

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

October 7, 2015

1 South Van Ness Avenue, 2nd Floor 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; Fred Lein; Gilda Chico; Jeanne Lynch; Jean Marie Green; Kaye Griffin; Mary McLain; Sam Alicia Duke; Sandra Fancher

PCC Members and Guests: Lurilla Harris; Hilario Reyes; Annie McMillian Young, Willie Guillory; Jon Canapary

PCC Executive Committee Member Excused: Adrienne Humphrey; Jacy Cohen; Olivia Santiago

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Kevin McDonald; Kate Fitzpatrick

SFMTA: Annette Williams; Jonathan Cheng; Gida Alvarez

John Lazar, PCC Chair, called the meeting to order at 10:35 a.m.

Read and Approve Agenda

Cheryl Damico, PCC Secretary, read the agenda. The agenda was motion/seconded/approved.

Approve Minutes of August 19th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

John Lazar is hoping that the on-time performance is satisfactory as there has been an increase in congestion. He mentioned that Luxor has received many private requests for wheelchair trips. John also wanted to hear from members who attended the Jewel McGinnis luncheon as to how the event went. Jeanne Lynch added that she would like to attend ramp taxi interviews via telephone.

Annette Williams added that Tom Nolan, chair of the SFMTA Board of Directors, asked for a presentation of the SF Paratransit program for the board members. He also mentioned that he would like to have users of the paratransit program speak about their experience. She mentioned that the meeting will be held either on November 3rd or November 17th and that all members will be notified ahead of time if they wanted to attend.

2015 SF Paratransit Customer Satisfaction Survey

Annette Williams introduced Jon Canapary to discuss the 2015 SF Paratransit Customer Satisfaction Survey. Jon provided background about the survey methodology for the survey. The survey was conducted via telephone to 526 paratransit users as well as group van representatives.

Most of the survey questions are similar to those in previous surveys in order to track year-to-year satisfaction. In addition, individuals who are surveyed are asked to rate their most recent trip. Overall satisfaction for the SF Paratransit program was 86 percent, which was an increase from the previous survey on 2013. Approximately 52 percent of trip surveyed were for medical purposes with another 17 percent were to run personal errands. 91 percent of all riders were satisfied with their most recent trip. For those who were unsatisfied with their most recent trip, most riders indicated it was due to a late pickup or a driver's lack of knowledge about the city. Other items of note were that 71 percent of taxi users surveyed indicated that they did not know the on-time window for taxi. For the SF Access service, 84 percent were satisfied with the timeliness of their pickup. 81 percent of riders surveyed were satisfied with the Broker services, which is a decrease compared to 2013. However, this could be due to a higher percentage of riders surveyed who indicated that they "don't know." The average paratransit rider has three trips each week.

Bruce Oka was surprised that over 70 percent of taxi users surveyed did not know the on-time window. Annette Williams replied that most paratransit riders who use taxi services have used it prior to their participation in the SF Paratransit program and may only care if the taxi arrives at a reasonable time. Jean Marie Green asked how riders were selected to participate in the survey. Jon Canapary stated that the number of riders surveyed is proportional to the number of trips taken for the entire SF Paratransit program. Sam Alicia Duke commented that she participated in the survey and was impressed with the professionalism of the interviewers.

Transdev/SF Access Service Quality Report

Mary McLain provided an update as to the service quality for the SF Access service. Mary commented that Transdev completed its first year of service as the SF Access service provider. In that past year, she remarked that there have been no workplace injuries and that 51 percent of all drivers did not have a single preventable accident. This highlights the emphasis that Transdev has on safety. In addition, five vehicles have undergone rehabilitation of their lifts, floors, and engines with another seven vehicles that will be rehabbed. Staff at Transdev is also working to address issues that the facility has been having with the Internet service. Staff has found an alternative Internet source and is looking to possibly switch Internet providers to provide more stable Internet service. Staff is also working to improve its technology and include coding that will allow assist in identifying addresses and streets in which the rider will need a minivan. Additional training was conducted with staff to improve customer service. Part of this training includes emphasizing how to interact with seniors and individuals with disabilities.

No Pay Policies and Procedures

Marc Soto led a discussion on the no pay/low pay policy and procedures. From the last meeting, members of the committee raised concerns about the process. Marc mentioned the previous service provider was reimbursed on a per-trip basis, which included the cost of the fare. However, due to a change in the reimbursement model, SFMTA has asked Transdev for better enforcement of the fare policies due to a high percentage of riders who were not paying the fare. Part of this enforcement process included identifying the riders who have not paid their fares and contacting them to remind them about the fare requirement for the SF Paratransit program. In regards to concerns that drivers had about their role in the fare collection process, Marc emphasized that it is part of their duties to request fare from riders. The SF Paratransit Broker is playing a greater role in the enforcement of the fare policy.

Service Suspension Policy – Taxi Program

Jonathan Cheng introduced this topic concerning the service suspension policy for SF Paratransit taxi users. The current proposal is to allow individuals to undergo a progressive disciplinary action, which may lead to revocation of their taxi privileges. Each week, staff at SF Paratransit reviews the list of prohibited uses by users who have committed such actions over the past week. Among the prohibited uses include using an inactive SF Paratransit taxi debit card, using a SF Paratransit debit card without sufficient funds, wait trips, round trips (trips that start and end at one location), trips that exceed the \$45 maximum allowable amount, and trips outside the SF Paratransit service area. For first time offenders, they receive a warning phone call; second time offenders receive a written letter, and if an individual commits three prohibited uses within a 12 month period, they face a 30 day suspension from the SF Paratransit taxi program. During this suspension, they are able to use the SF Access service. Furthermore, if an individual commits a fourth prohibited use transaction within 12 months of their first offense; they will face revocation from the SF Paratransit taxi program. In addition, any individual who is suspected of committing fraud will automatically face revocation from the SF Paratransit taxi program. Individuals are allowed to appeal any proposed suspensions or revocations and will be allowed to present information to an independent appeals panel, similar to the ADA eligibility appeals panel.

PCC Annual Meeting

Jonathan Cheng announced that the PCC Annual Meeting will occur on Saturday, November 7th. This year, the meeting will be held at the Arc San Francisco, which is located from 11th and Howard. At this meeting, we will honor the SF Access, Group Van, and taxi drivers who have provided outstanding transportation services to seniors and individuals with disabilities. In addition, as part of the meeting, we will elect members to the Paratransit Coordinating Council. Jonathan then read out the names of the current members who are up for re-election.

PC&O SF Access Subcommittee Meeting

Marty Smith read the following report:

1. Service Quality Discussion

SF Access On-Time Performance (OTP) was 86.93% in June, 85.39% in July, and 84.15% in August. SF Access complaints per 1,000 trips were 3.2 in June, 3.8 in July, and 5.9 in August. SF Access compliments totaled 6 in June, 18 in July, and 24 in August. It was stated that service quality has improved at FMC dialysis centers despite infrequent issues of long hold times to reach reservations or dispatch agents. The service provider stated high absenteeism created some of the service quality issues. The service provider announced labor enhancements, communications, and internet improvements are underway.

2. SF Paratransit Broker's Report

The Broker announced that a recent increase in enforcement of no-fare policies has led to a decrease in documented instances of no-fare trips. Efforts have been made to improve the safety and reliability of drop-off zones located at Ocean Dialysis. Trapeze software upgrades have been successfully completed. Improvements to Interactive Voice Response (IVR) call functionality are underway, which helps to improve the accuracy of trip information given to clients. The Broker has acquired 20 used Mobile Data Computers (MDCs) and their licensing, for use in paratransit vehicles. The purchase of

13 additional new MDCs is in progress, pending contract negotiations. The Broker is working toward approval for use of a more reliable fuel in diesel vehicles, improvement or relocation of the operations and maintenance facilities, and the potential use of taxi-backup services. Broker positions of Van Field Monitor, Data Analyst, and Lobby Teller remain vacant while Shuttle Coordinator and Passenger Relations positions have been filled.

The next SF Access PC&O meeting will be Wednesday, December 2, 2015.

Paratransit Broker's Report

Kent Hinton and Marc Soto reported as follow:

- **SF Paratransit On-Time Performance**
On-time performance in September for SF Access is about 85 percent, for Group Van is about 90 percent and taxi is 92 percent.
- **Complaints**
There has been a decrease in complaints from August. There have been more complaints from ambulatory riders than wheelchair users.
- **Group Van Service Quality**
Currently staff is working with Stepping Stone - Mission Creek to add a new route in order to meet the service demand and improve ride times.
- **Ocean Dialysis Traffic Issues**
Staff has worked with SFMTA and staff from Ocean Dialysis to address some service issues. A new loading zone is being proposed to help mitigate some congestion during certain times.
- **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. SF Paratransit is working with a company to discuss details and agree on the principles of the work. An agreement is currently under review before they can begin to do the necessary engineering work.
- **Staffing Changes**
Manna Johnson has been hired as the new lobby teller. Robin Ford has been fired as the new Shop-a-Round coordinator. There are vacancies in the data analyst and van field monitor positions at the SF Paratransit office.

Jeanne Lynch inquired as to whether the SF Paratransit office will be relocated in the near future. Kent Hinton stated that a new five year lease will be signed soon.

Announcements

Sandra Fancher announced that the Lighthouse for the Blind will be relocating from its current location at 214 Van Ness Avenue to 1155 Market Street and will be occupying the top three

floors. Marty Smith asked if more information can be provided as to the drop off procedures for this new location.

Adjournment

The meeting adjourned at 12:40 pm.

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