

Minutes
PCC Executive Committee Meeting
January 24, 2018
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Cheryl Damico, PCC Vice Chair; Bruce Oka; Douglas Callahan; Fred Lein; Gilda Chico; Jacy Cohen; Jessica Felix; John Lazar; Marty Smith; Mary McLain; Rodney Lee; Sam Alicia Duke; Wane Ratansanaguan

PCC Members and Guests: Linda Vioria; Mara Math; Charles George; Ana Perlacure; Mary Louise Robinson; Jon Gaffney; Ed Evans; Violeta Aledo; Terrance Faulkner

PCC Executive Committee Member Excused: Jane Redmond, Jeanne Lynch. Seth Sher

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

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 December 12th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Roland Wong welcomed everyone to the first meeting of the new year and was encouraged to see so many new faces at this meeting.

Election of PCC Executive Committee Chair and Officers

Jonathan Cheng 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 2017 calendar year.

For the position of chair, there were two nominations, Roland Wong and Cheryl Damico. Following a vote, Roland Wong was re-elected chair of the PCC.

For the position of vice chair, there were one nomination, Cheryl Damico. By acclamation, Cheryl Damico was re-elected as vice chair of the PCC.

For the position of secretary, there was only one nomination, Jessica Felix. By acclamation, Jessica Felix was elected as secretary of the PCC.

For the position of PC&O chair, there was nomination, Marty Smith. By acclamation, Marty Smith was elected as PC&O chair of the PCC.

PC&O Group Van Subcommittee Meeting

Jacy Cohen read the following report:

- **Service Quality Discussion**

Mary McLain of Transdev reported that relationships with new Group Van agencies have stabilized. Brisbane's new phone system was installed by mid-December, and most reported issues have been resolved. The provider is working to fill the position of Assistant General Manager following the departure of Hilario Reyes, but they hope to have an update next week. SteppingStone Mission Creek's service has been temporarily impacted by nearby construction and resulting traffic congestion, which the provider and Broker are monitoring. Mary reported they are working with SteppingStone Presentation on exploring which participants using SF Access could either have subscriptions set up, or be added to existing Group routes. She advised that with the rainy season coming, patrons and agencies should be mindful that adverse conditions may impact service. Marc Soto of the Broker's Office announced that Brisbane recently agreed to a five-year lease, including new administrative space nearby and improved facilities at the existing yard and maintenance locations. Jacy reported that The Arc has not experienced many issues recently, and proposed a refresher meeting between their staff, Brisbane, and the Broker.

- **Broker Report**

Kent Hinton of the Broker's Office reported Group Van On-Time Performance (OTP) and Customer Service stats, with December improving over November, and no formal complaints during those months. Last quarter's ride-time survey indicated a slight increase in rides exceeding 90 minutes, and the Broker will work with agencies and Brisbane on identifying routes which need adjustment. The four SteppingStone locations were the first agencies to receive one-time use taxi debit cards, which are only for specific situations, pending SFMTA's finalized rules for use. The PASS-WEB application, which will allow patrons to access trip info online, should be rolled out by mid-2018. While PASS-WEB is geared towards SF Access riders, an alternative application for Group agencies utilizing Transdev's Vision software is being explored.

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

Paratransit Broker Report

Kent Hinton and Marc Soto reported as follow:

- **On Time Performance**

SF Access on-time performance was 85 percent in December and 87 percent in January to-date. Group Van on-time performance was 89 percent in December and 89 percent in January to-date. Taxi on-time performance was 95 percent in December and 100 percent in January to-date.

Also, the number of complaints during this period trended downwards.

- **PASS-WEB**

This software will allow ADA paratransit riders to reserve, cancel, or make edits to a scheduled trip as well as allow them to check the vehicle's estimated time of arrival through a computer and/or smartphone. Staff met with Trapeze and Group Van agencies to discuss the system design and are working to address gaps between the current availability technology and riders' needs. A soft launch will begin with the Group Van agencies during the spring with a goal of launching to individual riders by the summer.

- **Ramp Taxi Incentives**

Discussions are ongoing to reform the ramp taxi incentives to include additional incentives for new ramp taxi medallion holders who operate new vehicles. The structure for the current ramp taxi incentives, in particular the companywide incentive, is also under review.

- **Citywide Ramp Taxi Scheme**

Citywide is experimenting with a new scheme for their ramp taxi program. Two ramp taxis are being operated by employees who are actively operating the taxi from 8AM-11PM.

- **New Phone System**

A new phone system was installed for the SF Access operations facility. There have been some issues with the new system that is being addressed, including the misdirection of some phone calls as well as the failure to activate the "queue" system that alerts customers on hold their position in the phone line. In addition, the call recorder is not functioning correctly.

- **New SF Access Operations Facility**

The sublease at the current SF Access operations facility has ended and Transdev was able to successfully negotiate a new contract with the landlord to become the primary tenant. The operations team will be expanding to a new location that will provide administrative staff, including dispatchers and reservationists, additional work space.

- **2017 Customer Satisfaction Survey**

A SF Paratransit customer satisfaction survey will be conducted in spring 2018. This survey will provide SFMTA and SF Paratransit a glimpse of rider satisfaction with the service delivery of SF Paratransit as well as the Broker services. A subcommittee meeting will be held to review the questions in February 2018.

- **Staff Changes**

A new assistant general manager has been hired. Mitchell Dye is an experienced operations manager who most recently worked with Super Shuttle.

Terrance Faulkner stated that he has had issues with transferring funds for his taxi program. Kent Hinton replied that he will meet individually with him to discuss this issue. Mara Math commented that she was interested in a web portal to pay for her taxi allotment. Kent answered that a web interface is being developed that will allow online payment of taxi allotments. Ed Evans complained about the lack of availability of ramp taxis, particularly following his grocery shopping trips. Jessica Felix commented that she would like to see an increase in the number of ramp taxis on the Flywheel app. John Lazar mentioned that some drivers might be hesitant to use the Flywheel app due to the large amount of data required to utilize it daily. Fred Lein asked if there is any funding for new vehicles. Annette Williams answered that staff is in the process of developing a scheme to fund new ramp taxi vehicles and are working to establish a criteria.

Robert Grant asked if there was a live person available 24 hour for dispatching and reservations as he once called by was unable to reach a live person and got a voicemail. Roland Wong added that he has experienced a similar incident. Mary McLain stated that there is a live person available 24 hours a day and that the call should have been answered. He also stated that the voicemail message should have never come up. Gilda Chico asked if the no-show policy has changed. Annette Williams replied that it had not. Gilda requested someone call her to explain the policy to her. Linda Vilorio stated that while the system has improved for her, there are instances in which the drivers do not pick her up on time.

Wanee Ratansanaguan mentioned that other passengers on Muni often talk too loudly. Jacy Cohen stated that Muni is a public place and that when she rides Muni, she wear some light ear plugs to block out some of the excess noises.

Public Comments

Sam Alicia Duke stated that Jeanne Lynch would appreciate hearing from PCC members.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, March 21st from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.