

**Minutes**  
**PCC Executive Committee Meeting**  
**October 1, 2025**

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; Chuck Paschal; Joan Kwansa; Mara Math; Roland Wong; Sam Alicia Duke; Susan Kitazawa

PCC Members and Guests: Jon Gaffney; Fanny Lapitan; Fred Lein; Epee Rafanan; Roberta Moore; Wendy

PCC Executive Committee Member Excused: Olivia Santiago; Craig Nelson

SF Paratransit Staff: Marc Soto; Justin Leong; Matthew Teixeira; Randy Hac; Wayland Li, Catherine Callahan; Rico Auga; Nichelle Williams; Mikael Garcia; Jacob Williams; Angelica Mahmud

SFMTA: Jonathan Cheng; 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 were motioned/seconded/approved.

**Comments from the Chair**

Marty Smith apologized for not being there in person.

**Access for All RFP Discussion**

Javaun Garcia presented on the Access for All program and the upcoming RFP process for the next funding cycle.

Javaun Garcia provided background on the Access for All program, which was established by the California Public Utilities Commission (CPUC) to address lack of on demand service to wheelchair users by Transportation Network Companies (TNC). A 10-cent fee collected for all TNC trips and deposited into an “Access Fund.” TNCs are eligible to request offsets if meeting certain benchmarks for providing these wheelchair trips; if the TNCs don’t meet the requirements, funds are made available to a Local Access Fund Administrator (LAFA) for that county. LAFAs are responsible for administering these funds, including providing a competitive solicitation process for the distribution of funds, collecting feedback from the community on key priorities, and reporting on activities from the selected vendors. As the LAFA for San Francisco, SFMTA completed these tasks and identified additional local priorities, including increased availability in outlying neighborhoods and off-peak hours (nighttime and weekends). Following an evaluation of all submitted proposals, three vendors were selected, Fog City Access (Via), Tower Mobility, and Green Cab. Subsequently, San Francisco was awarded additional funds and is seeking feedback from the community to inform the next RFP. A survey will be made available after this meeting if people are interested in providing their feedback.

Sam Alicia Duke commented that she rode in the ramp taxi operated by Green Cab and it was new and in great shape. Catherine Callahan commented that services are good but there are instances where the wait times make it longer than public transit. Joan Kwansa used Fog City Access and appreciated the simple fare structure; additionally, when Tower Mobility was providing service, she appreciated the ability for pre-scheduled reservations. Roland Wong uses Fog City Access on a regular basis and mentioned that the shared ride aspect of the trip, similar to that of SF Access, sometimes makes the ride time longer than anticipated. He also expressed interest in completing the survey.

Jane Redmond inquired as to how riders can request trips. Javaun Garcia replied that Fog City Access and Tower have/had mobile apps that riders could request trips; for those who want a trip from Green Cab could be requested through traditional methods, including making a phone call or completing a street hail. Jane followed up by asking if this service is available for tourists and short term visitors. Javaun stated that while these services are not specifically designed for tourists or short term visitors but vendors are expected to promote and serve all interested parties. Mara Math asked why the agreement with Tower Mobility was discontinued. Javaun responded that there were some issues with timely reporting and a lack of rider growth. Epee Rafanan pondered the differences between using these services compared to Paratransit. Javaun stated that while it is up to the rider to determine which service best meets their needs, these services provide additional on-demand services. Susan Kitazawa added that if you used up your taxi allotment for the month, these services provide an affordable alternative service.

Cheryl Damico wanted to know how these services are funded and how data is reported. Javaun clarified that none of the funds are from SFMTA. He added that all providers must submit data based on CPUC requirements as well as additional data requirements to make sure local priorities are met. Kevin Lee asked how the Access Fund was created and who was on the evaluation committee. Javaun clarified that a 10-cent fee is collected by the state for every TNC trip performed. Jonathan Cheng provided details about the profile of the evaluation panel members. Zuhair Sinada asked for information about the entity that regulates this program. Javaun explained that LAFAs regulate the selected local entities, but the structure was developed by CPUC. Kevin inquired if other businesses like Waymo and Zoox can apply for funds; Javaun could not confirm if they would be eligible for funds but interested vendors would have to address how they will meet all the requirements in the RFP in their proposal.

Marc Soto asked if the RFP been issued. Javaun Garcia responded that it has not been. Wendy inquired if the contracts would only be for one year. Javaun stated that the CPUC recently changed the rules to allow for multi-year contracts.

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

The report is as follows:

- **Service Quality Update**

Mary McLain, Interim Manager of Operating Division reported the current headcount is 106 and goal is set to 120. Operations has hired Ricardo Hernandez to fill in the role of Human Resources and Mickel Garcia for the role of Safety Manager.

Justin Leong of the Brokers Office reported on service statistics:

- SF Access On-Time Performance was 92.3% in June, 95.5% in July, 94.6% in August.
- Ridership numbers were 11,812 in June, 12,415 in July, 12,018 in August.
- Complaints per 1,000 trips were 0.68 in June, 0.36 in July, 0.92 in August.
- They are working on updating the riders guide with addition to new photos.
- One out of the two new battery electric buses were recently acquired. The vehicle is being worked on by the vendor at Brisbane maintenance.
- CTAA will be coming up soon in the last week of October. The class size will be up to 20 people. Participants from taxi industry will be participating and will open up for others if seats are available.

Marc Soto reported on Broker initiatives:

- Operations have been 130 days without onsite General Manager. There are several interviews, and they are carefully selecting the right candidate for the position.
- Clipper 2 is still in progress, which includes business rules for users to use their clipper card to pay for their trips.
- Genesys has been fully implemented at the Broker's Office. The Operating Division will begin their training session on October 25th.
- The contract with SFMTA has concluded, and reports have highlighted budgetary challenges within the MTA. We're actively collaborating with the MTA to navigate these issues and ensure a positive outcome.

The next PC&O SF Access Subcommittee Meeting is tentatively on December 3, 2025.

### **Paratransit Broker Report**

Justin Leong, Marc Soto, and Nichelle Williams reported as follows:

- **Service Level Statistics**  
SF Access operated about 12,400 trips in July, 12,800 in August, and 11,700 in September 2025. Paratransit taxis completed approximately 27,300 trips in July, 26,100 in August, and 23,700 in September 2025. Group Van service completed 10,200 in July, 9,600 in August, and 9,200 in September 2025.
- **On Time Performance**  
The on-time performance for SF Access was 94 to 96 percent in July to September 2025. The Group Van on-time performance during the same period was 99 percent from July to September 2025 while the taxi on-time performance was 100 percent in July, 97 percent in August, and 99 percent in September 2025.
- **SF Paratransit Riders' Guide**  
Staff will be making updates to the SF Paratransit Riders' Guide to account for the new Paratransit van fares as well as updates to some policies and refresh photos.
- **Mobility Management**

The Mobility Management team will be hosting new in-house trainings every third Tuesday.

- **CTAA Train the Trainer**

SF Paratransit is planning on hosting a training on October 23 and 24, 2025 to certify individuals to become trainers. This would allow them to educate and certify taxi drivers to earn a ramp taxi training certificate, which allows them to operate a ramp taxi. Staff will be reaching out to taxi companies to ensure participation among staff. There is some interest from taxi drivers in participating.

- **SF Paratransit Phone System**

SF Paratransit Broker's office has been deployed in the Broker's office and work will begin to install and train staff at the operations call center in late October.

- **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.

- **Vehicle Procurement**

The first electric powered bus was approved and sent to service yesterday. Staff will be collecting data to evaluate its operational feasibility for long term fleet planning.

- **PCC Annual Meeting**

The PCC Annual will be held on Saturday, November 1<sup>st</sup> at the Lake Merced Boathouse. Staff are collecting nominations from all Paratransit riders and agency representatives for drivers and staff recognition awards.

- **SF Paratransit Staffing Update**

Mikael Garcia was re-introduced as the Safety Training Manager and Richardo Hernandez was introduced as the Human Resources Manager.

Marc Soto thanked Mary for her work stepping into the interim role as the SF Access General Manager. He provided a brief explanation about the hiring process for this role and mentioned that there is a highly qualified candidate being considered.

Mara Math stated that some taxi drivers do not want to pick up paratransit riders because they do not get paid until two weeks afterwards. Marc Soto clarified that the taxi companies are responsible for paying for the drivers and SF Paratransit pays for the trips performed. Barry Taranto would like to see taxis used in Paratransit to support any overflow trip and would like to see an app created to expedite the processing of IVR.

Mara Math commented that drivers have stated there are communication issues with dispatchers, which include dispatchers being inconsistent and unresponsive. She added that when she calls for dispatchers, she is connected to a dispatcher before a driver. Susan Kitazawa echoed the same comments but has overall been generally happy with the services. Jacob Williams commented that when drivers do not get immediate responses, it is likely that dispatchers are communicating with other drivers or riders and should follow up. Susan asked for clarification about improvements to routing and scheduling parameters. Marc Soto commented that there might be opportunities to improve the scheduling software without impacting the service quality.

Mara Math commented that steps on the 800 series Paratransit cutaway vehicles are too high. Mara also mentioned that she requested a standing order for an appointment but has been unable to receive a pick up time closer to the appointment time.

### **Public Comments**

Jane Redmond complimented Chuck Paschal on behalf of her friend. Barry Taranto mentioned that a former taxi dispatcher passed away recently. Wendy had a recent unsatisfactory encounter at the SF Paratransit office recently regarding a request for a copy of her recent taxi transactions.

### **Announcements**

Jonathan Cheng announced the PCC Annual Meeting on November 1, 2025.

### **Adjournment**

The meeting adjourned at 12:35 pm.

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