

*San Francisco Paratransit Coordinating Council*

*c/o Muni*

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**Minutes**

**PCC Executive Committee Meeting**

**August 19, 2015**

**1 South Van Ness Avenue, 2<sup>nd</sup> Floor Conference Room**

PCC Executive Committee Members Present: John Lazar, PCC Chair; Bruce Oka; PCC Vice Chair; Cheryl Damico, PCC Secretary; Marty Smith, PC&O Co-Chair; Roland Wong, PC&O Co-Chair; Aisha Jackson; Fred Lein; Gilda Chico; Jacy Cohen; Jeanne Lynch; Jean Marie Green; Kaye Griffin; Mary McLain; Michael Zaugg; Roland Wong; Rodney Lee; Ruach Graffis; Sam Alicia Duke; Sandra Fancher

PCC Members and Guests: LaShonti Woods; Lurilla Harris; Max Lazar; Scott Moore; Hilario Reyes

PCC Executive Committee Member Excused: Adrienne Humphrey; Jane Redmond

SF Paratransit Staff: Marc Soto; Kent Hinton; Kevin McDonald; Kate Fitzpatrick

SFMTA: Annette Williams; Jonathan Cheng

John Lazar, 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 was motion/seconded/approved.

**Approve Minutes of May 27<sup>th</sup> meeting**

The minutes were motioned/seconded/approved.

**Comments from the Chair**

John Lazar was interested in hearing more about the upcoming Jewel McGinnis luncheon. Upon reviewing the SF Paratransit statistics report, the on-time performance rate has remained steady but would like more information regarding the rise in complaints. John believes that the rise in the number of complaint may be due to the increased congestion in the city, causing SF Access vehicles to be late in their pick ups. John also asked drivers as to how the recent turn restrictions on Market St. have affected traffic. Fred Lein stated that traffic is a lot clearer going along Market St. Marc Soto mentioned that in the beginning, traffic control officers did not allow SF Paratransit vehicles to make the turn, but this has been resolved since then. Annette Williams stated that the goal of the turn restrictions is to provide better access to taxis and SF Paratransit vehicles. John would also like TNCs to get the same amount of required training as taxis, which is about 32 hours. He would also like to see improved access for taxis at AT&T Park.

**Transdev Progress Report**

Mary McLain introduced Scott Moore, the new maintenance manager for Transdev operations team. In addition, Kim Perry was promoted from safety trainer to the safety manager and Jose

Toledo was hired to serve as the call center supervisor. Mary also announced that Transdev was successful in ratifying three separate five year agreements with the unions representing the drivers, bus aides, call center employees, and maintenance staff.

Several issues occurred in the past few months that have impacted service quality. Mary McLain stated that at the end of July and early August, there was a high absentee rate among drivers and dispatchers in conjuncture with a loss of drivers. While this has impacted on-time performance, during time, some drivers have stepped up and have helped fill in for some of these shifts. In addition, some riders were spoken to and their “casual” trips were rescheduled as subscription trips in order to better serve them. Sporadic Internet outages have also affected the ability for provide exemplary service. As recruitment of new drivers continues, Mary has noticed that more of the new applicants have driving experience. However, Mary remains committed to ensuring that all driver trainees undergo the proper training before being deployed. As part of this training, a new segment of training is devoted to educating drivers about Vision Zero. Vision Zero is part of a citywide initiative to reduce pedestrian deaths to zero by 2024. A training video was integrated into the training and was well received from drivers. Dispatching staff has also undergone training with support from corporate staff. Finally, 12 vehicles are undergoing vehicle rehabilitation to prolong their use in the SF Paratransit program.

Marc Soto added that the high absentee rate has affected on-time performance as well as service quality. He stated that if a driver does not show up for their shift, their assigned route must be rescheduled and added onto the scheduled of other drivers. This will affect Transdev’s overall ability to deliver service as the SF Access service provider. Marc also applauded both the management team and unions for reaching an agreement that will ensure that employees will have continual wage and benefits increases for the next five years.

Gilda Chico stated that she made a request for a subscription trip but has not heard back. Marc Soto replied that they will follow up on her request for a standing order. Gilda also commented that she received a phone call for a return trip stating that the bus will arrive three hours after her scheduled pick up time due to her assigned vehicle breaking down. Lurilla Harris mentioned that while she experiences late pick ups on a daily basis, there was one day where all her pick ups were on-time.

#### **Update on the SF Paratransit Brokerage RFP**

Annette Williams provided an update as to the current status of the SF Paratransit Brokerage RFP. The current brokerage contract expires in June 30, 2016. It is expected that the RFP will be presented the SFMTA Board of Directors by late September and early October. A select committee of the PCC has been selected and the draft RFP is being made available to these members to review and provide feedback.

Bruce Oka asked how long the contract is. Annette Williams answered that a five year contract with an option for a five year extension. Cheryl Damico inquired as to whether the PCC members who will be reviewing the RFP have been chosen. Annette replied that they have been selected and would like to keep their participation anonymous.

#### **Jewel McGinnis Luncheon**

Jonathan Cheng announced that the 2015 Jewel McGinnis luncheon will be held on Wednesday, September 16<sup>th</sup> at the Exploratorium. The group will meet at 11AM and will have lunch at the Seaglass Restaurant. Afterwards, the group will be able to visit the Exploratorium at their own leisure. Jonathan mentioned that invitation forms are being passed around and requested that members complete them so that he can get a sense of how many individuals were interested in visiting the museum. He added that the lunch menu is being finalized and will be distributed members shortly.

Jeanne Lynch asked where the lunch options are. Jonathan Cheng replied that the lunch menu is being finalized and will be sent out to members shortly.

### **PC&O SF Access Subcommittee Meeting**

#### **1. Service Quality Discussion**

SF Access On-Time Performance (OTP) was 85.18% in May, 85.32% in April, and 84% in March. SF Access complaints totaled 74 in May, 44 in April, and 88 in March. SF Access complaints per 1,000 trips were 3.45 in May, 1.98 in April, and 3.9 in March. The Transdev SF Access service provider has made personnel improvements, including the hiring of a Control Center Supervisor and a Maintenance Manager. The position of Safety Manager remains vacant. The service provider is close to reaching labor negotiation agreements with each of the three related labor unions. The service provider is near a final determination on bus rehabilitation and retirement schedules.

#### **2. SF Paratransit Broker's Report**

Various technological developments are underway, including a DriveCam system on vehicles, acquisition and implementation of additional Mobile Data Computers (MDCs) on vehicles and Trapeze software version upgrades. The Broker is working with Luxor Cab to reach a service agreement for taxi-backup service to assist with peak demand and difficult pickups on SF Access service. The Broker is working with Flywheel to test the ability of Flywheel's in-taxi equipment as a means to pay taxi fares using a Paratransit taxi debit card, as well as the ability for clients to hail cabs electronically. The Broker will soon begin testing their DCCS patron portal, where Paratransit clients could check balances and add fare to their Paratransit taxi debit card. The Broker is near implementation of its policy of transport refusal for clients who do not pay SF Access fares.

The next SF Access PC&O meeting will be Wednesday September 2, 2015.

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

Marty Smith read the following report:

#### **1. Service Quality Discussion**

Sam Portnoy of BayMed pointed out frequent issues with onboard riders that contribute to increased ride times. Marc Soto of Transdev encouraged Sam and all service providers to communicate these issues to the Broker's Office to seek assistance. Mary McLain of Transdev discussed an upcoming labor shift-bid and committed to communication with centers in advance of any changes to driver assignments. Mary added that phone system

improvements were underway. Elsa Ng of Self Help for the Elderly pointed out some errors in manifests generated by Transdev for drivers to her center. Jacy Cohen of The Arc stated that there have been occasional late arrivals of Transdev vehicles to her center. Jacy also announced transitions occurring by which some functions of ARC at Bay Street will be moved to ARC at Howard Street. Nicole Clause of Stepping Stone informed Kent Hinton of Transdev about issues related to BayMed service. Kent announced that the Broker's Office would meet with BayMed to address and offer solutions to these issues.

## **2. Broker Report**

Overall Group Van On-Time Performance (OTP) was 96.85% in June, 95.35% in May, and 94.7% in April. Transdev OTP was 92% in June, 91.5% in May, and 87.4% in April. There was 1 Group Van complaint in June and 1 compliment, both related to BayMed. There were no complaints or compliments in May. There was 1 complaint in April related to Transdev, and no compliments. The Broker's Office is in the process of acquiring and implementing 13 new Mobile Data Computers (MDCs) and 20 used MDCs. SF Paratransit would soon undergo a software upgrade of their Trapeze programs. Paratransit Rider's Guide 1 is near completion. Selected vehicles in need of repair would soon receive rehabilitation. There are open positions within Transdev for which applicants are welcomed to apply at Transdev's North America website.

## **3. Peer Escort Discussion**

Karen Garrison of Felton Family Services Agency provided information regarding the Peer Escort Project. She explained that the program utilizes volunteers who receive training to cooperate with centers and service providers and ensure safe transport of "at risk" clients from Group Van centers to homes. Karen provided handouts which describe the program and recruit volunteers.

The next PC&O Group Van Subcommittee meeting will be Wednesday October 14, 2015.

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

### **1. Comments from the Chair**

Vice Chair Martin B. Smith's only comment was he was very glad to be here.

### **2. Service Quality Issues – Taxi Services**

There was a lot of discussion around national and local media reporting about rideshare completion with taxi companies, as well as the one new and few old companies who have or are in the middle of re-branding with different names.

Marc Soto voiced two frustrations regarding new colors moving equipment without reprogramming it - which is critical to the paratransit debit card tracking, and all credit cards – and the resulting (administrative staffing); and new taxi companies should fulfill the complete checklist of requirements before being allowed into service.

Marty Smith added concerns over the new company not having the correct workers comp insurance as well. He also said used the new Luxor App to get to this meeting and it worked great.

### **3. SF Paratransit Broker Report**

- Ramp Taxi Driver Incentives - Kent reported the broker paid \$7,850 in April, \$7,630 in May and \$7,090 in June. The primary reason for the drop was due to Arrow stopped service in April and there's been a delay in tracking where drivers went and because of the new color, Union Cab who are still doing IVR transactions. In April Vena Cab won the company incentive (primarily from a single ramp vehicle, but it was out of service for repairs in May and June). Luxor won in May and June. Data just came in for July, which will take a few days to be worked through.
- Complaints & Compliments - In May, there were a total of 9 complaints (6 sedans, 3 Ramp) and one sedan compliment. In June, there were 9 complaints (all sedans) and one compliment. In July, there were 19 complaints (17 sedans, one Shop-around taxi and one ramp) and one ramp compliment.
- Broker Initiatives – Kent reported the Taxi On-Time Performance (OTP) in May was 93.3%; June was up to 98.61%; July was down to 93%. One change was starting we started a new program in June of receiving a daily email list of riders to randomly call within two days, except for Monday calls from the weekend. We also started making more calls.
- Kent announced Kate Fitzpatrick replaced Jason Quon as the new Transdev Contract Compliance and Field Monitor for Taxis. There is also an opening for a Data Analyst and lobby Teller. Meanwhile the former Data Analyst Yvonne Breukers is filling in as a part time consulting basis as well as a Temp who is handling the day-to-day activities.
- We are very close to reprinting the updated Riders Guide 1. Hopefully within a day or so they will start printing. As soon as that is locked in, we'll move on to similarly editing rider's Guide 2 & 3.
- The new Flywheel tablet or smartphone app has been approved for drivers to process debit card transactions. So there is now Flywheel ITE (In Taxi Equipment) software in Desoto cabs. To clarify again that ITE app is totally different from the Flywheel e-hail app for patrons to call for a cab.
- Ongoing talks with Luxor about possibly dedicating a small segment of dedicated sedan service for paratransit are not off the agenda yet.
- The goal to complete repurposing the 20 used devices and receive the 13 new mobile data computers and have them all installed in busses and operating in the field is by November 30th.
- Transdev has located two 5310 busses from Petaluma that can be reassigned to here for Stepping Stone Adult Day health center, who will make the acquisition and title transfer. Probably Transdev will operate those busses for them. Plus Stepping Stone is in line to receive two more new busses, which will all be helpful to absorb the growth they have incurred from other centers that have shut down, such as Laguna Honda.
- Transdev has been spending a lot of energy with Supervisor Yee's office and t Ocean Dialysis Center to identify better solutions for Paratransit bus access in front.
- Back to taxi issues, final changes to the taxi internet patron portal updates are in final stages and coming soon.

- Transdev has been in discussions with Flywheel the past six months to provide a smart phone application that allows you to hail a taxi on your smartphone. The draft 48-page agreement has been reviewed and commented by the City attorney and forwarded to Flywheel's attorneys to complete the work.
- City of SF has a program they're working on called Vision Zero, to eliminate pedestrian accidents in the City. They have put out a very good video to bring drivers' attention to the subject and really focus on what you're doing as a driver. Kent will share that information with Marty and the other taxi companies to incorporate into employee safety training.

#### **4. Public comments for items not on today's agenda**

Alicia Sam has been requested by Turn's campaign to include internet service as a part of the Lifeline service. They are hoping to use this program campaign to make internet freer access money-wise so everyone involved with transportation can use a computer from home to find information about their particular transportation access. The statewide publicity campaign will go out in November.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for November 4, 2015, from 10:30am to 12:30pm at the Broker's office, 68 12th Street, San Francisco.

#### **Paratransit Broker's Report**

Kent Hinton and Marc Soto reported as follow:

- **SF Paratransit On-Time Performance**  
On-time performance in August for SF Access is about 84 percent, for Group Van is 87 percent and taxi is 100 percent.
- **Complaints**  
Most complaints that are reported to the SF Paratransit Broker are primarily for SF Access and center around very late and missed trips as well as issues with the telephone system. Most taxi complaints involved issues with drivers processing the taxi debit card.
- **New Vehicles for the SFMTA Group Van**  
SF Paratransit is coordinating with Stepping Stone to bring two additional 5310 vehicles into the SF Paratransit program. This will allow SF Paratransit to have additional vehicles to operate the SF Access and Group Van service.
- **Ocean Dialysis Traffic Issues**  
SF Paratransit staff has met with staff at Ocean Dialysis as well as Supervisor Yee's office to discuss some ongoing parking issues in this area. There have been several accidents involving SF Paratransit vehicles. SFMTA is proposing several recommendations to address the loading/unloading issues there.
- **Trapeze version 14 Software Upgrade**  
SF Paratransit recently upgraded the Trapeze software to version 14. This upgrade will address some security issues that were raised from the Controller's audit that was conducted about one year ago.

- **E-Hail Mobile Application**  
SF Paratransit is working to integrate the existing SF Paratransit taxi debit card to an electronic hailing service to allow riders to use it when they hail a taxi through their smartphone. SF Paratransit is working with a company to discuss details and agree on the principles of the work. An agreement is currently under review before they can begin to do the necessary engineering work.
- **Rider's Guide**  
Rider's Guide 1 is currently being printed and Chinese, Russian, and Spanish versions are being translated. Rider's Guide 2 and 3 will undergo revisions soon.
- **Debit Card Patron Portal**  
Currently they are working with CabConnect to allow SF Paratransit riders to view all transactions, account information, and load value onto their SF Paratransit taxi debit card. A preliminary demonstration was completed to SFMTA and a few changes must be completed. Next steps include a future demonstration to the committee and a pilot of the patron portal.
- **Mobile Data Computers**  
20 Mobile Data Computers were obtained by SF Paratransit from another transit agency. SF Paratransit is currently working to transfer the ownership to SFMTA before they can be tested and installed in vehicles. An additional 13 MDCs are being purchased from Trapeze.
- **Staffing Changes**  
Kate Fitzpatrick was introduced as the new taxi field monitor. Lorris Hall was promoted to a customer service representative, leaving her previous position as a lobby teller vacant. The data analyst, Shop-a-Round coordinator, and van field monitor positions are vacant as well.

Kaye Griffin asked if there is a regional paratransit system as she has dental appointments in Berkeley. Annette Williams informed Kaye that SF Paratransit has an agreement with East Bay Paratransit that allows East Bay Paratransit to pick up and drop off riders in San Francisco.

Aisha Jackson would like clarity as to the fare requirement procedures for riders who do not their fare. She mentioned that several drivers are worried about being disciplined for transporting riders who do not pay their fare. Marc Soto answered that all riders are required to pay \$2.25 for their trip, which is comparable to Muni. He added that collecting fares has always been a part their driving duties. Mary McLain added that "fare required" is included on the paper manifest for the rider's pick up from their residence. During this instance, drivers are required to collect a fare to transport the individuals. For pickups away from their rider's residence, if a rider does not have their fare, the rider is transported and this trip is noted as a "no pay." Annette Williams added that with the introduction of mobile ticketing application, riders could purchase SF Access tickets. Marc added that while most SF Access riders do pay their fare, there are a small number of riders who do not. These riders have been notified via telephone and a written letter, informing them that if they continue to not pay their fare that they will not be provided service

on SF Access. Rodney Lee wanted to know what happens if riders do not have exact change. Marc answered that riders are required to have exact change, which is comparable to Muni. Riders can pay in cash or purchase coupon books. Bruce Oka stated that he was unaware that riders were not paying their fare. Annette replied that under the previous trip reimbursement with the SF Access service provider, it was structure such that the service provider did not feel a need to track riders who did not pay their fare. However, Transdev is taking a more active role in ensuring that all riders pay their fare and have given rider who do not pay their fare notification that they are required to pay their fare. In addition, the Helping Wheels Fund is available for riders who do not have enough funds to pay for their fares.

**Adjournment**

The meeting adjourned at 12:30 pm.

**The next PCC meeting will be held on Wednesday, October 7<sup>th</sup> from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2<sup>nd</sup> Floor Conference Room.**