

Minutes
PCC Executive Committee Meeting
May 13, 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; Joan Kwansa; Mara Math; Olivia Santiago; Zuhair Sinada; Roland Wong

PCC Members and Guests: Jon Gaffney; Barry Taranto; Bijou O'Keefe; Roberta Moore; Cora McCoy

PCC Executive Committee Member Excused

SF Paratransit Staff: Marc Soto; Justin Leong; Cheryl Hac; Wayland Li, Chun Yam; Catherine Callahan; Matthew Teixeira; Kirk Tran; Carol Osorio; Rico Daga; Kenneth Richardson; Nichelle Williams; Jacob Williams; Mikael Garcia; John Dispo

SFMTA: Jonathan Cheng;

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 was amended to include election of a PC&O Chair. The agenda was motioned/seconded/approved as amended.

Read and Approve March 18th Meeting Minutes

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith stated that he was glad to see everyone and was eager to come see everyone in person at the next meeting.

One Seat/One Ride

Jonathan Cheng presented on the upcoming One Seat/One Ride pilot. This is a part of several regional pilots funded by the Metropolitan Transportation Commission (MTC). The pilot will facilitate a single trip between the SF Paratransit service area and the RediWheels service area in San Mateo, removing the need for transfers between service providers. During this pilot, there are several policies that differ from the regular ADA Paratransit service. Primarily, all trips through this pilot will be limited for medical purposes and are limited to weekdays only. Fares will be \$8 one way and can be paid by cash or prepaid van tickets with no change provided. All riders travel to San Francisco will be book their trip with RediWheels while trips from San Francisco will be booked with SF Paratransit.

Mara Math asked for clarification on the no strand policy. Marc Soto responded that this policy applies to trips where SF Access transports a rider to their destination and will guarantee a trip home; this policy will not apply to this pilot. Marc Soto added that all reservations will require

48 hours advance notice. Kevin Lee inquired if a medical device conference would qualify. Jonathan Cheng responded that it would depend on the purpose of the visit. Mara Math asked if the pilot would expand beyond medical purpose. Jonathan stated that initially it will only for medical trips but both agencies will re-evaluate any proposed expansion based on demand. Kevin Lee asked if a companion could accompany the rider. Jonathan answered that they could depending on space availability.

Susan Kitazawa wanted to confirm that if a rider lives in the RediWheels service area in San Francisco that they can continue to book direct trips with RediWheels to San Mateo County. Marc Soto stated that this pilot is not changing other aspects of the service; for example, if there are non medical trips to San Mateo County, you can still book via transfer trips. Olivia Santiago would to clarify the booking process. Jonathan replied that riders heading to San Francisco will contact RediWheels to book their trip while riders heading to San Mateo County will book with SF Paratransit. Joan Kwansa asked about the transfer point in San Francisco as well as if eligibility information needs to be transferred to another agency before booking a trip. Justin Leong answered that there are several transfer points and primary location is at Stonestown. Furthermore, if someone is seeking to use another Paratransit service in the San Francisco Bay Area, the transit agency should be able to get their information through the Regional Eligibility Database. Mara Math asked if Fort Funston in the RediWheels service area. Justin answered that would depend on where her final destination as Fort Funston is in both San Francisco and San Mateo County. Roland Wong added that East Bay Paratransit provides one seat/one ride to almost everywhere in San Francisco. He then asked if the \$8 fare is a flat fare. Jonathan affirmed that \$8 will be charged regardless of destination.

Barry Taranto asked if taxis will be involved and how the pilot is being funded. Jonathan Cheng answered that it is up to each transit agency to decide which service provider will provide these trips. He clarified that the pilot will be funded by MTC. Kevin Lee inquired if backup taxi service be provided. Jonathan reiterated that each transit agency will determine how to fulfill these trips with their service providers. Bijou O'Keefe requested information to increase their taxi allotment.

2026 PC&O Chair Election

Cheryl Damico, who was elected PC&O Chair for 2026, resigned.

For the position of PC&O chair, there were two nominations, Kevin Lee and Mara Math. Following a vote, Kevin Lee was elected as PC&O chair of the PCC.

PC&O Group Van Subcommittee Report

Cheryl Damico read the following report:

- **Read and Approve Agenda**
Marty Smith read and requested a motion to approve the agenda, Jacob Williams motioned to approve, Marty seconded.
- **Nominations and Election of Vice Chair**
Kevin Lee nominated Cheryl Damico on her behalf as PC&O Group Van Subcommittee Vice Chair. She was elected by acclamation.

- **Approve Minutes of January 14, 2026**

Marty requested a motion to approve minutes for the January 14th, 2026, PC&O Group Van Subcommittee meeting. Kevin Lee motioned to approve, Jacob seconded.

- **Comments from the Vice Chair**

There were no comments.

- **Group Van Service Quality Update**

- SF Paratransit Broker's Report

Justin Leong, Assistant General Manager of the Broker's Office, reported service statistics for January, February, and March; he noted that the March data was preliminary. On-Time Performance was 99.3% in January, 99.5% in February, and 99.9% in March. Group Van On Time Performance is measured by arrival time at the center compared to their program start time, not by pick-up time. Ridership was 9,329 trips in January, 8,105 trips in February, and 10,061 trips in March. Complaints per 1,000 trips were 0 in January, February, and March. Justin reported on Broker's initiatives. Vacancies in the Quality Service Department have been filled. Kirk Tran has been hired as a new Contract Compliance Specialist for van services. Tatiana Boyd filled the vacancy for Customer Service Specialist starting April 6th, and her role encompasses a mix of customer service and finance duties. Justin also reported that the contract between Transdev and SFMTA had been extended to June 2028. Matthew Teixeira, Wayland Li, and Marc Soto are working on updating SF Paratransit's Emergency Operations Procedures (EOP) by soliciting vendors for proposals. The Broker's Office is working on their PC Refresh project; The Broker's, Operations, and Data Center's computer equipment is being evaluated by SF Paratransit IT; new computer equipment should be obtained sometime within the next few months. The current General Manager, Marc Soto plans to retire in June, and a succession plan is being developed. Candidates for the position are being reviewed.

Catherine Callahan reported on Mobility Management initiatives. They are exploring possible adjustments to the Shop-a-round schedule based on rider feedback. Members of the team have also begun finalizing their mobility management certification, which is a particular third-party professional development program. They are continuing to teach riders about Clipper 2.0 and providing assistance for those who need it.

- Service Provider Report

Jacob Williams of Transdev Operations reported that the current active driver count is 101. One (1) driver is in behind-the-wheel training, and four (4) people are in class. The next class starts on April 12th, and they are still actively recruiting. They have two (2) call center vacancies: one (1) Dispatch Clerk position and one (1) Window Dispatch position. They are currently working on requests from Mission Creek, OMI, and Bayview. They also hired a new HR Manager, Antonia Sanders, who started near the end of January

Marty Smith asked if Fog City Access is out of business. Jonathan Cheng responded that their funding through Access for All expired. SFMTA is doing a new round of Requests for Proposals and will send notices out to various parties, including taxi companies. Zuhair Sinada asked who is working as the Dispatch Clerk and Window Dispatcher if there are vacancies available. Jacob responded that full staffing includes multiple Dispatch Clerks and Window Dispatchers; the current staff must make up for the vacancies. Zuhair asked why vacancies are ongoing. It was explained that while having existing staff provide extra coverage was not sustainable; vacancies open up when current employees change positions or find similar roles at other companies.

Alan Foo of Self-Help for the Elderly reported that a new Program Coordinator, Rebecca Truong, has replaced Tom Wong.

- Agency Status Reports
 - Sophia Lindsey from OMI Senior Center by Catholic Charities reported that Elizabeth Rodriguez, who is no longer associated with OMI, is still listed on some e-mails. OMI is also trying to reduce excessive cancellations.
 - Lupe Duran reported that On Lok 30th St. has been preparing for the audit season. On Lok 30th St. is working with SFMTA to create presentations. On Lok 30th St. also would like to resume Group Van in the future, and their staffing levels are acceptable. Justin asked Lupe to reach out when they were ready to discuss service.
- **Public Comments for Matters Not on Today's Agenda**

Kevin Lee said that recruitment was discussed at the last PCC meeting. He said that some riders are interested in joining meetings, but they are dissuaded by the amount of politics involved. Kevin added that he and Rico Daga of the Mobility Management would do recruiting outreach and asked for postcards. Justin Leong said he would provide them to Aurico. Kevin also said that he met a DAS user who was interested in joining the PCC. Marty noted that to become a PCC member, a rider must attend two meetings.
- **Announcement of the Next PC&O Group Van Subcommittee Meeting**

The next PC&O Group Van Subcommittee Meeting date is Wednesday, July 8th, 2026.

PC&O Taxi/Ramp Taxi Subcommittee Report

Craig Nelson read the following report:

- **Election of Vice Chair**

Craig Nelson was nominated and elected Vice Chair.
- **Broker's Report**

Justin Leong presented the following service statistics:

 - On Time Performance for January was 96%, February was 99%, March was 100% and April was 98%.

- Taxi Driver Incentives paid \$29,652 in January, \$28,092 in February, and \$28,780 in March
- Ramp Vehicle Incentives paid \$14,800 in January, \$13,800 in February, and \$13,800 in March
- SF Paratransit trip count was 22,846 in January, 21,276 in February, 24,853 in March, and 24,294 in April.
- Qualifying SF Paratransit taxi wheelchair trips was 1,611 in January, 1,474 in February, 1,507 in March and 1,539 in April.
- Taxi Complaints (per 1,000 trips) was 0.13 in February, 0.15 in March, and 0.30 in April.

- **Access for All**

Jonathan Cheng announced a Request for Proposals was issued for the next round of funding aimed at projects to improve on-demand transportation for people with disabilities. SFMTA is the administrator but the funds come from the California Public Utilities Commission. They referred those interested to see the website provided. Proposals are due May 20th and they already had a pre-proposal conference, they will post responses to questions very soon. There was discussion around the concern that some of the prior awardees did not provide what they felt was sufficient service. It was acknowledged that while some of the services didn't perform as well as hoped but lessons learned would be applied moving forward.

- **Broker Initiatives & Updates**

- The Customer Service vacancy was recently filled.
- Work with Cabconnect to address the IVR outage has been ongoing and while a permanent fix may be two weeks out a stopgap process will be in place soon and he will notify taxi companies.
- Computer hardware for the Broker and Operations PC Refresh replacement project has been ordered, as the existing PCs are beyond their useful life.
- The Mobility Management team plans to conduct outreach at Carnival and Sunday Streets, and they have been conducting three to five each month. A Shop-a-Round update will be coming soon to add locations such as the Farmers Market.
- Marc has been working with the Transdev and SFMTA teams on transition planning for his retirement, outlining open and routine tasks, along with assisting in the search for a new General Manager.
- The team has been working with SFMTA, MTC, and Trapeze on the Clipper 2 pilot initiative which will integrate Clipper for Paratransit, with fixes and testing to come end of May.
- A One Seat One Ride soft launch for San Mateo County trips may come as soon as July.
- Marc has been working with a consultant on the path forward for Paratransit Debit Card and the discussion draft is expected this week for review with SFMTA

- **Service Quality Issues**

- Riders – Riders expressed concerns over reckless driving and drivers not accepting Paratransit and asking for large amounts of cash to accept riders at

major events. It was noted that SFMTA plans to resume in-person taxi driver training which may help address those concerns.

- Drivers & Cab Companies - - Drivers acknowledged the issue of some drivers at big events, and noted that the traffic and the competition from rideshare surge pricing makes it not worth the trouble for some drivers. They acknowledge some riders will offset this by tipping more. There was also concern about drivers responding to calls and having their orders intercepted by Tower Mobility through the Uber app

- **Items Not on the Agenda**

The SFMTA was thanked for recently hosting a reception to recognize taxi drivers who received commendations, especially from riders with disabilities.

The next PC&O Taxi/Ramp Taxi Subcommittee is August 5, 2026

Mara Math thought that if she requested a ramp taxi, she would be taking from a wheelchair user but now understands that ramp taxi drivers need more than only wheelchair users to provide trips to. Joan Kwansa was unaware that there was a Green Cab and would like their contact information. Jonathan Cheng said that SF Paratransit can provide her a list of the taxi companies and their contact information.

Paratransit Broker Report

Justin Leong, Catherine Callahan and Marc Soto reported as follows:

- **Service Level Statistics**

SF Access operated about 11,769 in February, 13,257 in March and 13,114 in April 2026. Paratransit taxis completed approximately 21,276 in February, 24,853 in March, and 24,294 in April 2026. Group Van service completed 8,105 in February, 10,061 in March, and 10,153 in April 2026.

- **On Time Performance**

The on-time performance for SF Access was 93 to 95 percent from February to April 2026. The Group Van on-time performance during the same period was 99 percent while the taxi on-time performance 99 percent in February, 100 percent in March, and 98 percent in April 2026.

- **Mobility Management**

Staff participated in four events in February, three in March, and six events in April. Upcoming events include the Never Better Elders and Carnaval. Staff is also participating in BART Accessibility Taskforce and Regional Wayfinding Taskforce, assisting with transitions with various Clipper Card products, and working on updates the Shop-a-Round schedule.

- **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 solutions before it can be installed and tested in the current 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 is 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.
- **SF Paratransit Staffing Update**
Tatiana Boyle was hired as the customer service representative position. SF Paratransit continues to actively recruit for drivers and working closely with the new HR manager to identify new avenues to recruit drivers. Work continues to identify a new General Manager for the Paratransit Brokerage.

Barry Taranto asked how the temporary solution to IVR is being communicated to drivers and sought clarity regarding the target date for the permanent solution to the IVR issue as well as the new debit card system. Marc Soto said the Paratransit taxi debit card must be replaced within the next two years. Justin Leong added that SF Paratransit has communicated the temporary IVR solution to all color scheme managers and can email the communications to him.

Zuhair Sinada questioned what would happen if a Broker General Manager was not identified before Marc retired. Jonathan Cheng stated that he is actively working with Transdev to identify potential candidates and will regularly update the committee. Olivia Santiago expressed uneasiness about Marc's impending retirement but is hopeful that they can find someone with his expertise and experience to replace him. Roland Wong thanked Marc for all of his work in helping to develop a robust SF Paratransit service Chery Damico stated concerns about the continuity of projects following Marc's retirement. Susan Kitazawa commented that Marc has been a good listener and problem solver and appreciated his work. Joan Kwansa commended Marc for all of his work.

Public Comments

Zuhair Sinada asked if cones required for ramp taxis. Justin Leong said that they are not required. Susan Kitazawa requested information about why drivers are leaving. Kenneth

Richardson replied that Tonia has created an exit interview process with drivers and have heard that tolls played a role in one driver's decision to separate with Transdev. Marc Soto said that current labor agreements provide higher compensation for those with seniority.

Announcements

Jonathan Cheng announced Jewel McGinnis luncheon will be held on June 13, 2026.

Adjournment

The meeting adjourned at 12:25 pm.

The next PCC meeting will be held on Wednesday, May 13th from 10:30 a.m. to 12:30 p.m.