

San Francisco Paratransit Coordinating Council

c/o Muni

1 South Van Ness, 7th Floor, San Francisco, CA 94103

ph: 415.701.4485

fax: 415.701.4728

TTY: 415.701.4730

Minutes

PCC Executive Committee Meeting

March 16, 2016

1 South Van Ness Avenue, 2nd Floor, Candlestick/Corona Conference Room

PCC Executive Committee Members Present: John Lazar, PCC Chair; Bruce Oka; PCC Vice Chair; Cheryl Damico, PCC Secretary; Marty Smith, PC&O Chair; Adrienne Humphrey; Carol Osorio; Douglas Callahan; Jacy Cohen; Jeanne Lynch; Jean Marie Green; Kaye Griffin; Mary McLain; Rodney Lee; Roland Wong; Sam Alicia Duke; Sandra Fancher; Tim Lapp; Wanee Ratanasanguan

PCC Members and Guests: Gloria Bonilla; Silverio Sanchez;

PCC Executive Committee Member Excused: Fred Lein; Gilda Chico; Kevin Lee; Olivia Santiago; Ruach Graffis

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Kevin McDonald; Justin Leong

SFMTA: Annette Williams; Kristen Mazur; Jonathan Cheng; Gida Alvarez; Chava Kronenberg; Dan Howard; Diana Hammons

John Lazar, PCC Chair, called the meeting to order at 10:30 a.m.

Read and Approve Agenda

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

Approve Minutes of January 20th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

John Lazar stated that he is concerned about the state of the ramp taxi program. While Luxor operates many ramp taxis, they would like to see other taxi companies step up and operate a greater number of ramp taxis to better serve wheelchair users. Often times, Luxor is operating the ramp taxis at a loss; however, SFMTA has elected to not charge a fee for leasing the ramp medallion. Despite reducing the daily rental fee of a ramp taxi to about \$70/day, Luxor is still having difficulties recruiting drivers for fill shifts and are low on maintenance supplies to keep these vehicles in working condition. There are also ongoing issues with insurance and worker compensation.

Proposed Paratransit Fare Increases

Annette Williams introduced Diana Hammons, who led the discussion regarding the proposed fares increases and how it will affect the paratransit program. Five years ago, the SFMTA Board of Directors adopted an automatic indexing formula, which applies to all fares and fees, in order

to allow for more consistent and understandable policy. This was done in order to reduce instances in which there is a sudden increase in fares and fees following years of constant fares and fees. In fiscal year 2017, there are no proposed fare increases for the paratransit program; however in fiscal year 2018, there are two proposed fare increases that will affect the paratransit program. One increase will affect van riders of the SF Access program, with an increase from \$2.25 to \$2.50 while the other increase will affect taxi riders, as riders will have to pay \$6.00 for every \$30 worth of taxi value for their taxi debit card. These increases will begin on July 1, 2017. Annette emphasized that while the SF Access fare is tied to the adult fare for Muni, whereas under the ADA, the paratransit fare can be up twice the fare of the fixed route service. She also emphasized that these fare increases will take place approximately 15 months from now.

Gloria Bonilla asked whether these fare increases would affect DAAS funded services. Annette Williams stated that while it would be up to DAAS to increase the fares, generally, the fares for DAAS funded transportation services have increased as well. Bruce Oka asked whether the free Muni program for senior and people with disabilities will continue. Diana Hammons replied that there are no plans to discontinue this program. Jean Marie Green mentioned that she recently heard from a group that would like to see free or reduced fares for the paratransit program. Annette stated that providing paratransit services is different from providing Muni service. As the paratransit program is a demand responsive system, there are extra costs associated with every additional trip request whereas there are minimal extra costs for every additional rider on the fixed route system. She commented that the Helping Wheels fund is available for those who lack funds to pay for paratransit services.

Lower Stockton Street Improvement Project

Annette Williams introduced Dan Howard, who led the discussion on the Lower Stockton Street Improvement Project. During the past winter, the section of Stockton Street that is currently closed due to construction of the Central Subway was temporarily transformed into a pedestrian walkway. The Union Square Business Improvement District has requested that SFMTA investigate the possibility of making this area a permanent pedestrian walkway and closing the area to private vehicular traffic. There have been initial discussion with nearby businesses to solicit feedback about this project. The proposed project will affect Stockton Street from Post Street to Market Street. Among the features of this project will be increasing pedestrian amenities and restoring some street transit. Prior to its closure, Stockton Street had a high number of pedestrian/vehicle collisions; however, since the closure of this stretch of street, the number of collisions have dramatically decreased. This project will continue the city's goal to reduce pedestrian fatalities and improve pedestrian safety. This project will also not change the existing traffic pattern for the area. One benefit for paratransit riders will be increased accessibility as sidewalks will be expanded with designated loading and unloading zones near intersections. The next public meeting will be held on May 18th.

John Lazar commented that this project has helped taxi drivers as they transport riders through Union Square. Roland Wong recommended more mid-block curb cuts, especially near hotels, as ramp taxis are generally rear loading. Dan Howard stated that loading zones are being prioritized at intersections to complement the existing curb cuts available. Annette Williams emphasized that mid-block curb cuts are needed if the loading zone is in the middle of the street. Marty Smith mentioned that enforcement of the policies is needed in order to ensure success.

Transdev Progress Report

Mary McLain, the general manager for Transdev Operations team, provided an update on the status of the Transdev operations.

Mary McLain introduced Silverio Sanchez as the Safety and Training Manager. The temporary Safety and Training Manager, Kim Perry, will continue her previous role as the safety trainer and will report to Silverio. Silverio has over 26 years of transit management experience and with this hire, the Transdev Operations management team is now stable so that she can focus on other areas. Mary also mentioned that Doug Callahan serves on the PCC as the driver representative and would be responsible for serving as a liaison between the drivers and members of the PCC. He will also be communicating the concerns of the PCC to the union stewards who represent the drivers. There are also two internal committees to improve communication, a management committee, which is comprised of drivers and management, and a safety committee, which is also comprised of drivers and the safety manager. One item that was addressed by the management committee was greater driver input regarding the lift placement on future vehicles procurements. In addition, a new group van coordinator was hired and she is reaching out to agencies served by the group van service. Internally, there has been a greater emphasis on customer service for call center representatives. Recently, there has been a several events that have affected the availability of drivers. This, in turn, has affected the on-time performance for the SF Access service. To address this issue, there have been weekly driver training classes in order to increase the number of drivers available. There have also been intermittent issues with the Mobile Data Computers on the newer vehicles.

John Lazar stated that he has pushed for a universal commercial driver license, similar to one in New York City, in order to increase the pool of available drivers. Jean Marie Green asked if whether Transdev has a preference for full time or part time driver. Mary McLain replied that with full time drivers, an individual can not only perform their duties as an operator but attend internal safety and refresher training. As the staffing situation stabilized, there was no longer a need for part time drivers. Marc Soto added that they may revisit the use of part time drivers in the future. Jacy Cohen commented that nonprofits have had issues with hiring enough staff as well. At the Arc San Francisco, they have initiated rolling recruitment as opposed to hiring as needed.

PC&O Group Van Subcommittee Meeting

Jacy Cohen read the following report:

1. Nomination and Elections for Vice Chair

Jacy Cohen was nominated and approved to serve as Vice Chair of the PC&O Group Van Subcommittee for 2016.

2. Service Quality Discussion

Transdev in Brisbane filled its vacant Group Van Coordinator position with an experienced candidate. The new coordinator pledged to work toward improvements to Group Van ride time issues, subscription template inaccuracies, and Trapeze software data cleanup. Additional driver hiring has contributed to improved Transdev service

quality in Group Van and SF Access services. Many participants reported improvements in Baymed service quality. Despite this, concerns were raised about Baymed fleet age contributing to service delays. Baymed and the Broker's Office resolved to seek potential fleet solutions. Long ride time issues have been mostly reduced, but not eliminated. Service providers discussed steps to be taken to further mitigate the issue. On Time Performance (OTP) for Group Van was below 91% in October, above 93% in November, and above 91% in December 2015. 1 Group Van complaint was filed in October, and none in November or December 2015. Group Van compliments totaled 1 in October, 1 in November, and 1 in December 2015.

3. Broker Report

After acquiring additional Mobile Data Computers (MDCs), the Broker now intends to reactivate "attendant required" (ATR) call-outs. The Broker's recent bid for additional vehicles was unsuccessful. The Broker seeks to fill a position for Mobility Management Specialist. The Broker and SFMTA are looking for an improved operation and maintenance facility. The Broker will soon begin the process to issue Requests for Proposals (RFP) for Group Van service providers.

The next PC&O Group Van Subcommittee meeting will be held Wednesday April 13, 2016.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Max Lazar read the following report:

1. Comments from the Chair

Newly elected Max Lazar was not in attendance. Outgoing Vice Chair Roland Wong deferred comments until they arose later in the meeting.

2. Service Quality Issues – Taxi Services

Ramp taxi incentives were discussed in terms of how much, why and based on what, as well as the total number of ramp vehicles and their distribution by Taxi Company. SFPT will be issuing an updated ramp taxi and dispatch list following confirmation of the January figures.

3. SF Paratransit Broker Report

Ramp Taxi Incentives –

- Oct'15: \$8,280 paid + \$500/Luxor for ave. 19.85 rides per ramp vehicle
- Nov'15: \$7,580 paid + \$500/Vina for ave. 21 rides per ramp vehicle
- Dec'15: \$9,120 paid + \$500/Veterans for ave. 29 rides per ramp vehicle
- Jan'16: Still pending at this time

Taxi OTP – On time = pick up within 30 minutes

- Oct'15 – 99% on time among the 93 riders surveyed
- Nov'15 – 99% on time among the 90 riders surveyed
- Dec'15 – 98% on time among the 93 riders surveyed
- Jan'16 – 100% on time among the 93 riders surveyed

Complaints/Compliments –

- Oct'15 – 23 complaints; 4 compliment
- Nov'15 – 13 complaints; 1 compliment
- Dec'15 – 5 complaints; 0 compliments
- Jan'16 – 5 complaints (1 ramp); 6 compliments

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled on May 4, 2016 from 10:30am to 12:30pm at the Broker's office, 68 12th Street, San Francisco.

PC&O SF Access Subcommittee Meeting

Mary McLain read the following report:

1. Nominations and Elections for Vice Chair

Mary McLain of Transdev was elected Vice Chair of the PC&O SF Access Subcommittee for 2016.

2. Service Quality Discussion

SF Access On-Time Performance (OTP) was 87.5% in November, just below 90% in December, just below 90% in January, and just above 87.5% in February. February OTP figures may vary pending final monthly trip reporting. SF Access complaints per thousand trips totaled 1.9 in November, 2.7 in December, 1.6 in January, and 2.6 in February. SF Access compliments totaled 33 in November, 32 in December, 24 in January, and 35 in February.

The SF Access service provider is undertaking efforts to improve driver and equipment behavior in utilizing Mobile Data Computers (MDCs), has bolstered its driver hiring efforts, and encourages patron feedback. The Subcommittee agreed to express to the PCC Executive Committee its desire to commend the SFMTA for its efficient management of transportation during the week of the Super Bowl.

3. Broker Report

The Broker will begin internally monitoring SF Access OTP on a more up-to-date basis. The Broker participated in conference calls with regional transit agencies in preparation for the Super Bowl, and will soon undergo safety training exercises. Trapeze subscription trip data and Shop-a-Round schedules have been optimized. The vacant Van Field Monitor position has been filled. The Broker and SFMTA continue to seek short and long-term facility solutions and will likely postpone the next Customer Satisfaction Survey until Fall 2016 or Spring 2017. The Broker seeks participants in pilot programs for the Flywheel app and the paratransit taxi debit card online Patron Portal.

The next PC&O SF Access Subcommittee meeting will be held Wednesday June 1, 2016.

Paratransit Broker Report

Annette Williams provided a brief update regarding the Request for Proposals for the SF Paratransit program. She mentioned that they are in the midst of negotiations with the selected

contractor and plan to present that agreement to the SFMTA Board of Directors during an upcoming meeting. Annette added that she will alert the PCC when the presentation will occur.

Kent Hinton and Marc Soto reported as follow:

- **On Time Performance**

On time performance for the following modes are as followed:

	January	February	March
Taxi	100%	97%	94%
Group Van	91%	91%	91%
SF Access	89%	87%	87%

- **Paratransit Debit Card User Web Portal**

As mentioned in previous meetings, the SF Paratransit office is working to develop a patron portal that will allow paratransit taxi users to load value onto their taxi debit card, check existing balance, and view all their previous taxi trip history. Volunteers for the pilot are being recruited and will begin soon.

- **SF Paratransit Taxi Debit Card Integration with Flywheel**

Staff is working to integrate the SF Paratransit taxi debit card with the Flywheel mobile application. SF Paratransit will be allowed to request a ride and electronically pay for their trip through the Flywheel mobile application. In addition, wheelchair users can filter and only see the availability of nearby ramp taxis. Users are being recruited to participate in this pilot.

- **Request for Proposals for Group Van**

Staff is initiating the process to develop a Request for Proposal for the Group Van services. The services provided by the group van service provider is a vital necessity for some of the most vulnerable paratransit users. The current group van contracts expire in May 2017. The RFP will be advertised in the San Francisco Chronicle.

- **Mobility Management**

SFMTA has placed a greater emphasis on utilizing mobility management activities to better serve seniors and people with disabilities. It is essential for the SF Paratransit program to identify the right individual for this position and members are encouraged to recommend individuals.

- **Staffing Changes**

Justin Leong was introduced as the new van field monitor. In addition, Kevin McDonald will now report directly to Marc Soto.

Roland Wong asked if SF Paratransit riders will have to add the paratransit debit card to the Flywheel mobile application to pay for their ride. Kent Hinton clarified that SF Paratransit riders will pay electronically through the mobile application and will need to be added by the rider during registration.

Bruce Oka questioned whether there were any capacity issues with the Shop-a-Round or Van Gogh programs. Marc Soto answered that while there are budgetary considerations, there have been no issue in meeting demand for both services.

Announcements

Rodney Lee would like reservationists to repeat the address of his final destination in the TripInfo calls. Sandra Fancher stated that the Lighthouse for the Blind will not have any classes from April 26 to May 6 as they are in the process of moving to their new location at 1155 Market Street. The grand opening will be on May 9th.

Adjournment

The meeting adjourned at 12:15 pm.

The next PCC meeting will be held on Wednesday, April 20th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.