

Paratransit Advisory Committee (PAC)

March 20, 2018 Minutes

Meeting commenced at 5:05 p.m.

PAC Attendees: Thomas Coppola, Lyudmila Demikovskaya, David H. DePorte, Mindy Jacobsen, Sharlene Kraft, Ketrina Hazell, Ellen Rubin, Jean Ryan, Tucker B. Salovaara, Ken Stewart, Sharada Veerubhotla, RueZalia Watkins

PAC members who were not in attendance: John Moynihan, Stanley Weinblatt

NYC Transit Staff Attendees: Brian Altschul, Brandon Anderson, Michael Cosgrove, Tom Chin, Lynda Edmond, Tammie Francisque, Donna Fredericksen, Eugene Griffith, Patricia Ibarguen, Felicia Jones, Simone Harvard, Diane McFarlane, Stephanie Palmadesso, Genesis Rodriguez, John Salerno, Kenneth Stuart, Shirley Teran-Marty, Rosemarie Venero, Brenda S. Walker, Tracey Young

Guests: Judith Buckley (NYCT Deputy Chief ADA Officer), Edward S. Friedman (MOPD TLC Coordinator), Frank Camp (GCS), Uwvie Obodo (PCA for Tucker B. Salovaara),

Telephone Conferenced Guest: Quemuel Arroyo (Policy Officer for Accessibility & ADA Coordinator)

Introductions – David H. DePorte, PAC Chair

I. Approval of Minutes – David H. DePorte, PAC Chair

Mr. DePorte called for the approval of the January 16, 2018 minutes. Mr. Coppola moved to approve the minutes and Mr. Salovaara seconded the motion, approved unanimously.

II. AAR Service Report – Acting VP Michael Cosgrove

As requested by the PAC, Mr. Cosgrove provided a summary of the Paratransit Report.

Registrants increased 0.3% comparing 148,963 in January 2017 to 149,422 in January 2018.

Trips Requested increased 5.0% comparing 620,001 in January 2017 to 651,149 in January 2018.

Trips Scheduled increased 4.4% comparing 527,964 in January 2017 to 551,305 in January 2018.

Trips Completed increased 4.2% comparing 475,742 in January 2017 to 495,506 in January 2018.

Customer No-Shows increased 25.6% comparing 9,833 in January 2017 to 12,350 in January 2018.

Carrier No-Shows increased 3.3% comparing 545 in January 2017 to 563 in January 2018.

No-Fault No-Show decreased 0.2% to 2,788 in January 2017 to 2,782 in January 2018.

Total No-Show increased by 19.2% comparing 13,166 in January 2017 to 15,695 in January 2018.

On Time Performance increased 1.0% comparing 95.0% in January 2017 to 96.0% in January 2018.

Complaints per 1,000 Authorized Trips increase 11.3% at 4.4 in January 2017 to 4.9 in January 2018.

Commendations increased 30.4% comparing 586 in January 2017 to 764 in January 2018.

Total Boardings increased 3.3% comparing 657,976 in January 2017 to 679,420 in January 2018.

PAC Feedback

Mr. Stewart and Mr. Salovaara inquired about the increase in No-Shows. Acting VP Cosgrove stated he would look further into it to see what factors caused the increase.

III. PAC Topic **PAC vacancy**

Mr. DePorte announced Mr. Friedman's resignation from the PAC position. Mr. Friedman accepted a position as the TLC Coordinator at Mayor's Office for People with Disabilities (MOPD) and the Disability Service Facilitator for TLC.

Mr. Stuart stated those wishing to serve on the PAC can be an AAR customer or a member of an organization that represents the disabled community. Individuals should attach a cover letter and resume and send to PAC Liaison Ms. Shirley Teran-Marty. The PAC Selection Committee is composed of the Acting VP of Paratransit, the Chair and Co-Chair of the PAC, and MOPD Commissioner. Ms. Fredericksen encouraged all to review the committee guidelines on the MTA.info website. The direct link is http://web.mta.info/accessibility/AdvisoryCommittee_PAC.htm

IV. Paratransit Topics

A. Curb App Update by Curb

Mr. Gross, VP of Mobile for Curb, provided a summary of the E-hail Pilot Program and Curb app. These programs help deliver service for our customers using green/yellow taxis including WAVs. Mr. Stuart added that within the Pilot Program is a limited same-day reservation On-Demand test which began in late November 2017. AAR currently has about 700 users in the program made up of a combination of non-smartphone users and smartphone savvy customers. Some individuals who have joined the smartphone pilot haven't downloaded the app and are being encouraged to do so.

Ms. Felicia Jones, who documents requests from customers interested in the smartphone program, discussed the questions that are asked when signing someone wishes to sign up:

- Can you download the Curb app?
- Can you travel curb to curb or have PCA who will assist you to and from the vehicle?
- Are you familiar with using emails?

Some customers who initially responded "yes" then state that they are having difficulty using the app. Customers can seek additional assistance from Curb.

Discussions and Member Feedback regarding the Curb pilot

Ms. Kraft and Ms. Veerubhotla mentioned that customers are calling the Command Center and Curb's customer service, regarding the Curb pilot and the staff have been unable to answer questions. Ms. Veerubhotla suggested stepping up the professionalism of the Curb call center.

Mr. Gross responded stating that Curb is working on addressing the issues that are being brought to their attention. The app is being redesigned for Paratransit so the user experience can be more successful. Ideas such as larger font size in the app are under review. Additionally, pilot program feedback is being sought such as: How does the app work for you and how can the app be easier for you?

Mr. Salovaara cited that green and yellow WAV taxi drivers need more training concerning wheelchair securement. Ms. Rubin also inquired about the amount of assistance are TLC drivers are required to provide visually impaired customers. Mr. Gross explained that Curb is a transportation provider and that their platform enables them to send requests from AAR customers to any cab in the city. Those cabs are licensed by the Taxi & Limousines Commission and if they are driving an accessible vehicle they should have gone through a training provided by TLC.

Mr. Friedman emphasized that TLC is looking at revamping its WAV program. The TLC drivers are given annual training and AAR may provide suggested training material that could be useful for the TLC.

Ms. Ryan mentioned that some locations listed on Google map may not be correct and at times may bring you around the corner from your destination. There are cases when the geo coordinates are guiding the driver to another location close to the address. Ms. Ryan also stated that when she calls the Curb Command Center, there is sometimes a long hold time and she does not get immediate assistance.

Mr. Gross stated there is a software update that will launch in April 2018 which will address geocode issues as well as when

drivers arrive early and don't wait the 5 minutes after the pickup time.

B. New AAR Application

Members of the Eligibility & Compliance Unit, Officer Diane McFarlane, Director Simone Harvard and Supervisor Tracey Young gave a presentation on the recently revised Access-A-Ride application and recertification process. They reviewed the questions used to evaluate applicants and the impact each question has on eligibility determinations. The revised application reduced the number of questions from 30 to 15 and the number of pages from 10 to 7 in the application.

Ms. Young summarized the streamlined application. The application is now more customer friendly for applicants. A sample of the AAR application can be found at http://web.mta.info/nyct/paratran/pdf/access_application.pdf

Discussions and Member Feedback

Mr. Stewart mentioned that he received feedback from individuals stating that they had been denied AAR. Ms. McFarlane confirmed that 90% of individuals applying for Access-A-Ride service are approved.

Ms. Kraft asked if there is a time when a customer doesn't have to return to the assessment center because their disability is permanent. Ms. Young informed PAC members that the Assessment Center. This recommendation is then reviewed by AAR Eligibility who will make a determination.

V. New/Old Business

Ms. Luda Demikovskaya mentioned how in the past the AAR telephone number was visible when she received IVR calls. Also, she doesn't receive calls the night before. Mr. Gross stated that updates are being made to the E-hail notification process.

Closing

Ms. Watkins moved to adjourn the meeting and Ms. Kraft seconded the motion. Motion carried unanimously and the meeting was adjourned at 7:00pm.