

**Minutes**  
**PCC Executive Committee Meeting**  
**May 10, 2023**

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Jane Redmond, PCC Vice Chair; Cheryl Damico, PCC Secretary; Kevin Lee; Susan Kitazawa

PCC Members and Guests: Iona Lawhorn

PCC Executive Committee Member Excused: Mara Math

SF Paratransit Staff: Marc Soto; Kevin McDonald; Justin Leong; Matthew Teixeira; Cheryl Hac; Imogen Budetti; Catherine Callahan

SFMTA: Annette Williams; Jonathan Cheng

Marty Smith, PCC Chair, called the meeting to order at 10:40 a.m.

**Read and Approve Agenda**

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

**Approve Minutes of March 15<sup>th</sup> meeting**

The minutes were motioned/seconded/approved.

**Comments from the Chair**

Marty Smith did not have any comments.

**2023 PCC Executive Committee and PC&O Subcommittee Meetings**

Jonathan Cheng reintroduced the topic of the format for future PCC Executive Committee and subcommittee meetings for the remainder of the year. He suggested that we utilize a hybrid format, where there would be both an in-person and online option available to members as well as the general public.

Marty Smith, Kevin Lee, Jane Redmond, and Mary McLain supported a hybrid format for PCC Executive meetings. Cheryl Damico asked if the regular in-person meeting space was available. Jonathan Cheng replied that the 2<sup>nd</sup> Floor Conference Room at 1 South Van Ness is not available. Annette Williams recommended that if the committee decided to utilize a hybrid format for future meetings, a conference room at SFMTA could be reserved for the in-person option while the PC&O subcommittee meetings could remain online. Kevin Lee suggested that we use the Union Square conference room at SFMTA. Cheryl commented that there is more taxi involvement when it is online versus in-person meetings.

A motion was made to have the remaining PCC Executive Committee meetings in a hybrid format while the PC&O subcommittee meetings will remain online. This motion was seconded and approved by acclamation.

## **PCC Membership Recruitment**

There was an open discussion among participants about how to recruit more members for the Paratransit Coordinating Council.

Marty Smith mentioned that Mara Math had suggested to him signs to promote the committee. Susan Kitazawa agreed with that concept, saying that she would prefer to have half sheet cards to pass out to individuals she meets and may be interested in participating. Marty concurred with this idea. Marc Soto suggested having current PCC members recruit possible new members. Kevin Lee says he wants more people to come to the PCC meetings and would like to advertise the committee at the Broker's office. Jane Redmond asked about how many people go to the Broker's office on an average day. Marc and Kevin McDonald said about 40 to 50 people a day. Annette Williams would like to promote the PCC Annual Meeting as it is a party and can introduce people to the committee. Kevin Lee also mentioned that there is an annual event for seniors at the Moscone Center and would like PCC to be involved. Susan says that the phone number in the on-hold messages at the reservations/Where's my Ride phone number did not work. Mary McLain said that she can review the number listed in the on-hold messages.

Jane Redmond suggested doing mailings and would want any notice to include language that we welcome new members. Susan Kitazawa stated that any language should include a blurb about what the committee does and their goals; Cheryl Damico agreed with this comment. Jane also wanted to ensure that information is available in other languages other than English. Susan mentioned that there has been more participation from taxi drivers and would like to have van drivers included on the committee. Mary McLain stated that there is a designated spot for a Paratransit van driver spot, but the current representative was unable to make today's meeting.

A motion was made to form an ad-hoc committee to strategize and implement an action plan to recruit new members. This motion was seconded and approved by acclamation.

## **PC&O Group Van Subcommittee Report**

Justin Leong read the following report:

- **SF Paratransit Status Update**

Justin Leong reported that there was a slight increase in on-time performance from January to March 2023. There may have been impacts from the severe weather. He also reported that trip counts were averaging around 600-700 trips per month.

Mary McLain reported that her team continues with direct contact with agencies. They are working to reduce request turnaround from 60 days closer to 30 days. Institute on Aging and SteppingStone Golden Gate have new schedules ready to start soon. SteppingStone Mabini and Mission Creek have new requests being reviewed.

- **Agency Status Reports**

- Self-Help reported they are operating normally. They are fully staffed and provided 2,771 trips in March.
- The Arc reported they received their new schedule and would review it. They are open 5-days per week.

- On Lok 30th Street resumed in-person services with a few remote services remaining. Their programs are Monday through Saturday. They are exploring a resumption of transportation but have not requested yet.
- Institute on Aging is operating as normal and happy to have more riders fitting on their group schedule.

The next PC&O Group Van Subcommittee Meeting date is July 12, 2023

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

Marty Smith read the following report:

- The agenda for was read and approved. The minutes from the February 1st meeting were approved as written.

- **Comments from the Chair**

Jessica commented it was nice to see representatives from taxi companies in attendance.

- **Broker Report**

Justin Leong reported on-time performance was 96.4% in February, 98.9% in March, and 96.7% in April. Trip counts were 21,472 in February, 24,359 in March, 22,955 in April. Complaints were down from the same period last year, with 4 in February, and 3 each in March and April. Ramp payments were \$7,845 in January, \$9,530 in February, and \$11,905 in March.

Marc Soto reported the IT team performed a server refresh along with upgrading the Trapeze software Version 21. The new Riders Guide will be introduced later this year. The Broker filled the Contracts Administrator and Customer Service Specialist vacancies.

- **Taxi On-Time Performance (OTP)**

Jessica Felix opened discussion on proposed changes to the OTP survey performed by the Broker's Office. The group agreed to a new OTP breakdown for trips that arrive within 10 minutes, 11-20 minutes, 21-30 minutes, and after 30 minutes.

- **Service Quality Issues**

- Riders: Roland Wong discussed his recent success getting ramp taxis using the YoTaxi app, suggesting further improvement by seeking a driver for advance orders sooner. Susan Kitazawa would like dispatch personnel to be trained on the needs of riders with limited or no vision who may not see their vehicle pull up.
- Drivers & Cab Companies: Jessica and Marty discussed dispatchers asking if wheelchair riders could transfer to sedan seat, noting the need for training on stowing wheelchairs. Riders and drivers noted the need for mentorship and believe the lack of taxi school impacts driver quality and retention. It was clarified that taxi complaints made to 311 are investigated but specific actions taken are not shared with complainants. Ramp incentives are intended to be shared with drivers.

- **Ramp Taxi Incentives**

Jessica appreciates the increased number of short passes, adding she still sees drivers sitting in the regular cue. Given current fuel costs, consideration was requested for extending the \$100 monthly fuel incentive set to end soon.

- **Public Comments**

The cost of ramp driver training was discussed along with the helpfulness of the ramp taxi directory. Hansu Kim commented Flywheel has over 150 drivers getting Uber trips through their partnership increasing their trips significantly and they will be putting all medallions back on the road.

The next PC&O Taxi/Ramp Taxi subcommittee meeting will be on August 2, 2023.

Marty Smith said that third party pilot is not a promising idea as he believes that taxi drivers are not financially benefitting from the trips that are being provided through a third-party app. He believes that there is enough demand through the current trip request methods to support the taxi industry. Annette Williams commented that at this meeting, Roland Wong mentioned he quickly got a ramp taxi after he requested it via YoTaxi app. She also mentioned that SFMTA staff is working to increase the monthly amount for the vehicle incentives. Cheryl Damico would like to clarify that Transdev did sponsor a CTAA training to train people to become trainers that can certify ramp taxi drivers; she mentioned that she would like to observe a training. Justin Leong said that he could pass on her contact information for the trainers. Jane Redmond suggested having a class hosted by the city's community college to train ramp taxi drivers. Cheryl inquired about Transdev's training curriculum for drivers. Mary McLain replied that Transdev has their own training curriculum that emphasizes safety, like the CTAA's.

### **Paratransit Broker Report**

Marc Soto and Justin Leong, reported as follow:

- **Service Level Statistics**

Approximately 13,000 SF Access trips were performed in January and February 2023 while about 14,500 trips were completed in March 2023. Paratransit trips completed by taxis was approximately 21,000 trips in January and February 2023 and 24,500 trips in March 2023. Group Van averaged around 4,200 trips in January through March 2023.

- **On Time Performance**

For the SF Access service, the on-time performance in 95% in January, 97% in February and March. For the taxi service, on-time performance for taxis was between 94% and 98% from January to March. For the Group Van service, on-time performance was 88% from January to March.

- **Broker/Operations IT Activities**

The Trapeze v21 update has been ongoing for the past year with new IT infrastructure needed before the installation. The leap to Trapeze v21 occurred on the night of April 28. Marc thanked the IT team from Transdev, ThinkConnected, who is Transdev's IT subcontractor, and his staff for the successful update of this software. This transition is required before the launch of Clipper 2.0., which is slated to start for 2024.

Upcoming tasks include replacing the local servers for Operations and Broker teams as well as replacing the phone systems with a possible cloud-based solution.

- **Rider's Guide**

The update to the SF Paratransit Rider's Guide is in its final stages with staff doing a grammar check.

- **Paratransit Facility**

The SF Paratransit team successfully negotiated contract lease extensions for all the current operations facilities for another five years.

- **Mobility Management Activities**

Catherine and Rico are being trained to be certified as Mobility Manager. Staff continue to work on CHOICE program, manage increased interest in the Van Gogh shuttle, and update the Shop-a-Round schedule.

- **SF Paratransit Staffing Update**

Wayland Li has joined as the Contract Administrator and Karolina joined as the Customer Service Representative at the Broker's office.

Susan Kitazawa asked what CHOICE is. Catherine Callahan clarified that it is a transportation program at two public health clinics with a subsidized taxi program and information and assistance referral services due to limited public transportation options. Jane Redmond complimented the staff at the SF Paratransit office. Iona Lawhorn requested that the SF Paratransit Rider's Guide be accessible to those who are low vision.

### **Public Comments**

Susan Kitazawa complimented the Transdev operations team as she says that she has a blind friend who took a trip and had a wonderful experience. Iona Lawhorn shared that she has not had good experiences on SF Access as some of the drivers need to be better trained to support low vision/blind riders.

Wendy Yu says that the monthly allotment for the Essential Trip Card (ETC) program is not sufficient. When she requested an allotment increase, she was told that she had the maximum allotment and was encouraged to apply for Paratransit but stated that the ADA Paratransit application was too long. She would like ETC riders to be automatically enrolled into the ADA Paratransit program.

### **Announcements**

Mary McLain mentioned that they had an employee recognition event in March and presented 72 drivers with Safe Driver awards. Jonathan Cheng announced that the Jewel McGinnis Luncheon will be held on Wednesday, June 21<sup>st</sup> and encouraged members to provide any suggestions for venue or catering.

### **Adjournment**

The meeting adjourned at 12:10 pm.

**The next PCC meeting will be held on Wednesday, August 16<sup>th</sup> from 10:30 a.m. to 12:30 p.m.**