

Minutes
PCC Executive Committee Meeting
March 13, 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; Jane Redmond, PC&O Chair; Bruce Oka; Douglas Callahan; Elizabeth Grigsby; Gilda Chico; Jacy Cohen; Jessica Felix; Kevin Lee; Mara Math; Mary McLain; Robert Grant; Rodney Lee; Roland Wong; Sam Alicia Duke

PCC Members and Guests: Fiona Hinze; Susan Kitazawa; Joan Kwansa; Alison Reeves; Samantha Sipin; Tracy Kelly; Charles Posejpal; Michael Valero; Diann Valero; Nora Baxton;

PCC Executive Committee Member Excused: John Lazar

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

SFMTA: 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 January 16th meeting

Nora Baxton clarified that her comments regarding her late trip cause her blood pressure to increase. The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith commented that he would to see representation on the PCC from all over the city, including from the southeastern portion of San Francisco. He would like to have the PCC Executive Committee meeting be held in different parts of the city to encourage greater community involvement. Marty would also like to see initiatives implemented that address the on-time performance for the SF Access service.

Annette Williams provided an update regarding SB1376. This law will establish standards in which TNCs must provide service to wheelchair users as well as creating an accessibility fund that will be paid through a per trip surcharge on each TNC trips. The CPUC is in the process of making rules and is accepting comments regarding the distribution of funds. Jessica Felix asked if the PCC should submit comments as a body or if comments should be submitted individually. A motion was filed to create an ad hoc committee to review the rulemaking and to submit comments on behalf of the PCC Executive Committee. This motion was passed with Jessica Felix, Roland Wong, Doug Callahan, and Jane Redmond on this committee.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Jessica Felix read the following report:

- **Election for Vice Chair of PC&O T&RT Subcommittee**
Jessica was elected to the position of Vice Chair.
- **Comments from the Chair**
Jessica expressed her appreciation for being elected as Vice Chair. She stated that it seems like it will be an interesting year.
- **Service Quality Issues – Taxi Services**
- Cheryl stated that she was trying to get a ride so she tried several drivers on the cell phone list. Discussion on how to best use the list. Several of the new Ramp vans are on the road.
- **SF Paratransit Broker Report**
Taxi OTP for Q4 of 2018 October 100%, November 98%, December just under 98% and a seasonal dip in January to 93.5%.

January 7th the SF Access Sedan backup service soft launched with 8 or 9 routes per day.

Ramp Incentives:

October	5200 driver	300 Luxor
November	4890 driver	300 Luxor
December	5000 driver	100 Luxor

As of January, 7 new ramp vans have been successfully enrolled into the new vehicle incentive program and are now on the road.

Kent introduced Philip Cranna, SFMTA Enforcement and Legal Affairs Manager for Taxi Services, who spoke on the new incentives that Ramp Taxis can earn related to SFO pickups.

Update on the online patron portal. It is in beta test using actual credit card payments. The beta testers have run into some issues and those are now being worked out.

We are also setting up testing for some new ITE firmware for both the new Curb system going in at Yellow as well as new TaxiOS system being installed at FW Taxi. They have been through some verification at the SFMTA. We are currently working on riders guide 4 focused on technology.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for May 1, 2018, 10:30 am to 12:30 pm at the Broker's office, 68 12th Street, San Francisco

PC&O SF Access Subcommittee Meeting

Jane Redmond read the following reports:

- **Nomination and Election of Vice-Chair**

Bruce Oka was nominated and elected Vice-Chair by acclamation.

- **Service Quality Discussion**

Mary McLain of Transdev reported that increased wage scales were recently implemented for new drivers and other key positions with positive results such as improved senior driver retention and new applicant responsiveness. A visiting corporate team has been working onsite, providing additional scheduling software training for staff and assisting with driver training. Recent staff changes include a new Safety Manager, Training Manager, and additional Bus Aid. The provider is working on an action plan to improve the SF Access Taxi Backup service with Yellow Cab. New vehicles have been received in the form of 5310-funded cutaways from L'Chaim and SteppingStone group agencies, as well as sedans and smaller cutaways ordered by SFMTA. Plans to improve the 575 Tunnel Avenue facility are in place with work planned to commence in the next 30 days.

- **Broker Report**

Kent Hinton of the Broker's office reported SF Access On-Time Performance (OTP) and Customer Service statistics for December 2018 through February 2019. OTP has been trending upward, improving from 72% to 79% over the past three months with complaint numbers corresponding to performance. The Broker is closely monitoring the Taxi Backup program, which generally has higher overall OTP than the van provided trips. Automated weather advisory phone calls were used in mid-February to alert riders who booked trips on days when severe storms were forecast. The Trapeze PASS-WEB online application will be tested onsite starting March 11th. The SF Paratransit Taxi Online is currently under pilot testing. The Broker is working with a consultant to develop new paratransit promotional materials for technology related tools and services. Kevin McDonald announced the Mobility Management website will be online by early April.

The next PC&O SF Access Subcommittee meeting date is Wednesday, June 5th, 2019.

Paratransit Broker Report

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

- **On Time Performance**

SF Access on-time performance was 75 percent in January and 79 percent in February. Group Van on-time performance was 87 percent in January and 86 percent in February. Taxi on-time performance was 93 percent in January and 94 percent in February.

- **SF Access Improvement Plan**

Management staff for the SF Access was introduced, including Charles Posejpal as the Assistant General Manager, Michael Valero as the Safety Manager and Diann Valero as the Dispatch Supervisor. Tracy Kelly was also introduced as the Teamster representative.

Wages were increased for drivers, bus aides, and mechanics in February 2019. This has also help improve recruitment for vacant positions. The influx of formerly Chariot drivers have also helped fill some important vacancies in the driver position. The taxi back up service for the SF Access service has also supplemented some of these trips; staff would like to see more taxi drivers participate in this program.

- **New Ramp Taxi Incentives**

Seven vehicles that are being funded through the operating and maintenance incentive program are currently in service. Recent changes to taxi access at SFO have allowed ramp taxi drivers to earn either a Short Pass or P-Pass for the entire month if they complete a certain number of wheelchair trips; ramp taxis who do not earn either pass are eligible to pick up from the airport but must wait in the regular line.

- **Mobility Management**

SF Paratransit has hired a consultant, Joey Goldman to help develop promotional material for the e-Hail component of the paratransit taxi service as well as to help develop a Rider's Guide 4, which will focus on technology. Staff is also working enhance the content on the SFMTA webpage for seniors and individuals with disabilities. The Group Travel Training presentation has been updated as well.

- **Technological Improvements**

Work continues to be done to customize SF Access Online, which will allow riders to reserve, edit, and cancel SF Access trips. The goal is to better manage call volume to the SF Access line for Where's my Ride and reservations.

SF Taxi Online is currently being piloted by several participants. They are being trained about the features of the website and are providing feedback. The goal is to launch it by spring 2019.

- **Staff Changes**

Natasha Opfell was hired as the Mobility Manager. Marc thanked Kevin McDonald for his work as the interim Mobility Manager and Justin Leong for his work as the interim Contractors Administrator.

Jane Redmond asked how many SF Access drivers are currently employed. Mary McLain replied that there are approximately 125 SF Access drivers with another 15 in training. Robert Grant asked what kind of training did the Chariot drivers undergo. Mary answered that depending on their skills level, some underwent more expedited training. Most driver had the required licenses so more attention was focused on customer service, safety, and cadetting. Kevin Lee asked for a description of the training drivers must undergo. Mary said that drivers must go through about 40 hours of classroom training and another 50 hours for cadetting. It can also take three to four days to get licensed. Roland Wong asked how many SF Access route are being covered through the taxi back up program. Mary responded there is a maximum of 20 routes that can be covered; however, this has never been reached as more drivers are being recruited and trained.

Elizabeth Grigsby mentioned that she was marked as a “no-show” but was waiting for the vehicle. Kent Hinton replied that they will follow up with her after the meeting to get detail and investigate the incident.

Mara Math would like the Paratransit Coordinating Council to be a more visible body. Sam Alicia Duke suggested that this committee participate in Sunday Streets. Jacy Cohen recommended that this body work with the Department of Aging and Adult Services if they want to pursue this.

Susan Kitazawa mentioned that the phone system for the paratransit taxi debit card is poor and wanted it improved to allow for clearer communication.

Jessica Felix stated that several drivers have had issues with Flywheel, particularly getting a phone to use. She would also like nighttime trips incentivized to improve access for wheelchair users. Kevin Lee agreed with this statement.

Public Comments

In July, a CTA PASS training will be held and interested parties are encouraged to participate.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, May 8th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.