Paratransit Advisory Committee (PAC)

January 16, 2018 Minutes

Meeting commenced at 5:00 p.m.

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

PAC telephone conferenced: Lyudmila Demikovskaya, Mindy Jacobsen, Ellen Rubin

PAC members who were not in attendance: John Moynihan

NYC Transit Staff Attendees: Brian Altschul, Brandon Anderson, John Bush, Michael Cosgrove, Tom Chin, Lynda Edmond, Tammie Francisque, Donna Fredericksen, Eugene Griffith, Patricia Ibarguen, Felicia Jones, Patrick Killackey, Evan Kelly, Michael Levy, Steven LoPiano, Michael Lugo, John Morris, Cassandra Lubin-Richards, Stephanie Palmadesso, John Salerno, Kenneth Stuart, Shirley Teran-Marty

Guests:, Quemel Arroyo (DOT), Frank Camp (GCS), Alex Elegudin (TLC), Karen Jackson (Globant), Uwvie Obodo (PCA for Tucker B. Salovaara), Usha Narasimham (NYCT ADA)

Introductions – David H. DePorte, PAC Chair

I.   Approval of Minutes – David H. DePorte, PAC Chair

Mr. DePorte called for the approval of the November 14, 2017 minutes. The PAC Minutes passed with two abstentions by Ms.

Watkins and Mr. Friedman. Mr. Stewart moved to approve the minutes and Mr. Weinblatt seconded the motion.

Acting VP Cosgrove informed the PAC that VP LoPiano will be retiring in January 2018. VP LoPiano expressed sadness to leave Paratransit and will miss the robust conversations with the PAC and the success of the program he has put in motion.

II.   **AAR Service Report** – Acting VP Michael Cosgrove

As requested by the PAC, Mr. Cosgrove provided a summary of the Paratransit Report.

Registrants increased 0.3% comparing 149,561 in November 2016 to 149,975 in November 2017.

Trips Requested increased 3.9% comparing 642,106 in November 2016 to 667,282 in November 2017.

Trips Scheduled increased 5.1% comparing 552,778 in November 2016 to 580,765 in November 2017.

Trips Completed increased 4.3% comparing 496,766 in November 2016 to 518,009 in November 2017.

Customer No-Shows increased 26.4% comparing 8,191 in November 2016 to 10,352 in November 2017.

Carrier No-Shows decreased 31.5% comparing 743 in November 2016 to 509 in November 2017.

No-Fault No-Show decreased 11.2% to 2,619 in November 2016 to 2,325 in November 2017.

Total No-Show increased by 14.1% comparing 11,553 in November 2016 to 13,186 in November 2017.

On Time Performance increased 3.8% comparing 91.0% in November 2016 to 94.8% in November 2017.

Complaints per 1,000 Authorized Trips remained constant at 5.1 in November 2016 to November 2017.

Commendations increased 58.1% comparing 551 in November 2016 to 871 in November 2017.

Total Boardings increased 4.7% comparing 730,571 in November 2016 to 765,042 in November 2017.

III. Paratransit Topics

A. MTA Dashboard Demo - Mr. Killackey, MTA Strategic Initiatives

The Access-A-Ride (AAR) Dashboard PowerPoint was presented. Available for the public to view on the MTA.INFO website starting January 22, 2018, the purpose of the AAR Dashboard is to provide transparency and to share information with our AAR customers on how we provide, monitor and maintain quality service.

The presentation listed and described Ridership along with five Key Performance Indicators (KPI's) that are measured:

1. On-Time Performance
2. Provider No-Show Performance
3. Ride Time Performance
4. Customer Complaints
5. Call Center Performance

Ridership
There is a top bar graph that represents the number of trips and below is a companion graph that shows the number of boardings for a 13-month period. The graph is broken down by provider:
- Primary
- Broker
- E-Hail
- Street Hail
- All Other- represent Staten Island *Voucher Services*

A person can customize the graph by filtering the options for a specific service. The dropdown menu offers options to search by: month, peak or non-peak, weekday or weekend, originating borough and provider type.

On Time Performance
This chart depicts the performance of Primary and Broker providers. On-Time Performance is graphed in two ways, by Pickups and Drop-Off On-Time. The Pickup On-Time Performance is measured against 30 minutes past the promised pick up-time and 15 minutes past the promised pick up-time.

The bottom graph measures Drop-Off Performance for Appointment Time based Trips.

Again, the filters can be adjusted for individual preferences.

Provider No-Shows
The provider no-show rate measures the frequency with which primary and broker providers do not arrive at the pickup location within 30 minutes of the promised time and the customer calls for replacement service.

Ride Time

It is the measure of time travel variance, which shows the difference between how long the trip took vs. how long AAR said it would take. The percentages are shown in a pie chart. The bottom half of the slide is a bar graph that shows the Average Travel Time in Minutes by Trip Distance Category. The trip distance is divided into 8 bars ranging from 0 to more than 15 miles and a total bar.

The filters can be adjusted for individual preferences.

Customer Complaints

This graph is divided into two types of complaints related to Transportation Service and Non-Transportation Service Complaints for a 13-month period.

Transportation services are complaints regarding service delivery, drivers and vehicles.

Non-Transportation service quality complaints regard the reservation process, eligibility certification experiences, customer service agents and all other complaints.

The filter can be adjusted for individual preferences.

Call Center

The Call Center performance is being measured by two different methods, the percentage of calls being answered and the average answer speed.

Discussions and Member Feedback

The PAC was informed that the AAR Dashboard would be an iterative process and it would evolve over time. A discussion ensued with some suggestions being made for future

improvements. Ms. Watkins inquired as to what AAR is trying to achieve by having this public Dashboard. VP LoPiano explained that the goal is to become a transparent organization and to share information with our customers so we can work together to find solutions.

B. New Fare Payment System (NFPS) - Mr. Altschul, Paratransit Technology Officer

Mr. Altschul discussed a new fare payment system that is scheduled to roll out on NYCT bus and subway system within the next two to three years. AAR is included in these plans. A pilot program is in place for buses within Staten Island. The device called a fare validator (contactless payment device) will be installed in select buses. Methods of payment will include a smartphone, credit card that is enabled with a Radio-Frequency Identification (RFID) chip in it and the new replacement MetroCard.

We are considering this program for Paratransit, although a more robust and inclusive Paratransit payment system is needed due to the multi-modal nature of our service. It is envisioned that such a system would work on dedicated, voucher, broker and E-hail services.

Currently, the system is still in development and we wanted to get feedback and thoughts from the committee as we continue with the project.

Discussions and Member Feedback
Mr. Arroyo asked if individuals must set up multiple payment accounts to add money to their metro cards. Mr. Altschul explained that the initial intent for NYCT is for customers to be able to have one payment method but more details with be available as the program develops.

Mr. Friedman inquired as to the timeframe of this project which Mr. Altschul explained the Pilot will begin in late 2019 or early 2020.

    C. My Access-A-Ride App- Mr. Altschul, Paratransit Technology Officer

Mr. Altschul announced the new My Access-A-Ride App. The company we are working with is Globant and the project manager is Karen Jackson. The company has contacted many AAR customers to participate in a research study about their AAR experience. This information is being tied in with the introduction of the My MTA App coming out at end of March 2018. This MTA App will incorporate the My AAR App which will be released in June 2018.

Discussions and Member Feedback

Ms. Jackson advised that PAC Member feedback is important and will be solicited.

Globant is currently conducting ride along researcher to capture information concerning the AAR trip. Globant is also conducting and creating sessions where several customers are coming in for one-on-one interviews and additional feedback is still being collected.

IV. **PAC Topic**

    A. Accessible Taxi

Prior to the start of the PAC, there was a demo of three accessible taxis along with an overview by Mr. Elegudin, TLC Accessibility Program Manager:

1. Nissan NV 200 (TOT) by Braun

2. Toyota WAV conversion by Braun

3. Toyota WAV Conversion by FR

Discussions and Member Feedback

Mr. Stewart noted when using the side door on all three vehicles one could hit their head upon entering. He suggested the conversion company open space underneath the vehicle to allow for more head room, and advised there was not enough leg room.

Ms. Ryan stated she could get into all 3 vehicles easily. However, she suggested a yellow strip be painted on the ramp to guide a customer when steering backwards. She said when it's raining the ramp is slippery and not safe. Ms. Ryan said the folding ramp sometimes does not go all the way down, and is too steep.

Mr. DePorte expressed how service animals are sometimes not honored on vehicles by drivers. VP LoPiano added that is part of the training program that has been incorporated by TLC but any issues that may arise should be addressed to AAR.

IV. New/Old Business

Mr. Coppola wanted clarification about possible changes to PAC meeting schedules which was previously mentioned. Mr. Stuart stated that consideration is being given to making the November 2018 meeting earlier so that it doesn't interfere with Thanksgiving, and possibly moving the September meeting later due to Labor Day.

Mr. Friedman inquired about the comparison statistic for the carriers. Mr. Stuart explained that the number of trips are not equally distributed between the carriers. The carriers are also not

equal in size and location. We use the carrier statistic as a management tool so when AAR meets with the carriers they discuss their findings.

Ms. Veerubholt wanted to provide additional feedback about the Curb pilot program. She will contact with Ms. Teran-Marty who will follow up on any items. Ms. Veerubholt will remain proactive in the program.

Closing

Ms. Kraft moved to adjourn the meeting and Ms. Veerubholt seconded the motion. Motion carried out unanimously and the meeting was adjourned at 7:00pm.