

Minutes
PCC Executive Committee Meeting
March 8, 2017
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Cheryl Damico, PCC Vice Chair; Jean Marie Green, PCC Secretary; Jane Redmond, PC&O Chair; Adrienne Humphrey; Bruce Oka; Carol Osorio; Douglas Callahan; Fred Lein; Mary McLain; Olivia Santiago; Rodney Lee; Sam Alicia Duke; Sandra Fancher

PCC Members and Guests: Jon Gaffney Robert Grant

PCC Executive Committee Member Excused: Gilda Chico; Jacy Cohen

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

SFMTA: Annette Williams; Kristen Mazur; Jonathan Cheng; Gida Alvarez; Kelley McCoy

Roland Wong, PCC Chair, called the meeting to order at 10:40 a.m.

Read and Approve Agenda

Roland Wong, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of January 18th meeting

The minutes were motioned/seconded/approved. Cheryl Damico requested that there be time to discuss a recent regional PCC meeting that the officers recently attended; Roland Wong stated that he will discuss this event during the next item.

Comments from the Chair

Roland Wong commented that he, along with the other PCC officers, attended a regional PCC conference in February. At this meeting, representatives from various paratransit programs as well as paratransit coordinating councils attended and spoke about their respective programs. One recurring comment during the meeting was the need for better intercounty transfer between services. Overall from this meeting, Roland felt that the SF Paratransit program was advance in comparison to other local paratransit program, including the use of the SF Paratransit taxi debit card, and would like to see future gatherings of this kind. He then welcomed other attendees to chime in and provide their perspective about the event.

Cheryl Damico stated that participants were divided into groups based on their interests, with one group organized around using taxis for paratransit programs, another for the potential to integrate TNCs into paratransit programs, while a third centered on greater PCC involvement. Jean Marie Green stated that there were great presentations on these topics. Jane Redmond mentioned that the highlight of the event for her was seeing John Sanderson. Annette Williams thanked the San Mateo Paratransit Coordinating for hosting this event. Tighe Boyle was

encouraged by the participation by county, which included a majority of the paratransit programs in the area.

Twin Peaks Tunnel Improvement Project

Kelley McCoy presented on the upcoming Twin Peaks Tunnel Improvement Project.

The Twin Peaks Tunnel Improvement Project will be an extensive rehabilitation of the Twin Peaks Tunnel, which is approaching its 100th year in service. This rehabilitation will include a full track replacement, new drainage and fire suppression system, as well as upgrades to the Eureka Valley station. The goal is to improve safety while lifting speed restrictions currently in place. It is expected that this project will require five shutdowns of two week periods over the next year. Each shutdown will be staggered throughout the year. This project will affect Muni Metro riders who use the K, L, and M lines as there will be no train service between West Portal and Castro Station. A bus shuttle will transport riders between West Portal and Castro Station and will be free. BART tickets for transportation within San Francisco will be made available. There is no start date set for the project yet.

Rodney Lee asked what the media strategy will be, particularly to those who's primarily language is not English. Kelley McCoy answered that they will have translated signs along the construction area and foreign language media will be contacted once there is a start date. Roland Wong wanted to make sure that there was proper outreach to Laguna Honda. Kelley reassured that there is ongoing outreach with Laguna Honda.

Fred Lein inquired as to how long this project will take place. Kelley McCoy replied that the project is expected to take place over the span of one year, with five-two week shutdowns during this timeframe. Jane Redmond wondered what the start time would be. Kelley stated that the anticipated start time is summer 2017 with an end date in summer 2018. Olivia Santiago asked whether the 57 Parkmerced would be affected by this project. Kelley answered that it likely will and that the bus will not stop at the West Portal station.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Fred Lein read the following report:

- **Comments from the Chair**
Newly elected Chair Roland Wong started the meeting with no comments. The meeting then turned over to Fred Lein, PCC/Yellow Cab, who was elected Vice Chair. he commented on the future of Yellow Cab, which has been under Ch 11 bankruptcy the past year, stating it's going well and they recently reached creditor settlement, which the court should approve on Feb. 3rd; and there is a lot of restructuring. He emphasized safety and customer service is top priority. They painfully let go of 27 drivers due to their driving records. The trustee feels if they work hard and change the company culture, they can emerge from bankruptcy in four or five months. Finally he'd like to see ramp taxi service come back to yellow cab & will be asking MTA for a ramp medallion list to bring some back as affiliates.
- **Service Quality Issues – Taxi Services**

The Flywheel EHail App pilot program was launched with eight users. One tester is Roland who said he still has issues Ehailing to his Parkside neighborhood and suggested calling a meeting with the App Reps. Marc agreed to do so but suggested getting questions from the committee first. Marty and Fred pointed out half the Flywheel phones won't turn on, Fred noted the Flywheel driver support line is unresponsive, and Carol suggested expanding the Ehail search radius. Kent added ambulatory App testers generally have had better experiences. Marc suggested perhaps the MTA require all ramp medallions to be affiliated to some EHail app.

- **SF Paratransit Broker Report**

Besides launching the Flywheel EHail pilot, the new taxi debit card printer is also now in use, while the Patron Portal's new debit card payment feature is very close to Phase II testing, once the merchant service agreement is in place. From the PCC Exec Meeting on 1/18/17, SF Access OTPs are continuing to rise. Brisbane offices had power and phone outages on 1/8 and 1/11 that resulted in temporarily relocating staff to the SF Broker's office. A significant number of 800 buses need major component repairs or replacements, thus putting a strain on January OTPs. The Group Van Final RFP stage selection is on track for the 5/1/17 start date. Stepping Stone Mission Creek's double shift is still pending State application response. Transdev continues to operate Mabini GVan route for Baymed, who has 2 JFCS vehicles with engine & transmission problems. SFPT is in discussion with Baymed to purchase vehicles for \$1 and then SFPT spending money on necessary repairs. Shop-a-Round published an updated schedule on 2/5/17 that eliminated non-performing locations and added Costco & additional Westlake trips; also afternoon trips were moved up one hour earlier to de-conflict with demand for SF ACCESS. MTA's order is pending to schedule replacing 27 cut-away buses; meantime 22 new minivans have been ordered and will start arriving in mid-March.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for May 3, 2017 from 10:30am to 12:30pm at the Broker's office, 68 12th Street, San Francisco

PC&O SF Access Subcommittee Meeting

Mary McLain read the following report:

- Mary McLain of Transdev was elected PC&O SF Access Vice-Chair.

- **Service Quality Discussion**

The SF Access service provider reported challenges resulting from windy and rainy weather, political events, Chinese New Year parade closures, and ongoing construction. In response to weather-related power outages during January and February, emergency backup procedures were implemented in conjunction with the Broker's office. An analysis of the full impact from weather conditions will be conducted. Staff attendance held up during rainy days, but there was some absenteeism on following days as a result. The phone system analysis has been completed and the recommendation to the Broker is being finalized. Building repairs were carried out at the operations and maintenance facilities. Aggressive work towards finding the future operations facility continues, as the existing Brisbane lease ends in March 2018. Brisbane honored 62 drivers during

December's annual safety luncheon. 22 new minivans are expected for delivery by the end of March.

- **Broker Report**

SF Access On-Time Performance (OTP) was 88.5% in December, 87.25% in January, and just under 84% in February (pending trip edits). OTP was adversely impacted by adverse weather and staffing issues. SF Access complaints totaled 50 in December, 32 in January, and 47 in February. The ratio of complaints per thousand trips for wheelchair riders continues to be lower than ambulatory riders. Compliments totaled 20 in December, 24 in January, and 53 in February. Power failures at Brisbane were handled through backup procedures involving temporary relocation of operations staff to the Broker's office. Increasing issues with 800 series vehicles has highlighted the need for major component repair and replacement. In addition to the 22 minivans on the way, work continues on the pending order for 27 cutaways. The Broker is conducting an analysis of scheduling software travel times compared to real world estimates. Kent Hinton of the Broker's office thanked SFMTA for hosting a recent inter-agency incident management course which he attended.

The next PC&O SF Access Subcommittee meeting date is Wednesday, June 7th.

Paratransit Broker Report

Kent Hinton and Marc Soto reported as follow:

- **On Time Performance**

SF Access on-time performance was 88 percent in December, 87 percent in January, and 82 percent in February. Group Van on-time performance was 89 percent in December, 91 percent in January, and 90 percent in February. Taxi on-time performance was 99 percent in December, 98 percent in January, and 100 percent in February.

The on-time performance was reviewed and there was an increase in the number no shows and late cancellations on days with heavy rain.

- **Ramp Taxi Incentives**

There have been delays in the payment of ramp taxi incentives as the SF Paratransit office has been trying to track where several ramp medallions, which could affect the companywide incentive payments. SF Paratransit is modifying its procedures and is working more closely with SFMTA Taxi Services to get up-to-date ramp medallion information. Luxor was awarded the companywide incentive for November, January, and February.

- **SF Paratransit Taxi Debit Card Integration with Flywheel**

Staff at SF Paratransit met with representatives from Flywheel to discuss some of the ongoing issues experienced by users of the pilot. Among the issues include the availability of ramp taxis on the mobile application as well as the inability to hail one when they are available. The latter issue could be attributed to the hailing radius restrictions, which Flywheel will work to expand.

- **Paratransit Debit Card User Web Portal**
 There are issues with the password and there has been a delay in launching the pilot as they address this issue, as they do not want users to be locked out of their accounts.
- **Stepping Stone**
 Stepping Stone was approved by the state to begin its proposed 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.
- **New Group Van Contracts**
 Transdev recently finalized its procurement for the group van services. Three current service providers, Centro Latino, Self Help for the Elderly and Kimochi, were selected. The fourth incumbent, Baymed, did not apply and there were no applicants for their body of work. Transdev will take over their group van service on June 1st. In preparation for this transition, Transdev is inspecting the 5310 vehicles currently being operated.
- **Mobility Management**
 SFMTA has emphasized the need to greater mobility management activities to enhance knowledge of the availability of transportation options for seniors and individuals with disabilities. Among the activities being proposed include group orientation and one-on-one travel training as well as developing an information and referral center.
- **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.
- **PASS-WEB and PASS-CARE**
 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.

- **2017 SF Paratransit Fare Increase**

Starting July 1st, the fare for all van trips, including SF Access and Group Van, will increase to \$2.50 per one way trip while for taxis, the cost for \$30 worth of taxi value will increase to \$6.00.

Roland Wong would like to see an increase in the allotment amount available for the taxi program. Marc Soto replied that as part of an overall review of the taxi program, the taxi allotment maximums will be examined. Roland also mentioned that when he uses Flywheel, though there are times when he can see a ramp taxi available, he is unable to hail it due to the restrictions regarding hailing distances.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, April 19th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.