

## 2021-23 PCC Workplan

### SUPPORT THE RETURN OF RIDERSHIP TO REDI-WHEELS IN THE POST-COVID ENVIRONMENT:

#### Provide input and involvement in SamTrans Recovery Plan

Action	Responsible Party	Timeframe	Results
<ul style="list-style-type: none"> <li>• Review SamTrans Recovery Plan                             <ul style="list-style-type: none"> <li>○ Advocate for continued social distancing, masking, cleaning procedures.</li> <li>○ Suggest a video of safety protocols (add to PCC website)</li> <li>○ Suggest a PSA for PenTV</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• PCC Members/ SamTrans</li> </ul>	ASAP	

#### Publicize ride safety

<ul style="list-style-type: none"> <li>• SamTrans will develop messaging materials; members to distribute to their email lists, communities, etc.</li> <li>• Integrate messaging into PCC outreach activities to service centers and orgs.</li> <li>• Provide announcement/talking points to make at City Council meetings (include PCC video)</li> <li>• Provide customer perspective in forums, webinars.</li> <li>• San Mateo Daily Journal article</li> <li>• Consistent messaging is critical</li> </ul>	<ul style="list-style-type: none"> <li>• Staff/SamTrans</li> <li>• Education Committee</li> <li>• Education Committee</li> <li>• PCC Members</li> <li>• Staff/SamTrans/PCC</li> </ul>	As needed	
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### ENHANCING THE IMPACT OF THE PCC:

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### Increase membership in PCC

Action	Responsible Party	Timeframe	Results
<ul style="list-style-type: none"> <li>• Request announcements of upcoming PCC events on paratransit page of SamTrans website</li> <li>• Request PCC members to contact at least one community member, consumer or agency to solicit interest in PCC participation</li> <li>• Distribute PCC flyer as widely as possible.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff to assist in drafting message</li> <li>• All members</li> <li>• All members (unable to add flyer to eligibility packet or on vehicles)</li> </ul>	<p>June, 2021</p> <p>December, 2021</p> <p>ASAP</p>	

### Conduct orientation for all new members

<ul style="list-style-type: none"> <li>• Update orientation materials</li> <li>• Evaluate and update information and best way to conduct orientation – in-person or via Zoom?</li> <li>• Work with SamTrans to set up orientations within a month of member joining</li> </ul>	<ul style="list-style-type: none"> <li>• Staff/PCC/SamTrans</li> </ul>	<p>Ongoing</p>	
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### Inform non-profit and other groups about Mobility Resource Center and using all forms of transportation.

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<ul style="list-style-type: none"> <li>• Designate council member(s) to become familiar with offerings of the Mobility Resource Center</li> <li>• Request updates from MRC staff</li> <li>• Identify groups for dissemination about MRC</li> <li>• Add information (link) on MRC and transportation options on PCC website</li> </ul>	<ul style="list-style-type: none"> <li>• PCC Member (Ben)</li> <li>• SamTrans</li> <li>• PCC &amp; Staff</li> <li>• Staff</li> </ul>	TBD	
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Advocate for Regional PCC conference to share best practices of PCCs and paratransit services in the region.

<ul style="list-style-type: none"> <li>• Work with MTC on a regional conference</li> </ul>	<ul style="list-style-type: none"> <li>• Richard to follow-up with D. Shelton (MTC).</li> <li>• PCC Exec. Comm.</li> </ul>	First half of 2022	
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Keep PCC members informed of emergency services-related training, presentations, etc.

<ul style="list-style-type: none"> <li>• Request SamTrans and others to provide emergency information as needed</li> </ul>	<ul style="list-style-type: none"> <li>• PCC/SamTrans</li> </ul>	Ongoing	
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### ADVOCACY AND CUSTOMER SERVICE:

Address negative rider comments and problems about service quality; “PCC cares about riders and works to resolve issues.”

Action	Responsible Party	Timeframe	Results
<ul style="list-style-type: none"> <li>• Create video addressing negative comments                             <ul style="list-style-type: none"> <li>○ Publish on YouTube &amp; PCC website</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Education Committee</li> <li>• Staff/Educ. Comm.</li> </ul>	End of 2021	

Review and advocate for continued sensitivity training for Redi-Wheels and taxi drivers

<ul style="list-style-type: none"> <li>• Invite service provider staff to talk to PCC about driver training</li> <li>• Include PCC riders in training</li> </ul>	<ul style="list-style-type: none"> <li>• First Transit</li> <li>• PCC members</li> </ul>	Before end of 2021	
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Driver appreciation

<ul style="list-style-type: none"> <li>• Ask First Transit to suggest a day/time and format for appreciation event</li> </ul>	<ul style="list-style-type: none"> <li>• Staff to check with First Transit</li> <li>• PCC members to work if in-person event</li> </ul>	ASAP	
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### Provide assistance to new riders

<ul style="list-style-type: none"> <li>• Advocate for Paratransit Ambassadors</li> <li>• Provide help to new riders via PCC website</li> <li>• Provide information to consumers on Consumer Corps, PCC meetings</li> </ul>	<ul style="list-style-type: none"> <li>• PCC Members</li> <li>• Education Committee</li> <li>• Staff &amp; PCC Members</li> </ul>	Ongoing	
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### **POLICY ISSUES:**

Action	Responsible Party	Timeframe	Results
<ul style="list-style-type: none"> <li>• Review and provide input on alternative fare payment methods</li> </ul>	<ul style="list-style-type: none"> <li>• PCC/SamTrans</li> </ul>	Ongoing	
<ul style="list-style-type: none"> <li>• Stay informed and provide input on <i>Reimagine SamTrans</i> including service within SF</li> </ul>	<ul style="list-style-type: none"> <li>• PCC/SamTrans</li> </ul>	Time sensitive/ ongoing	Presentation on <i>Reimagine SamTrans</i> at 5/11/21 meeting

### **FUNDING FOR PARATRANSIT:**

Action	Responsible Party	Timeframe	Results
<ul style="list-style-type: none"> <li>• Advocate for paratransit funding with SamTrans Board of Directors including Lifeline program</li> </ul>	<ul style="list-style-type: none"> <li>• PCC</li> </ul>	Ongoing	
<ul style="list-style-type: none"> <li>• Stay informed about Measure W funding</li> </ul>	<ul style="list-style-type: none"> <li>• PCC</li> </ul>	Ongoing	