



(Formerly the Paratransit Coordinating Council)

**FINAL**

**Agenda, Minutes & Reports**

**(Includes PAL Committee Minutes)**

**December 10, 2024**

**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 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)  
 December 10, 2024

- |  |      |
|--|------|
| 1. Welcome / Roll Call   | 1:30 |
| 2. Approval of November 12, 2024, PAC Meeting Minutes*                 | 1:35 |
| 3. Public Comments/Share your Experience (for items not on the agenda) | 1:40 |
| 4. Committee Reports   | 1:50 |
| a. Policy/Advocacy/Legislative (PAL)                                   |      |
| i. Approval of November 12, 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                                |      |
| -----STRETCH BREAK-----  |      |
| 5. SamTrans / Redi-Wheels Reports – Tina Dubost & Kenneth Richardson   | 2:10 |
| a. SamTrans Updates  |      |
| b. Performance Summary   |      |
| c. Comment Statistics Report   |      |
| d. Safety Report   |      |
| 6. Updates & Items of Interest   | 2:20 |
| 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                                  |      |
| 7. Other Business  | 2:30 |
| 8. Adjournment   | 2:35 |

\*Action item

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

Minutes of November 12, 2024, 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; Larissa Vaserman, Consumer. (Member attendance = 7/10, Quorum = Yes)

Members on Zoom:

Carmen Santiago, Catholic Charities

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Jane Stahl, PAC Staff; Lynn Spicer, SamTrans (Zoom); Kenneth Richardson, TransDev/Redi-Wheels; Vicky Churchill, TransDev/Redi-Wheels (Zoom); Kelley Shanks, SamTrans (Zoom); Katie Murdock.

Absent:

Susan Capeloto, Dept. of Rehabilitation; Dao Do, Rosener House

**WELCOME/INTRODUCTIONS:**

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

**APPROVAL OF OCTOBER MINUTES:**

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

**PUBLIC COMMENTS:**

Larisa Vaserman commented on the tight parking space for Redi-Wheel vehicles at the Mickelson Therapy Center in San Mateo. Tina said that TransDev would perform a site check.

Marie reported on the hospital volunteer who uses Redi-Wheels and was having problems. The volunteer had received a call from Lynn and reported that drivers Jerome and Roy have gone out their way to help, and that issues with the customer's rides have been addressed.

Larisa reported that the scheduling service had not been operating as well as in the past. When trying to schedule for appointments, she receives times that are not convenient and there is no flexibility. She gave an example where the bus was an hour late, went south of her

destination, picked up and dropped off another rider before dropping her off. She was late for the appointment. She wondered if the same-day service is affecting the scheduling. Ben asked if this could be addressed. Tina didn't think that same-day service is causing the problem, but she and Kenneth will investigate.

**PRESENTATION:** Same-Day Paratransit Service – Tina Dubost

The pilot program has been successful, and the SamTrans Board of Directors will be asked to make it a permanent program at their December meeting.

- One of the ADA requirements is to provide trips to eligible customers who call at least one day in advance. Although not required, providing same-day service has been requested by customers for unplanned trips.
- A pilot program started on December 18, 2023. Trips are scheduled on a space-available basis, within a 90-minute window. The goal is to make better and more efficient use of existing capacity. Trips are available between 9:30am and 6pm, Monday-Friday. Fares are \$10 standard fare, and \$8 fare assisted. This is less than VTA and taxi. Customers always have the option to call one day ahead and get the regular fare.
- After seven months, it was determined that the service could be expanded, eliminating zones and extending the hours. Ridership has since increased, and average trip length has increased.
- There have been 928 trips as of November 11; 7 trips per day; 314 individuals have used the service and it's being used for unanticipated needs. Most importantly, it has not impacted on the regular service.
- Throughout the program, the percentage of users using wheelchairs and mobility devices has been similar to that on the regular paratransit service. The percentage of fare-assisted riders on the same-day service was 31%, compared to 37% on regular service. This suggests that people are not being priced out.
- They are meeting, or close to meeting, the pre-set evaluation metrics.
  - Goal: provide at least 50% of the requested rides - the denial rate is very low.
  - Goal: to increase the number of passengers per hour vs. the previous six months - they are seeing a gradual increase.
  - Goal: The 90% on-time performance goal is being met as the same-day trips although the overall system goal is not being met.
- The rates for no-shows and trip cancels are similar to that of the regular service.
- Trip Purpose: Only 34% were medical; the rest were social, errands, post office, nail salon, going to the grocery store or pharmacy, etc.
- The average trip is about 7 miles, and the travel time is 29 minutes.
- There's been positive feedback and riders like to know that the service is available in case they need it. In the 2023 Paratransit Survey, 26% responded that they would not be able to make same-day trips without this service.

- They will go to the SamTrans Board and propose making the same-day service permanent. If approved, there will be a public hearing to make the changes part of the fare structure. Flyers will be distributed about the hearing.

Kathy asked about the possibility of Redi-Wheels offering a reduced fare for seniors who are not on Lifeline. If people can't use the regular SamTrans service, Redi-Wheels costs \$8 for a round trip. A lower fare would help seniors who are home-bound and disabled but do not qualify for Lifeline. Tina responded that the Lifeline fare is for people who receive Medi-Cal, Supplemental Security Income, or General Assistance. Sandra said that it's important as it's an essential service for those who fall in between the two fares and need the Redi-Wheels service. Marvin agreed that there are challenges in an inflationary environment, and there may be challenges with adjusting the fares. Tina advised that under the ADA rules, the Redi-Wheels fare can be up to twice the base fare, and they are charging less than the maximum amount. They are not required to offer a low-income fare, and each paratransit trip costs around \$100. 37-40% of trips are people who pay the low-income rate. More than half of the customers are seniors.

## **COMMITTEE REPORTS:**

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

See page 9.

### **Education**

The chair position remains open. At the November 5<sup>th</sup> meeting:

- The PAC membership form will be displayed at the Foster City Senior Showcase
- Kathy had spoken to the Burlingame Senior Center and the Burlingame Library, and they had both agreed to show the "How to use Redi-Wheels" video. Tina will send them the video.
- Jane had drafted a new PAC brochure and flyer. She will make edits and resend. Once printed, packets of various PAC pieces will be sent to senior centers, etc.
- They reviewed the new Facebook page.
- The number of people submitted evaluations for the Consumer Corps has decreased and they discussed ways to get more people to join, etc.

The lack of a committee chair is creating an issue with the Executive Committee which currently only has two members. A third member is urgently needed.

The next meeting is on January 5<sup>th</sup> at 3pm.

## **Executive – Ben McMullan**

The committee discussed and approved the membership application for Alan Kornfield, from Ombudsman Services, to be brought for PAC approval. After discussion, Michele Epstein said that he would act as her alternate. Jane will notify him.

A review of the bylaws will take place in March 2025.

The committee discussed bus comfort. Having more consumers test new vehicles was suggested; Tina advised that there are no immediate plans to replace any vehicles. The PAC website will include a request for consumer testers.

The next meeting will be on December 3, at 2pm.

## **OPERATIONAL REPORTS**

### **PERFORMANCE REPORT**

Tina referred council members to the report in the packet. Kathy asked if there was a waitlist to use Redi-Wheels and sufficient space on the buses. Tina responded that there is no waitlist. People must go through the eligibility process. Once certified, and under ADA rules, trips cannot be denied, and all eligible consumers are accommodated.

### **COMMENT STATISTICS REPORT**

Sandra asked about the slight increase in the number of complaints. Tina responded that the number of complaints does go up and down. The on-time performance has gone down, and this has resulted in more complaints.

### **SAFETY REPORT**

Kenneth Richardson reported that there were no preventable and 2 non-preventable incidents in October. They are still short of drivers; however, 7 new drivers have graduated in the last 30 days and there have been no resignations.

## **UPDATES AND ITEMS OF INTEREST**

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

No report.

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

The commission continues to work with SamTrans to get transportation to isolated areas and help seniors get out of the house more. They are looking at community engagement and resources/support for family care givers.



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

A presentation was made to the Board of Supervisors. They are hoping to recruit more members.

**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 met on November 5. There was a motion to accept the countywide Automated Vehicle Strategic Draft Plan. They also received information on the Strategic Plan for the Transit Authority for 2025-2029. Public reviews are planned.

**Department of Rehabilitation – Susan Capeloto**

No report.

**Other Business**

None

The meeting ended at 3:03pm.

The next meeting is on December 10<sup>th</sup>, in person and remotely via Zoom.

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

The minutes of the October PAL meeting were included in the meeting packet. Tina moved to approve the minutes; Ben seconded the motion. The minutes were approved by roll call.

### **Advocacy**

Sandra asked if council members could bring items regarding general accessibility issues to the committee. Ben responded although this has been discussed in the past, it may be more appropriate to keep the discussion more focused of paratransit-related matters. Kathy asked if the PAL could look at bigger questions of accessibility. Ben advised that the COD looks at all modes of travel, advocates for paratransit, as well as airline travel, etc. It would be useful to have a representative from COD on the PAC.

Kathy asked if there were any issues with wheelchairs being damaged on Redi-Wheels. Tina reported that she hadn't heard about any systemic issues regarding wheelchairs on the SamTrans or Redi-Wheels service. They use the Q-string securement system, all the bus operators are trained, if someone has a wheelchair that is difficult to secure, the operator can call for a supervisor to assist.

### **Legislative**

Although no issues were raised, all agreed that SamTrans' Government Affairs department do an excellent job of tracking, reporting, and explaining relevant legislation.

### **Policy Issues**

Larissa reported that when scheduling her ride for the meeting, she asked for 3:15pm but was offered 3:08pm or 3:56pm. She felt that in the past she was given times closer to her needs. Kenneth explained that the system is designed to look for a vehicle that can get the rider to the destination. It looks for an available slot as well as other algorithms, e.g. traffic, other riders, travel time, etc. to get an accurate time. It prompts the reservationist with the times. While she appreciated the difficulty of scheduling, Larissa thought that the system has a problem.

The next PAL meeting will be on December 10, 2024.

## Redi-Wheels Reports

### Performance Measures

Performance Measure	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Prev. Yr. Average
1. Total trips requested	20,727	20,633	20,224	20,445	19,806	21,431	20,633	22,296	20,601	21,236	22,319	21,077	22,549	18,449
2. Trips scheduled	19,307	18,835	18,591	18,883	18,316	19,997	19,343	20,537	18,972	19,499	20,546	19,272	20,555	17,017
a. Same day cancels	1,209	1,221	1,379	1,439	1,310	1,345	1,194	1,225	1,304	1,196	1,171	1,111	1,065	1,142
% of trips scheduled	6.3%	6.5%	7.4%	7.6%	7.2%	6.7%	6.2%	6.0%	6.9%	6.1%	5.7%	5.8%	5.2%	6.71%
b. Late cancels	638	678	627	637	639	654	627	682	629	524	622	537	543	446
% of trips scheduled	3.3%	3.6%	3.4%	3.4%	3.5%	3.3%	3.2%	3.3%	3.3%	2.7%	3.0%	2.8%	2.6%	2.62%
c. Total customer no-shows	277	277	491	286	258	235	236	310	257	213	235	196	229	222
% of trips scheduled	1.4%	1.5%	2.6%	1.5%	1.4%	1.2%	1.2%	1.5%	1.4%	1.1%	1.1%	1.0%	1.1%	1.30%
d. No-show (operator)	0	2	1	0	2	1	0	1	0	0	1	1	1	0
3. Total trips served	17,183	16,657	16,093	16,521	16,107	17,762	17,286	18,319	16,782	17,566	18,517	17,427	18,717	15,207
a. Average weekday riders	647	620	623	639	616	684	633	686	630	659	693	644	690	570
b. Advance reservation	12,062	11,856	11,481	11,541	11,248	12,501	11,923	13,220	12,231	12,351	13,285	12,517	13,260	10,891
c. Agency trips	1,137	984	939	947	913	1,116	1,203	1,073	892	1,145	1,297	1,200	1,245	794
d. Individual subscription	3,984	3,817	3,673	4,033	3,946	4,145	4,160	4,026	3,659	4,070	3,935	3,710	4,212	3,523
e. Taxi trips	2,849	2,889	2,571	2,110	1,364	1,989	1,536	1,630	1,296	1,442	2,078	2,001	2,042	1,832
<i>(taxi % of total trips)</i>	16.6%	17.3%	16.0%	12.8%	8.5%	11.2%	8.9%	8.9%	7.7%	8.2%	11.2%	11.5%	10.9%	12.0%
4. Total Redi-Wheels riders	1,454	1,402	1,403	1,340	1,376	1,399	1,412	1,438	1,408	1,418	1,432	1,406	1,442	1,299
5. Inter-County Transfer Trips	134	142	164	132	160	164	207	220	187	163	141	131	162	110.92
6. On-time performance <sup>1</sup>	88.4%	86.2%	90.0%	92.8%	87.1%	87.9%	90.6%	89.3%	90.1%	89.5%	87.9%	86.3%	86.7%	90.8%
7. Productivity (psgrs/rvh) <sup>2</sup>	1.39	1.45	1.39	1.36	1.45	1.50	1.45	1.43	1.38	1.45	1.51	1.47	1.46	1.48
8. Complaints per 1000 trips	0.35	0.54	0.50	0.36	0.50	0.23	0.35	0.60	0.54	0.40	0.76	0.92	0.69	0.49
9. Compliments per 1000 trips	1.11	0.36	0.50	0.36	0.50	0.34	0.75	0.60	0.48	0.68	0.65	0.40	0.64	0.90
10. Avg phone wait time (mins) <sup>3</sup>	1.5	1.2	1.2	0.9	1.0	0.7	0.8	1.2	2.1	1.2	1.1	1.9	1.6	1.27

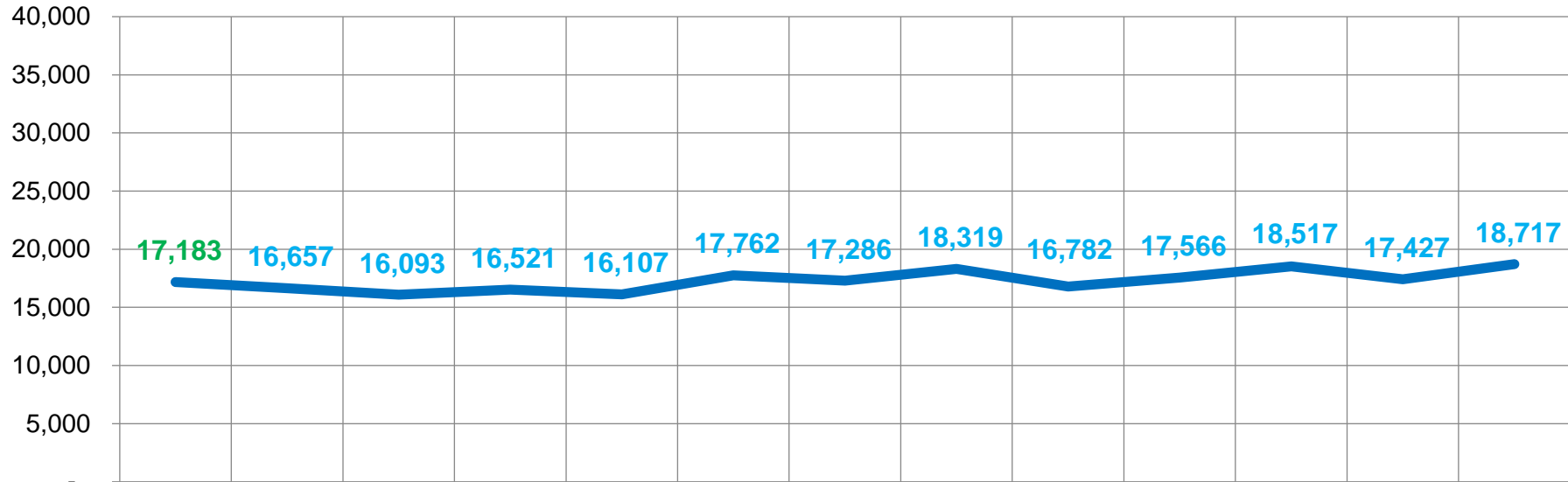
Notes:

1 Standard = 90%

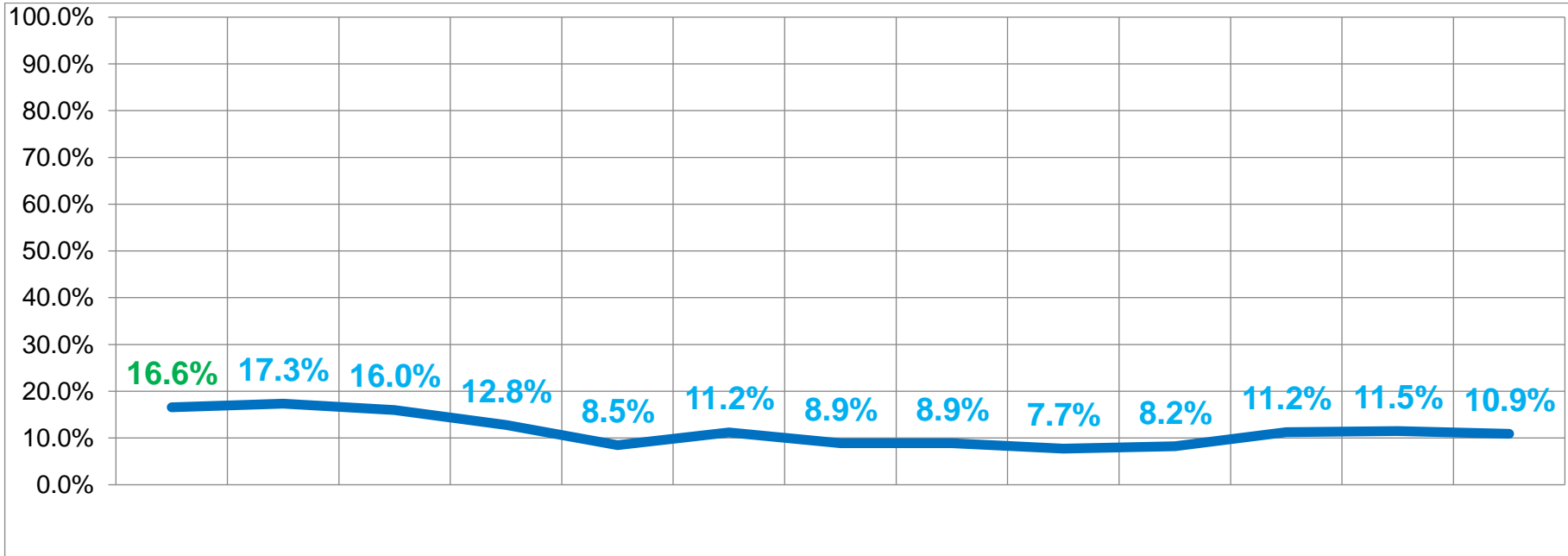
2 Standard = 1.70

3 Standard = < 1.5

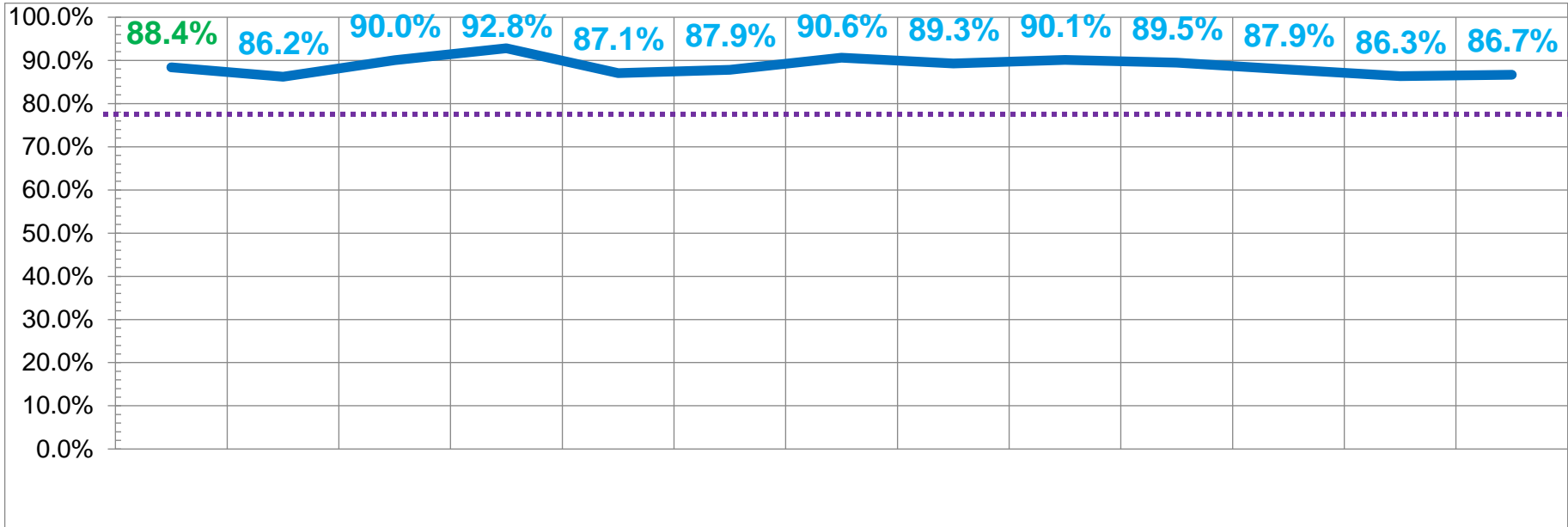
Total Trips



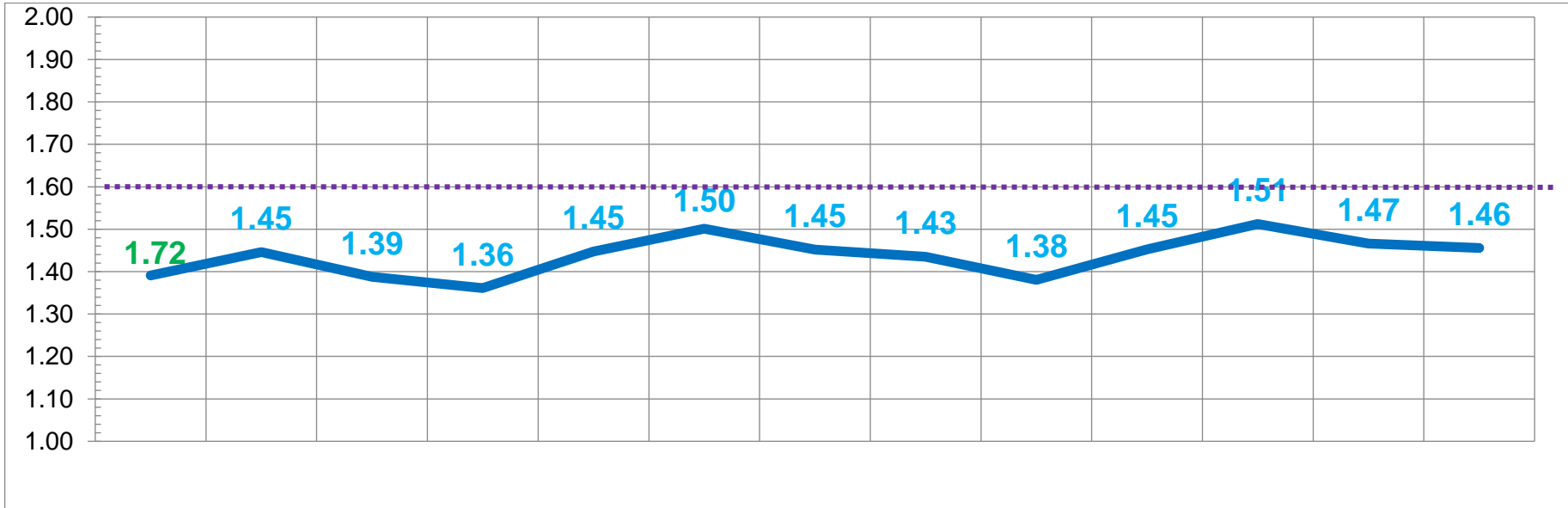
Taxis – Percentage of Total Trips



### On-Time Performance



### Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

<b>2024 Comments</b>	<b>October</b>	
	<b>Subtotal</b>	<b>Rate/1000</b>
<b>Rides</b>	<b>18,717</b>	

**Total Comments by Category**

<b>Compliment</b>	12	0.64
<b>Policy Related</b>	3	0.16
<b>Service Related</b>	14	0.75
<b>Total</b>	<b>29</b>	<b>1.55</b>

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

<b>Compliment</b>	3.5
<b>Policy Related</b>	2.5
<b>Service Related</b>	4.69
<b>Overall</b>	<b>3.74</b>

	<b>CC</b>	<b>CR</b>
<b>Compliment</b>	11	1
<b>Policy Related</b>	1	2
<b>Service Related</b>	2	12
<b>Overall</b>	<b>14</b>	<b>15</b>

CC=Comment Card

CR=Comment Report

‡ Excludes weekends and holidays