

San Francisco Paratransit Coordinating Council

c/o Muni

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Minutes

PCC Executive Committee Meeting

December 10, 2014

1 South Van Ness Avenue, 6th Floor, Candlestick/Corona Conference Room

PCC Executive Committee Members Present: Cheryl Damico, PCC Chair; John Lazar; PCC Vice Chair; Marty Smith; PC&O Chair, Adrienne Humphrey; Aisha Jackson; Bruce Oka; Claudia Grubler; Fred Lein; Gilda Chico; Jacy Cohen; Jeanne Lynch; Jean Marie Green; Kaye Griffin; Linda Murley; Mary Mclain; Rodney Lee; Sam Alicia Duke; Sandra Fancher; Sue Cauthen; Wanee Ratanasanguan

PCC Members and Guests: Max Lazar; Willie A. Guillory; LaShonti Woods; Douglas Callahan; Ryan Larsen; Denise Jacques; Efren Alarcon; Annie Young

PCC Executive Committee Member Excused: Mary Dell Allen; Olivia Santiago; Roland Wong

SF Paratransit Staff: Marc Soto; Kent Hinton; Jason Quon; Kevin McDonald

SFMTA: Annette Williams; Jonathan Cheng

Cheryl Damico, PCC Chair, called the meeting to order at 10:40 a.m.

Read and Approve Agenda

Cheryl Damico, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of August 8th meeting

The minutes were motioned/seconded/approved. There was one absention.

Comments from the Chair

Cheryl Damico is glad that this committee has been weather the many changes over the past year. She welcomed returning members as well as the new members to the committee.

Transdev Progress Report

Mary Mclain led the discussion regarding Transdev's progress in the transportation services of the SF Paratranist program. She mentioned there while there has been much progress since the start of service 90 days ago, there are many challenges that lie ahead. Mary introduced LaShonti Woods and Douglas Callahan, who are representing the dispatchers and drivers, respectively.

There have been several ongoing issues that the Transdev management team has been working on since the start of service. There is a dedicated team of employees that is determined to deliver high quality service to the public. Mary emphasized the need for these employees to have the proper training and resources in order to achieve their goals. Through the end of November, Transdev has provded about 90,000 trips. There were some initial obstacles in the beginning of service, as approximately 22 drivers, or 16 percent of overall drivers, who were unable to work

full time with Transdev. To rectify this problem, new drivers are being hired. Three class of drivers have been completed and 19 new drivers have joined the Transdev operations team. In addition, there has been a high absentee rate among drivers, with certain days being as high as 18 percent. This means that dispatchers are required to do add-ons to ensure that all SF Access riders are ensured a ride. Reforms are being made to reduce absentee rates among drivers. Also, an aggressive training program was completed with dispatchers and reservationists to ensure that they understood how to properly use the Trapeze system to maximum the use of this technology. Transdev management team is also focused on fostering a good working relationship with our bargaining unit, union stewards, and business representatives. To achieve this, it requires a balance of positive reinforcement for good employee performance but also holding employees accountable for when they disobey rules.

While much progress has been made, challenges remain and need to be addressed. The SF Access on-time performance rate was at 81 percent for November, which is short of the goal of a 90 percent on time performance. There has been a major emphasis on safety, with regular safety meeting being held. In a recent safety meeting, all drivers received orientation for the 35 new paratransit vehicles. This emphasis was carried over during the hiring and training of the new drivers as it is imperative that all drivers undergo the full training before they are able to transport riders on the van service. There has been some progress in the timeliness and responsiveness of riders' complaints. With the combination of new drivers, new vehicles, and improved training of dispatchers and schedulers that is will improve the service and reduce complaints.

Jacy Cohen commented that Mary Mclain met with broker who serves the Golden Gate Regional Center clients and that this was the first time this took place. Jeanne Lynch mentioned that she got to a good start and that she will keeping up with service quality.

Proposed 2015 PCC Executive Committee and PC&O Subcommittee Meeting Dates

Jonathan Cheng read the proposed meeting dates for the 2015 PCC Executive Committee and PC&O subcommittee meetings. The dates, times, and meeting locations are as followed:

Paratransit Coordinating Council Executive Committee Meeting Dates

Location: 1 South Van Ness, 2nd Floor Conference Room

Time: 10:30 a.m. – 12:30 p.m.

Day of the Week: Wednesday (except the Annual Meeting in November)

- January 21
- February 25
- April 1
- May 27
- June 17 - Jewel McGinnis luncheon
- August 19
- October 7
- November 7 - Annual Meeting
- December 9

Paratransit Coordination & Operations (PC&O) Subcommittee Meeting Dates

Location: SF Paratransit Office, 68 12th Street

Time: 10:30 a.m. – 12:30 p.m.

Day of the Week: Wednesday

- PC&O Group Van January 14
- PC&O Taxi & Ramp Taxi February 4
- PC&O SF Access March 4
- PC&O Group Van April 8
- PC&O Taxi & Ramp Taxi May 6
- PC&O SF Access June 3
- PC&O Group Van July 8
- PC&O Taxi & Ramp Taxi August 5
- PC&O SF Access September 2
- PC&O Group Van October 14
- PC&O Taxi & Ramp Taxi November 4
- PC&O SF Access December 2

Jonathan Cheng noted that there are two changes to the meeting dates schedule from previous years. The meetings locations for the PCC Executive Committee meetings will be held at 1 South Van Ness in the 2nd floor conference room. The second change affects the PC&O Group Van subcommittee meetings. While PC&O subcommittee meetings have previously been held on the first Wednesdays of each month, to better accommodate the group van representatives, it was proposed that that specific subcommittee meet on the second Wednesday of each month.

The 2015 PCC Executive Committee and the PC&O Subcommittee meetings were approved by acclamation.

PC&O Group Van Subcommittee Meeting

Jacy Cohen read the following report:

1. Service Quality Issues

- a. Report from Group Van Operators – Mary McLain stated that Transdev reached out to various agencies and had good interactions with those agencies. Transdev is currently working with their IT staff to make sure their dispatchers have all the tools needed to perform the work.
- b. BayMed – Sam Portnoy of BayMed reported that the past couple months they have had problems with the Stepping Stone Routes. They were able to work with Stepping Stone to resolve the problem.
- c. Agencies – Nicole Clause of Stepping Stone mentioned the service quality issues with BayMed. She spoke about participants who want to discharge from the program because of the service issues. She was able to work with BayMed and Transdev to resolve an issue for a drop-off of one of the participants.
- d. Jacy Cohen of The ARC mentioned about more problems with the SF Access rides. When the drivers call out sick, it results to big problems which can lead up to a 2 hour wait. The 6-7 groups under Group Van at The ARC have been going well.

2. SF Paratransit Broker Report

Marc Soto of Transdev said the transition from MV Transportation to Transdev went well. He said there are still some issues that still need to resolve, but for the most part the start-up team have been working around the clock to ensure a smooth transition. He continued by saying that the Broker could be looking to integrate taxi back-up if the SF Access service is running late so that riders do not have to wait too long for a ride.

The next Group Van PC&O subcommittee meeting TBA

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Max Lazar read the following report:

1. Comments from the Chair

Vice Chair Max Lazar did not have any comments to make.

2. Service Quality Issues – Taxi Services

Riders - Many riders are pleased with the service. Roland Wong stated he was very pleased with the service and uses the app Flywheel to hail a cab regularly. Marc Soto of Transdev suggests that at the next PC&O Taxi/Ramp Subcommittee, there should be a demonstration of the apps at the meeting so that people know how the app works and potentially how to use it.

3. Ramp Taxi Incentives Report (Broker & SFMTA)

Marc Soto of Transdev announced the ramp incentives winners. In the month of June, \$7,220 was paid to the ramp taxi incentive winners. Vina Cab won the fleet incentive. In July, the Broker paid out \$7,680. Luxor Cab won the fleet incentive for July. In August, \$7,100 in ramp taxi incentives, Luxor Cab won the fleet incentive. In September, \$6,460 in ramp taxi incentives and Vina Cab again won the fleet incentive.

4. SF Paratransit Broker Report

Marc continued by talking about the open positions that are currently at the Broker's office. The position of Director of Operations, Director of Finance & Administration, and Manager of Finance are currently open with current staff filling in as interims. He also spoke about looking into possibly changing the MDCs on the vans to tablets because of cost as well as a share ride taxi service by working with the cab companies to provide that service.

The next PC&O Taxi/Ramp Taxi subcommittee meeting TBA

Annette Williams announced that there will be a Taxi Appreciation Night on Monday, December 15th at SomArts. She encouraged everyone to attend and celebrate the hard work and commitment of San Francisco's taxi drivers.

PC&O SF Access Subcommittee Meeting

Adrienne Humphrey read the following report:

1. Service Quality Discussion

Some PCC members in attendance expressed pleasure with some experiences with drivers since the transition to Transdev, while others voiced concern about an inability to be contacted by drivers during pickups. An FMC member complimented Transdev in having shorter dispatch hold times than other providers.

2. SF Paratransit Broker's Report

Kent Hinton said the SF Access On-Time Performance was 84.62% in September, 80.12% in October, and 80.81% in November. Complaints for these months were 81, 65, and 60 respectively. Mary McLain listed potential system improvements, safety meetings, and staffing enhancements that should improve service. Marc Soto noted that Transdev's current operation costs are under budget, then outlined prospective undertakings such as IT enhancements, and fleet rehabilitation. He also addressed the upcoming SFMTA broker re-procurement and the importance of a permanent operations and maintenance facility for any prospective broker.

The next SF Access PC&O meeting is TBA.

Paratransit Broker Report

Marc Soto reported as follow:

- **SF Access Service Quality**

There was a great opportunity at the SF Access subcommittee for Mary Mclain and her team to discuss with attendees about their ride experience and identify service that needs to be address

- **Transdev Operations Items**

The finance team has been working ferviously to update the monthly expenses for service. In addition, new IT infrastructure is being completed at the Brisbane facilities that will improve the reservation and dispatching functions. The Drive Cam system is being installed in the new vehicle.

- **Back Up Taxi Service**

Transdev is in preliminary discussions with Luxor to provide some back up service for the SF Access service. There would be two types of rides on the SF Access service that could be provide through this back up taxi service. Some trips would be given to the taxi company the day before and would only serve riders who are ambulatory, able to ride in a sedan and agree to take a taxi in lieu of a SF Access van. Other trips would be same day backup, where Transdev knows that they would not be able to arrive on time and offers the patron the ability to ride in a taxi in order to ensure that they are able to arrive at their destination on time.

- **Changes in Group Van Service**

Baymed has given their 60 day notice to exit as a service provider for the SF Paratransit Group Van service. Baymed is the largest service provider for the SF Paratransit Group Van service. The Broker is in discussions with two other service providers to take over Baymed's service

- **Paratransit Debit Card Integration with Mobile Application**

Initial discussions with a mobile application company are currently being held to discuss integrating the Paratransit Debit Card in their mobile application. Riders have expressed interest in using their phones to electronically hail for a taxi. They are looking at the feasibility as well as the possible technological improvements necessary to facilitate this occurrence.

- **New Paratransit Debit Card User Web Portal**

Staff is working with DCCS in setting up a user portal on the SF Paratransit website. Individuals would be able to do balance checks, add value to their taxi debit card, and check their taxi transaction history. An initial pilot webpage is being examined by staff and there are hopes to have a pilot group test out this function in the near future.

- **Taxi On Time Performance Measures**

Based from a recent Controller's Audit, one recommendation was to refine the on-time performance measure for the SF Paratransit taxi service. After consulting Corey, Gallanis, and Canaparym a new and revised procedure to calculate SF Paratransit taxi on time performance was determined. CabConnect will generate a random selection of riders who had rode a taxi trip from the previous day and the Broker will call riders on a daily basis

- **SFMTA Vehicle Procurement**

The 35 new cutaway buses purchased this year have arrived. Less than half of the vehicles are in service and remaining are undergoing review. While there has been limited comments from the public about these new vehicles, drivers have had positive comments about them. These vehicles are a bit higher, which requires an additional step for riders, but once riders reach the top, there are no more steps. This will allow vehicles to better handle the city's terrain.

In addition, Transdev is in the process of converting one hybrid vehicle to a gasoline only bus as we lost the maintenance support team to maintain a hybrid van. In addition, discussions are being held to possibly rehab some paratransit vehicles that are being replaced by these 35 new paratransit vehicles.

- **Staffing Changes**

Kevin McDonald was introduced as the new Contract Compliance Monitor. Marc thanked Jason Quon for his work during the interim time. The vacancies in the Director of Finance and Administration and Director of Operations will be filled later this month.

Cheryl Damico inquired as to whether the recent drop in gasoline prices has led to cost savings for the SF Access van service. Marc Soto replied that all paratransit cutaway vans operate on diesel and that there has been no significant cost savings. John Lazar stated it has helped improve savings for the taxi program, especially the ramp taxis, as they require more fuel to operate.

Aisha Jackson said that while the past 90 days have been challenging in providing service, the drivers are moving forward and will continue to provide exemplary service for passengers. Rodney Lee asked if there was a designated loading zone at the SF Main Library. Annette

Williams said that she can look into it and asked where he would like to see the loading zone. He recommended that there be a loading zone at Larkin and Grove St. Willie Guillory asked if there are comment cards available on the SF Paratransit van service. Mary Mclain replied that there are and that they are being updated and distributed on the the van. All of these cards are self addressed with free postage. Willie also had questions about the TripInfo calls. Marc Soto answered when riders make a reservations, they are given the option to get these calls. If they reply “yes,” these calls are made. Same day calls are sent based on the GPS on the vans. Denise Jacques stated that she was “no show” for a trip but should not have been.

Rodney Lee asked if taxi backup were implemented, who would be dispatching these rides. Marc Soto replied that SF Paratransit would dispatch these calls. Jeanne Lynch mentioned that she still has issues with the taxi balance check phone system. Fred Lein mentioned that there has been increased traffic enforcement at Geary and Arguello.

Jeanne Lynch would like a status update about the proposed free fares for seniors and persons with disabilities. Annette Williams answered that there is a high probability that the SFMTA Board of Directors will approve this proposal at an upcoming January meeting. If approved, it is proposed that the participant must either have a Senior Clipper Card or a RTC Clipper Card. They would then have to apply for the free fare program and the application will ask the income of the interested applicant. Based on this information, staff will determine whether or not the individuals is eligible. Linda Murley was concerned about the amount of paperwork needed. Annette replied that there would only be one page to complete and it is required in order to verify income. Kaye Griffin inquired as to how to receive an attendant card. Jean Marie Green expressed concerns that this new program will result in an increase in ridership and further crowd the buses. Annette said that based on the experience with the free fares for the youth program that there was no significant increase in ridership. Rodney Lee asked whether someone needs to reapply for the free fare program when their RTC card expires. Annette answered that they do not need to reapply. Sam Alicia Duke asked whether the new free fares program will be extended to the SF Paratranist program. Annette replied that there are no plans to do so. Bruce Oka encouraged wheelchair users to use MUNI when possible.

Jacy Cohen noticed that in the last year that have been increase in individuals, particularly young professionals, not giving up seats for seniors and persons with disabilities. Annette Williams said that there is another campaign is being planned to encourage better behavior.

Announcements

Sam Alicia Duke announced that the attendees from Transit Justice from the Senior and Disabled Action will attend all SFMTA Board of Director meetings to advocate. Jeanne Lynch mentioned that CVS is hosting a community meeting over a proposal to open a store across the street from the Institute on Aging.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, January 21st from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.