

Minutes
PCC Executive Committee Meeting
January 7, 2026

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Jane Redmond, PCC Vice Chair; Kevin Lee, PCC Secretary; Zuhair Sinada, PC&O Chair; Cheryl Damico; Craig Nelson; Joan Kwansa; Mara Math; Olivia Santiago; Susan Kitazawa

PCC Members and Guests: Epee Rafanan; Barry Taranto; Bani Bhattacharya; Lydia Elias; Jon Gaffney; Daisy Jimenez; Dominic Buono; Fred Lein

PCC Executive Committee Member Excused

SF Paratransit Staff: Marc Soto; Justin Leong; Matthew Teixeira; Cheryl Hac; Wayland Li, Chun Yam; Catherine Callahan; Kenneth Richardson

SFMTA: Jonathan Cheng; Erin McAuliff; Javaun Garcia

Marty Smith, PCC Chair, called the meeting to order at 10:35 a.m.

Read and Approve Agenda

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

Read and Approve December 10th Meeting Minutes

Marty Smith read the agenda. The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith wished everyone a happy new year. He also encouraged individuals to limit comments to two minutes.

2026 PCC Executive Committee Officer Elections

For the position of chair, there was one nomination, Marty Smith. By acclamation, Marty Smith was re-elected chair of the PCC.

For the position of vice chair, there was one nomination, Jane Redmond. By acclamation, Jane Redmond was re-elected as vice chair of the PCC.

For the position of secretary, there was one nomination, Susan Kitawaza. By acclamation, Susan Kitazawa was elected as secretary of the PCC.

For the position of PC&O chair, there was one nomination, Cheryl Damico. By acclamation, Cheryl Damico was elected as PC&O chair of the PCC.

Clipper Card on Paratransit

Lydia Elias presented on the implementation of the Clipper Card for Paratransit in San Francisco.

The Metropolitan Transportation Commission (MTC) is leading a regional effort to introduce Clipper Card as a form of payment for Paratransit programs. The implementation will be launched in phases throughout Bay Area. The goal of this project is to make it easier to pay for riders to pay for their trip and allow them to travel without needing to carry a Clipper Card. Most paratransit agencies will use the software solution, where riders would choose to pay by Clipper Card at the time of booking while a few of the smaller Paratransit services will use the card reader. SF Paratransit will be the pilot agency using the software solution. For those with the software solution, the rider will need to add their Clipper Card number with the Paratransit agency prior to their reservation. Once the information is submitted, the rider will then inform reservation agent that they want to use Clipper card at the time of booking. There will be a limited launch in early 2026 with selected participants. Recruitment of volunteers will be upcoming and those who are interested are welcome to contact MTC. The selected participants will receive a Clipper card with limited value to use for the pilot.

Mara Math asked when the Clipper Card will be charged for a trip. Lydia Elias responded that it will be charged once the trip is performed. Jane Redmond clarified if this is only available for SF Access. Jonathan Cheng confirmed that it is only available for SF Access. She also asked about the number of participants in limited launch. Lydia stated between 50 to 100 participants. Joan Kwansa inquired if volunteers who already have a Clipper Card can participate. Lydia affirmed that they could but that they would like pilot participants to use the Clipper Card that is issued. Kevin Lee pondered if adding value will be the same process as the older generation Clipper Card. Lydia reiterated that for the purposes of the limited launch, the new Clipper card that will be issued will have limited value and once all the value is gone, individuals can load value the same way. Kevin followed up and asked if the older generation Clipper Cards could be used. Lydia confirmed that once the limited launch has concluded, all Clipper Cards can be used. Daisy Jimenez asked if the new Clipper Cards would be designed to differentiate from the older version of the Clipper Card. Lydia said it will have the standard design but will have sticker included. Jane Redmond inquired about the length of the pilot. Lydia replied that it will be a few months, at least. Craig Nelson confirmed that once someone is registered, they do not need to carry the Clipper Card when they take a SF Access trip. Marc Soto probed what a rider should do if they use all the preloaded value before end of pilot. Lydia answered that they should be able to reload value onto the MTC- issued Clipper Card. Susan Kitazawa asked if those with the older generation Clipper Card would need to upgrade to the most current version to utilize the Clipper Car as a form of payment once the pilot is concluded. Lydia said that the software should accommodate all versions of the Clipper Card.

Marc Soto asked if this software solution would ever support credit/debit card, which is available by the next generation Clipper Card. Lydia Elias stated that the proposed software solution does not provide this functionality. Zuhair Sinada probed about the funding for this pilot. Lydia replied that no SFMTA funds were used. Javaun Garcia asked about feedback and the role of SFMTA and SF Paratransit. Lydia stated that MTC will be managing feedback. Erin McAuliff asked who the ideal participant would be. Lydia would like more frequent users and those with a diverse knowledge of the Clipper Card. Joan Kwansa inquired about the information that will be provided to the pilot participants. Lydia answered that instructions will be provided to pilot participants while Jonathan Cheng added that new business rules will need to be communicated.

Paratransit Broker Report

Justin Leong, Kenneth Richardson reported as follows:

- **Service Level Statistics**
SF Access operated about 13,800 in October, 11,000 in November and 11,800 in December 2025. Paratransit taxis completed approximately 24,800 in October, and 21,900 in November, and 24,300 in December 2025. Group Van service completed 5,500 in October, 4,200 in November, and 5,200 in December 2025.
- **On Time Performance**
The on-time performance for SF Access was 95 to 96 percent in October to December 2025. The Group Van on-time performance during the same period was 97 to 99% percent from October to December 2025 while the taxi on-time performance 98 percent in October, 99 percent in November, and 91 percent in December 2025.
- **Mobility Management**
54 outreach events were completed in 2025 throughout San Francisco. Staff is preparing to offer assistance with the use of next generation Clipper Card. Work on travel training videos is continuing and staff may reach out to solicit volunteers to participate in their filming.
- **Update to Paratransit Contract Extension**
SFMTA Board of Directors approved a two year contracted extension on January 6, 2026. This item was previously presented to PCC Executive Committee during the December 2025 meeting. The next step is getting approved by the Board of Supervisors.
- **SF Paratransit Phone System**
Staff is working to finalize the cutover of the upgraded phone system at the SF Access call center.
- **Clipper for Paratransit**
SF Paratransit and SFMTA continue to work with MTC and Trapeze on the installation of the technology within the SF Paratransit environment. New business rules will be established to inform riders as to how to use Clipper Card for Paratransit. A limited launch with SF Paratransit riders will occur once the software has been successfully integrated.
- **SF Paratransit Staffing Update**
There are three vacancies at the SF Paratransit office. At the SF Access operations, there are two dispatch positions vacant. A new human resources manager will start on January 19, 2026.

Barry Taranto applauded Erin McAuliff for a streamline presentation of the proposed Paratransit contract extension at the SFMTA Board of Directors and would like to see her made the permanent Director of Accessible Services. He would like taxis to better support the overall

Paratransit program. Kevin Lee was glad to hear that the SFMTA Board approved the contract extension. Mara Math asked if there were any changes to scope of the contract. Jonathan Cheng confirmed that there were not. Olivia Santiago pondered if the extension would affect the existing union agreements. Jonathan stated that Transdev would be responsible for negotiating a new union agreement should it expire during the next two years.

Epee Rafanan asked what common complaints for the SF Paratransit program are. Justin Leong replied that it varies based on service mode; for example, SF Access generally has complaints about no shows. Marc Soto indicated that this could be a possible future agenda item if requested by the committee. Joan Kwansa asked how can PCC members be made aware of future outreach events. Catherine Callahan indicated that their participation would be dependent on the kind of outreach being conducted.

Public Comments

Mara Math gave accolades to Damian and Mike. Susan Kitazawa encouraged members to recruit additional participants and mentioned that during a recent trips on East Bay Paratransit, she as speaking with another rider and they mentioned that they heard negative comments about the PCC during a public event. Barry Taranto would like advance notices about PCC meetings. Olivia Santiago would like drivers to be recognized for their high ratings on the Paratransit Customer Satisfaction Survey. Kevin Lee mentioned an incident where a rider was incorrectly picked up and would like this incident investigated. Zuhair Sinada would like to have an alternative means for someone to activate their taxi debit card instead the automated phone call. Mara would like reminders to be issued that drivers should announce the rider's name when they arrive to pick them up.

Announcements

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, March 18th from 10:30 a.m. to 12:30 p.m.