

Paratransit Advisory Committee (PAC)

March 19, 2019 Minutes

Meeting commenced at 5:06 p.m.

PAC Attendees: Thomas Coppola, David H. DePorte, Lyudmila Demikhovskaya, Mindy Jacobsen, Ketrina Hazell, Jean Ryan, Ellen Rubin, Tucker B. Salovaara, Ken Stewart, Sharada Veerubhotla, Stanley Weinblatt,

PAC members on the phone: John Moynihan, Sharlene Kraft, RueZalia Watkins

NYC Transit Staff Attendees: Brian Altschul, Michael Cosgrove, Zhamyr Cueva, Tom Chin, Tammie Francisque, Donna Fredericksen, Kimeka Green-Hastings, Eugene Griffith, Simone Harvard, Patricia Ibarguen, Felicia Jones, Chris Messina, Stephanie Palmadesso, Don Raimondi, Cassandra Lubin-Richards, John Salerno, Kenneth Stuart, Shirley Teran-Marty

Guests: Arthur Jacobs(MOPD), Uwvie Obodo (PCA for Tucker B. Salovaara), Fadi Toska (CTG representative), Nora Orezzaoli (CTG representative) Edward Shinin (CTG representative), Robert Shinin (CTG representative)

Introductions – David DePorte, PAC Chair

I. Approval of Minutes – David DePorte, PAC Chair
Jan 15, 2019 minutes were approved unanimously.

II. AAR Service Report VP Michael Cosgrove

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

III. PAC Topic Pilot Program Update

VP Cosgrove spoke regarding the MTA Press Release that announced enhanced Broker program to expand taxi use for Paratransit service and the extension of the On-Demand Same day reservation E-hail pilot.

- An expansion of the new initiative, which allows NYC Transit's Access-A-Ride (AAR) program to provide more of its trips in taxis and for-hires vehicles.
- An eight-month extension of its on-demand e-hail pilot program, allowing 1,200 participating customers to electronically hail Yellow/Green Taxicabs and For Hire Vehicles on demand.

To read more regarding the changes see

<http://www.mta.info/press-release/nyc-transit/mta-announces-enhanced-program-expand-taxi-use-entire-paratransit-system-%E2%80%93>

Mr. Cosgrove stated that broker service will be available in Staten Island later this year, as it is in other boroughs, which was requested by Mr. Coppola. The vehicles will have GPS feeds so AAR and customers can track the trips.

Corporate Transportation Group (CTG) Broker Car Service

Edward Shinin President, Fadi Toska Director of IT, Nora Orezzaoli SVP of Sales

Ms. Orezzaoli introduced herself, Mr. Toska, Mr. Shinin and explained how CTG has been evolving this program with NYCT for several years.

She stated the primary focus of their service is improving the customer experience which drives all our internal processes whether it be driver training, technology, or the allocation of resources in the field. A new initiative being rolled out as part of enhanced broker service is to increase communication with the customer. Mr. Toska provided details the way this is done:

- The customer will receive a text message the evening before with p/u location and time.
- On the day of service
 - ✓ As the driver is in route, the customer will receive a text with a web link of a map in which they can locate the vehicle, including its make, model and color as well as driver information.
 - ✓ When vehicle is on location another text is sent, that driver is on location.
 - ✓ In addition, a customer can use their Mymta app to locate the vehicle.
 - ✓ This information can also be provided if a customer calls into the Command Center.

Discussions and Member Feedback

Ms. Ryan asked how can they guarantee they will have enough drivers on their fleet to provide service, since many of the for-hire operators set their own schedule?

Ms. Orezza explained that CTG is in full compliance with ADA and in meeting all FTA standards. CTG is the largest operator of black car service in the tristate area and operates their own affiliates that provide for-hire vehicles.

Mr. Coppola mentioned that he is visually impaired so the option of receiving a text message isn't easily achievable for customers with a vision disability. If a script is developed, the message should be shortened since a voicemail message may cut off. Ms. Orezza agreed and will consider the change. This will be communicated to individuals without cell phone. However, a customer can always call the CTG dispatcher call center that is responsible to locate the driver in real time and make sure there is a successful connection.

Ms. Watkins was pleased that CTG rear loading vehicles are large enough to fit customers with larger wheelchairs and scooters.

IV. PAC Topic

AAR Fleet- Chris Messina Standard & Compliance Director

Mr. Messina presented a PowerPoint specifying that currently Access-A-Ride's dedicated fleet has 1,891 vehicles, assigned to 13 carriers. They consist of sedans and lift or/ramped equipped vans / SUVs. The six types are vehicles are 5/2 Vans, Ford Transit, Flex, Ford Collins (aka Flex 2), Toyota Camry and MV-1.

The name of the 13 Carriers

- Advance (ADV) located in the Bronx
- CBT Para Transit (CBT) located in Bronx
- Columbus (COT) located in Mount Vernon
- CareRide (CRP) located in Ridgewood
- Empire (EPC) located in Brooklyn

- GVC II located in Bronx
- All Transit (ITA) located in Arverne
- Maggies (MAG) located in Brooklyn
- MV Public (MVP) located in Brooklyn & Staten Island
- MV Transportation (MVT) located in Brooklyn
- Premier (PRE) located in Brooklyn
- Professional (PTC) located in Jamaica
- Star Cruiser (STC) located in Brooklyn

Discussions and Member Feedback

Deputy VP Raimondi explained that Mr. Messina's Unit has individuals responsible for the compliance of the 13 dedicated carriers. They also inspect the new vehicles and make ensure they meet standards.

Mr. Cosgrove informed Mr. DePorte that his comments regarding the comfort of the flip seat cushion have been addressed in the second order of vehicles. Mr. DePorte and the group was pleased at the adjustment.

Ms. Jacobsen asked if Access-A-Ride would consider increasing the fare to \$10.00 for customers who want the On-Demand Pilot. At the moment, the 1,200 customers who are on the On-Demand Pilot are extended to the end of the year and that options were being considered.

V. New/Old Business

Mr. Salovaara asked if the we can discuss the AAR MetroCard.

Ms. Watkins desired an update on AAR designated stops, U.S. Tennis Open entrances and many accessible beaches. Ms.

Fredericksen informed Ms. Watkins that she will provide her that information.

Closing

Ms. Jacobsen moved to adjourn and Ms. Watkins second the motion. The meeting ended at 7:00pm.

Monthly Paratransit Advisory Committee Report (March 2019)

CATEGORY	March-2018	March-2019	Increase/Decrease Mar-18 vs. Mar-19
AAR Registrants	148,185	155,332	4.8%
Trips Requested (Total)	706,999	860,693	21.7%
Trips Scheduled (Total)	599,838	745,067	24.2%
Trips Completed (E-Hail)	136,617	197,118	44.3%
Advanced Reservation	127,599	167,198	31.0%
On-Demand	9,018	29,920	231.8%
Trips Completed (Total)	549,467	685,692	24.8%
Total Boardings	760,561	941,311	23.8%
Trips Scheduled (Primary)	306,426	301,765	-1.5%
Customer No-Shows	9,257	10,091	
<i>As a % Trips Scheduled</i>	3.0%	3.3%	0.3%
Carrier No-Shows	583	365	
<i>As a % Trips Scheduled</i>	0.2%	0.1%	-0.1%
No Fault No-Shows	3,003	2,689	
<i>As a % Trips Scheduled</i>	1.0%	0.9%	-0.1%
Trips Scheduled (Broker)	110,193	151,459	37.4%
Customer No-Shows	2,601	4,700	
<i>As a % Trips Scheduled</i>	2.4%	3.1%	0.7%
Broker No-Shows	320	325	
<i>As a % Trips Scheduled</i>	0.3%	0.2%	-0.1%
Pick-up On Time Performance (Primary) <i>less than or equal to 30 mins</i>	95.3%	96.5%	1.2%
Pick-up On Time Performance (Broker) <i>less than or equal to 30 mins</i>	91.0%	92.0%	1.0%
Complaints per 1,000 Trips Completed	2,470 4.5	3,572 5.2	0.7
Commendations	847	805	-5.0%