

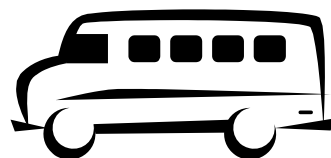


### PICK UP AND DROP OFF LOCATION AT SAN FRANCISCO AIRPORT

Customers going to the San Francisco Airport can be dropped off at any airline. Customers being **picked up** at the San Francisco Airport can **ONLY** be picked up at **ONE** paratransit stop located behind the SamTrans bus stop at the arrivals level of United Airlines terminal 3. When scheduling trips to or from the airport, please allow plenty of time to get through airport security and to travel within the airport.

### HOW TO COMMENT ON A RIDE

Redi-Wheels wants you to have a great trip. If you have compliments, questions, complaints or suggestions, call SamTrans Customer Service at 1-800-660-4287, or fill out a yellow comment card (found on the vehicles), or send an email to:  
[rediwheels@samtrans.com](mailto:rediwheels@samtrans.com)



### EVENTS

**San Francisco Flower and Garden Show**  
March 24-March 28

San Mateo County  
Events Center  
2965 So. Delaware St.  
San Mateo

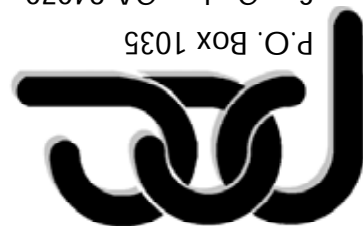
*Take Redi-Wheels to your local farmer's market, theater, or museum*

## WE'RE ON THE WEB! WWW.SANMATEOPCC.ORG

*On the Move* is produced by the San Mateo County Paratransit Coordinating Council (PCC). The PCC is dedicated to improving the availability and quality of paratransit service in San Mateo County.

San Carlos, CA 94070

P.O. Box 1035



# ON THE MOVE



Published by the San Mateo County Paratransit Coordinating Council (PCC)  
"Dedicated to improving the quality and availability of Redi-Wheels and RediCoast services in San Mateo County"

## PCC AND SAMTRANS NEWS FROM THE CHAIR— KENT MICKELSON

As we begin the year 2010, I want to wish all Redi-Wheels and Redi-Coast riders a happy, healthy and safe new year. This is my final year as chair of the PCC and I am committed to working with all of you to continue improving paratransit service in San Mateo County. In October 2009, the PCC hosted a party for MV Transportation drivers, dispatchers and reservationists to extend our appreciation for providing us with excellent service throughout the year. See page 2 for photos of this fun event.



The PCC is proud of its accomplishments and ongoing advocacy in 2009 including our role in holding Redi-Wheels and Redi-Coast fares constant, educating the public about paratransit services through our outreach activities at the San Mateo County Fair, A Day in the Park (South San Francisco) and many health fairs, as well as our active participation in the development of an Interactive Voice Response

(IVR) system expected to come on line later this year. The PCC has worked collaboratively with SamTrans staff in ensuring that the upcoming changes to the late cancelation policy will be well publicized and consumer friendly. See article on page 3 for more information about the change in policy.

This year, July 26 will be the 20-year anniversary of the passage of the Americans with Disabilities Act (ADA), the major legislation for advancing the civil rights of people with disabilities. Public transit has experienced dramatic improvements in the last 20 years to make service more accessible to people with disabilities, including improvements in fixed route service and paratransit service for ADA eligible riders. Here in San Mateo County, we are proud of the high quality public transit services and the PCC's excellent relationship with SamTrans staff. Please join us this summer when we celebrate this important milestone.

**"GOOD FRIENDS ARE LIKE STARS—  
You don't always see them, but you know they are always there." ~Unknown**



## SAMTRANS' COASTSIDE PARATRANSIT SERVICES

BY MICHAL FORIEST SETTLES, COASTSIDE REPRESENTATIVE



2009 was a year of political history, financial crisis and changes that public agencies will not soon forget. Public transit is adjusting to a new reality of shortages on every front. SamTrans was not exempt from these national circumstances. Yet SamTrans continues its historical support for transit services to the elderly and disabled.

In 2009, the Coastside Paratransit group was reestablished with a decision to conduct quarterly meetings in 2010. The first quarterly meeting occurred on Wednesday, January 13. Invitees included RediCoast riders, agencies supporting the elderly and disabled, and the community at large. These meetings are designed to inform, engage and dialogue about transit related issues impacting the coastside. The January 13 meeting focused on the 'No Show and Late Cancel Policy', Interactive Voice Response (IVR) system (adoption later this year), along with a discussion of the proposed Big Wave development currently before the San Mateo County Planning Commission.

The assembled attendees were pleased to also get a brief presentation by Kim Comstock of the Peninsula Traffic Congestion Relief Alliance. The meeting resulted in lively discussions and exchanges among the eight attendees (Bill Welch, Cara Schmaljohn, Janie James, Dale Edwards, Kim Comstock, Zoe Kersteen-Tucker, Kim Morosi, and Michal Settles). Represented organizations included SamTrans, San Mateo County PCC, Hope Services of Half Moon Bay, Peninsula Traffic Congestion Relief Alliance, Senior Coastsiders and Coastside Adult Day Health Center.

Our next quarterly meeting is set for April 14 in Half Moon Bay at 9:30 am.



Thank You John Murphy and MV Drivers & Staff!



Great People!



Good Food!



Fun Prizes!



## CHANGE TO NO-SHOW LATE CANCEL POLICY

BY TINA DUBOST, SAMTRANS

SamTrans is making a policy change to deliver a better ride experience for you and other Redi-Wheels customers, as well as to make service more efficient in support of budget constraints. Beginning February 22, Redi-Wheels will implement a two-hour late cancel procedure. To avoid being a late cancel, you must call and cancel your ride at least **two hours** before your scheduled pick-up.

If possible, call and cancel your trip the day before it's scheduled. When we receive plenty of advance notice, we then can assign your ride slot to another customer.

Customers who cancel less than two hours in advance will receive a late cancel. Customers who receive three or more no-shows or late cancels in a rolling four month period may have their service suspended for 30 days. The no-show or late cancel will not count against you if it occurs for reasons beyond your control.

To cancel a ride, call Redi-Wheels at **650-482-9360**. You can call as early as **5 a.m.** for a trip cancellation and as late as 11:59 pm.

### Reminders

When you make your reservation, please provide the reservationist with all of the necessary information, including the appointment time, the mobility device you are bringing, and the number of people traveling with you.

Because Redi-Wheels is a shared-ride service, you will need to allow enough travel time. You should allow up to 45 minutes for trips under 5 miles, 1 hour and 15 minutes for trips between 5 and 20 miles and 1.5 hours for trips over 20 miles.

The shared-ride service also means that Redi-Wheels will assign you a pick-up time so that we can group your trip more efficiently with others who are riding and provide this public transportation service more cost-effectively.

You will not necessarily get the exact pick up time that you request. The reservationist will assign you a pick up time that is within 60 minutes of your requested time. Be sure to let the reservationist know if you have to be somewhere at a specific time, such as a medical appointment.



Christmas Caroling