

# **Paratransit Advisory Committee (PAC)**

## **January 15, 2019 Minutes**

Meeting commenced at 5:06 p.m.

**PAC Attendees:** Thomas Coppola, David H. DePorte, Sharlene Kraft, Jean Ryan, Tucker B. Salovaara, Ken Stewart, Sharada Veerubhotla, RueZalia Watkins, Stanley Weinblatt

**PAC members on the phone:** Lyudmila Demikhovskaya, Mindy Jacobsen, John Moynihan

**NYC Transit Staff Attendees:** Brian Altschul, Brandon Anderson, Michael Cosgrove, Zhamyr Cueva, Tom Chin, Lynda Edmond, Evette Ennis, Tammie Francisque, Donna Fredericksen, Natalie Garcia, Eugene Griffith, Simone Harvard, Jim Hommel, Patricia Ibarguen, Felicia Jones, Chris Messina, Stephanie Palmadesso, Cassandra Lubin-Richards, John Salerno, Kenneth Stuart, Shirley Teran-Marty,

**Guests:** Frank Camp (GCS), Tracy Craig (StrataGen), Edward Friedman (MOPD TLC Coordinator), Mike Lee (StrataGen), Uwvie Obodo (PCA for Tucker B. Salovaara)

**Introductions** – David DePorte, PAC Chair

**I. Approval of Minutes** – David DePorte, PAC Chair  
July 17, 2018 minutes were approved unanimously.

## **II. AAR Service Report VP Michael Cosgrove**

VP Cosgrove wished everyone a Happy New Year. As requested by the PAC, VP Cosgrove provided a summary of operating statistics in the Paratransit Report. A copy is attached to these minutes.

### **PAC Feedback**

Ms. Ryan asked about the decrease in Broker trips and the reasoning behind that. Mr. Cosgrove explained Broker trips and dedicated carrier trips decreased because more trips went to E-Hail. Overall, total trips went up.

Ms. Demikhovskaya asked if there were any new changes with Option # 5, Same-day services. Mr. Chin replied stating that there were no new changes and they continue to help customers with their same-day needs including rescue trips and to provide extra resources for customers who may experience issues with their trips. Mr. Stuart added that there are no new changes to Same-day services. "It's the same dedicated staff working harder than ever." Ms. Demikhovskaya stated she would like to commend Option#5 Same-day services.

Mr. Cosgrove gave a brief overview on the improvements experienced with broker services. The broker carrier today is doing much better and service has improved.

## **III. Paratransit Topic- Mymta app Brian Altschul- Technology Officer**

A PowerPoint presentation by Mr. Altschul was given regarding the newly released Mymta app. He explained how this digital

experience is a unified web and mobile app designed for Access-A-Ride. It will work on an iPad, tablet as well as a mobile phone. Apps can be downloaded from the app stores on your device. When using a computer, laptop or mobile device, the website can be used to access MYAAR to manage your trips online.

AAR customer must select the Access-A-Ride icon and Sign up/Sign in. They will be prompted to enter:

- AAR ID
- First Name
- Last Name
- Date of Birth
- Email address
- Create a Password

Once the customer is signed in, they should click MY AAR Trip Planner button and may select:

- Request New Trip
- View All Trips
- Request New Subscription
- View All Subscriptions
- My Account

Customers also have the ability to rate present or past trips using a five-point scale. This tool enables Access-A-Ride to track carriers and drivers.

## **Discussions and Member Feedback**

Ms. Demikhovskaya asked about customers who do not use smartphone. Mr. Altschul stated this can be done from a desktop computer, tablet or an individual can still call AAR for assistances.

#### **IV. PAC Topic- Arro- Mike Epley**

Arro is one of the service providers of E-hail and the Pilot On-Demand Pilot. They have increased capacity to 6,000 taxi vehicles of which 1,000 are accessible.

Customers who are in the On-Demand Pilot program can download the app and begin booking same-day rides as well as their future AAR trips.

A customer will receive an Interactive Voice Recording (IVR) call the night before and before the trip. Once the driver arrives at the location and contact is made payment and ID must be finalized before proceeding.

When a complaint is received by Paratransit Customer Relations, it is documented and customers are advised to register their issue with TLC by calling 311. A rating system is used to make certain the quality of drivers is professional. All efforts are made to provide good customer service. For lost items, the client must open a ticket with 911. You will need to provide the Medallion number to track down your lost items. Clients must arrange with the driver to get items back.

#### **Discussions and Member Feedback**

Ms. Kraft mentioned that the Arro system would not let her register two phone numbers (e.g. home and cell).

Mr. Epley stated an upgrade was going to be made to the system so a secondary number can be used.

## **V. New/Old Business**

Mr. Salovaara inquired about the status of the MetroCard payment system. Mr. Altschul informed the committee a new fare system is being consider for 2020-2021.

Mr. Stewart questioned if a new scheduling system is going to be implemented.

### **Closing**

The meeting was adjourned at 7:00pm.

## Monthly Paratransit Advisory Committee Report (January 2019)

<b>CATEGORY</b>	<b>January-2018</b>	<b>January-2019</b>	<b>Increase/Decrease Jan-18 vs. Jan-19</b>
AAR Registrants	149,422	153,496	2.7%
Trips Requested (Total)	651,149	790,022	21.3%
Trips Scheduled (Total)	551,305	690,191	25.2%
Trips Completed (E-Hail)	81,910	253,866	209.9%
Advanced Reservation	79,276	226,241	185.4%
On-Demand	2,634	27,625	948.8%
Trips Completed (Total)	495,542	646,996	30.6%
Total Boardings	679,517	880,435	29.6%
Trips Scheduled (Primary)	305,594	274,712	-10.1%
Customer No-Shows	9,332	8,742	
<i>As a % Trips Scheduled</i>	3.1%	3.2%	0.1%
Carrier No-Shows	563	179	
<i>As a % Trips Scheduled</i>	0.2%	0.1%	-0.1%
No Fault No-Shows	2,782	2,215	
<i>As a % Trips Scheduled</i>	0.9%	0.8%	-0.1%
Trips Scheduled (Broker)	116,258	124,596	7.2%
Customer No-Shows	2,308	3,132	
<i>As a % Trips Scheduled</i>	2.0%	2.5%	0.5%
Broker No-Shows	420	95	
<i>As a % Trips Scheduled</i>	0.4%	0.1%	-0.3%
Pick-up On Time Performance (Primary) <i>less than or equal to 30 mins</i>	96.2%	98.2%	2.0%
Pick-up On Time Performance (Broker) <i>less than or equal to 30 mins</i>	91.0%	92.0%	1.0%
Complaints per 1,000 Trips Completed	2,565 5.2	1,787 2.8	-2.4
Commendations	767	675	-12.0%