

Minutes
PCC Executive Committee Meeting
August 12, 2026

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

PCC Members and Guests: Jon Gaffney; Daveed Mandell; Fanny Lapitan; Barry Taranto; Patti Spaniak

PCC Executive Committee Member Excused

SF Paratransit Staff: Nanette Stephens; Justin Leong; Cheryl Hac; Wayland Li, Chun Yam; Matthew Teixeira; Kirk Tran; Rico Daga; Kenneth Richardson; Nichelle Williams; Jacob Williams; Tonia Sanders; John Dispo

SFMTA: Jonathan Cheng; Javaun Garcia

Marty Smith, PCC Chair, called the meeting to order at 10:30 a.m.

Read and Approve Agenda

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

Read and Approve May 13th Meeting Minutes

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith introduced Nanette Stephens, the new General Manager for the SF Paratransit Broker's office. Nanette provided a background on her experience within transportation and software industry.

CLC Transportation Fair

Patti Spaniak works with the Community Living Campaign and spoke about an upcoming transportation fair. This event will be held on Friday, September 18, 2026 at the Daring Faith Church from 10AM – 12PM. There will be representatives from public transit agencies and other businesses to provide transportation resources. She is looking to have taxi companies and TNCs to participate in this event. With the upcoming election, there is also an emphasis on advocacy issues to enhance support for public transportation. Patti is looking to educate seniors and older adults about transportation resources in the community. She is looking for advice from the committee about other organizations that she could reach out to participate at this event.

Craig Nelson asked where funding for the Community Living Campaign come from. Patti Spaniak answered through a combination of grants, Department of Disability and Aging Service, and private donations. Mara Math stated that inviting Waymo might be inconsiderate to taxi companies and wants to warn her about people advocating for autonomous vehicles. She also

stated that there are people advocating to vote against any upcoming ballot measures to support BART and Muni due to mistakes committed by both agencies. Patti replied that she wants to educate people about all transportation resources in the community. Zuhair Sinada did acknowledge that Waymo is an option for some individuals. Marty Smith asked about any specific participation by taxi companies and encouraged her to connect with Barry Taranto. Patti answered would like to reach out to taxi companies to participate. Barry Taranto would like SF Paratransit to do an email blast to ramp taxi drivers to participate and display/demonstrate the wheelchair accessible vehicle. He also encouraged Patti to reach out to Yellow and Flywheel to demonstrate their mobile apps. Joan Kwansa asked for the location of the event. Patti Spaniak stated that it will be at Daring Faith Church at 355 Ocean Avenue.

PC&O SF Access Subcommittee Report

Nichelle Williams read the following report:

- **Service Quality Update**
 - Nichelle Williams of Transdev Operations reported they have one (1) opening for a Dispatcher. Their driver count was 97 with additional recruitment ongoing.
 - Justin Leong of the Broker's Office reported that:
 - SF Access On-Time Performance by pickup time was 93.9% in March, 94.0% in April, and 92.8% in May.
 - SF Access On-Time Performance by Requested Drop-Off (appointment) Time was 94.9% in March, 94.5% in April, and 93.7% in May.
 - Ridership numbers were 13,257 in March, 13,114 in April, and 12,791 in May.
 - Complaints per 1,000 trips were 0.79 in March, 0.73 in April, and 0.99 in May.
 - They are working on a computer replacement PC refresh project with IT.
 - Work is ongoing with MTC, SFMTA, and Trapeze on Clipper 2.0 paratransit implementation.
 - Work continues on the One Seat One Ride pilot with San Mateo County.
- **Broker's Report**
 - Catherine Callahan, Transit Mobility Manager, reported that they tabled at Never Better Elders and are planning to table at the Wheel of Pride event on July 11. New Shop-A-Round locations are planned.
 - Marc Soto, General Manager of the Broker's Office reported:
 - SF Paratransit is planning to test street routing in the Trapeze scheduling software.
 - Marc will retire at the end of June, Justin Leong will serve as interim GM.
- **Announcements**

The Jewel McGinnis Luncheon will be held at Sunnyside Conservatory on June 17, 2026.

The next PC&O SF Access Subcommittee Meeting is September 2, 2026

Jane: who decides on the location for the new Shop-a-Round location; Nannette: going to talk more it in the Broker's report

PC&O Group Van Subcommittee Report

Cheryl Damico read the following report:

- **Group Van Service Quality Update**

- SF Paratransit Broker's Report

Justin Leong of the Broker's Office reported the following:

- On-Time Performance was 100% in April and May, and 99.7% in June.
- Ridership was 10,153 trips in April, 9,416 trips in May, and 10,216 trips in June.
- Complaints per 1,000 trips were 0 in April, May, and June.
- The Broker's Office is fully staffed after filling the vacancy for Customer Service Specialist.
- Efforts to update the Emergency Operations Procedures is underway as proposals are being reviewed.
- Some computers at the Broker and Operations locations have been replaced as part of the PC Refresh project.
- The pilot for One Seat One Ride with San Mateo County has begun.
- An internal pilot for Clipper 2.0 is planned for the end of July.
- Nanette Stephens is the new Broker General Manager following Marc Soto's retirement.

- **Service Provider Report**

- Transdev Operations reported:
 - They have 101 active drivers with 19 in training. They are seeking a new Safety Manager.
 - Corporate resources are providing support in improving routing and scheduling.
 - Self-Help for the Elderly was expecting delivery of new 5310 grant vehicles.
 - Kimochi had no updates

- **Agency Status Reports**

- Representatives from Catholic Charities OMI and Catholic Charities Day Services had no issues to report.

The next PC&O Group Van Subcommittee Meeting is October 14th, 2026

PC&O Taxi/Ramp Taxi Subcommittee Report

Craig Nelson read the following report:

- **Comments from the Chair**

- Craig Nelson raised concerns about Tower Mobility WAV vehicles lacking securement equipment.

- SFMTA clarified that Tower is no longer operating under Access for All, but may be working with other TNCs and is regulated by the California Public Utilities Commission.
- Information was provided on how to complain to the PUC about such issues.
- **Broker's Report**
Justin Leong presented the following service statistics:
 - On Time Performance was 98% from April to July 2026
 - Taxi Driver Incentives paid \$30,008 in April, \$30,776 in May, and \$31,408 in June
 - Ramp Vehicle Incentives paid \$13,800 in April, \$13,800 in May, and \$12,800 in June
 - SF Paratransit trip count was 24,294 in April, 23,558 in May, 23,225 in June, and 24,306 in July
 - Qualifying SF Paratransit taxi wheelchair trips was 1,564 in April, 1,646 in May, 1,601 in June, and 1,632 in July
 - Taxi Complaints (per 1,000 trips) was 0.19 in May, 0.23 in June, and 0.26 in July
- **Broker Initiatives & Updates**
 - Work is ongoing with Cabconnect to restore the original IVR phone number. The backup help desk is still available, and an issue to separate the fare from the tip was addressed.
 - New computers were deployed at the Broker and Transdev Operations as part of the PC Refresh.
 - The Mobility Management team continues to attend outreach events.
 - Nanette Stephens is the new General Manager for the Broker.
 - The One Seat One Ride pilot with San Mateo County has begun with a small number of trips so far.
 - There is a meeting this week on the Clipper 2.0 for paratransit project this week.
- **Service Quality Issues**
 - Riders asked if OTP data could be provided by area, as she experiences longer waits in some outer neighborhoods, especially in the evening. Drivers suggested incentives along with more requirements for airport access. Drivers discussed the use of speed cameras.
- **Items Not on the Agenda**
The SFMTA reported that the deadline for submittals for the Access for All RFP had closed, and an update would be provided at the next meeting.

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

Zuhair Sinada asked if the ramp taxi incentives are only for wheelchair users. Craig Nelson confirmed that it is for completed paratransit wheelchair trips

Paratransit Broker Report

Justin Leong, Nanette Stephens, and Kenneth Richardson reported as follows:

- **Service Level Statistics**

SF Access operated about 12,791 in May, 13,112 in June, and 13,218 in July 2026. Paratransit taxis completed approximately 23,558 in May, 23,225 in June, and 24,206 in July 2026. Group Van service completed 9,146 in May, 10,205 in June, and 9,304 in July 2026.

- **On Time Performance**

The on-time performance for SF Access was 90 to 93 percent from May to July 2026. The Group Van on-time performance during the same period was 100 percent in May and June and 99 percent in July while the taxi on-time performance 98 percent from May to July 2026.

There was an excessive number of driver callouts in July as they used the sick hours they received.

- **Mobility Management**

There were 12 outreaches from April to June with recent events including a Disability Pride event and another at the African American Cultural Center. A new Shop-a-Round schedule is developed based on suggestions from riders, geographic variety and accessibility of the grocery store. Safeway on Potrero Avenue has been added to the schedule. Additionally, travel training videos are being developed with proposals are expected to be received in late August 2026.

- **Vehicle Procurement**

Five new vehicles have approved and will be in service pending installation of Mobileye. SFMTA has received an second electric vehicle and is awaiting acceptance following vehicle inspections.

- **One seat/one ride**

Two trips have been completed since launch on July 1, 2026. SF Paratransit has been utilizing minivans for these trips to use trainee drivers to get experience in transporting riders and to be more cost effective. SFMTA is working with MTC to provide data in evaluating all pilots.

- **Trapeze Map Upgrade**

A new map for scheduling SF Access trips is being tested in the testing environment with the intent to push it to become live upon successful testing. One of the new features will be updated streets and addresses in San Francisco and San Mateo counties. This will help with Trapeze with street routing, which could provide more efficient routing and scheduling

- **Fare Increase**

All van fares will increase on January 1, 2027 from \$2.85 to \$3.00 one way. Outreach and mailings to riders will occur in September and October 2026.

- **Computer Refresh**

New computers have been issued to the Broker and Operations office. The old laptops will be decommissioned

- **SF Paratransit Emergency Operations Plan**

SF Paratransit staff have identified and met with two vendors to update the SF Paratransit Emergency Operations Plan. A statement of work is being produced and will be issued to these vendors.

- **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 solution before it can be installed and internal testing completed. 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. Consulting with a contractor who worked on the original debit card program; will be finalizing draft for SFMTA review

- **Paratransit IVR System**

Staff are working with CabConnect to address the ongoing issue with inconsistent approval being provided to drivers. There is a temporary fix in place where a live person will facilitate the processing of the IVR transactions and issue an approval code. The temporary fix to be active until CabConnect will be shifting to the new phone provider.

Staff acknowledged this issue is impacting riders from checking their card balance. CabConnect has the phone numbers in their possession and is working with another vendor to reopen the phone system. Encouraged everyone to either call the brokers office or use SF Taxi Online to check their balance

- **SF Paratransit Staffing Update**

There are open positions for drivers and dispatch positions. Currently there are 15 driver trainees. Rico Daga will be transitioning to part time work while he attends graduate school. Maria Alvarez will be helping with the in person outreach events in his stead. Marc Soto will be continuing to work in a consulting capacity with certain projects with SF Paratransit.

Zuhair Sinada is asking why drivers are leaving for other competitors. Kenneth Richardson said that there are a variety of factors. Jane Redmond and Marty Smith asked if there a driver incentive to retain employees. Kenneth said that they have used financial incentives in the past but were not able to retain drivers at the expected level. Mara Math suggested that the incentives be paid at a later time. Marty also suggested that jackets or other apparel be offered. Kenneth mentioned that they are hosting events with food and beverages to improve morale and Transdev

is hosting an employee appreciation week. Susan Kitazawa asked if riders can contribute to these events. Kenneth encouraged riders to file compliment their drivers for good service as it may be more effective to improve driver morale.

Jane Redmond asked how long the driver training is. Kenneth Richardson stated that it varies as there is permit training that needs to be conducted and passed in order to get the prospective drivers to start classroom training. Craig Nelson asked what license type is required to be a SF Paratransit van driver. Kenneth answered a Class C driver's license. Javaun Garcia encouraged Transdev to connect with CityDrive program, which trains people to be Muni drivers.

Zuhair Sinada requested clarification about One Seat/One Ride pilot. Craig Nelson inquired how many people can accompany a SF Access rider for free. Justin Leong stated that one Personal Care Attendant can ride for free along with the rider.

Kevin Lee asked if a senior or Clipper Access card be used for payment once Clipper Cards are allowed to be used as a form of payment. Jonathan Cheng affirmed this question. Mara Math asked if riders would have to provide their Clipper card number for each trip. Justin Leong clarified that rider do not have to provide Clipper card number when boarding and that the 10 or 19 digit number will be stored in our database for future use. Zuhair Sinada inquired as to how will drivers know to charge Clipper Card. Justin Leong stated that the drivers will have the information on the tablet and will verify payment method upon the rider boarding the vehicle.

Public Comments

Barry Taranto mentioned at last week's PC&O Taxi/Ramp Taxi subcommittee meeting that there was a complaint about the a Tower owned vehicle not having the proper equipment. Marty Smith responded that in addition to reporting this to the California Public Utilities Commission, the individual can also complain to the California Highway Patrol.

Mara Math stated that she lives in a place where there is no shelter and would like to receive a more accurate estimate of when her vehicle is arriving from dispatch. Kevin Lee would like the dispatcher to inform riders if their vehicle will arrive late and give them the option to cancel and book their own alternative service.

Announcements

Jonathan Cheng announced that Marc Soto will be recognized at September 1st SFMTA Board of Directors meeting. Barry Taranto encouraged those unable to attend in person to provide comments prior to the meeting date.

Adjournment

The meeting adjourned at 12:25 pm.

The next PCC meeting will be held on Wednesday, October 7th from 10:30 a.m. to 12:30 p.m.