

## **PAC Meeting Minutes for March 17, 2015**

**Attendance:** Fr. James Bradley, Tom Coppola, Lyudmila Demikhovskya, David H. DePorte, Ellen Rubin, Mindy Jacobsen, Miriam Kimmelman, John Moynihan, Jean Ryan, Ken Stewart, Stan Weinblatt, Stephanie L. White, Robert Wolfson

**Absent:** Monica Miroxian

**NYC Transit Staff Present:** Brandon Anderson, Tom Charles, Tom Chin, Michael Cosgrove, Donna Fredericksen, Eddie Griffith, Pat Ibarguen, Felicia Jones, Denise Ann McQuade, Cassandra Lubin-Richards, Bobby Samuel, Russell Schmid, Ken Stuart

**Guests:** Frank Camp, Global Contract Services (GCS), Quemuel Arroyo, DOT

Stephanie welcomed Stan's return to attending the PAC meetings in person.

Bob Wolfson announced his resignation from the PAC to allow him sufficient time to complete a book he is working on. The Committee members wished him well.

- I. **Approval of the Minutes** – Pending
  
- II. **AAR Service Report** - presented by Vice President Thomas Charles

Registrants continue to decline from 159,611 in December 2013 to 141,061 in December 2014.

Trips completed increased from 525,188 in December 2013 to 543,132 in December 2014.

Total boarding's were 727,261 in December 2013 and 752,762 in December 2014.

On Time Performance decreased slightly from 91.9% in December 2013 to 90.2% in December 2014.

Appointment on time performance decreased slightly from 85.0% to 84.0% in December 2014.

Total No-Shows increased from 12,856 in December 2013 to 15,024 in December 2014.

Reservation average answer speed was 42 seconds in December 2013 and 39 seconds in December 2014.

Average reservation talk time was 4 minutes 15 seconds in December 2013 and 4 minutes 28 seconds in December 2014.

Transit Control average answering speed was 38 seconds in December 2013 and 28 seconds in December 2014.

Transit Control average talk time was 2 minutes 8 seconds in December 2013 and 2 minutes 21 seconds in December 2014.

Complaints were 2,497 in December 2013 and 2,643 in December 2014.

There were 3.4 complaints per thousand boardings in December 2013 there were 3.5.

Commendations were 281 in December 2013 and 473 in December 2014.

### **III. Paratransit Topic – presented by Vice President Thomas Charles**

While we're introducing change to the service we continue to experience issues concerning non-dedicated service. Yellow taxis and medallions declined. Millennials like using apps like Uber and Lift. The car service and black car industries are feeling the effects of the new service model and this has affected our brokers. MTM had a business structure based on Medicaid

service. Completed trips taxi are at roughly 30,000 per month and car service trips at 100,000 per month but levels are declining due to poor service.

A high number of customers are opting out of Broker Service. Brokers are not staying in zones. Our brokers can't seem to follow Uber's method of service which is taking calls and assigning them to drivers.

There was a disruption with car service yesterday. A customer called whose car service said they would be at least an hour late.

We've issued 66,000 AAR MetroCards. For next group we will give them a choice: have an AAR MetroCard with fares on it or without fares on it. Some customers have lost control of their AAR MetroCards and they've had to wait for a replacement. We're working on photos to make sure they are accurate. New applicants are getting cards.

Customers who give their cards to someone have to wait 90 days to get them back. Those who lose or misplace cards have to wait for 39 days.

Quemuel Arroyo inquired if the AAR MetroCard could be used on subways and Tom replied "yes."

The number of registrants continue to decline. We believe this is due to customers who are found conditionally eligible for feeder service. The Vice President added that many conditionally eligible customers don't accept feeder service. Trips completed continue to increase as customers take more trips. We do 6.6 million trips a year.

#### **IV. Paratransit Driver Training – Membership Item**

The Committee wished to discuss sensitivity training. Tom offered that we have to work with Brokers to develop a baseline of acceptable service and then have PAC members assist in training. AAR gave input on driver behavior. Sensitivity is still something the brokers need to improve.

Mindy stressed the importance of sensitivity training. Persons with disabilities are not looked at universally around the world and given the diverse driver workforce sensitivity should be given top priority. It is different than courtesy.

Tom stated that TLC claims to have a better chance with yellow/green taxis. We are trying to figure out how to operate and direct 133,000 drivers. After training on basic skills, we can then introduce sensitivity.

Mindy asked why wouldn't van drivers be involved? We went from 10% of service to 30% and Tom replied that the Customer Satisfaction Survey shows our drivers are doing a good job. The biggest issue is with the broker drivers because our drivers get sensitivity training and our customers have indicated that they are basically satisfied with the dedicated drivers. Some broker drivers have engaged in atrocious behavior. Eddie Griffith added that the undercover rides with brokers and AAR service indicate more frequent insensitive behavior on the part of the broker drivers.

Ken Stewart offered that customers may be able to affect Broker drivers by our own behavior. Stan Weinblatt agreed and said sometimes you get what you give. I say "hello". If the driver doesn't respond fine, if he does fine. I don't want to create a situation that can affect how the driver drives.

Luda and Ellen said that carriers could do some things to improve driver behavior. It was agreed we would look to start something in the near future.

## **V. Member Feedback**

The PAC proved feedback on AAR service based on their experiences and those of their constituents. Open dialog ensued.

- **Registration**

Jean Ryan inquired as the reason for decline in the number of registrants. Tom responded by indicating that those found conditionally eligible for feeder service refuse feeder service. They also don't recertify. There are 2-2,500 new applicants a month and 3,500 at the end of the year. We provide 6.6 million trips a year.

- **Annual Report**

Fr. Bradley asked for an annual report at the next meeting. The Vice President indicated that this was a timely request as the contactors are

closing out the year-end and that an annual report could be provided at the next meeting.

- **No- Shows**

Tom Coppola – Can you distinguish between client no-shows and carrier no-shows and no-fault no-shows? Tom – a no fault no-show means it was beyond the carrier's control.

- **Taxis**

Jean – there is a free taxi service in Astoria and Canarsie operated by DFTA. When we tried to coordinate the elderly didn't want shared rides.

Jean – Received a robo call about joining accessible taxi program. T. Chin- You must have showed a pattern that indicated you took trips to and from Manhattan.

Miriam – Just signed up for Yellow Taxi program.

Tom - The TLC is allowing taxis to be held for seven ears. Taxis retirement time was extended because they are not being used as much as before.

- **Heating / AC Systems**

Customers either get too much heat or too little heat. Group consensus is that if customers ask drivers to adjust the heat they do.

- **Fare Payment**

Inactive AAR MetroCards will be deactivated. If a Customer calls and requests that their AAR MetroCard becomes inactive and it goes into effect that evening.

MTA is heading to introduce a new fare payment system. They will be migrating away from the MetroCard and will allow smartphones to pay fares or Master/Visa card. Paratransit experimented with taxi fare card and will look to have a contactless card system.

Stan – When will the card be available? Tom – MTA fare system will be available in 2019. AAR is forced to look at it sooner because Chase is getting out of debit card business and this will end the program in December. We're looking at electronic fare medium so customers won't have to pay cash.

David – Do you have a target for electronic fare medium? Tom – It will take a few years because we use taxis, car service and AAR.

Luda – AAR customers continue to pay cash unless the customer is part of Transitcheck.

Meeting Adjourned 6:30 p.m.