

San Mateo County
Paratransit Coordinating Council
Bi-Annual Retreat

Meeting Agenda and PCC Meeting Minutes



October 10, 2017
10:30-2:30p.m.

San Mateo County Paratransit Coordinating Council (PCC)

P.O. Box 1035

San Carlos, CA 94070

Phone: (650) 299-1442

Fax: (888) 519-6279

Visit us Online! www.sanmateopcc.org

Email: sanmateopcc2@gmail.com

Please note: We now have personal amplification devices available for this meeting; if you would like amplification, please advise the PCC Staff, Lorna Rodriguez-Wong. Due to the sensitivity of this device, it is important to refrain from personal conversations for the duration of the meeting.

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Final Work Plan 201513

Scheduled Meetings for 2017

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative-Committee	Education Committee	CTC Coastside Transportation Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	2 nd Tuesday Monthly	1 st Friday Bi-Monthly conference call	Senior Coastsiders 925 Main Street, Half Moon Bay	1 st Wednesday Monthly	To be Determined
**No August Meeting	**No August Meeting				**No August Meeting
1:30-3:30 p.m.	11:30-12:30 p.m.	1:00 p.m.	9:30-11:00 a.m.	2:00 p.m.	1:30-3:00 p.m.
January 10, 2017	January 10, 2017			January 4, 2017	TBA
February 14, 2017	February 14, 2017	February 3, 2017		February 1, 2017	TBA
March 14, 2017	March 14, 2017		March 16, 2017 (Cancelled)	March 1, 2017	TBA
April 11, 2017	April 11, 2017	April 7, 2017	April 6, 2017 (Re-scheduled Meeting from March)	April 5, 2017	TBA
May 9, 2017 Meeting from 4:00-5:30 p.m.	May 9, 2017 Meeting from 2:30-3:30 p.m.			May 3, 2017	TBA
June 13, 2017	June 13, 2017	June 2, 2017	June 22, 2017	June 7, 2017	June 8, 2017
July 11, 2017	July 11, 2017			July 5, 2017	TBA
NO MEETING	**NO MEETING**	August 4, 2017		August 2, 2017	TBA
September 12, 2017	September 12, 2017		September 21, 2017	September 6, 2017	TBA
October 10, 2017	October 10, 2017	October 6, 2017		October 4, 2017	TBA
November 14, 2017	November 14, 2017			November 1, 2017	TBA
December 12, 2017	December 12, 2017	December 1, 2017	December 14, 2017	December 6, 2017	TBA

**San Mateo County Paratransit Coordinating Council
Bi-Annual Retreat**

October 10, 2017

10:30 a.m. – 2:30 p.m.

**San Carlos Library, Community Room A
600 Elm Street, San Carlos, CA 94070
Tel: (650) 802-4311**

Agenda

- | | |
|--|-------|
| 1. Pledge of Allegiance | 10:30 |
| 2. Welcome / Roll Call / Introduction | 10:35 |
| 3. *Approval of September 12 th PAL & PCC Minutes | 10:45 |
| 4. Executive Committee Report | 11:00 |
| 5. Review of Regional Conference 2017: Richard Weiner | 11:05 |
| 6. Review of 2015-2016 Work Plan: What have we accomplished?
What do we need to still work on? (Open to PCC Members) | 11:30 |
| 7. LUNCH / Define Breakout groups and assign participants to them | 12:00 |
| 8. Group Breakout to Develop Ideas for FY 2017-2019 Work Plan
Potential Topics for Breakout Groups: | 1:00 |
| • General Advocacy/Service Quality/Customer Service/Customer-Friendly Service in Eligibility Process, Dispatch etc. | |
| • Maintain Momentum/ Future Sustainability – Enhancing impact of PCC through connections with other organizations, PCC and Consumer Corp Recruitment | |
| • On-Going Policy Issues/Emergency Preparedness/Emerging Mobility (e.g. ride hailing programs like Lyft, Uber)/ IVR/ Mobility Management | |
| • Advocacy for Funding / Education about Funding | |
| 9. Reports from Groups | 1:45 |
| 10. Summary/Wrap Up – Next Steps | 2:20 |
| 11. Meeting Adjourned | 2:30 |

*Action Item

PARKING: Please note that there are 2 or 3 hour parking restrictions around the library. There is unlimited parking if you park on the residential streets a few blocks from the library.

**SAN MATEO COUNTY
PCC POLICY-ADVOCACY-LEGISLATIVE (PAL) COMMITTEE**

**MEETING MINUTES
11:30 a.m.-12:30 p.m.
September 12, 2017**

MEMBERS PRESENT: Mike Levinson, PAL Chair; Dinae Cruise, Consumer; Sammi (Wilhelmina) Riley, Consumer; Marie Violet, Sequoia Hospital; Judy Garcia, Consumer; Sandra Lang, COA; Tina Dubost, SamTrans; Benjamin McMullan, Center for Independence of Individuals with Disabilities.

GUESTS: John Sanderson, SamTrans; Brent Tietjen, SamTrans; Julian Jest, SamTrans; DeRees Clark, First Transit; Jocelyn Feliciano, First Transit; Talib Salamin, Serra Yellow Cab; Richard Weiner, Nelson\Nygaard; and Lorna Rodriguez-Wong, PCC Staff

ABSENT: Aki Eejima, Consumer; Dale Edwards, Consumer

APPROVAL OF JULY PAL MINUTES:

Dinae motioned to approve the July PAL Committee meeting minutes and Sandra Lang seconded the motion. No corrections to the July PAL Committee meeting were noted.

LEGISLATIVE UPDATES:

Brent Tietjen provided a legislative update on Assembly Bill 1613. This bill was passed and signed by the governor on September 11th. SamTrans will place a measure on the ballot in 2018.

At the last SamTrans Board of Director's meeting, SamTrans accepted \$265,000 to be used for public outreach. SamTrans will provide the PCC with future updates.

Brent did not provide too many details for the Regional Measure 3. \$130 million has been targeted for the Dumbarton Rail corridor and \$50 million for the 101/92 interchange. If approved by the legislature and signed by the Governor, Regional Measure 3 should be placed on the ballot next June of 2018.

LOCAL ADVOCACY ISSUES—OPEN DISCUSSION:

The ERC recommended changes to the IVR same-day message, which were added. "Your ride is scheduled to arrive between X & Y. Please be ready to board the vehicle when it arrives." Mike offered thanks to Tina for her efforts.

Tina introduced Julian Jest, a Marketing Research Analyst from SamTrans. Julian presented the plan for the new phone survey to be conducted in October.

The riders interviewed will have used the service within the last 12 months. The general survey is in English. Alternate languages will be provided in Spanish, Tagalog, Mandarin or Cantonese. The interview can also be conducted via TTY.

The questions will be directed towards the rider's experience:

How long has the rider used Redi-Wheels or Redi-Coast? Where does the rider need to go? How long has the rider been using Redi-Wheels or Redi-Coast? How does the rider pay for their fare? Is the rider satisfied with the quality of the service? Is the rider satisfied with the safety?

Interviewers will make phone calls to randomly selected riders who used the service within the last 12 months. They will make attempts to contact the riders from the list during the survey timeframe. SamTrans aim is for about 500 qualified responses. SamTrans will be providing the consultant with a few thousand names to reach that goal.

Timeline: October 9th to October 22nd - two week period. Sammi suggested that a phone message should be provided on the SamTrans Service line when the callers are on hold. The hold message recording for caller will inform the riders of the upcoming survey.

Data will then be compiled and cross-referenced. The SamTrans phone survey report would be available in early 2018.

Dinae noted there were no questions on dispatch. Mike provided a detailed list for Julian. Sandra asked if the rider does not complete the interview, will that call be disqualified. The answer was affirmative

Richard commented that the survey seemed very long. A rider who was interviewed two years ago said that the last survey was about 12 minutes. This year's phone survey is anticipated to be 15 minutes.

Someone mentioned that a Caller ID name representing the SamTrans interviewer might be beneficial. If the rider called had been pre-notified of this phone survey and is anticipating a call, a Caller ID name representing SamTrans would be a welcomed call.

OTHER BUSINESS:

Mike announced that PCC member, Maria Kozak has passed away. A sympathy card was circulated and will be sent to the family.

The PCC will meet today from 1:30-3:30 p.m.

The next PAL meeting is scheduled for Tuesday, November 14, 2017 from 11:30 a.m. to 12:30 p.m.

MEETING ADJOURNED: 12:40p.m

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)**

MEETING MINUTES

September 12, 2017

ATTENDANCE: Members Present: Mike Levinson, Chair; Dinae Cruise, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Tina Dubost, SamTrans; Monica Colondres, Community Resident; Judy Garcia, Consumer; Sandra Lang, COA; Benjamin McMullan, Center for Independence of Individuals with Disabilities; Nancy Keegan; Sutter Health Senior Focus.

GUESTS: Richard Weiner, Nelson-Nygaard; Lorna Rodriguez-Wong, PCC Staff; DeRees Clark, First Transit; Jocelyn Feliciano, First Transit; Ashish John, SamTrans; John Sanderson, SamTrans; Valerie Campos, Vista Center for the Blind; Larisa Vaserman, Consumer.

ABSENTEES: Susan Capeloto, Department of Rehabilitation; Aki Eejima, Consumer; Dale Edwards, Consumer, Marie Violet, Sequoia Hospital

(Member Attendance 10, Quorum—Yes)

WELCOME/INTRODUCTION:

Mike called the meeting to order at 1:40p.m.and welcomed all to the September meeting.

APPROVAL OF THESEPTEMBER PCC MINUTES:

Sandra motioned to approve the July meeting minutes and Mike seconded the motion.

COMMITTEE REPORTS:

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Brent Tietjen provided a legislative update on Assembly Bill 1613. This bill was passed and was signed by the Governor on September 11th. SamTrans will place a measure on the ballot in 2018. Meetings will be planned in the next few months to get public input on the expenditure plan.

At the last SamTrans Board of Director’s meeting, SamTrans accepted \$265,000 to be used for public outreach. SamTrans will provide the PCC with future updates.

Brent indicated that under Regional Measure 3, \$130 million has been targeted for the Dumbarton Rail corridor and \$50 million for the 101/92 interchange

Mike reported that the ERC recommended changes to the IVR same-day message. The message has been updated. “Your ride is scheduled to arrive between X & Y. Please be ready to board the vehicle when it arrives.” Mike offered thanks to Tina for her efforts.

B. GRANT/BUDGET REVIEW

Barbara said there have been no changes since the last meeting.

Barbara asked, if there are any plans to expand the Redi-Wheels fleet. Tina said she did not think SamTrans had plans for any expansion. John indicated as a matter of course, fleet expansion is in the plans in order to keep up with demand. Although it is not specifically on the ballot, funding will be made available. Nancy Keegan asked Tina if the SamTrans budget information was available. Tina said the fiscal year has not closed yet so it is not available.

C. EDUCATION COMMITTEE

The Transition to Independence Fair is scheduled for Saturday, October 21, 2017 from 11:00 a.m. to 3:00 p.m. at Sequoia High School in Redwood City.

Sammi said the Education committee will have a table at the Transition of Independence Fair. Resources will be provided and questions will be answered about PCC. Dinae has volunteered to help at the event. Ben McMullan may be contacted regarding the event since the Center for Independence of Individuals with Disabilities is planning and sponsoring. Besides festivities with speakers, music, dance, and other events, Ben indicated that the fair will provide information for transitional services for young people with disabilities entering a secondary stage in their life and adulthood.

The Seniors on the Move conference date has been tentatively set for Friday, November 17 at the San Mateo County Fairgrounds.

The next Education Committee meeting will be a conference call that is scheduled for Friday, October 6, 2017 from 1:00 to 1:30 p.m.

D. EXECUTIVE COMMITTEE

The Executive Committee has not met for the last two months. A meeting will be scheduled for the last week of September mainly to discuss the retreat on October 10th. The main purpose of the retreat is to plan PCC activities for the next two years. Please contact Richard or Lorna if you wish to address any issues with the Executive committee for the retreat.

SAMTRANS/REDI-WHEELS REPORT:

A. Operational Report

Tina introduced DeRees Clark, as the Interim General Manager, who is replacing Dave Daley.

Tina spoke about Clipper Card which has been around for about 15 years. The Metropolitan Transportation Commission (MTC) would like to integrate future services utilizing the Clipper Card. One suggestion was to use the Clipper Card to pay for parking. The RFP for the Clipper Card expansion is scheduled to be released at the end of the

month. This service is not presently available for paratransit. Cash would still be available for payment.

Larisa Vaserman, a Consumer of Redi-Wheels, was concerned about too much technology and too much expense.

B. Performance Summary

Tina reviewed the Redi-Wheels performance and noted that the ridership was up a little bit. Total trips increased by 1.7%. The number of taxis trips went down. There are slightly fewer same day cancels but are slightly more late cancels. No shows remain at a really good level. The number of Redi-Wheels riders remained consistent and on-time performance remains good. Redi-Wheels is meeting the standard. Productivity is 1.84% which is very positive.

Judy Garcia experienced an issue with a call when she contacted Redi-Wheels and did not get answer for 25 minutes on hold. Tina said she would look into it.

C. Monthly Redi-Wheels Comment Statistics Report

John noted on July Monthly Redi-Wheels Statistics sheet that there was an increased the interaction between the driver and timeliness of the service. The SamTrans dispatcher activity is up a little. The overall comments appear to be lower. The overall average response time to the customer has increased. The increase in numbers may be due to the time it took to replace management, some technical issues and the additional efforts required to keep service running. There were staff outages, as well. Most of the SamTrans comments come through the phone center. More yellow cards will be available on the buses.

Dinae noted that the comment cards are now stamped. Do customers know that? John believes that people will become aware that SamTrans has postage prepaid cards. It has been in effect for a year now. Larisa noted that it was difficult to find the comments section on the website. John knows that problem exists and the website refresh will be addressed. He will make sure that there is a link from the paratransit section to the comment section.

Mike noted that there is a comment area on the PCC website too. Nancy complimented SamTrans in finally making the comment forms free of charge. Larisa complimented SamTrans Redi-Wheels as presently being the best of the Bay Area paratransit systems for her needs.

Safety Report

DeRees Clark noted that the safety count was a little high for August. SamTrans had 3 non-preventable incidents. There were two preventable incidents where drivers struck fixed objects.

The incidents did not involve the new vehicles.

Mike asked if there are any operational changes with the new interim management.

DeRees said that there will be no significant changes for now. Judy mentioned that she had hit her face on something on the new vans. Jocelyn and DeRees would look into it once they get back to the yard.

Nancy asked if DeRees had been with First Transit for a while or if he is new to the company.

DeRees said that he is new to First Transit but not new to paratransit. He started out with Santa Clarita Transit in Southern California. He managed the paratransit in Chicago, IL for 9 years in the city and the six surrounding suburban counties. He managed about 1000 vehicles in the Chicago area. He also operated paratransit in Phoenix, AZ. Nancy asked if Tina might send out DeRee's contact information.

LIAISON REPORTS:

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

The next CTC meeting is scheduled for September 14 from 9:30-11:00 a.m. at 925 Main Street in Half Moon Bay. All are welcome to attend.

B. AGENCY

Barbara reported that there are no updates to report.

Barbara asked if the phone survey would include riders from the Adult Day Center group. SamTrans confirmed that it would.

The SamTrans phone survey is scheduled for October 9th through 22nd. The phone survey previously took 12 minutes before and now they anticipate 15 minutes.

C. ERC

Mike reported that the ERC did not meet.

D. COMMISSION ON AGING (COA)

Sandra reported COA met yesterday. There was a report from Lisa Mancini on the Health system which addressed the recent heat wave which began the Friday before and through Labor Day. Mancini described how the county reached out to the adult population through the Commission of Aging and through Aging and Adult services. Fans and advice were provided to their adult community to deal with the heat. Libraries were opened as cooling centers. The report noted that more work is required to set up more cooling center agreements and communications. Communication is required to share where these cooling centers will be located and accessed.

Sandra also reported on the letter sent to the Board of Supervisors which addressed improvement of pedestrian safety. Sandra followed-up as she was told that the Board needed an upgrade on the Mobility Plan and to consult with SamTrans. Tina to follow-up with Sandra.

At a July 19th meeting on Mobility, John Sanderson was on hand to address the Transportation subcommittee with some issues particularly on the Coastside with RediCoast. It was a productive meeting addressing how Redi-Wheels and Redi-Coast works. The discussion was successful in defining what was considered a public service

versus private service. The next Transportation subcommittee meeting will be on Monday, October 16th.

The next New Beginning Coalition will be on transportation/mobility. It will meet on October 17th in the Jupiter Room at 264 Harbor Blvd., Building A, Belmont, (The Housing Department). There will be a panel discussion on transportation efforts in San Mateo County. Mike, Barbara and Sandra are on the panel. The meeting will begin at 8:30am with resource tables.

E. COMMISSION ON DISABILITIES (COD)

Ben reported HR620, Educational format, passed the house judiciary committee 15-9 vote. Now COD is trying to work with Jackie Speier's office to soften the bill and make it more workable for people with disabilities. This bill would impede the compliance regulations regarding ADA which has been in effect for about 25 years.

Ben said the Correction Department will address accessibility concerns at the next COD meeting.

F. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CID)

The next showing in the continuing CID movie series will be on September 27th. It will be at the San Mateo Public Library at 1 to 3:30pm. The film addresses institutions and the legislation which spearheaded closures of institutions.

The next Emergency Preparedness presentation focuses on San Bruno and will be at the First Baptist Church, San Bruno on November 8th, at 1:00pm to 4pm. Ben will be joined by a representative from the FEMA Emergency Medical Services from the County of San Mateo and a representative of the Red Cross. This event will include focus on people with disabilities.

Mike commented that a similar emergency preparedness presentation for Menlo Park was excellent.

Mike spoke with Donna Reed, new director of the CID. She is planning to attend a future PCC meeting

OTHER BUSINESS

Mike announced that PCC member, Maria Kozak passed away. A sympathy card was circulated and will be sent to the family.

Please contact Lorna if you require a hard copy of minutes from the PAL and PCC meeting minutes.

PRESENTATION BY SHRUTI DHAPODKAR

Health and Emergency Preparedness presentation

A complete presentation is available via email. Please contact Lorna if you would like a copy emailed to you.

On October 10th, the PCC will be meeting for the bi-Annual retreat. This retreat plans for PCC activities for the next 2 years. Please contact Richard or Lorna with any issues you would like to address.

The next PAL and PCC meetings will be held on Tuesday, November, 14, 2017. The PAL Committee will meet from 11:30 a.m. to 12:30 p.m. and the PCC will meet from 1:30-3:30 p.m.

MEETING ADJOURNED at 3:30 p.m.

**Final Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
Ensure full implementation of the IVR meets consumer needs and preferences	<ol style="list-style-type: none"> 1. Continue to provide feedback on the first phase of the IVR 2. Participate and provide input in the testing and evaluation of the 2nd phase of the IVR 3. Monitor and evaluate implementation of Phase 2 4. Work with SamTrans to develop plan to accommodate taxis with IVR 	ERC, PCC, SamTrans Staff	<p>Fall 2015 and beyond - 1st phase</p> <p>Winter/Spring 2016 - 2nd Phase (testing and evaluation)</p> <p>Summer 2016 – 2017 - Full Implementation</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
1. Develop strategic partnerships with agencies/organizations that have similar issues and concerns 2. Enhance PCC membership <ul style="list-style-type: none"> a. Strategically recruit new members b. Educate existing members 	1. Identify agencies to develop partnerships and assign PCC members to reach out to them. ¹ 2. Identify 2 -4 agencies to recruit new members 3. Reach out to consumers to join PCC 4. Develop list of guest speakers ²	Education and Executive Committee, PCC Staff, PCC and SamTrans Staff	Fall 2015/Winter 2016 - identify and reach out to agencies and potential new members Fall 2015/Winter 2016 – develop list of speakers and invite them to future meetings

¹ Preliminary list of agencies include College of San Mateo Disability Services, Select college classes, Peninsula, JCC, SF Regional Center

² Preliminary list of guest speakers include representative from Office of Emergency Services, Legislative Analyst, New SamTrans General Manager, MTC representative for Mobility Management, expert on transit /paratransit funding

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
Enhance Communication Within PCC and with SamTrans	<ol style="list-style-type: none"> 1. Develop Master Calendar of Events 2. Explore Regional PCC conference with MTC and other PCCs 3. Expand PCC membership 4. Provide new members with an orientation session 5. Review and provide input on all Redi-Wheels and RediCoast outreach materials 	Executive Committee, PCC Staff, PCC and SamTrans Staff	<p>Fall 2015 for master calendar</p> <p>Winter/Spring 2016 and beyond for Regional Conference</p> <p>Schedule other tasks as needed</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
<p>Explore options and practicality of forming Policy Sub-Committee</p> <ul style="list-style-type: none"> • Provide forum for policy discussions • Consider integration with AI-COM 	<p>With newly formed committee, explore the following issues:</p> <ul style="list-style-type: none"> • Door-to-Door Service • Inter-county transfers (attended drop-off) • Eligibility renewal by mail • New rulings by Office of Civil Rights on reasonable modifications • Same-day reservations 	<p>Executive Committee, AI-COM, PCC and PCC Staff</p>	<p>Fall 2015 – decide on committee structure and prioritize key issues</p> <p>Winter 2016 - develop strategies for address prioritized list of issues</p> <p>Spring/Summer 2016 – begin implementing strategies</p> <p>Fall 2016/Winter 2017 – Monitor and evaluate effectiveness</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
<p>In collaboration with partners explore and develop non-paratransit programs/mobility management</p>	<ul style="list-style-type: none"> • Identify partners to develop hospital discharge program (Home from hospital including ride and escort) • Work with SamTrans to explore same-day service • Review and provide comments to the update to the Senior Mobility Guide • Work with SamTrans on next phase of mobility management. Include veterans, and other “vulnerable groups” who need paratransit services • Explore options for a centralized telephone number for transportation options 	<p>Executive Committee, PCC, and other San Mateo County agencies</p>	<p>Winter 2016 and beyond– Work with SamTrans staff to plan for & implement next phase of mobility management activities</p> <p>Winter 2016 and beyond – Identify and contact agencies that serve “vulnerable populations”</p> <p>Spring 2016- Review and provide input on next update of Senior Mobility Guide</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
<p>Promote and maintain good relations between drivers, passengers, and agencies. Acknowledge and recognize high quality service.</p>	<ul style="list-style-type: none"> • Host annual appreciation party for all First Transit and Coastside paratransit staff • Ensure consumer appreciation cards are available on Coastside • Follow through with recommendation for special event to be held once a year 	<p>PCC Executive Committee, SamTrans staff and First Transit</p>	<p>One special event each year</p>

**Draft Work Plan for FY 2015/16 and 2016/17
San Mateo County Paratransit Coordinating Council (PCC)**

Objectives	Tasks	Lead and Supporting Roles	Timeline
Continue outreach presentations to educate and inform agencies & organizations about PCC and paratransit services	<ul style="list-style-type: none"> • Schedule between two and four outreach events per year • Evaluate outreach presentations and refine as needed • Follow through with organizations and agencies for feedback and to provide them with supplemental information 	Education Committee, PCC, SamTrans Staff	Fall 2015 and beyond