



**San Mateo County
Paratransit Advisory Council**

Agenda, Minutes & Reports

November 18, 2025

1:30pm

San Mateo County
Paratransit Advisory Council (PAC)
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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 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 5, 2025
December 9, 2025	December 2, 2025	December 9, 2025	December 2, 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)
November 18, 2025

- | | |
|--|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Consent Calendar* | 1:35 |
| a. Approval of July 8, 2025, Meeting Minutes | |
| b. Approval of September 9, 2025, Meeting Minutes | |
| 3. Public Comments/Share your Experience (for items not on the agenda) | 1:40 |
| 4. Presentation: Countywide Transportation Plan - SamTrans Staff | 1:45 |
| 5. PAC Committee Reports | 2:05 |
| a. Policy/Advocacy/Legislative (PAL) | |
| i. Legislative Issues | |
| ii. Redi-Wheels Policy Issues | |
| b. Education – Tina Dubost, Chair | |
| c. Executive – Benjamin McMullan, Chair | |

-----10 Minute Stretch Break-----

- | | |
|--|------|
| 6. SamTrans / Redi-Wheels Reports – Tina Dubost & Kenneth Richardson | 2:30 |
| a. SamTrans Updates | |
| b. Performance Summary | |
| c. Comment Statistics Report | |
| d. Safety Report | |
| 7. Updates & Items of Interest | 2:35 |
| 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 | |
| 8. Other Business | 2:50 |
| a. Education Committee December meeting | |
| 9. Adjournment | 2:55 |

*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.

Minutes of September 9, 2025, Meeting

San Mateo County Paratransit Advisory Council (PAC)

Members Present: R. Agarwal, S. Capeloto, T. Dubost, M. Epstein, S. Lang (Vice Chair), L. Vaserman, M. Violet

Members Present via Teleconference: D. Do, B. McMullan (Chair)

Members Absent: C. Santoni, K. Uhl

Staff Present: L. Spicer

Guests Present: J. Feliciano (Transdev), M. Ranaldson (Nelson\Nygaard, joined on Zoom), K. Richardson (Transdev), N. Rodriguez (Transdev), T. Salamin (Serra Cab), M. Thomasmeyer (Nelson\Nygaard)

1. Call to Order

Vice Chair Sandra Lang called the meeting to order.

2. Roll Call

Council members and guests introduced themselves.

3. Public Comment for Items Not on the Agenda

Larisa Vaserman commented on the lack of trash cans in the new vehicles, how vehicles are assigned, and the drop-off order when there are passengers in wheelchairs.

Raj Agarwal commented on the renewal period for handicap parking placards and the driver waiting time.

4. Announcements

Tina Dubost made the following announcements:

- SamTrans is asking customers to renew their fare assistance eligibility.
- There was a Regional Mobility Management meeting in late July, during which representatives for other Bay Area counties provided updates on their paratransit programs and mobility management programs.
- MTC is looking to designate Mobility Managers for each Bay Area County and shared a framework that establishes responsibilities for Mobility Managers. Ms. Dubost confirmed that SamTrans is well-positioned to take on the role for San Mateo County since it is already fulfilling many of the responsibilities listed in the framework.

5. PAC Committee Reports

5.a. Policy/Advocacy/Legislative (PAL) Report

Sandra Lang summarized SB 63 and noted that the legislation is of interest to the Council.

5.b. Education Committee Report

Tina Dubost noted that the September Education Committee meeting scheduled for Tuesday, September 2, was cancelled and that an email will be sent to members to reschedule.

Ms. Dubost also mentioned the call for artists for the San Mateo County 2025 Disabilities Art Showcase that is happening next month. Information was sent to Council members via email.

- Sandra Lang emphasized how important the showcase could be for promoting the PAC.
- Larisa Vaserman expressed interest and provided background information on the Center for Creativity in Redwood City where the showcase will be held.

5.c. Executive Committee Report

Ben McMullan gave an overview of the PAC Retreat agenda, including topics for breakout discussion groups and that the Committee decided to invite representatives from the Commission on Aging and Commission on Disabilities.

- Sandra Lang reminded Council members that what is discussed at the retreat will be used to inform the workplan for the next two years.

6. SamTrans / Redi-Wheels Reports

Tina Dubost provided key takeaways for the following reports.

6.a. SamTrans Updates

The request for proposals for the Redi-Wheels contract was released in July. Discussions are ongoing, and Council members will receive more information as it becomes available.

6.b. Performance Summary

Ms. Dubost reviewed the ridership reports in the packet and noted that ridership has been consistent.

6.c. Comment Statistics Report

All comment cards submitted last month were compliments. Riders commented on drivers' safety and assistance.

- Sandra Lang asked the Transdev team about driver morale. Kenneth Richardson summarized the support that is provided to drivers.
- Dao Do stated that the number of vehicles available is good.

6.d. Safety Report

Jocelyn Feliciano stated that there were three nonpreventable events and one preventable event.

7. Updates and Items of Interest

7.a. Agencies

No updates.

7.b. County Commissions (CoA and CoD)

Ben McMullan updated the Council on how the Commission on Disabilities is working with SamTrans and will present to the SamTrans Board of Directors next month during National Disability Employment Awareness Month.

7.c. Center for Independence (CID)

Ben McMullan shared information about CID's virtual Access Now Summit happening on Thursday, September 11, which will offer training for people with disabilities on meetings with elected officials.

7.d. Coastside Transportation Committee (CTC)

No updates.

7.e. Transportation Authority Citizens Advisory Committee (TA-CAC)

Sandra Lang summarized what happened during the Board of Directors meeting on September 2. Highlights include:

- A presentation on the Safe Routes to School Program
- Results of a walking audit
- US 101 / SR 92 Mobility Hub and Smart Corridor Plan
- New key performance indicator dashboard

7.f. Department of Rehabilitation (DOR)

Susan Capeloto updated the Council on the redistricting effort with San Jose. Though there have been minor service cuts and short staffing, there are more people coming to the office to drop off applications.

7.g. ADA Policy Refresher

Tina Dubost reminded Council members of the no-show and late cancel policy.

8. Other Business

8.a. Reschedule September Education Committee Meeting

Tina Dubost reminded Education committee members that an email will be sent out to pick a new date for the Education Committee meeting.

8.b. Reschedule November PAC Meeting

Tina Dubost asked the Council if they wanted to reschedule the November PAC meeting. It is currently scheduled for November 11, which may be a holiday for some members.

- Ben McMullan requested it be rescheduled for November 18.
- The Council agreed to finalize the date via email.

8.c. Other Updates

Ben McMullan provided information about the Move Bay Area West Bay Summit happening next month.

Tina Dubost reminded the Council that the retreat will be on October 7 and that there will not be any PAC or committee meetings. The retreat will be on the 4th Floor of the SamTrans building, which has restricted access. SamTrans staff will be available to escort PAC members when they arrive.

9. Adjournment

The meeting was adjourned at 2:55 pm.

Redi-Wheels Reports

Performance Measures

Performance Measure	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Prev. Yr. Average
1. Total trips requested	21,077	22,549	20,139	20,291	21,026	19,434	21,187	20,910	21,639	20,334	21,714	21,202	21,663	21,012
2. Trips scheduled	19,272	20,555	18,199	18,203	18,879	17,604	19,460	19,335	20,020	18,645	19,881	19,469	19,799	19,185
a. Same day cancels	1,111	1,065	1,099	1,251	1,203	1,183	1,265	1,166	1,372	1,144	1,325	1,229	1,496	1,186
% of trips scheduled	5.8%	5.2%	6.0%	6.9%	6.4%	6.7%	6.5%	6.0%	6.9%	6.1%	6.7%	6.3%	7.6%	6.18%
b. Late cancels	537	543	413	493	511	409	397	383	415	317	294	374	393	464
% of trips scheduled	2.8%	2.6%	2.3%	2.7%	2.7%	2.3%	2.0%	2.0%	2.1%	1.7%	1.5%	1.9%	2.0%	2.42%
c. Total customer no-shows	196	229	237	238	187	175	179	153	136	148	154	143	172	194
% of trips scheduled	1.0%	1.1%	1.3%	1.3%	1.0%	1.0%	0.9%	0.8%	0.7%	0.8%	0.8%	0.7%	0.9%	1.01%
d. No-show (operator)	1	1	2	0	4	1	0	1	1	0	1	1	0	1
3. Total trips served	17,427	18,717	16,448	16,221	16,974	15,836	17,619	17,632	18,096	17,036	18,107	17,722	17,738	17,341
a. Average weekday riders	644	690	648	625	667	636	681	644	692	639	683	676	661	660
b. Advance reservation	12,517	13,260	11,599	11,685	11,930	10,809	12,151	11,980	12,611	11,893	12,472	12,355	12,384	12,173
c. Agency trips	1,200	1,245	1,088	1,125	1,137	1,071	1,177	1,234	1,178	1,166	1,267	1,238	1,186	1,172
d. Individual subscription	3,710	4,212	3,761	3,411	3,907	3,956	4,291	4,418	4,307	3,977	4,368	4,129	4,168	3,996
e. Taxi trips	2,001	2,042	1,759	1,215	1,249	1,037	1,679	1,882	1,733	1,344	1,283	1,629	1,351	1,622
(taxi % of total trips)	11.5%	10.9%	10.7%	7.5%	7.4%	6.5%	9.5%	10.7%	9.6%	7.9%	7.1%	9.2%	7.6%	9.4%
4. Total Redi-Wheels riders	1,406	1,442	1,365	1,338	1,325	1,301	1,359	1,357	1,390	1,362	1,370	1,387	1,403	1,375
5. Inter-County Transfer Trips	131	162	160	124	158	144	115	107	122	111	148	139	162	136.50
6. On-time performance ¹	86.3%	86.7%	86.1%	87.1%	89.7%	86.5%	87.1%	87.0%	88.7%	90.6%	90.6%	87.8%	84.6%	87.8%
7. Productivity (psgrs/rvh) ²	1.47	1.46	1.34	1.29	1.29	1.35	1.38	1.40	1.38	1.37	1.41	1.42	1.44	1.39
8. Complaints per 1000 trips	0.92	0.69	1.40	0.62	0.59	1.01	0.68	0.51	0.66	0.18	0.22	0.28	1.07	0.70
9. Compliments per 1000 trips	0.40	0.64	0.97	0.74	0.35	0.51	1.02	1.02	0.77	1.29	1.55	1.35	1.47	0.75
10. Avg phone wait time (mins) ³	1.9	1.6	1.4	1.9	1.1	1.4	1.1	1.3	1.3	1.2	1.2	1.3	1.7	1.37

11/6/2025

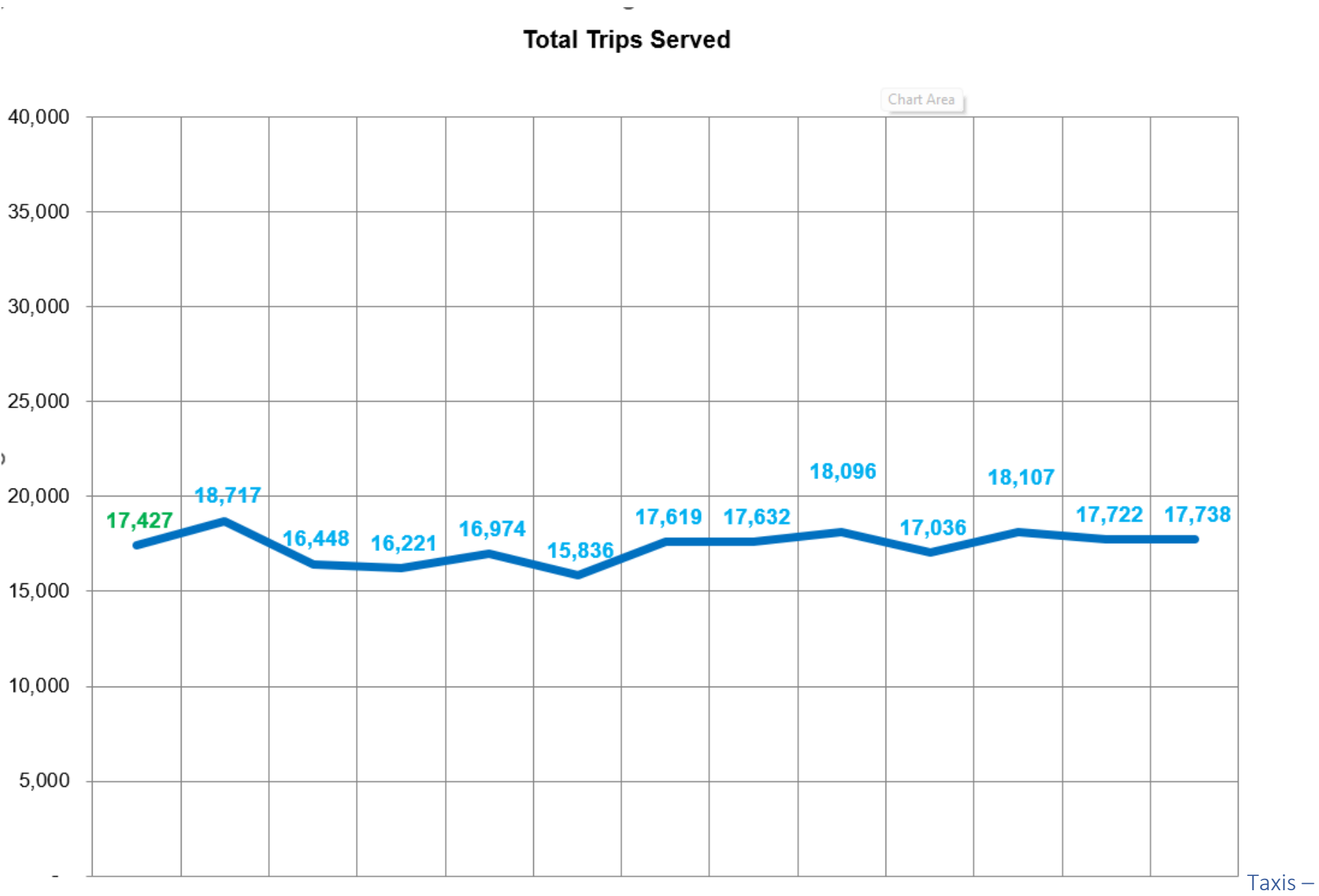
Notes:

1 Standard = 90%

2 Standard = 1.70

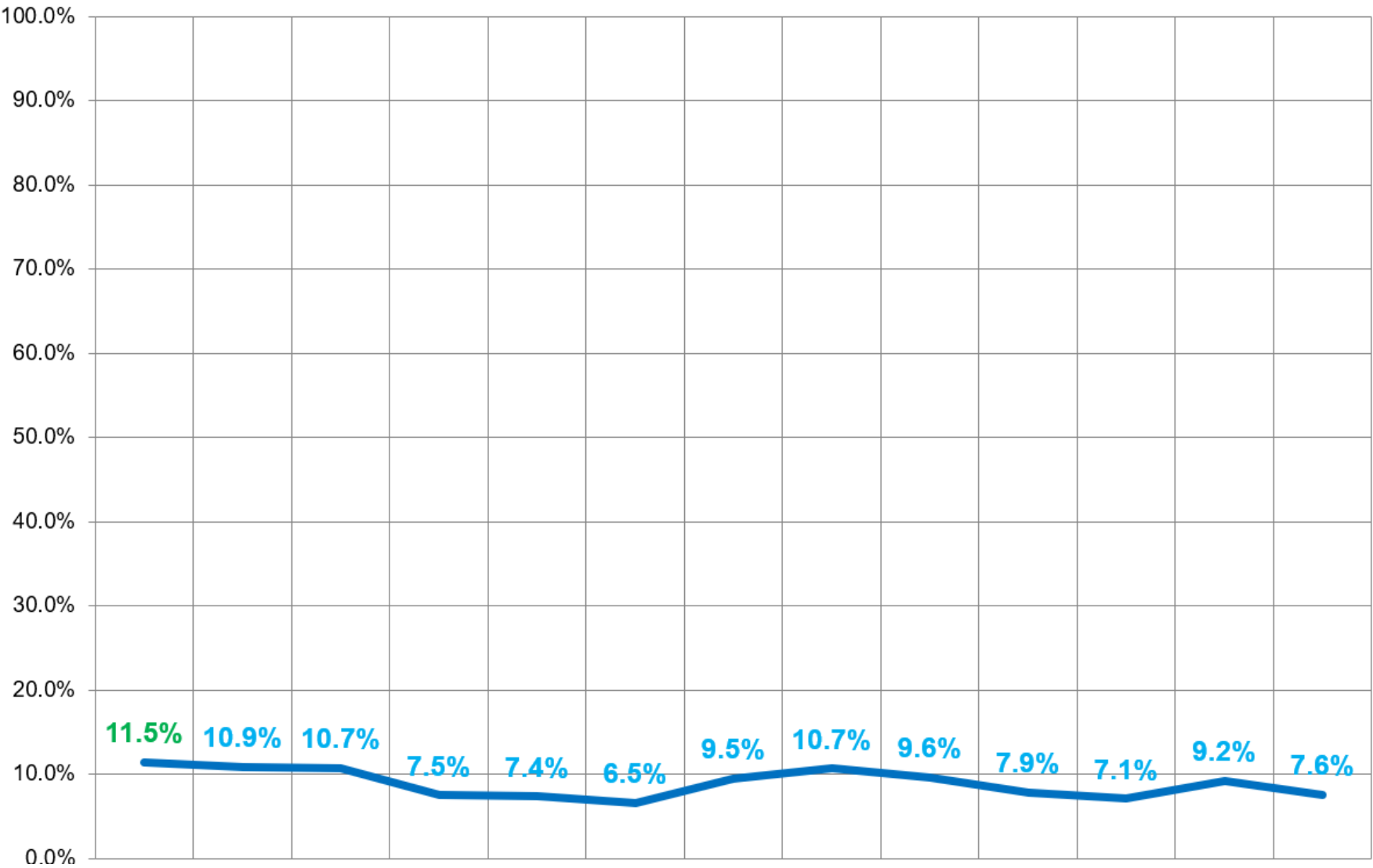
3 Standard = < 1.5

Total Trips

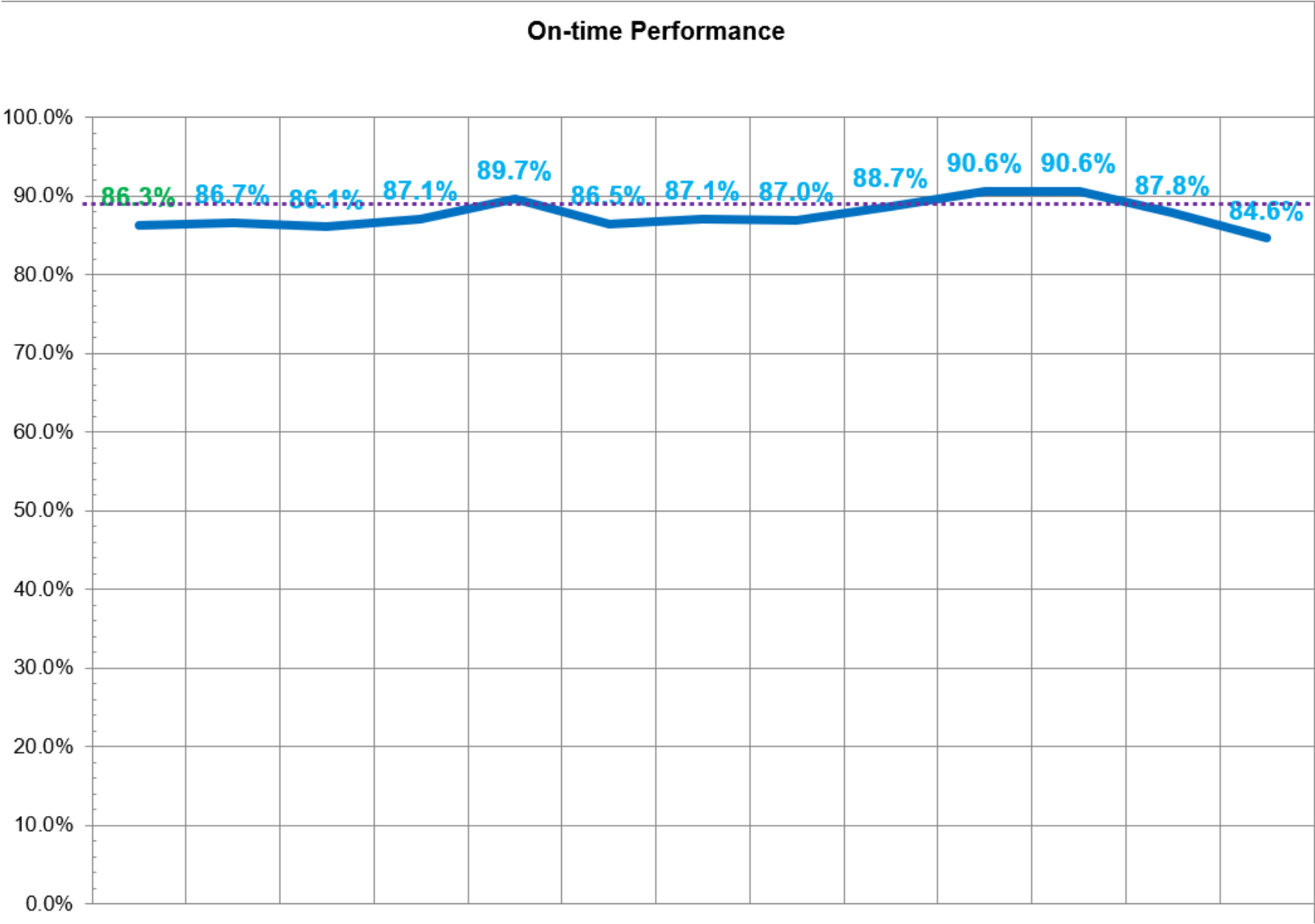


Percentage of Total Trips

Taxis - Percentage of Total Trips

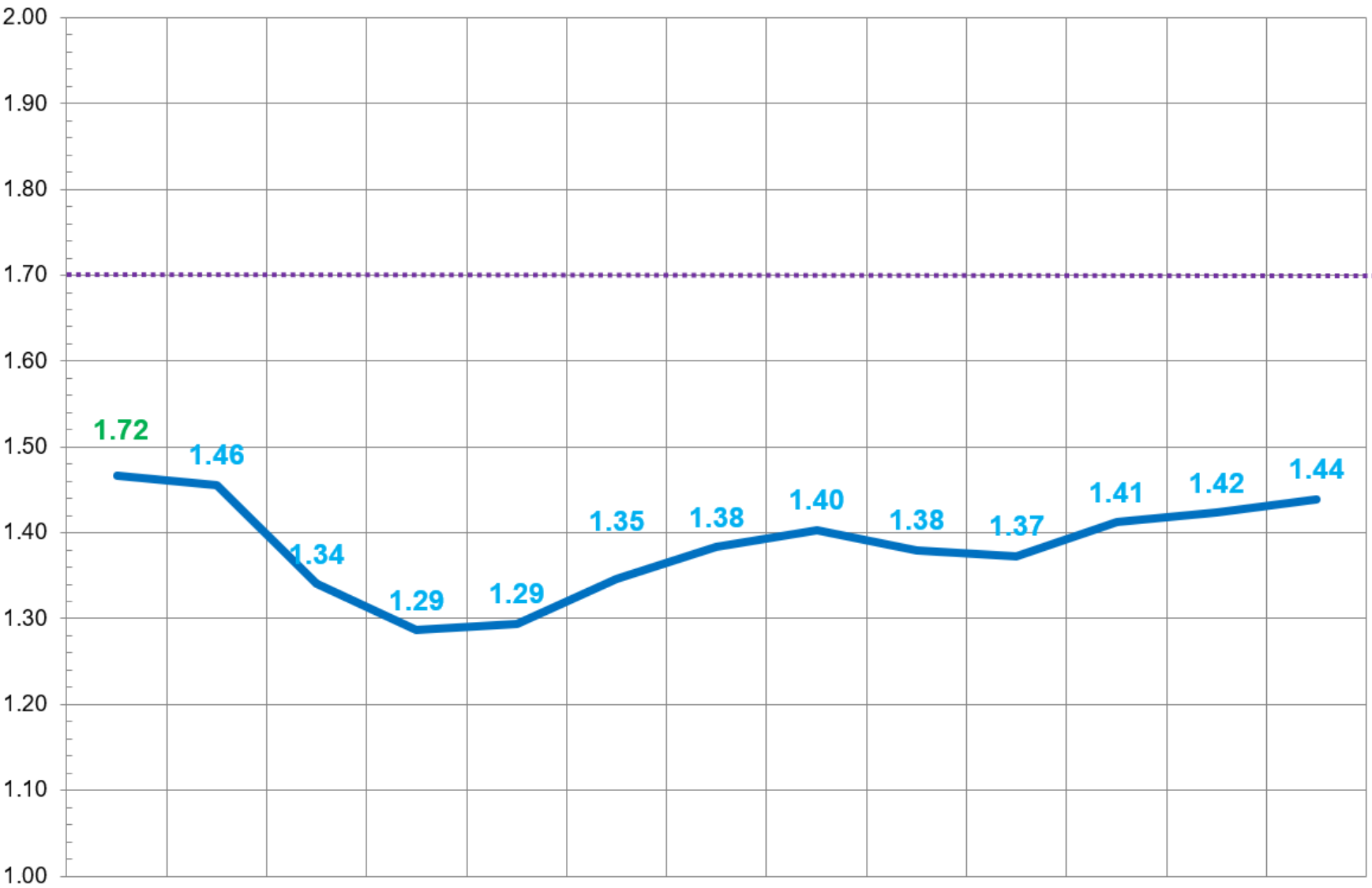


On-Time Performance



Productivity - (Passengers / Revenue Vehicle Hour)

Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

Redi-Wheels Comment Statistics PAC Review

2025 Comments	September	
	Subtotal	Rate/1000
Rides	17,738	
Total Comments by Category		
Compliment	26	1.47
Policy Related	10	0.56
Service Related	24	1.35
Total	60	3.38

Average Response Time to Customer (Working Days)‡

Compliment	7.59
Policy Related	16.67
Service Related	16.86
Overall	12.98

	CC	CR
Compliment	24	2
Policy Related	4	6
Service Related	4	20
Overall	32	28

CC= Comment Card

CR = Comment Report

‡ Excludes weekends and holidays