



**San Mateo County
Paratransit Advisory Council**

Agenda, Minutes & Reports

December 9, 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)
December 9, 2025

- | | |
|--|------|
| 1. Welcome / Roll Call | 1:30 |
| 2. Consent Calendar* | 1:35 |
| a. Approval of November 18, 2025, Meeting Minutes | |
| 3. Public Comments/Share your Experience (for items not on the agenda) | 1:40 |
| 4. Report on Same-Day Service – 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 | |

-----Stretch Break-----

- | | |
|---|------|
| 6. SamTrans / Redi-Wheels Reports – SamTrans and TransDev Staff | 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 |
| 9. Adjournment | 2:55 |

*Action item

Minutes of November 18, 2025, Meeting

San Mateo County Paratransit Advisory Council (PAC) Meeting

Members Present: D. Do, T. Dubost, M. Epstein, S. Lang (Vice Chair), B. McMullan (Chair), L. Vaserman, M. Violet

Members Absent: R. Agarwal, S. Capeloto, C. Santoni, K. Uhl

Staff Present: L. Spicer

Guests Present: S. Atkinson (SMCTA), J. Feliciano (Transdev), P. Gilster (SMCTA), M. Ranaldson (Nelson\Nygaard, joined on Zoom), K. Richardson (Transdev), M. Thomasmeyer (Nelson\Nygaard)

1. Call to Order

Chair Ben McMullan called the meeting to order at 1:35 pm.

2. Roll Call

Council members and guests introduced themselves.

3. Public Comment for Items Not on the Agenda

Larisa Vaserman shared some feedback on a recent Redi-Wheels trip and expressed a general concern for fellow passengers who may not be able to speak up for themselves.

Ben McMullan pointed out the importance of getting more paratransit riders to join the Council.

4. Presentation on Countywide Transportation Plan Update

Patrick Gilster from San Mateo County Transportation Authority gave a presentation on the Countywide Transportation Plan (CTP) update that is starting this fall. The presentation provided an overview the previous CTP and the planning process that will be used for the update.

Council members provided their feedback and asked questions. Larisa Vaserman asked how the CTP relates to paratransit services. She noted the need for more coordination between agencies and the importance of transportation for vulnerable communities since loneliness is a major problem.

Dao Do identified affordability of transportation as an area for improvement.

Michele Epstein suggested dedicating more resources to promoting SamTrans's mobility resource center.

Sandra Lang mentioned the need to support people's transportation to walking audits as part of the CTP planning process.

5. PAC Committee Reports

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

Tina Dubost reminded the Council that SamTrans is asking Redi-Wheels Lifeline participants to renew their eligibility for low fare and that this process doesn't affect riders' eligibility for paratransit.

5.b. Education Committee Report

Tina Dubost noted that the next Education Committee meeting will be Tuesday, December 2, at 3pm.

5.c. Executive Committee Report

Ben McMullan reported on the Executive Committee's meeting, which included a discussion on the new PAC website and next steps for the work plan.

6. SamTrans / Redi-Wheels Reports

Tina Dubost provided key takeaways for the following reports.

6.a. SamTrans Updates

No updates.

6.b. Performance Summary

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

6.c. Comment Statistics Report

Ms. Dubost reported that there was an uptick in complaints and that most complaints came in as consumer reports, not via comment cards.

6.d. Safety Report

Jocelyn Feliciano stated that there was one preventable event and five nonpreventable events in October.

7. Updates and Items of Interest

7.a. Agencies

No updates.

Dao Do mentioned her appreciation for the improvement in on-time performance but noted that there are still instances of long travel times.

7.b. County Commissions (CoA and CoD)

No updates.

7.c. Center for Independence (CID)

No updates.

7.d. Coastside Transportation Committee (CTC)

No updates.

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

Sandra Lang summarized what was discussed during the September and November meetings. The September meeting covered financial reports, Safe Routes to School program, and the US 101/SR 92 Mobility Hub & Smart Corridor Plan. The November meeting covered financial reports, the Transportation Demand Management Call for Projects, and the Draft North County and Mid-County Multimodal Strategies. There was no meeting in October.

7.f. Department of Rehabilitation (DOR)

No updates.

7.g. ADA Policy Refresher

Tina Dubost provided a reminder about the bag limit on paratransit. Riders are limited to four standard grocery bags.

8. Other Business

Larisa Vaserman discussed her art exhibit as part of the annual Disability Arts Showcase organized by the Commission on Disabilities and hosted by the Center for Creativity.

Marie Violet announced her upcoming retirement.

The Council discussed getting other medical centers such as Mills-Peninsula, Kaiser, and Stanford involved with the Council.

9. Adjournment

The meeting was adjourned at 2:48 pm.

Redi-Wheels Reports

Performance Measures

Performance Measure	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Prev. Yr. Average
1. Total trips requested	22,549	20,139	20,291	21,026	19,434	21,187	20,910	21,639	20,334	21,714	21,202	21,663	22,961	21,012
2. Trips scheduled	20,555	18,199	18,203	18,879	17,604	19,460	19,335	20,020	18,645	19,881	19,469	19,799	21,079	19,185
a. Same day cancels	1,065	1,099	1,251	1,203	1,183	1,265	1,166	1,372	1,144	1,325	1,229	1,496	1,447	1,186
% of trips scheduled	5.2%	6.0%	6.9%	6.4%	6.7%	6.5%	6.0%	6.9%	6.1%	6.7%	6.3%	7.6%	6.9%	6.18%
b. Late cancels	543	413	493	511	409	397	383	415	317	294	374	393	365	464
% of trips scheduled	2.6%	2.3%	2.7%	2.7%	2.3%	2.0%	2.0%	2.1%	1.7%	1.5%	1.9%	2.0%	1.7%	2.42%
c. Total customer no-shows	229	237	238	187	175	179	153	136	148	154	143	172	174	194
% of trips scheduled	1.1%	1.3%	1.3%	1.0%	1.0%	0.9%	0.8%	0.7%	0.8%	0.8%	0.7%	0.9%	0.8%	1.01%
d. No-show (operator)	1	2	0	4	1	0	1	1	0	1	1	0	1	1
3. Total trips served	18,717	16,448	16,221	16,974	15,836	17,619	17,632	18,096	17,036	18,107	17,722	17,738	19,093	17,341
a. Average weekday riders	690	648	625	667	636	681	644	692	639	683	676	661	703	660
b. Advance reservation	13,260	11,599	11,685	11,930	10,809	12,151	11,980	12,611	11,893	12,472	12,355	12,384	13,206	12,173
c. Agency trips	1,245	1,088	1,125	1,137	1,071	1,177	1,234	1,178	1,166	1,267	1,238	1,186	1,317	1,172
d. Individual subscription	4,212	3,761	3,411	3,907	3,956	4,291	4,418	4,307	3,977	4,368	4,129	4,168	4,570	3,996
e. Taxi trips	2,042	1,759	1,215	1,249	1,037	1,679	1,882	1,733	1,344	1,283	1,629	1,351	1,581	1,622
(taxi % of total trips)	10.9%	10.7%	7.5%	7.4%	6.5%	9.5%	10.7%	9.6%	7.9%	7.1%	9.2%	7.6%	8.3%	9.4%
4. Total Redi-Wheels riders	1,442	1,365	1,338	1,325	1,301	1,359	1,357	1,390	1,362	1,370	1,387	1,403	1,411	1,375
5. Inter-County Transfer Trips	162	160	124	158	144	115	107	122	111	148	139	162	170	136.50
6. On-time performance ¹	86.7%	86.1%	87.1%	89.7%	86.5%	87.1%	87.0%	88.7%	90.6%	90.6%	87.8%	84.6%	84.9%	87.8%
7. Productivity (psgrs/lrvh) ²	1.46	1.34	1.29	1.29	1.35	1.38	1.40	1.38	1.37	1.41	1.42	1.44	1.43	1.39
8. Complaints per 1000 trips	0.69	1.40	0.62	0.59	1.01	0.68	0.51	0.66	0.18	0.22	0.28	1.07	0.84	0.70
9. Compliments per 1000 trips	0.64	0.97	0.74	0.35	0.51	1.02	1.02	0.77	1.29	1.55	1.35	1.47	0.79	0.75
10. Avg phone wait time (mins) ³	1.6	1.4	1.9	1.1	1.4	1.1	1.3	1.3	1.2	1.2	1.3	1.7	1.5	1.37

12/3/2025

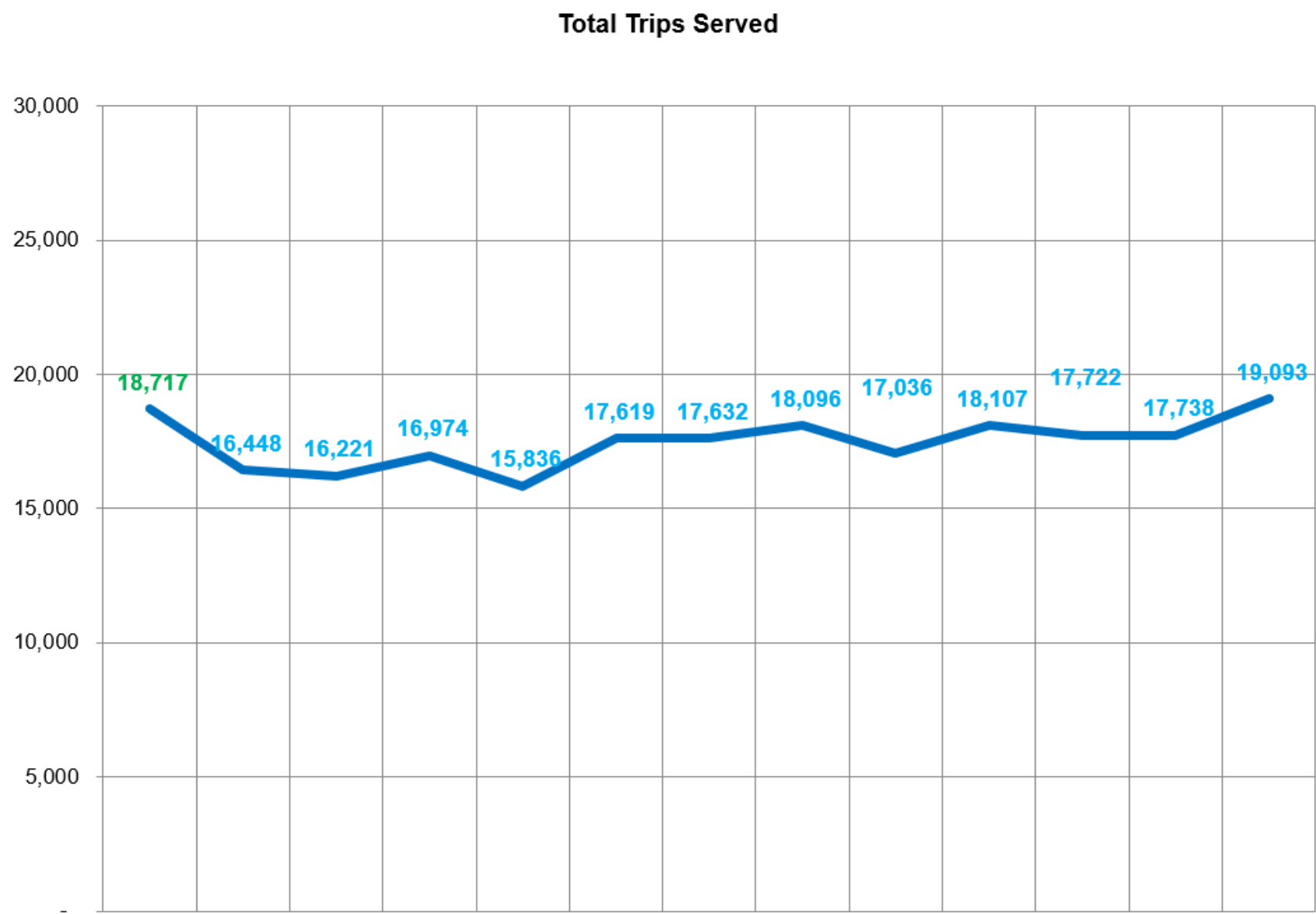
Notes:

1 Standard = 90%

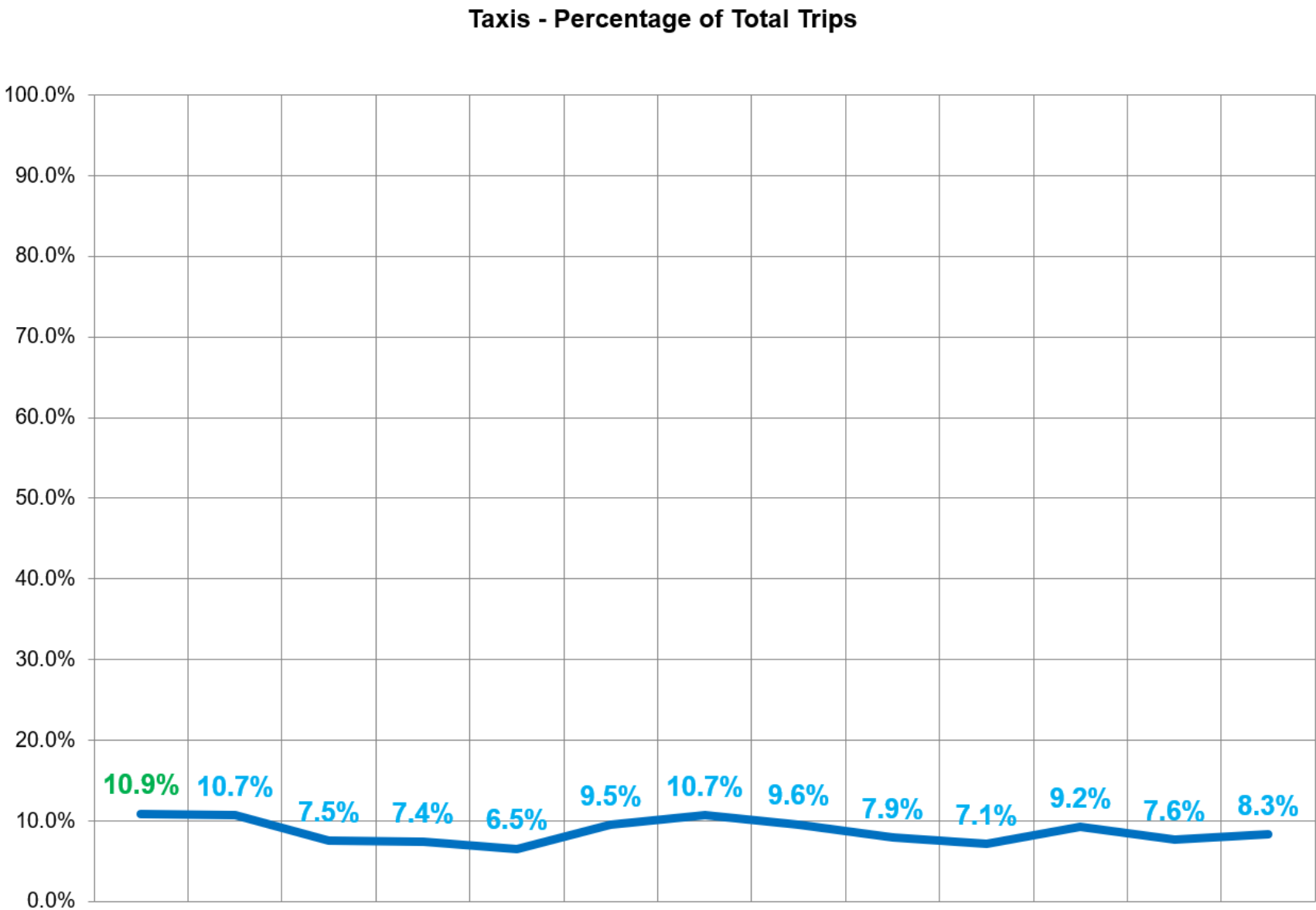
2 Standard = 1.70

3 Standard = < 1.5

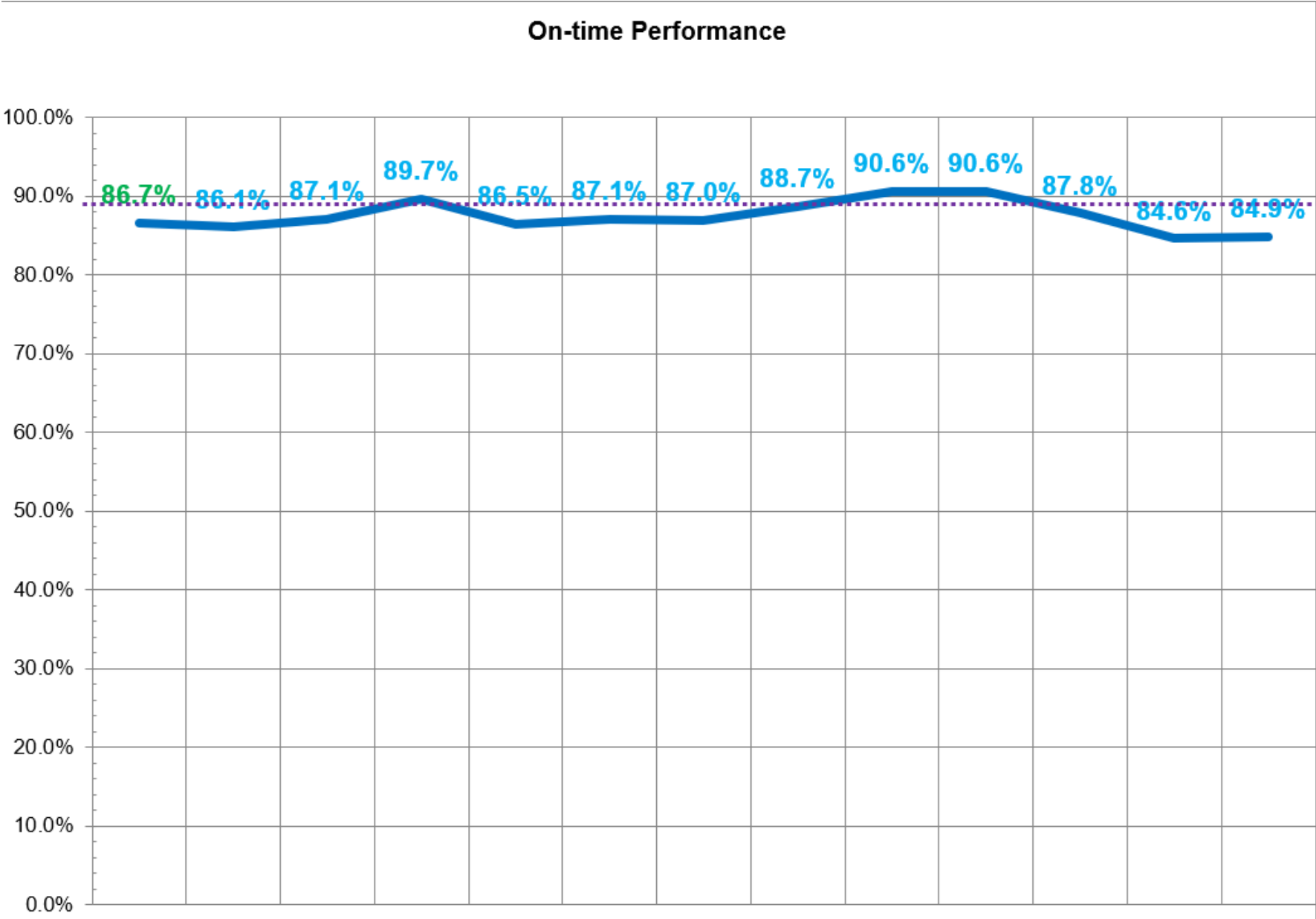
Total Trips



Taxis – Percentage of Total Trips

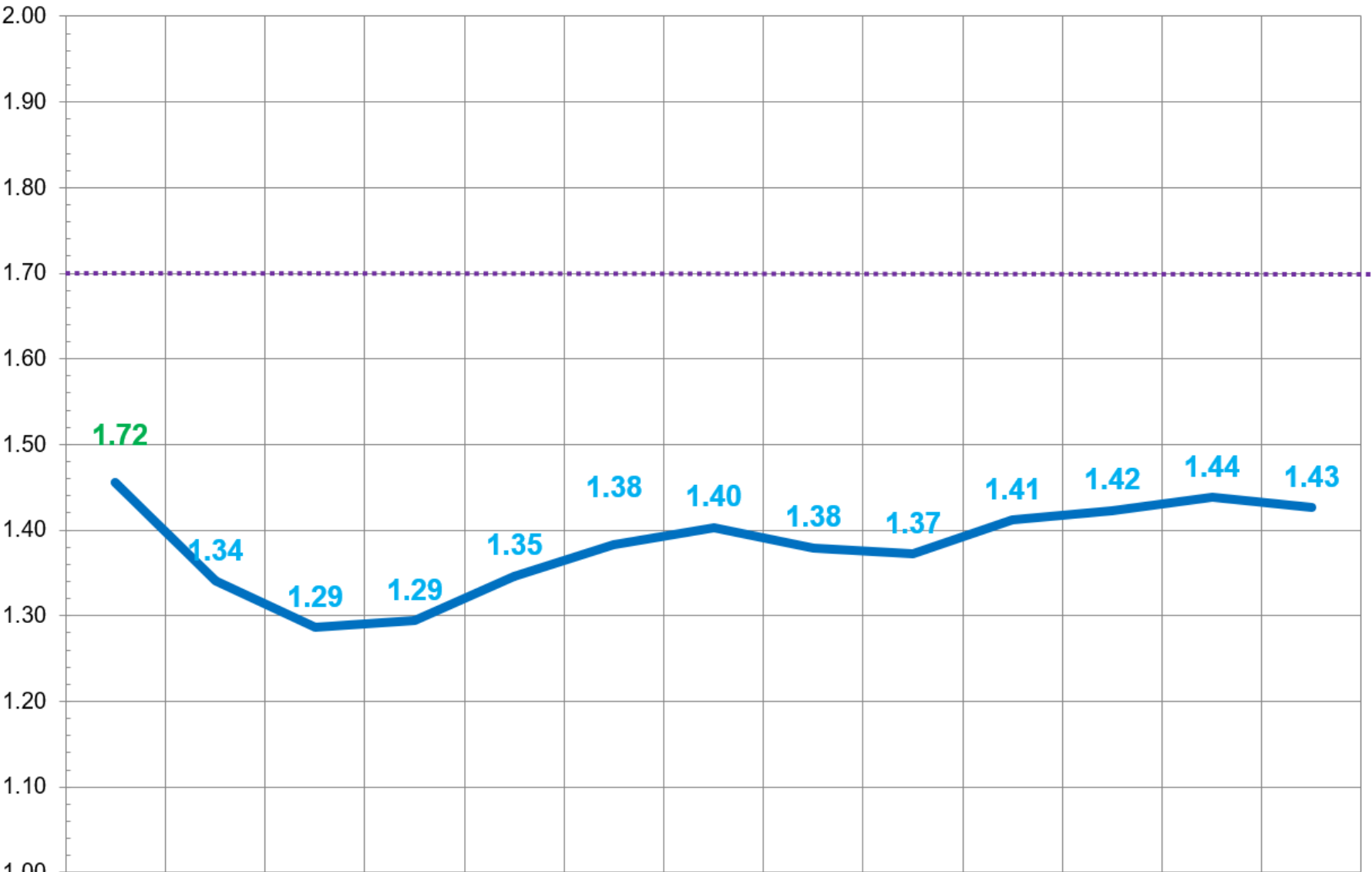


On-Time Performance



Productivity - (Passengers / Revenue Vehicle Hour)

Productivity (Passengers/Revenue Vehicle Hour)



Monthly Comment Statistics

2025 Comments	October	
	Subtotal	Rate/1000
Rides	19,093	

Total Comments by Category		
Compliment	16	0.79
Policy Related	4	0.16
Service Related	40	0.47
Total	60	1.41

Average Response Time to Customer (Working Days)‡	
Compliment	4.07
Policy Related	7.94
Service Related	5.81
Overall	5.98

	CC	CR
Compliment	16	0
Policy Related	0	4
Service Related	5	35
Overall	21	39

CC= Comment Card

CR = Comment Report

‡ Excludes weekends and holidays