

Minutes
PCC Executive Committee Meeting
May 31, 2017
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Cheryl Damico, PCC Vice Chair; Fred Lein; Jacy Cohen; Rodney Lee; Ruach Graffis; Sam Alicia Duke; Sandra Fancher; Wanee Ratanasanguan

PCC Members and Guests: Jon Gaffney; Robert Grant; Iona Lawhorn

PCC Executive Committee Member Excused: Jane Redmond, Jean Marie Green

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

SFMTA: Annette Williams; Kristen Mazur; 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 April 19th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Roland Wong presented Gwen Barabino with a special certificate of appreciation for her years of service at Transdev. He thanked for her work with the SF Paratransit program. Marc Soto added that Gwen has played an integral part in facilitating meetings for the program. Marc applauded her friendly demeanor and depth of knowledge in terms of the office operations. He also introduced Gwen's replacement, Alfonso Estera, who has been shadowing her. Annette Williams thanked Gwen for her work and wished her well on her retirement.

Jewel McGinnis Luncheon

Jonathan Cheng provide an update about the upcoming Jewel McGinnis luncheon. The event is scheduled for Wednesday, June 21st. He announced that the event will be held at the Legion of Honor. Attendees will meet at the Legion of Honor Café at 11:15AM with members being able to tour the museum at their own leisure afterwards. He mentioned that due to the date of the event, the current menu will not be available and informed members that he will contact them at a later date with the available lunch choices.

Taxi/Ramp Taxi Subcommittee Meeting

Fred Lein read the following report:

- **Comments from the Chair**

Vice Chair Fred Lein announced Yellow Cab Co-Op is under new ownership and management. The new name is Yellow Cab of San Francisco. The transition is going well and business is proceeding as usual.

- **Service Quality Discussion**

Roland Wong is still concerned that the Flywheel e-hail app still doesn't show ramp cabs in his outlier neighborhood and the app is always "spinning" before eventually flashing "no drivers available; try again later". Carol Osorio of Union Cab said she sees the same issues, but not limited to ramp taxis. Kent Hinton reported that since the last PCO meeting, the Flywheel app company was purchased by CabConnect. Kent introduced CabConnect representatives in attendance, including HP Labude, chief technical officer for CabConnect and several members of the Flywheel software team. Roland Wong had requested at the prior PC&O Taxi/Ramp Taxi meeting if Flywheel representatives could attend this meeting to answer questions about the app. HP added that he also met with SFMTA the day before concerning the availability of ramp taxis on the app. Kent reminded the patron App testers to continue to report any issues they may encounter. Roland asked what fees or other roadblocks may be preventing the 30 or so remaining active ramp drivers from logging onto the app. Marc believes the issues are many and complicated; and it's a work in progress to change and improve things both locally and nationally.

- **SF Paratransit Broker Report**

Kent reported the taxi on-time performance continues to be excellent. Complaints continue to generally boil down to driver training issues and the ramp incentives were completed for the prior quarter. He reminded everyone of the upcoming SF Paratransit fare increases effective 7/1/17. SF Paratransit will be doing a mass mailing of a notification flyer that is already posted in the lobby. Transdev and SFMTA are reviewing the taxi ride violation discipline process with the goal of improving the functionality of the program for both riders and taxi service providers. Transdev staff recently noticed data issues with swiped transactions on OTO Edge ITE devices after being purchased from Wireless Edge. For example National/Veterans Cab was put on notice to resolve the issue, and a full re-test will be scheduled to assure compliance. A debit card patron portal pilot test launch meeting was held on May 2, 2017, with volunteers from the PCC and other taxi riders. A few additional software changes were identified and Cabconnect will address before continuing with the full test. The next step will be to finalize the merchant services agreement for credit card payment processing, then have the pilot users test that additional functionality before going live to all users.

Group Van updates include BayMed did not re-propose, so effective June 1st, Transdev will take over the portion of Group Van currently operated by BayMed. Transdev was successful in recruiting half of the BayMed driver staff, but have elected to not operate the agency provided 5310-funded vans, which are beyond their useful life. Transdev is hiring additional new drivers for both SF Access and Group Van. 17 of 22 new mini vans were received and inspected. 27 cutaway vans were ordered and should be available within the next two months. New tablets were ordered for use as mobile data computers; however, some vans may need to go into operation before the tablets can be purchased

and installed. Mary McLain felt strongly that smaller mini vans offer more flexibility than the larger cutaways for the SF Access service. An interim 5-10 year operating facility is being explored in South San Francisco off Grand Ave to relocate from Brisbane to bring Operations and Administration together. The 2017 consumer satisfaction survey was completed and now in compilation stage.

The annual Jewel McGinnis luncheon is scheduled for June as calendared

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for August 2, 2017 from 10:30am to 12:30pm at the Broker's office, 68 12th Street, San Francisco

Paratransit Broker Report

Kent Hinton, Marc Soto, and Mary McLain reported as follows:

- **On Time Performance**

SF Access on-time performance was 83 percent in March, 86 percent in April, and 84 percent in May. Group Van on-time performance was 91 percent in March, 92 percent in April, and 87 percent in May. Taxi on-time performance was 93 percent in March, 99 percent in April, and 95 percent in May.

Weather issues impacted the on-time performance in March. There have also been issues with driver attendance as well as new dispatchers who are in the process of familiarizing themselves. In addition, the Broker staff is re-evaluating the speed factors in the Trapeze software to ensure that it better aligns with the real time speeds.

- **2017 SF Paratransit Fare Increase**

Starting July 1st, the fare for all van trips, including SF Access and Group Van, will increase to \$2.50 per one way trip, while for taxis the cost for \$30 worth of taxi value will increase to \$6.00. Fares on Shop-a-Round and Van Gogh will also be re-introduced. SF Paratransit riders are being informed of these changes.

- **Paratransit Vehicles Expansion**

SFMTA is in the process of procuring 22 minivan to expand the existing fleet. One of the vehicles is in the process of being licensed. There has been a delay in the delivery of the vehicles due to a manufacturing issue.

- **Paratransit Debit Card User Web Portal**

An orientation was held with pilot participants to go through the functions of the Paratransit Debit Card User Web Portal; however, during this meeting, there were some last minute adjustments that needed prior to its launch. These issues are being addressed and pilot participants will be notify soon as to when they can start using this function.

- **Group Van Transition**

Starting June 1st, Transdev will take over the Group Van service that is currently being done by Baymed. During this transition, the goal is to keep the current schedule the same to prevent any confusion from riders. In addition, the Mission Creek

location of Stepping Stones will be transitioning to a double-shift, requiring both morning and afternoon transportation of riders to/from their center. SF Paratransit staff have met with the agencies that will be experiencing a transition in service providers to introduce staff to each other and to explain the scheduling process and verify rider information.

- **SF Paratransit Operations Facility**
SFMTA and SF Paratransit is currently searching for a facility. This location will be a temporary facility as SFMTA and SF Paratransit search for a long term operations facility that is located within the city limits.
- **2017 Customer Satisfaction Survey**
The survey was conducted in mid-April and preliminary results have been made available to SFMTA and SF Paratransit staff. The full results will be completed during the summer and will be presented to the PCC at a following meeting date.
- **Ramp Taxi Focus Group**
A meeting with a focus group comprised of ramp taxi drivers and riders was held to identify issues with the ramp taxi program, including barriers to entering as well as difficulties riders experience with hailing a ramp taxi. A follow up meeting with this group will focus on solutions of these issues.
- **Mobility Management Activities**
A steering committee comprised of community representatives, government agencies, and members of the general public is being developed to help SFMTA and SF Paratransit as it develops its mobility management program. The goal of this committee is to ensure that SFMTA and SF Paratransit are developing programs that meet the transportation needs of seniors and individuals with disabilities.

Cheryl Hac, manager of eligibility for SF Paratransit, asked for PCC members to volunteer to participate in the ADA eligibility appeals panel. Currently, when individuals want to appeal their ADA eligibility determination, an independent panel, comprised of a medical professional, transit representative, and paratransit consumer, is convened to review the information provided. Cheryl explained that due to the volume of appeals that are being processed, more PCC members are needed to serve as the paratransit consumer on the panel to give other members a break. Roland Wong asked if this is only for ADA eligibility determinations. Cheryl confirmed that it was only for ADA eligibility determination appeals.

Jacy Cohen wanted to confirm that Group Van agencies were being notified about the fare increase. Rodney Lee asked whether Shop-a-Round information is distributed to members. Marc Soto answered that information is made available to the public and that it is included in the new rider orientation session.

Ruach Graffis inquired as to training requirements for new drivers. Mary McLain answered that all new drivers undergo a five week training with at least 32 hours in the classroom. In addition, all drivers have a two hour training each month. Wane Ratanasanguan stated that she had a ride

scheduled for 7:30AM to Mission Bay; however, she was picked up an hour early and dropped off at the wrong location. Mary McLain explained that the reservationist had entered the wrong drop off address and that progressive disciplinary action is being taken. Iona Lawhorn mentioned a recent incident that occurred on SF Access and wanted to provide more information.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, August 9th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.