

Minutes
PCC Executive Committee Meeting
August 14, 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; Bruce Oka; Douglas Callahan; Gilda Chico; Jacy Cohen; Jessica Felix; Mary McLain; Robert Grant; Rodney Lee; Roland Wong; Sam Alicia Duke;

PCC Members and Guests: Susan Kitazawa; Joan Kwansa; Fiona Hinze; Charles Posejpal; Manoj Madhavan

PCC Executive Committee Member Excused: Jane Redmond; Kevin Lee;

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

SFMTA: Annette Williams; Erin McAuliff; Jonathan Cheng; Danny Yeung, Philip Cranna, Mari Hunter

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 May 8th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith commented that the June 26th Jewel McGinnis luncheon was a great success and stated that many members enjoyed the restaurant as well as the tour/tasting at the chocolate factory.

Chase Center Update

Mari Hunter presented on the SFMTA plans for transportation for the Chase Center. SFMTA has a Transit-First policy when it came to developing a transportation plan for the Chase Center. Among the priorities included:

- Public Safety
- Pedestrian Safety
- Hospital Access
- Transit Operations
- Managing Congestion

SFMTA wanted seamless transportation to and from the center, both locally and for those travelling throughout the region. As such, a ticket to a Chase Center event also included free transportation on Muni. SFMTA launched two new express routes to serve the arena on event days and have added capacity to the Muni routes serving the area. In addition, new ferry service is set to begin to provide additional transportation options for visitors. There will be no parking allowed around the arena, which will be enforced by parking control officers. The paratransit loading zone will be on Terry Francois Blvd, adjacent to the arena.

Manoj Madhavan presented on the TPM plan for the Chase Center. The goal for the transportation plan is **Sustainable Pedestrian Access**. On event days, they anticipate a 53% auto share for weekday events and 59% on weekends. There will be no automobile queuing allowed on certain streets in order to maintain access to emergency services. Outreach is ongoing with neighbors, including homeowners' associations, nearby businesses and neighborhood groups to ensure good communications is maintained between all parties. Manoj then presented an outline of the scheduled launch events for the Chase Center.

Robert Grant questioned how long the paratransit loading zone is. Mari Hunter replied that it is 10 feet long. Doug Callahan asked if there will be a site supervisor to coordinate paratransit services. Annette Williams answered that there will not be one; however, if demand indicates that there will be many trips to an event at Chase Center, a road supervisor could be sent.

Roland Wong requested clarification as to how the light rail vehicles will be deployed on both sides of the platform. Mari answered that SFMTA is still working on finalizing the deployment of such a scheme. Joan Kwansa wanted to know how to get to the other nearby businesses during events. Annette clarified that all local Muni service will still be running and that riders can use the specialized shuttles. Susan Kitazawa recommended that Chase Center staff be trained on how to interact and assist seniors and individuals with disabilities.

Mobility Permit Harmonization

Philip Cranna presented on the Mobility Permit Harmonization plan. Among the goals of this process included:

- Shift from reactive to proactive regulatory approach
- Allow innovation through a clear path for new mobility services
- Standardize processes and tools to administer monitor and enforce
- Coordinate data reporting to understand the impacts on transportation network
- Efficient use of staff resources

SFMTA needs to regulate these emerging mobility modes as a means of consumer protection and public safety as well as dictated in the city's charter. Among those that will fall under this umbrella are taxis, shuttles, powered scooters, and commuter shuttles. In order to create this process, SFMTA staff will need to amend the existing transportation code. Once the transportation code has been amended, to apply, a **Proof Of Concept Authorization** will be initiated to allow these new mobility companies to operated in a limited scale in order to collect information and prevent an unregulated launch. SFMTA is currently conducting outreach to solicit feedback from stakeholders. Enforcement will be completed by the taxi investigators. The

plan is to go to the San Francisco Board of Supervisors and SFMTA Board of Directors in Fall 2019 to amend the city's transportation code.

Susan Kitazawa asked how many taxi investigators are there. Phil answered that there are seven full time investigators, working seven days a week. Marty Smith asked who will be enforced. Phil replied that enforcement will be on the companies, not individual riders.

PC&O SF Access Subcommittee Meeting

Mary McLain read the following report:

- **Service Quality Discussion**
Mary McLain of Transdev provided an update on Service Quality Improvement actions. Driver and trainee numbers have met their goal, aggressive recruitment will continue to ensure they can exceed their requirements. There are still open positions for a Planner, clerks, and maintenance tech. Mary expects approval soon to move forward with building improvements for the facility at 575 Tunnel Avenue, with parking lot improvements already underway. On-time performance was trending upward and very close to their contractual goal. Work continues with the driver's union to address attendance issues. Prius sedans and Transit Commutes (smaller cutaways) were placed in service with favorable reviews from drivers and passengers. They continue coordinating with Yellow Cab to recruit drivers to participate in Taxi Backup. PCC members discussed the issue of traffic congestion and its negative impact on paratransit, fixed route, and taxi services.
- **Broker Report**
Kent Hinton of the Broker's office reported SF Access On-Time Performance (OTP) and reported it has steadily improved for the last five months to just below 90%. Traffic issues are addressed by adjusting the scheduling system speed according to distance, time of day, and day of week, with additional adjustments for special events. No-show enforcement will also increase now that service reliability improved. Complaints have trended downward as on-time performance improves. Taxi backup has not yet met expectations for the number of trips per day, but increased trip per route ratios should better incentivize drivers to volunteer. The Broker continues working with a consultant on promotional materials for technology-related tools and services. The SFMTA's accessibility webpage was officially launched in mid-May.

The next PC&O SF Access Subcommittee meeting date is September 4th, 2019.

PC&O Group Van Subcommittee Meeting

Jacy Cohen read the following report:

- **Service Quality Discussion**
Mary McLain, General Manager of Transdev, reported on Service Quality Improvement efforts. She reiterated their commitment to continually evolving action plans. They remain focused on recruitment and employee retention to sustain driver numbers, while also dedicating resources to data analytics. She gave an update on new vehicles in the fleet, including 5310-funded cutaways from L'Chaim and Stepping Stone, Transit Commutes, and Prius Sedans. Agencies reiterated their

desire for additional Group Van capacity, noting long waitlists for getting participants onto Group Van routes. They also expressed concern over early arrivals and challenges of transporting their participants on SF Access while they await space on Group routes.

- **Broker Report**

Kent Hinton of the Broker's office reported Group Van OTP (on-time performance) improved from 87% to 93% from April to June. The percentage of Group trips exceeding 90 minutes decreased last quarter from 6 to 4.5% which is closer to the historical average. Kent announced there would be a new and simplified Group Van enrollment process with details to come. He encouraged agencies to participate in upcoming 5310 vehicle grant program. Centro Latino requested an early exit from their contract for providing DAAS (Department of Aging and Adult Services) Group Van trips, with Self-Help for the Elderly to absorb their routes following a transition period. The Broker continues coordination with Brisbane to shift Group Van riders from SF Access onto Group Van routes, prioritizing those with the most riders on SF Access. In response to agencies concerns over increased SF Access fare enforcement, the Broker will explore potential solutions for billing participants' SF Access trips to their corresponding agency.

The next PC&O Group Van Subcommittee meeting date is October 9th, 2019.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Jessica Felix read the following report:

- **Service Quality Issues – Taxi Service**

Cheryl stated that it just seems to be harder to get ramp taxis. Hopefully with these new additions (ramp taxis), that aren't locked into the insurance thing (Logistics Care), riders will be able to get a ride in the mornings as that is the difficult time. Jessica asked if there is a central phone number that riders can call to have their request put out in the Flywheel app. Kent said no, but that according to the dispatch company regulation when a dispatch cannot fill an order, they are obligated to call other dispatch services to fill it. Jessica asked if that was being enforced and Kent said that would be a SFMTA issue, but he will try to bring it up to Phillip Cranna. Jessica said riders have been told the wait was 3 or 4 hours for a ramp ride. She also said that most of the calls she gets via the FW app are non-ramp calls. Since the ramp drivers are required to be logged in to the app, thereby giving FW Tech additional drivers, maybe they should be asked to have a phone line to accept ride requests that will then be entered the app. Marc Soto said that the conversation we should have with FW Tech is to ask if there is a way to have ramp calls pushed ahead to the ramp drivers that are logged in as opposed to the non-ramp calls. Jessica said that she didn't think there were that many ramp calls. Marc said we are trying to get the word out about the app. Additional discussion on the FW app and service from the app. Sam Alicia mentioned that she lives by Moscone center and that in the last two months she has seen a lot more ramps on the street in that area.

- **Service Quality Issues – Drivers/Taxi Companies**

There was a discussion of booking drivers directly vs using dispatch or app dispatch. Jessica saying that direct appointments are not an efficient way to dispatch ramps. They

should be able to call for the closest cab to their location. Making appointments results in a lot of down time which could be used to service other riders.

Jessica has had trouble getting her short pass due to 2 issues. 1) Yellow turning in their IVRs late. 2) She had ramp riders that are not WC certified, but she had no way to determine that. Therefore, she lost a lot of numbers because she didn't know she had to enter them into the spreadsheet. She lost two and ½ weeks of her short pass trying to resolve these problems. She asked if there was some way to resolve these issues like just logging all wc rides into the spreadsheet.

Kent, we are looking at a couple different things with the MTA with regards to how we apply the incentives. Reviewing the video is labor intensive. We are looking at other creative ways to validate. SFPT has discussed sending a report to each ramp driver after we close a month indicating the number of rides, they did that month. Since those rides affect the short pass two months later drivers will have time to resolve any discrepancies. Jessica asked if we are getting more drivers logging into the FW app. Kent said hours are up, yes. She also mentioned the night time ramp availability. Kent said that at the direction of the SFMTA we are doing some data analysis and part of what we are taking into consideration are night trips. We may come up with a program where we offset some of the outlier trips with night trips or some way of incentivizing night trips. Something such as if there are 6 required outlier trips, maybe 3 could be night trips instead of outlier trips. Jessica suggested possibly counting night trips as two. Thereby if a driver had 15 night trips they would count as 30 trips.

Fred said they are getting more interest in the taxi back up program and they have some new drivers to train. He asked who had to do the training and Marc referred him to Mary. Fred said they take a very long time to respond to their requests for training. Marc said they would speak to Mary about that.

- **SF Paratransit Broker Report**

There was increase in outlying pickups between January with 134 and in March increased to 208. Even if we consider that in March, we started counting the general public trips, the GP trips were 21 while the paratransit were 187, that is a significant increase in outlying pickups.

On vehicle incentives in January 1600, February 1600 and 1600 in March was paid. There are currently 7 vehicles enrolled in the program. There are still 7 open slots available. Cheryl said that Wayne Wu just bought a vehicle just before the incentive program was introduced so he missed the incentive cut off. Marty mentioned Ons. Jonathan said some exception may be made to allow their vehicle. Discussion of various types of ramp vehicles including hybrids & electric and their limitations as ramp vehicles. The MTA is also considering extending the \$10 wheelchair incentive to non-paratransit pickups as well.

SFPT has identified a few taxi companies that are doing a larger percentage of IVR transactions out of all their transactions. Marc clarified the expected % of IVR vs swiped

transactions is 1%. These companies have a much higher percentage of IVRs. We are bringing them in to discuss why that is and how to get them back in line with the norm.

From the driver's perspective we are looking at having a portal for ramp drivers to do the trip details themselves to help expedite that process. This would help the drivers with their incentive numbers.

SF Taxi Online went through the beta test and we received feedback from Lighthouse and we're working on the issues identified. None were too significant things like buttons meaning two things and items that don't work well with screen reader software. It looks like launch for the site will be around mid-May. Once we are ready, we will do an email to those riders for which we have an email address. We will also post a link on our web site that will take riders to the portal. SFPT will be participating in Connect to Tech week sponsored by the SF Library on May 7th. We will be demonstrating the Taxi online portal and the SF ACCESS portal. We are now taking debit/credit payments of contributions, and van ticket purchases, via the phone.

Paratransit Broker Report

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

- **On Time Performance**

SF Access on-time performance was 88 percent in May, 91 percent in June and 90 percent in July. Group Van on-time performance was 93 percent in May, 92 percent in June and 91 percent in July. Taxi on-time performance was 97 percent in May, 91 percent in June and 100 percent in July.

Overall ridership is down by four percent; however, there has been an increase in the number of taxi trips taken during FY18-19. The increase in the on-time performance can be attributed to an increase in the number of new drivers hired.

- **New Ramp Taxi Incentives**

Ramp tax incentives for general public wheelchair trips as well as nighttime wheelchair trips were proposed and will be implemented for all trips starting in August 2019.

- **Emergency Preparedness**

SFMTA and SF Paratransit are participating in regional and local trainings and drills to prepare for potential emergencies

- **Upcoming Endeavors**

SFMTA and SF Paratransit will be focusing their attention on the following items in the upcoming fiscal year:

- New Ramp Taxi Incentives
- SF Paratransit Taxi Online portal
- SF Access Online portal

- New Rider's Guide
- New IVR System for Debit Card
- New Mapping for the SF Access program

Susan Kitazawa has issues getting picked up at Fort Mason and asked how the taxi back up service works. Kent answered that riders can opt-in to the taxi back up and the day before the scheduled SF Access trips, the schedulers will see which trips can be completed by taxis in lieu of the SF Access van. Gilda Chico asked how much it costs if someone is placed on the taxis in lieu of an SF Access van. Kent stated that the rider would pay the same amount as the SF Access trip, which is \$2.50 per one way trip. Susan also commented that at a recent rider's orientation, a new rider was under the impression that SF Paratransit could only be used for medical purposes and expressed difficulties getting increases in her taxi allotment. Robert Grant mentioned that he been having issues getting picked up at 450 Folsom Street; he stated that drivers are doing many unusual turns to get to the location.

Public Comments

Jacy Cohen commended the RTC Office for working with her and issuing temporary paper passes in July when there were issues with the Free Muni being loaded onto their client's RTC Discount ID card.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, August 14th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.