

Paratransit Advisory Committee (PAC)

May 13, 2021

Meeting Minutes

Due to the COVID-19 Pandemic, the PAC meeting date, time and format was changed. A Zoom virtual meeting was conducted.

Meeting was called to order by Shirley Teran-Marty, PAC Liaison at 4:30pm.

Attendees on Conference Call:

PAC Members - Thomas Coppola, Lyudmila Demikhovskaya, David DePorte, Ketrina Hazell, Jose Hernandez, Mindy Jacobsen, Sharlene Kraft, Billy Mitchell, Mark Anthony Phifer, Jean Ryan, Ellen Rubin, Tucker Salovaara, Sharada Veerubhotla, RueZalia Watkins, Stanley Weinblatt

MTA/NYCT Paratransit - Brian Altschul, Lynda Edmond, Tammie Francisque, Ami Freyberger, Natalie Garcia, Eugene Griffith, Simone Harvard, Patricia Ibarguen, Felicia Jones, Diane McFarlane, Stephanie Palmadesso, Tejpal Prajapati, Donald Raimondi, Shirley Teran-Marty

Guest - Michael Anderson (TLC), Edward Friedman (MOPD), Inat German (MOPD), Dante Brunetti (NYCT), Alexander Jordan (NYCT), Anthony Lamantia (NYCT), Wayne Lydon (NYCT)

Approval of Minutes- A motion was made to approve the previous meeting minutes.

Access-A-Ride (AAR) Service Report

Acting VP/Deputy VP Donald Raimondi provided a summary of the March 2021 operating statistics from the Paratransit Report. A copy is attached to these minutes.

Paratransit Topic – New Dashboard Reporting

Acting VP/Deputy VP Raimondi discussed the importance of reporting the same formatted statistics report displayed during the MTA Board meeting, which can be found on the mta.info website. The AAR dashboard allows you to look at trends over time in terms of performance and ridership. This transition will be made for the next PAC meeting, and members will receive reports and website links.

The more meaningful indicators in the report include ride time, customer experience, and provider no-show. Customer complaints are divided between dedicated and non-dedicated service. This report also includes call center stats and AAR registrants.

Acting VP/Deputy VP Raimondi spoke about how we are maintaining our COVID cleaning protocols including the daily disinfection of vehicles, mask requirements for customers using the service and other policies put in place. He also noted the recent challenges of the E-hail/On-demand pilot for the 1,200 customers were due to the loss of drivers that has occurred industry wide and nationwide within the taxi and for hire industries. He noted that advance reservations with primary (blue & white) and broker is still available to all our customers. The pilot program remains the same for the 1,200 customers.

PAC Member Discussion and Feedback

Mr. Salovaara stated that lately he is having difficulty booking an E-hail trip with Curb?

Acting VP/Deputy VP Raimondi reiterated previous comments and reminded all of the e-mail that was issued to E-hail/On-demand pilot participants providing contact information to all vendors providing service (Curb, Arrow and Limosys).

Ms. Ryan stated that Medi (Limosys) only offered customer service assistance during 8am-8pm. She noted that disabled customers travel at all times, and questioned who is there to assist them?

Acting VP/Deputy VP informed Ms. Ryan a response to her inquiry will be provided.

After the meeting, Command Center Officer, Simone Harvard was able to confirm that the call center for Medi (Limosys) runs 24hrs and can be reached at 212-621-9000.

Ms. Jacobsen asked whether the E-hail pilot will be extended to all AAR customers?

Acting VP/Deputy VP Raimondi stated that pilot will remain in effect for 1,200, and the MTA has not made any further decision on the expansion of the pilot. *

Ms. Watkins questioned how the decrease in vehicle availability is related to the industry as opposed to the flat rate paid to the driver?

Acting VP/Deputy VP Raimondi explained that the TLC previously had 13,000 available vehicles and now they are down to roughly 5,000.

Mr. Anderson from TLC articulated how there has been a significant decline in the number of for-hired vehicles on the road.

** On May 26th, 2021 (post meeting), the pilot was extended until December 31st, 2021.*

PAC Topic – OMNY Presentation

Mr. Wayne Lydon presented an overview of the OMNY payment system and strategy of the project.

OMNY is the new MTA payment system that will eventually replace the MetroCard system. This system unites the payment experience and the account experience whereas every customer will have an account instead of just a card. This is an account-based system that allows customers more options to pay such as debit card, credit card and bank account. Customers still have the option to pay cash.

This MTA-wide project will begin a soft-launch for AAR in September 2021, starting with a small group of customers being given OMNY to test and provide feedback. The replacement of the cards will take up until 2023. Testing is a critical aspect of the program.

Deputy Director Felicia Jones explained that all AAR customers will get an OMNY card. This all-purpose card will be used as an AAR ID card and AAR MetroCard which provides 4 free trips a day on NYCT buses and subways.

The new fare payment function will initiate during the reservation process. When customers call AAR to book their trip, the agent will ask “What method of payment would you like to use, OMNY card or cash?” If the customer prefers to book their trips via the MYmta app or online at MY AAR, they will choose the form of payment from a dropdown menu.

If an AAR customer chooses to pay with their OMNY card, they must upload funds to their OMNY account by various methods such as Visa card, American Express card, debit card, bank account or checking account. Customers who use Apple Pay or Google Pay can link it to the OMNY card. If a customer is enrolled in a pre-tax program such as transit check or wage works this can also be linked to their OMNY account. Customer may reload their OMNY accounts with these online

channels, however, if they prefer, they may add cash to their account via approved retail networks. The option to pay the AAR fare with cash, during the boarding process, will always be an choice during the reservation process.

If an AAR customer has questions regarding OMNY, their account management, fare payment or other related questions they will contact OMNY directly. The OMNY customer service center will be available in September 2021 as well.

Anthony Lamantia from NYCT explained how there is a huge effort to make this transition for existing AAR customers as smoothly as possible in September 2021. He emphasized that not everyone will get the OMNY card at the same time but noted there will be constant communication to ensure that customers are aware of the timeline. All new AAR customers will automatically be brought into the program once they are eligible customers.

PAC Member Discussion and Feedback

Mr. Coppola asked whether OMNY will communicate with existing AAR customers that the new payment program is coming? Additionally, he inquired about whether a prompt would be added to AAR's up front messaging advising customers about OMNY?

Acting VP/Deputy VP Raimondi explained that this information has been shared with other accessibility groups, such as Advisory Committee for Transit Accessibility (ACTA) and now PAC can share this information with their constituents. A letter will be sent out with directions on how to use the system.

Mr. Lamantia explained they are working with Paratransit to update FAQs that have already been posted on the OMNY.info website.

Ms. Hazell wanted to know if a Train-the-Trainer could be established. Acting VP/Deputy VP Raimondi suggested that a simplistic OMNY onboarding Paratransit video could be developed.

Mr. Hernandez and Ms. Kraft asked whether the current discounts established with MetroCard would continue with OMNY? Mr. Lydon stated any fare benefits will remain in the OMNY environment. This is an account-based system that will review each customer's information on the back end and establish what kind of payment will be deducted. The four free trips per day will remain in place.

Ms. Kraft inquired asked if Braille statements be available? This inquiry will be reviewed, and a response will be provided.

Mr. Phifer asked what information will be displayed on the ONMY card?

Mr. Lamantia stated that the card does indicate AAR customer's photo, customer's first and last name, eligibility start date and PCA status.

New/Old Business

Acting VP/Deputy VP Raimondi requested that PAC consider following the same Operating Statistics that are provided for the MTA Board in monthly Committee Reports. These reports focus on the customer experience and use the same format that is published on the MTA Dashboard.

Ms. Ryan asked for the percentage of AAR wheelchair users. A response was provided of 14%.

Ms. Hazel inquired about a possible creation of a system for TLC and AAR that would allow for successful communication between drivers and customers with speech delays. Acting VP/Deputy VP Raimondi

and Mr. Friedman discussed communication methods such as texting and note pads to assist.

Closing

A motion was made to end the meeting, and the meeting was adjourned at 6:00pm.

Paratransit Report

Statistical results for the month of July 2021 are shown below.

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: July 2021			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	501,960	376,143	+33.5%	474,359	535,083	-11.4%
	Total Ridership	702,727	498,287	+41.0%	642,923	718,512	-10.5%
On-Time Performance	Pick-up Primary 30 Minute	92.0%	98.0%	-6.0%	96.5%	96.9%	-0.4%
	Pick-up Primary 15 Minute	81.0%	92.0%	-11.0%	88.7%	88.3%	+0.4%
	Pick-up Broker 30 Minute	89.0%	97.0%	-8.0%	95.6%	97.1%	-1.5%
	Pick-up Broker 15 Minute	72.0%	90.0%	-18.0%	84.6%	89.1%	-4.5%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	46.3%	n/a
	Appointment OTP Trips Primary - Early*	n/a	n/a	n/a	n/a	46.0%	n/a
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	32.6%	n/a
	Appointment OTP Trips Broker - Early*	n/a	n/a	n/a	n/a	59.1%	n/a
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	81.0%	88.0%	-7.0%	86.2%	83.7%	+2.5%
	Average Actual Trip Duration in Minutes	34	28	+21.4%	29	33	-12.0%
	Max Ride Time Performance Primary	99.0%	99.0%	0.0%	99.0%	98.5%	+0.5%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	99.0%	98.8%	+0.3%
Customer Experience	Frequent Rider Experience Primary*	n/a	n/a	n/a	n/a	75.3%	n/a
	Frequent Rider Experience Broker*	n/a	n/a	n/a	n/a	70.7%	n/a
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	3.85	0.43	+795.4%	1.46	0.87	+68.5%
	Provider No-Shows per 1,000 Schedule Trips Broker	5.45	0.67	+713.4%	1.70	0.87	+96.6%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	7.1	1.8	+294.4%	2.8	2.2	+27.6%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	3.3	1.2	+175.0%	1.4	1.6	-13.9%
Call Center	Percent of Calls Answered	86.0%	97.0%	-11.0%	93.8%	96.8%	-3.0%
	Average Call Answer Speed in Seconds	233	41	+468.3%	86	45	+90.4%
Eligibility	Total Registrants	165,008	162,116	+1.8%	162,090	161,739	+0.2%

*NOTE: The Drop-off On-Time Performance and Customer Experience metrics are not available to present monthly data comparison due to the temporary suspension of appointment time booking of trips associated with the COVID-19 pandemic which started in March 2020. Consequently, the current 12-Month Average rate for these two metrics cannot be calculated.

Note: 1) The percentage comparisons are the percentage point change instead of the percentage change.
2) Trip data and resulting metrics are preliminary and subject to adjustments.