

**Minutes**  
**PCC Executive Committee Meeting**  
**March 18, 2026**

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Jane Redmond, PCC Vice Chair; Susan Kitazawa, PCC Secretary; Cheryl Damico; Craig Nelson; Joan Kwansa; Kevin Lee; Mara Math; Olivia Santiago; Roland Wong; Sam Alicia Duke

PCC Members and Guests: Bani Bhattacharya; Jon Gaffney; Roberta Moore; Barry Taranto; Dmitry (onwards); Genevieve Evenhouse; Tracey Gamedah

PCC Executive Committee Member Excused

SF Paratransit Staff: Marc Soto; Justin Leong; Cheryl Hac; Wayland Li, Chun Yam; Catherine Callahan; Kirk Tran; Carol Osorio; Kenneth Richardson; Nichelle Williams; Jacob Williams; ShaRita Travis; Antonia Stevens

SFMTA: Jonathan Cheng;

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 January 7<sup>th</sup> Meeting Minutes**

Marty Smith read the agenda. Agenda was amended to include the three subcommittee reports to the agenda. The minutes were motioned/seconded/approved as amended.

**Comments from the Chair**

Marty Smith stated that he was glad to see everyone. He said that he wished he was here but could not attend in person due to health related issues.

Marc Soto added that today is Transit Employee Appreciation Day.

**2026 PCC Executive Committee Officer Elections**

Cheryl Damico, who was elected PC&O Chair for 2026, resigned.

For the position of PC&O chair, there were two nominations, Kevin Lee and Mara Math. Following a vote, Kevin Lee was elected as PC&O chair of the PCC.

**PC&O Group Van Subcommittee Report**

The report is as follows:

- **Broker's Report**

- Justin Leong of the Brokers office reported the following:

- On-Time Performance was 99.4% in October, 97.8% in November, 98.1% in December.
- Ridership was 9,293 trips in October, 7,447 trips in November, 8,892 trips in December.
- Complaints per 1,000 trips were 0 in October, 0.27 in November, 0.11 in December.
- The Broker has three vacant positions they are looking to fill.

Catherine Callahan of Mobility Management reported:

- Her team conducted 54 outreaches for the year.
- They are helping people navigate the Clipper 2 upgrade and providing guidance to those transferring from the RTC Card to Clipper Access.
- They plan to film some travel training videos and may need volunteers at a later date.

Marc Soto of the Brokers office reported:

- Efforts are underway to work with a consultant to update the Emergency Operations Plan.
- The SFMTA Board approved a two-year extension for Transdev's Paratransit Contract.
- In light of SFMTA's budget situation, we have identified cost saving measures that will not impact service.
- Computer equipment will be replaced at the Operating Division and Broker as part of the PC Refresh project.

- **Service Provider Report**

- Kenneth Richardson of Transdev Operations reported that they have 102 active drivers, with six (6) in training. There are two (2) dispatch vacancies.
- A new HR Manager was hired and will start January 19th
- Their cutover to the new Genesys phone system was completed.

- **Agency Provider Report**

- On Lok reported that they are not ready yet but are undertaking internal staffing changes first.
- Institute on Aging reported service has been good with the exception of one late pick up recently. The restroom use issue from the last meeting was resolved.
- The Arc SF reported service has been excellent.

The next PC&O Group Van Subcommittee Meeting date is tentatively April 8th, 2026.

Mara Math requested an explanation for the Paratransit contract extension with Transdev. Jonathan Cheng replied that there was an agencywide directive for cost saving measures. Following successfully negotiations with Transdev, the decision to extend the current agreement for an additional two years was made to fully realize these savings and provide time to identify scope changes to next Paratransit Request For Proposal.

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

The report is as follows:

- **Election of Vice Chair**

Craig Nelson was nominated and elected Vice Chair.

- **Broker’s Report**

Justin Leong presented the following service statistics:

OTP	Minutes of Wait Time			
	% On-Time	%<=10	% 11 to 20	%>21
October	97.85%	69.89%	25.81%	2.15%
November	98.89%	81.11%	15.56%	2.22%
December	98.89%	67.78%	24.44%	6.67%
January*	97.22%	72.22%	18.06%	6.94%

- Taxi Driver Incentives paid \$25,668 in October, \$27,068 in November, and \$28,764 in December
- Ramp Vehicle Incentives paid \$13,000 in October, \$14,000 in November, and \$13,000 in December
- SF Paratransit taxi trip count was 24,807 in October, 21,982 in November, 24,360 in December, and 22,846 in January
- Qualifying SF Paratransit taxi wheelchair trips was 1,325 in October, 1,276 in November, 1,564 in December and 1,599 in January .
- Taxi Complaints (per 1,000 trips) was 0.07 in October, 0.04 in November, 0.11 in December, and 0.08 in January.

- **Access for All**

Javaun Garcia of the SFMTA gave an update on Access for All, noting that Fog City Access and Tower had both concluded services for the current funding cycle, and Green Cab continues operating their ramp vehicle. He gave an overview of the upcoming RFP for the next cycle and summarized some lessons learned.

- **Broker Initiatives & Updates**

- The Contract Compliance Specialist role for van has been filled, they are still working to fill the Customer Service and Eligibility vacancies.
- Work is close to being complete to do a demo and rollout of an updated Patron Portal which includes a password reset feature. The are also working on a Ramp Driver IVR Portal concurrently.
- The Mobility Management team has been conducting outreaches and will be announcing their future dates once finalized. They are working on updating brochures as well.
- The SFMTA Board passed the two-year extension for SFMTA’s recommendation to extend Transdev’s contract for two years, it is going to the Board of Supervisors next.

- The transition of the Broker and Operations phone systems went well overall.
- The PC Refresh project has begun to replace computer equipment at the Broker and Operations location.
- The team has been working with SFMTA, MTC, and Trapeze on the Clipper 2 pilot initiative which will integrate Clipper for Paratransit.
- **Service Quality Issues**
  - Riders – Riders expressed concerns over Yellow Cab’s telephone system. The question of how drivers are compensated for their extra work to secure wheelchairs was noted as the per-trip incentive for ramp drivers. Riders also reported drivers and vehicles have improved overall.
  - Drivers & Cab Companies - Drivers discussed the issue of some that may refuse to accept Paratransit, especially at big events. They discussed the need for those to be reported to 311 and that it should be posted in taxis.
- **Items Not on the Agenda**  
Riders provided some feedback for improving the hold messaging when calling the SF Access call center.

The next PC&O Taxi/Ramp Taxi Subcommittee is tentatively February 4, 2026

Mara Math thought that if she requested a ramp taxi, she would be taking from a wheelchair user but now understands that ramp taxi drivers need more than only wheelchair users to provide trips to. Joan Kwansa was unaware that there was a Green Cab and would like their contact information. Jonathan Cheng said that SF Paratransit can provide her a list of the taxi companies and their contact information.

### **PC&O SF Access Subcommittee Report**

The report is as follows:

- **Vice Chair Election**  
Nichelle Williams was elected Vice Chair for the PC&O SF Access Subcommittee.
- **Service Quality Update**  
Kenneth Richardson, General Manager of the Transdev Operating Division, reported that the HR Manger position, two Dispatch positions, a Window Dispatch position were filled. Jacob Williams, Call Center Manager of the Transdev Operating Division, is currently onboarding a new Dispatch Clerk and Reservationist. The driver headcount is 103, and the Operating Division is trying to increase it.

Justin Leong Assistant General Manager of the Broker’s Office reported:

- SF Access On-Time Performance was 95.2% in December 2025, 94.5% in January 2026, and 94.8% in February 2026.
- SF Access On-Time Performance by Required Drop-Off Time was 93.8% in December 2025, 94.2% in January 2026, and 96.2% in February 2026.
- Ridership numbers were 12,242 in December 2025, 12,142 in January 2026, and 11,769 in February 2026.

- Complaints per 1,000 trips were 0.59 in December 2025, 0.52 in January 2026, 0.54 in February 2026.
- The Contract Compliance Specialist and Eligibility Analyst roles have been filled. There is a Customer Service Specialist vacancy.
- Broker's Office is working on a computer PC refresh project.

Catherine Callahan, Transit Mobility Manager reported they have multiple outreach events planned including two in January 2026, four in February 2026, and one each in March through May 2026. Saturdays will be added to Shop Around Shuttle schedule. A travel training video is planned.

Marc Soto, General Manager of the Broker's Office reported:

- SF Board of Supervisors approved the staff recommendation to extend the contract with Transdev through June 2028.
- Genesys (new phone system) rollout overall went well.

The next PC&O SF Access Subcommittee Meeting is tentatively on June 3rd, 2026.

Roberta Moore stated that she is having difficulties scheduling a pick up time that works with her schedule. Susan Kitazawa was sympathetic with those frustrations and stated that she seems to have better luck calling at least five days in advance in getting times that are more preferable. Olivia Santiago noticed that there is a difference in the time slots offered online versus via phone and even when she calls several days in advance, the time offerings are not ideal. Joan Kwansa agreed with issues with scheduling their trips. Mara Math also had similar issues and was told that she called multiple times but was told there is a limit to the number of times she can request a new timeslot. She also reported that from her own experience, reservation agents have had a better demeanor but has seen a slight downturn lately.

Marc Soto said that there are no limits to the number of calls to reservation regarding a certain trip. He clarified that SFMTA has a no trip denials but reservationist can negotiate with the rider an hour before and after the requested pick up time. Jacob Williams stated that when a client declines a trip offer, it is noted in the system but there are no restrictions on number of calls that can be made. Susan Kitazawa stated that she has had reservation agents tell her that there is a limit. Marc Soto requested that she file a complaint the next time this occurs so that they can investigate. Roland Wong commented that East Bay Paratransit also seems to place a limit in terms of how often a rider can request a new pick up time for an existing reservation. Olivia Santiago asked for clarification about the definition of a trip denial. Marc replied that a trip denial is defined as if a pick up time offered exceeds one hour before/after the requested pick up time. Marc sought to clarify if all available routes are offered seven days in advance. Jacob confirmed that they are.

Barry Taranto commented that Motiv-Care, which used to be called Logisti-Care, ended their contract with Yellow Cab so there should be more ramp taxis available on the road and would like SF Paratransit to use taxis to support any overflow service. Craig Nelson mentioned that he has a friend who uses RediWheels to go to/from San Francisco and San Mateo.

### **Paratransit Broker Report**

Justin Leong, Kenneth Richardson, and Marc Soto reported as follows:

- **Service Level Statistics**  
SF Access operated about 12,200 in December, 12,100 in January, and 11,800 in February 2026. Paratransit taxis completed approximately 24,300 in December, 22,800 in January, and 21,300 in February 2026. Group Van service completed 9,700 in December, 9,300 in January, and 8,100 in February 2026.
- **On Time Performance**  
The on-time performance for SF Access was 94 to 96 percent in December to February 2026. The Group Van on-time performance during the same period was 99 percent from December to February 2026 while the taxi on-time performance 96 percent in December and January and 100 percent in February 2026.
- **Mobility Management**  
Staff continue to work on a statement of work for travel training videos. Staff is participating in a regional wayfinding group to pilot an unifying signage for the region. Work continues to reconfiguring the Shop-a-Round van schedule with the acknowledgement of the upcoming closure of Luckys in the Western Addition.
- **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 approved by the Board of Supervisors.
- **SF Paratransit Phone System**  
In response to the comments from the March 2026 SF Access subcommittee, notification to callers about their place in the queue was added.
- **SF Paratransit Emergency Operations Plan**  
SF Paratransit staff have identified and met with two vendors to update the SF Paratransit Emergency Operations Plan. Produced a statement of work
- **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. Issues remain with the software solutions before it can be installed and tested in the current 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.
- **Paratransit Taxi Debit Card Technology Update**  
SFMTA and SF Paratransit is working on the next version of the Paratransit debit card as the current technology will be obsolete.
- **SF Paratransit Staffing Update**

Kirk Tran is the new van contract compliance specialist. Alex was hired as a Eligibility Certification Analyst. A customer service representative position is still vacant and interviews are ongoing. SF Paratransit continue to actively recruit for drivers and working closely with the new HR manager and working to identify new avenues to recruit drivers.

Marc Soto announced his retirement as the SF Paratransit General Manager on June 30, 2026.

Jane Redmond asked how locations for the Shop-a-Round stores are determined. Marc Soto stated that Catherine Callahan is responsible for identifying new store locations. Jane also mentioned that a former PCC member, Ruach Graffis, started Green Cab

Marty Smith was sorry to hear about Marc's imminent departure as he has been an asset to the SF Paratransit team. Barry Taranto would like to have Marc recognized at an upcoming SFMTA Board meeting and would like to have the PCC involved in the hiring of his successor. Cheryl Damico was surprised at his announcement and wished him luck on his future. Susan Kitazawa was happy but sad to hear about Marc's retirement. Carmen Alba thanked Marc for all of his work and recognized his work in San Francisco.

### **Public Comments**

Genevieve Everhouse would like clarification about Fog City on the taxi dispatch list. Barry Taranto stated that there is a taxi outreach meeting tomorrow and stated that there are a lot of individuals who have earned the Airport Short Pass. Susan Kitazawa would like current members to continue to recruit new members. Tracey Gamedah stated that there has been a lot of construction along Geary Blvd.

### **Announcements**

### **Adjournment**

The meeting adjourned at 12:25 pm.

**The next PCC meeting will be held on Wednesday, May 13<sup>th</sup> from 10:30 a.m. to 12:30 p.m.**