

Minutes
PCC Executive Committee Meeting
March 21, 2018
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Cheryl Damico, PCC Vice Chair; Marty Smith, PC&O Chair; Douglas Callahan; Jacy Cohen; Jane Redmond; John Lazar; Kevin Lee; Mary McLain; Sam Alicia Duke; Seth Sher;

PCC Members and Guests: Robert Grant; Terrance Faulkner; David Turner

PCC Executive Committee Member Excused: Adrienne Humphrey; Fred Lein; Gilda Chico; Jessica Felix

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 January 28th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Roland Wong welcomed everyone to the meeting and was excited to see that new individuals were interested in joining the Paratransit Coordinating Council.

Election of Vacancies on PCC Executive Committee

Jonathan Cheng coordinated the election for vacant seats on the Paratransit Coordinating Council Executive Committee.

- **Unaffiliated Elderly**
There was one nomination for two vacancies in the Unaffiliated Elderly caucus, Terrance Faulkner. By acclamation, Terrance Faulkner was elected to the Paratransit Coordinating Council Executive Committee.

- **Low Income Representative**
There was one nomination for the vacancy in the at-large Low Income Representative, Robert Grant. By acclamation, Robert Grant was elected to the Paratransit Coordinating Council Executive Committee.

Discussion on Proposed New Ramp Tax Incentives

Jonathan Cheng led a discussion on the proposed new ramp tax incentives. The goal of these incentives are to better support and expand the number of available ramp taxis. SFMTA is proposing providing the following funding at least ten vehicles for 36 months:

- \$300 per month to help pay for the additional capital cost of purchasing/converting a wheelchair accessible vehicle
- \$300 per month to help pay for the maintenance and operating costs of a wheelchair accessible vehicle

In order to receive these incentives each month, interested taxi drivers and/or companies must meet the following conditions:

- Purchase or convert a wheelchair accessible vehicle
- Complete at least 20 paratransit wheelchair trips each month
- Be logged into a SFMTA approved app for at least 80 hours each month
- Log all general public wheelchair trips completed
- Be in good standing with the SFMTA

In addition to these new changes, SFMTA proposed a change to the current awarding of the companywide incentive. Currently, the company with the highest number of paratransit trips completed per medallion receives a \$500 bonus each month. SFMTA is proposing a new tier system, in which all taxi companies would be eligible to earn. For every 100 paratransit wheelchair trips completed by ramp medallions at a single color scheme, the company would earn \$100 per month. For example, if all the ramp medallions at one company completed 250 trips in one month, the company would earn a \$200 bonus.

These proposed incentives will complement the existing incentives, which include the \$10 per trip incentive for paratransit wheelchair trips completed in a ramp taxi and the Airport Short Passes. There will be no changes to these incentives.

PC&O Taxi/Ramp Tax Subcommittee Meeting

Sam Alicia Duke read the following report:

- Fred Lein was elected Taxi & Ramp Tax Subcommittee Vice Chair
- **Comments from the Chair**
Vice Chair Fred Lein announced that Citywide has acquired Luxor Cab. Soon, all cabs now owned by Citywide (Citywide, Luxor, and Yellow) will all be painted yellow.
- **Service Quality Discussion**
 - **Passenger Issues**
Sam Alicia asked SFPT Taxi if the Citywide acquisitions will help put more Ramp Taxi's on the road. This began a discussion of ramp taxi initiatives, Flywheel app, and the various efforts being made by the color schemes and SF Paratransit broker toward increasing the ramp taxi availability and service.

- **Driver Issues**
Fred stated there was some confusion about using the Flywheel app with a SFPT debit card and discussion on this followed. Marty brought up the mortgaged medallion owners being under water and still have no word from SFMTA.
- **Color Scheme Issues**
Marty commented on aging taxi fleets and costs of maintenance. Mark Soto asked about updates from Luxor & Yellow related to the citywide acquisition. No Luxor info but Fred stated that Yellow is vacating 1200 Mississippi next week. Their operations are moving to the citywide offices and vehicles will be housed between Citywide and Luxor locations for 6 months at which time they will have a new location.
- **Broker Report**
Kent Hinton reported on the ramp taxi driver and company incentive awards for October, November, and December. He also reported Taxi OTP, as well as complaint/compliment trends for the quarter. The January taxi OTP was 100%. He also mentioned that the combined color schemes of CityWide, Yellow and Luxor will have on the order of 642 medallions with 16 of them ramp vehicles. The paratransit patron portal is still moving forward slowly. The final issues being resolved are the legal agreement with the credit card merchant services company and final determination of the web address for patron use.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for May 2, 2018 from 10:30am to 12:30pm at the Broker's office, 68 12th Street, San Francisco.

PC&O SF Access Subcommittee Meeting

Mary McLain read the following report:

- Bruce Oka was nominated and elected Vice-Chair by acclamation.
- **Service Quality Discussion**
Mary McLain of Transdev reported that the move of some of their personnel to the new Executive Park site has been postponed to April or May. They are seeking to hire drivers and a scheduler, as the former scheduler was promoted to Group Van coordinator. A candidate for safety and training manager has accepted their offer and should be starting within the next two weeks. They are exploring a potential order of smaller but more maneuverable cutaway vehicles, which would provide a middle-ground between the current cutaways and minivans. The dispatch team is working harder to improve efficiency when impacted by driver absences. They have received a lot of feedback regarding the new phone system, and will work to address now that the basic infrastructure has been tested.
- **Broker Report**

SF Access On-Time Performance (OTP) and Customer Service statistics were reported for December 2017, as well as January and February 2018. While OTP is trending above 85%, early March has been challenging. OTP trends have been reflected in complaint numbers. Tablets are being installed to replace Mobile Data Computers in the remainder of Brisbane's fleet, with vehicles of non-profit providers to be equipped next. The Broker is working with Trapeze on addressing gaps in the PASS-WEB application, which should be tested in April or May and launched in July. The Broker will be sending letters to ATR "attendant required" SF Access riders, advising that they are required to have an attendant travel with them when using the service. Brisbane will be addressing no-shows by issuing verbal and written warnings, with the Broker following up with suspensions as necessary but within the guidelines prescribed by the FTA. Funding was recently approved for the procurement of ten Prius sedans. The Broker has filled two previously vacant Finance positions.

The next PC&O SF Access Subcommittee meeting date is Wednesday, June 6th, 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.

The competitive job market has impacted the ability of the SF Access to recruit and retain drivers. This could impact service, particularly on days with high absenteeism.

- **Staff Changes**

At the SF Paratransit Broker's offices, there are two new staff members; Christina Ho, who is the new Finance Supervisor and Lisa Fang, who is the new Finance Lobby Teller. At the SF Paratransit Operations offices, Mitch Dye joins the team as the new Assistant General Manager, Lee Harrington is the new Safety Manager, and Jacob Williams is the new Group Van Coordinator.

- **PASS-WEB and WEB-CARE**

SF Paratransit staff is conducting ongoing discussions with Trapeze regarding several issues regarding the implementation of PASS-WEB and WEB-CARE. Several areas need to be customized from the software template to meet the needs of the SF Access and Group Van services. The goal is to have PASS-WEB deployed to a pilot group during the summer.

- **Taxi Patron Portal**

There have been issues with Bank of America and CabConnect, which needs to be resolved before the Patron Portal is made available for pilot users

- **Regional Eligibility Workshop**

MTC hosted a regional eligibility workshop in which staff involved with ADA eligibility certification process to discuss best practices and conduct peer case review.

- **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

Roland Wong stated that he has been unable to view his most recent taxi transaction through the Patron Portal. Kent Hinton replied that there was an issues with the website that required it to be temporarily not be updated but it has since been resolved. Roland would also like to see the Flywheel app have a mechanism that indicates to drivers that the trip was requested by a wheelchair user. Kevin Lee stated that he was unable to get a ramp taxi. He also indicated that there was an instance in which a taxi would not move on the loading zone to allow a SF Paratransit vehicle to pick up their riders. Doug Callahan suggested that if such an incident occurs again to request the sheriff officers get involved to better manage the curb space

Jane Redmond asked what the maximum ride time is for a SF Access ride as she recently experienced a lengthy trip. Mary McLain answered that the standard ride time on a SF Access vehicle should be comparable to the ride time on the Muni fixed route system. Planners review the routes the evening before to ensure that the routing is the most efficient while minimize ride times. Jane also pondered if SF Access drivers are aware of how a SF Access ticket purchased through MuniMobile works. Annette Williams stated that drivers were trained as to how to make sure that a ticket is activated through the app.

Kevin Lee remarked that he called the reservation line and no one answered for an hour. Mary McLain wanted to talk to him offline to get more details about the incident. Robert Grant stated that he was picked up over an hour late but that generally his trips are on time.

Adjournment

The meeting adjourned at 12:30 pm.

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