

Minutes
PCC Executive Committee Meeting
October 2, 2019
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Marty Smith, PCC Chair; Fred Lein, PCC Vice Chair; Cheryl Damico, PCC Secretary; Jane Redmond, PC&O Chair; Bruce Oka; Douglas Callahan; Gilda Chico; Jacy Cohen; Jessica Felix; Mara Math; Mary McLain; Robert Grant; Rodney Lee; Roland Wong; Sam Alicia Duke;

PCC Members and Guests: Susan Kitazawa; Joan Kwansa; Ray Liu; Alison Reeves; Jon Gaffney

PCC Executive Committee Member Excused:

SF Paratransit Staff: Kent Hinton; Richard Foiles; Kevin McDonald; Carol Osorio; Justin Leung; Natasha Opfell

SFMTA: Annette Williams; Erin McAuliff; Jonathan Cheng

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

Read and Approve Agenda

Marty Smith, PCC Chair, read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of August 2nd meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith yielded his time to allow for the committee to receive an update on SB1376 from Erin McAuliff and Annette Williams. Erin provided a summary of SB1376, which establishes a statewide fund, through a per-trip fee for every TNC trip, to help pay for accessible on-demand transportation. This fund will be administered by the California Public Utilities Commission. Funds can be accessed by TNCs if they meet certain benchmarks established by the CPUC in providing accessible on-demand transportation to wheelchair users. SFMTA is providing feedback to this body in terms of what the performance standards benchmarks should be for TNCs in order to access the funds. Among the performance measures that SFMTA encouraged the CPUC to consider as part of their benchmarks include their response time to requests from wheelchair users and ensuring its comparable to those of the general public. The next workshop will be in San Diego and interested parties can participate remotely.

Jane Redmond asked how the funds will be distributed and when did the per-trip fee begin. Erin replied that the fee has been collected since July 2019 and that the CPUC is still determining how to distribute funds. Susan Kitazawa pondered if other disabilities are being considered when establishing the performance benchmarks. Erin answered that they are. Mara Math questioned how the funds are being collected. Erin said that fees must be submitted within 15 days after

each quarter; if a TNC meets the performance standard benchmarks, the fees will be returned to the company. Marty Smith commended Erin for her work on this issue.

2019 SF Paratransit Customer Satisfaction Survey

Jon Canapary provided an overview of the results from the 2019 SF Paratransit Customer Satisfaction Survey.

Over 500 interviews with riders who recently completed a trip on SF Paratransit was completed over a month. The survey was conducted in multiple languages and during different times of the day. The survey questions generally remain consistent in order to provide a year to year comparison of the service. Among the key survey results include:

- 81% overall customer satisfaction with SF Paratransit; a slight decrease from last year's satisfaction rate of 84%
- A majority of trips were for medical purposes; the next most common purpose were for personal errands
- 90% satisfaction with the most recent trip; similar satisfaction level to 2018
- High satisfaction with the taxi services but most taxi riders are unfamiliar with the on-time window
- 93% satisfaction with the Broker services
- 57% of all riders interacted with the Broker; a slight decrease from previous years
- Riders use the service on average three times a week
- Two-thirds of all riders own a cell phone

Susan Kitazawa asked if most riders get the time requested for their trip. Mary McLain answered that under the ADA, schedulers are allowed to negotiate a pick up time with riders up to one hour before and one hour after the requested pick up time. Riders can also request to schedule a "no later than by" trip in which the reservationist will provide a pick up time that will ensure that the rider arrive by their appointment time.

PC&O SF Access Subcommittee Meeting

Mary McLain read the following report:

- **Service Quality Discussion**
Mary McLain of Transdev reported success in driver recruitment and retention as they reached their goal for overall drivers in-service and in training. Improvement work on the operations facility at 575 Tunnel Avenue had commenced. Their "Every Trip Counts" campaign emphasizes safety, on-time performance, and rider satisfaction. Mary announced they have a revised Quality Improvement Plan and seek to fill open safety and training positions. Transdev enters its fifth year as service provider, and Mary thanked her team for their efforts following a difficult 2018. Riders discussed no-show enforcement, same-day changes, and perceived scheduling and routing inefficiencies.
- **Broker Report**
Kent Hinton of the Broker's office reported SF Access On-Time Performance (OTP) exceeded 92% in August along with decreased complaints and increased compliments for

the quarter. Achievements included a 21% increase in drivers, new ramp taxi incentives which should relieve some demand for Access trips, and the ability to process over-the-phone payments for tickets and Taxi Debit Card value. The SF Access Online portal is undergoing in-house testing with a goal of an October launch. The Broker continues working with a consultant on a combined Rider's Guide and supplemental materials covering technology-related tools and services. Scheduling software improvements in progress or being explored include Corporate efforts to integrate Google travel times, updated maps, and street routing. Group Van routes to Stepping Stone Mabini were reorganized to accommodate riders that were initially using SF Access.

The next PC&O SF Access Subcommittee meeting date is December 4th, 2019.

Paratransit Broker Report

Kent Hinton reported as follow:

- **On Time Performance**

SF Access on-time performance was 92% in August. Group Van on-time performance was 91% in August. Taxi on-time performance was 96% in August.

One in five complaints are related to riders contesting a no-show.

- **Group Van Service**

Centro Latino is no longer providing DAAS service and Self Help for the Elderly will be permanently taking over their service starting October 1st. SF Paratransit has also been working with the Institute on Aging to ensure a smooth transition to their new location in the Presidio

- **SF Paratransit Taxi and Access Online**

There are currently 140 active users are utilizing the Taxi Online portal during its soft launch. For the Access Online program, SF Paratransit staff have met with the software management team to discuss the delays in implementing the program.

- **Mobility Management**

A brochure for the SF Paratransit Taxi Online is being developed. Videos are also being developed in order to guide users as to how to use the online portal.

- **Suspension of National/Veterans**

Currently, National/Veterans Cab is temporarily suspended transporting SF Paratransit riders due to issues related to their ITEs. Phone calls have been made to riders to inform them of this suspension

- **SF Paratransit Operating Facility**

The current operating facility at 575 Tunnel Avenue are being renovated

Mara Math and Susan Kitazawa both indicated that the message regarding the suspension of National/Veterans Cab from the SF Paratransit program was a bit confusing. Jane Redmond asked for clarification regarding the relocation of the Institute on Aging facility to the Presidio.

Roland Wong mentioned that he hoped that the updates to Trapeze mapping will also include the new streets adjacent to the new Chase Center. Kent Hinton replied that they are working on the mapping to include the new streets around the Chase Center.

Public Comments

Mara Math was glad to see that SF Paratransit participated in the most recent Sunday Streets and would like to see their continued participation. Cheryl Damico pondered if there was a blue zone at Stonestown for loading/unloading. Gilda Chico indicated that she has had issues with the rear passenger processing machine. Jessica Felix mentioned that Flywheel is not working for most ramp taxi drivers as it has been signing out drivers automatically. Susan Kitazawa would like to see greater participation by riders at these meetings.

Adjournment

The meeting adjourned at 12:30 pm.

The next PCC meeting will be held on Wednesday, December 11th from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.