

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

April 1, 2015

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 Co-Chair; Aisha Jackson; Fred Lein; Gilda Chico; Jacy Cohen; Jeanne Lynch; John Han; Kaye Griffin; Michael Zaugg; Olivia Santiago; Olivia Santiago; Rodney Lee; Sam Alicia Duke; Sandra Fancher; Wanee Ratansanaguan

PCC Members and Guests: LaShonti Woods; Annie Young; Efren Alarcon; Mark Weinstein; Willie Guillory; Beverly Taylor; Lurilla Harris

PCC Executive Committee Member Excused: Adrienne Humphrey; Roland Wong

SF Paratransit Staff: Marc Soto; Kent Hinton; Jason Quon; Kevin McDonald

SFMTA: Annette Williams; Jonathan Cheng; Gida Alvarez; Anh Nguyen

John Lazar, PCC Chair, called the meeting to order at 10:40 a.m.

Read and Approve Agenda

John Lazar, PCC Chair, read the agenda.

Approve Minutes of February 25th meeting

Lurilla Harris stated that in the minutes from the previous meeting, it stated that she has been calling in her complaints. She has not been and would like the minutes to reflect that she has not been calling in her complaints. The minutes were motioned/seconded/approved as amended.

Comments from the Chair

John Lazar stated that there is a lot of construction going on, which is affecting traffic. There are many transportation projects going on, including the Better Market Street project, which he is involved in, as well as the new Transbay Terminal. He wants to ensure that there is a reduction in conflicts between motorists, transit riders, pedestrians, and bicyclists. John also expressed concerns about the affordability of housing in San Francisco.

Introduction of Anh Nguyen

Jonathan Cheng introduced Anh Nguyen. Anh is the new Sustainable Streets Accessibility Planner, replacing Sandra Padilla. He will be focusing on ensuring that pedestrian, bicycling, and other projects from the Sustainable Streets division will take into account the accessibility of each project.

Transdev Progress Report

Kent Hinton reported that the on-time performance for February was 85.7 percent while the first three weeks of March is slightly lower at 84 percent. There has been an increase in the complaints for those who are reporting missed trips from February compared to March. Mary McLain added that there have been 37 formal and informal compliments have been received in March.

Mary McLain stated that the Brisbane operations team is working to improve the on-time performance for the SF Access service. One issue is driver availability. In March, this was affected by a sickness that limited the number of available drivers. SF Paratransit has also lost some drivers who accepted other employment opportunities. A new shift bid will be developed. Mary added that new Mobile Data Computers (MDCs) have been secured and are being tested and will be installed in the new vehicles. This will provide real time information to dispatchers and improve scheduling. Staff has also designated two minivan routes for riders with subscription trips as many live in areas where it is difficult to maneuver with the regular SF Paratransit vehicle. Additional training on Trapeze is being conducted with schedulers. New “posey” belts have been purchased and are being distributed to drivers. In addition, several buses have been identified for rehabilitation. This rehabilitation will prolong their use for the SF Paratransit program. Kent Hinton that SF Paratransit has entered into a contract with an independent contractor to inspect vehicles.

Mary McLain mentioned that one area that they have been working with the Broker’s staff is with the Group Van service. Two routes have been introduced in order to reduce the ride times on routes with excessive ride times. One positive area of service has been the Shop-a-Round service where there has been an increase in the number of riders, from 266 trips in September 2014 to 433 trips in February 2015.

Bruce Oka asked how many vehicles are in use for the SF Access and Group Van service and how many need to be repaired. Mary McLain stated that on any given day, there is a maximum of 96 vehicles on the road. In terms of maintenance and repair, the number of vehicles that require minor changes varies. Having identified ten vehicles will allow for some major work to be conducted and allow them to prolong their use in the SF Paratransit program. Lurilla Harris inquired as to why only ten vehicles are being inspected by the independent contractor. Kent Hinton stated that the contract with SFMTA requires that they ensure that vehicles are operational. The independent contractor is there to conduct their own inspections of the vehicles to ensure that Transdev is doing their job correctly.

Olivia Santiago wanted to know what the procedure for no-shows should a rider not make contact with the driver within five minutes of arrival. Mary McLain replied that when a vehicle arrives, the driver is required to attempt to announce their presence. Should they not be able to get in touch with the driver after five minutes, the driver is supposed to get in touch with the dispatcher and proceed with the no-show procedure. Olivia asked what happens if the driver is unable to get in touch with the dispatcher. Mary answered that they are developing better mechanism that allow drivers to leave recordings about the no-show if they are unable to reach the dispatcher.

Lurilla Harris inquired as to what type of complaints get the highest number of complaints. Kent Hinton replied that most complaints involve driver interactions. Lurilla also mentioned that one

of her trip had an inaccurate travel time listed, in which it stated that a trip from the Tenderloin to Outer Richmond would only take five minutes. Mary McLain replied that trip times are determined based on the software and that a team of schedulers do look at the manifests to ensure that the trip times are feasible.

Peer Escort Program

Jonathan Cheng introduced Karen Garrison from Felton/Family Service Agency. Karen is working to recruit participants in the Peer Escort program. This program is aimed at assisting drivers in the SFMTA Group Van service during the return trips from the various agencies by providing a peer escort to assist riders who require hand-to-hand transportation.

Karen Garrison introduced herself. She spoke about how the Peer Escort program aligns with the Foster Grandparent Program and Senior Companion Program currently in place. For the Peer Escort program, they are recruiting community minded, active individuals over age 55 who will support frail seniors and disabled adults with cognitive impairments and behavioral challenges related to dementia as they return home from day programs throughout San Francisco. Peer Escort volunteers support clients 15 to 20 hours per week in a variety of center based programs. Each afternoon, the volunteer assists center staff to support clients as they get on the Paratransit van home. Volunteers work as a team with the driver to provide door to door service as well as to ensure that clients remain calm and seated for their ride home. Senior Companions will receive a small hourly stipend that is tax free and will not impact any government assistance they are receiving. Ongoing monthly trainings will be held with these peer escorts. Currently, the plan is to hire ten peer escorts and serve about six agencies during the initial pilot of this program. Depending on the success of the program and available funding resources, this pilot may expand to more centers. Jacy Cohen added these peer escorts will be a steady presence on these trips and will build a level of trust and understanding with the passengers. She added that San Francisco was recognized as a senior and disability friendly city by the World Health Organization and this project will help contribute to this cause.

John Lazar asked how many peer escorts is this program interested. Karen Garrison answered that they are interested in recruiting about 12 individuals. Cheryl Damico inquired as to whether wheelchair users could be employed as peer escorts. Karen said that while this position may not be optimal for wheelchair users as the peer escort will be escorting individuals to and from the vehicle. However, there may be other programs that might be better suited for wheelchair users. Jeanne Lynch questioned how much outreach has been conducted. Karen replied that the outreach phase has just beginning and she is in the midst of doing outreach to other senior and disabled centric groups.

PC&O Group Van Subcommittee Meeting

Marty Smith read the following report:

1. Service Quality Discussion

Mary McLain of Transdev stated that SF Access On-time Performance (OTP) has been continually increasing, despite some recent driver absenteeism. February 2015 OTP was 86%, compared to 85.33% in January 2015, and 81.39% in December 2014. Overall, complaints have steadily decreased in recent months, while compliments have been on the rise. Proper no-show procedures have been reiterated, and scheduling policies were

discussed. Steps to improve walker securement were mentioned, and “posey belt” best practices were discussed as well.

2. SF Paratransit Broker’s Report

Marc Soto of Transdev broker’s office stated that negotiations are underway for contract extensions at the broker’s office. Open positions at the broker’s office consist of Manager of Finance, and Manager of Eligibility. Both positions are expected to be filled soon, potentially by internal candidates. A consumer satisfaction survey is in progress and near completion. Regional Paratransit operators, who meet monthly, have been discussing emergency procedure improvements. Trapeze and PASS server system upgrades are near implementation. SF Paratransit and SFMTA have worked toward implementation of a cell phone application that would allow riders to pay for SF Access trips with their smartphone.

The next SF Access PC&O meeting will be Wednesday June 3, 2015.

Gilda Chico asked whether SF Access still provides assistance to the front door of the residence. Mary McLain stated that she will receive driver assistance going to and from her residence as needed.

Paratransit Broker’s Report

Marc Soto reported as follow:

- **Group Van Ride Times**
Staff at SF Paratransit has been focusing and working with agencies to ensure that ride times are more aligned with the goal of 60 minutes but not later than 90 minutes. Due to the loss of cachement areas and closure of several agencies and centers, many riders are experiencing longer ride times. Two agencies where riders have experienced these longer ride times are Bayview-Hunter’s Point and Stepping Stone. Transdev currently operates service for Bayview-Hunter’s Point and there are resources available to mitigate this issue. All four Stepping Stone locations are served by Baymed Express and Transdev will be leasing several buses to this service provider to help alleviate the issue with ride times.
- **Paratransit Eligibility Recertification Form**
Several staff members from ADHC and ADC agencies served by SF Paratransit have expressed a need for a shorter recertification. Many of these centers serve fragile individuals whose conditions are not likely to improve. SF Paratransit is piloting a shorter recertification form for individuals who attend a select number of ADHC and ADC and have full and permanent eligibility. This shorter recertification form may be expanded to all full and permanent eligible SF Paratransit riders after an evaluation of this initial pilot.
- **SF Access Back Up Service**
SF Paratransit is working on a statement of work for review with SFMTA to pilot back up service with Luxor for the SF Access program. This back up service will consist of both prescheduled routes and same day service. The goal is to improve service quality and provide more prompt service for riders, especially for those whose vehicles are running late due to unforeseen delays.

- **E-Hail Mobile Application**
SF Paratransit is working to integrate the existing SF Paratransit taxi debit card to an electronic hailing service to allow riders to use it when they hail a taxi through their smartphone. Staff is working with the vendor on developing a flowchart and service agreement. This will improve reliability and responsiveness of taxis for riders.
- **Debit Card Patron Portal**
Currently they are working with CabConnect to allow SF Paratransit riders to view all transactions, account information, and load value onto their SF Paratransit taxi debit card. They are hoping to launch a pilot in the near future and are interested in recruiting a few PCC members to test out the patron portal and provide feedback.
- **2015 Customer Satisfaction Survey**
The questionnaire is being finalized and staff is actively working with Corey, Canapary, and Galanis Research. A subcommittee meeting was held with the PCC to review the questions and more questions concerning technology use among riders were added.
- **Rider Guides**
An update of Rider Guide 1 is currently being reviewed by the SFMTA. Once approved, it will be sent for printing.
- **Transdev Employee Recognition**
Transdev held an employee recognition ceremony for employees who have been with Transdev for a long time. Kent Hinton celebrated 25 years with Transdev, Lorris Hall, Onteiza Jones, and Karen Nguyen celebrated 15 years with Transdev, and Yvonne Breukers celebrated five years with Transdev.

Olivia Santiago will like to see a greater variety of communication modes for seniors and persons with disabilities to hail a taxi, especially for those who need a taxi late at night. Marc Soto stated that one of the things that were discussed during the Taxi Task Force is to implement a shared ride taxi program as well as have kiosk available for patrons that would provide assistance to hail a taxi. Cheryl Damico asked if the electronic hailing mobile application would allow riders to distinguish between a sedan taxi and a ramp taxi. Marc replied affirmatively. Bruce Oka asked if all taxis companies have online booking features. Marc answered that while he does not if every single taxi company allows individuals to book taxis online, he does know that Luxor and Yellow Cab allow individuals to book via Internet. He added that he does know that it was soon be a requirement that taxi companies be affiliated with an electronic hailing mobile application. John Han inquired as to what the timeframe is to integrate electronic hailing mobile applications, such as Flywheel, with the SF Paratransit program. Marc estimated it would take about 100 to 180 days to integrate all the features with a mobile application.

Announcements

Lurilla Harris would like to see the meeting time changed and discussed at the next meeting. Aisha Jackson stated that the unionized drivers are in the middle of discussions with Transdev over an array of topics, including a wage increase, additional paid time off, and lower health care cost. Efren Alarcon stated that while they have authorize to issue a strike as a last resort, the

majority of drivers are passionate about their jobs and the most important goal is ensuring that riders are provided with a high quality service. Rodney Lee commended Kevin McDonald for his assistance in providing answers for these questions.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, May 27th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.