

Minutes
PCC Executive Committee Meeting
January 18, 2017
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: John Lazar, PCC Chair; Cheryl Damico, PCC Secretary; Marty Smith, PC&O Chair; Douglas Callahan; Fred Lein; Jacy Cohen; Jean Marie Green; Roland Wong; Rodney Lee; Sam Alicia Duke; Sandra Fancher; Tim Lapp

PCC Members and Guests: Hilario Reyes; Patricia Lovelock; Iona Lawhorn; Robert Grant

PCC Executive Committee Member Excused: Bruce Oka; Jeanne Lynch

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Kevin McDonald; Justin Leong; Tighe Boyle

SFMTA: Annette Williams; Kristen Mazur; Jonathan Cheng

John Lazar, PCC Chair, called the meeting to order at 10:40 a.m.

Read and Approve Agenda

John Lazar, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of December 14th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

John Lazar reflected on his past two years as chair of the Paratransit Coordinating Council. He stated that over these past two years, there have been a lot of turmoil in the taxi industry, particularly as there have been no new taxi drivers entering the occupation. John stated that it has been difficult for taxi companies to compete with Transportation Network Companies (TNC) due to differences in the regulations of both industries, possibly due to the fact that the SFMTA oversees taxis while the California Public Utilities Commission monitors TNCs. In particular, he mentioned that it has been a struggle to operate the ramp taxi program, due to the higher capital cost of purchasing a wheelchair accessible vehicle as well as the associated higher fuel and maintenance costs.

Election of PCC Executive Committee Chair and Officers

Jonathan Cheng announced that the position of chair, vice chair, secretary, and PC&O chair for the PCC Executive Committee was up for election. Individuals elected to these positions will serve for the 2017 calendar year.

For the position of chair, there were one nominee, Roland Wong. By acclamation, Roland was elected chair of the PCC.

For the position of vice chair, there were one nomination, Cheryl Damico. By acclamation, Cheryl Damico was re-elected as vice chair of the PCC.

For the position of secretary, there was only one nominee, Jean Marie Green. By acclamation, Jean Marie Green was elected as secretary of the PCC.

For the position of PC&O chair, there was nominee, Jane Redmond. By acclamation, Jane Redmond was elected as PC&O chair of the PCC.

PC&O Group Van Subcommittee Meeting

Jacy Cohen read the following report:

- **Service Quality Discussion**

Nicole Clause of Stepping Stone reported excellent service from both BayMed and SF Access, and that the agency submitted Mission Creek's second-shift application to the state. Stepping Stone is also applying for 5310-funded vehicles. Jacy Cohen of The ARC reported ongoing issues with Gateway drivers such as insensitivity to some passenger's conditions, and also noting a recent parking incident between a Transdev and Gateway driver. She also reported some Group Van drivers cause issues when arriving extremely early in the afternoon. Mary McLain of Transdev reported higher than normal rates of illness among staff during the month of December, but that they have worked diligently to keep up. She also noted recent challenges of inclement weather, system failures, and power outages, adding that IT has been notified about an issue between their computer network and backup power supply. Mary reported that the 800 series vehicles continue to require extensive maintenance, and they are in the process of hiring a new Maintenance Manager. Kent Hinton of the Broker's office reported on behalf of BayMed, noting that aging vehicles may require potential replacement or overhaul.

- **Broker Report**

On Time Performance (OTP) for Group Van was 90.4% for October and November 2016, 88.5% in December, and 85.5% in the first week of January. There no Group Van complaints in October, two in November, and three in December 2016. There were four compliments in October. The Broker is holding ongoing meetings with Group Van agencies, discussing the Memorandum of Understanding as well as ride times and route capacity. Weekly meetings regarding scheduling for Mission Creek's second shift will resume in anticipation of the state responding to their application. The Group Van RFP process is concluding, with new contracts and service providers due to start May 1st. The Flywheel e-hail application pilot for paratransit ramp taxis has started. The Debit Card Patron Portal credit card feature is in the process of final development with testing pending. Replacement taxi debit card printers have been procured and tested, with live production beginning this week. The Broker continues to work with SFMTA regarding the pending vehicle procurement, acknowledging the issue of many vehicles requiring engine and transmission overhauls. Finding real estate for a future operations facility within San Francisco continues to be a challenge. Paratransit Rider's Guide 2 (SF Access) and 3 (Taxi) have been updated, and there are plans for the next update to address technology such as Flywheel and

the online patron portal. Fares will increase on July 1st, 2017, with van fares increasing to \$2.50 for a one-way trip, and taxi contributions increasing to \$6.00 for \$30 of credit. Shop-a-round and Van Gogh are currently free, but a decision is pending if they will also require fares after June 30th

The next PC&O Group Van Subcommittee meeting date is April 12th, 2017.

Paratransit Broker Report

Kent Hinton and Marc Soto reported as follow:

- **On Time Performance**
SF Access on-time performance was 87 percent in October, 86 percent in November, 88 percent in December, and 90 percent in January to-date. Group Van on-time performance was 90 percent in October, 90 percent in November, 89 percent in December, and 90 percent in January to-date. Taxi on-time performance was 100 percent in October, 99 percent in November, 99 percent in December, and 93 percent in January to-date.
- **Vehicle Replacement and Expansion**
27 vehicles have reached the end of their useful life and will be replaced with new vehicles. In addition, 22 new minivans are expected to be purchased to expand the number of available vehicles and provide greater flexibility for the primary service provider. SFMTA is awaiting for funding to come through before the order is placed.
- **Group Van RFP**
SF Paratransit is in the final stages for the RFP process and will be awarding contracts with the selected vendors. Service is expected to start on May 1st.
- **Stepping Stone**
Stepping Stone is proposing hosting double shifts at one of their locations. This will increase the operating hours and capacity for individuals who want to participate in their program. This will require SF Paratransit to figure out how to accommodate these additional trips. Implementation of the proposed double shifting is awaiting approval from the state.
- **Shop-a-Round**
A new van schedule for the Shop-a-Round program will be implemented on February 15, 2017. Staff reviewed the ridership statistics and removed stores with low ridership while increasing frequencies to popular stores.
- **Taxi Driver Training**
SF Paratransit staff is working with taxi investigators to recommend taxi drivers who require retraining, particularly on how to provide service to paratransit riders and process debit card payment

- **SF Paratransit Taxi Debit Card Integration with Flywheel**
A pilot is expected to begin in December 2016. SF Paratransit will be allowed to request a ride and electronically pay for their trip through the Flywheel mobile application. In addition, wheelchair users can filter and only see the availability of nearby ramp taxis. The pilot participants will provide feedback regarding the functionality of the mobile application.
- **Paratransit Debit Card User Web Portal**
SF Paratransit office is finalizing an agreement with CabConnect to develop a patron portal that will initially allow paratransit taxi users to check existing balance and view all their previous taxi trip history. Future updates to this portal will allow for users to load value onto their taxi debit card. Transdev is working to ensure that it is accessible to all users, including those who are visually impaired.
- **PASS-WEB**
This software will allow ADA paratransit riders to reserve, cancel, or make edits to a scheduled trip as well as allow them to check the vehicle's estimated time of arrival through a computer and/or smartphone. SFMTA is working to identify funding for this technology.
- **2017 Customer Satisfaction Survey**
A SF Paratransit customer satisfaction survey will be conducted in spring 2017. This survey will provide SFMTA and SF Paratransit a glimpse of rider satisfaction with the service delivery of SF Paratransit as well as the Broker services. A subcommittee meeting will be held to review the questions in March 2017.
- **Power Outage**
On January 8 and 11, there were power outages at the operations facility in Brisbane. Staff member from the call center was relocated to the Broker's office with all phone call redirected. While the backup generator w

Jane Redmond thanked John Lazar for his leadership as the chair of the Paratransit Coordinating Council and hopes that he will continue to be an advocate for the senior and disabled community.

John Lazar wanted clarification if there are no service fees for trips hailed by SF Paratransit using Flywheel. Kent Hinton confirmed that there were no service charges for paratransit riders. Fred Lein asked how many ramp taxi are currently in operations. Kent answered that there are approximately 46 ramp taxis in operations but that there are 100 available ramp medallions issued by SFMTA. Fred followed up by asking how ramp medallions are distributed. Annette Williams stated that interested taxi drivers can get a ramp medallion but that they must undergo an interview process and meet the minimum requirements, including completing at least 72 paratransit wheelchair trips or 120 paratransit trips. Tim Lapp inquired as to what would trigger the need for a taxi driver to receive retraining. Kent replied that SF Paratransit reviews the complaints data and instance such as the taxi driver refusing to process an IVR form for payment. Iona Lawhorn complimented the manager for Flywheel taxi. Roland Wong stated that

as the new chair of the Paratransit Coordinating Council, he wants to continue to support the ramp taxi program.

Patricia Lovelock stated that her taxi debit card expired while she was experiencing a longer than expected eligibility recertification process. Kent Hinton replied that the eligibility staff is able to extend the taxi debit card's expiration if a rider is undergoing eligibility beyond the printed expiration date. She also asked whether an old taxi debit card is automatically blocked once a new taxi debit card is printed. Kent answered that the old taxi debit card is blocked only once the rider calls to activate their new taxi debit card. She also mentioned she has had several incidents of poor experiences while riding the SF Access service and there was a lack of customer service when she reported these incidents. She also stated from her perspective, there was a lack of support from SFMTA for the taxi industry.

Public Comments

Jane Redmond stated that Jeanne Lynch called her and said that she fell recent and is undergoing rehabilitation. She also mentioned that 1391 Pine Street is a very heavily trafficked corridor and is concerned about the loading and unloading of paratransit passengers at this location. Doug Callahan concurred the need for loading zone for senior housing facilities.

Adjournment

The meeting adjourned at 12:30 pm.

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