

**Minutes**  
**PCC Executive Committee Meeting**  
**May 9, 2018**  
**1 South Van Ness Avenue, 2<sup>nd</sup> Floor Conference Room**

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Cheryl Damico, PCC Vice Chair; Marty Smith, PC&O Chair; Douglas Callahan; Fred Lein; Jacy Cohen; Jane Redmond; Jessica Felix; Mary McLain; Robert Grant; Sam Alicia Duke; Seth Sher; Terence Faulkner

PCC Members and Guests: Mara Math

PCC Executive Committee Member Excused: Adrienne Humphrey;

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Kevin McDonald; Justin Leong; Tighe Boyle; Cheryl Hac

SFMTA: Annette Williams; Jonathan Cheng

Roland Wong, PCC Chair, called the meeting to order at 10:40 a.m.

**Read and Approve Agenda**

Roland Wong, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

**Approve Minutes of March 21<sup>st</sup> meeting**

Terence Faulkner stated that his name was misspelt. The minutes were motioned/seconded/approved.

**Comments from the Chair**

Roland Wong wanted to hold off on providing comments until later in the meeting

**Evaluation and Recommendations to Improve Health of the Taxi Industry**

Kate Toran presented on a recent report completed by a third party contractor regarding the current state of the taxi industry in San Francisco with recommendations to address issues identified from the report. Among the key findings included:

- **Underutilization of taxi medallions.** Only 17 percent of medallions earn a level of income that is financially sustainable
- **Driver shortage.** There has been a major decline in active taxi drivers
- **Severe Financial Pressure on Purchased Medallion holders.** Invested the most and earn the least
- **Widespread leasing of purchased and Prop-K Earned medallions.** Medallion holders are not the primary driver of taxis
- **Aging profile of medallion holders.** The average age of Prop-K Earned medallion holder is over 60

Among the proposed recommendations included making changes to the full service color schemes, determining the right market size for taxis, and creating a sustainable accessible ramp taxi program.

Jane Redmond asked for clarification in terms of how many ramp taxi trips are needed to earn an Airport Short Pass. Kate Toran replied that a taxi driver needed to complete two paratransit wheelchair trips in the outlying neighborhood of San Francisco. Kevin Lee asked if the number of taxi drivers have declined. Kate said that the figure was unknown. Roland Wong would like to see additional ramp taxis on the road.

Marty Smith stated that the Pre-K medallions were not free and would like to see a count on the number of TNCs in San Francisco. Kate Toran agreed with the comment regarding the issues with TNCs and stated that these presentations are aimed at having constructive conversations to reform the taxi industry to allow it to better compete. Jane Redmond pondered how it would be possible to help relieve the cost burden for those who purchased medallions. Kate answered that they are assess the recommendation proposed and currently hearing from existing stakeholders before making a decision. Mara Math said that taxi drivers are faced with unfair conditions and wants to know if there were any recommendations regarding TNCs. Kate replied that TNCs are regulated by CPUC and encourage people to get involved in the rulemaking currently being conducted regarding disability access. Kevin Lee would like to see lease costs and credit card transactions fees reduced. Doug Callahan wondered if the city can enforce citations towards TNCs. Kate said that the city can issue citations but are not allowed to target certain services. Fred Lein does not want to see the number of medallions reduced.

Kevin Lee asked who and when did the consultants contact stakeholders for their report. Kate Toran stated that the consultants contacted key stakeholders in May and October 2017. Jessica Felix did not want to see the meter rate to disappear. Marty Smith would like to see the SFMTA to offer other mobile apps. Kate was open to other mobile apps that meet the conditions listed and encouraged the taxi industry to innovate.

### **PC&O SF Access Subcommittee Meeting**

Jacy Cohen read the following report:

- **Service Quality Discussion**  
Mary McLain of Transdev introduced Jacob Williams as Brisbane's new Group Van Coordinator, highlighting his previous experience in scheduling and dispatching. She also reported recent changes in management staff, with Mitch Dye filling the role of Assistant General Manager and Lee Harrington filling the role of Safety Manager. They are currently working on the upcoming driver shift bid, which was postponed as long as possible and will occur again in June. Mary noted that senior drivers seemed to pick Group Van shifts. They are finalizing plans for the new operating facility and hope to hold an open house once moved in. Group Van agencies reported some issues with Access drivers, difficulty adding patrons to Group Van routes, challenges getting information during major delays, and vehicles occupying loading zone spaces much earlier than the scheduled pick up time.
- **Broker Report**

Kevin McDonald of the Broker's Office reported Group Van On-Time Performance (OTP) and Customer Service stats, with January improving over December 2017, but declines in February and March noting that significant trip edit remained for those last two months. In that period there was one formal complaint in March and no formal compliments. Last quarter's preliminary ride-time data indicated a slight decrease in rides exceeding 90 minutes. Most of Brisbane's vehicles have had their Ranger Mobile Data Computers replaced with Tablets, with non-profit provider vehicles to receive Tablets next. The PASS-WEB application, which will allow SF Access patrons to access trip info online, will have a soft launch in July. While PASS-WEB may not be utilized for Group Van, an alternative application for Group agencies utilizing Transdev's Vision software is being explored. Brisbane is exploring a potential order of smaller and more maneuverable cutaway vehicles. 5310-funded vehicles from L'Chaim and SteppingStone are expected to arrive by Summer or Fall of 2018.

The next PC&O Group Van Subcommittee meeting date is July 11th, 2018.

### **PC&O Taxi/Ramp Taxi Subcommittee Meeting**

Fred Lein read the following report:

- **Comments from the Chair**

Subcommittee Vice Chair Fred Lein announced the acquisition between CityWide Taxi, Yellow Cab and Luxor Cab is going well. Citywide Taxi and Luxor Cab are in the process of merging into one dispatch, and are working on a new dispatch system. Yellow Cab is currently operating from the Luxor Cab yard at 2060 Newcomb Ave.

Fred invited Jim Gillespie of CityWide Taxi to report on their experiment with employee driver-operated ramp taxis. Inspired by the taxi services done from Seattle, Jim is in the process of hiring one more employee driver for the weekend shift. He expressed his thoughts on how San Francisco can learn from Seattle's success in providing ramp taxi service. CityWide currently has three employee drivers operating two ramp taxis between 7am and midnight on weekdays. While CityWide has yet to breakeven financially on this program, they are still committed to this experiment using employee drivers.

- **Service Quality Issues**

Roland commented ramp availability of ramp taxis on the Flywheel app continuing to be an issue. He stated at times when he launched the application from his phone, taxi vehicle availability was showing between 0 to 5 ramp vehicles. As a result, he opted to call dispatch directly. Roland specifically mentioned that ramp requests are not clearly identified to the driver. Marc commented that Roland's results are consistent with what Paratransit has been observing. The issue has been discussed with Flywheel and is in their queue of modifications to the app.

Marty Smith mentioned that CityWide is working in developing a state-of-the-art app on their side that will reach out to all drivers interested, not just with Yellow Cab or Luxor. Marc pointed out the Flywheel App is the only taxi app currently approved by SFMTA, Kent clarified that other taxi apps would also be promoted by Paratransit if they meet the Paratransit requirements and are approved by SFMTA.

CityWide Taxi reported on their expenditures on repairs to the Luxor Cab ramp vehicles. Additionally, CityWide and Yellow Cab recently have been coordinating with Luxor Cab dispatch in assisting wheelchair-based ramp pickups.

- **SF Paratransit Broker Report**

Kent Hinton reported on the ramp taxi incentives & company awards for January, February, and March. One of the main topic discussed was the expansion of a new ramp incentive program for vehicle-based incentives, for up to 10 qualifying vehicles. These temporary incentives will run for 36 months, effective July 2018. Discussions are underway with SFMTA involving a revision to the existing Color Scheme incentive program. The proposal is to replace the monthly flat \$500 award to a single color scheme with monthly awards of \$100 for every 100 trips to each qualifying color scheme.

Kent addressed current issues with the ITE Vendors regarding its data, such as missing Driver ID #s, improper receipts or formats, and missing address/geo-coordinates info. Paratransit had redistributed the debit card system specifications and tests to each of the approved ITE vendors back in March to review and revise their software as required to fully comply with the debit card processing rules. Paratransit will invite each ITE vendor to test their device in June 2018. The vendors will be permitted 30-days to correct any deficiencies identified during testing.

Kent addressed the status of the SF Paratransit Patron Portal webpage. The test site is currently unavailable to pilot testers while the website is updated to accommodate the online credit card purchase feature. The process of obtaining a website security certificate has been more complicated and time consuming than anticipated. After the certificate is received and installed on the website, Bank of American will release the information necessary for Cabconnect to program the credit card purchase feature. Once the credit card feature is available to test, Paratransit will conduct a brief test with the pilot users and then unveil the site to all debit card users.

- **Public Comments**

Sam Alicia Duke mentioned that a press conference will be held on 5/9/18 regarding the traffic's timing signals, stating their goal is to have timing signals available at every crossing to help less mobile citizens to safely cross the street. Due to schedule conflicts, Sam will not be able to attend the upcoming PCC meeting for 5/9/18.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is tentatively scheduled for August 1st from 10:30 am to 12:30 pm at the Broker's office, 68 12th Street, San Francisco.

### **Paratransit Broker Report**

Kent Hinton and Marc Soto reported as follow:

- **On Time Performance**

SF Access on time performance is slightly down compared to previous months. Once again, the inability to recruit qualified candidates and absenteeism among current drivers is affecting the on-time performance.

- **Taxi Patron Portal**  
The portal is anticipated to be launched in the summer.
- **Mobility Management**  
Letters are being sent to high usage SF Access riders to encourage greater utilization of taxi services
- **Stair Assist Policy**  
Proposed changes to the stair assist policy are being considered to improve utilization of resources.
- **Other Taxi-Related Items**
  - Luxor is being folded into the Citywide Taxi
  - A Flywheel button, which allows individuals to hit the button and have a taxi dispatched to their location, is being used at the SF Paratransit office

Jacy Cohen acknowledged that the cost to live in San Francisco is affecting the ability to recruit qualified staff. She encouraged members to voice their concerns about the costs at a town hall with the mayoral candidates.

Kevin Lee asked if the PASS-WEB will be available on through one's smartphone and would like to be included in the pilot. Kent Hinton stated that PASS-WEB will be available through an Internet browser so that one can use it on their smartphone. Robert Grant state that he had a late ride. Kent informed him that he could request an Imminent Arrival call to receive an automated update about his trip.

### **Public Comments**

Kevin Lee does not want enforcement to impede the activities of SF Paratransit. Ruach Graffis would like to be able to pre-order ramp taxis. Jessica Felix stated that the Flywheel app is not being utilized by many taxi drivers following the recent requirement changes.

### **Adjournment**

The meeting adjourned at 12:30 pm.

**The next PCC meeting will be held on Wednesday, August 15<sup>th</sup> from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2<sup>nd</sup> Floor Conference Room.**