

**Minutes**  
**PCC Executive Committee Meeting**  
**January 19, 2022**

PCC Executive Committee Members Present: Fred Lein; Bob Planthold; Marty Smith; Roland Wong; Cheryl Damico; Craig Nelson; Jacy Cohen; Jane Redmond; Jessica Felix; Mara Math; Mary McLain; Robert Grant; Olivia Santiago; Susan Kitazawa

PCC Members and Guests: Barry Taranto; Kate Van Horne

PCC Executive Committee Member Excused:

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

SFMTA: Annette Williams; Jonathan Cheng

Fred Lein, PCC Chair, called the meeting to order at 10:35 a.m.

**Read and Approve Agenda**

Fred Lein, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

**Approve Minutes of December 8<sup>th</sup> meeting**

The minutes were motioned/seconded/approved.

**Comments from the Chair**

Fred Lein announced that he will not be running for another term as PCC chair.

Annette Williams mentioned that staff is soliciting for volunteers to provide feedback regarding a low floor paratransit vehicle that will be tested in February.

**Election of Vacancy on PCC Executive Committee**

Craig Nelson was elected with acclamation to serve as a nonprofit representative on behalf of the SF Taxi Workers Alliance

**Election of PCC Executive Committee Officers**

For the position of chair, there were two nominations, Marty Smith and Cheryl Damico. Following a vote, Marty Smith was re-elected chair of the PCC.

For the position of vice chair, there were three nominations, Jane Redmond, Bob Planthold, and Cheryl Damico. Following a vote, Jane Redmond was elected as vice chair of the PCC.

For the position of secretary, there was only one nomination, Cheryl Damico. By acclamation, Cheryl Damico was re-elected as secretary of the PCC.

For the position of PC&O chair, there was only one nomination, Bob Planthold. By acclamation, Bob Planthold was elected as PC&O chair of the PCC.

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

Jacy Cohen read the following report:

- **SF Paratransit Status Update**

Kent Hinton reported SF Access demand has grown to 60% of pre-pandemic daily trip demand. SFMTA Group Van service is about 20% of its pre-pandemic level while DAAS Group Van service is only at 10% but demand should increase as additional programs resume. Taxi demand is typically 75% of what we saw pre-pandemic. SF Access OTP (on-time performance) slightly dipped in July but is back to 98% in August and September, while Group Van OTP has been 95% in the past two months, and Paratransit Taxi OTP at 91% over the past two months and 90% in July. Kent mentioned they will be pushing out a driver of the year nomination forms after this meeting.

- **Group Van Service Reintroduction Task Force**

Kent commented that everyone on this PC&O call has been participating in or already aware of the meetings, anyone who needs the invite to these meeting should reach out.

- **Agency Status Reports**

- Stepping Stone Presentation reported that they started receiving Group Van service a couple weeks after their opening in July, currently is biggest obstacle they are having is scheduling new riders on their schedule requests. They would like to increase ridership to increase participation at their center.
- Stepping Stone Mabini reported they put a pause on their in-center services due the COVID-19 surge, but now that it has calmed down, they are reaching out to their participants to gauge interest in returning to in person services.
- On Lok reported they remain closed and are offering services thorough Zoom but do not have a projected opening date.
- Russian American Center reported they are very busy but due to the new surge in COVID-19 the clients who planned to use Paratransit to return to the center are backing out. They are in a holding phase currently.
- OMI Senior Center reported they are doing some in-person activities and informed users about paratransit, but most clients are waiting until full services resume.
- Self-Help DAAS reported they provided 320 trips in September which is down from 354 in August. They October trips should be above 300. They are currently training and onboarding a new driver who should start in November. They advised there is a tentative reopening date for the Self-Help's centers of January 3rd, 2022.

The next PC&O Group Van Subcommittee Meeting date is January 12, 2022

### **Paratransit Broker Report**

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

- **Service Level Statistics**  
SF Access is operating at about 50 - 55 percent of pre-pandemic levels on weekdays. Paratransit taxis are approximately 60 - 65 percent while Group Van is at around 20 percent of pre-pandemic levels.

Approximately 7,200 taxi trips were performed in December for the ETC program. There were low trip numbers for Shop-a-Round services.

- **On Time Performance**  
On time performance for taxis was 91% in December and 95% in January (to-date). For the SF Access service, the on-time performance in December was 97%.
- **Vehicle Procurement**  
22 new vehicles have arrived and are undergoing inspections before they are launched in active service. At the same time, staff is coordinating removal of vehicles that have exceeded their useful life and are being retired.
- **Employee Recruitment**  
Recruitment of employees is a top priority due to the anticipated increase in service demand. Staff have been answering many questions about COVID from prospective applicants.
- **Group Van Activities**  
Continue to work closely with Group van agencies, be responsive to their needs especially with new variant
- **Broker IT Activities**  
Ongoing projects including enhancing cybersecurity protection and replacing the Broker's phone system.
- **SF Paratransit Staffing Update**  
Joe Skelton has been hired to serve as the Director of Operations, replacing Kent Hinton who recently retired. A new mobility specialist has been hired and will start shortly.

Marty Smith asked for clarification about "SAR." Marc Soto explained that "SAR" means Shop-a-Round, which is a non-ADA van and taxi service for individuals who have difficulties using fixed route to go to/from grocery shopping. Craig Nelson mentioned that he had a client who regularly went to grocery shopping and recommended that she participate in Shop-a-Round. Mara Math asked for more details about the Shop-a-Round taxi service. Marc Soto answered that this program operates similar for the Paratransit taxi program but that enrolled individuals can only use their taxi debit card go to/from grocery store.

Roland mentioned that he rode in a side loading taxi and wanted to see if any other wheelchair users have had experience riding in one as he sat sideways as opposed to facing the driver. Carol

Osorio stated that she inspected the vehicle, and it is in compliance with ADA requirements. She also mentioned that riders could request the driver maneuver them in the forward-facing position.

Cheryl Damico had questions regarding participation in subcommittees among members of the Paratransit Coordinating Council Executive Committee as well as the bylaws. Jonathan Cheng replied that the bylaws indicates that members of the Executive Committee should serve on one of the subcommittees but recommended that the PCC Executive Committee meet to review and possibly proposal recommended changes to the bylaws. Roland Wong asked that a copy of the bylaws be sent to the PCC members. Jacy Cohen recommended that there be an orientation of the PCC for new members, with information regarding the history of committee included. Susan Kitazawa would like to ensure that the information is accessible to those who are low vision.

Robert Grant asked if there less calls to Where's my Ride now that the SF Access Online website is online. Mary McLain replied that the call levels have remained relatively the same as some users of SF Access Online will call staff to confirm the reservations made online.

Annette Williams and Marc Soto thanked all the SF Paratransit staff for their hard work during the pandemic in ensuring that operations continue to run smoothly.

### **Public Comments**

Barry Taranto congratulated Marty Smith on his election as chair of the Paratransit Coordinating Council. He also stated that he was not surprised that the on-time performance is high because overall taxi business is down. He reiterated his request that the tip amount be increased to 15 percent of the fare amount, up to \$3. He also requested an updated list of SF Paratransit debit cards. Justin Leong responded that he will work with SF Paratransit and SFMTA staff to improve the distribution of this kind of information.

### **Announcements**

Annette Williams announced at the upcoming Mayor's Disability Council meeting that there will be a presentation about the UberWAV program.

### **Adjournment**

The meeting adjourned at 12:30 pm.

**The next PCC meeting will be held on Wednesday, March 16<sup>h</sup> from 10:30 a.m. to 12:30 p.m.**