

Minutes
PCC Executive Committee Meeting
October 3, 2018
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Marty Smith, PC&O Chair; Douglas Callahan; Fred Lein; Jacy Cohen; Mary McLain; Marty Smith; Robert Grant; Ruach Graffis; Sam Alicia Duke

PCC Members and Guests: Susan Kitazawa; Charles Posejpal; Charles Paschal; Scott Hollis; Jarnail Randhawl; ; Samantha Sipin

PCC Executive Committee Member Excused: Gilda Chico; Jane Redmond; Jessica Felix; John Lazar

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

SFMTA: Annette Williams; Erin McAuliff; 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 August 15th meeting

The minutes were motioned/seconded/approved. Susan Kitazawa wanted to make sure that the minutes are visible to those with low vision.

Comments from the Chair

Roland Wong mentioned that at a recent BART Accessibility meeting, officials expressed concerns about the quality of paratransit service. Roland stated that he mentioned the need for better coordination and acknowledged that while there are issues that need to be addressed, he has confidence in the staff to address these problems with the appropriate solutions.

Ruach Graffis suggested that if service does not improve that penalties may be necessary. Jacy Cohen countered that historically penalties have not proven to be effective and stated that the increases in cost may be playing a role in service quality.

2018 SF Paratransit Customer Satisfaction Survey

Jon Canapary led a discussion on the results of the 2018 SF Paratransit Customer Satisfaction Survey. The survey was conducted in April and May 2018 with 528 randomly selected riders. This survey provided an opportunity to reach out to riders who may not typically provide feedback on service through the traditional methods. All surveys were conducted over the phone

with a trained individual and was conducted in multiple languages, including Chinese, Russian, Spanish and Vietnamese.

Among the key findings include:

- 84% overall satisfaction with the SF Paratransit program with a 10% dissatisfaction
- Most trips taken are for medical purposes; other popular reasons are to visit family/friends, social outings, dialysis, and Adult Day Health Centers
- Taxi and ramp taxi riders have a high trip satisfaction with 93% and 94% rating their most recent trip as satisfactory
 - For those that rated their surveyed trip as dissatisfactory, the primary reasons were late drivers and long trip duration
- 72% of taxi riders are not aware of the 30 minute on-time window
- 70% of SF Access riders were given the pick up time they requested
- Two thirds of all riders have either visited or contacted the SF Paratransit Broker's office in the past year
 - Of those who interacted with the SF Paratransit Broker's office, there was a 95% satisfaction

Susan Kitazawa asked if SF Access riders were surveyed about their ride experience. Jon Canapary replied that they were with 83% of SF Access wheelchair users and 93% of SF Access ambulatory riders indicated they were satisfied with their surveyed trip. Doug Callahan asked if his company provides recommendations to improve service. Jon answered that their company does not as it will provide a conflict of interest. Marc Soto also mentioned that riders are given the opportunity to provide verbatim comments and were given the option to allow SF Paratransit to contact them to follow up on their concerns.

PC&O SF Access Subcommittee Meeting

Mary McLain read the following report:

- **Service Quality Discussion**

Charles Posejpal of Transdev reported that they recently filled open positions for Planner and Scheduler. Relocation of the call center and administrative personnel to the new Executive Park office is complete. Ongoing driver recruitment efforts include the use of Indeed's Quick Apply. Retention efforts include an attendance incentive program which commences September 1st and rewards drivers monthly with an additional end-of-quarter bonus.
- **Broker Report**

SF Access On-Time Performance (OTP) and Customer Service statistics were reported for May through August. The low of just under 75% in August was attributed to issues with driver absenteeism, recruitment and retention, dispatch, and staff communication. Travel time analysis, establishment of speed zones in high congestion areas, and rush hour adjustments are being made on an ongoing basis to maintain accurate system speeds for the scheduling software. The provider continues working with CityWide/Yellow Cab towards establishing a pilot taxi back-up service. A service improvement action plan will

be finalized in the coming weeks. The PASS-Web application pilot launch between October and December and go live in early 2019. Work continues with Group agencies on 5310-funded vehicles as well as with SFMTA for new cutaways and hybrid sedans. The Mobility Management department plans to launch their website in roughly three months. They also conducted a four-month survey with a pool of SF Access riders, with most responses indicating that they would increase their taxi use. They plan to follow up with those riders to measure any impacts.

The next PC&O SF Access Subcommittee meeting date is Wednesday, December 5th, 2018.

Paratransit Broker Report

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

- **SF Access Service Quality**

Two recurring issues were identified as the primary culprit for the decline in the service quality for the SF Access service: driver absenteeism and difficulties with driver recruitment and retention.

Scott Hollis, the HR manager, outlined the recruitment process. The goal is to have 150 full time drivers employed; however, currently there are approximately 124 positions filled. In addition to the traditional employment websites, Transdev has enhanced the job posting on Indeed with the Quick Apply function. This allows applicants to apply without completing an application and a manager at Transdev contacts them. However, these efforts have been very time-intensive with few applicants completing the hiring process. Of the 305 applicants contacted, only 14 are employed with Transdev. The most effective hiring tool has been through employee referrals. Bonuses are given to employees who successful refer applicants and applicants can also get a sign on bonus that is paid out over the span of six months.

Charles Posejpal, assistant general manager, focused on efforts to improve attendance and service quality. A planner has been hired with experience in the paratransit industry. An attendance incentive has also been implemented, with employees earning \$200 per month if they attend all their assigned shifts. After three consecutive months of perfect attendance, the employee will earn an additional \$150 bonus.

- **On Time Performance**

On-time performance for SF Access for 74% for August and 70% for September. For Group Van, the on-time performance was 85% for August and 84% for September. For taxis, the on-time performance was 95% for August and 93% for September. The decline in the on-time performance can be attributed to the issues with driver recruitment and retention as well as unexpected driver absences. Speed factors have been adjusted on the scheduling software to allow for more trip time in highly congested areas.

- **New Ramp Taxi Incentives**

13 vehicles are being funded through new ramp taxi incentives that provide financial assistance to operate and maintenance these vehicles. One of these vehicles is currently in service with the remaining vehicles expected to be on the road by the end of the year.

- **Vehicle Procurement**

Eight new cutaway vehicles are expected to arrive next year with Marc Soto and Mary McLain inspecting the prototype vehicle. 10 new hybrid vehicles are being procured with another eight 5310 funded vehicles from L'Chaim joining the service.

- **Mobility Management**

A contract with signed with a consultant to help design the “Accessibility” portion of the new SFMTA website to better meet the needs of seniors and individuals with disabilities. A survey that was issued in August also helped provide feedback.

Jacy Cohen asked when benefits begin for Transdev employees. Scott Hollis replied that they begin 90 days after training is completed. Chuck stated that there are some difficulties in getting information to drivers regarding street closures. Marc Soto stated that the Broker does inform the operations team of any street closures and Mary McLain emphasized that information is distributed to drivers. Doug Callahan requested a designated paratransit loading zone at SF General Hospital. Annette Williams replied that there is currently no designated paratransit loading zone anywhere in the city but that they are piloting one at the Transbay Terminal. Plans are to have a second one at Pacific Campus of the California Pacific Medical Center. Robert Grant added that they can request for greater enforcement by the sheriff's office.

Susan Kitazawa stated that it would be helpful to get information regarding late trips. She would also like to see more respectful communication between riders and drivers and dispatch. She also hopes that Transdev will explore other avenues to recruiting drivers outside of online job search engines.

Public Comments

Fred Lein and Ruach Graffis would like to have a discussion on the proposed changes to taxi medallions, particularly as to how it will affect access to the airport.

Adjournment

The meeting adjourned at 12:25 pm.

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