



**San Mateo County  
Paratransit Advisory Council**

(Formerly the Paratransit Coordinating Council)

**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**October 8, 2024**

**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)**

This meeting will be in person at the SamTrans headquarters building (Gallagher Room) at  
1250 San Carlos Ave., San Carlos CA 94040

Tuesday, October 8, 2024  
1:30 pm Pacific Time

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

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\*For action item.

## Meeting Schedule for 2024

<b>PAC</b> San Mateo County Paratransit Coordinating Council  2 <sup>nd</sup> Tuesday Monthly <b>1:30-3:30pm</b>	<b>PAC</b> Executive Committee  1 <sup>st</sup> Tuesday Monthly <b>2:00pm</b>	<b>PAL</b> Policy-Advocacy- Legislative Committee*  2 <sup>nd</sup> Tuesday Monthly <b>1:30pm-3:30pm</b>	<b>PAC</b> Education Committee  1 <sup>st</sup> Tuesday Bi-Monthly <b>3pm</b>	<b>SamTrans</b> <b>Board of Directors</b>  1 <sup>st</sup> Wednesday Monthly <b>2:00pm</b>
January 9, 2024	January 9, 2024 (noon)	January 9, 2024	January 9, 2024 (11am)	January 10, 2024
February 13, 2024	February 6, 2024	February 13, 2024		February 7, 2024
March 12, 2024	March 5, 2024	March 12, 2024	March 5, 2024	March 6, 2024
April 9, 2024	April 2, 2024	April 9, 2024		April 3, 2024
May 14, 2024	May 7, 2024 <sup>+</sup>	May 14, 2024	May 7, 2024	May 1, 2024
June 11, 2024	June 4, 2024	June 11, 2024		June 5, 2024
July 9, 2024	June 2, 2024	July 9, 2024	June 2, 2024	July 3, 2024
<b>NO MEETING</b>	August 6, 2024	<b>NO MEETING</b>		August 7, 2024
September 10, 2024	September 3, 2024	September 10, 2024	Sept. 3, 2024	September 4, 2024
October 8, 2024	October 1, 2024	October 8, 2024		October 2, 2024
November 12, 2024	November 5, 2024	November 12, 2024	November 5, 2024	November 6, 2024
December 10, 2024	December 3, 2024	December 10, 2024		December 4, 2024

### NOTES:

Coastside Transportation Committee (CTC) meets quarterly; first meeting 1/18/24 at 3pm; other 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)

October 8, 2024

- |   |      |
|---|------|
| 1. Welcome / Roll Call  | 1:30 |
| 2. Approval of September 10, 2024, PCC Meeting Minutes*                 | 1:35 |
| 3. Public Comments/Share your Experience (for items not on the agenda)  | 1:40 |
| 4. Presentation: TBD  | 1:45 |
| 5. Committee Reports  | 2:00 |
| a. Policy/Advocacy/Legislative (PAL)                                    |      |
| i. Approval of September 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                                 |      |
| i. New Member approval* – Michele Epstein, Larisa Vaserman              |      |
| ii. Amended Bylaws approval*  |      |
| -----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. 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  | 2:45 |

\*Action item

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

Minutes of September 10, 2024, Meeting

**ATTENDANCE:**

Members in person:

Benjamin McMullan, Chair, CID; Tina Dubost, SamTrans; Sandra Lang, Community Member; Kathy Uhl, CoA; Marie Violet, Dignity Health. (Member attendance = 5/8, Quorum = Yes)

Members on Zoom:

Susan Capeloto, Dept. of Rehabilitation

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PAC Staff (Zoom); Lynn Spicer, SamTrans (Zoom); Kenneth Richardson, TransDev/Redi-Wheels; Vicky Churchill, TransDev/Redi-Wheels; Larisa Vaserman, Consumer; Michaela Wright Petrik, SamTrans Communications.

Absent:

Carmen Santiago, Catholic Charities; Dao Do, Rosener House

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF JULY MINUTES:**

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

**PUBLIC COMMENTS:**

Sandra Lang reported receiving a great compliment on the Redi-Wheels service from a worker at Safeway who said she wouldn't be able to maintain her job there if it wasn't for the service.

**PRESENTATION: Legislative Update, Michaela Wright Petrik, SamTrans Communications  
(See attachment A)**

**COMMITTEE REPORTS:**

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

See page 9.

## **Education – Jane Stahl**

The committee met on September 3<sup>rd</sup>. The following items were discussed:

- The Inclusion Festival on Thursday, July 25<sup>th</sup>; went well but the audience were already familiar with SamTrans and the PCC.
- Jane will work on a new brochure.
- The possibility of showing the “How to Use Redi-Wheels” video at events or senior centers. Kathy will ask at the Burlingame center. Tina will add a link to this video on the Redi-Wheels page.
- Distribution strategy for the new brochure once it’s available. It will be sent to agencies who work with Redi-Wheels, Age Forward, other meetings that members attend, Behavioral Health and Recovery, Villages, men’s and women’s clubs, Burlingame Adult Day Health Care Center, Senior Focus, etc.

The next meeting is on November 5<sup>th</sup> at 2pm. A committee chair is still needed.

## **Executive – Ben McMullan**

The committee met on September 3<sup>rd</sup>.

- Materials are gradually being revised to reflect the name change.
- Reviewed the list of presentations for upcoming PAC meetings; open to suggestions on what the board would like to hear in future meetings.
- Updating the PAC membership application and it will be placed on the SamTrans table at the Burlingame Senior Showcase, outreach to senior centers, etc.
- A Facebook page is being worked on.
- Heard a brief report on same day service.

Sandra suggested having an update on the ADA at a future meeting as it relates to transportation. possibly on the legislation’s anniversary.

Lynn reported that the [paratransit application](#) is now available on the SamTrans website as an editable document. She is working on allowing the document to be uploaded directly.

The next meeting will be on September 3, at 1pm.

## **OPERATIONAL REPORTS**

Council members were pleased to learn that SamTrans received an award from the American Public Transit Association for an outstanding public transit system providing between 3-15 million trips per years. To celebrate this award, all SamTrans services will be free on Monday, September 16<sup>th</sup>.

To celebrate the electrification of Caltrain, there will be events held at several stations on September 21 and 22. More information at: <https://www.caltrain.com/launchparty>. An RSVP may be needed.

The San Francisco paratransit will have a fare increase on January 1, 2025, from \$2.50 to \$2.75.

## **PERFORMANCE REPORT**

Total ridership increased by 9.6%, average weekday ridership increased by 5% compared to last year.

Subscription trips are 23%; agency trips around 7%; 8% of rides were sent to taxis. Work continues on putting more passengers on the branded service.

The number of individuals riding increased when compared to last year. Productivity is 1.4 passengers per hour. On time performance was 89.5%.

## **COMMENT STATISTICS REPORT**

There continue to be fewer comments compared to pre-COVID months. Most of the reports are consumer reports rather than comment cards. Consumer reports are calls, emails and letters. The cards are primarily complimentary. The most common concern is late vehicles. There is a slight increase in comments related to no-shows. Tina reminded customers to call the number on the letter to explain a no-show.

## **SAFETY REPORT**

Kenneth Richardson reported that taxi utilization is down from 14.2% last year. They are still recruiting drivers.

For August, there were 3 preventable and 4 non-preventable incidents mainly due to an increased traffic. Drivers receive retraining after a preventable incident and increased observation.

Larisa reported that, many times, the bus will stop suddenly at a light, etc. This causes pain and discomfort to the passengers. Kenneth said they would investigate this, and riders should report this issue so that it can be addressed.

## **LIAISON REPORTS**

**Agencies – Dao Do & Marie Violet**

No report.



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

Giving an annual update this month to the County Board of Supervisors.

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

No report.

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

They have a vacancy for a program manager; the job description will be on the [CID website](#). Also, they are looking for an executive director.

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

A new contract has been approved with MV Transportation for the Coastside service.

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

The committee met on September 3<sup>rd</sup>. Items of interest:

- Acceptance of revenue and expenditures for 7/1/24.
- Acceptance of an allocation of \$250K of new Measure A funds to the County Association of Governments of San Mateo County, for a consultant to work on long term vision and goals for the County transportation system in general.
- They received a quarterly update on the Highway 101 toll lanes.

The next meeting is on October 8<sup>th</sup>

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

They have a new contract called Fortitude, that provides employment services for youth with disabilities aged 17-24. The first cohort was 6 with 10 currently in the program. They hope to start a similar program for job development with adults who are already trained.

### **Other Business**

Larissa asked if the District would consider purchasing buses such as those used by The Atria. She finds riding in the current vehicles to be very painful and felt that if the buses were more comfortable, more people would use them. Tina responded that SamTrans keeps buses for a certain amount of time (“useful life of the vehicle”) and they always ask the PAC for input when purchasing new vehicles. She stated that cutaway buses are commonly used in the industry but are not as smooth as a car; they are willing to consider suggestions for other vehicles.

The meeting ended at 3:06pm.

The next meeting is on October 8<sup>th</sup>, in person and remotely via Zoom.

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

The minutes from the July PAL meeting were included in the meeting packet. Tina moved to approve the minutes; Sandra seconded the motion. The minutes were approved by roll call.

### **Advocacy**

No report.

### **Legislative**

See Attachment A.

### **Policy Issues**

Tina gave an update on same-day transit pilot program that started in December 2023.

- There have been 617 one-way trips so far.
- On August 12, the SamTrans board approved changes to the service, eliminating the zones and extending the service hours to 6pm.
- There is an increase in the number of trips per day; people are limiting their use of the service to unexpected trip needs.
- There are slightly fewer no shows and late cancellations.
- The average trip distance has increased.
- 9% of the trips are in the last two hours of the day.
- About 39% of the trips were medically related; the remainder were social events, errands, etc.
- The number of trips by fare assistance riders is similar to the regular service. This implies that cost is not a deterrent.
- Wheelchair riders are a larger percentage than for regular service; this may be because other services are not as wheelchair accessible.
- It's unusual for a trip to be denied.

Larissa reported that same day service information is incorrect on the on-hold message.

Tina will give a detailed presentation on same-day transition at the November PAC and asked the PAC to let her know if there was specific information that was needed. In December, she anticipates asking the SamTrans Board to make the service permanent. This new service makes more efficient use of the existing service, so the cost is not substantial.

Tina reminded the Council that customers who do not pay their fare on same-day trips are not allowed to continue in the program. There is a “no strand” policy, e.g. if a trip is booked in advance, but is delayed for some reason. Riders should call the dispatcher as soon as possible to put the trip on “will call.” The next available vehicle will be sent.

The next PAL meeting will be on October 8, 2024.

## Legislative Update – Michaela Wright Petrik, SamTrans

### Federal

August is a slow month. The House and Senate returned from recess this week and September 30 is the government funding deadline. Presidential politics are expected to dominate as election day is on November 5. The focus is on passing a Continuing Resolution (CR) to fund the government. Congress left Washington after making slight progress on appropriations. The House only passed 5 out of the 12 appropriations bills; the Senate marked up all bills except Homeland Security. No bills were passed by the full Chamber. There will most likely be a continuing resolution to extend funding at the current level until Thanksgiving. Once this is passed, Congress is expected to recess until after the election. The election outcome will affect how the budget process continues.

### State

The legislative session ended on Saturday, August 31. Gov. Newsom normally has 12 days to sign or veto a measure once it passes; due to the large number of measures pushed through at the end of the session, this is extended to September 30.

Last week, the Governor called lawmakers back for a special session on gas prices. The Assembly speaker, Robert Rivas, agreed to convene that chamber. The Senate speaker pro-tem, Mike McGuire, refused, stating that the legislature should have tackled the issue during the regular session.

After the election, the legislature will convene on December 2nd for the swearing in of newly elected members, then return to their districts and reconvene on January 2<sup>nd</sup>.

### Regional

Many of the region's transportation agencies and operators are facing significant financial challenges stemming from low ridership due to COVID and changes in how people work and travel. BART, Muni and Caltrain are facing large fiscal cliffs.

A regional transportation measure is underway to address these challenges. MTC formed a Transportation Revenue Measure Select Committee that includes MTC commissioners, stakeholder group leaders, and staff from legislative offices. At the end of August, they discussed a variety of scenarios for such a measure. There's also a parallel group made up of Bay Area transit agencies general managers and executives discussing this. MTC has put forward 3 options for a potential ballot measure:

1. A 4-county measure that would be mandatory for San Mateo, San Francisco, Alameda, and Contra Costa counties with an opt in for other counties
2. A 9-county measure

### 3. Coordinated local measures

SamTrans and the Transportation Authority (TA) are working with Caltrain and the other operators to understand the needs and evaluate options. The Regional Measure working groups will continue to meet with the goal of putting an approved expenditure plan and policy provisions into a measure and determining the funding mechanisms and the geographic scope. This will then be put forward as state legislature when the session begins in the winter.

Question:

What is the timeline for the session on gas prices? The Assembly has been meeting trying to come to a consensus to present to the Senate.

# Redi-Wheels Reports

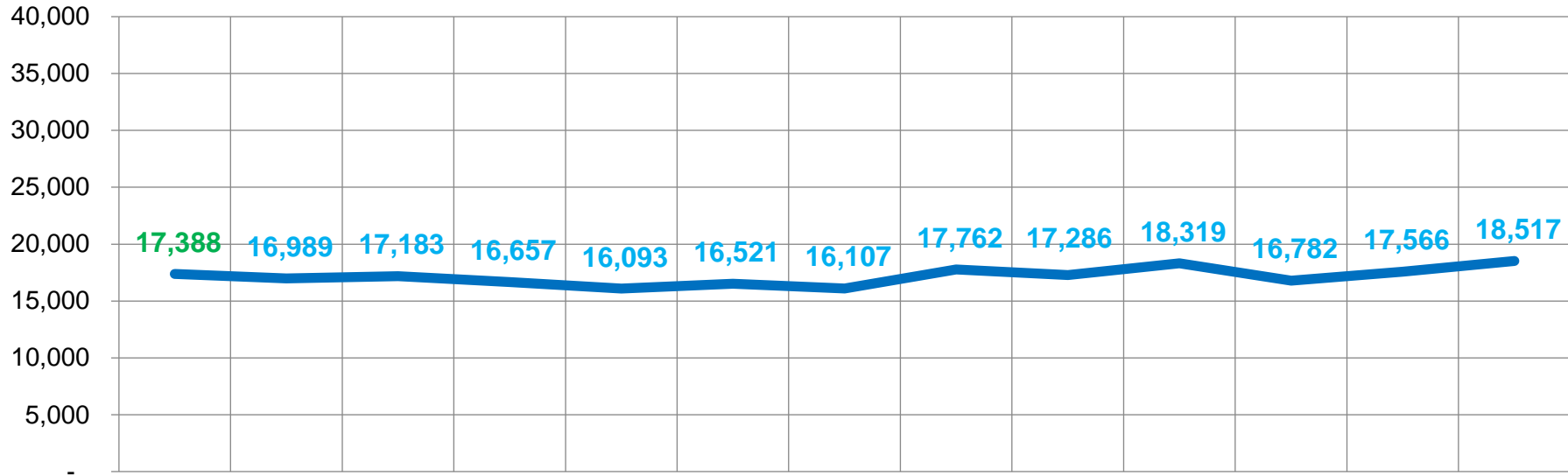
## Performance Measures

Performance Measure	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Prev. Yr. Average
1. Total trips requested	20,890	20,644	20,727	20,633	20,224	20,445	19,806	21,431	20,633	22,296	20,601	21,236	22,319	18,449
2. Trips scheduled	19,330	19,021	19,307	18,835	18,591	18,883	18,316	19,997	19,343	20,537	18,972	19,499	20,546	17,017
a. Same day cancels	1,130	1,159	1,209	1,221	1,379	1,439	1,310	1,345	1,194	1,225	1,304	1,196	1,171	1,142
% of trips scheduled	5.8%	6.1%	6.3%	6.5%	7.4%	7.6%	7.2%	6.7%	6.2%	6.0%	6.9%	6.1%	5.7%	6.71%
b. Late cancels	524	579	638	678	627	637	639	654	627	682	629	524	622	446
% of trips scheduled	2.7%	3.0%	3.3%	3.6%	3.4%	3.4%	3.5%	3.3%	3.2%	3.3%	3.3%	2.7%	3.0%	2.62%
c. Total customer no-shows	287	293	277	277	491	286	258	235	236	310	257	213	235	222
% of trips scheduled	1.5%	1.5%	1.4%	1.5%	2.6%	1.5%	1.4%	1.2%	1.2%	1.5%	1.4%	1.1%	1.1%	1.30%
d. No-show (operator)	1	1	0	2	1	0	2	1	0	1	0	0	1	0
3. Total trips served	17,388	16,989	17,183	16,657	16,093	16,521	16,107	17,762	17,286	18,319	16,782	17,566	18,517	15,207
a. Average weekday riders	643	658	647	620	623	639	616	684	633	686	630	659	693	570
b. Advance reservation	12,134	12,092	12,062	11,856	11,481	11,541	11,248	12,501	11,923	13,220	12,231	12,351	13,285	10,891
c. Agency trips	1,136	1,027	1,137	984	939	947	913	1,116	1,203	1,073	892	1,145	1,297	794
d. Individual subscription	4,118	3,870	3,984	3,817	3,673	4,033	3,946	4,145	4,160	4,026	3,659	4,070	3,935	3,523
e. Taxi trips	2,345	2,678	2,849	2,889	2,571	2,110	1,364	1,989	1,536	1,630	1,296	1,442	2,078	1,832
<i>(taxi % of total trips)</i>	13.5%	15.8%	16.6%	17.3%	16.0%	12.8%	8.5%	11.2%	8.9%	8.9%	7.7%	8.2%	11.2%	12.0%
4. Total Redi-Wheels riders	1,428	1,401	1,454	1,402	1,403	1,340	1,376	1,399	1,412	1,438	1,408	1,418	1,432	1,299
5. Inter-County Transfer Trips	133	144	134	142	164	132	160	164	207	220	187	163	141	110.92
6. On-time performance <sup>1</sup>	90.0%	88.8%	88.4%	86.2%	90.0%	92.8%	87.1%	87.9%	90.6%	89.3%	90.1%	89.5%	87.9%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.35	1.44	1.39	1.45	1.39	1.36	1.45	1.50	1.45	1.43	1.38	1.45	1.51	1.48
8. Complaints per 1000 trips	0.52	0.18	0.35	0.54	0.50	0.36	0.50	0.23	0.35	0.60	0.54	0.40	0.76	0.49
9. Compliments per 1000 trips	0.58	0.71	1.11	0.36	0.50	0.36	0.50	0.34	0.75	0.60	0.48	0.68	0.65	0.90
10. Avg phone wait time (mins) <sup>3</sup>	0.9	1.2	1.5	1.2	1.2	0.9	1.0	0.7	0.8	1.2	2.1	1.2	1.1	1.27

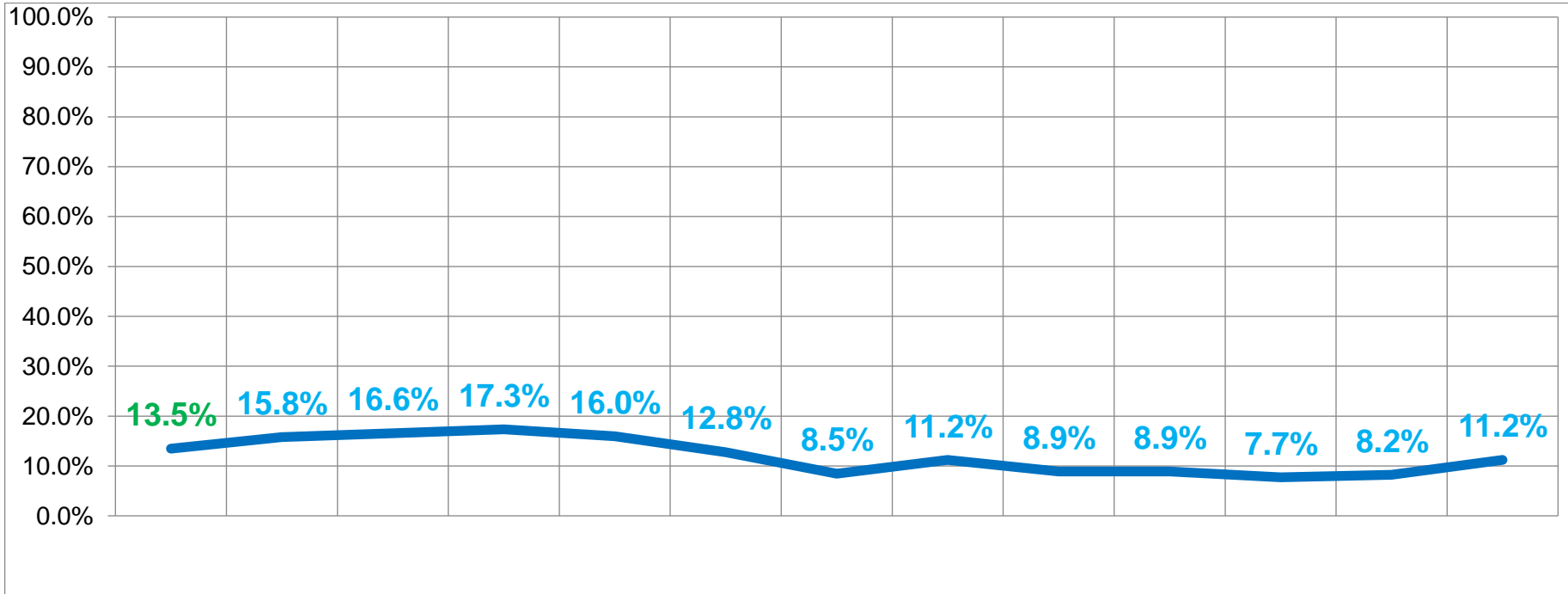
Notes:

- 1 Standard = 90%
- 2 Standard = 1.70
- 3 Standard = < 1.5

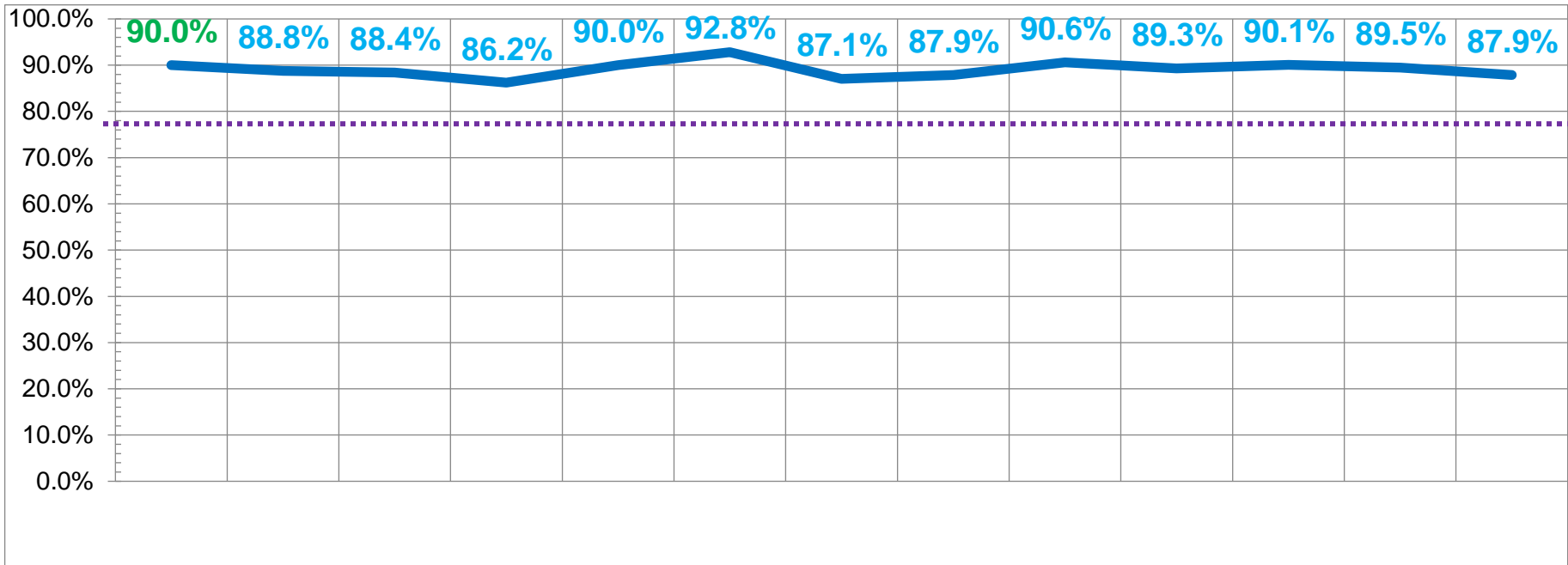
Total Trips



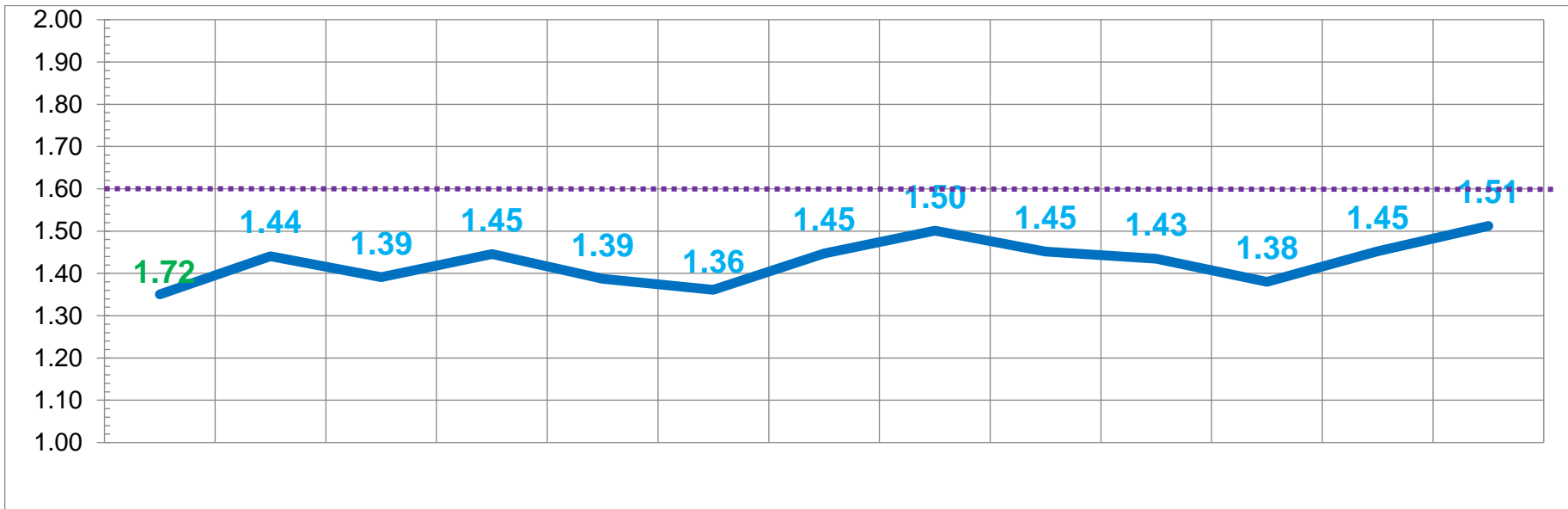
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2024 Comments	Aug	
	Subtotal	Rate/1000
Rides	17,566	
<b>Total Comments by Category</b>		
Compliment	12	0.51
Policy Related	1	0.06
Service Related	12	0.46
<b>Total</b>	<b>25</b>	<b>1.02</b>
<b>Average Response Time to Customer (Working Days) ‡</b>		
Compliment		5.17
Policy Related		5.23
Service Related		5.94
<b>Overall</b>		<b>5.51</b>
	<b>CC</b>	<b>CR</b>
Compliment	8	4
Policy Related	0	1
Service Related	0	12
<b>Overall</b>	<b>8</b>	<b>17</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays