

Minutes
PCC Executive Committee Meeting
August 9, 2017
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Cheryl Damico, PCC Vice Chair; Jane Redmond, PCC Secretary; Adrienne Humphrey; Jacy Cohen; Kevin Lee; Mary McLain; Rodney Lee; Sandra Fancher; Sam Alicia Duke

PCC Members and Guests: Jon Gaffney; Robert Grant; Andrea Gletrum; Wendy Yu; Ash Rao; David Sheeter, Ian Trout; Simon Bertrang

PCC Executive Committee Member Excused: None

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Kevin McDonald; Justin Leong

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 were motioned/seconded/approved.

Approve Minutes of May 31st meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Roland Wong did not have any comments to share. Annette Williams added that we are fortunate to get an update on the Better Market Street Project.

Better Market Street Project

Ian Trout gave a presentation on the Better Market Street Project. He gave an outline of the current state of Market Street with four lanes of traffic and narrow boarding islands. Every hour, there are over 100 bus with about 464,000 boardings each day and another 80,000 pedestrians with many bicyclists utilizing Market Street. Market Street is also considered to be a high injury corridor due to all of these activities. The goal of the project is to improve safety and accessibility as well as the pedestrian, transit, and bicycling experience while enhancing the overall street life. Among the changes include new longer and wider boarding islands to improve accessibility as well as reducing the number of Muni Rapid stops by 50% and providing a dedicated bus lane. There will be turn restrictions; however, paratransit vehicles will be exempted. Commercial loading zones will be refined with consideration to high frequency paratransit trips in areas along the corridor. Traffic signals and audible pedestrian signals will be upgraded. The project is currently in the Conceptual Engineering and Transportation Impact Study phase of the project.

Kevin Lee asked with there was any consideration for all pedestrian crosswalk along Market Street. Ian Trout answered that the current plans do not call for this type of crosswalk. Kevin followed up by asking if there any enforcement was going to be done through camera enforcement on vehicles. Ian commented that type of enforcement is regulated by the state and not in the current proposal. Rodney Lee stated that he would like to see the curb at the 3rd St/Market/Kearney intersection realigned

Carol Osorio inquired as to whether funding will be used for public outreach on education and enforcement. Ian Trout replied in affirmation to her statement. Rodney Lee questioned how this project is being funded. Simon Bertrang, from the Department on Public Works, answered that some funding is from existing grants while other funding is dependent on federal funds. Jane Redmond would like to see bicycles be licensed.

SF Access Subcommittee Meeting

Mary McLain read the following:

- **Service Quality Discussion**

Mary McLain of Transdev reported the Group Van expansion started June 1st following massive recruiting and training. This included making sure all new and former BayMed drivers had proper permitting and licensing. Service has smoothed out during the first week, while staff have been dedicated to making sure SF Access service was not negatively impacted. 22 new minivans have been placed in service, with 27 new cutaways expected to be added by the end of the summer. Installation of Brisbane's new phone system is expected within the coming weeks. There has been a recent spike in mechanical failures of older cutaway vehicles, resulting in the need to maximize the use of minivans and sedans when possible. Jane Redmond and Sam Alicia Duke commented on the excellent performance of drivers on their recent trips.

- **Broker Report**

SF Access On-Time Performance (OTP) and Customer Service statistics were reported for March, April, and May. The purchase of smaller vehicles is being explored to replace current leased sedans, as they are better suited for off-peak service. The 1700 California St. location of Satellite Dialysis has been impacted by remodeling of the accessible entrance, and coordination with their management is ongoing to minimize any service disruptions.

Once the group van startup is completed, the analysis of scheduling software travel times compared to real world estimates will be resumed. The search for a new operations facility continues as Brisbane's current sublease ends in March of 2018. The current facility is not optimal, especially with regards to accommodating the expanded vehicle fleet.

The next PC&O SF Access Subcommittee meeting date is Wednesday, September 6th.

Group Van Subcommittee Meeting

Jacy Cohen read the following report:

- **Service Quality Discussion**

Mary McLain of Transdev reported that the number of driver in Group Van service has more than doubled due to the transition. They identified and resolved issues with paper manifest formatting, initial data provided prior to startup, and clarifying agency requested drop-off and pick-up windows. Service was impacted by an unprecedented spike in mechanical failures of older vehicles. Communication with staff at transitional Group Van centers improved as relationships were established. Preliminary June data showed an additional 8,632 Group Van passenger trips were made. The first month of data is being evaluated in conjunction with the Brokers office to identify areas that require adjustment to improve service. Individual meetings with new and existing Group agencies are being scheduled. Group Van agencies expressed concerns about capacity to add participants needing make-up days, contacting Group Van dispatch in the late afternoon hours, and vehicle congestion at certain locations. Brisbane is collaborating with Stepping Stone on how to best provide the requested manifests and monthly trip data. Agencies expressed their support for efforts advocating increased flexibility in state ADHC requirements.

- **Broker Report**

Group Van On Time Performance (OTP) and Customer Service stats for March, April, and May were reported. Kent also provided OTP, no-show, and passenger load data for transitional agencies, indicating where improvement should be made. 22 new minivans were recently received to free up larger cutaways for Group Van service, and 27 cutaways are on order. The WebCare application allowing agencies to access trip info online is anticipated to be available by end of 2017 or early 2018. Marc Soto reported that two potential operation facility sites have been identified ahead of Brisbane's lease expiring in March 2018.

The next PC&O Group Van Subcommittee meeting date is October 11th, 2017.

Wendy Yu asked why there are a lot of mechanical breakdowns. Mary McLain answered that they are operating many older vehicles that are in service all day.

Taxi/Ramp Taxi Subcommittee Meeting

Fred Lein read the following report:

- **Comments from the Chair**

Vice Chair Fred Lein announced Yellow Cab of SF restructuring is going well. Drivers are being given various options for leasing or owning cabs. Parent company CityWide Taxi implemented two employee-driver ramp vehicles effective 8/1/17.

- **Service Quality Issues – Taxi Services**

Sam Alicia commented she was most recently given a four-hour wait time for a ramp taxi. Kent reported the soon-to-be-distributed Q3 SF Paratransit Q3 SF Taxi Dispatch Services list will reflect that DeSoto/Flywheel has surpassed Luxor with the most ramp vehicles. Jonathan reported in May the MTA held two of three ramp driver and consumer listening sessions, focusing on their roadblocks; At the pending third session, the MTA will present and discuss potential tiered solutions such as a ramp driver cell phone list to distribute to consumers, a City-owned loaner ramp vehicle Other ramp driver-specific

solutions include being correctly identified as such in the Flywheel App. Some considerations include a ramp driver cell phone list to distribute to consumers, a City-owned loaner ramp vehicle and other ramp driver-specific issues, such as being correctly identified as such in the Flywheel App. Cheryl asked for a current list of ramp taxi certification instructors, and or if there isn't already one, to create one. Kristen will follow up. Kristen also mentioned multiple other potential short and long term initiatives to generate funding to support and bolster ramp taxi services and drivers

- **SF Paratransit Broker Report**

Taxi On-Time Performance and Customer Service statistics were reported for May, June and July. The broker is working with Cabconnect to update ITE software/firmware test procedures based on SFPT's business rules and DCCS technical specification compliance with the latest technologies. The newly implemented taxi medallion transfer process has been working well. The Flywheel App ramp taxi search parameters have been extended from 15 to 30-minute ETA and a list of ramp taxi vehicles was sent to Flywheel twice now. Flywheel identified 22 different drivers operating 11 different ramp taxis are enrolled on the App. MTA is working with Flywheel to enlist additional drivers. Kent will send the web link to the patron Portal pilot participants later today to start their next round of testing. A conference call will be scheduled next week to finalize the merchant services agreement with a bank to process online credit card purchases. Transdev continues to seek out a short and long term replacement locations for the paratransit Operations and Maintenance Facility before the current Brisbane location lease expires end of March 2018.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for November 1, 2017 from 10:30am to 12:30pm at the Broker's office, 68 12th Street, San Francisco

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 May, 85 percent in June, and 88 percent in July. Group Van on-time performance was 91 percent in May, 84 percent in June, and 88 percent in July. Taxi on-time performance was 95 percent in May, 99 percent in June, and 98 percent in July.

Ride time parameters are being analyzed and will be refined to better reflect actual traffic in San Francisco.

- **2017 SF Paratransit Fare Increase**

Starting July 1st, the fare for all van trips, including SF Access and Group Van, will increase to \$2.50 per one way trip, while for taxis the cost for \$30 worth of taxi value will increase to \$6.00. Fares on Shop-a-Round and Van Gogh will also be re-introduced. SF Paratransit riders are being informed of these changes.

- **Paratransit Vehicles Expansion**

SFMTA has procured 22 minivan to expand the existing fleet as well as 27 cutaway vehicles to replace current vehicles. Several vehicles are already in operations with the reminder awaiting inspection.

- **Paratransit Debit Card User Web Portal**

An orientation was held with pilot participants to go through the functions of the Paratransit Debit Card User Web Portal; however, during this meeting, there were some last minute adjustments that needed prior to its launch. These issues are being addressed and pilot participants will be notify soon as to when they can start using this function.

- **Group Van Transition**

The recent transition in service providers for the Group Van service was largely successful. Transdev staff met with the group van agencies transiting before and are continuing to meet with staff to follow up on any issues.

- **SF Paratransit Operations Facility**

SFMTA and SF Paratransit is currently searching for a facility with the goal of having a facility that is located within the city limits.

- **Mobility Management Activities**

Staff is currently stationed at 2 Gough, which is a centralized hub for many of the services provided by the Department of Aging and Adult Services. A steering committee comprised of community representatives, government agencies, and members of the general public is being developed to help SFMTA and SF Paratransit continues to meet to help SFMTA develop its mobility management program. The mobility management specialist position has been filed.

- **Trapeze Software**

Tablets are in the process of being procured and installed in paratransit vehicles to replace the Mobile Data Computers. SFMTA and SF Paratransit are preparing to launch PASS-WEB and PASS-CARE, which will allow users to reserve, edit, check, and track rides for the SF Access and Group Van service.

Public Comments

Sam Alicia Duke announced that she recently saw Jeanne Lynch at a Senior Disabled Action event about pedestrian safety on Masonic and Geary. Kevin Lee stated that there will be a meeting in Sacramento regarding TNCs and accidents.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, December 13th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.