

Paratransit Advisory Committee (PAC)

April 11, 2024

Meeting Minutes

PAC meeting was conducted virtually via Zoom.

1. Welcome from PAC Leadership

The meeting was called to order by Chairperson RueZalia Watkins at 5:10 p.m.

2. Confirmation of participants and approval of minutes

PAC Members

Thomas Coppola, Luda Demikhovskaya, Ketrina Hazell, Jose Hernandez, Billy Mitchell, Mark Anthony Phifer, Jean Ryan, Tucker Salovaara, Sharada Veerubhotla, RueZalia Watkins.

Absent – Sharlene Kraft, Ellen Rubin, Mindy Jacobson

MTA/NYCT Paratransit

Chris Pangilinan, Patricia Ibarguen, Diane McFarlane, Frank Camp, Eugene Griffith, Donna Fredericksen, Beverly Richards, Shari Bhushun-Ogbourne, Lynda Edmond, Nathasha Parris, Rachel Cohen, Quemel Arroyo, Tammie Francisque, Kevin Flores, Rachel Cohen.

Minutes from the February 1, 2024, meeting was approved.

3. AAR Service Updates / Dashboard AAR Report

C. Pangilinan delivered the report (seen on page 5).

M. Anthony Phifer expressed concern about adherence to the 5-minute wait window. C. Pangilinan offered the wait window is meant to keep the routes running efficiently. However, customer service should also be considered in addition to the wait-window policy, and AAR will take that into consideration when communicating this to carriers.

T. Salovaara asked whether OMNY data will be added to the Paratransit Dashboard. P Ibarquen shared that AAR OMNY is currently in the pilot phase, and data being collected at this time includes usage, fare payment and billing data. A survey is being launched to collect further data. Once AAR OMNY is fully rolled out, data will be reported.

4. Paratransit Topic:

Taxi Authorization – Proposed Enhancements

VP Pangilinan discussed ways to explore offering taxi authorization at the time of reservation to customers in all five boroughs and requested PAC feedback. Possible proposal could include ex: limit two trips per day with a cap of a certain amount of money.

J. Ryan offered that two trips sound reasonable. However, she has concerns about how this would affect Staten Island customers.

S. Veerubhotla offered that consideration should be given to taxi trips which could total much less than the cap or much more than the cap.

5. PAC Topics

1) Emergency Plan of Action

P. Ibarquen delivered the Same-day Contingency Desk Pilot.

J. Ryan expressed concern that the noted plan in the presentation reflects action will be taken after 30-minute wait window – nothing that the recovery support for a failed trip notes action is taken after 30 minutes, but C. Pangilinan’s earlier discussion noted AAR’s goal is that customers are picked up within a 20-minute wait window.

RueZalia expressed that the emergency response methods that will be used to address the concerns of a visually impaired customer should be included in the slide presentation noting emergency assistance.

F. Camp explained customers will call the same Same-Day number for assistance. Representatives will confirm travel information as usual, determine

that an immediate need is required, and connect customers to the Contingency Desk.

R. Watkins would like further clarification about how communication channels will work fluidly to avoid delays in providing immediate assistance.

F. Camp offered that additional language can be added to agent scripts to include types of emergency situations customers may experience. However, he expressed AAR would not be able to determine ahead of time what specific emergency customers may be experiencing. Therefore, customers would need to share that information with representatives.

K. Hazell asked if customers can still utilize same day taxi authorizations, which was acknowledged in the affirmative by F. Camp. K. Hazell suggested additionally that, in the future, maybe AAR could offer taxi authorizations to E-hail customers who cannot afford to pay for taxis and wait for reimbursement.

2) E-hail Pilot Update

C. Pangilinan and R. Watkins agreed to schedule a meeting for the week of April 22nd, to discuss E-hail. AAR is looking at data and working on a proposal for Phase III, with an ideal rollout in Spring 2024.

R. Watkins inquired about how many phases of the pilot there would be. C. Pangilinan shared that the valuable data being collected indicates that a more permanent plan would be moving toward a more permanent program, but that time frame remains undetermined. R. Watkins further inquired about the number of invited participants, which originally started as 3,600 invited customers in Phase I, but that number was not sustained. Phase II included 1,600 invited customers. The goal is to offer the program to more customers to meet the intended participant goals.

6. New Business

T. Salovaara expressed concern about his trips not reflecting OMNY zero fare when he travels. D. Fredericksen asked that any feedback about customer experiences in the AAR OMNY pilot program should use the AAROMNYMail@nyct.com to provide this kind of information, so that we may document and add these comments to the collected data.

M. Anthony Phifer asked for an explanation of charges on his E-hail High Volume program. D. Fredericksen will investigate the questionable charges noted.

T. Coppola inquired about vehicle maintenance procedures for broker vehicles. R. Watkins asked if this information could be provided in the next meeting, so that Paratransit is afforded the opportunity to investigate and respond accordingly.

K. Hazell shared that a constituent reported a driver referred to her wheelchair as 'oversized' and she is asking for clarification about whether a driver in this situation can refuse the trip. C. Pangilinan advised that drivers are to determine whether vehicles are equipped to transport multiple wheelchairs, and if not, drivers should contact dispatch for assistance. K. Hazell was encouraged to support those customers to file a complaint with AAR for investigation.

J. Ryan received information that a broker driver refused to take a customer to where she requested. C. Pangilinan noted that all complaints should be filed with AAR via proper channels.

Meeting was adjourned at 6:30 PM.

Paratransit Report

Statistical results for the month of February 2024 are shown below.

Paratransit Operations - Monthly Operations Report Service Indicators

Category	Performance Indicator	Current Month: February 2024			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	659,749	562,599	+17.3%	650,418	557,584	+16.7%
	Total Ridership	944,524	801,610	+17.8%	942,353	800,461	+17.7%
On-Time Performance	Pick-up Primary 20 Minute	90.0%	92.0%	-2.0%	89.3%	n/a	n/a
	Pick-up Broker 20 Minute	92.0%	89.0%	+3.0%	87.2%	n/a	n/a
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	49.0%	56.0%	-7.0%	46.8%	50.7%	-3.8%
	Appointment OTP Trips Primary - Early*	43.0%	39.0%	+4.0%	44.8%	40.5%	+4.3%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	49.0%	38.0%	+11.0%	43.6%	39.8%	+3.8%
	Appointment OTP Trips Broker - Early*	40.0%	54.0%	-14.0%	45.1%	49.7%	-4.6%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	82.0%	81.0%	+1.0%	81.1%	80.9%	+0.2%
	Average Actual Trip Duration in Minutes	38	36	+5.6%	38	37	+3.0%
	Max Ride Time Performance Primary	99.0%	98.0%	+1.0%	98.3%	97.7%	+0.6%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	98.9%	99.0%	-0.1%
Customer Experience	Frequent Rider Experience Primary*	86.0%	87.0%	-1.0%	84.1%	85.7%	-1.6%
	Frequent Rider Experience Broker*	89.0%	95.0%	-6.0%	86.8%	92.7%	-5.9%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.94	0.71	+32.4%	0.67	1.28	-48.0%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.80	1.66	-51.8%	2.17	4.10	-47.1%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	3.9	0.4	+875.0%	3.7	2.2	+69.5%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.1	4.6	-76.1%	1.7	3.6	-52.6%
Call Center	Percent of Calls Answered	98.0%	96.0%	+2.0%	95.9%	93.6%	+2.3%
	Average Call Answer Speed in Seconds	17	48	-64.6%	42	97	-56.5%
Eligibility	Total Registrants	177,153	175,027	+1.2%	176,486	171,689	+2.8%

*** For all Paratransit performance metrics, visit <https://metrics.mta.info>

*NOTE: The reporting of Drop-off On-Time Performance and Customer Experience metrics resumed in September. The yearly data comparison is not available due to the temporary suspension of appointment time booking of trips associated with the COVID-19 pandemic which started in March 2020. Consequently, the last year's 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.
 3) Total Registrants data for February 2024 is available in this report.