

Minutes
PCC Executive Committee Meeting
April 19, 2017
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Jane Redmond, PC&O Chair; Adrienne Humphrey; Douglas Callahan; Fred Lein; Jacy Cohen; John Lazar; Kevin Lee; Roland Wong; Rodney Lee; Sam Alicia Duke; Sandra Fancher; Wanee Ratanasanguan

PCC Members and Guests: Jon Gaffney; Iona Lawhorn; Hilario Reyes; Wendy Yu

PCC Executive Committee Member Excused: Mary McLain; Jean Marie Green

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

SFMTA: Annette Williams; Kristen Mazur; Gida Alvarez;

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 March 8th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Roland Wong allowed John Lazar to provide an update of some recent developments in the taxi industry. John spoke about AB1069, which is a bill meant to loosen taxi regulations in California. He also mentioned that Cabconnect has bought Flywheel and is hopeful that there will be a greater focus on the needs of drivers to make sure that this software works for them. John also stated that he is assisting on development of a 100% electric vehicle that could potentially be introduced into the taxi industry. He added that in New York City, the city requires 50 percent of all taxis to be wheelchair accessible and provides a \$15,000 subsidy to convert a vehicle into a ramp taxi.

Group Van Subcommittee Meeting

Jacy Cohen read the following report:

- **Service Quality Discussion**

Mary McLain of Transdev reported that the purchase order for a new phone system has been issued and 8 new minivans have been received which will free up additional cutaways for Group Van service. Lea, the Group Van coordinator, is on medical leave and Martha will be filling in moving forward. Brisbane's sublease ends in March 2018 and is also facing the challenge of finding a future operation facility. Group Van agencies expressed concerns over the upcoming transition from BayMed to Transdev including participants who miss their pickup, coordination through dispatch, driver consistency,

same-day changes, maintaining attendance, and adding new participants to routes. Marc Soto of the Brokers office noted the introduction of online applications such as PASS Web and WebCare to provide tools for agencies and riders. BayMed Express is closing at the end of their contract, and no other provider proposed through the RFP process due to operation facility and vehicle related challenges. Mary noted that an additional Group Van dispatcher will enhance communication. Kent Hinton of the Broker's office noted that a recently conducted travel time analysis may help to optimize route scheduling. Agencies also suggested holding an additional multi-agency meeting with Transdev prior to the transition.

- **Broker Report**

On Time Performance (OTP) for Group Van was just under 91% in January, just under 90% in February, just over 90% in March, and tracking at 81% in the first week of April pending trip edits. There was one Group Van complaint in March. Transdev will be taking over BayMed's Group Van service on June 1st, and their drivers have been offered incentives to continue on. Inspections of BayMed-operated 5310 vehicles are also being arranged. The 2017 Customer Service survey is being conducted and may be contacting Group Van agencies. Marc emphasized the importance of having a planner on Brisbane's staff. It is still to be determined how service for Stepping Stone's second-shift transportation will be funded.

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

Paratransit Broker Report

Kent Hinton reported as follows:

- **On Time Performance**

SF Access on-time performance was 82 percent in February and 83 percent in March. Group Van on-time performance was 89 percent in February and 90 percent in March. Taxi on-time performance was 100 percent in February and 93 percent in March.

The on-time performance correlates with the number of complaints; better on-time performance usually leads to fewer complaints

- **SF Paratransit Operations Facility**

SF Paratransit is close to finalizing a deal for a new SF Access operations facility in South San Francisco. This location will be a temporary facility as SFMTA and SF Paratransit search for a long term operations facility that is located within the city limits.

- **CabConnect**

Staff at SF Paratransit will meet with CabConnect to discuss the contract agreement for the SF Paratransit taxi debit card as well as the impact of the purchase of Flywheel to the E-Hail program for paratransit

- **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.

- **Paratransit Standard Operating Procedures**

SF Paratransit staff is working on updating the operating procedures for SF Paratransit, including revising the “no-show” procedures so that the dispatcher takes into account whether a rider has dialed in to Where’s my Ride when considering whether to “no show” a rider, and re-evaluating the suspension and revocation policies of the taxi program.

- **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. A mobility management steering committee is being formed to help advise the SFMTA and SF Paratransit on the needs and priorities of the community.

- **Paratransit Debit Card User Web Portal**

A pilot of the patron portal, which will allow SF Paratransit taxi users to access their account information online, will kick off in early May with a select number of volunteers.

- **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. Fares on Shop-a-Round and Van Gogh will also be re-introduced.

Public Comment

Kevin Lee mentioned that while trying to get a ramp taxi for a return trip from AT&T Park, he was told by some taxi companies that ramp taxis are only available from 8AM – 7PM. John Lazar commented that he would like to see at least ramp taxis, if not all taxis, be allowed to line up along King Street on game days. Wendy Yu added that she had a Luxor taxi driver state that he signed up three times for ramp taxi training but that no one showed up to teach the class. Jane Redmond asked for an update on 1359 Pine Street. SFMTA reported that SFMTA and SF Paratransit staff plan to meet with the staff at the rehabilitation center at 1359 Pine Street to discuss some of the logistical issues SF Paratransit encounters when picking up or dropping off clients at their facility, particularly wheelchair users. Paratransit taxi, with the lift/ramp at the rear of the vehicle rather than the side of the vehicle, may be the safest and most appropriate mode for lift/ramp users traveling to and from this location given the traffic and speeds on Pine Street. Jane reported that the social workers at 1359 Pine Street are the ones who make the

paratransit reservations, so SFMTA staff may be able to educate them about the potential for paratransit taxi to serve this location.

Annette Williams told the group about a potential bridge toll increase that is being considered by the regional transportation planning agency and the state legislature (Regional Measure 3), and about the potential to advocate for a portion of this bridge toll revenue to be used for transportation services and improvements for seniors and persons with disabilities. The PCC indicated that they would like to send a support letter related to this effort.

Annette Williams also reported that the first meeting of the Mobility Management Steering Committee is scheduled for May. Wendy Yu suggested that the Mobility Management Steering Committee include individuals that represent Single Room Occupancy (SRO) tenants, such as the SRO Collaborative, as well as members of the public. Kevin Lee added that many social service agencies do not know about transportation options, including those associated with the Homeless Navigation Centers, and that a lot of homeless people have disabilities. Wane Ratanasanguan mentioned that senior lunch sites as well as social workers and hospitals might be good stakeholders to include. Roland Wong recommended there be a representative from the San Francisco Unified School District. Sunday Streets was mentioned as a good location to do outreach.

Roland Wong mentioned that there is a Rider's Orientation class that is held every Tuesday for SF Paratransit riders at the Broker's Office. He suggested increasing the orientation to 90 minutes in order to allow for more questions at the end. He and Sam Alicia Duke suggested making the presentation available ahead of time so that participants can review the material before the meeting.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, May 31st from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.