

Minutes
PCC Executive Committee Meeting
December 14, 2022

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Cheryl Damico, PCC Secretary; Fred Lein; Jessica Felix; Joan Kwansa; Mary McLain; Roland Wong; Susan Kitazawa

PCC Members and Guests: Tracey Gamedah; Jon Gaffney; Barry Taranto

PCC Executive Committee Member Excused:

SF Paratransit Staff: Marc Soto; Kevin McDonald; Justin Leong; Carol Osorio; Matthew Teixeira; Catherine Callahan

SFMTA: Annette Williams; Jonathan Cheng; Erin McAuliff

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

Read and Approve Agenda

Marty Smith read the agenda. The agenda was motioned/seconded/approved.

Approve Minutes of October 19th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith mentioned that he was having technical difficulties with his computer. He stated that he would like for management at the taxi companies to be more involved in the PC&O Taxi/Ramp Taxi meetings as there are issues related to driver recruitment, gate fees, and the ramp taxi program that need to be discussed by all parties.

2023 PCC Calendar dates

Jonathan Cheng announced the proposed meetings dates for the PCC Executive Committee and PC&O subcommittees in 2023. In addition, he asked the committee how they felt about the possibility of resuming these meetings in-person or hybrid format.

Cheryl Damico asked if the in-person meetings would be held at 1 South Van Ness, like for previous meetings. Jonathan Cheng confirmed that he intended for the meetings to be held at the same location as before. Roland Wong asked how soon we would potentially have the in-person meeting. Jonathan suggested that the March meeting date would be the soonest one. Annette Williams suggested that we revisit this topic during the January meeting date and that based on her experience, hybrid formats have not been effective. Susan Kitazawa, Marty Smith, and Roland Wong concurred with Annette's suggestion that we revisit this topic at the next PCC meeting in January 2023. Cheryl also added that she would like the January 2023 date moved up so that officers are elected earlier. Jonathan acknowledged that he will be on vacation, so the proposed January 2023 date was chosen to allow him to participate and facilitate the meeting. Annette and Roland were fine with maintaining the proposed January 2023 dates.

The 2023 PCC Executive Committee and PC&O subcommittee meeting dates were approved.

PC&O Taxi/Ramp Taxi Subcommittee Report

Roland Wong read the following report:

- The meeting began at 10:32 a.m. and the agenda for 11/02/2022 was read and approved. The minutes from 8/3/2022 were approved as written.

- **Comments from the Chair**

Jessica discussed the results of the ad-hoc committee on taxi issues. The committee is asking for someone to gather all stake holders together to discuss issues facing the taxi industry and together create real solutions.

- **SF Paratransit Broker Report**

Joe Skelton reported ramp taxi incentives paid through September. Service quality OTP is at 95% to 96% based on 90 to 95 riders' surveys. August & Sept 24,000 to 24,500 trips. Out of those totals the ramp trips are 7025 to 7080. Broker working on sending notices to riders of taxi meter increase which begins 11/17/2022.

Justin reported on the new ramp driver portal for IVR transactions, expediting the IVR process and incentives to drivers. Marc reviewed the current process for IVRs. This portal is designed to decrease the processing time, not increase the number of IVR transactions. If successful, the potential may open to all taxi drivers.

- **Rider Service Quality Issues**

Roland Wong discussed the number communication failures resulting in IVRs. He also mentioned that the addresses for pickup and drop off in his trip history seem to be highly inaccurate. Mara Math stated she has been stranded at least 4 times mostly due to drivers picking up other riders. Susan Kitazawa has also noticed taxis are taking much longer to arrive. Jessica asked the SFMTA participants if anyone is taking any actions on recruiting new drivers to taxis. Jonathan said no taxi services people are in attendance today, but he will follow up on this issue. Marty said this is exactly why they need the taxi task force, creative solutions to attract drivers.

- **Driver & Cab Company Issues**

Jessica brought up the SFMTA ramp driver meeting. The biggest issue that comes up is the SFO access incentives and how these changes have affected the ramp services in the city. Jonathan said they are discussing the SFO incentives and do believe they need to be increased. They are in discussion with SFO on these increases. He said they have been blocking SFO access to ramp drivers not meeting monthly minimum ramp p/u. Jessica asked anyone is monitoring these drivers to see if their ramp p/u suddenly increased. Jessica is still having problems with flywheel app, cannot get on the "with lean" payment system. Yellow is available but not reporting the log in hours. Barry Taranto likes the idea of the ramp driver IVR portal wants all drivers' access. He also supports increasing the SFO short passes for ramp taxis to 25 / month. He does not see any enforcement of

the minimum pickup requirement as the same drivers are there every day working only SFO. Mara believes that drivers get away with ignoring regulations due to driver shortage. Jessica & Susan explained to Philip Cranna, SFMTA, the ad-hoc committee finds a need for representatives from all stake holders to come together to discuss taxi issues and come up with real solutions. Philip said they have had an increase in taxi driver applicants in the last few months.

- **Public Comment**

Barry said that there are no spare ramp vehicles. When ramps are in repair, they are unavailable. There is no ramp driver training and several drivers on the road without certification. Jessica mentioned Brian & Gordon may be interested in becoming a trainer but the cost to be certified may be prohibitive.

Meeting was adjourned at 11:40 a.m.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is not yet scheduled.

PC&O SF Access Subcommittee Report

Mary McLain read the following report:

- **Service Quality Update**

Kenneth Richardson reported out for the operating division. They have recently experienced issues with tablets onboard the vehicles and are working on getting them resolved by the IT team. Recruitment is ongoing, and they have a class of 9 trainees this week, and a class of 15 trainees next week.

- **SF Paratransit Broker's Report**

Justin Leong reported on this quarters' statistics.

- SF Access ridership is hovering around 13,500 and 14,000 trips per month. There was a slight bump in October where it hit above 14,000.
- SF Access complaints are trending down, 1.1 complaints per 1000 trips in September and we are down to 0.8 complaints per 1000 trips in November.
- SF Access On Time Performance was in line with previous months, with a On Time performance of 97%.

The next PC&O SF Access Subcommittee Meeting date is not yet set.

Paratransit Broker Report

Mary McLain, Justin Leong, Catherine Callahan, and Marc Soto reported as follow:

- **Service Level Statistics**

SF Access trips averaged approximately 13,500 to 14,000 per month. The volume of taxi trips has remained consistent with about 23,000 to 24,000 trips per month. The number of monthly Group Van trips have increased slightly, from 2,400 trips in August 2022 to 2,700 in November 2022. SF Paratransit expects Group Van trips to increase further as other agencies reopen for regular operations, including L'Chaim

There is a continued downward trend in complaints, with a decrease from 1.1 complaints per 1,000 trips in September to 0.8 complaints per 1,000 in November for SF Access. There was only one complaint on Group Van from September - November

- **On Time Performance**

On time performance for SF Access was about 97%, for taxis, it varied from 81% to 94% and for Group Van, it ranged from 83% to 90%

- **Mobility Management**

There continues to be steady ridership on ETC with plans to make the program permanent. Staff is currently assisting people with accessibility questions with the opening of Central Subway and its new stations.

- **Technological Improvements**

Tablets are being updated as last component of full transitioning the communications system to FirstNet. Staff continues to work on upgrading the Trapeze software to version 21. It is still on pace to be fully implemented by early 2023. Implementation of Clipper 2.0 has been delayed to 2024.

- **Staff Changes**

For the operations team, Sam Tolley was hired as the new maintenance manager. There is an opening in safety and training manager and are finalizing interviews this week. Another class of van drivers are currently being trained

For the Broker's team, Rico Auga, who was previously an eligibility analyst, was hired as the new mobility specialist. Staff is working to fill one vacancy as the eligibility analyst. In addition, staff is working to finalize the offer to the selected candidate for the role of Director of Operations.

- **Riders' Guide**

The SF Paratransit Rider's Guide is being finalized with all information being made available in one booklet. Staff hopes to get new guides completed and printed by early 2023.

- **Taxi Meter Rate Increase**

The taxi meter rates were increased citywide and taxi allotment increases are available.

- **2022 Customer Satisfaction Survey**

The preliminary results from the 2022 Customer Satisfaction Survey have been compiled with the final report expected soon. The results will be presented at an upcoming PCC meeting.

- **PASS Train the Trainer training**

SF Paratransit training will be hosting a PASS training, which will certify individuals to be trainers and educate other taxi drivers about sensitivity training and issue ramp taxi certificates.

- **Ongoing Taxi Issues**

SFMTA and SF Paratransit acknowledge the issues that were raised by the committee about the taxi industry. We recognize that the taxi companies must be present to address these issues but that many of the issues raised go beyond the purview of SF Paratransit. In addition, SF Paratransit has been dealing with a reoccurring with a rider who has had persistent issues with network connectivity issues that is affecting payment processing using the in-taxi equipment.

Marty Smith mentioned that he has heard that some taxi companies do not want to deal with Paratransit and that there should be repercussions for taxi companies if this is accurate. Susan Kitazawa thanked Marc for his acknowledgement that taxi companies need to participate and address the outstanding issues. She mentioned that SFMTA needs to take an active role in addressing the concerns raised. Susan wanted clarification as to whether the PC&O meeting will focus about taxis or ramp taxis. Annette Williams clarified that PC&O Meeting also focuses on issues paratransit riders have with taxis, not just ramp taxis. Jessica Felix would like the SFMTA to compel taxi companies, particularly owners, attend PC&O meetings.

Public Comments

Barry Taranto appreciated Marc's report and the recognition of the importance to engage taxi companies' owners to address the outstanding issues. Jessica Felix asked if paratransit riders notified about the ability to increase taxi allotments. Annette confirmed that they were informed. Tracey Gamedah asked what the process is to file a complaint. Marc Soto told her that she should call the SF Paratransit office and staff will log the complaint, which will be investigated.

Adjournment

The meeting adjourned at 12:45 pm.

The next PCC meeting will be held on Wednesday, January 25th from 10:30 a.m. to 12:30 p.m.