



**San Mateo County
Paratransit Advisory Council**

Agenda, Minutes & Reports

September 9, 2025

1:30pm

San Mateo County
Paratransit Advisory Council (PAC)
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TABLE OF CONTENTS

Meeting Schedule for 2025	2
Agenda	3
Minutes of July 8, 2025, Meeting	4
Redi-Wheels Reports	8

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 Advisory Council 2 nd Tuesday Monthly 1:30-3:30pm	PAC Executive Committee 1 st Tuesday Monthly 2:00pm	PAL Policy-Advocacy- Legislative Committee (included in PAC Meeting) 2 nd Tuesday Monthly 1:30pm-3:30pm	PAC Education Committee 1 st Tuesday Bi-Monthly 3pm	SamTrans Board of Directors 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 5, 2025	September 9, 2025	TBD	September 3, 2025
October 7 PAC Retreat				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.

Agenda
San Mateo County
Paratransit Advisory Council (PAC) Meeting
(All times approximate)
September 9, 2025

- | | |
|--|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Approval of July 8, 2025, PAC Meeting Minutes* | 1:35 |
| 3. Public Comments/Share your Experience (for items not on the agenda) | 1:40 |
| 4. PAC Committee Reports | 1:45 |
| a. Policy/Advocacy/Legislative (PAL) | |
| i. Legislative Issues | |
| ii. Redi-Wheels Policy Issues | |
| b. Education – Tina Dubost, Chair | |
| c. Executive – Benjamin McMullan, Chair | |
| i. Retreat Planning (Ad Hoc Committee) | |
| -----STRETCH BREAK----- | |
| 5. SamTrans / Redi-Wheels Reports – Tina Dubost & Kenneth Richardson | 2:20 |
| a. SamTrans Updates | |
| b. Performance Summary | |
| c. Comment Statistics Report | |
| d. Safety Report | |
| 6. 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 | |
| 7. Other Business | 2:35 |
| a. Reschedule September Education Committee Meeting | |
| b. Reschedule November PAC Meeting | |
| 8. Adjournment | 2:40 |

*Action item

Minutes of July 8, 2025, Meeting

San Mateo County Paratransit Advisory Council (PAC) 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; Rajkumar Agarwal, Consumer
(Member in-person attendance = 7/11, Quorum = Yes)

Members on Zoom: N/A

Members Absent: Michele Epstein, Susan Capeloto

Guests:

Marvin Ranaldson, Nelson\Nygaard (Zoom); Mary Thomasmeyer, Nelson\Nygaard (Zoom); Lisa Weiner, Commission on Disabilities (Zoom); Sarah Verity, AbilityPath (Zoom); Chris Espiritu, SamTrans (Zoom), Kenneth Richardson, TransDev/Redi-Wheels; Jocelyn Feliciano, TransDev/Redi-Wheels; Lynn Spicer, SamTrans, Charlsie Chang, SamTrans

Demonstration of New Transit Vans

Committee members attended a demonstration of the new Transit Vans and made comments to SamTrans Maintenance staff.

WELCOME/INTRODUCTIONS

Ben McMullan called the meeting to order.

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

APPROVAL OF JUNE MINUTES

A motion was made to approve the June 10, 2025 meeting minutes. The motion was seconded. The minutes were approved.

PUBLIC COMMENTS

Rajkumar had some questions and comments.

- Can the Redi-Wheels application period be changed from 2 to 5 years? The answer was that the process has already changed to extend the time period.
- Is there an app for Redi-Wheels? The answer was that there is not yet an app.
- I have a walker, so I want to make sure the vehicle picking me up has a ramp. Sometimes they send a small cab. The response to the comment let Rajkumar know that they can mark his profile to exclude sedans/cabs.

- A comment on having a bad experience with late pickups and drivers not waiting the full 5 minutes, as well as issues with connecting between paratransit services and how the providers should coordinate so if one is late, the other will wait for the passenger.

Larisa made a comment on potential safety issues with the bus driving on narrow streets.

Sandra asked a question about County Connections, and Lynn explained that County Connections/East Bay Paratransit is the East Bay paratransit service and that riders can schedule rides on other county providers.

PRESENTATION: Bus Stop Improvement Program (BSIP)

Chris, Charlsie, Nicola and Chelsea from the strategic planning team at SamTrans provided a presentation on the agency's BSIP Amenity Design Refresh Project. Goals include developing an updated design standard for bus stop amenities and deploying at bus stops across the service area. The team will launch a bench pilot, then in 2026 will start implementing the new designs. The presentation included a preview of some design concepts that showed ideas for shelters, benches, lighting, and real-time information displays.

Feedback from PAC members included concerns about security, with bus stops being a popular place for people who are homeless to gather. They suggested SamTrans install cameras to help address the safety concerns. There was also a discussion on how decisions are made as to which stops get shelters. Another PAC member asked about who should be called when a rider feels unsafe or wants to report an incident.

PAC COMMITTEE REPORTS

Policy/Advocacy/Legislative (PAL)

Motion was made to approve the June 10, 2025 PAL Meeting Minutes. Motion was seconded. Minutes were approved.

Ben reported on MTC's Accessible Futures Conference held on June 16-17 and the different topics that were discussed, all related to transportation, housing, environment, and economy. The conference attendees drafted a resolution that collected signatures, and a task force will be put in charge of implementing it. There was a question about what will be done with the resolution, and Ben informed the group that it will likely be brought to agencies across the Bay Area and then the state legislature for policy recommendations. Tina mentioned that it would be good to share the resolution with the PAC. Tina also had a question about how transportation to MTC worked out for attendees, and Ben mentioned that there was an option to join the conference virtually. Ben mentioned that Drennen Shelton (conference organizer at MTC) will be speaking at PAC's retreat in October and can speak to the conference/resolution.

Legislative update on regional sales tax measure to fund transit. San Mateo County has until mid-August to decide if they will join the ballot measure. Ben asked if there was an update on AB 1250, and there was not.

Education

The education committee did not meet in June and instead met to discuss the retreat. The next meeting is September 2nd at 3pm.

Executive

Ben provided an update on the retreat. The retreat will be held on October 7th from 10am – 2pm held on the 4th floor of SamTrans headquarters. Ben previewed the agenda for the retreat, including presentations, lunch, and break out groups.

SAMTRANS/REDI-WHEELS REPORTS

Formal reports were skipped due to time constraints. There were no questions on the performance summary and comment statistics report.

UPDATES AND ITEMS OF INTEREST

Agencies

No report

County Commissions (CoA and CoD)

No report

Center for Independence (CID) – Ben McMullan

Movie showing tomorrow, July 9th. Ben will distribute flyers.

Coastside Transportation Committee (CTC) – Tina Dubost

No report

Trans. Auth.-Citizens' Advisory Committee (TA-CAC) – Sandra Lang

No report. Next meeting is at 4:30 today. Report will be provided in September along with the August report.

Department of Rehabilitation (DOR) – Susan Capeloto

No report (Susan not in attendance)

ADA policy refresher – Tina Dubost

Skipped due to time constraints

OTHER BUSINESS

There are upcoming events to celebrate the 35th anniversary of the ADA this month (specifically one on July 26).

There is a new private business for non-medical transportation called Wheelchair Express.

There is no PAC meeting in August.

ADJOURNMENT

Meeting was adjourned.

Redi-Wheels Reports

Performance Measures

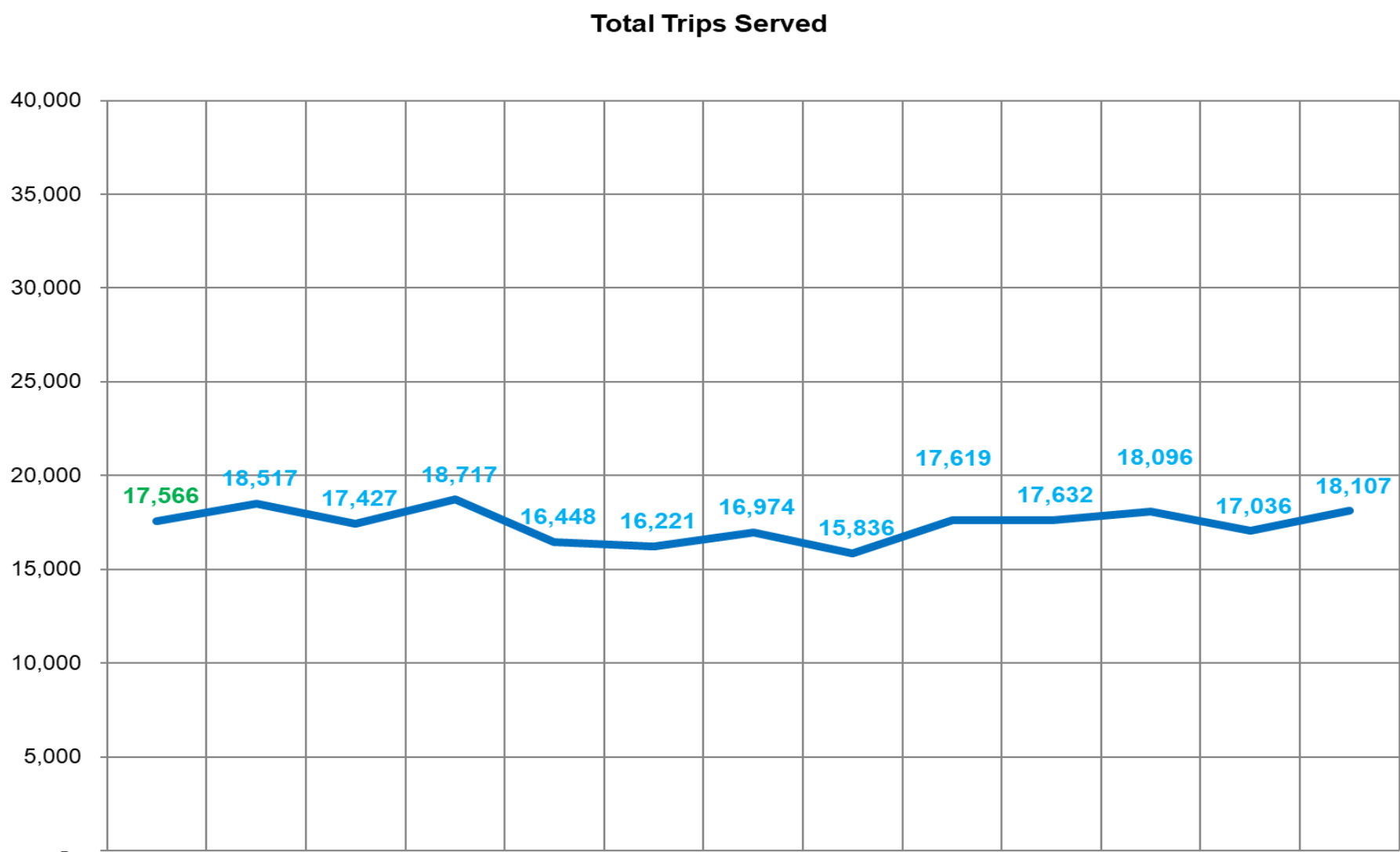
Performance Measure	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Prev. Yr. Average
1. Total trips requested	21,236	22,319	21,077	22,549	20,139	20,291	21,026	19,434	21,187	20,910	21,639	20,334	21,714	21,012
2. Trips scheduled	19,499	20,546	19,272	20,555	18,199	18,203	18,879	17,604	19,460	19,335	20,020	18,645	19,881	19,185
a. Same day cancels	1,196	1,171	1,111	1,065	1,099	1,251	1,203	1,183	1,265	1,166	1,372	1,144	1,325	1,186
% of trips scheduled	6.1%	5.7%	5.8%	5.2%	6.0%	6.9%	6.4%	6.7%	6.5%	6.0%	6.9%	6.1%	6.7%	6.18%
b. Late cancels	524	622	537	543	413	493	511	409	397	383	415	317	294	464
% of trips scheduled	2.7%	3.0%	2.8%	2.6%	2.3%	2.7%	2.7%	2.3%	2.0%	2.0%	2.1%	1.7%	1.5%	2.42%
c. Total customer no-shows	213	235	196	229	237	238	187	175	179	153	136	148	154	194
% of trips scheduled	1.1%	1.1%	1.0%	1.1%	1.3%	1.3%	1.0%	1.0%	0.9%	0.8%	0.7%	0.8%	0.8%	1.01%
d. No-show (operator)	0	1	1	1	2	0	4	1	0	1	1	0	1	1
3. Total trips served	17,566	18,517	17,427	18,717	16,448	16,221	16,974	15,836	17,619	17,632	18,096	17,036	18,107	17,341
a. Average weekday riders	659	693	644	690	648	625	667	636	681	644	692	639	683	660
b. Advance reservation	12,351	13,285	12,517	13,260	11,599	11,685	11,930	10,809	12,151	11,980	12,611	11,893	12,472	12,173
c. Agency trips	1,145	1,297	1,200	1,245	1,088	1,125	1,137	1,071	1,177	1,234	1,178	1,166	1,267	1,172
d. Individual subscription	4,070	3,935	3,710	4,212	3,761	3,411	3,907	3,956	4,291	4,418	4,307	3,977	4,368	3,996
e. Taxi trips	1,442	2,078	2,001	2,042	1,759	1,215	1,249	1,037	1,679	1,882	1,733	1,344	1,283	1,622
(taxi % of total trips)	8.2%	11.2%	11.5%	10.9%	10.7%	7.5%	7.4%	6.5%	9.5%	10.7%	9.6%	7.9%	7.1%	9.4%
4. Total Redi-Wheels riders	1,418	1,432	1,406	1,442	1,365	1,338	1,325	1,301	1,359	1,357	1,390	1,362	1,370	1,375
5. Inter-County Transfer Trips	163	141	131	162	160	124	158	144	115	107	122	111	148	136.50
6. On-time performance ¹	89.5%	87.9%	86.3%	86.7%	86.1%	87.1%	89.7%	86.5%	87.1%	87.0%	88.7%	90.6%	90.6%	87.8%
7. Productivity (psgrs/rvh) ²	1.45	1.51	1.47	1.46	1.34	1.29	1.29	1.35	1.38	1.40	1.38	1.37	1.41	1.39
8. Complaints per 1000 trips	0.40	0.76	0.92	0.69	1.40	0.62	0.59	1.01	0.68	0.51	0.66	0.18	0.22	0.70
9. Compliments per 1000 trips	0.68	0.65	0.40	0.64	0.97	0.74	0.35	0.51	1.02	1.02	0.77	1.29	1.55	0.75
10. Avg phone wait time (mins) ³	1.2	1.1	1.9	1.6	1.4	1.9	1.1	1.4	1.1	1.3	1.3	1.2	1.2	1.37

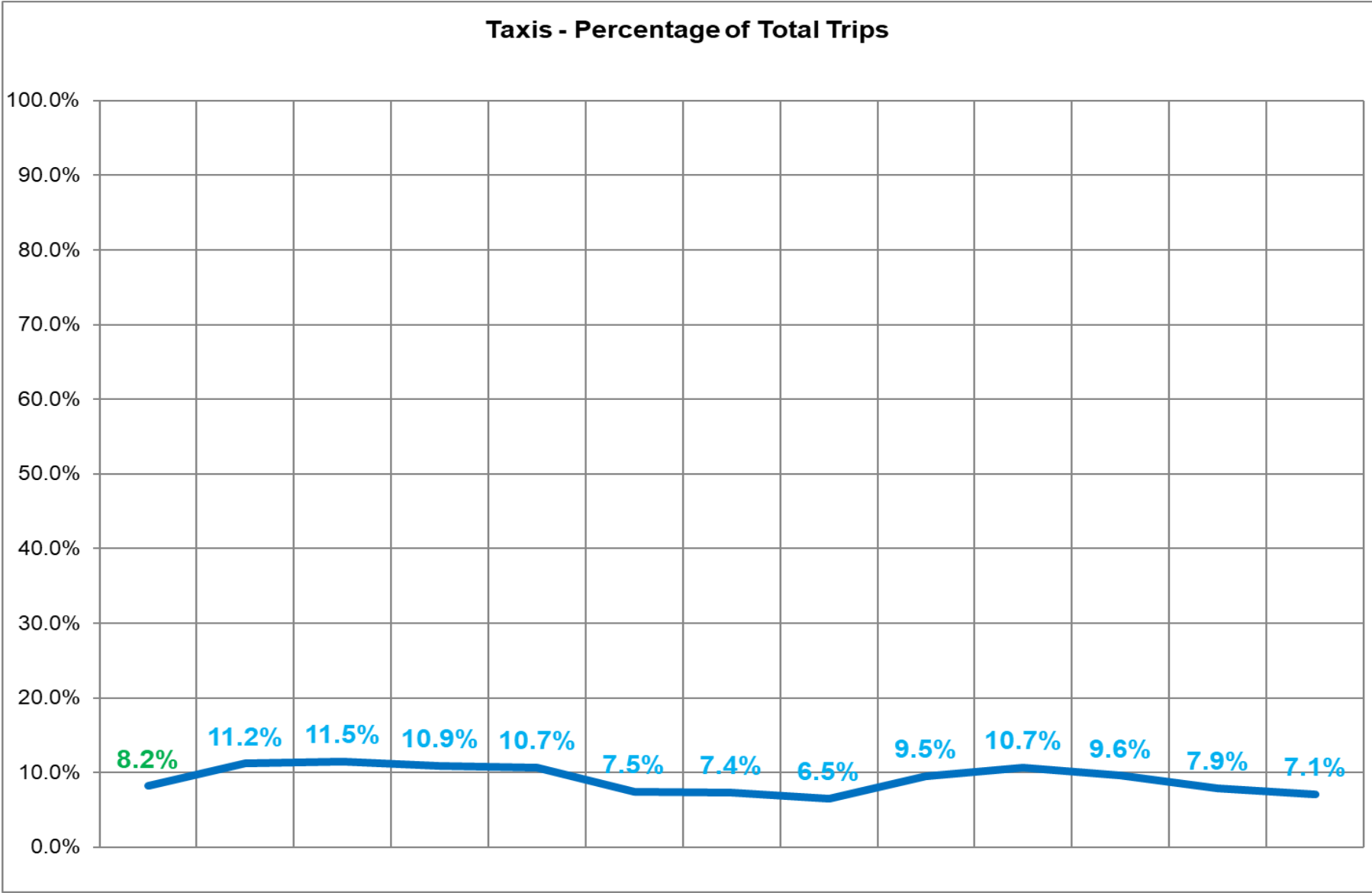
Notes:

1 Standard = 90%

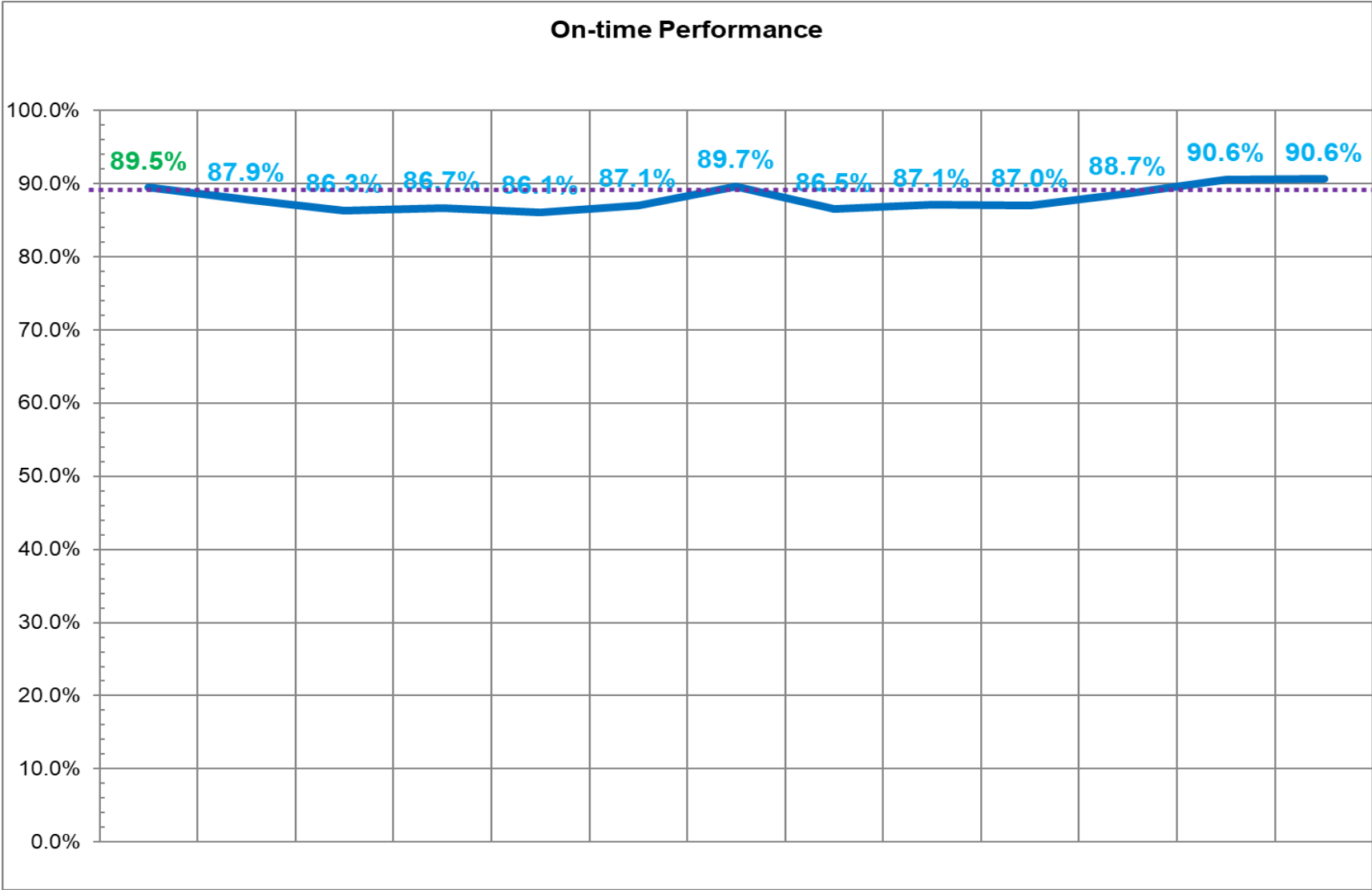
2 Standard = 1.70

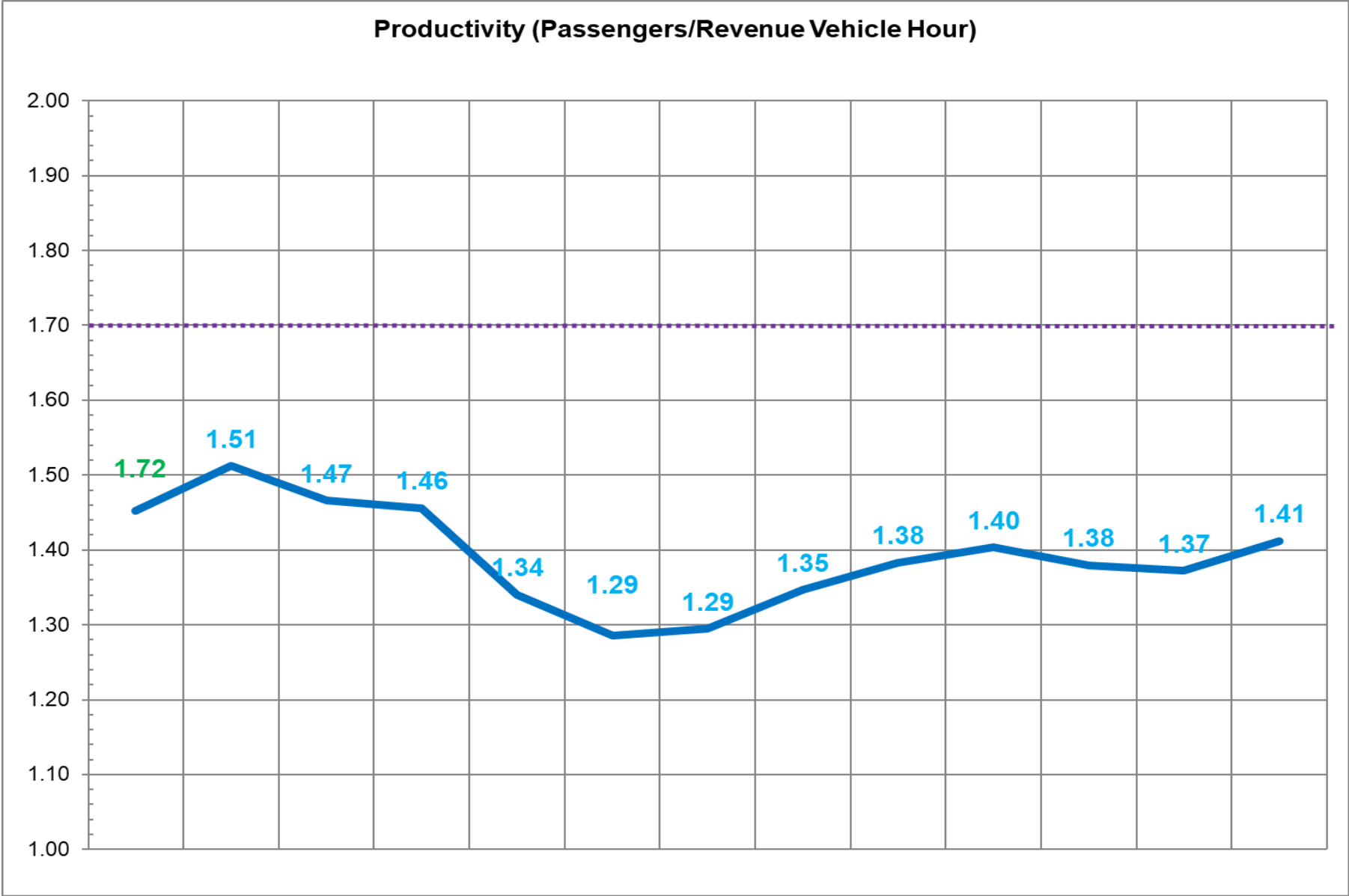
3 Standard = < 1.5





On-Time Performance





Monthly Comment Statistics

2025 Comments	July	
	Subtotal	Rate/1000
Rides	18,107	
Total Comments by Category		
Compliment	27	1.49
Policy Related	0	0.17
Service Related	4	0.50
Total	31	1.71
Average Response Time to Customer (Working Days)‡		
Compliment		5.93
Policy Related		7.63
Service Related		10
Overall		7.2
	CC	CR
Compliment	25	2
Policy Related	0	0
Service Related	0	4
Overall	25	6

CC= Comment Card

CR = Comment Report

‡ Excludes weekends and holidays