

**Minutes**  
**PCC Executive Committee Meeting**  
**May 11, 2022**

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Jane Redmond, PCC Vice Chair; Cheryl Damico PCC Secretary; Roland Wong, PC&O Chair; Craig Nelson; Jacy Cohen; Jessica Felix; Joan Kwansa; Kevin Lee; Mara Math; Mary McLain; Susan Kitazawa

PCC Members and Guests: Daveed Mandell, Bob Walsh, Nina Kojn, Tracey Gamedah

PCC Executive Committee Member Excused:

SF Paratransit Staff: Marc Soto; Joe Skelton; Kevin McDonald; Justin Leong; Carol Osorio; Matthew Teixeira; Annmarie Wong

SFMTA: Annette Williams; Jonathan Cheng

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

**Read and Approve Agenda**

Cheryl Damico, PCC Secretary, read the agenda. The agenda were motioned/seconded/approved.

**Approve Minutes of March 16<sup>th</sup> meeting**

The minutes were motioned/seconded/approved.

**Comments from the Chair**

Marty Smith would like for there to be greater outreach to prospective seniors and persons with disabilities who may be eligible for ADA Paratransit.

**Scoot Shared Adaptative Scooter Program**

Bob Walsh gave a presentation on the Shared Adaptative Scooter program at Scoot. Scoot was one of the first electric scooter companies that were permitted to operate in San Francisco. To request a scooter, you would locate and activate it through your smartphone. While the scooters are used for a variety of trips, they have been good for first/last mile purposes.

As part of the permit to operate in San Francisco, Scoot was required to provide an adaptive vehicle option to persons with disabilities. SFMTA required companies have a complimentary adaptive program, which provides vehicles on request as opposed to on-demand on the street. There are three different types of adaptive electric vehicles offered by Scoot. Individuals can reserve an adaptive vehicle and it will be delivered to the individual. During the delivery, a person would also adjust the settings and provide instructions on how to use the adaptive scooter. There is no cost for to reserve an adaptive scooter.

Cheryl Damico asked if one could rent this kind of vehicle if their wheelchair breaks down and needs to be repaired. Bob Walsh responded that they have spoken with the Independent Living Resource Center and will donate one of these such adaptive vehicles for long term rental. Jacy

Cohen mentioned that they worked with Spin to provide feedback from ARC students around design. She suggested that outreach and partnership with Bay Area Outreach and Recreation Program (BORP) to do in-person outreach in Golden Gate Park or at the Pomeroy Center. Bob Walsh stated they did participate at an event in Golden Gate Park in November 2021 and did one for SFUSD/ARC students. Roland asked that the SFMTA could send the PCC a notice about the next outreach for the adaptive scooter program event. Erin McAuliff will follow up on the recommendation that a SFMTA require for all scooter programs to host in-person activities.

Cheryl Damico asked how much the cost for a rental is. Jane Redmond also questioned the cost of the rental. Bob Walsh stated that the rental for the adaptive scooters is free but that there is a three consecutive day rental limit. He also reiterated that this adaptive scooter program is a requirement as part of the SFMTA permitting process. Mara Math questioned how far in advance could one make a reservation. Bob replied that there is a minimum 12 hours' notice is required for reservations with a preference of at least 24 hours' advanced notice. There is flexible advance reservation available as well. Jane asked about the availability of the adaptive scooters. Bob indicated that there is availability right now, however, there might be instances in which the preferred vehicle is not available due to demand. Over the past year, there have been four reservations for adaptive scooters.

Roland Wong inquired about the battery life and speed of the adaptive scooter. Bob Walsh indicated that the battery life varies, depending on the size of individual and terrain, and individuals can request a charger. There are three different speed settings

Jane Redmond asked if these adaptive scooters could be used in a ramp taxi. Bob Walsh stated that they would have to double check. Jessica Felix questioned if there is any verification process for prospective renters. Bob stated that there is no verification process, but this could be addressed with SFMTA if there is abuse.

### **PCC Bylaws Review**

Jonathan Cheng provided an overview of the proposed changes to the PCC Bylaws. He stated that on March 30<sup>th</sup>, PCC members met to review the existing bylaws and made the following proposed key changes:

- Increases the number of Unaffiliated Disabled from five (5) to seven (7)
- Increases the number of Unaffiliated Elderly from six (6) to seven (7)
- Decreases the number of Affiliated Disabled from six (6) to four (4)
- Decreases the number of Affiliated Elderly from five (5) to four (4)
- Any prospective Executive Committee member must attend at least three (3) PCC Executive meeting prior to nomination
- All PCC Executive Committee members shall commit to participating one of the PC&O subcommittees or another ad-hoc group, like the ADA Eligibility Appeals Hearing or Ramp Taxi Medallion Interview

Jessica Felix that it might be difficult for prospective members to the attend the three meetings prior to nomination for drivers. Mara Math inquired what is defined as a "meeting." Jonathan Cheng answered that a "meeting" would be a regular PCC Executive Committee meeting. Susan

Kitazawa would like for participation in subcommittees to be a part of the three meeting requirement. Mara recommended that we change it to two meetings. Roland Wong said that he would be fine with lowering it to two meetings if it is only PCC Executive Committee meetings counted. He stated that through his years on the PCC, he has seen many members join without knowledge about what the committee is about and orient themselves. Jacy Cohen would like to include subcommittee meeting as part of the meeting requirement as she believes that it is not just about showing up, but that engagement is required. Both Cheryl Damico and Mara Math liked Jacy's idea.

Jacy Cohen mentioned that it would be great if one of the PCC officers or staff had a discussion with prospective member prior the joining. Kevin Lee would like an orientation packet given to new PCC members and Roland Wong and Jane Redmond concurred. Jane would like more recruitment of members; Susan Kitazawa would like more advertisement for the PCC in Paratransit vehicles and available in non-English languages. Kevin Lee asked to organize a working group to develop an orientation packet for new members.

Mara Math requested information as to how to participate in the ADA Appeals. Jonathan Cheng stated that Cheryl Hac can reach out to any interested members. Jane Redmond suggested a change in the language for the subcommittee requirement to change from "required" to "strongly encouraged" as it may be difficult for people to commit to participate in a subcommittee meeting. Susan Kitazawa approved of the shift in seats to the unaffiliated caucuses.

The PCC bylaws were approved with the following amendments:

- Any prospective Executive Committee member must attend at least three (3) PCC meetings, including Executive Committee and/or subcommittee meetings prior to nomination
- Article VII, Section 8: Language "shall be required" will be replaced by "strongly encouraged."

### **PC&O Group Van Subcommittee Report**

Jacy Cohen read the following report:

- **SF Paratransit Status Update**  
Joe Skelton reported on March's statistics.
  - Group Van provided just over 477 trips, with a 24.5% increase over February.
  - Group Van On Time Performance was 94%
  - No Complaints for Group Van in March.
- **Group Van Service Reintroduction Task Force**  
Mary McLain's team are working on Group Van requests. She advised that they received requests from Institute on Aging and Catholic Charities and the Russian American Center. Centers who requested for a June 1st Group Van start date were; Bayview Hunters Point, L'Chaim, Stepping Stone Golden Gate and Presentation.
- **Agency Status Reports**

- Self-Help's DAS (Department of Disability and Aging Services) branch advised it was business as usual and all vehicles are operating well with no mechanical issues.
- Kimochi reported the Senior Center is not open yet. They have not reinstated trips to the Adult Day program center currently.
- Steppingstone Mission Creek has been revising their Group Van Scheduled list due to a change and staff. Current routes to the center are running fine.
- Steppingstone Presentation advised that they submitted their scheduled previously and are awaiting the new routes to start.
- Russian American Center reopened their dining room and has some clients returning for meal programs. They have submitted a schedule request and are awaiting service to start.

The next PC&O Group Van Subcommittee Meeting date is July 13, 2022

### **PC&O Taxi/Ramp Taxi Subcommittee Report**

Jessica Felix read the following report:

- The meeting began at 10:33 a.m. Minutes from 5/2/2022 were approved and the agenda for 08/04/2021 was read and approved.
- **Comments from the Chair**  
Jessica, T&RT Vice Chair, said she believes several of the changes coming to the taxi industry are going to negatively affect SFPT riders access to taxi service.
- **SF Paratransit Broker Report**  
Joe Skelton said March paid about \$8600 in ramp incentives. The number of taxi trips is increasing. Complaints in February were at 10, March and April both had 6. No ramp related complaints. Marc Soto briefly mentioned various IT systems related updates and changes occurring at the broker.
- **Rider Service Quality Issues**  
Marty Smith and Craig Nelson receiving rider feedback on FW app no shows. Mara Math said she has had YoTaxi drivers divert from her order without sending order back into system. Cheryl Damico said she uses the Ramp Driver Cell Phone List to get rides. Riders and drivers mentioned problems with reaching Yellow dispatch, appears to be system overwhelmed. Susan K asked who to contact to get rider's name correct on an ETC. Kevin McDonald gave his email address.
- **Driver & Cab Company Issues**  
Barry Taranto said the flyer showing all the SFPT issued cards very useful. He wants increase in the 10% tip limit on paratransit, without increase he will stop doing SFPT rides. Jonathan, SFMTA, said they are reviewing the data and will keep the PCC updated. Jessica said SFPT is better than FW app with 13% fee. Craig Nelson said no need to increase 10% tip. If tip amount was resulting in difficulty getting a taxi, complaints would show that. Barry asked if there are limitations on where ETC riders can go. SFMTA stated no limits. Susan Kitazawa asked if any drivers present are part of the

“withlean.com” pilot Hansu told her about. Jessica asked the SFMTA if they are pressuring Flywheel about paying drivers. Several approaches for resolution were discussed. Marty asked about SFPT riders using Uber and if drivers would be paying 15% fee. Marc said SFPT cards cannot be entered into the Uber app. Annette said to contact SFPT for any issues related to them.

- **Ramp Bypass Incentive**

Jessica asked about an update on SFO ramp bypass program. Specifically ramp access to short line. Annette said they were reviewing data and working with SFO.

- **Upfront Pricing**

SFMTA was given approval from their board to move toward upfront pricing. Jessica said fares do not have to be at regular taxi fares. With Uber, drivers will be paid less than meter, surge pricing affect SFPT riders’ access to taxis. Isn’t supposed to have begun but YoTaxi is has been sending out upfront paid rides for over a month and the fare is always less than the meter. Question as to why this is being allowed by regulators.

- **Public Comment**

Craig Nelson brought up the cost of Ramp vehicles that are within the year range allowed for incentive program. Asked if an exception can be made for the year of the vehicle if the 60000 max mileage was met. Annette said she will get back to him on that, she is aware as SFMTA is having same problem.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for August 3, 2022.

Cheryl Damico asked if there is any feedback about the recent SFO access changes. Jessica Felix indicated that there is a meeting tomorrow with SFMTA Taxi Services and right now, there are no changes. Annette Williams added that SFMTA is monitoring the data as there is only six weeks of data. Craig Nelson mentioned that there are ramp taxis that do not complete trips in San Francisco and are only doing trips at the airport. Marty Smith does not think that upfront pricing will help the taxi industry.

### **Paratransit Broker Report**

Joe Skelton, Mary McLain, Marc Soto, and Annette Williams reported as follow:

- **Service Level Statistics**

SF Access is operating at about 70 percent of pre-pandemic levels. Paratransit taxis are approximately 75 percent while Group Van is at around 27 percent of pre-pandemic levels. As agencies resume in-person activities, Group Van service is expected to increase in the upcoming months.

- **On Time Performance**

On time performance for taxis was 96% respectively in March and April 2022. For the SF Access service, the on-time performance from March and April was between 98%. Group Van on time performance during this same period was between 88% and 92%.

- **EMS program**  
SFMTA was honored by the National Association of County and City Health Officials with the 2022 Innovative Practice Bronze Award for their participation in the city's Emergency Medical Service transport program as part of the city's response to COVID-19.
- **Clipper 2.0**  
MTC is working on the next generation of Clipper Cards, which will include fare payment for Paratransit. This will require SF Paratransit to update its Trapeze system. SFMTA has agreed to be the test pilot this new edition of the Clipper Card and are hoping to complete the installation of the updated Trapeze software by November 2022.
- **Taxi Activities**  
Staff is working with Yellow Cab to address GPS data issues concerning duplicate trips and blank trips and are currently withholding payment for these types of trips until it is resolved. The previous issue with missing GPS data has largely been resolved.
- **Group Van Activities**  
Staff continue to work closely with Group Van agencies and remain responsive to their needs, especially as the new variant impacts demand.
- **Broker IT Activities**  
SF Paratransit is currently undergoing a transition to a new IT vendor for SF Paratransit with the new vendor, ThinkConnected, to start in June 2022. Currently work is ongoing to complete the transition to the FirstNet system. Updates to the backup data centers is ongoing as well.
- **SF Paratransit Staffing Update**  
At the May 3<sup>rd</sup> SFMTA board meeting, the Transdev employees and taxi drivers were honored for their work. The Transportation Planner position has been filled.

Mara Math experienced trip reminder calls that were sent out three minutes in advance as opposed to 10 minutes in advance as well as inaccurate day-before IVR calls. Marc Soto stated that staff will follow up.

Susan Kitazawa raised concerns about the masking policy on public transit due to concerns within disability community. Annette Williams stated that the masking policy for Paratransit will mimic SFMTA's policy. Currently, masks are recommended but not required and SFMTA will continue to take direction from public health. Susan asked if there are any opinions from drivers about masks on vehicles. Mary McLain indicated that most drivers are still wearing mask and reported that a majority of riders continue to wear masks

Roland Wong asked if SF Access ticket will still be available through the MuniMobile app. Marc Soto indicated that it would not. Roland the inquired as to how one would use the next

generation of the Clipper card to pay for their SF Access trip. Marc Soto stated that the Clipper card number will need to be added to a rider's information in Trapeze. At the time of reservation, the rider will be asked if they want to use Clipper card for payment and fare amount will be deducted once the person has onboarded.

Tracey Gamedah stated that drivers have told her that one could make multiple stops but not pay. Marc Soto stated that while that is not official policy, but that very short stops are allowable.

### **Public Comments**

Craig Nelson stated that gas prices are impacting the cost of operating a ramp taxi. Kevin Lee mentioned that the YoTaxi app has been automatically cancelling trip requests and would like to see a centralized dispatch. Susan Kitazawa asked if split tender work for trips in which riders do not have enough funds and pay the difference in cash. Marc Soto confirmed that split tender has always been permissible.

### **Adjournment**

The meeting adjourned at 12:30 pm.

**The next PCC meeting will be held on Wednesday, August 17<sup>th</sup> from 10:30 a.m. to 12:30 p.m.**