

Minutes
PCC Executive Committee Meeting
January 15, 2025

PCC Executive Committee Members Present: Mara Math, PCC Chair; Marty Smith, PCC Vice Chair; Jane Redmond, PCC Secretary; Zuhair Sinada, PC&O Chair; Cheryl Damico; Chuck Paschal; Craig Nelson; Jessica Felix; Joan Kwansa; Kevin Lee; Olivia Santiago; Sam Alicia Duke; Susan Kitazawa; Yvette McNeese

PCC Members and Guests: Barry Taranto, Harriette Cornet, Daveed Mandell, Tracey Gamedah

PCC Executive Committee Member Excused: Roland Wong

SF Paratransit Staff: Marc Soto; Kevin McDonald; Justin Leong; Carol Osorio; Matthew Teixeira; Randy Hac; Wayland Li, Nichelle Williams, Angelica Mahmud

SFMTA: Jonathan Cheng

Mara Math, PCC Chair, called the meeting to order at 10:35 a.m.

Read and Approve Agenda

Mara Math read the agenda. The agenda were motioned/seconded/approved.

Approve Minutes of December 11th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Mara Math deferred making comments as the PCC Chair and will instead speak during the elections for PCC officers.

Election of PCC Executive Committee Officers

For the position of chair, there were three nominations, Marty Smith, Kevin Lee, and Mara Math. Following a vote, Marty Smith was elected chair of the PCC.

For the position of vice chair, there were three nominations, Jane Redmond, Mara Math, and Kevin Lee. Following a vote, Jane Redmond was elected as vice chair of the PCC.

For the position of secretary, there was one nomination, Kevin Lee. By acclamation, Kevin Lee was elected as secretary of the PCC.

For the position of PC&O chair, there were two nominations, Cheryl Damico and Zuhair Sinada. Following a vote, Zuhair Sinada was elected as PC&O chair of the PCC.

PC&O Group Van Subcommittee Report

The report is as follows:

- **Service Quality Update**

Yvette McNeese of Transdev's Operating Division reported recruiting efforts have been successful with 28 drivers currently in training with a plan to graduate six (6) per week. The goal is to reach 125 drivers. Their next shift bid begins January 10th.

Justin Leong of the Brokers Office reported on service statistics:

- Group Van trip counts were 9,293 in October, 7,447 in November, and 8,892 in December.
- Group Van On-Time Performance held steady in October at 99.3% and an increase to 99.6% in November and a slight decrease to 98.7% in December.
- Complaints received were zero (0) in October, two (2) in November, and one (1) in December.

Justin Leong and Marc Soto reported on Broker initiatives:

- They plan to host a Community Transportation Association of America (CTAA), "PASS" training course around August 2025.
- The new phone system will be launched in January at the Broker's Office with Operations to follow after.
- SFMTA will issue a Request for Proposals (RFP) for the Paratransit brokerage and operations in 2025, as the current agreement with Transdev ends in June 2026.

- **Agency Quality Update**

- Tom Wong of Self-Help for Elderly reported that ridership counts were 2,998 in November, and 3,472 in December. They await the arrival of their replacement 5310-funded vehicle from Caltrans.
- Patty Clement of Catholic Charities reported overall things were running smoothly. She expressed concern about the length of time it took to add some riders.
- Mark Williams of The Arc had no updates but appreciated working with everyone.
- Rebecca Smith-Finlay of Institute of Aging reported overall things were running well but asked about a recent trip and the drop off times changing due to route changes.

The next PC&O Group Van Subcommittee Meeting is April 9, 2025.

Marc Soto thanked the previous slate of PCC officers and welcomed the new officers to their roles. He said that he will follow up on the outstanding items from Catholic Charities and his team is planning a meet and greet with the Group Van agencies for the spring

Paratransit Broker Report

Justin Leong, Marc Soto, and Yvette McNeese reported as follow:

- **Service Level Statistics**

SF Access operated about 13,800 trips for October, 12,100 November, and 11,900 December 2023. Paratransit taxis completed approximately 27,700 trips in October,

23,200 in November and 26,500 in December 2024. Group Van service completed 9,200 in October, 7,400 in November and 8,800 in December 2024.

- **On Time Performance**

The on-time performance for SF Access was 96 percent in October and November and 95 percent in December 2024. The Group Van on-time performance during the same period was 99 percent during these three months while the taxi on-time performance was 98 percent in October and 99 percent in November and December 2024.

- **Paratransit Van Fare Increase**

The fares for all SF Paratransit van services increased from \$2.50 to \$2.75 on January 1, 2025. SF Paratransit communicated this fare change through various channels to all Paratransit riders, including mailings, updates to the Muzak on-hold messages, new information on the SFMTA website, and verbal reminders during the SF Access reservation process. There were no reported incidents regarding unawareness from riders.

- **CTAA Train the Trainer**

SF Paratransit is planning on hosting a training in late summer/early fall 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 allow them to operate a ramp taxi. Staff will be reaching out to taxi companies to ensure participation among staff.

- **SF Paratransit Phone System**

SF Paratransit is updating the phone system for both the Broker's and operations call center. Transdev has selected Genesys for its new phone system and is in the process of acquiring the licenses for their product. Transdev corporate staff will be responsible for the installation of the new phone system as well as training for local staff. One feature of this new phone system is that there will no hardware in the office and it will all be managed remotely via cloud technology. Once the installation and training is completed, it will deployed in the Broker's office and upon successful implementation, work will begin to install and train staff at the operations call center.

- **Clipper 2.0 with Paratransit**

SFMTA and SF Paratransit continue to work with MTC on the development and implementation plan for the updated Clipper Card product that will facilitate payment on Paratransit. PCC members may be involved in pilot testing of this feature once it is implemented.

- **2025 Paratransit Customer Satisfaction Survey**

SF Paratransit staff is working on the development of the 2025 survey.

- **SF Paratransit Photo IDs**

Staff is evaluating alternative options to collect and store photos for the Paratransit taxi debit card. Staff will be working with SFMTA Taxi Services to address the in-taxi equipment to ensure that they are able to process payment for any updated debit card.

- **Vehicle Procurement**

13 new vehicles arrived and are expected to be deployed at the end of the month.

- **SF Paratransit Staffing Update**

SF Paratransit is actively recruiting for operators, window dispatchers, and mechanics

Jane Redmond asked if the new Paratransit vehicles are hybrid vehicles. Yevette McNeese responded that they are gasoline but that an electric Paratransit vehicle will be joining the fleet soon. Kevin Lee requested a demonstration of the electric paratransit vehicle before it is deployed. Justin Leong stated that will be arranged. Cheryl Damico asked where the charging stations for electric vehicles will be located. Marc Soto said that it will be at the current Paratransit operations facility at 575 Tunnel Avenue.

Kevin Lee inquired if fare payment will change after the deployment of the Clipper Card on Paratransit. Marc Soto replied that it will provide another payment option for Paratransit riders. Chuck Paschal and Susan Kitazawa wanted to know how will the Clipper Card work for Paratransit. Marc answer that the Clipper Card will not work like the Muni fixed route service where riders tag their card for payment; instead, the rider would have to register Clipper Card with Paratransit and at the time of booking, indicate that they will pay through this method. Kevin inquired if a rider would be able to add value to their Clipper Card at the SF Paratransit office. Marc indicated that they would not be able to. Jane Redmond asked if other Paratransit agencies in the region will be introducing the Clipper Card as a form of payment. Marc Soto indicated that the SF Paratransit program will be the pilot service and they will introduce it at a later date. Marty Smith asked if auto-loaded is an option for the Clipper Card. Marc Soto stated that the rider would be responsible for setting up auto-loaded on their Clipper Card. He added that funds can be added at any transit station. Kevin asked if SF Access van driver carry change. Marc and Justin replied that van drivers do not carry change and recommend that riders either buy SF Access van tickets or, if they have old SF Access tickets with the value of \$2.50, add a quarter to complete payment. Joan Kwansa commented from her experience that some drivers may assist riders by making change with future payments received.

Zuhair Sinada as how on-time performance trips calculated across all modes. Justin Leong and Marc Soto stated that all trips performed by each mode are tracked by the time they arrive at their pick up location compared to the negotiated reservation time for SF Access. Kevin Lee inquired if there were plans to incorporate taxi as a back up service to SF Access. Marc Soto indicated that there are no plans at the moment. Joan Kwansa asked if subscription trips/standing orders are still scheduled for federal holidays. Angelica Mahmud stated that all standing orders are cancelled on federal holidays except for dialysis trips.

Zuhair Sinada inquired as to how are complaints received by SF Paratransit. Justin Leong replied that they are received through a variety of channels include directly via office, or through 311, SFMTA, and MOD. All complaints are logged and investigated with a written response sent

within 14 days. Jane Redmond wanted to know how many complaints are received per day. Justin indicated that there are usually a maximize of four complaints per day. Joan Kwansa inquired if comment cards are available on the paratransit vehicles. Yevette McNeese confirmed that comment cards are available.

Public Comments

Sam Alicia Duke wanted to new SFMTA phone numbers for Accessible Services. Jonathan Cheng provided his direct number as well as the Accessible Services. Susan Kitazawa would like the physical address for the meeting location included in the 2025 calendar date. Jonathan will add the physical location and with information to direct them to the SFMTA website for the remote option.

Barry Taranto commented that a recent article about Waymo service did not mention that taxis are options for those with visual impairments and was disheartened that Lighthouse for the Blind is not encouraging taxi use for their clients. Barry also stated that he has been getting Paratransit request with the upfront pricing via Flywheel app. Mara Math requested clarification as to how Barry is able to identify if a Flywheel request is from a Paratransit rider. Barry stated that after he accepts the trip, he is notified that Paratransit rider. Barry also reiterated his request for an incentive program to provide taxi drivers with a per trip bonus for completing ambulatory Paratransit taxi trip at night time.

Zuhair Sinada would like taxi representatives to participate at meetings to address some of the problems regarding drivers declining payment Chery Damico stated that service animals are required to be accepted in taxis. Mara Math had experiences where taxi drivers would avoid request when they see a rider has a service animal. Tracey Gamedah has had difficulties getting a taxi trip in remote areas and had to take a bus to get more central location in order to get a taxi trip. She wanted to remind taxi drivers that Paratransit riders are constant business. Tracey also wanted Paratransit to advertise services with the upcoming Safeway closure. Jonathan Cheng stated that SF Paratransit is working with OEWD to advertise Paratransit services.

Announcements

The committee wished a happy birthday to Sam Alicia Duke. Kevin Lee announced that Roland Wong will be undergoing hip surgery and is welcoming visitors while he is recovering.

Adjournment

The meeting adjourned at 12:05 pm.

The next PCC meeting will be held on Wednesday, March 19^h from 10:30 a.m. to 12:30 p.m.