

Minutes
PCC Executive Committee Meeting
May 14, 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; Craig Nelson; Joan Kwansa; Mara Math; Olivia Santiago; Roland Wong; Sam Alicia Duke; Susan Kitazawa;

PCC Members and Guests: Jon Gaffney; Fanny Lapitan; Kevin Madden; Fred Lein; Garrett Brinker; Max Fisher; Barry Taranto; Tracey Gamedah; Patrick Crisp

PCC Executive Committee Member Excused:

SF Paratransit Staff: Marc Soto; Justin Leong; Matthew Teixeira; Carol Osorio; Randy Hac; Wayland Li, Cheryl Hac; Catherine Callahan; Chun Yam; Nichelle Williams

SFMTA: Jonathan Cheng; Javaun Garcia; Erin McAuliff; Olly Ogbue

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.

Approve Minutes of March 14th meeting

The minutes were motioned/seconded/approved.

Comments from the Chair

Marty Smith indicated he would like to see a centralized phone number for ramp taxis.

Accessibility Needs Assessment Survey Findings Presentation

Olly Ogbue presented on the findings from the SFMTA Accessibility Needs Assessment survey.

Olly Ogbue began with providing a background on how the survey was conducted. She stated that one in four San Franciscans have a disability and two thirds are people of color.

Accessibility is one of SFMTA's core value so there was a focus on ensuring that they survey process was accessible beyond conducting a online survey. The overall Accessibility Needs Assessment has three different phases –

1. Needs assessment and survey
2. Goals and actions
3. Implementation and measurement

This phase focused on the survey, which would help SFMTA identify and outline the key accessibility needs for our agency to focus based on priorities identified by public. The survey was conducted from September 2024 to January 2025 and available both in-person and online as

well in English and other languages. A ranking system was used for participants to identify priorities. Overall, there were 1,379 participants with a diverse ethnic and income levels.

Overall, participants prioritized immediate, practical solutions that impact daily mobility rather than long term policy shifts. Among the key findings based on each category include:

- Streets Capital Projects: Quick build safety projects and accessible pedestrian signals ranked as highest priority.
- Streets Planning Policies: Inclusive planning and inclusive data collection were ranked highest.
- Muni Capital Projects: Accessible vehicles and reliable elevators and escalators were ranked highest.
- Muni Service Planning and Policy: Affordable Muni service was ranked highest.
- Paratransit Mobility Management: More effective travel training ranked highest.
- Paratransit Capital Projects: Electric vehicles and a new Paratransit facility ranked highest.
- Paratransit Financial Needs: Fare assistance and cost effective alternatives to ADA van service were ranked highest.
- Paratransit Eligibility: Improved eligibility processes, which would make it easier for prospective applicants to sign up, ranked highest.
- Paratransit Service Performance: Same day reservations and chained trips ranked highest.
- Taxis: Accessible taxi stands ranked highest.

Olly acknowledged that there are current projects are already making changes to address some of the priorities. For example, the Muni Elevator Modernization project is in the process of upgrading 12 elevators. Additionally, the Free Muni for Seniors and People with Disabilities and other discounted fare program addresses affordability concerns. She mentioned that there could be a need to communicate better these projects to the increase awareness among the public. For the next steps, there will be focus groups with older adults and community outreach that will help shape drafting the action plan.

Mara Math commented that looks like survey did well connecting with non English riders. She mentioned that she thought that “no wrong door policy” was referring to educating Muni drivers that some disabled people need to use the front door to access the bus and can not use the back door. She also stated that Muni has been reduced frequencies and suggested benches be added to bus stops. Erin McAuliff suggested Mara reach out to Matt West or James Frank to communicate her concerns so that it is acknowledged in service planning decisions. She added that SFMTA is trying to limit impacts of service cuts to routes that serve Equity Priority Communities. Susan Kitazawa agreed with Mara’s points and stated that as a member of the Muni Equity Working Group, they discuss all options to help close a four percent budget shortage this year and a 20 percent budget shortfall next fiscal year. She recognized the need for public transit to support the community and recommended lobbying at the state level. Tracey Gamedah would like to see light rail going through the Tenderloin. Erin McAuliff answered that there are long range planning but funding is not there.

Marc Soto asked what the role of SF Paratransit in would be developing the action plan. Olly Ogbue stated that internal feedback will be collected from their office. Erin McAuliff added that the action plan will be budget constrained and that any plan will solicit feedback from groups for feedback before finalized. Cheryl Damico asked if the survey was focused primarily on Muni fixed route. Olly replied that the survey was focused on transit improvements for all seniors and persons with disabilities, including Paratransit. Tracey Gamedah commented that she would like to have Paratransit more affordable, regardless of ability of the rider to pay. Patrick Crisp asked if SFMTA be working with Department of Public Works. Olly and Erin responded that they will if that department is involved with the project.

Fog City Access Presentation

Max Fisher presented on Fog City Access, an Access Provider that was selected for the TNC Access for All program in San Francisco.

Max Fished stated that Fog City Access provides on-demand trips to wheelchair users and those with limited mobility; rides can not be prebooked. All vehicles are wheelchair accessible and branded as “Fog City Access”. Service is offered seven days a week, from 6AM – 10PM. Fog City Access is offering the service at no cost for a limited time to increase awareness but will be implementing a distance based fare. Payment will be accepted for via debit/credit card or exact cash fare. Trips can be booked through the Fog City Access app or by calling 628.265.5192; non English reservation agents available. When a rider is creating their account on the app, riders are encouraged to identify any accessibility needs, including as a wheelchair user. Riders can share ride details with their families and friends. Additionally, drivers are trained and receive refresher trainings quarterly, including a focusing on wheelchair securement. Since its launch, Via has conducted outreach to over 50 groups to inform them about service. Another round of outreach will start on May 16.

Mara Math asked if home care service providers can ride for free. Max Fisher answered that any attendant or companion will be charged \$1, in addition to the fare. She then inquired as to how fares will compare to taxis. Max stated that fare will be tiered and based on distance but there will be an emphasis on maintaining affordability. Kevin Lee and Roland Wong inquired as to the fare structure. Max reiterated that the intent is to have a simple fare structure with only three price options.

Cheryl Damico asked about the vehicle being used for this service. Max Fisher replied that the vehicles are accessible vehicles with a rear loading wheelchair ramp. She also probed the safety training conducted for drivers. Max answered that there is a vendor, DriverGE, that has been hired to train drivers to do wheelchair securements. Additionally, there is a field manager to monitor safety and all complaints and ensure there is quarterly safety training. Roland Wong commented that he has used Fog City Access twice and has had great experiences. One concern he mentioned was that he was unaware it was a shared ride service and while he was using the service yesterday, the driver took another rider. Max Fisher stated that the service was launched as a shared ride service and does not operate as a private service like a taxi.

Craig Nelson stated that he believes that a vast majority of the wheelchair trips are already being accommodated through existing service so he questioned how this new service will generate new

demand. Jonathan Cheng responded that this service is funded through a state administered program called the Access for All program. The purpose of this service is to address a lack of on-demand wheelchair service being provided by TNCs. All selected Access Providers were selected through a competitive process. Barry Taranto commented that he believes this service should have to be required to have taxi medallions.

Chuck Paschal questioned how this service will impact Paratransit service. Jonathan Cheng said that this should complement existing Paratransit service and provide another on-demand alternative for the senior and disabled community. Marc Soto added that SF Access requires a reservation at least one day in advance and taxis are considered same day service for Paratransit riders. He inquired if the vehicles are electric. Max Fisher confirmed that they are gas powered vehicles. Marc then asked if Via is accepting ride request from TNCs to help them meet their WAV requirements under the TNC Access for All program. Max confirmed that they are not. Jane Redmond wondered how many vehicles are in operation. Max stated that there are four to five vehicles on the road at any time and fluctuate based on demand. Zuhair Sinada inquired as to the funding source for this service. Max and Jonathan responded that these are designated funds from the California Public Utilities Commission and the program is administered in San Francisco by SFMTA.

PC&O Group Subcommittee Report

The report is as follows:

- **Service Quality Update**

Yevette McNeese of the Operating Division reported recruiting efforts have been successful. They plan to graduate six (6) operators per week with a goal of 120 drivers. They recently hired a new dispatcher and are still seeking a mechanic and a window dispatcher.

Justin Leong of the Brokers Office reported on service statistics:

- Group Van trip counts were approximately 9,038 in January, 8,307 in February, and 9,469 in March.
- Group Van On-Time Performance held steady in January at 99.4% and 99.2% in February and 99.5% in March.
- Complaints per thousand trips received were 0.14 in January, 0.15 in February, and 0.13% in December.
- Plan to host a Community Transportation Association of America (CTAA), "PASS" train-the-trainer course sometime Fall 2025.

Marc Soto reported on Broker initiatives:

- The new phone system will be launched soon at the Broker's Office with Operations to follow.
- They are reviewing candidates for Operations General Manager with Yevette's departure.

- **Agency Quality Update**

- Tom of Self-Help for the Elderly reported that ridership counts were 3,270 in February and 3,761 in March. They are awaiting arrival of a new 5310-funded vehicle.
- Jasper Lu, from DAS Community Partnerships, was introduced.
- Lupe Duran of OnLok 30th St. Center expressed interest in exploring restarting service. They will reach out to Justin's team when they have more details.

The next PC&O Group Van Subcommittee Meeting is July 9th, 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.

PC&O Taxi/Ramp Taxi Subcommittee Report

The report is as follows:

- **Ramp Requirements**

Craig Nelson added an agenda item requesting changes to the pickup requirements considering new TNC competition offering predatory pricing. It was reported that ramp taxi drivers are petitioning to grant SFMTA and Paratransit remote access to their in vehicle camera to verify general public wheelchair trips.

- **Proposed stipend or parking for participating drivers**

Jonathan Cheng advised it was not feasible. The SFMTA has a transit-first policy and does not offer stipends or parking to participants in other committee or board members.

- **Nomination & Election of Vice Chair**

Nichelle Williams was elected PC&O SF Access Vice Chair for 2025.

- **Broker Reports**

Justin Leong presented the following service statistics:

- Taxi Driver Incentives paid: January \$25,876; February \$23,132; March \$23,812
- On-time Performance: February 96.5%; March 97.85%; April 98.89%
- Ramp Vehicle Incentives paid: January \$12,800; February \$12,800; March \$11,800
- The SF Paratransit taxi trip count: January 26,513; February 24,346 ; March 27,310; April 26,850
- Qualifying SF Paratransit taxi wheelchair trips: January 1,355; February 1,180; March 1,226; April 1,132
- Taxi Complaints (per 1,000 trips): January 0.15 ; February 0.08 ; March 0.18 ; April 0.11

SF Paratransit and the SFMTA plans to host a CTAA PASS Train-the-trainer class in the fall, tentatively August, to encourage more taxi industry members to become ramp trainers. The SF Access fare will increase from \$2.75 to \$2.85 in July and an information campaign to alert riders is underway. Work towards launching the new phone system at

the Broker is underway and is expected soon. SF Paratransit continues work in the background toward Clipper II integration. The 2026 Customer Satisfaction Survey is in process. The Operations General Manager position is still open and they are in the process of reviewing the qualified candidates. Chun Yam has accepted the Manager of Administration position.

- **Service Quality Issues**

Drivers & Cab Companies – Barry Taranto reported that Uber petitioned the CPUC to allow ramp taxis to perform WAV rides but most ramp drivers say they won't take those rides. Paratransit riders cannot use their Paratransit card to pay for Uber.

The Jewel McGinnis Luncheon is June 11 at the Mission Creek Pavillion. SFMTA's Taxis Access & Mobility Services division has been incorporated under the Streets Division as part of their reorganization.

The next PC&O Taxi/Ramp Taxi subcommittee meeting date is August 6, 2025

Paratransit Broker Report

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

- **Service Level Statistics**

SF Access operated about 11,700 trips in February, 12,900 in March, and 12,900 in April 2025. Paratransit taxis completed approximately 24,300 trips in February, 27,300 in March, and 26,800 in April 2025. Group Van service completed 8,300 in February, 9,400 in March, and 9,100 in April 2025.

- **On Time Performance**

The on-time performance for SF Access was 94 percent in February and 95 percent in March and April 2025. The Group Van on-time performance during the same period was 99 percent from February to April 2025 while the taxi on-time performance was 96 percent in February, 97 percent in March and 98 percent in April 2025.

- **Paratransit Van Fare Increase**

The fares for all SF Paratransit van services will increase from \$2.75 to \$2.85 on July 1, 2025. SF Paratransit will be communicating 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. The value of the current \$2.75 van tickets will still be valid after July 1, 2025, but riders will need to pay 10 cents in order to use them.

- **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. Updates should be finalized by summer 2025.

- **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 in 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 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 has acquired the necessary licenses from Genesys and will be working internally to identify the necessary call flows. Transdev corporate staff will be responsible for the installation of the new phone system as well as training for local staff. Once the installation and training are completed, it will be deployed in the Broker's office and upon successful implementation, work will begin to install and train staff at the operations call center. Hardware is being ordered to allow the option for staff to have a physical phone.

- **2025 Paratransit Customer Satisfaction Survey**

The 2025 Paratransit Customer Satisfaction survey has concluded its field work and the results are being analyzed.

- **Vehicle Procurement**

The first electric powered bus expected to be delivered within the month. The purpose of this vehicle is to evaluate its operability for the paratransit operations. Drivers and mechanics will need to undergo additional training.

- **SF Paratransit Staffing Update**

SF Paratransit is actively recruiting operators, window dispatchers, and mechanics. The Operations team is actively recruiting and training new drivers every two weeks. Mechanics job and road supervisor is open and job listing is posted on Transdev website. GM

Chun Yam was hired as the Manager of Administration and Matthew Teixeira will return to his previous role as the Transportation Planner. There is a vacant a new Assistant General Manager for the Brokerage.

Chuck Paschal mentioned that the dialysis center at 2325 Buchanan will be moving to another location.

Public Comments

Olivia Santiago stated that there was a change in her pick up time, which was reflected in her account on the SF Access Online portal. However, she was contacted by the dispatcher before this "new" pick up time and informed that her vehicle is here. She also mentioned that the imminent arrival calls have also been inconsistent. Susan Kitazawa added that dispatchers have been arguing with the drivers regarding her not answering their call even though she was already

in the vehicle. She added that dispatchers should be reminded of the five minute allowance for riders prior to the scheduled pick up time before a rider has to start the boarding process. Barry Taranto stated that the number of ramp taxi driver who earned the Airport Short Pass has higher than what he anticipated. Kevin Madden expressed his appreciation for the Paratransit service due to his medical condition but commented that he is going through the appeals process and thinks is cumbersome. He also had a negative experience with intercounty trip and would like an mobile app to help riders reserve their SF Access trips. Mara Math would for a standing agenda item that would all for general public comments in the beginning of the meeting agenda. Susan Kitazawa would like a time limit for speakers.

Announcements

Jonathan Cheng announced the Jewel McGinnis luncheon on June 11, 2025.

Adjournment

The meeting adjourned at 12:35 pm.

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