

**Minutes**  
**PCC Executive Committee Meeting**  
**December 13, 2023**

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Cheryl Damico, PCC Secretary; Craig Nelson; Mara Math; Susan Kitazawa

PCC Members and Guests: Tracey Gamedah; Barry Taranto; Michael Stoutmire;

PCC Executive Committee Member Excused: Craig Nelson; Roland Wong

SF Paratransit Staff: Marc Soto; Kevin McDonald; Justin Leong; Matthew Teixeira; Catherine Callahan; Wayland Li; Imogen Budetti

SFMTA: Jonathan Cheng

Marty Smith, PCC Chair, called the meeting to order at 10:40 a.m.

**Read and Approve Agenda**

Cheryl Damico, PCC Secretary, read the agenda. Agenda item #6: Changes to Adaptive Scooter Program Requirements was removed and will be rescheduled for the next PCC Executive Committee meeting. The agenda were motioned/seconded/approved as amended.

**Approve Minutes of October 4<sup>th</sup> meeting**

The minutes were motioned/seconded/approved.

**Comments from the Chair**

Marty Smith commented on the upfront pricing pilot, indicating that it was not working for drivers. He would like the statistics to include the financial impacts on taxi companies in addition to drivers.

**2024 PCC Executive Committee and PC&O Subcommittee Meeting Dates**

Jonathan Cheng announced the proposed meetings dates for the PCC Executive Committee and PC&O subcommittees in 2024. The PCC Executive Committee meeting will continue to be in a hybrid format while the PC&O subcommittee meetings will meet remotely.

Kevin McDonald mentioned that the proposed date for the Jewel McGinnis Luncheon coincided with Juneteenth, a federal holiday. Mara Math proposed changing the date to the Wednesday before, June 12<sup>th</sup>. The 2024 PCC Executive Committee and PC&O subcommittee meeting dates were approved as amended.

**PC&O Group Van Subcommittee Report**

Justin Leong read the following report:

- **Election of Vice Chair**  
Item was tabled till the next meeting.

- **SF Paratransit Status Update**

Justin Leong reported that group van on time performance 93% in July, 91% in August, the preliminary number which is subject to change in September was 85%. Trip counts have been increasing, approximately 7,500 in April, 7,300 in May, 7,400 for June. There was one complaint in September related to driver assistance at one location.

Jacob Williams reported that the Operations team continues with direct contact with agencies. They recently completed a request for SteppingStone Presentation and GoldenGate, along with the ARC SF which is awaiting confirmation. In the hopper is a request from SteppingStone Mission Creek and Institute on Aging.

- **Agency Status Reports**

- Self-Help reported they are operating normally. All buses except for #2 are in operation. Self Help provided 3,391 trips in August and are experiencing higher ridership recently as they come out of covid. They have re-opened their senior centers. Their average is 65 participants a day.
- SteppingStone reported that Madeleine Barry has been promoted to the director of Mission Creek and otherwise centers have been operating as normal.

The next PC&O Group Van Subcommittee Meeting date is January 10, 2023

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

Marty Smith read the following report:

- **Comments from the Chair**

Jessica noted no cab companies are in attendance and that it was nice to have ramp drivers here for the first time.

- **Broker Report**

- On-Time Performance: Jul 93.5%, Aug 99% Sep 95.5%
- Taxi Incentives paid: Jul 13,860, Aug 15,570, Sep 16,590
- The SFPT trip count: Jul 23,000, Aug 24,600, Sep 22,700, Oct 25,000
- Qualifying SFPT ramp trips: Jul 651, Aug 679, Sep 731
- Complaints per 1,000 trips: Jul .02, Aug .12, Sep .04, Oct .12

The new combined rider's guide is getting final edits and expected available December 2023. APEC conference is coming to SF 11/12 – 11/18, the area around Moscone Center will be closed off as well as parts of Nob Hill. SFPT is working with the Secret Service & the SFMTA on access to riders living in the security zone. SFPT will be sending information to riders telling them to avoid non-essential travel in the security zones.

Marc reported his focus through end of calendar year will be on the new telephone system which will have both the brokerage and operating divisions together on one system. Also, now that Mary has retired, he will work with Charles, as he transitions into the position. They will be working on ways to make things run smoother and better for riders.

- **Service Quality Issues**

- Riders: Mara asked about how APEC will affect disabled individuals who live in the security zone. Jonathan said they can use SFPT ACCESS service. Sam Alicia said she has been using sedan cabs with a folding wc. She has had drivers who refused to take her folding wheelchair. Mara has had issues due to cabs accepting orders and then cancelling. Also, they arrive early and then leave before the scheduled p/u time. Susan said drivers sometimes call and ask where she is going to determine if the trip is worth their time.
- Drivers & Cab Companies: Drivers have no info on APEC. Kevin gave out a web site to find information. No taxis allowed into the security zone but there will be taxi stands. Jessica said the cab companies need to train drivers on how to use all features of their ITE. To reach live person on Yellow dispatch rider can keep hitting zero. Jessica said ramp service has improved significantly and she brought up getting all ramps on one universal dispatch. Ahmed asked about the status of his ramp medallion. Jonathan gave him feedback and will follow up with him.

- **Public Comments**

Jessica said that drivers who violate regulations are given citations but continue to operate as they have been. There are ramp drivers only working SFO, pay the citation, and continue as they were. Also, Yellow was cited, for charging drivers 4.5% on cc, paid fine, and still charging 4.5%. Jonathan listed the open positions on the PCC.

The next PC&O Taxi/Ramp Taxi subcommittee meeting will be on February 7, 2024.

Mara Matha asked if there was any data collected about the impact of APEC on taxi drivers. Marty Smith asked if there was a rule that ramp taxi drivers must take an order despite being at the airport. Marc Soto suggested that this be an item for discussion at the February 2024 subcommittee meeting

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

Charles Posejpal read the following report:

- **Service Quality Update**

Nichelle Williams gave the provider's report. Transdev received six (6) new vehicles from Turtle Top. Nichelle is the interim Assistant General Manager. They have hired a new Maintenance Manager John Dispo, and they are currently hiring more drivers.

Justin Leong of the Brokers Office reported on service statistics:

- SF Access trip counts in September and October held steady at around 13,800 per month, with a small decline in November at approximately 13,100.
- SF Access On-Time Performance was 99.4% in September, a slight increase to 99.5% in October and back to 99.4% in November.
- Complaints per 1,000 trips had a slight uptick, with approximately 0.79 per 1,000 in September, 0.9 per 1,000 in October, and 1.1 per 1,000 in November.
- Kevin McDonald reported his department is seeking to fill a position for Eligibility Analyst.
- Work on finalizing the new Riders Guide is almost complete.

- **Rider Feedback and Public Comment**

Riders discussed topics including use of the phone system to call a rider if the vehicle is running late. Riders asked if dispatch could call them and questioned the accuracy of the robocalls.

The next PC&O SF Access Subcommittee Meeting is September 6, 2023.

Mara Math said that most of the SF Access drivers she spoke to did not have comment cards. Charles Posejpal will examine how to make the comment cards readily available on vehicles. Marc Soto indicated that based on a review of the comment cards received, most are usually compliments and that riders generally call in when they have a complaint. Michael Stoutmire mentioned that he was unaware of comment cards

Susan Kitazawa mentioned that she spoke with fellow riders and it seemed like the reservationists are in distress. In her conversations, they have all had shared experiences with reservationist being a bit sharp in their language and interactions, which did not occur in previous times. Charles Posejpal will speak to the Call Center manager and request that he listen in to more reservation calls.

Tracey Gamedah asked for a summary of the discussion due to some technical difficulties and concurred with the statements about issues with the reservationists.

### **PC&O Ad Hoc Subcommittee – Membership Recruitment**

Mara Math was ecstatic that there were many participants at the October PCC Executive Committee meeting. She inquired as to what SF Paratransit and SFMTA staff was doing to promote the PCC Annual Meeting. Imogen Budetti answered that staff sent letters to organizations as there are many vacant positions for the Affiliated Elderly and Affiliated Disabled caucuses.

### **Paratransit Broker Report**

Marc Soto and Justin Leong reported the following:

- **Service Level Statistics**  
SF Access provided about 13,000 and 12,000 trips in October and November 2023 respectively. Approximately 6,000 trips through the Group Van trip in both October and November. Additionally, 25,000 and 23,000 trips were provided through the taxi service.
- **On Time Performance**  
On time performance for SF Access was about 98% in October and November. For Group Van service, 88% and 99% of their trips were on-time in October and November respectively. The October 2023 on-time performance might be due to increased congestion with staff review needed in regards to the reporting of this data. For the taxi service, on-time performance was 98% and 96% for October and November.
- **Vehicle Procurement**

6 new vehicles were recently deployed and SF Paratransit is interested in feedback from members. A low floor vehicle and an electric bus will soon be joining the fleet and staff is interested in feedback in regards to the performance of those vehicles as well. SFMTA and SF Paratransit acknowledge that to achieve the goal of an electric Paratransit fleet, it will require a permanent facility that can support the required infrastructure to charge these vehicles. Additionally, staff will be re-evaluating the fleet size and capacity needs given changes in demand.

- **Broker/Operations IT Activities**

The telephone systems at both the Broker and operations offices will be beginning the process of being updated. Staff have identified four possible vendors and will begin the bidding process.

- **ADA Paratransit Eligibility**

- SF Paratransit is preparing to launch a short form for those recertifying for ADA Paratransit who have conditions that are unlikely to change in early 2024. Additionally, as part of a regional working group of Paratransit agencies, there will be an extension of the eligibility term from three years to five years for all agencies.

- **Rider's Guide**

The new Rider's Guide is being finalized and a PO is being issued to the vendor to print copies.

- **Staffing Update**

Kenneth Richardson left to pursue the General Manager position at RediWheels; Nichelle Williams was appointed as the interim Assistant General Manager. John Dispro was announced as the new maintenance manager.

Susan Kitazawa asked if one SF Paratransit vehicle can be sent if there are multiple requests from one location and the riders are headed in the same general destination. Charles Posejpal replied that ideally they would maximize the number of riders on each vehicles but the scheduling is done to optimize routing. Marc Soto added that external factors such as riders' dwell times could impact how the routes are scheduled.

Marty Smith inquired if electric vehicles going to be hybrid. Marc Soto answered that the state requires them to be 100% electric or use alternative fuels.

### **Public Comments**

There were no public comments.

### **Adjournment**

The meeting adjourned at 12:00 pm.

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