

Minutes
PCC Executive Committee Meeting
December 13, 2017
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Jane Redmond, PC&O Chair; Doug Callahan; Fred Lein; Jacy Cohen; Jessica Felix; John Lazar; Marty Smith; Mary McLain; Rodney Lee; Sam Alicia Duke; Wanee Ratansanguan

PCC Members and Guests: Robert Grant

PCC Executive Committee Member Excused: Adrienne Humphrey; Cheryl Damico

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Cheryl Hac; Kevin McDonald; Justin Leong; Tighe Boyle; Carol Osorio

SFMTA: Annette Williams; Kristen Mazur; Jonathan Cheng

Roland Wong, PCC Chair, called the meeting to order at 10:40 a.m.

Read and Approve Agenda

Roland Wong, PCC Chair, read the agenda. The agenda was motioned/seconded/approved.

Approve Minutes of October 4th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Roland Wong acknowledged the passing of Mayor Ed Lee as well as PCC member Jean Marie Green. Annette Williams added that the passing of Jean Marie Green was very surprising as she had spoken to her recently. She added that Jean was a strong advocate for transportation issues, particularly those concerning Muni, and that she will be sorely missed. Jane Redmond added that she and several members attended the memorial service held in honor of Jean. Marc Soto commented that Jean was a pistol and very involved and active within the community. Marty Smith stated that he worked with Jean on the MAAC and she was extremely focused and recognized the importance of serving people.

Roland Wong also welcomed several newly elected members to the PCC Executive Committee, including Jessica Felix, Seth Sehr, Craig Nelson, and Elizabeth Grigsby. Annette Williams also stated that Kristen Mazur will be leaving her current position at SFMTA to pursue a new opportunity in Sacramento. Kristen has been involved in many projects during her tenure here including the development of the new contract with Transdev, work on TNC issues and ATV work group, and the development of the Mobility Management initiatives.

2018 PCC Executive Committee Meeting Dates

Jonathan Cheng announced the proposed dates for the upcoming 2018 PCC Executive Committee meetings as well as the PC&O subcommittee meetings. The dates proposed are as followed:

Paratransit Coordinating Council Executive Committee Meeting Dates

- January 24
- March 21
- May 9
- June 27 - Jewel McGinnis luncheon
- August 15
- October 3
- November 3 - Annual Meeting
- December 12

Paratransit Coordination & Operations (PC&O) Subcommittee Meeting Dates

- | | |
|-------------------------|-------------|
| • PC&O Group Van | January 10 |
| • PC&O Taxi & Ramp Taxi | February 7 |
| • PC&O SF Access | March 7 |
| • PC&O Group Van | April 11 |
| • PC&O Taxi & Ramp Taxi | May 2 |
| • PC&O SF Access | June 6 |
| • PC&O Group Van | July 11 |
| • PC&O Taxi & Ramp Taxi | August 1 |
| • PC&O SF Access | September 5 |
| • PC&O Group Van | October 10 |
| • PC&O Taxi & Ramp Taxi | November 7 |
| • PC&O SF Access | December 5 |

The meetings dates were motioned/seconded/approved.

Group Van Subcommittee Meeting

Jacy Cohen read the following:

- **Service Quality Discussion**
Mary McLain of Transdev reported that Brisbane is currently working holistically at evaluating Group Van routes for each agency. Both orders of 22 minivans and 27 cutaways were received, with all in service except one which is awaiting final inspection. Tablet computers and DriveCam cameras are also being installed in all new vehicles. They are working with SFMTA to retire older vehicles, which would otherwise require major investment to keep running. Most of the leased sedans were returned by the end of September. Brisbane hired an experienced Call Center Manager with a focus on customer service skills, who will also eventually serve as an additional resource for Scheduling and Group Van staff. Agencies highlighted their concerns about SF Access reliability, the speed of moving riders from SF Access to Group Van, getting manifests ahead of the

State audits, and vehicles arriving early and taking up limited street space in front of their locations.

- **Broker Report**

Kent Hinton reported Group Van On-Time Performance (OTP) and Customer Service stats, with July showing improvement over June but August slightly down due to attendance. September's OTP is pending due to trip edits. Kent also provided OTP data for transitional agencies, noting which agencies still need improvement. The WebCare application allowing agencies to access trip info online is anticipated to be available in the first half of 2018. The Broker is working with SFMTA on a potential order for 20 additional cutaway vehicles, on top of eleven 5310-funded vehicles that will be made available by Group van agencies. Memorandum of Understandings (MOUs) are being established with the transitional agencies and renewed with existing agencies. The Broker is scheduling meetings with agencies interested in one-time use taxi debit cards. Carol Osorio was introduced, as she recently filled the role of Taxi Monitor.

The next PC&O Group Van Subcommittee meeting date was announced at the November PCC Annual Meeting.

Taxi/Ramp Taxi Subcommittee Meeting

Fred Lein read the following:

- **Comments from the Chair**

Vice Chair Fred Lein announced Yellow Cab of SF is beginning a driver safety training program & driver rankings. Yellow & all color scheme's still have a driver shortage.

- **Service Quality Issues**

Cheryl stated that from her location she has virtually no ramp taxi service at night. Roland also reiterated the lack of ramp taxi's and that this is a long-standing issue. Annette (SFMTA) confirmed they are aware of the problem and have been meeting w/drivers and looking for solutions. She suggested using FlyWheel app and Roland discussed his experience with the app. Annette made a point that use of the FW app by SFPT patrons will improve cab availability and driver participation. Marc Soto (SFPT) noted that the FW driver app for iPhone is expected in about 4 weeks. Sam Alicia expressed concern whether the focus on using smart phone app to request cabs will affect those, like her, who will continue to call directly to dispatch services. Annette and Marc assured everyone that this will still be an option. Fred said that a concern raised by his drivers related to how paratransit payments worked was clarified and things are going fine.

- **Broker Report**

2017 Taxi On-Time Performance and Customer Service statistics were reported for August, September and October (thru 10/27 and 10/30 respectively). Marc stated Cabconnect is currently working with BofA to set up the payment gateway and ability to make online payments will soon be up and running. SFPT initiated a small expansion of one-time use taxi debit cards for emergency situations at group agencies with adult day

care programs. An issue related to ramp van incentives for transport of not yet approved individuals to and from broker appointment has been resolved and drivers are being paid. SFPT staff attended a 3 day “train the trainer” PASS course. Reminder that the PCC annual meeting will be held Saturday, November 4th at the ARC.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is tentatively scheduled for February 7, 2018 from 10:30am to 12:30pm at the Broker’s office, 68 12th Street, San Francisco.

SF Access Subcommittee Meeting

Mary McLain read the following:

- **Service Quality Discussion**

Mary McLain of Transdev reported that they are working daily to address driver recruiting and retention, but historically it is a challenge this time of year. They recently hired a call center manager, Gilbert Smith, with extensive customer service experience. Brisbane is seeking an Assistant General Manager, as Hilario Reyes will be departing mid-December. Tablets installation is completed for all new vehicles, and focus has shifted to tech support and ensuring driver usage. On-site work for a new phone system will commence next week. Work towards a new operations facility is in the final stages, and will be complete by the next meeting. While the introduction of new vehicles has improved service reliability, driver attendance has adversely impacted recent performance. Ongoing efforts are being undertaken to address staff attendance, recruitment, and retention. SFMTA is awaiting updates on funding for potential orders of additional cutaways as well as hybrid sedans.

- **Broker Report**

SF Access On-Time Performance (OTP) and Customer Service statistics were reported for September, October, and November 2017. While OTP declined from September to October due to staffing issues, numbers improved in November. This trend was also reflected in complaint statistics. Strategies to alleviate demand on SF Access through increased taxi were discussed. Tablets will be ordered to replace the remaining older mobile data computers in Brisbane’s and other non-profit providers fleets. Soft launch of the PASS Web application is projected for March or April of 2018. SF Paratransit continues to participate in the city’s emergency management working group to address accessible and functional needs in emergency planning. Goals for the coming year include increased taxi use, improved OTP, and introduction of PASS-Web and Cabconnect Patron Portal applications.

The next PC&O SF Access Subcommittee meeting date is Wednesday, March 7th, 2018.

Paratransit Broker Report

Kent Hinton, Marc Soto, and Mary McLain reported as follows:

- **On Time Performance**

SF Access on-time performance was 85 percent in September, 84 percent in October, 85 percent in November. Group Van on-time performance was 86 percent in

September, 87 percent in October, and 86 percent in November. Taxi on-time performance was 99 percent in September, 95 percent in October, and 96 percent in November.

The on-time performance has been affected by issues hiring new drivers as well as attendance issues by current drivers. Transdev is working with the unions and is looking at potential incentive to alleviate these issues.

- **PASS-WEB, WEB-CARE**

SF Paratransit will be meeting with VTA to discuss their experience utilizing this program. A soft launch of WEB-CARE, which will allow Group Van agencies to reserve, edit, check, and track rides, is expected to occur in March/April 2018 while PASS-WEB, which will allow SF Access riders to reserve, edit, check, and track rides, is expected to occur in July/August 2018.

- **Paratransit Debit Card User Web Portal**

A pilot is planned with volunteers for the Paratransit Debit Card User Web Portal. Individuals will be able to view their trip history as well as report lost taxi debit cards. SF Paratransit is currently working with a credit card company to ensure that the website will be able to accept electronic payment for individuals' monthly allotments.

- **One Time Use Debit Cards**

One-time use debit cards are being re-introduced to Group Van agencies with clear instructions on the procedures of recording and reactivating the cards.

- **Mobility Management Activities**

A steering committee comprised of community representatives, government agencies, and members of the general public is being developed to help SFMTA and SF Paratransit continue to meet to help SFMTA develop its mobility management program. Staff is working with dialysis centers to encourage greater use of the taxi program by participants.

- **SF Paratransit Operations Facility**

One location is preferred and negotiations are underway.

Sam Alicia Duke asked if any of the older vehicles that have been named have been retired. Annette Williams replied that none have been retired and that if any are retired, the names will transfer over to a new vehicle. Jane Redmond requested that reservationists be required to state their name when they answer calls and gave her compliments to a certain reservationist who did. Mary McLain answered that all reservationists are instructed to state their names when they answer phone calls. Jacy Cohen mentioned that a client had issues with intercounty service recently, but that with assistance from SF Paratransit staff, the issue was resolved successfully.

Jacy Cohen asked when will the Group Van agencies expect to receive the MOU. Kevin McDonald stated that he is in the process of gathering all the necessary signatures from the Transdev side before making them available to the Group Van agencies. Marty Smith and John

Lazar both appealed to the SFMTA to develop a funding mechanism to help subsidize the cost of new vehicles for the taxi industry.

Public Comments

Sam Alicia Duke requested a copy of the roster and the vacancies on the PCC Executive Committee.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, January 24th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.