

Minutes
PCC Executive Committee Meeting
January 17, 2024

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Jane Redmond, PCC Vice Chair; Cheryl Damico, PCC Secretary; Mara Math, PC&O Chair; Charles Posejpal; Susan Kitazawa; Zuhair Sinada

PCC Members and Guests: Tracey Gamedah; Dani Soto; Barry Taranto

PCC Executive Committee Member Excused: Kevin Lee

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

SFMTA: Erin McAuliff; Jonathan Cheng; Kate Toran; Forest Barnes

Marty Smith, PCC Chair, called the meeting to order at 10:35 a.m.

Read and Approve Agenda

Cheryl Damico, PCC Secretary, read the agenda. Cheryl attempted to add an item to the agenda to elect individuals for vacant positions. This item was tabled to the next meeting. The agenda were motioned/seconded/approved.

Approve Minutes of December 14th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith provided kudos on the Annual Meeting. His comments were reiterated by Jane Redmond.

Election of PCC Executive Committee Officers

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

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

For the position of secretary, there was one nomination, Jane Redmond. By acclamation, Jane Redmond was elected as secretary of the PCC.

For the position of PC&O chair, there were two nominations, Cheryl Damico and Zuhair Sinada. Following a vote, Zuhair Sinada was elected as PC&O chair of the PCC.

Changes to the Adaptive Scooter (Motorized Tricycle) Program Requirements

Forest Barnes presented on the updates to the Adaptive Scooter (Motorized Tricycle) Program Requirements.

Forest provided an overview of the Scooter Program Requirements, which was to ensure adequate scooter parking enforcement for clear sidewalks. Among the goals included disabled access, equity, and safety, which includes no sidewalk riding, safety quiz requirement, and immediate disclosure of collisions. There are two permittees, Lime and Spin, whose permit set to expire 6/30/2024 and can deploy up to 2,750 devices each. Since July 2021, there have been four million trips, with 31,000 citations and 13,000 complaints. SFMTA has also embarked on a safety campaign for scooters, including ads on buses and postcards with an upcoming social media strategy with videos. A consultant was hired to evaluate the current program and provide recommendations for revising the permit rules to enhance the safety requirements. These new rules will be presented to the SFMTA Board of Directors in the spring with new permittees selected by May 2024 who will be able to start providing service on July 1, 2024.

Among the Adaptive Scooter Requirements include requiring five percent of all deployed scooters must be seated and a complementary program with reservations. Among the current issues with this program include adaptive scooters being stolen or vandalized, access to these scooters has not met the desired goals, a lack of awareness on the complementary program, and unresponsive scooter companies. Based on feedback from the disability community through public events and Access SFUSD, there needs to focus on safety while maintaining an accessible path of travel. Forest posed to the committee what improvements they would like to see in the adaptive scooter program.

Mara Math asked if citations transferred to riders. Forest Barnes replied that there is a progressive penalty structure and scooter companies can pass fines or potentially ban riders. Marty Smith inquired if scooter riders have to follow same rules as vehicular drivers. Forest answered that they must follow same rules, similar to a bicyclist. Zuhair Sinada requested to know what the most common citation is and if there is an age limit and are helmet required? Forest said that improper parking was the most common citation and that scooter riders must be older than 18 years old and helmets are required. Jane Redmond mentioned that she has almost had collisions with scooter riders who ride on the sidewalk and would like greater penalties focused on the rider. Forest stated laws limit who can directly cite riders, but police officers can cite riders; taxi investigators can take a picture and send it to police officers to cite the rider. Susan Kitazawa stated that while she does see fewer scooters in the path of travel, riding on sidewalk is getting worse. Forest commented that a PSA is being launched to promote good behavior. Kate Toran added SFMTA staff can not cite moving violations but will communication with SFPD and seek to coordinate citations.

Mara Math commented that she would like for there to be greater outreach on the complementary scooter program. Tracey Gamedah inquired about the weight and charging capacity and if scooter riders must complete a liability waiver. Forest did not know if there was a weight maximum but replied that a fully charged vehicle can be typically travel about 40 miles dependent on the rider's weight. Additionally, scooter riders are required to sign a liability waiver when they enroll. Cheryl Damico asked if there are GPS on the scooter? Forest confirmed this statement. Carol Osorio wondered if there was any consideration of licensing scooters and

bicycles. Forest acknowledged that SFMTA is providing bicycle safety program campaign while the ability to licenses is a state level decision. Marc Soto asked what the greatest challenge with the program and how feedback is solicited. Forest said that the program has greatly matured since 2018 when the scooters were launched without regulations and that there are a variety of ways that feedback is collected and utilized, including the active transportation program, where they decide where to build bike lanes and 31. Kevin McDonald asked what the regulations are regarding bringing scooters onto vehicles. Forest indicated that he would follow up on this particular matter.

FY25 and FY26 Budget and Paratransit Fare Proposal

Diana Hammons presented on the upcoming two-year budget proposal and potential impacts to the SF Paratransit program.

SFMTA staff is working on FY25 and FY26 budgets and there are some proposals that will impact Paratransit. The agency collects \$1.5 billion in revenue with 64% of budget dedicated to staff salaries. Revenue is expected to be lower than pre-pandemic levels with federal, state, and local relief expected to run out by FY26. FY22/23 revenue is about 25% less than those collected in FY18/19 and SFMTA must identify 12.7 million in FY25/26 and 240 million in FY26/27 in additional revenue to close the expected deficit. Automated inflation indexing has been the default position of SFMTA to increase fares, fees, and fines; however, this has been suspended since 2019. If SFMTA continues to not index, it will not address upcoming deficit. There are three options will be presented to SFMTA board for consideration: escalation of all fares via indexing, continuing to suspend indexing, which will add to the deficit or suspend indexing and reduce the Clipper discount over the next two years which will add revenue. Any increase to Muni fares will also be replicated for the Paratransit van fares. In terms of finalizing the budget, work is continuing to update the revenue with a January 2024 kick off meeting and future outreach from February to April 2024. The budget will be submitted to Mayor by May 1st and the Board of Supervisors will review and decide to take action on budget.

Jane Redmond stated that a family member is a Muni driver and she has been told that a lot of passengers are not paying their fares. Diana Hammons replied that nonpayment of fares is an issue and fare enforcement is key to addressing it. Marc Soto mentioned that fare evasion is non-existent on Paratransit. Susan Kitazawa asked if the Free Muni for Seniors and Individuals with Disabilities will be affected by the upcoming budget deficits. Diana answered that there are no plans to change those programs. Tracey Gamedah opined that the options seem punitive and wondered if there other options to increase revenue. Diana replied that SFMTA is open to hear comments from the public about other options to increase revenue.

PC&O Group Van Subcommittee Report

The report is as follows:

- **Election of Vice Chair**
Item was postponed till the next meeting.
- **SF Paratransit Status Update**
Imogen Budetti reported that group van on time performance 98.3% in October, 99% in November, and in December was 100%. Trip counts have been increasing, approximately

7,900 in October, 7,400 in November, 7,460 for December. There was one complaint in October.

Jacob Williams reported that their team continues direct contact with agencies. They recently completed a request for Bayview Hunters Point, The Arc SF and Mission Creek. A request from Institute on Aging is in progress.

- **Agency Status Reports**

- Self-Help reported they are operating normally. Self-Help provided 3,364 trips in December and are experiencing some intermittent vehicle issues.
- The Arc reported that they are waiting for their new request otherwise things are operating as normal.
- Catholic Charities reporting they operating as normal and are awaiting a Group Van request update as well.
- On Lok reported operations are normal.
- SteppingStone reported that centers have been operating as normal.

The next PC&O Group Van Subcommittee Meeting date is April 10, 2024

Paratransit Broker Report

Charles Posejpal, Justin Leong, and Marc Soto reported as follow:

- **Service Level Statistics**

SF Access operated about 12,000 trips for November and December 2023. Paratransit taxis completed approximately 23,000 trips in November and 24,000 in December 2023. About 6,000 Group Van trips were provided in November and December 2023.

- **On Time Performance**

The on-time performance for SF Access was 99 percent in November and December 2023. The Group Van on-time performance during the same period was 99 percent for both months while the taxi on-time performance was 97 and 99 percent.

- **ADA Eligibility Activities**

There were two changes to the ADA eligibility in San Francisco. The maximum eligibility increased from three to five years before one has to be recertified. Additionally, a short form was implemented to allow those with conditions unlike to change to undergo a shorter recertification application. The short form would still give the certification analyst the ability to request a second level assessment.

- **2024 Customer Satisfaction Survey**

SF Paratransit staff is preparing the initial review of the survey instrument as it anticipates conducting another Paratransit customer satisfaction survey

- **Vehicle Procurement**

New vehicles currently being delivered and are undergoing inspections before they are placed in service. Additionally, SF Paratransit will be hosting a demonstration of an electric vehicle.

- **SF Paratransit Staffing Update**

A new eligibility certification analyst was hired. Nichelle Williams and Jacob Williams were promoted to the role of Assistant General Manager and Call Center Manager respectively.

Mara Math continued to request that comment cards be made available in Paratransit vehicles.

Public Comments

Adjournment

The meeting adjourned at 12:05 pm.

The next PCC meeting will be held on Wednesday, March 13^h from 10:30 a.m. to 12:30 p.m.