

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

January 21, 2015

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

PCC Executive Committee Members Present: Cheryl Damico, PCC Chair; John Lazar; PCC Vice Chair; Marty Smith; PC&O Chair, Adrienne Humphrey; Aisha Jackson; Bruce Oka; Fred Lein; Gilda Chico; Kaye Griffin; Kevin Lee; Mary McLain; Michael Zaugg; Olivia Santiago; Rodney Lee; Roland Wong; Ruach Graffis; Sam Alicia Duke; Sandra Fancher; Wane Ratanasanguan

PCC Members and Guests: Max Lazar; Willie A. Guillory; LaShonti Woods; Denise Jacques; Annie Young; Sue Cauthen; Ursula McGuire; Ali Malik; Kerry Brown

PCC Executive Committee Member Excused: Claudia Grubler; Jacy Cohen; Jeanne Lynch; Linda Murley; Pam Martinez

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

SFMTA: Annette Williams; Jonathan Cheng; Gida Alvarez

Cheryl Damico, PCC Chair, called the meeting to order at 10:40 a.m.

Read and Approve Agenda

Cheryl Damico, PCC Chair, read the agenda. Bruce Oka requested that there be a discussion regarding the loss of drivers from service providers of the SF Paratransit program. The agenda were motioned/seconded/approved as amended.

Approve Minutes of December 10th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Cheryl Damico cannot believe that another year has passed. Over the past year, there have been a lot accomplished and it has been her privilege to chair this committee.

Election of Vacant Seats

Annette Williams announced that there are currently three vacancies on the PCC in the Affiliated Elderly caucus. She explained that members in this committee must represent an organization that provides services to individuals over 60 years old. Sue Cauthen asked if she was previously in this caucus, as she was unable to participate in the elections and expressed interest in rejoining this committee. Sam Alicia Duke commented that she requested that the executive director at Senior and Disabled Network find a member to fill a vacancy in this committee. Bruce Oka would like to the seat reserved for a representative for the Mayor's office be appointed and regularly attend these meetings. John Lazar suggested writing a solicitation letter to encourage

more members to join. Cheryl Damico called for this item to be tabled until there is a representative from the community organization serving seniors that is interested in joining this committee is present.

Election of PCC Executive Committee Officers

Annette Williams announced that the position of chair, vice chair, secretary, and PC&O chair for the PCC Executive Committee was up for election. Individuals elected to these positions will serve for the 2015 calendar year. She then explained the role of each position within the PCC Executive Committee.

For the position of chair, there were four nominees, Cheryl Damico, John Lazar, Kevin Lee, and Roland Wong. After a closed ballot election, John Lazar was elected chair of the PCC.

For the position of vice chair, there were three nominees, Bruce Oka, Cheryl Damico, and Roland Wong. After a closed ballot election, Bruce Oka was elected as vice chair of the PCC.

For the position of secretary, there was only one nominee, Cheryl Damico. By acclamation, Cheryl Damico was elected as secretary of the PCC.

For the position of PC&O chair, there were two nominees, Roland Wong and Marty Smith. Due to a tie in the closed ballot election, a second election will be held at the following PCC Executive Committee meeting in February.

Transdev Progress Report

Marc Soto wished everyone a Happy New Year and hoped each had an enjoyable holiday season. Marc introduced Mary McLain, the general manager for Transdev Operations team, and Kent Hinton, Director of Operations and asked that they give the report.

Mary McLain stated that Transdev is continuing its focus on service quality. There is a great emphasis on the customer experience, starting from the moment they make the reservation through when they are dropped off at their destination. This requires additional training among staff to ensure that customers have a positive experience. In addition, with the arrival of the 35 new cutaway vehicles, ten vehicles will be retired. Mary mentioned that during the evening of December 18th, the entire Internet service at the Brisbane office crashed, resulting in manifests not being printed as well as notifications not being sent to drivers who had to report to work on the following day. This led to a lower on-time performance rate for December 19th and the subsequent week. Mary also commended her drivers and staff for their work and perservice for that week as well on December 11th, when a big storm hit San Francisco and affected service delivery. In addition, the operations team has been reaching out to various community agencies, including dialysis centers. The communication between the dialysis centers and the scheduling team has greatly improved. There have also been meetings with staff at the Bayview-Hunter's Point Senior Center and the Network for Elders. Shop-a-Round service has also been expanded with new afternoon trips.

Kent Hinton stated that on-time performance for SF Access has had a positive trend over the past three months. In October, the on-time performance for SF Access was slightly over 80 percent, in November and December; it was slightly over 81 percent. Mary McLain added that the late

pickups are due to a multitude of reasons, from driver absences to late pickups to traffic congestion. Marc Soto commented that while there are some factors that Transdev cannot control, there are some that they can and would like to investigate strategies to address those issues. For Group Van, the on-time performance in December was slightly over 88 percent. SF Paratransit is currently looking to acquire additional MDCs to be installed in the new vehicle to allow for a more accurate calculation of the Group Van on-time performance rate. In terms of formal complaints, there had been an overall downward trend for SF Access until December. In October, November, and December, the numbers of formal complaints were 78, 68, and 101 respectively. The large spike in December can be attributed to the Internet outage that affected service. Kent added that, based on the Controller's recommendations, the taxi on-time performance measurement process will be changed to increase the number the riders who are surveyed and to generate a random list of taxi riders to call.

Olivia Santiago asked if it was possible for a list of riders to be generated that would allow reservationists and drivers to be made aware that the rider may require extra time to board and deboard and allow for more appropriate scheduling of those rides. Marc Soto stated that while the database does exist, it would require the rider to self-report that they need extra time to board and deboard. The recommendation could also be made by the driver familiar with the rider by reporting it to the supervisor. This information can be included the rider's unique profile and allow for extra dwell time to be included in the scheduling.

On behalf of Karen Young Simmons, Annie Young stated that Karen was a no show on Sunday and the driver stated that they arrived at the location but could not locate her. Marc Soto stressed that she should file a formal complaint with the Broker and provided her with the phone number should she or her daughter face any service quality issues. Waneé Ratasanaguan reported that she was listed as a "no show" for a trip and when she called to ask where her ride was, she was told that the driver could not find her and left. Marc requested that she follow up her complaint with staff. Kevin Lee mentioned some riders may live in buildings with multiple entrances or nonworking elevators that may result in delays. Marc answered that it is essential that riders provide details of where they would like to be picked up if there are multiple entrances to identify the one they will be at. Roland Wong mentioned that Twitter updates may provide more real time information about traffic.

Roland Wong commented that he was impacted on December 19th. Kevin Lee asked about the backup procedures to ensure that individuals who need to access medical care are provided service when there is such a failure. Marc Soto replied that in terms of the Internet outage, he would like to have a spare router available to prevent this from reoccurring. This is being looked into.

Ruach Graffis mentioned that there were several times in which she called to request a ramp taxi but was told that there were no ramp taxis available. When this happens, she does not bother to place an order with another taxi company and looks for an alternative transportation. She inquired as to whether there is any way to measure this as a performance standard for taxis. Marc Soto answered that the presence of TNCs has impacted the number of taxi drivers operating ramp taxis. Annette Williams added that the introduction of ramp taxi incentive awards was meant to encourage more taxi drivers to operate a ramp taxi.

Upcoming SFMTA/SF Paratransit Projects

Jonathan Cheng and Annette Williams provided the following report:

- **SF Customer Satisfaction Survey**

Jonathan Cheng announced that our annual customer satisfaction survey will be conducted sometime during the spring. Prior to the survey, we would like to host meeting with interested members of the PCC to review the survey questions. This meeting is an opportunity to include any service quality questions that may be beneficial to gauge rider satisfaction with the SF Paratransit program. This meeting will be held on Thursday, February 12th at the SF Paratransit office located at 68 12th Street from 10:30 a.m. to 12 noon.

- **SF Paratransit Brokerage Contract**

Annette Williams reported that the existing SF Paratransit Brokerage contract expires in June 2015. However, due to savings in the existing contract, this contract will likely be extended through 2016. As SFMTA develops the Request for Proposals (RFP), a special meeting will be held with select PCC Executive Committee to review the proposal and solicit any feedback. Select PCC members will also be part of the bid review process. The timeline is to finish this process by February 2016 in order to accommodate any potential transition.

- **SFMTA Mobility Management Project**

Annette Williams stated that the SFMTA will be receiving federal funding to implement a mobility management component in the SF Paratransit program. However, the funding is not expected to arrive until 2016. Prior to the funding, SFMTA is working to expand the scope for the existing Lifeline Shop-a-Round grant to allow us to start some of the mobility management function sooner. Some of the mobility management activities including implementing a Peer Escort program, an Information and Referral center, and expanding Paratransit Plus program. The goal is to have a broader range of service and to provide better information on transit options.

PC&O Group Van Subcommittee Meeting

Bruce Oka read the following report:

1. Service Quality Discussion

Stepping Stone's Presentation center voiced concern about long ride times and declines in membership, stemming from shared-ride services with the Golden Gate Center. Baymed voiced concerns about low levels of drivers and difficulty in accommodating routes for Stepping Stone. Issues resulting from a system outage at Transdev were discussed, and enacted system improvements were mentioned.

2. SF Paratransit Broker's Report

Transdev explained their intentions to assist Baymed in training drivers. Transdev also noted their acquisition of 35 new vehicles and their intentions to rehabilitate or retire older vehicles. Transdev agreed to continue to look for solutions to the problems presented by Stepping Stone and Baymed. System-wide On Time Performance for Group

Van services were 91.97%, 80%, 80% and 88.61% respectively for September, October, November, and December respectively.

Jacy Cohen of The Arc was elected Vice Chair of PC&O Group Van subcommittee.

The next Group Van PC&O meeting is April 8, 2015.

Paratransit Broker Report

Marc Soto reported as follow:

- **Group Van Discussion**

Currently, there are four Stepping Stone centers that are serviced through the SFMTA Group Van service. With the closure of several ADHC programs in the past several years, many of those participants are now attending services at the Stepping Stone centers. Many of these participants are in wheelchairs and live further apart from one another, making it increasingly difficult to ensure ride times below 60 minutes. Staff is working with Stepping Stones and Baymed to find solutions for these long ride times, including having Transdev taking over a few routes and transferring some vehicles over to L'Chaim, who would in turn allow Baymed to operate the vehicles. In addition, SF Paratransit agreed to a rate adjustment to allow Baymed to absorb the additional cost for operations.

- **Taxi On Time Performance Measures**

Based from a recent Controller's Audit, one recommendation was to refine the on-time performance measure for the SF Paratransit taxi service. CabConnect will generate a random selection of riders who had rode a taxi trip from the previous day and the Broker will call riders on a daily basis. Three to four riders will be called from this list and asked to provide feedback about the taxi trip they took. This will allow SF Paratransit to increase the sample pool to get a more accurate picture of the on-time performance rate for taxi service.

- **New Paratransit Debit Card User Web Portal**

Staff is working with Cabconnect in setting up a user portal on the SF Paratransit website. Individuals would be able to do balance checks, add value to their taxi debit card, and check their taxi transaction history. An initial pilot webpage is being examined by staff and there are hopes to have a pilot group test out this function in the near future.

- **Back Up Taxi Service**

Transdev is in preliminary discussions with Luxor to provide some back up service for the SF Access service. There would be two types of rides on the SF Access service that could be provide through this back up taxi service. Some trips would be given to the taxi company the day before and would only serve riders who are ambulatory, able to ride in a sedan and agree to take a taxi in lieu of a SF Access van. Other trips would be same day backup, where Transdev knows that they would not be able to arrive on time and offers the patron the ability to ride in a taxi in order to ensure that they are able to arrive at their destination on time. One requirement that would be necessary is that the taxi drivers undergo the FTA substance abuse testing & training and the LIVSCAN background

check, which is believed to be more stringent than the current background check for San Francisco taxi drivers.

- **Contract Extension**

Staff at SF Paratransit have been working to develop a proposed budget for the contract extension to present to the SFMTA. The SFMTA believes an extension is feasible given the contracting authority remaining on the current contract and the tight timeline related to the RFP process currently being developed

- **Department of Aging and Adult Service Monitoring Review**

California Department of Aging completed a monitoring visit with Department of Aging and Adult Services (DAAS) in San Francisco that was focused on transportation. They met with SF Paratransit and SFMTA staff and provided information about their DAAS service. The meeting was productive.

- **Staffing Changes**

At the Broker's office, Kent Hinton was named Director of Operations and Dick Foiles was named the Senior Manager of Finance and Administration. Yvette Fang resigned as Manager of Certification, leaving that position vacant at the SF Paratransit office. The Finance Manager position left vacant by Samir Madhav's departure is currently filled by Karen Nguyen, supervisor of the department. That position will soon be filled on a more permanent basis.

Regarding taxi back-up, Roland Wong asked how much a rider would have to pay should they receive a taxi in lieu of a SF Access vehicle under the plan being considered by Transdev. Marc Soto replied that they would only be required to pay the regular \$2.25 one-way fare per trip.

Denise Jacques asked if there was a consumer involved during the monitoring visit from the California Department of Aging. Mike Zaugg replied that a consumer representative was not required for the monitoring visit.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, February 25th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.