

Paratransit Advisory Committee (PAC)

May 21, 2019 Minutes

Meeting commenced at 5:10 p.m.

PAC Attendees: Thomas Coppola, Lyudmila Demikhovskaya, Mindy Jacobsen, Ketrina Hazell, Jean Ryan, Ellen Rubin, Tucker B. Salovaara, Sharada Veerubhotla, RueZalia Watkins, Stanley Weinblatt,

PAC members on the phone: David H. DePorte, Sharlene Kraft, John Moynihan

NYC Transit Staff Attendees: Brian Altschul, John Barry, Michael Cosgrove, Zhamyr Cueva, Tom Chin, Benoit Dupuy, Tammie Francisque, Donna Fredericksen, Patricia Ibarguen, Tejpal Prajapati, Felicia Jones, Stephanie Palmadesso, Don Raimondi, Cassandra Lubin-Richards, Daniel Rodriguez, John Salerno, Kenneth Stuart, Jayashri Srinivasan Cuffey, Shirley Teran-Marty

Guests: Frank Camp (GCS), Edward Freidman (MOPD), Jason Gross (Curb), Uwvie Obodo (PCA for Tucker B. Salovaara), Quemuel Arroyo (DOT on the phone)

Introductions – RueZalia Watkins, PAC member

I. Approval of Minutes – RueZalia Watkins
March 21, 2019 minutes were approved unanimously.

II. AAR Service Report VP Michael Cosgrove

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

III. Paratransit Topic Curb Broker- Jason Gross

Mr. Gross introduced himself and the new Enhanced Broker service. He acknowledged that there were some start up challenges as Curb transitioned to broker service and apologized to the Committee for any difficulties experienced during the transition period. It was challenging for Curb to on-board drivers and provide them with training in customer safety and sensitivity. In addition, all drivers under the broker program must be part of a Federal Transit Administration (FTA) drug and alcohol testing program which is not a requirement for taxi and for hire vehicle drivers licensed by the NYC TLC. Mr. Gross also discussed other initial challenges in preparing drivers prepare them for this service. Mr. Gross explained their company wants to deliver a quality service to Access-A-Ride customers. Mr. Gross has been working with dedicated drivers strategically placed throughout the 5 boroughs to rescue any unsuccessful trips that occur.

Discussions and Member Feedback

Ms. Ryan expressed dissatisfaction with the lack of communication between Paratransit and the Access-A-Ride customers during the transitioning of the Advanced Reservation E-Hail program to Enhanced Broker Service. Mr. Cosgrove explained that the Advanced Reservation E-hail trips were being performed on a pilot basis and were being made a permanent part of Paratransit through broker service. Curb was the largest

provider of Advanced Reservation E-hail trips and now was part of the Enhanced Broker Service. The transition occurred over a span of two months' trips where service was gradually being transitioned from Advanced Reservation E-hail over to the Enhanced Broker program.

Ms. Veerubhotla offered that she has been told that drivers are asking customers to pay a toll if they want to arrive to their destination faster. Mr. Cosgrove clarified that customers should not be asked to pay tolls and that members report these instances so they can be investigated and corrective action taken.

Ms. Veerubhotla mentioned on a recent trip her app displayed several drivers around the location however the drivers say they are 25 minutes away. Mr. Gross explained the vehicles a customer sees in the app displays all available taxi cabs. However, all these drivers are not certified to provide AAR trips. This feedback will be noted and reviewed in future updates.

Mr. Salovaara experienced drivers calling him and telling him to walk toward them because they are a distance away from the pickup location. Also, drivers are not answering their phones to provide ETAs.

Mr. Gross expressed how drivers are not supposed to answer mobile device while operating a vehicle, if a customer needs assistance they call the Call Center.

IV. PAC Topic New AVL/ Scheduling System- Brian Altschul

Mr. Altschul displayed the new light weight android based device system called Mobile Data Terminal (MDT). A test mode Mobile Data terminal was on display for anyone interested in seeing how

it operates. It displayed the mapping features based on the TomTom platform. The advantage to using an android operating system is it allows for the ease in upgrading or changing of data as technology advances. This data is incorporated into the system and provides AAR with the flexibility and functionality to integrate the AVL system with other live systems such as NYC DOT's street closures. The installation of the MDTs will be for primary carriers. Currently, it is being tested on three Maggies (MAG) vehicles and in the next few weeks more vehicles will have them implemented. The goal is to have it on all vehicles by the end of year.

There are two systems being simultaneously implemented at once, the integration of the AVL system and the Scheduling system. The scheduling system will include dispatching and reservations and will direct the actual route. This system will use real-time traffic data along with the real time historical data which includes DOT info about road closures, permanent long term or short term closures. All this info will pass through the MDT, onto scheduling and to the drivers so that all parties will have the same information. This will allow for much better routing decisions. Integrating the two systems will work well to our advantage.

Discussions and Member Feedback

Ms. Watkins wanted to know how long the installation of this system will take? Mr. Altschul stated the goal is to add about 200 vehicles a month and be completed by the end of the year.

V. New/Old Business

PAC presented a cake to retiree Mr. Stuart and Mr. Chin and expressed their appreciation for all the assistance provided to them throughout the years.

Closing

Ms. Jacobsen moved to adjourn and Ms. Watkins second the motion. The meeting ended at 7:00pm.

Monthly Paratransit Advisory Committee Report (July 2019)

CATEGORY	July-2018	July-2019	Increase/Decrease July-18 vs. July-19
AAR Registrants	149,539	156,943	5.0%
Trips Requested (Total)	722,141	821,524	13.8%
Trips Scheduled (Total)	629,506	713,964	13.4%
Trips Completed (E-Hail)	175,035	36,851	-78.9%
Advanced Reservation	156,248	0	-100.0%
On-Demand	18,787	36,851	96.2%
Trips Completed (Total)	582,150	665,127	14.3%
Total Boardings	819,821	882,898	7.7%
Trips Scheduled (Primary)	299,279	295,569	-1.2%
Customer No-Shows	8,751	7,979	
<i>As per 1,000 Scheduled Trips</i>	29.24	27.00	-2.24
Carrier No-Shows	615	408	
<i>As per 1,000 Scheduled Trips</i>	2.05	1.38	-0.67
No Fault No-Shows	2,564	2,591	
<i>As per 1,000 Scheduled Trips</i>	8.57	8.77	0.20
Trips Scheduled (Broker)	112,716	382,236	239.1%
Customer No-Shows	2,483	9,241	
<i>As per 1,000 Scheduled Trips</i>	22.03	24.18	2.15
Broker No-Shows	397	439	
<i>As per 1,000 Scheduled Trips</i>	3.52	1.15	-2.37
Pick-up On Time Performance (Primary) <i>less than or equal to 30 mins</i>	97%	96%	-1.0%
Pick-up On Time Performance (Broker) <i>less than or equal to 30 mins</i>	92%	96%	4.0%
Complaints per 1,000 Completed Trips	2,208 3.8	3,909 5.9	2.1
Commendations	768	912	18.8%