

San Francisco Paratransit Coordinating Council

c/o Muni

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Minutes

PCC Executive Committee Meeting

May 27, 2015

1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: John Lazar, PCC Chair; Bruce Oka; PCC Vice Chair; Cheryl Damico, PCC Secretary; Marty Smith, PC&O Co-Chair; Roland Wong, PC&O Co-Chair; Adrienne Humphrey; Aisha Jackson; Fred Lein; Gilda Chico; Jane Redmond; Jeanne Lynch; Jean Marie Green; Kevin Lee; Michael Zaugg; Olivia Santiago; Rodney Lee; Ruach Graffis; Sam Alicia Duke; Sandra Fancher

PCC Members and Guests: LaShonti Woods; Annie Young; Willie Guillory; Lurilla Harris; Max Lazar; Michael Kwok

PCC Executive Committee Member Excused: Jacy Cohen; Mary Mclain

SF Paratransit Staff: Marc Soto; Kent Hinton; Kevin McDonald

SFMTA: Annette Williams; Jonathan Cheng; Gida Alvarez

John Lazar, PCC Chair, called the meeting to order at 10:35 a.m.

Read and Approve Agenda

Cheryl Damico, PCC Secretary, read the agenda. The agenda was motion/seconded/approved.

Approve Minutes of April 1st meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

John Lazar asked if anyone signed up to apply to be a peer escort. Jean Marie Green stated that she signed up to receive information about this program. John mentioned that although on time performance for both the van and taxi service is relatively well, there is still congestion in the city that affects service delivery. He also mentioned that having a mobile application would improve the responsiveness of taxis to serving their customers.

Transdev Progress Report

Kent Hinton reported that the taxi on-time performance 91 percent, 96 percent, and 93 percent for March, April, and May (month to date) respectively. SF Access on time performance was 84 percent, 85 percent, and 86 percent for March, April, and May (month to date) respectively. Group van on time performance was 85 percent, 95 percent, and 94 percent for March, April, and May (month to date) respectively. There has been a decrease in the complaints for the SF Paratransit program from March to April, from 88 to 44. There is an increase in complaints in May to 63.

Hilario Reyes elaborated on some of the areas in which the operations team is focusing on. He acknowledged that on time performance has improved over the past five months. He also mentioned that he expects today to be the 5th consecutive day of achieving a 90 percent on time performance standard, barring unusual circumstances. Also, drive cams are being installed in all of the vehicles. It is meant to serve as a teaching tool to assist drivers to operate more safely. Hilario recognized that many of the complaints involve hold times for the call center. Currently, phone reports are being expanded to allow management to analyze the calls. In addition, they are in the process of hiring a new call center supervisor with about 15 years of experience in the paratransit field as a driver, dispatcher, and supervisor.

Marc Soto added that most complaints received by the SF Paratransit office revolve around the call center, particularly with reservations and dispatch. Some of this problem can be attributed to the loss of the call center supervisor. With the new call center supervisor, he can take a more active management role in ensuring that staff get the proper refresher training as well as manage the data to identify areas of improvement. In addition, the phone reports that Transdev originally received did not provide the level of details they wanted. A recent change in the licensing of the software will allow the operations management team to get more detailed reports and identify areas in which individual staff excels as well as need improvement. Marc added while that they receive fewer complaints about drivers, the complaints they do receive are quite serious and warrant an immediate investigation. Marc stressed that they are trying to reduce complaints and is glad to see that on time performance has improved.

SF Paratransit No Show Policy

Annette Williams led the discussion concerning the no show policy for the SF Paratransit program. The current no-show policy is that if a person has three or more no shows in a quarter, they may be suspended from service. However, due to a lack of education to rider, this policy has not been strongly enforced. Under the new proposed no-show policy, there will be greater leniency but stronger enforcement as well. After the first two no show, there will be a call to the individual, informing them of the no-show. After the third no show, the rider would receive a written warning. After the fourth no-show, the rider will face 30 day suspension from the SF Paratransit program. This will apply on a rolling 30 day period. The rider will have the right to appeal the decision. In addition, a suspension would only apply if the rider is a “no-show” on more than ten percent of their scheduled trips.

Olivia Santiago stated that she would like a letter sent to all riders informing them of the new no-show policy as well as educate riders about their responsibilities. Annette Williams stated this information will be included in the new rider’s guide. Olivia also stated that she believes that waiting until a rider has four no-shows in order to begin a service suspension is too lenient.

Jane Redmond inquired as to how this new no-show policy was created. Annette Williams replied that she and Jonathan Cheng, in consultation with management at Transdev, developed this new policy. This new no-show policy will benefit drivers and will hopefully lead to better behavior among riders. Roland Wong would like to see a copy of the language before the no-show policy gets implemented. Aisha Jackson would like this policy to include language stating that riders must begin the onboard process within five minutes of the vehicle’s arrival.

Lurilla Harris asked what percentage of trips that are “no-show” trips apply in order to face service suspension. Annette Williams answered that if 10 percent or more of a rider’s trips are no-show trips (after four no shows) that the rider may face suspension. Rodney Lee asked if cancels at the door count towards the no-show total and how long a suspension would be. Annette replied that a cancel at the door will count towards the no-show total. A suspension will apply for 30 days. Gilda Chico asked that Annette summarize the penalties, which she did.

Jane Redmond encouraged that everyone call ahead to cancel a trip. She has experienced instances in which is called in to cancel her trip more than two hours ahead but the vehicle still showed up. Annette Williams stated that this is an operational issue and that this would not count towards a rider’s no-show total. Gilda Chico wanted clarification regarding how much time is needed to cancel before their pick up. Annette stated that someone must cancel at least two hours before their schedule pick up in order to not be assessed a no-show. Lurilla Harris wanted to emphasis that drivers must be notified by dispatchers if there is a trip cancellation. Marc Soto stated that shifting to a paperless manifest will force drivers to follow the Mobile Data Computers. LaShonti Woods stated that dispatchers are trying the best to pass all cancellation messages to drivers.

After a discussion, the committee has agreed to tighten the no-show policy. After the first no-show, riders will receive a phone call. After the second no-show, the rider will receive a letter. After a third no-show, the rider will face a service suspension. This will only apply if the rider is a no show on 10 percent or more of all their scheduled trips within a rolling 30 days period.

Update on the SF Paratransit Brokerage RFP

Annette Williams provided an update as to the current status of the SF Paratransit Brokerage RFP. The current brokerage contract expires in June 30, 2016. A subcommittee within the PCC was organized to evaluate the proposal. It is expected that the RFP will be released by the end of the summer. This new proposal is anticipated to be a five year contract with an option for a five year extension.

PC&O Group Van Subcommittee Meeting

Marty Smith read the following report:

1. Service Quality Discussion

Mary McLain of Transdev stated that “posey” belts have been ordered for use in Transdev vehicles. Kent Hinton of Transdev added that some BayMed vehicles which have lifts that lack outer-barrier belts, would benefit from the supply of “posey” belts and agreed to work toward supplying these to BayMed. Many Group Van agencies voiced their support for the Transdev Group Van Coordinator. Elsa Ng of Self Help for the Elderly pointed out that some cleanup needed to be done by Transdev of her Group Van manifests. Nicole Clause of Stepping Stone added that Transdev fax communication could be improved, to which Mary McLain replied that their fax system has been recently improved. Nicole Clause added that ride times to her center have seen improvement, but still are often excessively long. Kent Hinton acknowledged that these issues were being looked into, and that solutions involving the addition of more vehicle routes would help to alleviate some problems.

2. Broker Report

Group Van On-Time Performance (OTP) for March 2015 was just above 95%. February 2015 OTP was just below 93%. January 2015 OTP was just above 94%. Kent Hinton stated that the Paratransit Broker's office is continuing to work with centers to confirm program start times, and with Transdev operations to ensure timely trip data, which will help improve OTP results. He added that a contract amendment has been finalized to provide financial relief for BayMed and the lease of 2 vehicles to BayMed. Transdev then facilitated the optimization of BayMed routes to Stepping Stone centers. Transdev has developed ways to streamline the certification and recertification processes of clients who belong to specific types of centers, and is working to incorporate email notifications to third parties when eligibility is near expiration. Paratransit taxi debit card systems are being updated to potentially allow clients to pay and check balances online, pending further testing. SF Taxi backup service is currently in discussion with Luxor.

The next PC&O Group Van subcommittee meeting is scheduled for July 8, 2015 from 10:30am to 12:30pm at the Broker's office, 68 12th Street, San Francisco.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

1. Comments from the Chair

Vice Chair Roland Wong did not have any comments.

2. Service Quality Issues – Taxi Services

- Vice Chair Roland Wong said he has been requesting ramp taxis by using an app on his smartphone. He said it has been a great thing to process an order.
- Sam Alicia Duke of PCC said that her taxi was late picking her up to get her to the meeting. She said she called the company and their response was that depending on what time of day, they do not have that many ramp taxis available. She also said that she notices that when she calls, without making a prior reservation, it normally takes about 30 minutes for a taxi to pick her up.

3. SF Paratransit Broker Report

- Kent Hinton of Transdev/SFPT confirmed that Arrow Checker Cab company was ceasing operations, but did not have a date of when they will close. He also confirmed that majority of the medallions under Arrow Checker has moved to City Wide Taxi. Kent continued by stating that Vina Cab, which was under the Arrow Checker dispatch system, has moved to the Town Taxi dispatch system.
- Ramp Taxi Incentives - Kent continued by talking about the incentive report. In January, the broker paid \$8,360 and the company incentive was won by Luxor Cab. In February, the broker paid \$7,120 and Yellow Cab won the company incentive.

- Taxi OTP – Kent continued by reporting the taxi on time performance (OTP). In February, taxi OTP was at 96%. In March, it is about 92%. In April it was about 98%.
- Complaints - In February, there were a total of 10 complaints and 1 compliment. In March, there were 12 complaints and 1 compliment. In April, there were 4 complaints.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for August 5, 2015 from 10:30am to 12:30pm at the Broker's office, 68 12th Street, San Francisco.

John Lazar mentioned that Luxor does complete a high number of wheelchair trips and would like that be considered when ramp medallions are allocated.

Paratransit Broker's Report

Marc Soto reported as follow:

- **Group Van Ride Times**
Baymed is operating two SFMTA owned vehicles to address ride time issues that they have faced while providing service to Stepping Stone. Staff at SF Paratransit have been focusing and working with agencies to ensure that ride times are more aligned with the goal of 60 minutes but not later than 90 minutes. Due to the loss of cachement areas and closure of several agencies and centers, many riders are experiencing longer ride times.
- **Paratransit Eligibility Recertification Form**
SF Paratransit is piloting a shorter recertification form for individuals who attend a select number of ADHC and ADC and have full and permanent eligibility. This shorter recertification form may be expanded to all full and permanent eligible SF Paratransit riders after an evaluation of this initial pilot. In addition, an email notification is being developed to alert staff at these ADHC and ADC sites that their clients are coming up for recertification in 90 days. This may be expanded to all clients in the future.
- **2015 Customer Satisfaction Survey**
The 2015 Customer Satisfaction Survey was conducted in April 2015 by Corey, Galanis, and Canary. Over 500 customers were surveyed and were conducted in English, Russian, Vietnamese, Chinese, and Spanish. Riders were asked about their most recent trip, whether it be van or taxi service. A full report is expected by June 2015
- **E-Hail Mobile Application**
SF Paratransit is working to integrate the existing SF Paratransit taxi debit card to an electronic hailing service to allow riders to use it when they hail a taxi through their smartphone. SF Paratransit is working with a company to discuss details and agree on the principles of the work. A statement of work is being completed before any testing of the mobile application is launched.
- **Debit Card Patron Portal**

Currently they are working with CabConnect to allow SF Paratransit riders to view all transactions, account information, and load value onto their SF Paratransit taxi debit card. A preliminary demonstration was completed to SFMTA and a few changes must be completed. Next steps include a future demonstration to the committee and a pilot of the patron portal.

- **Mobile Data Computers**

20 Mobile Data Computers were obtained by SF Paratransit that will be installed on vehicles. Firmware must be updated and another 12 to 13 of these devices still must be obtained.

- **Vehicle Rehabilitation**

10 to 12 600 and 700 series vehicles will be undergoing rehabilitation in order to extend their useful life. Some of the rehabilitation includes replacing the wheelchair lifts, installing new floors and shocks, transmission and engine replacement. Some of the vehicles will be used in service and some will serve as back up vehicles.

John Lazar asked that if drivers will be charged if they used the mobile application. Marc Soto answered that while this issue has been resolved, he is not inclined to answer the question until SFMTA reviews the agreement. Gilda Chico would like drivers to verbal that there is an additional step in the vehicle once a rider enters. Ruach Graffis would like to see a new taxi training video produced. Aisha Jackson stated that the union voted down the most recent wage and benefit offer from Transdev. Marc stated that while they believed that the economic package that was offered was competitive, Transdev is committed to working with the unions to resolve this issue.

Announcements

Roland Wong stated that there will be a celebration in honor of the 25th anniversary of the passage of the Americans with Disabilities Act on July 1st at San Francisco City Hall. Annette Williams stated that the SF Paratransit program was honored by CalAct, which is the statewide paratransit organization, as the Paratransit System of the Year Award.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, August 19th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.