

## PAC Notes January 20, 2015

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

Absent: Fr. James Bradley and Monica Miroxian

NYC Transit Staff Present: Brandon Anderson, Tom Charles, Tom Chin, Donna Fredericksen, Raymond Gaillard, Felicia Jones, Denise Ann McQuade, Cassandra Lubin-Richards, Russell Schmid, Ken Stuart

Guests: Frank Camp, Victor Calise, Commissioner MOPD, Kleo King, Deputy Counsel General MOPD, Quemuel Arroyo, DOT

Luda had a question about the 30 billion dollar figure Tom mentioned at the November 18 meeting. Tom clarified that Paratransit cannot eliminate the capital plan request to purchase accessible vehicles until we see that many of our wheelchair trips are successfully performed by accessible taxis.

Jean – There is a strong rumor among Paratransit customers that Paratransit is giving up vans.

Tom Charles – We are not giving up vans but we are working with the TLC on increasing accessible taxis and assigning trips through a centralized dispatch.

Stan – Why would Paratransit give up its vans?

Tom Charles – We are not giving up vans. New York City (NYC) is saying that they are planning to have 17,000 taxis. NYC has members on the MTA Board who think Paratransit doesn't have to buy an accessible van fleet at this time because of the anticipated increase in accessible taxis. This was a preliminary thought of some board members.

Approval of Notes: Ellen Rubin moved to approve November 18 Notes, Bob Wolfson seconded. Notes passed unanimously.

## October 2014 PAC Report –

### Report on AAR Service:

Tom Charles reported that the number of registrants declined October 2013 (161,697) to September 2014 (151,827) to October 2014 (148,610). There was an 8.1 percent decline from October 2013 to October 2014 and a 2.1 percent decline from September 2014 to October 2014. But applications are increasing. Tom predicts single digit growth.

Trip requests are increasing. In September 2014, there were 649,832 requests and in October 2014, requests rose to 691,730 trips, a 6.4% increase.

Completed trips increased. In September 2014, there were 542,257 trips completed and in October 2014, completed trips rose to 575,755, a 6.2 percent increase. This is consistent with peak demand at the end of the year.

Customer No-Shows in October 2013 were 8,881, 1.4 percent of 646,945 scheduled trips for October 2013. In September 2014, customer no-shows were 7,571, 1.3 percent of 574,757 scheduled trips. In October 2014, customer no shows were 8,494, 1.4 percent of 609,760 scheduled trips.

Carrier No-Shows increased from October 2013, 582 (0.1 percent of 646,945 scheduled trips) to September 2014, 1,190 (0.2 percent of 574,757 scheduled trips) and then decreased in October 2014, 1,162 (0.2 percent of 609,760 scheduled trips).

No-fault No-Shows increased from 2,421 in October 2013 (0.4 percent of 646,945 scheduled trips) to 3,216 in September 2014 (0.6 percent of 574,757 scheduled trips) and then decreased to 3,283 (0.5 percent of 690,760 scheduled trips in October 2014).

Total No-Shows increased from 11,884 in October 2013 (1.8 percent of 646,945 scheduled trips) to 11,977 in September 2014 (2.1 percent of

574,757 scheduled trips) and 12,939 in October 2014(2.1 percent of 609,760 of scheduled trips).

On Time Performance (OTP) - in October 2013 were 93.4 percent; in September 2014; 90.0 percent and in 90.9 percent in October 2014.

Appointments on Time - in October 2013 were 88.0 percent in September 2014 84.0 percent and 90.9 percent in October 2014.

Reservation answering speed in October 2013 was 15 secs.; in September 2014 it was 12 secs. and in October 2014 it was 18 secs.

Reservations talk time in October 2013 was 4 min. 22 secs.; in September 2014 it was 4 min. 26 secs. and in October 2014 it was 4 min. 25 secs.

Transit Control answering speed in October 2013 was 8 secs.; in September 2014 it was 20 secs. and in October 2014 it was 13 secs.

Transit Control Talk Time in October 2013 was 1 min. 57 secs.; in September 2014 it was 2 mins. 18 secs. and in October 2014 it was 2 mins. 19 secs.

Complaints per 1,000 boardings were 2.2 in October 2013; 4.0 in September 2014 and 3.7 in October 2014.

Commendations in October 2013 were 347; in September 2014 they were 384 and October 2014 they were 460

Total boardings were 844,119 in October 2013; 750,440 in September 2014 and 792,483 in October 2014. Total boardings include PCAs and guests. We expect the trend to continue into the future.

Miriam – why are the number of customers going down.

Tom – Some customers who are found eligible for feeder service do not reapply. We also have customers who are not active 24 or more months and we contact them and they do not respond and these customers are placed in an inactive status until they resume the use of the service. If they call to be reactivated we place them in active status.

How do you find out which customers have died?

Tom - We get information from friends and families.

Luda – We may not be counting how much time Global staff spends assisting customers on line 5. Floor supervisor Carol spent from 7:40 to 10 pm helping her out with her trip because call taker made a mistake. Global staff said they would pass along Luda's complaint.

Contracts:

Tom - Six awards, 1 for each borough with Brooklyn getting two vendors— Go Medical and Horizon in Midwood. Bronx Horizon; SI Horizon and Manhattan Access, same contractor as in previous contract.

Tom – informed the committee about our language lines that provides telephonic interpreter service and that now transportation to our assessment centers is free of charge.

With this award we are trying to reduce the use of paper and have applications, assessments and photos transmitted electronically. Go will start up the end of January. These contracts are for a three year term..

Stand alone lifts are discarded; mock bus fronts still at assessment centers.

Bob – Why are there so many offices in Brooklyn? He thought Queens had a larger population.

Tom – responded that Brooklyn has the largest population.

Ellen – do you have a description about what these terms mean?

Tom – explained pre-trip inspections for all seasons. Defects are to be brought to the attention of the yard foreman to get another vehicle or fix the vehicle prior to leaving the depot. Generally, the Command Center is trying to locate another vehicle if the carrier doesn't have one.

Stephanie – Can blankets be put under seats?

Tom – The minute you add an item it creates a problem.

David – Apologized for having to get off call due to his Visiting Nurse arriving. David asked if a driver cannot park near the pickup location, can a call be made to the customer telling him/her where the van is so the customer doesn't miss the trip.

Tom – That’s not what question 1 posed. Only 40 percent of our customers are giving us their cell phone numbers.

David – The complaint line wait is long. Maybe we want to have a short recorded message about wait times.

Ken –We’re looking at the staffing of the complaint line. Our wait times have been improving except during lunch time. Usually I call mid-afternoon to check on the wait times.

Ellen – I have long waits for pickups. Three times the driver didn’t get out of the vehicle. The driver pulled out on the opposite side of the street and asked my friend “does she need a lift.” My friend said “yes, she needs a lift.” Isn’t the driver supposed to identify themselves and ask the customer’s name?

Ken Stewart – the more we can put this information in the newsletter about when is the busiest time to call customers can call at the times when the phones are less busy.

Ken Stuart – The automated calls tell customers when the approximate times when drivers will arrive. Then when the driver arrives, he/she is supposed to walk up and say I’m here to pick up “state customer’s name.”

Mindy – I’m getting a lot of complaints about our complaint screen. Screen readers read columns they do not go to “upper right corners.”

Felicia Jones - The busiest days are Mondays and lunch. Two -4 is also busy and 4 to 5 are very busy.

Ken Stuart – A lot of people call the complaint line instead of number 8. We’re establishing a quality control program.

Ellen – the driver is on the wrong side of the street.

Jean – The MTA website isn’t friendly to anyone. It’s a frustrating website. I’ve never seen such a website.

Ken Stuart – I suggest you make that comment on the MTA’s website.

Victor – Send these complaints to MOPD, too.

Tom – When we looked at 25 miles per hour, we have 17 zones and our speed assumptions change depending upon the time of day but still within the 25 miles per hour. This 25 miles per hour haven't affected our system.

Ken Stuart – We now have a twitter account “@nyctaar. AAR will send messages about our service up to 140 characters in length. This is another way of providing information to our customers and interested others.