

Work Plan for 2019-21 - San Mateo County Paratransit Coordinating Council

Objectives	Tasks	Lead & Support Roles	Timeline	Outcomes
Enhancing Impact of the PCC				
Connect with individuals using Redi-Wheels	<ul style="list-style-type: none"> • Invite riders to share experience at PCC meetings in person or in writing. • Understand demographics of Redi-Wheels users • Create PCC business cards for members to hand out to riders 	PCC Members/ Tables at Events SamTrans Staff		Completed
Organize Conference in 2020.	<ul style="list-style-type: none"> • Approach MTC to host or to have another county host • Reach out to other PCCs to build support 	Staff; Richard will contact MTC.	September 2019	
Educate public about the PCC; increase awareness of paratransit programs, mobility guide, and Redi-Wheels	<ul style="list-style-type: none"> • Continue tabling at outreach events • Prepare press release on Redi-Wheels/PCC for San Mateo Daily Journal and website • Outreach to: <ul style="list-style-type: none"> ○ New senior housing sites ○ Special attention to areas of need, e.g. Foster City 	Education Committee Ben Education Committee/ Staff	Ongoing	

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Expand PCC membership with balance of consumers (disabled, youth, adults), agencies and community members (up to 21 members)	Establish Membership Committee to: <ul style="list-style-type: none"> • Create mentor program; each member to invite a new member • Connect with community colleges as source for younger members. • Request representative from Senior Coastsiders to attend PCC meetings • Recruit member from OES 	Exec. Comm. Staff Staff Ben	<ul style="list-style-type: none"> • December 2019 	8/20 Each Com. Coll. DRC contacted; materials sent. Sandra Winter, CTC, attended 9/19 PCC meeting.
New Member Orientation	Conduct orientation for all new members.	Richard will set up with Ben & Tina	Ongoing	
Expand Consumer Corps membership	<ul style="list-style-type: none"> • Meet with SamTrans to incorporate PCC and Consumer Corps information in rider welcome packet • Promote Google form for checklist • Periodically review checklist for ease of use 	PAL/ERC/Education Committee Staff Education Committee	Ongoing	
Use of work plan	<ul style="list-style-type: none"> • Add column for outcomes • Record progress monthly; keep it a living document 	Staff	Completed Ongoing	

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Advocacy/Customer Service				
Address growing population and needs of seniors	<ul style="list-style-type: none"> • Include PCC and Consumer Corps information in SamTrans' presentations to community 	PAL/ERC propose		
Program understanding/improvement	<ul style="list-style-type: none"> • Ensure that all PCC members understand program details • For new riders: <ul style="list-style-type: none"> ○ Offer 1:1 paratransit ambassador ○ Review data collected by SamTrans from calls to new riders. • Develop 5-6 talking points for PCC members to share when they hear negative comments 	Request SamTrans to present to PCC Ask SamTrans ERC/ Exec. Comm./Staff Sammi will work on this and share with Exec. Comm.	Completed; distributed to PCC Sept. 2019	
Promote good relations between drivers, riders, and agencies	<ul style="list-style-type: none"> • Host annual appreciation events for all First Transit drivers. 	Exec. Comm./First Transit	Summer	First Transit event occurred on 7/31/19.

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Ongoing Policy Issues •				
Transfers	<ul style="list-style-type: none"> • Advocate for improved communication between agencies; dispatch to coordinate if ride is late, etc. • Advocate for rider assistance at transfer points 	PAL Richard will provide regional updates.	Ongoing	
Driver training/ Sensitivity	<ul style="list-style-type: none"> • Request driver education on transfer points at Stonestown and Daly City • Request more driver sensitivity training e.g. moving vacant wheelchair w/o permission • Work to improve mindset of drivers to be more customer focused, proactive, and communicate with customers 	PAL/First Transit PAL/First Transit PAL/First Transit		
Emergency Preparedness	<ul style="list-style-type: none"> • Keep PCC members informed of emergency services-related training, presentations, etc. 	Ben will check with OES		
Real Time Arrival Notification	<ul style="list-style-type: none"> • Advocate for real time arrival notification 	SamTrans/ERC		
Same Day Service	<ul style="list-style-type: none"> • Keep PCC informed on pilot program in Pacifica • Advocate for service 	PAL/SamTrans	Ongoing	

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	expansion <ul style="list-style-type: none"> Request quarterly updates on paratransit services posted on Mobility Service Center website 			
Online Booking	<ul style="list-style-type: none"> Advocate for online booking service 			

Funding/Use of Measure W				
Funding Recommendations	<ul style="list-style-type: none"> Establish high-level priorities/principles for funding recommendations; align with mission needs <ul style="list-style-type: none"> Connect funding to principles Include evaluation criteria for projects 	PAL		
Keep PCC Members Informed	<ul style="list-style-type: none"> Request updates on relevant funding issues from internal and external sources. <ul style="list-style-type: none"> SAG Discussions with Supervisor Groom MTC 	Ben/Sandra to provide updates on SAG. Ben to update on discussions with Spvr. Groom		