

Minutes
PCC Executive Committee Meeting
August 18, 2021

PCC Executive Committee Members Present: Fred Lein, PCC Chair; Bob Planthold, PCC Vice Chair; Cheryl Damico; Jacy Cohen; Jane Redmond; Jessica Felix; Kevin Lee; Mara Math; Mary McLain; Olivia Santiago; Roland Wong; Susan Kitazawa

PCC Members and Guests: Joan Kwansa; Barry Taranto

PCC Executive Committee Member Excused: Bruce Oka

SF Paratransit Staff: Marc Soto; Kent Hinton; Cheryl Hac; Kevin McDonald; Justin Leong; Carol Osorio; Matthew Teixeira

SFMTA: Annette Williams; Erin McAuliff; Jonathan Cheng

Fred Lein, PCC Chair, called the meeting to order at 10:30 a.m.

Read and Approve Agenda

Fred Lein, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of May 12th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Fred Lein announced that he recently moved to Florida. He is still working remotely for Yellow Cab, doing dispatch work.

PC&O SF Access Subcommittee Report

The summary report of the June 2 SF Access Subcommittee meeting is as follows:

- **Service Quality Update**

Mary McLain of Transdev reported that incentives are geared around planning for the future and for uncertainties within the paratransit system. Transdev is aggressively recruiting for drivers due to decrease from attrition, working towards gearing back up to accommodate demands to match pre-pandemic services. There is an aggressive campaign with employees to do retraining and coaching in dispatch and reservations. Reservationists are being coached to help reduce the number of abandoned calls. Mary reported that they currently have 21 driver trainees and that they are doing interviews for drivers every day. Mary reported they filled a scheduler position and reservationist position along with two dispatcher positions. They are finalizing a road supervisor position and have a mechanic position open still.

- **Broker's Report**

Justin Leong reported that the current service level is seeing a small upward trend for SF Access. For SF paratransit taxi we are seeing upper 60 to lower 70 percentile of pre-pandemic trips. Transdev continues to provide services for pier 94 and EMS services. Covid 19 restrictions, mask use is still required on all paratransit modes. Social distancing is relaxed to 3ft between riders but due to OSHA the distance is still 6ft to driver. Transdev is awaiting a June 15th announcement for changes. Group van centers are reopening and are having biweekly meetings with Transdev about this service. Centers such as steppingstone plan to resume in July and have put in a request to resume group van service. Transdev is doing regular check in calls with dialysis centers and DPH to see if any new scheduling changes occur.

Kevin McDonald, reported, an update on the overall riders guide which is still in the works. In terms of SF access online Justin mentioned that its online for PCC members and pilot users. Kevin reported that they are aiming for a version online by the end of next week, along with a final brochure that will go out to riders when they open the website up to the public. It was also announced that there has been ongoing work on the backend part of the website for SF Paratransit Taxi online.

Marc reported for Catharine on ETC. Her department's primary focus currently is the ETC program along with admin cleanup work on client records where Transdev was promised by registrants they would provide proof of eligibility. The registrants from September to December of 2020 were given a deadline of June 1st. Rider who did not provide proof were put on management hold. Catherine's department has been mailing, emailing, and calling people to let them know the situation. Marc also reported they are relaunching the CHOICE program working with DPH. The program is filling a gap that exists due to route cuts in mass transit. The current IT contractor is helping Transdev transition to pass version 19. It will be transparent for public but better routing tools for staff also will include Clipper.

- **Rider Feedback**

Susan Kitazawa asked if the on-time states that were given by dispatchers. Are based on the 20 minute or a 60-90 minute arrival window due to a conversation with a reservationist that said the window time only applies to drivers. Mary responded that reservationist was confusing the booking window, with the on-time window. The on-time window is 5 minutes before and 15 minutes after.

- **Public Comment**

Dee Hudson, the center manager at satellite on California street asked, about pickup timing. Brought up that there should be a better way of communication if there's a delay in pickup. Marc responded with that If possible, email Transdev with rider names or dates and times so they can see what happened. Mary offered for Dee to call her or email her with passenger info, and they can communicate about the individual trips and work towards a resolution.

PC&O Group Van Subcommittee Report

The summary report of the July 14 Group Van Subcommittee meeting is as follows:

- **SF Paratransit Status Update**

Kent Hinton reported, of the Brokers Office reported demand for SF Access was around 60% of pre pandemic level. The taxi service is in the 70 - 80 percentiles, with the addition of ETC exceeds pre pandemic levels. Group van service restarted in May with Catholic Charities. Working with Steppingstone and other centers as they provide schedules for group van services. Emergency services, starting July 1st, Transdev switched to a on call service for providing support for EMSA who transports people potentially exposed to covid. 6-10 new registrants per week for ETC. For people registering for ETC will need to provide evidence of eligibility at the start of the application instead of having a grace period to do so.

- **Group Van Service Reintroduction Task Force**

Kent reported that the task force was unable to meet previous week due to technical difficulties.

- **Agency Status Reports**

- The Arc reported they are looking at September 15th reopening and looking at the changing nature of group van.
- Stepping Stone noted that all the centers opened on July 6th and all centers are starting to serve participants. They are currently waiting for group van service to restart to bring additional participants to the center's programs.
- Russian American Center reported they are making plans to reopen the dining room at their center and will speak to Transdev about getting group van service.
- Institute on Aging reported that they reopened on June 7th and are having 20-24 people per day currently and with group van will be serving 30 people per day. They are expecting interest will pick up once group van starts.
- Self Help DAAS reported they are still providing 200 trips per month still around 23-25% of pre pandemic. The home delivery program continues. Will be ending the Great Plates program in July.
- Self Help ADS reported they are starting service soon and will start doing one trip a day.
- Catholic Charities/OMI Senior Center reported their adult day program continues to operate Monday thru Friday. At OMI Senior center will reopen on July 19th for limited classes.

The next PC&O Group Van Subcommittee meeting date is October 3rd, 2021.

PC&O Taxi/Ramp Taxi Subcommittee Report

The summary report of the August 4 Taxi/Ramp Subcommittee meeting is as follows:

- **Comments from the Chair**

T&RT Vice Chair, Bruce Oka, was not present. Bob Planthold brought meeting to order at 10:35 am. Minutes from 5/5/2021 were approved with the addition of Sam Alicia Duke to participants. Agenda for 08/04/2021 was read and accepted.

- **Comments from the Chair**

Bob said he was thankful that there is still have service and said thank you all.

- **SF Paratransit Broker Report**

Kent Reported combined Ramp Driver and Vehicle incentives. SF Access daily trip demand is at 50 - 60% of pre pandemic. Taxi paratransit trips are also up; with ETC rides overall taxi service exceeds pre-pandemic levels. Group Van has begun services with additional programs resuming service over the next few months. EMSA service changed to on-demand using one vehicle. Pier 94 shuttle using less vehicles and a simplified schedule.

Other initiatives include continued check in meetings with the dialysis centers and the Group Van working group. The Transdev operating division continues driver recruitment efforts with 20 trainees with 8 new drivers last month. Transdev is assessing possible resumption of a taxi backup program. SF Paratransit Taxi Online is being revised and is close to release with simplified enrollment and payment processes. Catherine, Mobility Management, reported ETC is continuing, and Robin Ford has left the company, reassessing the roll of the Mobility Management steering committee to possibly an advisory committee and subcommittee to PC&O and MAC. In July Transdev was victim of cyber-attack with which effected access to many systems. Marc Soto acknowledged broker staff and IT contractor worked hard to find work arounds and get us back up, now at about 95%.

- **Rider Service Quality Issues**

Bob asked if we could we note when topic changes, i.e., a), b). Susan asked if we have a policy related to hiring ex-incarcerated individuals. Cheryl stated she had to wait several hours for ramp taxi.

- **Driver & Cab Company Issues**

Marty spoke about the driver shortage. Jessica reported on Yellow gate fee increases. Fred reported he is now living in Florida and dispatching for Yellow Cab. Cheryl asked about the current version of the ramp driver list. Jessica commented on increasing ramp SFO passes and taking issue with plastic taxi shields.

- **Public Comment**

Jessica saw bus advertising for YoTaxi and Flywheel aps and asked if YoTaxi has been approved. Jonathan responded he thought there were still some points to resolve.

Meeting was adjourned at 11:00 am.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for November 3, 2021 from 10:30 am to 12:30 pm

Paratransit Broker Report

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

- **Service Level Statistics**

SF Access is operating at about 50 percent of pre-pandemic levels on weekdays; slightly higher on Saturdays but lower on Sundays. Paratransit taxis are

approximately 60 to 70 percent of pre-pandemic levels while Group Van is at around 10 percent.

In FY20/21, approximately 110,000 SF Access trips, 267,000 Paratransit taxi trips, 104 Group Van trips and 2,000 DAS-funded trips were performed.

For the month of July 2021, approximately 11,000 SF Access, 23,000 taxi, and 1,000 Group Van trips were performed.

- **On Time Performance**

On-time performance continued to perform about 97 percent for SF Access, 92 percent for taxis, and 85 percent for the Group Van service. The slight dip in the on-time performance may be due to cyberattack and reliance on paper manifest and lack of availability of tablets

FY20/21: SF Access 98% on time, Taxi: 95%, GV 100%

Complaints: FY20/21: SF Access: less than 1 complaint per 1000: Taxi 1 complaint per 2000 trip

- **SF Paratransit Operational Update**

Adrian Ganzon has been serving as the Maintenance Manager for SF Paratransit, overseeing the vehicle maintenance. Since entering this role, the vehicles miles between road calls have improved and his team worked hard to get the vehicles clean during the initial stage of COVID-19.

Justin Leong is taking working on IT procurement

Marc Soto thanked the entire SF Paratransit staff for their work in maintaining the SF Access and Group Van service, particularly during the cyberattack in July, due to the extra work that was required.

- **Vehicle Procurement**

28 new vehicles are on order with 22 of the larger cutaways and six of the smaller Commuter vehicles. Pilot testing of the first larger cutaway vehicles, which feature larger windows and some exterior changes, should occur this month with the arrival of the first vehicle expected by the end of the week.

- **Mobility Management**

Robin Ford has left her position as the Mobility Management Specialist and Chris Freeman has been brought onboard to temporarily provide assistance while SF Paratransit Broker staff look to fill the position. The CHOICE program is in the process of being relaunched. The ETC program continues to operate with staff working to follow up with enrollees who have not provided documentation to prove eligibility for the program. Staff will be providing a presentation to the committee at a

later date to update them on the Mobility Management program and to gather feedback about a possible reimagined Mobility Management Steering Committee.

Jane Redmond asked for clarification of the CHOICE program. Marc Soto answered that it is a partnership with the Department of Public Health to provide subsidized taxi program to assist patients to get to medical appointments and health services. Erin McAuliff clarified that this program is being piloted with two public health clinics

Jane Redmond asked how many people participate in the ETC program and if any are eligible for Paratransit. Marc Soto replied that there are over 4000 participants signed up for the program. He also stated that individuals who are eligible for ADA Paratransit services can not also participate in the ETC program. Fred Lein would like to see a company breakdown of the July taxi trip numbers.

Mara Math would like the tipping policy to Paratransit taxi trips to be reevaluated and would recommend that the current percentage be raised to 15% of the meter fare. Jane Redmond agreed with her and would like to talk to discuss this further with her offline. Susan Kitazawa would also like to see taxi drivers get higher tips and has been tipping with her own personal funds. She is concerned that a higher tip amount will affect the paratransit taxi allotment and may impact the ability of those who have financial issues to complete all their necessary taxi trips. Kevin Lee would like to SFMTA provide a form of reimbursement to taxi drivers for the increased cost of gasoline. Barry Taranto thanked Mara Math and Kevin Lee for their support for additional financial assistance for the taxi program. He wants SFMTA to acknowledge the challenges of operating a taxi with the turn restrictions on Market St and the longer times required to provide service to seniors and persons with disabilities and would like to be better compensated for his work. Annette Williams responded that SFMTA is re-evaluating the tipping policy for Paratransit taxi trips and will have to take into consideration the financial impact of changing the current tipping policy.

Jane Redmond was glad that the committee was able to meet in-person for the Jewel McGinnis luncheon and announced the retirement of Doug Callahan.

Public Comments

Kevin Lee would like for there to be a decentralized taxi dispatch for all San Francisco taxi companies. Jessica Felix asked if there is any interest from SFMTA to commit to such a project. Barry Taranto would like SFMTA to meet with the dispatch companies to better serve ramp taxi trip request. Annette Williams commented that while having centralized dispatch is helpful, particularly for ramp taxis, there may be too many differences to accomplish it for the regular taxi service. Roland Wong stated that he uses the app when request a ramp taxi and has been successful using it. Mara Math stated that as she has been stranded several times by Flywheel even as she had made a reservation earlier.

Jacy Cohen would like to see members use the “raise hand” feature or go through the chair in order to limit crosstalk between members. Jacy also thanked Mary McLain who connected an individual when she found their lost Paratransit card at a grocery store.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, October 6th from 10:30 a.m. to 12:30 p.m.