



(Formerly the Paratransit Coordinating Council)

**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**November 12, 2024**

**1:30pm**

**San Mateo County  
Paratransit Advisory Council (PAC)  
P.O. Box 1035  
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This meeting will be in person at the SamTrans headquarters building (Gallagher Room) 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 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)

November 12, 2024

- |  |      |
|--|------|
| 1. Welcome / Roll Call   | 1:30 |
| 2. Approval of October 8, 2024, PAC Meeting Minutes*                   | 1:35 |
| 3. Public Comments/Share your Experience (for items not on the agenda) | 1:40 |
| 4. Presentation: Same-Day Paratransit Service – Tina Dubost, SamTrans  | 1:45 |
| 5. Committee Reports   | 2:00 |
| a. Policy/Advocacy/Legislative (PAL)                                   |      |
| i. Approval of October 8, 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*  |      |
| -----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 October 8, 2024, Meeting

**ATTENDANCE:**

Members in person:

Benjamin McMullan, Chair, CID; Tina Dubost, SamTrans; Susan Capeloto, Dept. of Rehabilitation; Sandra Lang, Community Member; Kathy Uhl, CoA; Marie Violet, Dignity Health; Carmen Santiago, Catholic Charities. (Member attendance = 7/8, Quorum = Yes)

Members on Zoom:

Dao Do, Rosener House

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PAC Staff; Lynn Spicer, SamTrans (Zoom); Vicky Churchill, TransDev/Redi-Wheels; Larisa Vaserman, Consumer; Kelley Shanks, SamTrans (Zoom); Michele Epstein, OSS.

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF AUGUST MINUTES:**

Tina Dubost moved to approve the September meeting minutes; Kathy Uhl seconded the motion. The minutes were approved.

**PUBLIC COMMENTS:**

Larisa Vaserman commented on a ride in the Emerald Hills in Redwood City. The roads were narrow, and she felt they were unsafe. She wondered why a bus was dispatched for that particular trip instead of a smaller vehicle. Sandra commented that there are many inaccessible areas in the county. Lynn Spicer advised that, in this situation, the operator is directed to write up an incident report that is attached to their manifest and share with the Safety Department. The Safety Department will then go out to assess the conditions and, if necessary, limit the size of vehicles in that area. For example, the Mickelson Center in San Mateo is restricted to sedans and mini vans only as it has a tight turnaround around.

Lynn said she would check into Larisa's trip. Sandra asked if she could provide an update on what she uncovered.

Marie reported that one of the hospital volunteers uses Redi-Wheels. After boarding the vehicle, it proceeded past the hospital, went to Fair Oaks, and then came back. Lynn will also check into this.

**PRESENTATION:** None.

## **COMMITTEE REPORTS:**

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

See page 9.

#### **Education**

The chair position remains open. The next meeting is on November 5<sup>th</sup> at 2pm.

#### **Executive – Ben McMullan**

The meeting was suspended while the Executive Committee quickly met. The committee approved forwarding two membership applications to the full Council.

The PAC meeting was reconvened and membership applications from Larisa Vaserman and Michele Epstein were presented for approval. They were approved and both individuals were warmly welcomed to the PAC. An orientation will be scheduled.

Sandra and Kathy spoke about the value of PAC membership, the education provided, as well as information on the Redi-Wheels service. Participation from a wide range of community members is needed with members themselves acting as ambassadors for transportation.

Amended PAC Bylaws had been sent to members, changing “PCC” to “PAC”. Tina moved to approve the amended Bylaws, Kathy Uhl seconded; the motion was approved.

Larisa and Michele recounted their backgrounds. Larisa is a long-time user of Redi-Wheels and has attended PAC meetings for many years. Michele is a certified ombudsman, volunteer coordinator, and provides continuing education for volunteer ombudsmen. She is with Ombudsman Services.

The next meeting will be on November 5, at 1pm.

## **OPERATIONAL REPORTS**

Tina reported that SamTrans received an achievement award from the American Public Transit Association for an outstanding public transit system for systems providing between 3-15 million trips per years.

## **PERFORMANCE REPORT**

Total ridership increased by 6.5% and average weekday ridership increased by 7.8% compared to last year.

Subscription trips are 21%; agency trips around 7%; 11% of rides were sent to taxis. Work continues to put more passengers on the branded service to make the service more efficient.

The number of individuals riding is the same compared to last year. Productivity is 1.51 passengers per hour, which is an increase. On-time performance was 87.9%.

Larisa commented on a no-show letter she received despite having called to cancel her ride. She thought the letter was threatening. Tina said to call the number listed on the letter and explain what happened.

## **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. The cards are primarily complimentary. The most common complaint is late vehicles.

## **SAFETY REPORT**

Vicky Churchill reported that there were 5 preventable and 5 non-preventable incidents in September. They are working on retraining some of the drivers.

## **UPDATES AND ITEMS OF INTEREST**

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

No report.

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

The commission continues to provide as many resources as possible to seniors so they can remain independent. She mentioned the Loneliness Campaign in the county and remarked that this initiative has resulted in more agencies talking to each other.

Paratransit is an important part of this issue.

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

They are working on an annual update to the County Board of Supervisors. They are also working on recruiting new members and proposing to reduce the number of COD commissioners.

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

They are 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 meets on October 8<sup>th</sup>; she will report next month. The agenda includes regional connections and revised rules of procedure on how boards and committees conduct business.

**Department of Rehabilitation – Susan Capeloto**

They are still recruiting a district administrator and regional director.

**Other Business**

ADA Refresher

Riders can make paratransit transfers to go to other agencies in the Greater Bay Area by calling the Accessible Services Department. There is a region-wide agreement that once someone is certified by one paratransit agency, they are eligible to use other Bay area paratransit services. The information is in the Rider’s Guide and on the website. Kathy commented that people don’t always know this. This might be a good topic for future discussion.

Sandra remarked that the hurricane disaster in North Carolina brought to light the need to know where people are, particularly for people who are disabled. The Office of Emergency Management handles this and this information would be an interesting future presentation.

Lynn reported that the video on how to ride Redi-Wheels is now on the SamTrans website along with a link to the paratransit application. Tina had worked on this following a PAC request.

The meeting ended at 3:10pm.

The next meeting is on November 12<sup>th</sup>, in person and remotely via Zoom.



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

The minutes of the August PAL meeting were included in the meeting packet. Sandra commented that updates from the regional transportation measure should be included in future PAL meetings. Sandra moved to approve the minutes; Tina seconded the motion. The minutes were approved by roll call.

### **Advocacy**

Sandra commented that the PAL committee should track issues regarding wheelchairs, both local access and FTA actions, as more wheelchair accessibility is required. She asked that members bring any articles or information to the council for dissemination.

Kathy commented that the Mobility Ambassadors went on a Caltrain trip and discovered potential concerns for people with disabilities, e.g. plug ins for phones being hard to reach. She said that Caltrain staff help with boarding but only directed disabled passengers to the restroom car. Tina advised that the restroom car aligns with the bridge plate but that all cars are accessible to people with disabilities. Kathy reported that this wasn't their impression.

Sandra asked if Redi-Wheels has designated drop-off spots for wheelchair users at the stations. Tina said that in some cases it's a shared area, but that depends on the station area design. Ben commented that when stations are updated, ADA compliance is addressed.

### **Legislative**

None.

### **Policy Issues**

Tina gave an update on the 12-month same-day transit pilot program that started in December 2023.

- There have been 722 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.
- The average trip distance has increased.
- A survey of users will be conducted.
- They are proposing to ask the Board in December to make the service permanent.

Larisa asked if the program was sustainable. Tina thought it was as there are a sustainable number of requests, and existing capacity is being used more efficiently.

Kathy asked if the same people used the same-day service as the regular Redi-Wheels service. Lynn reported that it was a random mix, some veteran riders, some new. Tina

reported that people are using the service for many reasons including medical appointments, social events, shopping, etc.

Tina will give a detailed presentation on same-day transit at the November PAC and asked the PAC to let her know if there was any specific information needed.

The next PAL meeting will be on November 12, 2024.

# Redi-Wheels Reports

## Performance Measures

Performance Measure	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Prev. Yr. Average
1. Total trips requested	20,644	20,727	20,633	20,224	20,445	19,806	21,431	20,633	22,296	20,601	21,236	22,319	21,077	18,449
2. Trips scheduled	19,021	19,307	18,835	18,591	18,883	18,316	19,997	19,343	20,537	18,972	19,499	20,546	19,272	17,017
a. Same day cancels	1,159	1,209	1,221	1,379	1,439	1,310	1,345	1,194	1,225	1,304	1,196	1,171	1,111	1,142
% of trips scheduled	6.1%	6.3%	6.5%	7.4%	7.6%	7.2%	6.7%	6.2%	6.0%	6.9%	6.1%	5.7%	5.8%	6.71%
b. Late cancels	579	638	678	627	637	639	654	627	682	629	524	622	537	446
% of trips scheduled	3.0%	3.3%	3.6%	3.4%	3.4%	3.5%	3.3%	3.2%	3.3%	3.3%	2.7%	3.0%	2.8%	2.62%
c. Total customer no-shows	293	277	277	491	286	258	235	236	310	257	213	235	196	222
% of trips scheduled	1.5%	1.4%	1.5%	2.6%	1.5%	1.4%	1.2%	1.2%	1.5%	1.4%	1.1%	1.1%	1.0%	1.30%
d. No-show (operator)	1	0	2	1	0	2	1	0	1	0	0	1	1	0
3. Total trips served	16,989	17,183	16,657	16,093	16,521	16,107	17,762	17,286	18,319	16,782	17,566	18,517	17,427	15,207
a. Average weekday riders	658	647	620	623	639	616	684	633	686	630	659	693	644	570
b. Advance reservation	12,092	12,062	11,856	11,481	11,541	11,248	12,501	11,923	13,220	12,231	12,351	13,285	12,517	10,891
c. Agency trips	1,027	1,137	984	939	947	913	1,116	1,203	1,073	892	1,145	1,297	1,200	794
d. Individual subscription	3,870	3,984	3,817	3,673	4,033	3,946	4,145	4,160	4,026	3,659	4,070	3,935	3,710	3,523
e. Taxi trips	2,678	2,849	2,889	2,571	2,110	1,364	1,989	1,536	1,630	1,296	1,442	2,078	2,001	1,832
(taxi % of total trips)	15.8%	16.6%	17.3%	16.0%	12.8%	8.5%	11.2%	8.9%	8.9%	7.7%	8.2%	11.2%	11.5%	12.0%
4. Total Redi-Wheels riders	1,401	1,454	1,402	1,403	1,340	1,376	1,399	1,412	1,438	1,408	1,418	1,432	1,406	1,299
5. Inter-County Transfer Trips	144	134	142	164	132	160	164	207	220	187	163	141	131	110.92
6. On-time performance <sup>1</sup>	88.8%	88.4%	86.2%	90.0%	92.8%	87.1%	87.9%	90.6%	89.3%	90.1%	89.5%	87.9%	86.3%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.44	1.39	1.45	1.39	1.36	1.45	1.50	1.45	1.43	1.38	1.45	1.51	1.47	1.48
8. Complaints per 1000 trips	0.18	0.35	0.54	0.50	0.36	0.50	0.23	0.35	0.60	0.54	0.40	0.76	0.92	0.49
9. Compliments per 1000 trips	0.71	1.11	0.36	0.50	0.36	0.50	0.34	0.75	0.60	0.48	0.68	0.65	0.40	0.90
10. Avg phone wait time (mins) <sup>3</sup>	1.2	1.5	1.2	1.2	0.9	1.0	0.7	0.8	1.2	2.1	1.2	1.1	1.9	1.27

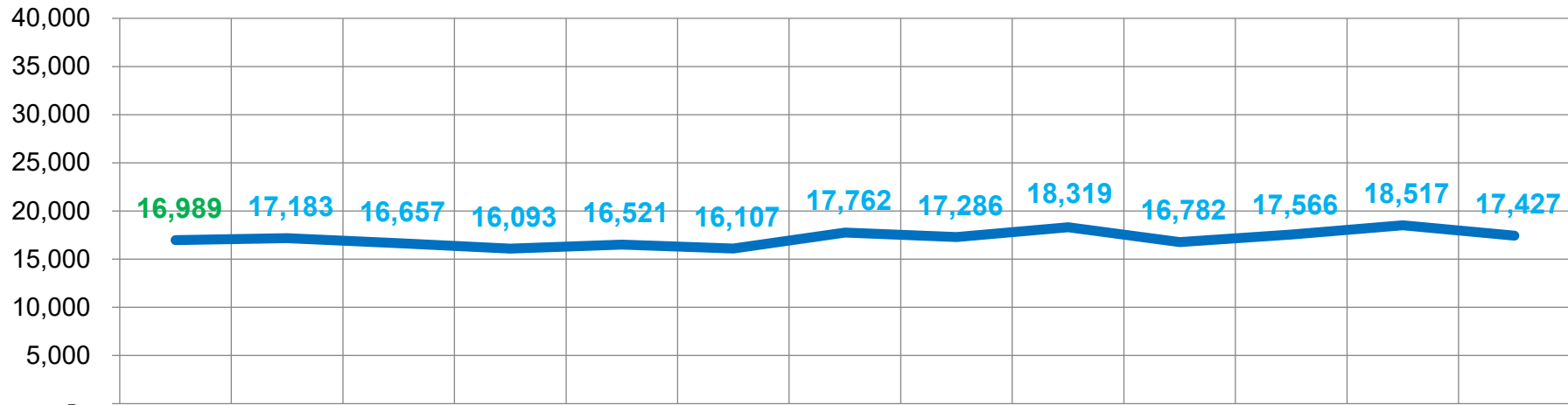
Notes:

1 Standard = 90%

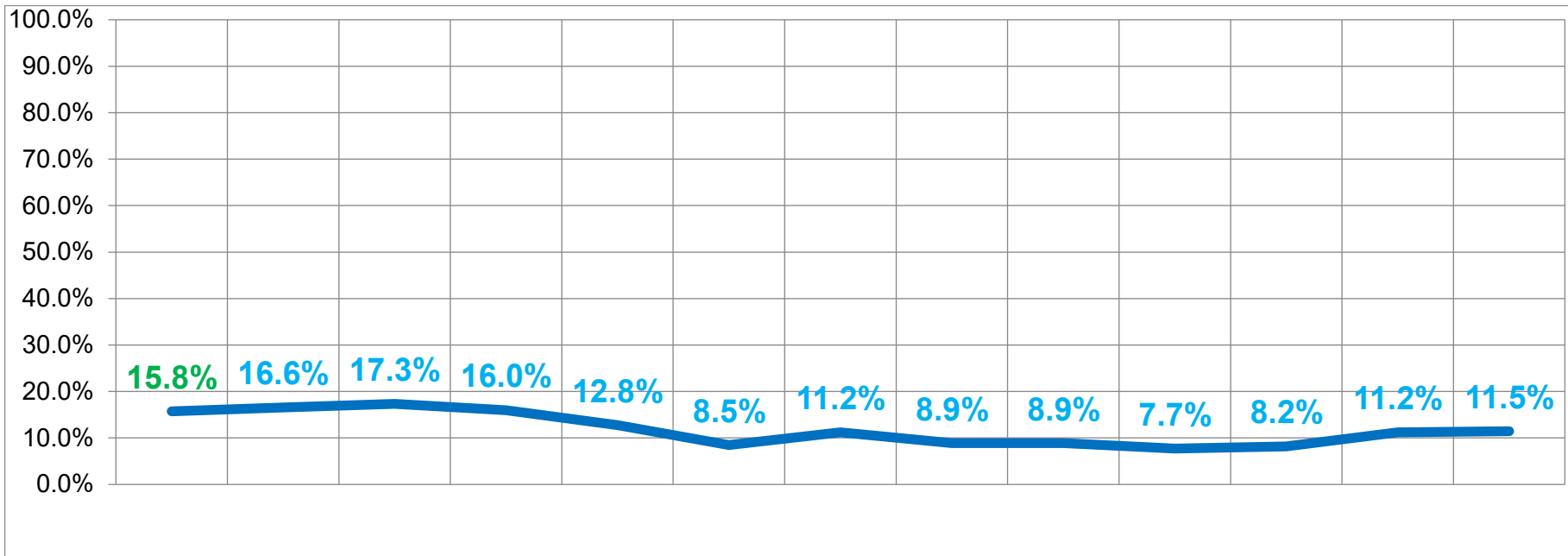
2 Standard = 1.70

3 Standard = < 1.5

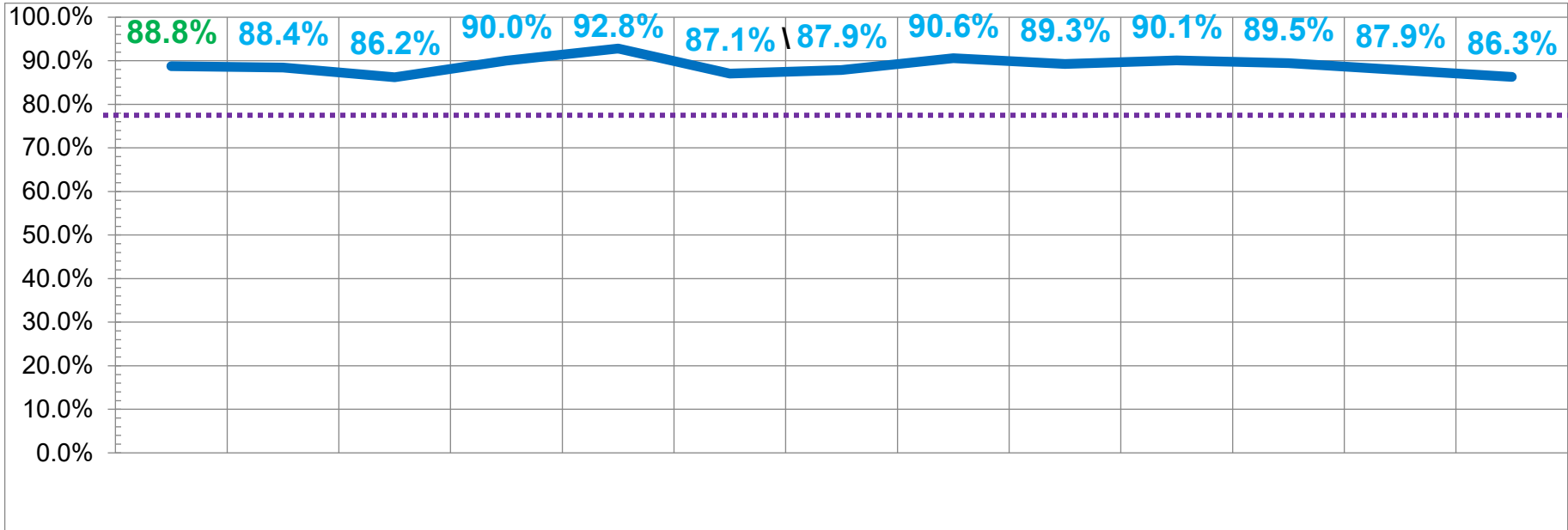
Total Trips



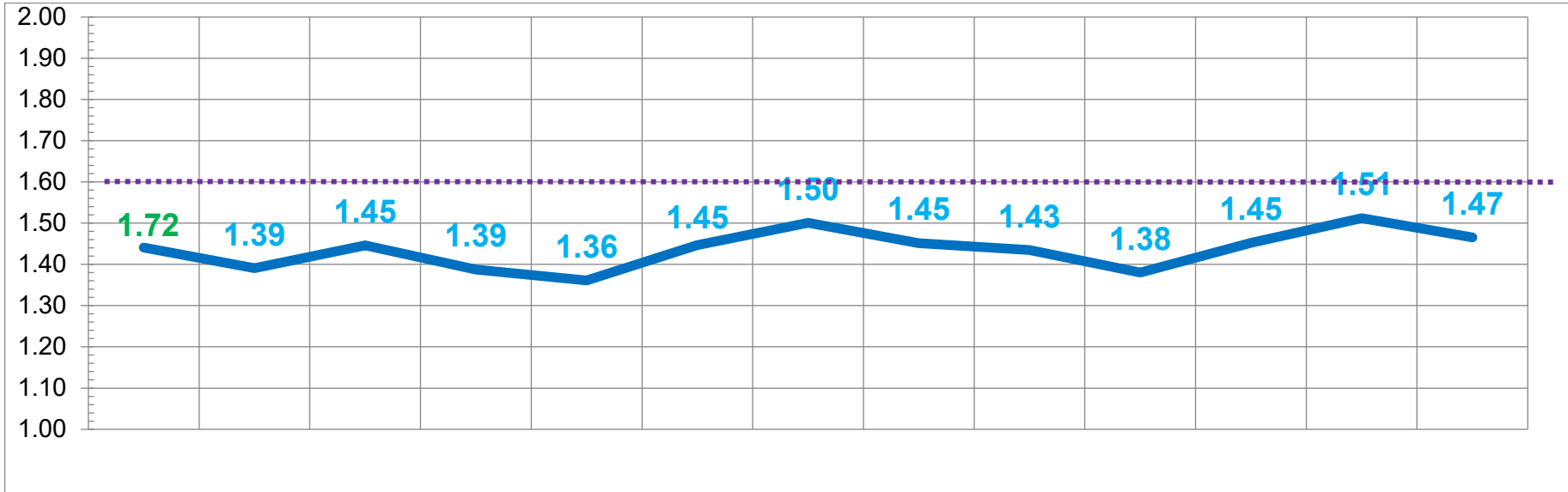
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

<b>2024 Comments</b>	<b>September</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>17,427</b>	

**Total Comments by Category**

<b>Compliment</b>	7	0.40
<b>Policy Related</b>	1	0.06
<b>Service Related</b>	12	0.69
<b>Total</b>	<b>20</b>	<b>1.15</b>

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

<b>Compliment</b>	4
<b>Policy Related</b>	3.14
<b>Service Related</b>	6.26
<b>Overall</b>	<b>5.12</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	5	2
<b>Policy Related</b>	0	1
<b>Service Related</b>	2	10
<b>Overall</b>	<b>7</b>	<b>13</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays