

Paratransit Advisory Committee (PAC)

May 26, 2022

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 5:00pm.

Attendees on Conference Call:

PAC Members - Thomas Coppola, Luda Demikhovskaya, Sharlene Kraft, Ketrina Hazell, Jose Hernandez, Billy Mitchell, Mark Anthony Phifer, Jean Ryan, Tucker Salovaara, Sharada Veerubhotla, RueZalia Watkins

Absent - Mindy Jacobson, Ellen Rubin

MTA/NYCT Paratransit - Brian Altschul, Lynda Edmond, Tammie Francisque, Donna Fredericksen, Ami Freyberger, Eugene Griffith, Simone Harvard, Patricia Ibarguen, Diane McFarlane, Chris Pangilinan, Nathasha Parris, Donald Raimondi, Beverlyn Richards, Shirley Teran-Marty

Guest – Frank Camp- VP Global Contact Services

Approval of Minutes

Ms. Watkins, PAC Chair conducted the meeting. A motion was made to approve the previous meeting minutes.

Access-A-Ride (AAR) Service Report

Vice President Chris Pangilinan

A summary of the March 2022 operating statistics from the Paratransit Report was sent to PAC members. VP Pangilinan provided the March statistics. A copy is attached to these minutes.

PAC Member Discussion and Feedback

Ms. Ryan questioned 1) whether AAR broker could increase driver salaries as incentive to perform trips, and 2) whether AAR pays for tolls? VP Pangilinan confirmed that tolls fares are included in the contract, drivers are also getting a \$5.00 bonus per trip. If a customer cancels a trip broker drivers will be paid for some portion of that trip which encourages them to still perform AAR trips. AAR has extended those incentives another six months until the end of the year. The dedicated fleets have also considered raising wages for their drivers.

Ms. Veerubhotla questioned the structure in which the Dedicated fleet and Brokers are being evaluated? She asked if 1) complaints are being addressed and 2) is a solution being worked on? VP Pangilinan responded that meetings are more frequent with some companies. AAR is conducting meetings with Sentry which is the newest company at least 3x a week to ensure they can handle the demand of AAR trips, review performance statistics and advise them what they can do better.

Mr. Salovaara questioned whether any changes have been made to the mask mandate. There have not been any changes. All drivers and customers are required to wear mask while traveling on public transportation.

Ms. Watkins queried if the year-to-year performance comparison was necessary, or can a shorter timeframe be considered? Complaints of

constituents and any improvements would be displayed efficiently in shorter intervals where possible.

VP Pangilinan confirmed that a certain amount of yearly data is required by the Federal Transit Administration. DVP Raimondi stated in 2018 the Inspector General audited AAR data and based on the recommendations the reports reflect the changes you see today.

Paratransit Topic - AAR Updates/Reminders – VP Pangilinan

VP Pangilinan mentioned as of May 30th appointment times will be available when calling in for a reservation between 7am-11am. If a customer calls after those hours the agent can seek assistance from a supervisor. If a customer is using the MYmta app they can book an appointment time at any time. The implementation of Shared Rides returned last year, and the No-Show/Late Cancellation Policy returned in November 2021.

Deputy Director of Outreach, Ms. Frederickson advised a special edition of the *On The Move* newsletter will be posted on May 27th, and all PAC members will receive a link to share with constituents.

<https://new.mta.info/document/88171>

DVP Raimondi stated when reserving a return trip, the window gap is now 45 minutes when traveling within the same borough. If you're traveling between the boroughs, then the window gap is now 60 minutes to schedule a return trip.

PAC Topic - Broker as AAR Service - VP Pangilinan

The PAC members concerns were targeting E-hail issues not broker. VP Pangilinan cited that this week AAR had discussions with the E-hail companies regarding trip acceptance which are lower in certain areas

making it difficult for customers to book trips. The rates paid to the companies are fixed and have already been negotiated with three providers depending on the origin and destination of the trip. A pattern that we have seen is that drivers won't accept a trip if it is peak time and depending on the location. As we enter Phase II of the E-hail Pilot we want to maintain a high level of acceptance. We will make sure AAR provides competitive rates in the marketplace across the pool of companies.

PAC Member Discussion and Feedback

Ms. Kraft asked what are the options for a E-hail customer who cannot book a trip? VP Pangilinan stated unfortunately, there may be times when the service doesn't work which is a reality of for-hire vehicles. AAR is working to address these issues in Phase II and discussions about providing taxi authorization for customers on their B-leg who are unable to book an E-hail trip is under consideration.

Ms. Hazell stated if E-hail is unavailable can a customer choose another provide? A potential possibility for the future would allow customers to choose any provider for their trips.

Mr. Salovaara questioned when will the roll-out for Phase II begin? Is the cost still going to be subsidized at \$15? VP Pangilinan stated AAR is in the middle of making this decision and structuring how the program will work. An end of this year rollout with additional participants to test this program is being considered.

Mr. Phifer and Mr. Hernandez wanted to know if a customer is stranded and none of the E-hail companies are available can Accessible Dispatcher assist? VP will reach out to the new Commissioner and TLC and discuss some benefits and possibly collaborating the services.

PAC Topic Reservations – Addresses / Places File
Frank Camp- VP Global Contact Services

Frank Camp, GCS explained three ways the call center builds the address on a customer's file

- A place customer is visiting for the first time
- Previously visited address that an agent can refer to and create a reservation.
- Places Files is a database that contains common addresses that for major venues or frequently visited location such as landmarks, museums, hospital, malls. These locations have been built over time by NYCT and we continue to add locations.

PAC Member Discussion and Feedback

Ms. Watkins requested a review of malls and beach locations in the Places File.

New/Old Business

Mr. Phifer suggested Leap return to PAC meetings to provide direction and assistance with using the app. The next PAC meeting date will be discussed.

Closing

A motion was made by Ms. Ryan to end the meeting. Ms. Veerubhotla seconded the motion, and the meeting was adjourned at 6:30pm.

Paratransit Report

Statistical results for the month of July 2022 are shown below.

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: July 2022			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	535,815	476,408	+12.5%	488,262	469,053	+4.1%
	Total Ridership	778,821	677,176	+15.0%	695,763	637,618	+9.1%
On-Time Performance	Pick-up Primary 30 Minute	97.0%	92.0%	+5.0%	93.8%	96.5%	-2.7%
	Pick-up Primary 15 Minute	88.0%	81.0%	+7.0%	82.5%	88.7%	-6.2%
	Pick-up Broker 30 Minute	94.0%	89.0%	+5.0%	90.5%	95.6%	-5.1%
	Pick-up Broker 15 Minute	81.0%	72.0%	+9.0%	75.4%	84.6%	-9.2%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	n/a	n/a
	Appointment OTP Trips Primary - Early*	n/a	n/a	n/a	n/a	n/a	n/a
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	n/a	n/a
	Appointment OTP Trips Broker - Early*	n/a	n/a	n/a	n/a	n/a	n/a
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	83.0%	81.0%	+2.0%	80.2%	86.2%	-6.0%
	Average Actual Trip Duration in Minutes	36	34	+5.9%	36	29	+23.8%
	Max Ride Time Performance Primary	98.0%	99.0%	-1.0%	98.1%	99.0%	-0.9%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	98.6%	99.0%	-0.4%
Customer Experience	Frequent Rider Experience Primary*	n/a	n/a	n/a	n/a	n/a	n/a
	Frequent Rider Experience Broker*	n/a	n/a	n/a	n/a	n/a	n/a
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.80	3.31	-75.8%	2.50	1.25	+100.8%
	Provider No-Shows per 1,000 Schedule Trips Broker	3.70	5.45	-32.1%	5.15	1.70	+202.0%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	1.8	7.5	-76.0%	4.3	2.8	+51.9%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	3.4	3.5	-2.9%	3.3	1.4	+134.5%
Call Center	Percent of Calls Answered	95.0%	86.0%	+9.0%	90.9%	93.8%	-2.8%
	Average Call Answer Speed in Seconds	62	233	-73.4%	141	86	+64.5%
Eligibility	Total Registrants	171,236	165,008	+3.8%	167,442	162,090	+3.3%

*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.