

Minutes
PCC Executive Committee Meeting
October 4, 2017
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Cheryl Damico, PCC Vice Chair; Jean Marie Green, PCC Secretary; Adrienne Humphrey; Doug Callahan; Jacy Cohen; Mary McLain; Rodney Lee; Sam Alicia Duke; Sandra Fancher

PCC Members and Guests: Jon Gaffney; Gilbert Smith; Jon Canapary

PCC Executive Committee Member Excused: Fred Lein; Jane Redmond; Olivia Santiago; Roland Wong

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Kevin McDonald; Justin Leong; Kate Fitzpatrick; Tighe Boyle

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

Cheryl Damico, PCC Vice Chair, read the agenda. The agenda was motioned/seconded/approved.

Approve Minutes of August 9th meeting

Sam Alicia Duke mentioned that she was not listed as “Present” in the minutes from the previous meeting. The minutes were motioned/seconded/approved as amended.

Comments from the Chair

Cheryl Damico did not have any comments to share.

2017 Customer Satisfaction Survey

Marc Soto introduced Jon Canapary who presented the results from the 2017 Customer Satisfaction Survey. Jon provided some background information regarding the history of the survey. He stated that 537 individuals were interviewed about their most recent trip using SF Paratransit. Generally, survey questions are the same each year to allow SFMTA and SF Paratransit to track responses and progress year to year. Annette Williams added that this survey is meant to reach users who use the service but may not actively provide feedback about service with the SFMTA or SF Paratransit staff.

In 2017, the overall customer satisfaction with the SF Paratransit program was 83 percent, which is comparable to the most recent survey in 2015. The majority of riders stated that their trip was for medical purposes. When asked about their most recent trip experience, 90 percent had a favorable approval, which is comparable to result of the same question in 2015. SF Paratransit

taxi riders had a slightly higher approval of 93 percent for their most recent trip. For those who rated their most recent trip as fair or poor, many explained that their driver was late or that the driver was unfocused. In addition, many taxi riders were unaware of the on-time window for taxis, which is 30 minutes from the time of the request. For SF Access riders, 60 percent of users did not know the on-time window, which is five minutes before to 15 minutes after the scheduled pick up time. For the Broker's service, the customer satisfaction was 94%; however, about half of all respondents did not engage with the Broker's office in the past year. Marc Soto added that the percentage of individuals with a smartphone increased compared to 2015.

Mary McLain asked if there was a chance for users to provide open-ended comments on their experience. Jon Canapary replied that respondents were provided the opportunity to provide open-ended comments and that they are made available verbatim at the end of the survey results. Doug Callahan suggested that comments card be made readily available to riders with Marc Soto insinuating that boxes will be installed in the vehicles to accommodate this request. Jean Marie Green asked if there were specific comments about their driver's rudeness. Jon answered that they are included in the result and categorized. Kristen Mazur wondered if external conditions may have affected the results. Jon stated that he does not believe that external conditions affected the survey results and mentioned that the survey takes place over a three week period, minimizing the possibility of external factors affecting the survey results.

PCC/MAAC Annual Meeting

Jonathan Cheng provided the committee with an update about the upcoming PCC/MAAC Annual Meeting. He stated that the event will be held on Saturday, November 4th at the Arc San Francisco and will be from 1PM-4PM. He also announced that there will be a PC&O Planning and Review subcommittee meeting next Wednesday, October 11th at the SF Paratransit office at 2PM to discuss the logistics of the event as well as to decide the member awards.

SF Access Subcommittee Meeting

Mary McLain read the following:

- **Service Quality Discussion**
Mary McLain of Transdev reported that they are working to reschedule around 900 subscriptions for dialysis patrons, as regulatory changes have impacted appointment times at most of the 13 units served. Delivery of 22 new minivans and 27 Glaval cutaways is complete. All new vehicles have entered service except for six cutaways, which should be in service shortly after their final inspections this weekend. Brisbane will have a new phone system installed during the coming weeks, which will provide better reliability, monitoring, and data collection. Brisbane is also seeking to fill the position of Call Center Supervisor. Contingency plans were prepared in anticipation of potential requests from emergency services during protest activities and excessive heat advisories. New vehicles are awaiting the installation of tablet computers, which will result in more accurate information through the automated call reminder system.
- **Broker Report**
SF Access On-Time Performance (OTP) and Customer Service statistics were reported for June, July, and August 2017. OTP improvements relative to Spring 2017 were attributed to updated scheduling software travel-time parameters, recovery from late-

winter staffing shortages, and the addition of new minivans. The previously referenced changes to dialysis scheduling were discovered during the Broker's field observations and were confirmed through contacting staff at each dialysis unit. Kate Fitzpatrick has moved from the Taxi Monitor position to become the Mobility Management Specialist and the Broker is seeking to fill the vacant position. Two locations are currently being considered for a new operations facility, with a goal of committing to a site by January 2018 as Brisbane's sublease expires in March 2018.

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

Paratransit Broker Report

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

- **On Time Performance**

SF Access on-time performance was 89 percent in July, 87 percent in August, and 87 percent in September. Group Van on-time performance was 89 percent in July, 87 percent in August, and 77 percent in September. Taxi on-time performance was 98 percent in July, 97 percent in August, and 99 percent in September.

The Group Van on-time performance percentage for September has not been finalized due to the need to manually enter some of the trip data.

- **Paratransit Vehicles Expansion**

SFMTA has procured 22 minivan to expand the existing fleet as well as 27 cutaway vehicles to replace current vehicles. All vehicles are currently in service. There are plans to also procure 20 additional cutaway vehicles and possibly 10 grant funded hybrid sedans. Also, 11 5310 funded cutaway vehicles are expected to arrive from Group Van agencies.

- **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.

- **Group Van MOU**

New MOUs were signed with the Group Van agencies. SF Paratransit staff is also re-evaluating the routing of some of the sites to ensure maximum efficiency

- **SF Paratransit Operations Facility**

SFMTA and SF Paratransit are in the process of evaluating two potential facilities to stage SF Paratransit operations

- **Ramp Taxi and Flywheel**

Ramp taxi drivers and staff from CabConnect met to discuss several issues drivers have been encountering when interacting with the Flywheel app.

- **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 currently working to strengthen the travel training program.

- **Trapeze Software**

Tablets have been procured and are currently being 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. Plans are to allow Group Van agencies to use their software in the first half of 2018.

- **Staffing Changes**

Gilbert Smith was introduced as the new Call Center Manager for the Operations team.

Public Comments

Annette Williams mentioned that the CPUC is working on a surcharge for TNCs to pay for accessibility improvements.

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.