



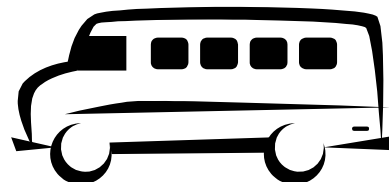
### HOW TO COMMENT ON A RIDE

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)

- Interested in being on our mailing list to receive our newsletters?
- Do you need complimentary Reservation Pads to use as reminders for your rides?
- Interested in becoming a Consumer Corps member and receiving free coupon books quarterly?

Contact Rose at (650)299-1442 or email: [sanmateopcc2@comcast.net](mailto:sanmateopcc2@comcast.net)

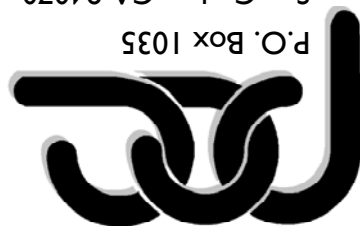


## WE'RE ON THE WEB! [WWW.SANMATEOPCC.ORG](http://WWW.SANMATEOPCC.ORG)

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



Winter 2012 Edition



# 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— NANCY KEEGAN

I wish all Redi-Wheels and RediCoast riders a happy, healthy and safe new year. As Chair of the San Mateo Paratransit Coordinating Council, I want to thank our members for their commitment, dedication and valuable contributions throughout the year. Without their ongoing participation, we would be unable to do our job to continually advocate to improve the quality and availability of paratransit services in San Mateo County.

Our PCC members and their affiliation are:

Member	Representing
James Asche	Office of Emergency Services
Maureen Dunn	Mills Peninsula – Senior Focus
Dale Edwards	Consumer
Aki Eejima	Consumer
Judy Garcia	Consumer
Diane Griffith	Consumer
Stephanie Hill	Consumer
Myria Barnes-Jackson	Department of Rehabilitation
Barbara Kalt	Peninsula Volunteers Rosener House
Mike Levinson	Consumer
Ben McMullan	Center for Independence of the Disabled
Dan Mensing	Consumer
May Nichols	HIP Housing
Wilhelmina (Sammi) Riley	Consumer
Michal Settles	Coast side
Marie Violet	Sequoia Hospital Health & Wellness Center
Bill Welch	SamTrans
Linda Rhine	Nelson\Nygaard, PCC Consultant
Rose Berta	PCC Staff

*Nancy Keegan*

PCC Chair and Program Director, Catholic Charities CYO, SC Adult Day Services

## RIDE PARATRANSIT OUTSIDE OF THE SAN FRANCISCO BAY AREA

BY TINA DUBOST, SAMTRANS

Did you know that you can use paratransit service in other parts of the United States? You can get 21 days of "visitor status" with other paratransit agencies.

Find out the name and fax number of the paratransit agency in the area

that you will visit. Then call Redi-Wheels Administration at 650-508-6241 to ask them to notify the other paratransit provider. Redi-Wheels administration will send a fax to the other provider with your eligibility information.

### Quarterly Advocacy/ Legislative Meetings

1st Tuesday of January April July October

1:00—3:00 pm

1250 San Carlos Ave.

San Carlos 94070

For more information, please call: (650) 299-1442

### PCC General Meetings

2nd Tuesday of the month, 1:30—3:30 pm

1250 San Carlos Ave.

San Carlos 94070

[sanmateopcc2@comcast.net](mailto:sanmateopcc2@comcast.net)

### CHECK OUT THESE WEBSITES

Office of Emergency Services (OES)—

[www.smcready.org](http://www.smcready.org)

SMCounty PCC

[www.sanmateopcc.org](http://www.sanmateopcc.org)

SanTrans-Paratransit

[samtrans.com](http://samtrans.com)



## COASTSIDE 2012 SCHEDULE

BY MICHAL FORIEST SETTLES, SAN MATEO COASTSIDE REPRESENTATIVE



Members of the Coastsides PCC invite you to join us in 2012. PCC Coastsiders meet four times each year in Half Moon Bay.

These meetings are open to the public. Three coastal agencies on the coast plan to host a meeting during 2012. All meetings are planned for the *third Wednesday* of the month, starting at 9:30 a.m. and ending by 11 a.m.

Quarter	Date	*Location	Host Organization
1	Jan 18	535 Kelly	Coastsides ADHC
2	April 18	625 Miramontes Street #101B	HOPE Services
3	July 18	645 Correas	Coastsides Adult Day Health Center
4	**TBD	535 Kelly	Coastsides Seniors

\*Please note that the meeting locations change each quarter  
 \*\*Christmas caroling by the Redi-Coast Carolers following the 4<sup>th</sup> quarter meeting



### Bringing Holiday Cheers!

Agency members enjoying carolers John Murphy, Bill Welch, SamTrans/MV staff & family, and PCC members



### “Seniors on the Move” Conference

Diane Griffith, Mike Levinson, Dale Edwards, Stephanie Hill  
PCC volunteers



## WHAT IS AN “ADD-ON”?

BY TINA DUBOST, SAMTRANS

You might have heard Redi-Wheels drivers or dispatchers refer to add-ons. Every morning the driver receives a paper manifest with information on the people who will be picked up and dropped off. However, things change during the day. Sometimes drivers run late because of traffic or other reasons. Sometimes customers need to cancel

their rides. For many reasons, a trip might be moved from one route to another. Moving the trips helps us to pick up customers on time and to keep service efficient. When the trip is moved onto the driver’s manifest, it is called an add-on.



## REDI-WHEELS SERVICE ANIMAL POLICY

BY TINA DUBOST, SAMTRANS

Service animals, such as guide dogs, may accompany persons with disabilities in San Mateo County Transit District facilities, on the vehicles operated by or for the district and on Caltrain.

The animal must be on a leash that does not interfere with other passengers in the vehicle, and be under the constant supervision and control of the person with disabilities.

A service animal is any guide dog, signal dog or other animal individually trained to work or perform tasks for a person with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items.

While riding, the animal must sit or stand on the floor of the vehicle and may not block the aisle.

If an animal misbehaves, the customer will be asked to remove the animal from the vehicle. If there are multiple occurrences of misbehavior, the animal’s riding privileges may be revoked. Examples of misbehavior include, but are not limited to, attacking customers, District employees or other service animals and unprovoked growling.

Redi-Wheels customers are required to notify the reservationist when they book their ride that a service animal will be accompanying them.

Redi-Wheels customers may bring their pets on the Redi-Wheels vehicle if the pet is in an approved cage and no portion of the animal protrudes from the cage. The cage and pet together cannot weigh more than 25 pounds.

## WHAT IS THE CONSUMER CORPS?



SamTrans goal is to provide excellent service for all riders of Redi-Wheels and Redi-Coast. Consumer Corps members evaluate their ride experience by completing a brief survey form that provides valuable information to the Paratransit Coordinating Council (PCC). The answers are tabulated and a report of the survey results is presented to the PCC and SamTrans on a quarterly basis.

The Consumer Corps has been in existence for more than 15 years and was established by Dale Edwards, Kent Mickelson and Craig McCulloh, long-time current and former PCC members, for the purpose of allowing riders to have a voice in the services provided by Redi-Wheels and RediCoast. Through the Consumer Corps, member riders assist SamTrans in evaluating its service for scheduling reservations, pickups, drop-offs, driver assistance, vehicle information and overall ride experience.

All members of Redi-Wheels and RediCoast are invited to become a Consumer Corps member. Consumer Corps members are sent the survey forms and self-address stamped envelopes for their convenience in mailing the forms to the PCC. SamTrans generously provides the PCC with coupon books to be given to the Consumer Corps members if the member completes a *minimum of eight evaluation forms per quarter*; most members turn in more than eight forms. The coupon books are distributed on a quarterly basis to members who have sent completed forms to the PCC. The Consumer Corps members remain anonymous.

To join the Consumer Corps or for more information, email Rose at [sanmateopcc2@comcast.net](mailto:sanmateopcc2@comcast.net) or phone (650) 299-1442.