April 2025 NFB of the San Francisco Bay Area Chapter Meeting Minutes

1. Call to Order
2. Introductions
   1. Christina
   2. Lisa
   3. Daveed
   4. Morine
   5. Darrin
   6. Tony
   7. Moe
   8. Serena
   9. Jeff
   10. Sheela
   11. Virginia
   12. Cindy
   13. Marco
   14. Taryn
   15. Steven
   16. Cheri
   17. Frank
   18. Yesenia
   19. Bobbi
3. Guest Presentation: Yesenia from Fog City Access
   * Her e-mails is: [Yesenia.Cobarrubias@ridewithvvia.com](mailto:Yesenia.Cobarrubias@ridewithvvia.com)
   * Fog City Access is an accessible rideshare service in San Francisco resulting from a partnership with SMTA
   * Expanding citywide throughout SF
     + Rides can be booked by using the Fog City Access mobile app, or by calling customer service at (628) 265-5192.
   * Free until May 17th and $5 per ride after that point. Payment can be made via card or exact cash. Any guest you bring with you is $1 per person.
   * Other customers will be in the ride
   * Operates 7 days a week from 6am to 10pm
   * Riders do not have to complete an application to be deemed eligible. However, riders will be asked about their access needs in order to be accommodated appropriately.
   * Same day service. They are asking that people make requests 25 minutes before they would like to leave.
   * Drivers have been educated on their legal obligation to transport service animals
   * Vehicles used are Chrysler Pacificas, which are lowered vans.
   * Once you book a ride, you get the driver’s name and driver’s license information via text. However, there is no way for you too contact the driver. The driver may call you.
   * If there is an issue with the driver, report it to the company. They will gather information from you and conduct an investigation. The rep believes there is a 3 strikes rules. In case of emergency, the driver reports it and the company can look into the log.
   * At the bottom of these minutes, you will find answers to questions posed during the meeting that she provided as follow-up.
4. Reports
   1. Secretary’ Report- Bobbi
      1. The March meeting minutes were approved
      2. An announcement was shared about ongoing issues with NFB listserves. These issues are causing random characters to appear in messages and preventing people from subscribing to listserves.
   2. Treasurer’s Report- Sara
      1. We have $1016.60 in our bank account and $200 in Venmo for a total of $1216.60.
   3. Legislative & Advocacy Report
      1. NFB and other disability organizations sue the US government over changes and cuts to SSI and Medicaid
      2. More information about the lawsuit can be found here: <https://nfb.org/about-us/press-room/disability-advocates-sue-social-security-administration-and-doge-stop-unlawful>
   4. Presidential Release Recap
   5. The NFB Newsline is looking for beta testers of the Android mobile app. Contact [jmednez@nfb if you are interested.org](mailto:jmednez@nfb.org)
   6. Newsline telephone has been modified and they are looking for beta testers. Contact [swhite@nfb.org](mailto:swhite@nfb.org)
   7. Registration for the Career Fair at National Convention is open. It will be July 9th from 1-4pm Eastern. More information can be found at nfb.org/employment
   8. Hotel rooms in the Marriott for National Convention are still available
5. Chapter Business
   1. State Convention Re-cap
      1. Out auction basket sold for approximately $260
   2. Outreach & Education Committee
      1. Social Gathering Update- April 12th gathering cancelled
      2. Upcoming Committee Meeting on Tuesday April 15th at 6:30pm using the same Zoom link that is used for the Chapter Meeting. An e-mail announcement will be sent out Everyone is welcome.

Vision Walk Saturday May 31st in SF at Golden Gate Park

1. Adjournment

Additional Information from Fog City Access:

* **Expansion**: the service will expand citywide in San Francisco. As of now, that does not include the East Bay, but riders can use other SFMTA transit options to connect and travel to the East Bay.
* **Drivers**
  + **Driver Training:** Our drivers receive both virtual and in person training.
    - In-person training demonstration days are conducted prior to launch by members of the Via driver operations team. Drivers receive hands-on experience with the driver mobile application through test shifts prior to going out on the road. During these in-person trainings, we share general expectations for conduct and customer service.
    - Drivers are training on wheelchair accessible vehicles with a full-day course that includes 3-4 hours of classroom instruction followed by hands-on practice and testing.
    - Drivers are also specifically trained on how to assist riders with a variety of disabilities.
    - Refresher courses are offered on a regular basis by our Operations team and continue to share updated information and procedures.
  + **Incidents:** Drivers are issued initial, formal, and final warnings in that order when necessary. Following any incident, drivers are immediately suspended so an investigation can be conducted. We appreciate any feedback on our drivers, positive or negative, and will address any need for improvement.
* **Fares**
  + I shared with the team the concern about offering discounts/lowering fares to accommodate riders who are on fixed incomes. We are looking into this and will follow up once we have an update.
* **The app**
  + I am waiting to hear from our team about:
    - Text directions, drivers having their GPS announce directions, or drivers calling out streets to riders.
    - Integrating a text or voice connection after ride booking and during the pickup process to communicate any changes/other notes to drivers.

Once I hear back from my team on some of these pending items I will let you know. I invite your members to use the service, rides will be free until May 17, 2025. Rides can be booked via the Fog City Access mobile app or by calling customer service at **628-265-5192**. If your members are open to it, we would be happy to do a feedback session in a few months so that we can hear about their experience and work to integrate any feedback on how we can improve the service.

If you have any additional questions or concerns let me know.

Thank you,

Yesenia

Covarrubias <[yesenia.covarrubias@ridewithvia.com](mailto:yesenia.covarrubias@ridewithvia.com)>