

Advisory Committee (PAC)

January 14, 2020 Minutes

Meeting commenced at 5:20 p.m.

(Broker Seatbelt Securement Demonstration was held in garage from 4:30 p.m. till 5:15 p.m.)

Attendees:

PAC Members: Thomas Coppola, Lyudmila Demikhovskaya, Sharlene Kraft, Jean Ryan, Ellen Rubin, Tucker Salovaara, Sharada Veerubhotla, RueZalia Watkins, Stanley Weinblatt

PAC Members (calling in):, David H. DePorte, John Moynihan, Ketrina Hazell

MTA/NYCT Paratransit: Brian Altschul, Michael Cosgrove, Benoit Dupuy, Tammie Francisque, Donna Fredericksen, Ami Freyberger, Eugene Griffith, Anthony Griffith, Simone Harvard, Patricia Ibarguen, Domenick Macchia, Chris Messina, Stephanie Palmadesso, Donald Raimondi, Cassandra Lubin-Richards, John Salerno, Chantal Sealy-Walker, Shirley Teran-Marty, Rosemarie Venero, Ronnie Williams.

Global Contact Service - GCS (AAR Call Center): Greg Alcorn, Stanley Brooks, Frank Camp, Beverly Hamilton

Guests: Edward Freidman (Mayor's Office for People with Disabilities), Jason Gross (Curb), Uwvie Obodo (Tucker Salovaara's PCA).

Introductions: Ellen Rubin, Co-Chair, led the meeting in David's absence.

1. **Approval of Minutes** – David H. DePorte, Chair
November 19, 2019 minutes were approved unanimously.

2. **AAR Service Report** – Michael Cosgrove, Vice President,
Paratransit

VP Cosgrove provided a summary of operating statistics from the Paratransit Report. A copy is attached to these minutes.

PAC Member Discussion and Feedback

Ms. Ryan stated she was pleased that early trips are being documented in the Committee Report since many times she arrives ahead of her scheduled appointment causing her to agonize through cold weather and waiting around.

Mr. Cosgrove acknowledged concern and highlighted the efforts that Paratransit and Stratagen are developing for a new scheduling system that will anticipate adjustments using our GPS data while reviewing traffic patterns to meet date and time requested accurately. The new scheduling system should be out by July.

Ms. Rubin requested clarification of trips scheduled as an appointment and if that would avoid additional customers on route. It was confirmed that AAR is a shared ride and trips would be scheduled to accommodate pickup and appointment times of all on a route.

3. **PAC Topic**
Wheelchair Securement & Seatbelt Compliance- Eugene Griffith

Mr. Griffith, Broker Service Contract Officer, addressed the PAC regarding an increase in complaints at MTA Board meeting regarding wheelchair securements in WAV (wheelchair accessible vehicles) performing AAR trips. He explained the proactive measures that have been taken:

Daily surveys are conducted: The overall program conducts daily survey to get a sense of how the trip from the previous day went. We want to address the issue before they escalate to a complaint from the customer. The surveys concentrate on key areas customer service, safety and environmental issues. The questions focus on if you arrived to your destination on time, were you assisted into the vehicle, was your wheelchair secured properly, was the shoulder strap secured properly? We also ask about the trip notifications customer receive on the day of their travel. Did you get a call or text prior to your pick up, was there a AAR sign on the vehicle? We inquire about the vehicle interior, was it clean inside and outside?

Internal monitoring is in place with a focus on safety by performing check rides that evaluate driver's skills. They monitor the speed, driver signaling, driver distraction and obeyment of traffic laws?

Broker initiated training: Brokers are responsible to train every new driver with additional WAV training. All the drivers also get TLC training. TLC does inspect their yellow taxis 3-times a year and 2-times a year for green taxis. Furthermore, TLC has programs focusing on passenger assistance and WAV training for drivers.

Paratransit review: Mr. Griffith stated the vendor has been brought in for a meeting to discuss the procedures they needed to implement. Currently, brokers are bringing in drivers for refresher training and to observe them conduct the securement of a wheelchair. If the driver is unable to correctly secure the wheelchair, the driver will be given additional training.

PAC Member Discussion and Feedback

Ms. Ryan stated that notification of vehicle's location are not always accurate. A customer can be on the vehicle and the notification will say the vehicle will be arriving.

Mr. Salovaara stated he would the Mymta app ride survey be expanded to include ways to rate your trip.

Mr. Altschul, Technology Management Officer explained that IT is currently working on addressing operational issues with the app and acknowledged that feedback in any form is appreciated.

4. Paratransit Topic

Curb Broker- Jason Gross

Mr. Gross shared the latest updates Curb has made since he last spoke to the PAC. Curb is looking to improve all aspects of the broker service which includes on-time performance and customer communication. Survey details from Mr. Griffith are helpful in identifying and sharing feedback with the contractors for follow up action.

PAC Member Discussion and Feedback

Ms. Ryan stated that when booking a trip (on-demand), why does the app ask how many people are traveling with you and then send a vehicle that doesn't accommodate your PCA and Guest (Nissan WAV). Ms Ryan notes that when she calls Curb, agents have assisted and to ensure the proper vehicle.

Mr. Gross admitted this was an app oversight and guest request was implemented was for coding purposes. Mr. Gross stated that this will be reviewed by Curb to insure accuracy in accommodating such request appropriately.

Ms. Kraft asked are drivers trained to call out and assist when traveling with broker and E-hail?

Mr. Gross stated broker drivers get additional training specifically on issues surrounding the Broker program contract such as call out and assist notifications. Curb has initiated a campaign to include these notifications on the first line of the trip message visible to the drivers.

Ms. Watkins asked when does the second phase of the E-hail Pilot start?

VP Cosgrove replied that the E-pilot will be in place by the end of the first quarter (March).

There were multiple inquiries regarding English Proficiency of Broker drivers.

This topic will be discussed at a future PAC meeting and we will invite the TLC.

5. New/Old Business

Ms. Ryan requested that the Committee Report reflect the appointment time that reflect trips that are later than 31-45 minutes.

Mr. Weinblatt requested confirmation if AAR vehicles are allowed on the Belt Parkway.

Mr. Friedman stated that the NYC Department of Transportation (DOT) has not send out a written response to that yet.

Ms. Kraft requested sufficient notice before the transition to the second phase of the E-hail Pilot.

Closing

The meeting ended at 7:00pm.

Monthly Paratransit Advisory Committee Report (December 2019)

CATEGORY	December-2018	December-2019	Increase/Decrease Dec-18 vs. Dec-19
AAR Registrants	153,575	161,526	5.2%
Trips Requested (Total)	779,103	844,731	8.4%
Trips Scheduled (Total)	684,641	724,437	5.8%
On-Demand Trips Completed	27,661	38,417	38.9%
Trips Completed (Total)	646,497	679,262	5.1%
Total Boardings	894,847	929,244	3.8%
Trips Scheduled (Primary)	285,683	232,271	-18.7%
Customer No-Shows	9,475	8,503	-10.3%
<i>As a % of Trips Scheduled</i>	3.3%	3.7%	0.3%
Carrier No-Shows	449	301	
<i>As a % of Trips Scheduled</i>	0.2%	0.1%	0.0%
No Fault No-Shows	2,442	2,138	
<i>As a % of Trips Scheduled</i>	0.9%	0.9%	0.1%
Trips Scheduled (Broker)	116,918	481,041	311.4%
Customer No-Shows	3,339	10,982	
<i>As a % of Trips Scheduled</i>	2.9%	2.3%	-0.6%
Broker No-Shows	151	541	
<i>As a % of Trips Scheduled</i>	0.1%	0.1%	0.0%
Pick-up On Time Performance (Primary) <i>less than or equal to 30 minutes</i>	96%	96%	0.0%
Pick-up On Time Performance (Broker) <i>less than or equal to 30 minutes</i>	93%	96%	3.0%
Appointment OTP Trips (Primary)			
<i>On-time (30 minutes Early to < 1 minute Late)</i>	45%	46%	1.0%
<i>Early (31 minutes to 45 minutes Early)</i>	29%	28%	-1.0%
Appointment OTP Trips (Broker)			
<i>On-time (30 minutes Early to < 1 minute Late)</i>	36%	33%	-3.0%
<i>Early (31 minutes to 45 minutes Early)</i>	26%	27%	1.0%
Complaints per 1,000 Completed Trips	2,108 3.3	3,117 4.6	 1.3
Commendations	703	691	-1.7%