

Minutes
PCC Executive Committee Meeting
October 2, 2024

PCC Executive Committee Members Present: Mara Math, PCC Chair; Marty Smith, PCC Vice Chair; Jane Redmond, PCC Secretary; Zuhair Sinada, PC&O Chair; Cheryl Damico; Jessica Felix; Joan Kwansa; Olivia Santiago; Susan Kitawaza

PCC Members and Guests: Tracey Gamedah; Evelyn Engel; Patrick Crisp; Ismael Uersoza; LeRoy Thomas; Dani Soto; Barry Taranto

PCC Executive Committee Member Excused: Roland Wong

SF Paratransit Staff: Marc Soto; Kevin McDonald; Justin Leong; Cheryl Hac; Carol Osorio; Matthew Teixeira; Catherine Callahan; Rico Auga; Wayland Wu; Randy Hac; Nichelle Williams

SFMTA: Jonathan Cheng; Erin McAuliff; Mona Chiu; Olly Ogbue

Mara Math, PCC Chair, called the meeting to order at 10:35 a.m.

Read and Approve Agenda

Mara Math, PCC Chair, read the agenda. Mara made a motion to add an agenda item to discuss the PCC Annual Meeting. The agenda was motioned/seconded/approved as amended.

Approve Minutes of August 14th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Mara Math stated that she would like the PCC bylaws to be revised to address the minimum number of members required for quorum. Marty Smith suggested that there be a flexible quorum established. She also acknowledged that the ad-hoc subcommittee meeting focused on membership recruitment did not meet yesterday. Additionally, Mara mentioned that she should like drivers to be financially compensated for their participation at the PCC meetings. She also commented she is unable to make more than one SF Access reservation at a single time during peak times.

General Public Comments

Kevin Lee mentioned that Roland Wong is undergoing hip surgery and may not be attend meetings for an indefinite period; he also mentioned that a card for Roland is being circulated among members.

Jessica Felix suggested postponing the November 2024 PC&O Taxi/Ramp Taxi subcommittee meeting from November 6th to November 13th. The PCC Executive Committee approved this motion, and new notice will be sent to mailing list regarding this date change. Olivia Santiago asked if a driver is present at the meeting today. Nichelle Williams responded that he was assigned off today to attend this meeting.

Tracey Gamedah would like to be informed about the action plan regarding a recent incident to ensure passenger safety. Justin Leong stated that he will follow up with her.

Openhouse SF: SF Paratransit Focus Group Findings

Dani Soto presented on the findings from a focus group on SF Paratransit hosted by OpenhouseSF. Dani Soto provided background information regarding Openhouse. The organization has been serving LGBT+ seniors for the past 26 years. In March and April 2024, the hosted two focus groups to discuss the SF Paratransit service from regular users. There were 15 participants, who were all were 55+ and LGBT+.

Overall, participants were appreciative of the SF Paratransit program. In general, rides are on-time, and most drivers are friendly and helpful. Members were quoted as mentioning that SF Paratransit allows them to be more independent and service is liberating. There were some opportunities mentioned by participants to improve the service. Participants mentioned that the ADA Paratransit application process is sometimes confusing. Additionally, some drivers are not welcoming to service animals and do not know how to help/assist those with mobility challenges. Some also mentioned that not all drivers will call when they arrive and riders do not know which vehicle to look out for and are not empathetic that older adults move more slowly, which sometimes results as no-show. Suggestions included requiring mandatory training on LGBT+ issues/older adults/adults with disabilities, implementing same day trips, and greater outreach via senior centers, newsletters, traditional media (e.g. fliers, etc.).

Zuhair Sinada asked how service animals should be handled if a driver has an allergy. Mara Math and Marty Smith mentioned that they need a medical exemption. Dani Soto suggested that riders should communicate in advance that they have a service animal. Olivia Santiago echoed the need for more driver training as to how to interact and assist people with disabilities; she emphasized the need for driver to ask for permission before initiating any physical contact with rider. Susan Kitazawa thanked everyone for the discussion on sighted guide Mara Math asked if there are specific topics on LGBT issues should be addressed via training. Dani Soto mentioned that while there has been no overt discrimination, participants reported instances of awkward interactions with drivers due to assumptions made.

Cheryl Damico mentioned that SFMTA taxi driver training has changed as the previous in-person training included sensitivity training. She would like this kind of in-person training to be re-introduced. Marty Smith commented that in-person training was beneficial and included awareness in approaching riders. He would like more training to ensure sedan taxi drivers are able to accommodate those with a variety of mobility needs. Jane Redmond asked if taxi drivers go through a training. Marc Soto replied that in the past, drivers must go through taxi driver school but that has changed to an online training. Kevin Lee would like sedan drivers to be required to undergo refresher training if there is a substantiated complaint.

Marc Soto thanked Dani for her presentation and findings and would like host them at the Broker's office to discuss some of the findings and opportunities to address them and information about the program. Erin McAuliff echoed appreciation for the presentation and

recommended that they stay on for the next agenda item on the SFMTA Accessibility Needs assessment.

Accessibility Needs Strategy

Erin McAuliff presented on the SFMTA Accessibility Needs Strategy.

The goal of the Accessible Needs Strategy is to assess how well SFMTA is meeting the diverse transportation needs of older adults and people with disabilities. It will also provide guidance for the agency to ensure the accessibility of program, policies, and services. The Accessibility Needs Strategy is split into three phases. Staff has completed the phase one, which is a needs assessment and will be entering phase two, which is to develop goals and actions.

As such, SFMTA staff have developed a survey to get feedback from the public. This survey is available online and is interactive, allowing participants to jump to the section that is most relevant to their interest. Participants are also asked to rank the highest to lowest accessibility priority. This survey is open online until December 13, 2024, with outreach at community events being conducted with printed surveys made available. The survey results will inform phase two, which is the development of goals and actions. Phase three involved developing key performance indicators to track success.

Zuhair Sinada asked who the target audience is for the survey and would like it to be translated into Arabic. Erin McAuliff answered that it is geared towards the general public and translations versions are available.

PCC Annual Meeting

The PCC Annual Meeting will be held on Saturday, November 2nd. At this meeting, drivers and employees are recognized for their outstanding work over the past year and there are elections for members.

Mara Math would like postcard to be sent to active riders with information about the vacancies. There was a discussion regarding the goal of the postcards and the parameter of those who will be receive the postcards. Tracey Gamedah suggested a tiered approach towards outreach to recruiting new participants. Olivia Santiago stated that she would like to be focused approach, concentrating efforts on organizations that work with seniors and people with disabilities. Kevin McDonald acknowledged that event is in a month and expressed concerns about the ability to develop and deliver the postcards in time.

SFMTA and SF Paratransit staff agreed to draft language for the postcard and send it to PCC members for their review. Staff will also propose the parameters for sending the postcard based on feedback from the committee.

PC&O SF Access Subcommittee Report

The following report was reported:

- **Service Quality Update**

- Yevette McNeese of the Transdev Operating Division introduced Gregorio Moreno as their new Safety & Training manager. They currently have seven students in training and will start another class on October 7th.
 - Justin Leong of the Brokers Office reported on service statistics:
 - SF Access trip counts were approximately 12,000 in June, 13,000 in July, and 13,100 in August.
 - SF Access on-time performance was 96.6% in June, 97.8% in July, and 96.8% in August.
 - Complaints per 1,000 trips were approximately 0.75 in June, 0.3 in July, and 0.5 in August,
 - Marc, Justin, and Yevette, recently returned from inspecting a prototype Glaval E450 bus at the factory in Indiana.
- **Rider Service Feedback**
Riders discussed topics including the training of new SF Paratransit Van drivers, and drivers having comment cards. In addition, hybrid, electric and other alternative fuel vehicles.

Paratransit Broker Report

Service level statistics were provided prior to the meeting. Justin Leong, Marc Soto, and Nichelle Williams reported as follow:

- **Service Level Statistics**
SF Access operated about 11,900 trips in June, 13,000 trips in July and 13,000 trips in August. Paratransit taxis completed approximately 26,900 trips in June, 24,800 in July, and 22,800 in August. About 6,700 Group Van trips were June, 6,400 in July, and 5,900 in August.
- **On Time Performance**
The on-time performance for SF Access was 96 to 99 percent from June to August. The Group Van on-time performance was 93 to 99 percent for the same period while the taxi on-time performance was 93 to 100 percent.
- **Paratransit Vehicle Procurements**
SF Paratransit staff went to the factory to review the upcoming vehicle manufacturing. The previously mentioned issue with the stanchion was addressed, with the vertical bar being replaced with a slanted version. Additionally, some of the seats were shifted to allow for more leg room. The coating on the steps was removed to allow for more foot space.
- **PASS Training**
SF Paratransit staff is planning on hosting another CTAA Train the Trainer. Once the class is announced, they would like more participation from the taxi companies.
- **Paratransit Driver Training**

There are 106 active drivers with the most recent driver training graduating into revenue service. The next driver training is expected to have a class of 15 drivers. SF Paratransit is looking for a new scheduler and window dispatcher.

- **Paratransit Broker and Operations Phone System**
SF Paratransit has selected a vendor to update the phone system for the Broker and operations locations. The current plan is to transition the Broker's office first before focusing on the Operations Call Center.
- **Paratransit Taxi Debit Card**
Staff is exploring alternative methods of obtaining the necessary photo for the taxi debit card, particularly for riders enrolled in the ETC program.
- **SF Paratransit Staffing Update**
Randy Hac was introduced as the contract compliance monitor for the SF Access van services. There is a vacancy in a new Mobility Management Specialist position and staff is wrapping up the interview process.

Marty Smith stated that the SF Paratransit photo ID appointments are quick. Patrick Crisp stated that the Yellow taxi app has challenges that may require human intervention. He also had questions about the taxi allotment window. Barry Taranto would like to receive an invitation to the PCC Annual Meeting. Jonathan Cheng responded that he would send an email invitation to the mailing list and stated that the meeting is on Saturday, November 2. Barry also reiterated his position that he would like SFMTA and SF Paratransit provide a per-trip incentive for ambulatory Paratransit riders.

Public Comments

Cheryl Damico and Marty Smith volunteered to review the PCC bylaws.

Announcement

The PCC Annual Meeting will be held on Saturday, November 2nd.

Adjournment

The meeting adjourned at 12:35 pm.

The next PCC meeting will be held on Wednesday, December 11th from 10:30 a.m. to 12:30 p.m.