

Minutes
PCC Executive Committee Meeting
May 8, 2019
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Fred Lein, PCC Vice Chair; Cheryl Damico; PCC Secretary; Bruce Oka; Douglas Callahan; Jacy Cohen; Jessica Felix; Mara Math; Mary McLain; Robert Grant; Rodney Lee

PCC Members and Guests: Susan Kitazawa; Joan Kwansa; Margaret Walker; Sarah Hellman; Charles Posejpal

PCC Executive Committee Member Excused: Jane Redmond; Kevin Lee; Roland Wong; Ruach Graffis; Sam Alicia Duke

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Cheryl Hac; Kevin McDonald; Carol Osorio; Justin Leung

SFMTA: Annette Williams; Erin McAuliff; Jonathan Cheng

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

Read and Approve Agenda

Marty Smith, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of March 13th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith stated that he would like to expand the membership of the PCC. Mara Math commented on the ADA eligibility process.

SFMTA Curb Management Strategy

Alex Jonlin presented on the SFMTA Curb Management Strategy. He explained that the goal of the curb management strategy is to balance the needs of many users while addressing safety hazards and transit delays. Alex acknowledged that curb management has always been a challenge in San Francisco as an increasing number of users are competing for limited curb space, particularly with the advent of new transportation modes. In particular, there is high demand for loading zones with some businesses putting up with own unauthorized signage. Alex also mentioned that 90 percent of all curb space has no parking restrictions in San Francisco. The strategy for curb management will vary depending on the land use in the area; for example, on bike and transit corridors, curbside bike, transit, and traffic lanes will take priority while low density residential areas, transit will be prioritized followed by parking and street amenities. Among the next steps of the strategy include completing the details of the framework, data collection and evaluation, and stakeholder outreach.

Jessica Felix commented that while the street design is seeking to improve safety, TNC traffic is increasing, resulting in more congestion. She would like to see this strategy prioritize increasing transit and taxis. Mara Math expressed concerns that the strategy would only benefit commercial businesses and not residents. Alex reiterated that the type of curb management strategy that is utilized will depend on the land use of the area; curb space in residential areas will prioritize transit and parking over commercial loading. Mara also asked what percentage of curb space is dedicated for valet parking. Alex commented that they are in the process of gathering that data and SFMTA staff is working to take over the duties from the police department. Jessica also commented that some bike lane designs conflict with accessibility as it may restrict curb access.

Update on SB1376

Annette Williams provided an update on SB 1376. SB1376 is a bill seeking to improve the accessibility of TNCs. A surcharge on all TNCs is being implemented with discussions regarding the per-trip fee that will be assessed. SFMTA recommended a 15 cent per trip fee while the CPUC is likely to move forward with just a 10 cent per trip surcharge. There are many other questions that are being discussed in regards to the distribution of funds from this fee. In addition, the benchmarks for TNC accessibility are being determined in order for these companies to access the funds. Annette also mentioned that the TNC White Paper has been published and encouraged members to read the report.

Bruce Oka asked who will be responsible for distributing the funds. Annette replied that the CPUC is considering allow MPOs to distribute the funds. Jessica Felix pondered if SFMTA will be applying for funds from this fee. Annette answered that they are unsure but may consider if TNCs are not meeting the benchmarks for accessibility in San Francisco. Mara Math questioned how can the funds be used. Annette replied that it can be used to pay for on-demand transportation service for wheelchair users in lieu of TNC access.

PC&O Group Van Subcommittee Meeting

Jacy Cohen read the following report:

- **Service Quality Discussion**
Mary McLain, General Manager of Transdev, reported on the status of multiple service improvement initiatives. Wage increases in February resulted in improved recruitment and driver retention, as well as filling open road supervisor positions. Recruitment efforts continue toward sustaining driver numbers, with an ongoing search for a planner, maintenance tech, and clerical positions. They are also focusing on service quality, safety, and customer satisfaction. Proposed improvements to the Tunnel Avenue facility were approved and should be completed by the end of June 2019. Smaller cutaways, Prius sedans, and 5310-funded cutaways are being added to the fleet. Agency representatives from Stepping Stone recently visited the Executive Park facility. Agencies emphasized their demand for additional Group Van capacity, noting the number of participants they currently have riding SF Access. It was affirmed that SF Access service is an extension of Muni per the ADA, and expectations of the service should be set accordingly.
- **Broker Report**

Kent Hinton of the Broker's office reported Group Van OTP (on-time performance) declined slightly but would likely change once trip edit was complete. Trips exceeding 90 minutes slightly increased over the last quarter from 4% to 6%. Replacement of the IVR callout system is being explored, with the goal of simplifying hardware while providing additional features. The Broker is working with Brisbane to shift Group Van riders from SF Access onto Group Van routes, starting with those attending Stepping Stone locations. While the upcoming SF Access Online service is not intended for direct use by Group agencies, they may consider arranging with individual riders to access their accounts. Transdev's Vision software may be used to provide trip information to Group agencies and dialysis centers.

The next PC&O Group Van Subcommittee meeting date will be July 10, 2019.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Jessica Felix read the following report:

- **Service Quality Issues – Taxi Service**

Cheryl Damico commented that it seems to be getting more difficult to get a ramp taxi compared to last year. Discussion ensued about finding ramp service, ramp dispatching and the tools available to find ramp service. SF Paratransit mentioned they participated in the Taxi Resource event at SFMTA and have identified several additional drivers interested in becoming a ramp driver.

- **Service Quality Issues – Drivers/Taxi Companies**

Jessica Felix reported issues in qualifying for her SFO pass due to taxi company administrative issues and riders who are not coded as wheelchair. It is difficult for drivers to know whether or not the Paratransit rider is certified as requiring a wheelchair because this is not indicated on the debit card and drivers may miss out on an incentive. Discussion followed of ideas Paratransit is exploring to assist in expediting the incentive payments as well as possible incentives for night trips. Drivers were also advised to monitor their trips and inform the Paratransit office if they believe a rider has not update their eligibility status with Paratransit. Fred Lein mentioned that Yellow Cab is getting more drivers interested in qualifying to drive under the SF Access taxi backup program. He asked about training for the drivers and was referred to Mary McLain at Transdev.

- **SF Paratransit Broker Report**

Kent Hinton of the Broker's Office reported on the taxi OTP trend for the past quarter, as well as ramp taxi incentives earned during the period. There was increase in outlying service area pickups between January and March 2019. Currently 7 vehicles are enrolled in the program with 7 spots still available. Mention was made of two ramp drivers who purchased new vehicles just prior to the start of the vehicle incentive program and Jonathan Change reported SFMTA may consider if an exception could be made to allow their vehicles. Discussion followed of various types of ramp vehicles, including hybrids & electric, as well as possible incentives to drivers for non-paratransit wheelchair pickups. SF Paratransit Taxi Online user portal has completed beta testing. Cabconnect, developers of the portal, were directed to retest the updated site with Lighthouse for the Blind. Additional minor issues were identified and are being addressed. Paratransit is

projecting to be able to soft launch the site beginning in mid-May. Paratransit will be participating in Connect to Tech week sponsored by the SF Library on May 7th.

Bruce Oka commented that he has had some issues getting same day ramp taxi service. Cheryl Damico agreed with this assessment. Susan Kitazawa stated that she has been having issues with the automated voice system for the taxi debit card system. Kent Hinton answered that they are working with the vendor to address this issue.

Paratransit Broker Report

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

- **On Time Performance**
SF Access on-time performance was 86 percent in March and 87 percent in April.
Group Van on-time performance was 87 percent in March and 87 percent in April.
Taxi on-time performance was 98 percent in March and 99 percent in April.
- **New Ramp Taxi Incentives**
Discussions are in work to expand the ramp taxi incentives, including adding incentives for general public wheelchair trips as well as nighttime wheelchair trips. Since February 2019, wheelchair trips have increased 27% when compared to the same time last year.
- **New Paratransit Vehicles**
Eight new Glaval Commutes cutaway vehicles and 10 hybrid Pruis vehicles are currently in service. 35 additional vehicles are planned to be added to the fleet with discussion ongoing in regard to the right vehicle make/model
- **Technological Improvements**
The Accessibility webpage on the revamped SFMTA website has been updated with a more user friendly information flow and enhanced content.
- **Paratransit Driver Training**
131 drivers are operating in service with enough drivers in training to meet service needs
- **Staff Changes**
Natasha Opfell was hired as the Mobility Manager

Susan Kitazawa has noted that she has seen service improvements. Mara Math would like to see greater follow up on complaints and would like to see start times added to the agenda items. Robert Grant had a question in regards to how Trapeze map addresses. Kent Hinton stated that he will follow up with Robert's question offline.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, August 14th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.