

Minutes
PCC Executive Committee Meeting
August 15, 2018
1 South Van Ness Avenue, 2nd Floor Conference Room

PCC Executive Committee Members Present: Roland Wong, PCC Chair; Jessica Felix; Secretary; Marty Smith, PC&O Chair; Douglas Callahan; Fred Lein; John Lazar; Mary McLain; Marty Smith; Olivia Santiago; Robert Grant; Ruach Graffis; Sam Alicia Duke

PCC Members and Guests: Joan Kwansa; Charmaine Ramsey; Lise Cenicerros; Jon Gaffney; Susan Kitazawa; Marilyn Hayward

PCC Executive Committee Member Excused: Jacy Cohen; Jane Redmond; Rodney Lee

SF Paratransit Staff: Marc Soto; Kent Hinton; Richard Foiles; Kevin McDonald; Justin Leong; Tighe Boyle; Cheryl Hac; Carol Osorio

SFMTA: Annette Williams; Erin McAuliff; 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 May 9th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Roland Wong wanted to hold off on providing comments until later in the meeting

Jewel McGinnis Luncheon

Jonathan Cheng provided an update on the upcoming Jewel McGinnis luncheon. He announced that the luncheon will be held on Wednesday, August 22nd at the Legion of Honor. The group will meet at the Legion of Honor Café before proceeding on a docent led tour of the special exhibit, Truth and Beauty: The Pre-Raphaelites and the Old Masters.

PC&O SF Access Subcommittee Meeting

Jacy Cohen read the following report:

- **Service Quality Discussion**

Mary McLain of Transdev reported that the move of their administrative personnel to the new Executive Park office has commenced. While efforts continue driver recruiting, training, and retention, drivers from other Transdev locations have been temporarily brought in to help meet demand. They are also working with the Broker, SFMTA, and Group Van agencies on towards the procurement of additional vehicles.

In response to subcommittee member's comments, it was noted that all vehicles are equipped with Tablets utilizing Google Maps for navigation.

- **Broker Report**

SF Access On-Time Performance (OTP) and Customer Service statistics were reported for April, May, and early June. Due to driver recruitment and retention efforts, OTP is trending upward toward 85% from April's low of 81%. Complaints have been steady in the 45 to 47 to month range, correlating with OTP. The Broker is working with Trapeze on prioritizing 10 gaps in the PASS-WEB application, with pilot testing planned for early August. Comparisons between Trapeze and Google travel times are being made on an ongoing basis to maintain accurate system speeds for the scheduling software. Tablets have fully replaced Mobile Data Computers Brisbane's fleet. The Mobility Management department sent a mass mailing to frequent SF Access riders to remind them of the availability of taxi service.

The next PC&O SF Access Subcommittee meeting date is Wednesday, September 5th, 2018.

PC&O Group Van Subcommittee Meeting

Marty Smith read the following report:

- **Service Quality Discussion**

Mary McLain of Transdev acknowledged the recent challenges of driver retention and hiring. They have introduced additional bonuses and incentives, temporarily brought in additional drivers from other locations, and continue working with the Broker and SFMTA to overcome the issue. She also reported two additional personnel are assisting Jacob in the Group office with Martha's departure. The move of staff to the new 150 Executive Park location is complete, noting the positive impact for employee productivity and morale. Brisbane's maintenance department achieved all-time highs in reducing road calls and increasing the mileage between failures. Group agencies expressed concern regarding demand exceeding current capacity and inquired about the potential for additional funding. Agencies also reported positive feedback for their regular drivers.

- **Broker Report**

Kent Hinton of the Broker's Office reported Group Van On-Time Performance (OTP) and Customer Service stats, with June trending upward from May's low of 82% and complaints and rides over 90-minutes also spiking in May. Following the transition from Tablets have replaced Mobile Data Computers in Brisbane's entire fleet, non-profit providers are in the process of transitioning their fleets. Coordination continues with Stepping Stone and L'Chaim on their pending 5310-funded vehicles which will also be operated by Brisbane. While the Broker is moving forward with the PASS-WEB online application for SF Access, an alternative application for Group agencies utilizing Transdev's Vision software is being explored.

The next PC&O Group Van Subcommittee meeting date is October 10th, 2018.

PC&O Taxi/Ramp Taxi Subcommittee Meeting

Fred Lein read the following report:

- **Comments from the Chair**

Yellow Cab of SF restructuring is going well. Drivers are being given various options for leasing or owning cabs. Parent company CityWide Taxi implemented two employee-driver ramp vehicles effective 8/1/17.

- **Service Quality Discussion**

Cheryl Damico reported an incident when she was stranded and unable to obtain a ramp taxi ride on Friday evening August 27th because no ramp taxis were in service and SF Access was unable to accommodate her same day request. Citywide will be deploying new ramp taxis under the incentive program, which will operate on staggered shifts, including evening service. Jessica Felix stated she has lined up a driver who will work the night shift using her new ramp taxi once it is on the road.

- **Broker Report**

OTP for the quarter was at about 97%. Complaints increased in May & June, mainly due to drivers having ITE problems and then insisting on cash payment instead of following the IVR procedure. The Broker office will address this issue through color scheme site visits and direct outreach to drivers, to begin soon. Incentives for Q4FY2018 ranged from 4600 to 5200 each month. The Broker office fell behind in ramp incentive payments but is now caught up. Beginning in July, the color scheme incentives have been reworked so color schemes will be paid \$100 for each full increment of 100 qualified ramp trips they complete each month. The new ramp taxi capital and operating incentives were set to begin July 1st, but no vehicle owners submitted the required documentation in time to receive incentives for July.

Work on adding credit card purchase capability to the debit card patron portal is moving forward. The Broker office is targeting a retest with the pilot testers in September and expect the patron portal will be fully launched in October. Plans are in the works to retest in-taxi equipment for conformance with current Paratransit specifications and business rules.

Transdev's operating division is working with Citywide to develop a pilot test using taxis as back up to SF ACCESS. The idea is to use taxis to cover open routes, as well as assist in same day recovery of on-time performance. The service would be performed by pool of dedicated drivers who have been trained on the specific requirements of SF Access service. Initially only ambulatory patrons would be routed to taxis, as to not overwhelm the ramp taxi program. Riders would pay the SF Access fare just as if they were riding a SF Access van. There are issues that need to be clarified due to differences between DOT driver drug testing requirements vs the rules that are currently applied to taxi drivers.

Mobility Management sent letters to ACCESS riders who rarely or never use taxi services encouraging them to try using taxi. Additionally, customer service has been identifying riders who are candidates for a taxi allotment increase.

- **Public Comments**

The new state legislation SB1376 currently being discussed includes a fee for accessible services. The fee would be a funding source for our current services. Contrary to what was implied in the news, there are no current plans to change the requirements of the Paratransit program to allow TNCs to provide ramp taxi or van services.

The next PC&O Taxi/Ramp Taxi subcommittee meeting is scheduled for November 7, 2018 from 10:30 am to 12:30 pm at the Broker's office, 68 12th Street, San Francisco

Jessica Felix asked if Citywide still operates their some of their ramp taxis with employees. Fred Lein stated that the pilot ended.

Paratransit Broker Report

Kent Hinton, Marc Soto, and Mary McLain reported as follow:

- **On Time Performance**

On-time performance for SF Access for 81% for April, 83% for May, and 81% for June. For Group Van, the on-time performance was 85% for April, 81% for May, and 83% for June. For taxis, the on-time performance was 98% for April, 98% for May, and 97% for June. The decline in the on-time performance can be attributed to the issues with driver recruitment and retention as well as unexpected driver absences.

- **Technological Innovations**

Work continues on an online interface for SF Access riders that would allow riders to reserve, edit, and cancel trips. Staff is working with Trapeze to identify areas that need customization to meet the program rules of the SF Access service. A pilot is anticipated to begin in the latter part of the year with a systemwide launch anticipated for next year

In addition, work continues on an online interface for taxi riders to add value, track trip history, and report lost cards. A demonstration on the credit card function will be held shortly with internal staff. The vendor is also working with Lighthouse for the Blind to ensure that it is accessible. A pilot is planned for the latter part of the year with a systemwide launch next year.

- **SF Access Operations**

Training continues to increase utilization of tablets among drivers. The goal is to have decrease the number of trip edits made. Staff is working with a taxi company to provide backup service for the SF Access program. New Prius are being procured through a Clean Air Grant administered by the San Francisco County Transportation Authority.

- **Mobility Management**

Letters are being sent to high usage SF Access riders to encourage greater utilization of taxi services. Staff is also working to improve customer outreach.

- **Administrative and Staff Changes**

The administrative functions for the operations team has relocated to offices at Executive Park. Charles Posejpal, who was Maintenance Manager, has been promoted to Assistant General Manager. A previous vacant position as a planner has been filled.

Lise Cenicerros stated that all the add-ons to the driver's existing itinerary is causing additional stress on drivers, resulting in a poor customer experience. She also asked if Transdev considers how long it takes a driver to do their administrative functions when scheduling trips. Marc Soto replied that book keeping is included in the dwell time. He also mentioned that issues with driver recruitment is an issue that other paratransit systems are encountering regionally. Olivia Santiago was glad to hear that the planner position has been filled and agreed that drivers' stress affects the riders' experience. Marc concurred that the drivers have the toughest job and that there needs to be tools for drivers to see how they can effectively this stress. Ruach Graffis asked how often management meets with drivers to discuss events and the effects on routing. Mary McLain stated that all information is posted due to the different driver shifts but she personally tries to be there at least once a week for the early morning rollouts with fellow staff also at other morning rollouts. Charmaine Ramsey commented that a toxic work environment could affect the employment situation and would like to see improved communications. Roland Wong was glad to see the planner position filled and hoped that it would allow for better scheduling of routes.

Susan Kitazawa wanted to ensure that the accessibility for the websites also addresses vision impairments faced by those who are low vision and still utilize their vision to process information. Jessica Felix would like to see the Flywheel app work as advertised.

Public Comments

Ruach Graffis would like to see a taxi stand in front of the Kaiser building on Geary. Susan Kitazawa wanted to mention that there was a recent story on KPIX regarding ride times on East Bay Paratransit. Lise Cenicerros stated that the noise from the wheelchair securements are too loud

Adjournment

The meeting adjourned at 12:25 pm.

The next PCC meeting will be held on Wednesday, October 3rd from 10:30 a.m. to 12:30 p.m. at 1 South Van Ness, 2nd Floor Conference Room.