

Minutes
PCC Executive Committee Meeting
January 29, 2020
100 Larkin St, Latino/Hispanic Room

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Fred Lein, PCC Vice Chair; Cheryl Damico, PCC Secretary; Jane Redmond, PC&O Chair; Bruce Oka; Chuck Paschal; Jacy Cohen; Kevin Lee; Mara Math; Olivia Santiago; Robert Grant; Roland Wong; Sam Alicia Duke; Sharon Pappas; Susan Kitazawa

PCC Members and Guests: Anaperla Aureoles; Alison Reeves

PCC Executive Committee Member Excused: Fiona Hinze; Mary McLain

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Cheryl Hac; Kevin McDonald; Justin Leong; Carol Osorio; Earnesha Scott; Jacob Williams; Joshua Emmons

SFMTA: Jonathan Cheng

Marty Smith, PCC Chair, called the meeting to order at 10:35 a.m.

Read and Approve Agenda

Marty Smith, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of December 11th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith congratulated Marc Soto for 20 years of leadership as the general manager for the SF Paratransit Broker. He mentioned that for as long as he has been involved with the paratransit since 1984, the program has never worked better than under the leadership of Marc.

Election of PCC Executive Committee Chair and Officers

Jonathan Cheng announced that the position of chair, vice chair, secretary, and PC&O chair for the PCC Executive Committee was up for election. Individuals elected to these positions will serve for the 2019 calendar year.

For the position of chair, there were two nominations, Marty Smith, Bruce Oka, Cheryl Damico. Following a vote, Marty Smith was re-elected chair of the PCC.

For the position of vice chair, there were two nominations, Fred Lein, Bruce Oka, and Cheryl Damico. Following a vote, Fred Lein was re-elected as vice chair of the PCC.

For the position of secretary, there was only one nomination, Cheryl Damico. By acclamation, Cheryl Damico was re-elected as secretary of the PCC.

For the position of PC&O chair, there was nomination, Bruce Oka. By acclamation, Bruce Oka was elected as PC&O chair of the PCC.

SF Paratransit Rider's Guide Update

Marc Soto introduced Joey Goldman who is consulting on the redesign of the existing SF Paratransit Rider's Guides. Joey provided an overview of the existing SF Paratransit Rider's Guide and sought feedback from the committee regarding that they liked and disliked about the current guides. Members stated that they liked that the guide was made of thick, smooth, glossy paper, making it easy to handle. They also preferred the large print and contrasting colors. They also liked that the guides were available in multiple languages and that table of contents was good. In addition, they like that there were different guides dependent on the transportation mode but warned against having too many guides. Among the dislikes of the current guide, they would like to see the phone numbers of the intercounty paratransit services provided. They also thought the color of the taxi brochure was too light and that it did not provide enough contrast with the pictures. Members also wanted content added regarding the expected rider behaviors and responsibilities while using the system.

Joey Goldman then presented members with several rider guides from various paratransit programs throughout the country and asked members to provide feedback. Susan Kitazawa liked that one brochure was simple designed in black and white. Jacy Cohen provided a contrasting view and did not prefer the simplicity of the design for the same brochure. She liked another brochure which had more pictures and colors as it came off as more welcoming. Olivia Santiago stated that having tabs are helpful. Anaperla Aueroles liked the brochures with large print and color. Joshua Emmons stated that having a service map and bulletpoints were helpful to better visualize the text. Marty Smith commented that the service area map and large print are good but disliked the brochures that were letter sized. Cheryl Damico like the brochures that had information regarding neighboring paratransit programs.

PC&O Group Van Subcommittee Meeting

Jacy Cohen read the following report:

- **Election of Vice Chair**
Jacy Cohen was re-elected as Vice Chair.
- **Service Quality Discussion**
Mary McLain, General Manager of Transdev, reported on recent hiring efforts. Positions of Planner and Assistant General Manager have been filled. An interim Safety Manager was brought onboard while they seek a permanent hire. The new Planner's duties will include reviewing Group Van routes and riders. A new initiative will map all Group Van riders to build more efficient routes. Agencies expressed concern regarding late vans, routing issues, route capacity and long waits to add riders, and fare payment for participants riding SF Access. responsibilities.
- **Broker Report**
Kent Hinton of the Broker's Office reported on the updated Group Van enrollment

process, noting the new email address that applications could be sent to. The position of Quality Service Specialist was introduced, which is a reclassification of a former finance department position. The proposed prepaid SF Access ride fare procedure for Group Van eligible riders would become effective January 20, 2020. SF Paratransit is ordered 35 additional Glaval Commute buses for SF Access service, with future vehicle needs for Group Van service also discussed. Kent requested Group Van agencies provide their 2020 calendars and noted that agencies could expect to receive new quarterly enrollment reports moving forward.

The next PC&O Group Van Subcommittee meeting date is April 8th, 2020.

Paratransit Broker Report

Kent Hinton and Marc Soto reported as follow:

- **On Time Performance**
SF Access on-time performance was 88 percent in December. Group Van on-time performance was 84 percent in December. Taxi on-time performance was 86 percent in December.
- **Group Van Service**
Staff is working to reconfigure routes to optimize service and accommodate all request for group van riders. The goal is to shift all existing SF Access riders that are heading to group van agencies onto a group van route. For SF Access riders who are attending a group van program, they will no longer need to pay with a SF Access ticket prior to boarding.
- **Technological Improvements**
SF Access Online is expected to pilot the system with a few customers by February 2020.
- **Trapeze Updates**
Staff is working with Trapeze to update the automated Call Reminder phone calls and are working to purchase software that will update the mapping.
- **New Vehicles**
35 new Glaval Commuter vehicles are expected to arrive over the next couple of weeks and will be put into service once the inspections are completed.
- **Staff Changes**
Earnesha Scott was introduced as the new Assistant General Manager and Joshua Emmons was introduced as the new Planner for the SF Paratransit program.

Susan Kitazawa stated that East Bay Paratransit has a more accurate and proactive dispatch time who will inform riders in advance of a delayed vehicle and the new ETA. Robert Grant does not want drivers to be penalized from deviating from the manifest. Mara Math stated that often no one at dispatch picks up her phone calls at night and would like to see drivers have their lunch break scheduled into the manifest and not be given any add-ons while on it. Chuck Paschal

mentioned that driver have been directed to inform dispatch if they are on their lunch break in order to prevent them from getting add-ons. Anaperla Aureoles commented that a driver did not assist with her bags for a trip. Jane Redmond mentioned that there is a lot of construction occurring near the SF Paratransit office.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, March 11th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.