

**Minutes**  
**PCC Executive Committee Meeting**  
**January 16, 2019**  
**1 South Van Ness Avenue, 2<sup>nd</sup> Floor Conference Room**

PCC Executive Committee Members Present: Cheryl Damico, PCC Vice Chair; Jessica Felix; PCC Secretary; Marty Smith, PC&O Chair; Bruce Oka; Douglas Callahan; Fred Lein; Jane Redmond; Mara Math; Mary McLain; Robert Grant; Sam Alicia Duke

PCC Members and Guests: Fiona Hinze; Iona Lawhorn; Nora Braxton; Susan Kitazawa; Joan Kwansa; Alison Reeves; Samantha Sipin

PCC Executive Committee Member Excused: Roland Wong; Jacy Cohen

SF Paratransit Staff: Kent Hinton; Richard Foiles; Cheryl Hac; Kevin McDonald; Robin Ford

SFMTA: Jonathan Cheng

Cheryl Damico, PCC Vice Chair, called the meeting to order at 10:40 a.m.

**Read and Approve Agenda**

Cheryl Damico, PCC Vice Chair, read the agenda. The agenda were motioned/seconded/approved.

**Approve Minutes of December 12<sup>th</sup> meeting**

The minutes were motioned/seconded/approved.

**Comments from the Chair**

Cheryl Damico applauded the work of Roland Wong during his tenure as chair of the Paratransit Coordinating Council

**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 2019 calendar year.

For the position of chair, there were two nominations, Marty Smith and Cheryl Damico. Following a vote, Marty Smith was elected chair of the PCC.

For the position of vice chair, there were two nominations, Fred Lein and Jessica Felix. Following a vote, Fred Lein was elected as vice chair of the PCC.

For the position of secretary, there was only one nomination, Cheryl Damico. By acclamation, Cheryl Damico was elected as secretary of the PCC.

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

### **SF Paratransit Travel Training Presentation**

Kevin McDonald spoke on the new proposed travel training presentation. The goal of the new travel training presentation is to better guide seniors and individuals with disabilities to use the best transportation choice that meets their trip needs. The presentation is geared towards mimicking the SFMTA portion of the website geared towards seniors and individuals with disabilities with the “Plan, Pay, Ride, Exit” format. The information provided seeks to better educate individuals on the accessibility features of the Muni system, services provided by SF Paratransit including Shop-a-Round, and other transportation options that individuals should consider.

Jessica Felix was concerned about the presentation including information regarding Transportation Network Companies as many of these companies do not have wheelchair accessible vehicles. Kevin McDonald acknowledged this fact and mentioned that the presenter would also make sure that there are certain limitations with using these services. He also mentioned that this travel training presentation is a draft and that they are always looking for feedback from the community to improve the presentation.

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

Jacy Cohen read the following report:

- **Election of Vice Chair**  
Jacy Cohen was re-elected as Vice Chair.
- **Service Quality Discussion**  
Mary McLain, General Manager of Transdev, reported on multiple service improvement initiatives underway. Driver recruitment and attendance continued to be top priorities, while on-time performance remained a challenge. Efforts included a corporate team visit, updates to recruiting materials and bonuses, and attendance bonuses. Transdev initiated a taxi backup program with Yellow Cab subcontracted to provide some SF Access trips with pre-approval from selected riders. Management personnel changes included hiring a new safety manager, training manager, and dispatch supervisor. Replacement vehicles are being added to the fleet due to Group agency 5310-funding and SFMTA vehicle orders. The importance of reporting any incidents in a timely manner with sufficient information was highlighted. Agencies reiterated their request for additional Group Van funding, action on moving Group Van riders from SF Access to Group Van routes and wished SFMTA was present at the meeting. It was stated for the record that service is door-to-door for both Group Van and SF Access. Marc Soto requested everyone review their respective Group Van MOU's (Memorandum of Understanding) as a refresher on each party's responsibilities.
- **Broker Report**

Kent Hinton of the Broker's office reported on some interim staffing changes. Group Van OTP (on-time performance) trended downward over the past three months. The Broker's eligibility department will confirm ATR (attendant required) designations with Group Van agencies. The potential for Group agencies to access individual rider's SF Access Online accounts is being explored, with the use of Transdev's Vision software as a possible additional resource for Group route information. Pilot testing of the SF Taxi Online patron would resume January 11, 2019.

The next PC&O Group Van Subcommittee meeting date will be April 10, 2019.

### **Paratransit Broker Report**

Kent Hinton and Marc Soto reported as follow:

- **On Time Performance**  
SF Access on-time performance was 72 percent in December. Group Van on-time performance was 85 percent in December. Taxi on-time performance was 97 percent in December.
- **SF Access Taxi Back Up Service**  
Starting January 7, SF Paratransit has contracted with a taxi company, Yellow Cab, to provide back up service for the SF Access service. All SF Access trips will be scheduled the night before and will be delivered by Yellow Cab. This service continues to scale up with approximately 95 SF Access trips being delivered by Yellow Cab. The taxi drivers who participate in this special service received specialized training as well as completed the same drug and alcohol testing required of SF Access van drivers.
- **New Ramp Taxi Operating and Capital Incentives**  
Six vehicles that are being funded through this new incentive program are currently in service. Several more vehicles are expected to enter service in the following months.
- **SF Access Driver Recruitment**  
There are several vacancies in the driver position at SF Paratransit that need to be filled immediately. Staff at SF Paratransit and SFMTA are currently attending a job fair with employees of Chariot to recruit vacant positions. In addition, wages are being reviewed and may be adjusted.
- **New SF Access Operations Facility**  
The sublease at the current SF Access operations facility has ended and Transdev was able to successfully negotiate a new contract with the landlord to become the primary tenant. The operations team will be expanding to a new location that will provide administrative staff, including dispatchers and reservationists, additional work space.
- **Vehicle Procurement**  
Eight cutaway vehicles, with a slightly smaller vehicle width, are in the process of being accepted. Ten Prius hybrids are being ordered.

- **Technological Improvements**

SF Access Online is expected to finish its customization by the end of January. The goal is to launch it early summer pending a pilot.

SF Taxi Online is currently being piloted by several participants. They are being trained about the features of the website and are providing feedback. The goal is to launch it by spring 2019.

- **Staff Changes**

Kevin McDonald has been serving as interim Mobility Manager while SF Paratransit searches for a permanent hire. Justin Leong will temporarily serve as Contracts Administrator and Emily Gales has been hired to temporarily serve as Van Field Monitor.

A new safety manager and training manager has been hired as well as a dispatch supervisor.

Mara Math was never notified about the option to receive taxi service in lieu of a van for the SF Access service. Marc Soto replied that at the time of the reservation for SF Access, the reservationist should be ask the individual if they would be willing to opt-in to this taxi back service. Rodney Lee asked that when a taxi driver comes to pick up a SF Access rider that they identify themselves as “paratransit” and not a “Yellow Cab driver.” Marty Smith was hopeful that this back up service will improve on-time performance for SF Access. Marc Soto thanked his staff for their work and will continue to monitor the service quality for the taxi back up service. Jessica Felix would like to get feedback in terms of any complaints individuals have regarding this service.

Susan Kitazawa stated that she had tried to reach an individual to cancel a trip but was unable to get a dispatcher. Kent Hinton answered that SF Access Online will have a function that would allow SF Access riders to cancel their trips. Doug Callahan would like for there to be an automated phone number to would allow individuals to cancel their SF Access trip. Mara Math mentioned that on a recent trip, she had an add-on that delayed her arrival.

### **Adjournment**

The meeting adjourned at 12:30 pm.

**The next PCC meeting will be held on Wednesday, March 13<sup>th</sup> from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2<sup>nd</sup> Floor Conference Room.**