

Minutes
PCC Executive Committee Meeting
December 11, 2019
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Fred Lein, PCC Vice Chair; Cheryl Damico, PCC Secretary; Jane Redmond, PC&O Chair; Bruce Oka; Chuck Paschal; Fiona Hinze; Jessica Felix; Mara Math; Mary McLain; Rodney Lee; Roland Wong; Sam Alicia Duke; Susan Kitazawa

PCC Members and Guests: Joan Kwansa

PCC Executive Committee Member Excused: Jacy Cohen

SF Paratransit Staff: Kent Hinton; Richard Foiles; Kevin McDonald; Carol Osorio; Justin Leung; Natasha Opfell; Cheryl Hac; Karen Nguyen; Josh Emmons; Sanata Hedgepeth; Ron Murphy

SFMTA: Jonathan Cheng

Marty Smith, PCC Chair, called the meeting to order at 10:35 a.m.

Read and Approve Agenda

Marty Smith, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of August 2nd meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith thanked Jacy Cohen for hosting the PCC Annual Meeting. He also applauded Jonathan Cheng for his work in organizing the event.

2020 Paratransit Coordinating Council Meeting Dates

Jonathan Cheng presented the proposed 2020 meetings dates for the Paratransit Coordinating Council Executive Committee and the PC&O Subcommittees. He noted that the proposed January 2020 meeting will be held at the Latino/Hispanic Room at the San Francisco Main Library while the other meetings, with the exception of the Jewel McGinnis Luncheon and PCC Annual Meeting, will be held at 1 South Van Ness in the 2nd Floor Atrium.

The meeting dates were motion/seconded/approved.

PC&O Group Van Subcommittee Meeting

Jane Redmond read the following report:

- **Service Quality Discussion**

Charles Posejpal, Assistant General Manager of Transdev, reported on Service Quality Improvement efforts. He reported they shifted some SteppingStone Mabini and Bayview Hunters Point riders from SF Access to Group routes, with additional centers to follow prioritized based on rider's locations and ride-time parameters. A driver shift bid is pending, which should help with capacity, and they will contact centers with any changes. They have maintained a sufficient number of drivers with solid retention. Agencies appreciated the progress made in shifting their riders using Access to Group routes and reiterated their desire for additional Group Van capacity. They also expressed concern over ATR rider issues, substitute drivers, cancellations or changes not carrying over to manifests, and driver assistance.

- **Broker Report**

Kent Hinton of the Broker's office reported Group Van OTP (on-time performance) declined from 92% to 89% from July to September. The percentage of Group trips exceeding 90 minutes held last quarter at 4.5% which is the historical average. Self-Help for the Elderly started operating the former Centro Latino Group Van services. Kent provided information on the new and simplified Group Van enrollment process. A "pre-paid" fare flag will be applied to trips for Group participants riding SF Access to Group centers with the trips billed to respective agencies. Marc said they hope to demo the PASS-WEB Care replacement for SFMTA and agencies.

The next PC&O Group Van Subcommittee meeting date is January 8th, 2020.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Fred Lein read the following report:

- **Comments from the Chair**

Jessica Felix stated that unless there is an improvement for dispatching ramp vehicles, they will not be utilized effectively. She believes that the Flywheel app could work better for dispatching drivers.

- **Service Quality Discussion**

Riders: Bruce Oka stated that it is impossible to get same day ramp service and he is very upset about it. Ramp riders should not have to try numerous sources to order a same day taxi. He wanted to know who is responsible for the failure and what was going to be done about it.

Drivers: Jessica said that there is a dispatch problem because although riders are placing orders the orders are not being distributed to drivers. A discussion ensued with which led to a request if the Flywheel App could be revised to allow advance trip requests similar to trips from the airport. Marty Smith mentioned that there are several color schemes with marginally working taxi equipment. He said all cab companies should have their equipment reviewed.

Taxi Companies: In response to the dispatch issues, Marc Soto asked Chris Sweis, owner of Yellow Cab SF / Luxor Cab, to join the meeting on a conference call. Chris listened to

everyone's concerns and issues and agreed to bring back some answers at the next Taxi/Ramp Taxi PC&O meeting.

- **Broker Report**

Taxi on-time performance for October fell to 88% while complaints fell from 15 in July to 11 in September. The new ramp driver incentives resulted in an additional \$3000 paid to drivers. National/Veterans contract with SFPT was terminated due to excessive IVRs but has now been reinstated. Town Taxi ceased operation in early October.

The SF Paratransit Taxi Portal is live with about 240 users who have made 160 purchases. Cabconnect is working on a method for ramp taxi drivers to record non-paratransit wheelchair rides, as well as provide a tool for them to edit their own IVR entries. Additionally, Cabconnect is moving forward with improvements to the rider IVR system, will be assisting Transdev with first article testing of taxi equipment and providing some Flywheel app how-to videos. Trapeze continues working on resolving issues identified during testing of the SF Access Online user portal. Transdev is a couple of weeks away from publishing the taxi online and e-Hail brochures.

Due to our ability to accept telephone payments, our lobby had a 42% drop in purchases, and we received 27% less payments in the mail during October. However, the number of phone calls for the period increased 25%.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for February 5, 2020, 10:30 am to 12:30 pm at the Broker's office, 68 12th Street, San Francisco

Cheryl Damico mentioned that she has had some issues using the Taxi Online portal. Kent Hinton suggested that Cheryl get in touch with Carol Osorio following the meeting to help troubleshoot her issues. Mara Math asked what are the non-rider complaints. Kent answered that these are complaints made by the general public regarding SF Paratransit service and that they are usually about operational issues, like vehicles double parking to pick up or drop off riders.

PC&O SF Access Subcommittee Meeting

Bruce Oka read the following report:

- **Service Quality Discussion**

Mary McLain of Transdev reported they reached their driver staffing goal and would continue efforts to sustain that number. The roles of Planner, Safety & Training Administrator, and Payroll Administrator positions were recently filled. Corporate assistance is being provided while they seek to fill vacancies for Safety & Training Manager and Assistant General Manager. Improvements to the facility at 575 Tunnel Avenue are expected to be mostly complete by December's end. Service quality focus areas include no-show enforcement, trip length, on-time performance, and productivity. Riders discussed automated reminder calls, trip add-ons, and perceived scheduling and routing inefficiencies.

- **Broker Report**

Kent Hinton of the Broker's office reported SF Access On-Time Performance (OTP)

was trending around 90% but figures for September through November were being finalized pending trip edit. An increase in complaints from non-riders such as motorists was noted. Efforts to shift riders from SF Access to Group routes for agencies with the most Access riders were successful, with agencies with fewer Access riders to follow. Transdev corporate support will be working with dispatchers and demonstrating a new tool that works in conjunction with the scheduling software. The SF Access Online portal is undergoing final modifications with pilot testing planned for early January. Scheduling system improvements include upgrades to the IVR (interactive voice response) automated call system, the Trapeze map, and a tool to compare scheduled estimated times with Google travel times. The Broker continues working with a consultant on a combined Rider's Guide which should be available in the first quarter of 2020. The Broker is seeking to fill the role of Quality Service Specialist which will provide support for riders seeking assistance in using new technology related tools. An order for 35 new buses similar to the smaller Commutes is in production.

The next PC&O SF Access Subcommittee meeting date is March 4th, 2020.

Paratransit Broker Report

Kent Hinton reported as follow:

- **On Time Performance**

SF Access on-time performance was 92% in August, 92% in September, 90% in October, and 90% in November. Group Van on-time performance was 91% in August, 89% in September, 88% in October, and 85% in November. Taxi on-time performance was 96% in August, 97% in September, 88% in October, and 91% in November.

Complaints were went up in October before decreasing in November 2019.

- **Group Van Service**

SF Paratransit is working with the group van agencies to accommodate existing Group Van riders on SF Access onto Group Van routes. This process has been completed with Bayview-Hunter's Point ADHC and Stepping Stone – Presentation.

- **SF Paratransit Taxi Online**

There have been 300 users of the Taxi Online portal with more than 260 financial transactions completed.

- **Mobility Management**

Joey Goldman is working on a brochure for the Taxi Online portal and will be producing videos as well. They are also currently in the process of updating the Rider's Guide.

- **CabConnect**

SF Paratransit staff is working with CabConnect to discuss some ongoing issues. The IVR system for the taxi debit card will be updated.

- **SF Paratransit Branding**

As part of the larger of the SFMTA to rebrand the agency, SF Paratransit will be make some changes. New taxi debit cards and SF Access van tickets were redesigned to incorporate the new branding standards.

- **Staffing Changes**

Josh Emmons was introduced as the new planner for SF Paratransit. His position will coordinate planning and scheduling between SF Paratransit Broker and the social service agencies served by Group Van. He will also take a lead role in the implementation of the SF Access Online portal. Sanata Hedgepeth was introduced as the Safety and Training Administrator and Ron Murphy was introduced as the temporary Safety and Training Manager. Recruitment of the Assistant General Manager, Safety Manager, and Dispatch Supervisor.

Precious Williams was hired as the new customer service representative who will be providing technical assistance to the public regarding the new online technology and will be assisting with complaint investigations as well.

Mara Math would like to see alternative payment methods available for SF Access. She also complained about the use of add-ons on existing SF Access routes. Kent Hinton explained that SF Paratransit do schedule stand-by drivers to be available if it makes sense to develop a new route based on the number of add-ons needed. Roland Wong asked if there will be an orientation for the SF Access Online portal once its implemented. Marc Soto commented that videos and written material will be produced and distributed and that the it will be incorporated in the weekly rider orientation presentation. Bruce Oka asked if the size of the SF Access van tickets will change. Kent replied that it would not. Susan Kitazawa would like to see the ETA of the SF Access vehicle be more accurate.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, January 22nd from 10:30 a.m. to 12:30 p.m. at 100 Larkin Street in the Latino/Hispanic Room.