Paratransit Advisory Committee (PAC)

September 25, 2025

Meeting Minutes

The 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, Billy Mitchell, Jean Ryan, Sharada Veerubhotla, RueZalia Watkins, Tucker Salovaara, Ketrina Hazell, Jose Hernandez, Sharlene Kraft, Mark Anthony Phifer

MTA/NYCT Paratransit
Patricia Ibarguen, Diane McFarlane, Abigail Banks, Frank Camp, Eugene Griffith, Beverlyn Richards, Lynda Edmond, Nathasha Parris, Rachel Cohen, Tejpal Prajapati, Simone Harvard, Shari Bhushun-Ogbourne, Kevin Flores, Tammie Francisque, Scott Pantano, Beverly Hamilton

CTG Leadership
Norah Orezzoli (Senior Vice-President, CTG), Fadi Toska (Chief Technology Officer, CTG), Eduard Slilin (President, CTG)

September 25, 2025, meeting minutes were approved.

3. AAR Service Updates / Dashboard AAR Report

R. Cohen delivered the Paratransit Performance Report.

The next On The Move newsletter is expected to be published within the next two weeks.

S. Veerubhotla asked if Paratransit has thought about Outreach to parents of children with disabilities (ex: visiting schools, providing guidance to parents about applying and using AAR). R. Cohen tasked P. Ibarguen and A. Banks to discuss offline.

L. Demikhovskaya has issues submitting the survey from her computer. R. Cohen advised Paratransit to confirm whether her response was received but noted there doesn't appear to be any issues with other submissions.

R. Watkins is pleased OTP for pick-ups is performing well, but stated overall drop-off OTP (ex: subscriptions) is trending upward and she would like to see this addressed. R. Cohen said it may be helpful to spend a little time on this matter at the next meeting, adding that trends haven't shown such results.

PAC Topic

Broker Communications and Presentation by CTG

Norah Orezzoli presented AI Powered Translation Module Pilot Program slideshow.

T. Salovaara asked if the translation system would activate if the driver were already using the phone for another purpose (talking, GPS, music)? Fadi Toska explained as was exhibited in the video that the driver's device (cell phone or tablet) intuitively listens and automatically activates translation. The device is mounted conveniently on the dashboard so a button can be easily pressed to activate translation if needed.

N. Orezzoli said there will be extensive training for drivers, and it will be clearly communicated that during the trip functionality for the module must be engaged at any given point and this should be the driver's primary focus.

T. Salovaara asked if this technology is designed to clearly identify language from a passenger with a speech disability. N. Orezzoli and F. Toska explained they are in the process of finalizing the incorporation of this scenario.

S. Kraft noted her constituency includes AAR customers who are visually impaired. This presentation includes interactions that occur inside the car. How will it be useful for interactions outside the car (ex: at the pickup location when driver greets the customer and performs the call out and assist?). F. Toska explained the module is within the device and driver can dismount the device and take it outside of the car to where the customer is waiting so that it may assist with conversations outside the vehicle.

Chair Watkins asked that a feature also be considered to filter outside noise/street noise to optimize effective and successful communication between drivers and customers.

K. Hazell asked if a braille feature could be explored. F. Toska said CTG will consider this suggestion.

N. Orezzoli pointed out that customers are not required to have a smartphone to use this system, because the driver's device is what is being used. All CTG drivers must have a smartphone.

Chair Watkins asked if additional speakers are used within the vehicle. F. Toska explained no additional hardware is needed, because the speakers inside the driver's device are being used, or if Bluetooth function is engaged inside the vehicle, the sound will come through the vehicle's sound system.

S. Veerubhotla remarked that the presentation reflected after 20 seconds of silence, the functionality silences itself. She suggested it would be helpful to test this system in real-life situations, because there are many scenarios that were not covered in the presentation. N. Orezzoli explained the 20 seconds of silence was a measurement used for testing purposes and can be adjusted.

E. Griffith reiterated the program is still in the developmental stage and CTG/Paratransit welcomes the opportunity to test this with the PAC committee as development progresses.

J. Ryan asked if the system would serve customers who are deaf? F. Toska explained the language can be translated into sign language, but the screen size will need to be considered and tested.

J. Ryan suggested a speaker be added to the rear of the vehicle, because that is where many customers who use wheelchairs and motorized chairs are seated during the ride, and it could be difficult to hear from that location.

M. Anthony-Phifer noted he has had issues with CTG trips and using the app and asked N. Orezzoli if he could speak offline about these matters. Chair Watkins suggested all PAC members compile CTG app and other CTG concerns to be presented collectively to Paratransit and CTG for discussion and feedback.

E. Griffith suggested the PAC reach out to Paratransit with dates to schedule a test session for this new AI technology.

4. PARA Topics

Taxi Authorization Process: R. Cohen shared a presentation on taxi reimbursement – currently experiencing delays due to high volume of requests resulting in longer processing times. Any suggestions presented on avoiding delays and updates to this process may be shared via mta.info website.

Chair Watkins noted PAC will send feedback on suggested language to be posted on the website within one week (before the OTM newsletter is published).

S. Veerubhotla asked if using the language 'extended period of time' can be further clarified so that a more definitive timeframe is posted regarding how long reimbursement payments are expected to take. Chair Watkins asked R. Cohen if the language being presented can be shared with PAC, and then feedback can be presented. R. Cohen agreed to share the language with PAC.

OMNY Update: A. Banks advised all eligible customers, new and recertified, are currently receiving AAR OMNY cards. Eligibility decision letters are noting that AAR OMNY cards will arrive separately within a few weeks of their eligibility certification. Existing customers will be issued and mailed OMNY cards within the next month. Refer to Summer 2025 issue of OTM for images of the different OMNY cards (ex: AAR OMNY card - has photo, eligibility dates and PCA (if approved), RF for reduced fare, and Fair Fares is not noted on OMNY cards.

J. Ryan asked how customers who use vouchers will use AAR OMNY. R. Cohen said Paratransit is working with pre-tax benefit providers, who will provide the pre-tax benefit on AAR trips through OMNY. Providers may use the OMNY portal to put pre-tax benefits on a paratransit customer's OMNY card account. Or customers with a pre-tax debit card may add value onto the OMNY card. There will be ways to continue using pre-tax benefits for the AAR fare. P. Ibarguen said updated messaging on this matter can be shared via the OMNY for AAR page. S. Veerubhotla suggested the language "…for more information about using vouchers with AAR OMNY, contact (?)."

J. Ryan asked whether a date has been scheduled for the AAR EV demonstration/testing. Chair Watkins said the EV and CTG AI communication testing will be scheduled within one week.

T. Salovaara asked for an update on the e-hail pilot program. Chair Watkins said there are other issues that need to be addressed at this time.

Next PAC meeting will be November 20th at 5pm.

5. New Business

No new business.

Meeting was adjourned at 6:30 p.m. S. Kraft made a motion to end the meeting. K. Hazell seconded.

Paratransit Report

Statistical results for the month of June 2025 are shown below.

Category	Performance Indicator	May'25	Current Month: June 2025			Chg Prev Month	Chg 2024	Chg 2023	12-Month Average		
			2025	2024	2023				This Year	Last Year	% Change
Ridership	Total Trips Completed*	938,783	904,038	758,266	639,156	-3.7%	+19.2%	+41.4%	840,037	693,100	+21.2%
	Total Ridership	1,342,904	1,296,442	1,107,227	935,175	-3.5%	+17.1%	+38.6%	1,204,665	1,009,051	+19.4%
On-Time Performance	Pick-up Primary 20 Minute	85.0%	87.0%	86.0%	90.0%	+2.0%	+1.0%	-3.0%	87.8%	88.3%	-0.5%
	Pick-up Broker 20 Minute	93.0%	93.0%	93.0%	86.0%	0.0%	0.0%	+7.0%	94.3%	89.6%	+4.7%
	Pick-up Primary 30 Minute	93.0%	94.0%	93.0%	96.0%	+1.0%	+1.0%	-2.0%	94.4%	94.7%	-0.3%
	Pick-up Broker 30 Minute	98.0%	97.0%	97.0%	94.0%	-1.0%	0.0%	+3.0%	97.8%	95.3%	+2.5%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	59.0%	59.0%	49.0%	45.0%	0.0%	+10.0%	+14.0%	55.6%	46.7%	+8.9%
	Appointment OTP Trips Primary - Early*	22.0%	25.0%	39.0%	49.0%	+3.0%	-14.0%	-24.0%	30.0%	43.1%	-13.1%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	53.0%	52.0%	52.0%	40.0%	-1.0%	0.0%	+12.0%	51.6%	47.2%	+4.4%
	Appointment OTP Trips Broker - Early*	35.0%	39.0%	34.0%	51.0%	+4.0%	+5.0%	-12.0%	37.9%	40.6%	-2.7%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	72.0%	73.0%	80.0%	81.0%	+1.0%	-7.0%	-8.0%	76.6%	80.5%	-3.9%
	Average Actual Trip Duration in Minutes	39	38	37	37	-2.6%	+2.7%	+2.7%	37	38	-2.2%
	Max Ride Time Performance Primary	98.0%	98.0%	98.0%	98.0%	0.0%	0.0%	0.0%	98.3%	98.3%	0.0%
	Max Ride Time Performance Broker	99.0%	99.0%	99.0%	99.0%	0.0%	0.0%	0.0%	99.0%	98.9%	+0.1%
Customer Experience	Frequent Rider Experience Primary*	84.0%	85.0%	81.0%	83.0%	+1.0%	+4.0%	4.0%	84.2%	83.6%	+0.6%
	Frequent Rider Experience Broker*	90.0%	90.0%	91.0%	83.0%	0.0%	-1.0%	-1.0%	90.7%	87.3%	+3.3%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	1.00	1.00	1.20	0.43	0.0%	-16.7%	+132.6%	0.98	0.79	+23.8%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.80	0.70	0.80	2.96	-12.5%	-12.5%	-76.4%	0.82	1.29	-36.8%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	4.2	4.0	3.8	4.2	-4.8%	+5.3%	-4.8%	4.0	4.0	+0.8%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.7	1.6	1.1	1.1	-5.9%	+45.5%	+45.5%	1.4	1.1	+28.4%
Call center	Percent of Calls Answered	94.0%	93.0%	96.0%	95.0%	-1.0%	-3.0%	-2.0%	96.6%	96.8%	-0.3%
	Average Call Answer Speed in Seconds	70	90	45	67	+28.6%	+100.0%	+34.3%	42	28	+48.8%
Eligibility	Total Registrants	184,035	n/a	178,467	176,766	n/a	n/a	n/a	179,053	177,179	+1.1%

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

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 June 2025 is not available in this report.