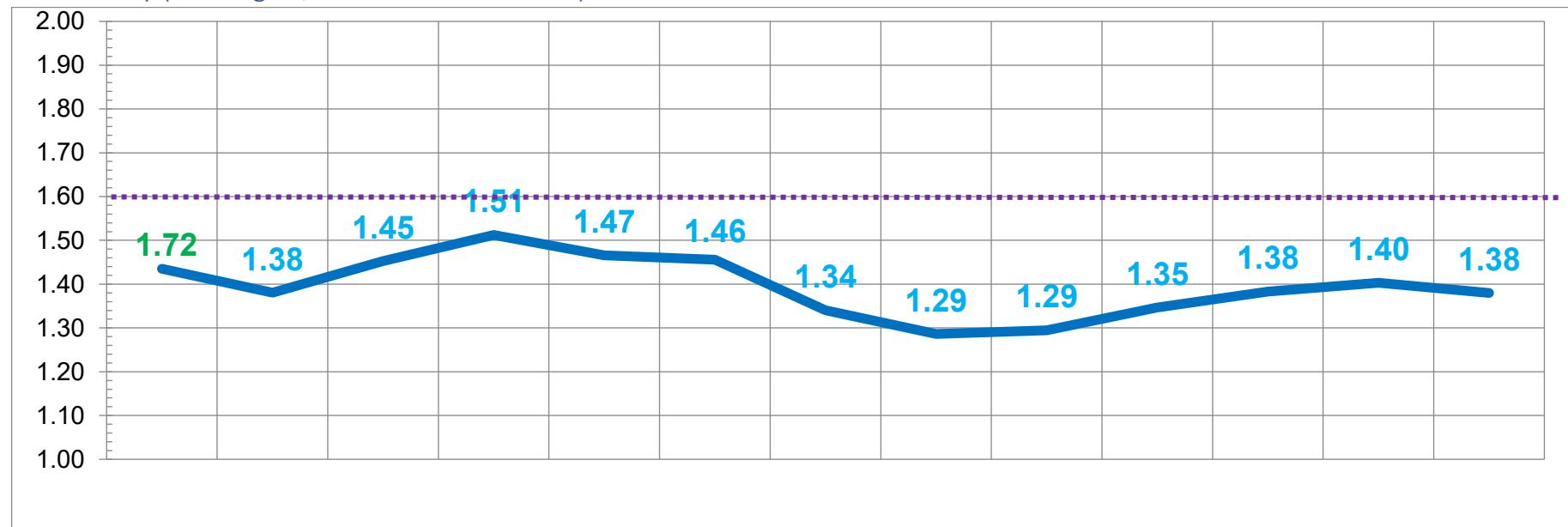
### Taxis – Percentage of Total Trips



## On-Time Performance



## Productivity (Passengers/Revenue Vehicle Hour)



## Monthly Comment Statistics

2025 Comments	May	
	Subtotal	Rate/1000
	18,096	

### Total Comments by Category

Compliment	14	0.77
Policy Related	3	0.17
Service Related	9	0.50
<b>Total</b>	<b>26</b>	<b>1.44</b>

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

Compliment	6.71
Policy Related	9.57
Service Related	10.50
<b>Overall</b>	<b>8.80</b>

	CC	CR
Compliment	10	4
Policy Related	0	3
Service Related	1	8
<b>Overall</b>	<b>11</b>	<b>15</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays