

Paratransit Advisory Committee (PAC)

November 14, 2017 Meeting Minutes

Meeting commenced at 5:05 p.m.

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

PAC telephone conferenced: Lyudmila Demikovskaya, Edward Friedman, Quemel Arroyo (DOT)

PAC members who were not in attendance: John Moynihan, Mindy Jacobsen

NYC Transit Staff Attendees: Brian Altschul, Shari Bhushun-Ogbourne, Michael Cosgrove, Tom Chin, Lynda Edmond, Tammie Francisque, Donna Fredericksen, Raymond Gaillard, Natalie Garcia, Eugene Griffith, Patricia Ibarguen, Felicia Jones, Brian O'Connor, Steven LoPiano, Cassandra Lubin-Richards, Stephanie Palmadesso, John Salerno, Kenneth Stuart, Shirley Teran-Marty

Guests: Judith Buckley (NYCT ADA), Frank Camp (GCS) Jason Gross (VeriFone), Duane Deane (VeriFone) Uwvie Obodo (PCA for Tucker B. Salovaara)

Introductions – David H. DePorte, PAC Chair

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

Mr. DePorte called for the approval of the September 26, 2017 minutes. Mr. Coppola moved to approve the minutes and Ms. Rubin seconded the motion.

II. AAR Service Report – Vice President Steve LoPiano

As requested by the PAC, VP LoPiano provided a summary of the Paratransit Report.

Registrants decreased 0.2% comparing 148,806 in September 2016 to 148,448 in September 2017.

Trips Requested decreased 0.3% comparing 645,563 in September 2016 to 643,884 in September 2017.

Early Cancellations increased 0.8% comparing 81,670 in September 2016 to 82,296 in September 2017.

Trips Scheduled decreased 0.3% comparing 588,024 in September 2016 to 587,431 in September 2017.

Late Cancellation decreased 2.0% comparing 17,522 in September 2016 to 17,166 in September 2017.

Trips Completed increased 3.3% comparing 499,672 in September 2016 to 516,020 in September 2017.

Customer No-Shows increased 28.6% comparing 8,496 in September 2016 to 10,927 in September 2017.

Carrier No-Shows decreased 48.9% comparing 848 in September 2016 to 433 in September 2017.

No-Fault No-Show decreased 24.4% to 2,851 in September 2016 to 2,154 in September 2017.

Total No-Shows increased by 10.8% comparing 12,195 in September 2016 to 13,514 in September 2017.

On Time Performance increased 4.5% comparing 90.2% in September 2016 to 94.7% in September 2017.

Appointments On Time increased 2.0% comparing 87.0% in September 2016 to 89.0% in September 2017.

Late Trips by Carriers decreased 50.2% comparing 35,132 in September 2016 to 17,508 in September 2017.

Complaints per 1,000 Authorized Trips decreased 12.3% comparing 6.0 in September 2016 to 5.3 in September 2017.

Commendations increased 17.3% comparing 631 in September 2016 to 740 in September 2017.

Total Boardings decreased 1.8% comparing 738,573 in September 2016 to 725,512 in September 2017.

PAC Comments

Mr. Coppola wanted to know how the service is monitored in Staten Island and if the statistical report included data on that borough. Mr. Griffith explained that undercover ride checks are conducted as well as survey calls to customers inquiring about their same day service are performed to evaluate their performance. A new requirement for broker is that all vehicle must have GPS. This will provide statistical data for their on-time performance in Staten Island.

II. Paratransit Topic E-hail reservations

VP LoPiano spoke briefly regarding the E-hail Pilot Program which Access-A-Ride is currently working on. The program will run for a year and we want to perform at least 600,000 trips. If a customer calls to schedule an E-hail trip the agents are booking these trips

manually. The customer are reserving the trip a day or two in advance, providing the destination and the travel time. This information is entered on the app which VeriFone has provided. The vehicle will then arrive at the location a customer has reserved.

Mr. LoPiano stated the service we want to test now is On Demand Travel (same day) in which a customer can book a trip the same day. The customer only pays \$2.75 using this Curb app that is downloaded on their smartphone. We currently have two test groups. One test group consists of 100 customers with smartphones who will download the app. The other group consists of 100 users who do not use smartphones and will call into our Command Center for an agent to book the trip through the VeriFone app. The customer will provide the location and time they want to reserve their trip. This Pilot Program will start November 29th. A representative of VeriFone attended the meeting to answer questions regarding this service.

Mr. Camp of Global Contact Service (GCS) explained how Travel Service agents are going to handle these calls. Criteria are currently in place that a customer must meet to participate. We are only currently booking trips through E-hail that are within the same borough. There are accessible (WAV) vehicles that are available for customers that use a wheelchair. Some locations are currently not being serviced such as 26 Federal Plaza, Rikers Island, assessment centers and airports.

Mr. Weinblatt inquired about the availability of accessible vehicles for oversized wheelchairs. VP LoPiano stated currently Taxi and Limousine Commission (TLC) accessible vehicles can only accommodate a standard size wheelchair. The city is committed to making transportation more accessible.

Ms. Veerubhotla questioned how much time in advance should a trip be booked. VP LoPiano explained a same-day trip can be

reserved now or up to 24 hours in advance. Ms. Kraft also mentioned that many times the drivers are calling the wrong contact number. She hopes that E-hail is using the right telephone information. VP LoPiano explained that VeriFone has already been given the contact numbers of the customers who are participating in this pilot program. Customers will receive a concierge number and an email which they can contact for further assistance.

Mr. DePorte wanted to know how someone can join the Pilot Program. VP LoPiano stated customers can call the Comment Line at 877-337-2017 press #8 and inform the agent that they would like to add their name to the list for future consideration for the E-hail pilot program.

VP LoPiano explained that customers can call a hotline number and speak directly to a staff member from VeriFone 24/7 who will be able to assist a customer with a trip in progress. If a driver claims they aren't aware that the trip is Access-A-Ride, the customer can call the hotline and staff will communicate with the driver. AAR will monitor the trips by getting GPS feeds for pickup and drop-off trips. We want to ensure a successful and safe trip.

Ms. Kraft stated she isn't receiving an ETA when using E-hail and that you only get a call reminding the customer of the pickup time. Mr. Gross, the VeriFone representative explained that VeriFone is working on integrating an IVR system which will call or text a customer. This system works similarly to the way AAR communicates to their customers.

Manage My Trips (MMT)

Mr. Altschul is the Technology Project Manager Officer for Paratransit. He will be presenting the new updates which have been added to Manage My Trip (MMT).

Customers may access the AAR website link by going to <http://web.mta.info/nyct/paratran/guide.htm>. On the bottom, right side, you will find Manage My Trip. Customers can sign up for online reservations by filling in the following information: Customer ID#, first name, last name, date of birth, email and password. After you've signed up, the next step is to go to the setting tab and decide how you would like to receive notifications concerning your trip. There are three ways to do so, phone call, text or email; you can pick one or all three and save the information.

Once registered, customers can reserve your trip online or set up Subscription service by clicking a "new trip." You must provide details such as a pickup time, appointment time and location. At the bottom are the various accommodations based on the customer's profile. If you need additional accommodations such as providing specific instructions to the driver you must call AAR at 877-337-2017 and reserve the trip with an agent.

Once you reserve your trip it will show as pending. Throughout the day the trip will be scheduled and you will then get a notification by phone, text or email which says "Great your reservation has been scheduled." The updates will be in affect by Mid-December of this year.

The second part of the feature is "Where is My Vehicle" (WMV) function.

- A customer can locate the vehicle on Google maps.
- The blue icon shows the pickup and drop off location. The flag icon is the drop off point.
- It also shows if there are additional pickups or drop offs. Then it will provide the estimate time of arrival (ETA).

An all-in Access-A-Ride gateway app is currently in production and will be available mid-2018.

IV. PAC Topic

Hospital Entrances

Discussions and Member Feedback

Ms. Fredericksen the Deputy Director of Outreach discussed designated stops throughout the 5 boroughs. This information can be found by going to <http://web.mta.info/nyct/paratran/pickup.htm>. Designated stops are requested by hospital administration or when venues such as Citi Field, Yankee Stadium, the Barclay Center were being built. The ADA Compliance experts often reach out to AAR and we worked together on establishing these AAR stops.

We follow similar procedures and guidelines when hospital request AAR stops. AAR must make sure the location is accessible for passengers to board on the right side of the vehicle. Paratransit will conduct a site visit, communicate with hospital administration and conduct analysis which includes determining how many trips are scheduled daily to that location. After that information is obtained, we work with NYCT Operations Planning who makes the determination if the request should be forwarded to Department of Transportation (DOT). The DOT will view the location and determine whether a designated stop can be placed. It is DOT who places the sign at the location.

Illegally parked vehicles can make it difficult for AAR to drop-off and board our customers at designated stops. Efforts by the local law enforcement and Paratransit Standards and Compliance help to keep designated stops clear for our customers.

V. New/Old Business

Mr. Stuart briefly discussed the process of how Customer Relations reviews the carrier's statistics and rank them. The 13 carriers are ranked from the lowest to the highest based on the number of complaints received relative to their number of trips and advise each carrier on specific areas needing focus. Further emphasis is

given to no-shows, late arrivals, drivers, long rides and vehicles which are the major categories of complaints.

VP LoPiano explained that some of the remedies for poor performing carriers may include financial damages, limiting or eliminating trip assignments.

Closing

Mr. Stewart moved to adjourn the meeting and Mr. Salovaara seconded the motion. Motion carried unanimously and the meeting was adjourned just before 7:00pm.