

Advisory Committee (PAC)

November 19, 2019 Minutes

Meeting commenced at 5:00 p.m.

PAC Attendees: Thomas Coppola, David H. DePorte, Mindy Jacobsen, Jean Ryan, Ellen Rubin, Tucker Salovaara, Sharada Veerubhotla, RueZalia Watkins

PAC members on the phone: Lyudmila Demikhovskaya, Stanley Weinblatt

NYC Transit Staff Attendees: Michael Cosgrove, Tammie Francisque, Donna Fredericksen, Ami Freyberger, Eugene Griffith, Anthony Griffith, Patricia Ibarguen, Felicia Jones, Brian O'Connor, Stephanie Palmadesso, Tejpal Prajapati, Donald Raimondi, Cassandra Lubin-Richards, John Salerno, Jayashri Srinivasan Cuffey, Shirley Teran-Marty, Brenda S. Walker

Guests: Frank Camp (GCS), Beverly Hamilton (GCS), Edward Freidman (MOPD), Uwvie Obodo (PCA), Jeva Nelovic (Pres. Island Transportation) Dino Dzevahire (VP Island Transportation) Youssel R. Sojm (Island Transportation Broker IT).

Introductions – David H. DePorte, PAC Chair

I. Approval of Minutes – David H. DePorte
September 17, 2019 minutes were approved unanimously.

II. AAR Service Report VP Michael Cosgrove

VP Cosgrove provided a summary of operating statistics from the Paratransit Report. A copy is attached to these minutes.

III. PAC Topic - Staten Island Broker Dzevahire Nelovic (President)

Islander Transportation was awarded the broker contract for Access-A-Ride trips on Staten Island. The President of Islander Transportation Ms. Dzevahire Nelovic introduced herself, co-owner Dino Dzevahire and Leo Yanchuk who handles Information Technology (IT). Ms. Nelovic's gave some background on Islander Transportation and informed the PAC that Islander is a Minority Women Based Enterprise (MWBE) based on Staten Island that has been providing transportation for over 30 years.

Islander Transportation further discussed how they can benefit the AAR program. Islander Transportation can dispatch a fleet of more than 300 vehicles across Staten Island and provides fully ADA compliant service.

Islander committed to excellent communication and will keep customers informed as follows:

- Text message notifications the night before
- Live text notifications on day of the trip
- Customers can track their vehicles up to 15 minutes before their trip with the MyAAR app.

If a customer needs assistance or would like an ETA, they can call Islander Transportation at 718-447-2222. Islander Transportation phone agents are available 24/7365 days.

Islander discussed it's driver training program which includes passenger sensitivity and on-the-road training.

- Upon hiring, drivers must complete classroom training and on-the-road training
- Training in workplace and vehicle safety
- Access-A-Ride Training: Passenger needs and sensitivity

Discussions and Member Feedback

Mr. Salovaara asked if the vehicles can accommodate more than one wheelchair.

Mr. Dzevahire explained in their fleet they have accessible vehicles which can accommodate one wheelchair and two ambulatory passengers. They can accommodate an increase in service since they can dispatch over 300 trips and can perform 2800 a trips a day.

IV. Paratransit Topic – E-hail Pilot Program Michael Cosgrove

PAC members were given the opportunity to view and listen to a video of Alex Elegudin, Senior Advisor of Accessibility, presenting on the E-hail phase II pilot program that was given at the MTA Committee Meeting on December 12th. This video covered information regarding the phase II of the pilot program, what it entails and how it will be implemented.

To view the video, click on the link below

https://www.youtube.com/watch?v=lo5V_VATRnA&list=PLZHkn788ZQJNP7XGKOhIA7dkYcSsDzN6C&index=13

PAC members inquired and the basic structure of phase II of the pilot was discussed as follows.

- An additional 1,200 customers will be added to the pilot for a total of 2,400 customers. The existing 1,200 will remain in the pilot. The new customers will be chosen randomly but will be representative of the overall demographics of the total AAR registrant population. As indicated in the video, participating customers will be subsidized up \$15 per trip allowed maximum of 16 trips a month.
- The customer will pay the AAR fare of \$2.75, AAR will subsidize up to the next \$15.00 of the cost. Any costs in excess of the \$15 is the responsibility of the customer.
- Customers participating in the pilot can still avail themselves of traditional Paratransit service for as many trips as they like.

Discussions and Member Feedback

Mr. Salovaara and Ms. Watkins were concerned with how the subsidized cost of \$15.00 doesn't allow customers from outer boroughs to travel to and from work or doctor appointments.

It was explained that customers will have access to different e-hail providers using their smartphones. The provider will display the price of the trip and the customer will determine if they want to accept the trip.

PAC members expressed overall dissatisfaction with the subsidized pricing and monthly trip limitations. They would like the MTA to reconsider the second phase of the pilot.

V. New/Old Business

Paratransit Advisory Committee had an internal discussion.

Closing

The meeting ended at 7:00pm.

Monthly Paratransit Advisory Committee Report (November 2019)

CATEGORY	November-2018	November-2019	Increase/Decrease Nov-18 vs. Nov-19
AAR Registrants	152,984	161,784	5.8%
Trips Requested (Total)	778,228	834,010	7.2%
Trips Scheduled (Total)	679,629	726,145	6.8%
On-Demand Trips Completed	25,115	34,622	37.9%
Trips Completed (Total)	631,054	678,620	7.5%
Total Boardings	867,391	928,408	7.0%
Trips Scheduled (Primary)	291,077	245,155	-15.8%
Customer No-Shows <i>As a % of Trips Scheduled</i>	9,832 3.4%	8,393 3.4%	0.0%
Carrier No-Shows <i>As a % of Trips Scheduled</i>	713 0.2%	285 0.1%	-0.1%
No Fault No-Shows <i>As a % of Trips Scheduled</i>	3,030 1.0%	2,358 1.0%	-0.1%
Trips Scheduled (Broker)	116,512	439,549	277.3%
Customer No-Shows <i>As a % of Trips Scheduled</i>	3,221 2.8%	11,188 2.5%	-0.2%
Broker No-Shows <i>As a % of Trips Scheduled</i>	141 0.1%	512 0.1%	0.0%
Pick-up On Time Performance (Primary) <i>less than or equal to 30 minutes</i>	95%	96%	1.0%
Pick-up On Time Performance (Broker) <i>less than or equal to 30 minutes</i>	92%	96%	4.0%
Appointment OTP Trips (Primary)			
<i>On-time (30 minutes Early to < 1 minute Late)</i>	46%	47%	1.0%
<i>Early (31 minutes to 45 minutes Early)</i>	28%	28%	0.0%
Appointment OTP Trips (Broker)			
<i>On-time (30 minutes Early to < 1 minute Late)</i>	36%	34%	-2.0%
<i>Early (31 minutes to 45 minutes Early)</i>	24%	26%	2.0%
Complaints	2,207	3,049	
per 1,000 Completed Trips	3.5	4.5	1.0
Commendations	977	656	-32.9%