

**Minutes**  
**PCC Executive Committee Meeting**  
**June 29, 2022**

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Jane Redmond, PCC Vice Chair; Roland Wong, PC&O Chair; Jessica Felix; Joan Kwansa; Mara Math; Mary McLain; Susan Kitazawa

PCC Members and Guests: Barry Taranto; Mark Gruberg, Daveed Mandell

PCC Executive Committee Member Excused: Kevin Lee

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

SFMTA: Annette Williams; Jonathan Cheng; Kate Toran; Phillip Cranna; Sarah Hellman

Marty Smith, PCC Chair, called the meeting to order at 1:05 p.m.

**Paratransit Tipping Policy**

Jonathan Cheng introduced Kate Toran, who led a discussion on the proposed changes to the Paratransit tipping policy.

The current tipping policy for all taxi trips provided through the SF Paratransit program is 10% of the meter fare, with a maximum tip of \$2. This policy has been in place since the Paratransit taxi debit card was launched in 2011 and after feedback from the community, an update was warranted. Tipping for Paratransit taxi trips requires the approval from the rider and automatically calculated based on the program rules.

The proposed new tipping policy will change to 15% of the meter, with a maximum tip of \$4. This will help align the tipping policy to today's standards. For the average Paratransit taxi trip, which is approximately \$13, if a rider chooses to tip, they will pay an additional 13 cents for their share of the Paratransit tip due to this increase. Overall, this new policy will cost \$320K to paratransit program. Among the next steps include developing outreach material to educate Paratransit riders as well as technological changes to implement this new tipping policy.

Marty Smith supports the idea and asked when does \$4 maximum tip occurs. Kate Toran clarified that when the meter fare is \$26.67 and greater. Multiple participants, including Jane Redmond, Roland Wong, Kevin Lee, Mara Math, Susan Kitazawa, Jessica Felix, and Barry Taranto support this change in the tipping policy.

Roland Wong would like for there be more tipping options available, including possible percentage tiers for riders to choose. Mara Math agreed with this idea. Susan Kitazawa would like the tip amount to increase further. Barry Taranto would like to see the new tipping policy implemented sooner than September 1<sup>st</sup>.

Marty Smith would like the outreach material to drivers to remind them that tipping is not mandatory and voluntary based on their rider's choice.

### **Public Comments**

Jessica Felix would like to have new subsidies to help offset the additional gasoline cost. Barry Taranto stated that taxi companies are raising the lease fees.

### **Announcements**

Jonathan announced the next PC&O Group Van is on Wednesday, July 13, PC&O Taxi/Ramp Taxi is on Wednesday, August 3 and PCC Executive Committee meeting on Wednesday, August 17; 3

### **Adjournment**

The meeting adjourned at 1:40 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.**