

Minutes
PCC Executive Committee Meeting
August 10, 2016
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: John Lazar, PCC Chair; Bruce Oka; PCC Vice Chair; Marty Smith, PC&O Chair; Adrienne Humphrey; Carol Osorio; Douglas Callahan; Fred Lein; Gilda Chico; Jacy Cohen; Jane Redmond; Kaye Griffin; Mary McLain; Olivia Santiago; Roland Wong; Rodney Lee; Sam Alicia Duke; Sandra Fancher; Tim Lapp; Wanee Ratanasanguan

PCC Members and Guests: Giovanni Guadagnini, Valerie Coleman; Christine Maley-Gruble; Drennen Shelton; Annie M. Young; Arnetta Brown; Claudia Vargas

PCC Executive Committee Member Excused: Cheryl Damico; Jeanne Lynch

SF Paratransit Staff: Marc Soto; Kent Hinton; Justin Leong

SFMTA: Kristen Mazur; Jonathan Cheng

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

Read and Approve Agenda

Marty Smith, PC&O Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of May 25th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

John Lazar advised everyone to make sure that they have all their possessions while they are entering and exiting taxi vehicles. He mentioned that there have been break-ins in taxis recently. John also provided an update about a proposed state law that will affect the taxi industry. The bill, AB650, is proposing shifting regulatory control of taxis from local authorities to the Public Utilities Commission. Individuals in the taxi industry from San Francisco has proposed an amendment that would allow taxi companies in San Francisco to continue to operating under local jurisdiction.

Coordinated Public Transit – Human Services Transportation Plan Update

Drennen Shelton from the Metropolitan Transportation Commission (MTC) introduced this item. This report is a federal requirement and is updated every four years. This plan is a regional blueprint to establish funding priorities and coordinated strategies for low-income populations, seniors, and individuals with disabilities. Included in this report are demographic information as well as transportation gaps, strategies, and best practices. A new update for this report is being

developed and as part of the report, staff at MTC is soliciting feedback about transportation gaps faced by seniors and people with disabilities and possible solutions to these issues.

John Lazar mentioned that congestion in San Francisco has increased dramatically over the past couple of years. Carol Osorio added that this increase in congestion could be due to influx of vehicles from Transportation Network Companies, which exceeds the demand, and a reduction in street capacity due to street improvement projects. Mary McLain said that many of her drivers are noticing that there is confusion among private vehicles regarding the Muni-only red lanes. The red lanes are only helpful when there is proper enforcement of the rules. Marty Smith that he often hears complaints about the cost of a taxi fare; however, this could be due to the increased congestion and taxi wait time.

Jacy Cohen stated that during her evening commute, she observes that many individuals, particularly tourists, do not yield their seats for seniors and people with disabilities. She would like to see more vehicles on popular bus lines as well as more transit information books distributed to tourists. Carol Osorio would like to see a more comprehensive bus system as it requires multiple transfers to get from the Richmond district to Pennsylvania and 25th Street.

Giovanni Guadagnini wanted better transfers between San Mateo and San Francisco's paratransit system. He would like to see taxi supplement paratransit services for its users.

Jonathan Cheng said that there is a high proportion of SF Access trips that specifically for transportation to and from dialysis appointments. He would like to see a greater use of taxis to provide this type of transportation with a possible incentive programs to encourage taxi drivers. Marc Soto would like to see the Clipper card integrated with the SF Paratransit so that it could be used as a method of fare payment. Olivia Santiago mentioned that some students share taxis together. She would like to see a payment method that would allow paratransit users to share the cost of the taxi cost among multiple riders.

Transportation Code Amendments

Jarvis Murray introduced some proposed changes to the transportation code as it pertains to taxis. SFMTA Taxi Services is in the process of updating the city's transportation code and is proposing several changes to the sections pertaining to the taxi program. These amendments will allow taxis to be more competitive. Among the proposed amendment changes include removing shift changes on property and dispatching requirements for taxi companies. Currently, staff at Taxi Services is gathering feedback from the interested stakeholders. They expect to present these amendments to the SFMTA Board of Directors in September or October 2016.

John Lazar emphasized the need to ensure that these changes to not adversely impact safety. He would also like to see the dispatching requirement not eliminated. Tim Lapp asked if there are any changes to the driver requirements. Jarvis Murray answered that there may be some changes to the driver requirement depending on the changes to the medallion program. Tim also added that he would like to see changes that would facilitate greater flexibility in terms of when shift changes can occur.

Fred Lein asked if those taxi companies would still be required to maintain facilities in San Francisco. Jarvis Murray answered that one of the amendments would eliminate the requirement that taxi companies be based in San Francisco and allow for companies to be based elsewhere in the San Francisco Bay Area. Roland Wong would like to see centralized dispatch for ramp taxis so that there could be better service on weekends.

Marc Soto expressed concerns that if the largest taxi providers to the SF Paratransit program decides to remove dispatching services, it would cause many problems for paratransit users, who are less likely to use cell phones as the general public. He also mentioned that he would like to see the proposed amendments to the transportation code published before it is presented to the SFMTA Board of Directors. Jarvis Murray replied that they will make the proposed changes published before it is presented.

Transdev Progress Report

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

Mary stated that Transdev is focused on addressing complaints with an emphasis on looking at the overall trends and identifying solutions to ongoing issues. Recently all employees had a refresher trainings on important policies. In the safety meetings, issues that are raised by customers are presented to provide an opportunity for group discussion and to learn from these situations. She has also heard an increase trend from the public who do not want paratransit vehicles to load and unload passengers on their streets. She is also working closely to ensure that all employees are utilizing the Mobile Data Computers onboard the SF Access vehicles. In addition, DriveCam equipment is being installed on all our vehicles and a new phone system is being solicited. A new paratransit facility and maintenance facility is being sought.

Arnetta Brown stated that she and her friend go to the swimming lesson and live closely to one another but are often placed on separate vehicles. She would like to see better routing so that both of them are scheduled on the same vehicle. Mary McLain stated that all trips are prescheduled with computer software; however, a scheduler is responsible for reviewing these routes and confirm that the routes scheduled are optimal. She asked to speak with Arnetta after the meeting to further discuss the trips and see if there is anything that can be done to provide them more efficiently. Olivia Santiago echoed the same concern that the scheduler is not evaluating the schedules adequately. Roland Wong mentioned that on a recent trip, he had to backtrack to pick up another client.

PC&O SF Access Subcommittee meet

Mary McLain read the following report:

- **Service Quality Discussion**
The SF Access service provider addressed recent challenges, including driver absenteeism and the recruiting talent pool for new drivers. There have been ongoing efforts and coordination with the Broker regarding use of Mobile Data Computers. Collaboration with the Broker and MTA is also taking place for capital improvements, with older vehicles increasingly having issues.

Patron Roland Wong voiced his satisfaction with recent use of the van service, noting overall that his trips are on time, with the few exceptions being navigation difficulties and late arrival. He also spoke about his overall great experience with the Muni Mobile App and provided some feedback for improvement.

- **Broker Report**

SF Access On-Time Performance (OTP) was just over 87.6% in February, just below 87.3% in March, 87.2% in April, and just above 85% in May. May OTP figures are preliminary, and were also impacted by driver attendance. SF Access complaints per thousand trips totaled 2.6 in February, 2.5 in March, 3.4 in April, and 2.2 in May. SF Access compliments totaled 35 in February, 69 in March, 62 in April, and 16 in May.

The Broker will change how it reports Missed Trip data in response to the FTA Triennial Review. The Broker is sending warning letters to patrons with frequent No-Shows, and also addressing No-Pay patrons in coordination with the provider. The ATR call system reactivation has a target of mid-June. Stepping Stone Mission Creek continues preparation for changing to a two-shift schedule. The Board of Supervisors committee will be reviewing the recommendation of the MTA to award Paratransit Brokerage and operating contract to Transdev. The SF Paratransit website has added applications in additional languages, with regards to Title VI concerns. Discussion continues regarding fleet planning, expansion, and replacement, as well as the need for a new Paratransit facility pending the end of Brisbane's lease in 2018.

The next PC&O SF Access Subcommittee meeting will be held Wednesday September 7, 2016.

PC&O Group Van Subcommittee Meeting

Jacy Cohen read the following report:

- **Service Quality Discussion**

Group Van operators and Adult Day Health Care providers discussed the potential demand for an updated needs assessment with regards to the potential availability of funds from the Dignity Fund. It was also noted the needs assessment could be coordinated with the Mobility Management project and MTC's Coordinated Transit-Human Services Transportation Plan to raise awareness for transportation options for seniors and the disabled, as well as identifying gaps in current services. The SF Access provider announced that shift bids will occur starting in August in accordance with the new labor agreement, and that they will maintain open communication with centers will be held to minimize the impact for Group Van patrons. The need for ride time reduction and additional stair assist was expressed by centers.

- **Broker Report**

On Time Performance (OTP) for Group Van was just under 93% for April, 91% in May and June 2016, and tracking under 91% in July 2016. There were no Group Van complaints in April and June 2016. Complaints totaled 1 in May, regarding handling of an ATR client. There were two compliments for drivers in June. The percentage of ride times over 90 minutes dropped from 5% to 4% over the first two quarters of

2016, with average ride time reduced from 38 to 37 minutes. The Broker plans to reactivate automated ATR “attendant required” calls starting July 18th. Additional vehicles are being leased to BayMed so their oldest vehicles may be used as spares. Coordination with Stepping Stone Mission Creek and BayMed continues as they implement early start times with the pending transition to double-shifts. The SF Paratransit website is being updated with additional alternate language resources in response to Title VI requirements. The Group Van RFP is also pending, with one Group Van provider stepping down at the end of their contract, and a panel will be assembled to evaluate the proposals. SFMTA has awarded Transdev the Brokerage and operating contracts for another five years.

The next PC&O Group Van Subcommittee meeting will be held Wednesday October 12, 2016.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Marty Smith read the following report:

- **Comments from the Chair**

Vice Chair Marty Smith raised concerns about Flywheel’s deployment of dispatch and in-taxi equipment as unfair to other companies, stating they want to charge additional fees on top of regular fees and weekly usage fees. Marc Soto responded that does not relate to how Paratransit intends to use the Flywheel e-hail app, in that the use of the Flywheel app by SF Paratransit is not a dispatch function. The actual payment processing will remain as it is now. SF Paratransit would like to be able to pilot the integration and see how it’s going to work and be received. Marc also clarified for the committee that app SF Paratransit intends to pilot test is from the software company named Flywheel and should not be confused with the cab company operating with the name Flywheel.

- **Service Quality Issues**

Ramp Taxi Incentives –

April’16: \$7,590 paid + \$500 to Veterans for average 35 rides/vehicle
May ’16: \$8,070 paid + \$500 to Luxor for average 25.33 rides/vehicle
June’16: \$8,450 paid + \$500 to Veterans for average 42 rides/vehicle
July ’16: Pending, but trending upward

Taxi OTP

Fiscal year 2016 ended with 97.06%, based on daily survey calls
Apr’16: 97.78% of 90 riders surveyed; one 31-60 min; one 60 min+
May’16:97.85% of 90 riders surveyed; two 31-60 min
June’16:98.89% of 90 riders surveyed; one (ramp) 31-60 min
July’16: 97.85% of 93 riders (5 ramp) surveyed; two 31-60 min; two 60 min+

Complaints/Compliments –

April’16: 4 complaints; 1 compliment
May’16: 12 complaints (1 ramp); 2 compliments
June’16: 14 complaints; 0 compliments

July '16: 13 complaints (1 ramp); 0 compliments
(Most common complaints were drivers taking tip without permission and disputes around using IVR)

Kent Hinton reported that Gold Star Taxi lost their color scheme permit as of May 31, 2016. SF Paratransit has renewed Paratransit taxi contracts with all other participating taxi companies. Most contracts were renewed through June 30, 2017. Luxor Cab already had a contract valid through December 31, 2016. Likewise, the current agreement with Yellow Cab currently runs through September 30, 2016.

SFMTA has published a revised copy of the Minimum Requirements for Participation in Paratransit, dated June 27, 2016. There were changes to the standards for obtaining and maintaining a ramp medallion, changes to liability language including the removal of the phrase “and taxi cab drivers” from the workers compensation coverage requirements, as well as other changes to the liability requirements.

Transdev is working with Cabconnect, providers of the debit card processing software, to update the border along the southern edge of the service area, to be consistent with the $\frac{3}{4}$ radius of a Muni fixed-route. Transdev is also in the process of replacing the printers used to produce debit cards. The current Magtek printers have reached the end of their useful life and are difficult to maintain. The new vendor CI Solutions is customizing software to meet Paratransit’s needs and then will be deploying the new printers within the next 30 days or so.

Bruce Oka commented that he has had taxi drivers start the meter prior to him entering the cab at the Paratransit office. Generally the driver is not to start the meter until the rider has entered the cab. There are exceptions for assisting with bags or if a non-paratransit rider asks the cab to wait – Paratransit rules prohibit wait trips. Paratransit staff said they will follow up with SFMTA taxi services staff regarding the general rule for when a meter may be started and how this is covered in taxi driver training, as well as follow up with investigators for possible enforcement.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for November 11, 2016 from 10:30am to 12:30pm at the Broker’s office, 68 12th Street, San Francisco.

Paratransit Broker Report

Kent Hinton and Marc Soto reported as follow:

- **On Time Performance**

Taxi on-time performance was stable from May - July with ramp taxi having a 100 percent on time rate.

- **Vehicle Replacement and Expansion**

27 vehicles have reached the end of their useful life and will be replaced with new vehicles. In addition, 22 new minivans and six cutaway vehicles are expected to be

purchased to expand the number of available vehicles and provide greater flexibility for the primary service provider

- **SF Paratransit Operations and Maintenance Facility**

SFMTA and SF Paratransit staff are looking for a new operations and maintenance facility. The existing property is currently being subleased and this agreement is set to expire in March 2018. Several properties have been identified as potential locations for this facility.

- **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. Transdev is working to ensure that it is accessible to all users, including those who are visually impaired.

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

Staff is continuing to work 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. There is an issue regarding a requirement that participants provide credit card information. A pilot is expected to begin in September 2016.

- **Request for Proposals for Group Van**

Staff is continuing 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 goal is to initiate new contracts by March 2017. Service providers may need to provide their own vehicles while some agencies may be able to provide their own 5310 funded vehicles. There will be a component stressing the importance of cultural sensitivity and community involvement among service providers.

- **TripInfo**

This feature was reactivated for Group Van riders who are designated as “attendant required.” Caregivers will receive a phone call 10 minutes before the rider’s arrival so that they are prepared to receive them. Families can opt-out of receiving this phone call.

- **GV Stepping Stone**

Stepping Stone is proposing hosting double shifts at one of their locations. This will increase the operating hours and capacity for individuals who want to participate in their program. This will require SF Paratransit to figure out how to accommodate these additional trips.

- **SF Access**

Staff is working with the operations team to address the stagnate on-time performance for the SF Access. Software optimizes routing given the restrictions with ride times and "no later than" reservations.

Gilda Chico stated that she has had lower back issues and she experiences a better ride when she is on a 900 vehicle. She has also noticed an improvement in the on-time performance. Wane Ratanagan asked when is a taxi driver supposed to start their meter. John Lazar mentioned that it should start once the passenger is in the vehicle.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, October 5th from 10:30 a.m. to 12:30 p.m. at 375 Beale Street, Ohlone Conference Room.