

**Minutes**  
**PCC Executive Committee Meeting**  
**January 25, 2023**

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Jane Redmond, PCC Vice Chair; Cheryl Damico, PCC Secretary; Craig Nelson; Jessica Felix; Joan Kwansa; Mara Math; Mary McLain; Olivia Santiago; Roland Wong; Susan Kitazawa

PCC Members and Guests: Tracey Gamedah; Chris Sweis; Barry Taranto

PCC Executive Committee Member Excused: Kevin Lee

SF Paratransit Staff: Marc Soto; Kevin McDonald; Justin Leong; Carol Osorio; Matthew Teixeira; Catherine Callahan; Cheryl Hac

SFMTA: Annette Williams; Jonathan Cheng

Marty Smith, PCC Chair, called the meeting to order at 10:35 a.m.

**Read and Approve Agenda**

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

**Approve Minutes of December 14<sup>th</sup> meeting**

The minutes were motioned/seconded/approved.

**Comments from the Chair**

Marty Smith commented that he has heard from SF Access riders that mask wearing among drivers and riders is not consistent. Cheryl Damico stated that she thinks it is a good idea to align with the CDC guidelines. Susan Kitazawa understood that mask policy of SF Paratransit is the same as the Muni's, which is that masks are recommended but not mandatory. Mara Math concurred with Susan's understanding of the mask policy but would like masks to be mandatory on SF Access. She also noted that N95s are very effective, even if other riders are not wearing a mask. Tracey Gamedah stated that she tries to sit near windows for better ventilation and incorporates other personal safety measures. Joan Kwansa noted that if you ask politely, people may be accommodating and wear a mask. Jessica Felix said that we are currently in the endemic phase of the pandemic and people need to make the best choice for themselves. Annette Williams reiterated that SFMTA and SF Paratransit's position aligns with the city's mask policy, which is that masks are recommended while traveling on public transit.

**Election of PCC Executive Committee Officers**

For the position of chair, there were three nominations, Marty Smith, Cheryl Damico, and Kevin Lee. Following a vote, Marty Smith was re-elected chair of the PCC.

For the position of vice chair, there were two nominations, Jane Redmond, and Cheryl Damico. Following a vote, Jane Redmond was re-elected as vice chair of the PCC.

For the position of secretary, there were two nominations, Cheryl Damico, and Kevin Lee. Following a vote, Cheryl Damico was re-elected as secretary of the PCC.

For the position of PC&O chair, there were two nominations, Kevin Lee, and Mara Math. Following a vote, Mara Math was elected as PC&O chair of the PCC.

### **Discussion on Implementation of ADA Recertification Short Form**

Annette Williams introduced Kevin McDonald, who will provide an overview of the Paratransit Short Form. She stated that the implementation of this shorter recertification ADA Paratransit eligibility is a result of feedback from paratransit consumers with permanent disabilities.

Kevin McDonald provided an overview of the current recertification process for ADA eligible clients as all individuals need to complete the same 10-page application as new applicants. SFMTA and SF Paratransit is proposing a short form for clients with permanent disabilities who are recertification for ADA Paratransit services. A version of this short form is already in place for clients who attend agencies served by the Group Van service and will be expanded to the broader ADA clientele. This short form will ask for updated contact information as well as confirmation that their disability conditions that have not changed. Once this Paratransit short form is introduced, those up for recertification, who meet the predetermined criteria, will be issued the short form instead of the long regular ADA application. For new applicants, the certification analyst will determine whether a client's medical and health conditions is permanent and will make a note in their record that will make them eligible for the short form when they recertify for ADA Paratransit services. The soonest this short form could be implemented is within two months.

Cheryl Damico asked if the eligibility for ADA Paratransit will be the same for someone who qualifies for the short form. Kevin McDonald affirmed this. Susan Kitazawa inquired who will be eligible for the short form and would like those with conditional eligibility to be considered. Roland Wong concurred with Susan's comments and would like for a copy of the draft short form to be provided to members for their review. Annette Williams clarified that those with conditional eligibility would be eligible for the short form and will make the short form available for members to review.

### **PC&O Group Van Subcommittee Report**

The report is as follows:

- **SF Paratransit Status Update**

Justin Leong reported that there was a slight increase in ridership from October to November and stayed level in December. There was only one complaint in October and one in November. On Time Performance is increasing overall.

Mary McLain reported that all group van requests are in and routes are running. They had just received a new request from SteppingStone Mabini and Institute on Aging.

- **Agency Status Reports**

- Self Help reported they are doing normal operations without any issues and that they have hired a new driver and working on getting them trained.

- The Arc reported they will be open five days a week starting on January 20th. They also have new staff which will allow them to have more Group Van riders.
- On Lok 30th St. reported they are transition to in person classes from Zoom and are not using Group Van currently.
- SteppingStone centers overall are continuing to offer services and are operating as normal. Attendance at Stepping Stone Presentation is lower than normal.

The next PC&O Group Van Subcommittee Meeting date is April 12, 2023

### **Paratransit Broker Report**

Justin Leong and Marc Soto reported as follow:

- **Service Level Statistics**  
SF Access operated about 13,000 trips for November and December 2022. Paratransit taxis completed approximately 23,000 trips in November and December 2022. Group Van is at around 20 percent of pre-pandemic levels.
- **On Time Performance**  
On time performance for taxis was 93 – 95%. For the SF Access service, the on-time performance in November was 94% and December was 97%.
- **CTAA Train the Trainer**  
SF Paratransit will be sponsoring a CTAA Train the Trainer workshop on February 23 and 24. SFMTA and SF Paratransit is encouraging management in taxi industry send staff and taxi drivers to participate in this training, which will allow others to certify ramp taxi drivers. Training does require some online training prior to the in-person training.
- **2022 Customer Satisfaction Survey**  
The 2022 Customer Satisfaction Survey was completed and will be presented in an upcoming PCC meeting.
- **Rider's Guide**  
Staff is wrapping up the final edits for the updated Rider's Guide and expect to have it printed by spring 2023.
- **Broker IT Activities**  
The Trapeze v21 update was intended to go live soon; however, there was delayed and will instead go live in April 2023.
- **SF Paratransit Staffing Update**  
Justin Leong has been hired to serve as the Director of Operations, replacing Joe Skelton. There are vacancies in the Administrative Assistant and Contract Administrator positions at the Broker's office.

Cheryl Damico asked if one needed to be a member of CTAA to participate in the Train-the Trainer event. She also inquired if any modifications were made to the training material to

accommodate the ramp taxi training. Marc Soto replied that participants do not need to be a member of CTAA and that he does not expect any modifications will need to be made but will discuss with offline if she has any ideas. Jane Redmond was interested in participating in the training. Marc cautioned that there is limited space, and they want to prioritize individuals who will then become trainers for other drivers. Craig Nelson emphasized that the trainers should be thoroughly taught and demonstrated how to properly secure the restraints as well as the seat belt for wheelchair users.

Mara Math would like the updated version of Trapeze to allow individuals to modify an existing reservation if a better pick up time becomes available after making their initial reservation without having to cancel and create a new trip. Roland Wong agreed with this request. Marc Soto acknowledged that the current system does not allow for this to occur but would like to investigate this possibility in the future.

### **Public Comments**

Jessica Felix asked if there was any progress in getting non-affiliated ramp taxi drivers to get onto the Yo Taxi app. Fred Lein would like to close the meeting in honor of Nate Dwari.

### **Adjournment**

The meeting adjourned at 12:05 pm.

**The next PCC meeting will be held on Wednesday, March 15<sup>h</sup> from 10:30 a.m. to 12:30 p.m.**