Paratransit Advisory Committee (PAC)

June 24, 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 5:03 p.m.

2. Confirmation of participants and approval of minutes

PAC Members
Thomas Coppola, Luda Demikovskaya, 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, Steve Scott, Shari Bhushun-Ogbourne, Kevin Flores, Sean Fitzpatrick, Chris Messina, Tammie Francisque

April 3, 2025, meeting minutes were approved.

3. AAR Service Updates / Dashboard AAR Report

R. Cohen shared with PAC that a summer series began today for MY AAR virtual learning sessions. We are hoping this will increase usage of the app. Encouraged PAC members to sign up and share with community members.

R. Cohen delivered the Paratransit Performance Report. Noted that MV Transportation services have been wind-down (completed in March). Those trips were transitioned to the network of other providers, and we are seeing positive impacts, particularly with Professional.

A request was made to share dates and additional information about the MY AAR sessions, which will also be shared in the summer edition of the AAR On The Move newsletter. The [Summer 2025 newsletter](#) is live online.

4. **PAC Topic**

   Effective Communication Strategies with Broker Service:

   Chair Watkins shared that the PAC Committee met internally and mutually agreed that they would like to work with Paratransit on one thing that affects customers. They decided that the topic should surround all aspects of communication regarding broker services inside and outside of the vehicles.

   Broker Driver Communications: E. Griffith

   E. Griffith provided a detailed description of the process drivers will use to operate the language translation program in the vehicle. This will allow for an interactive translation experience between drivers and customers.

   This program, being managed by CTG, is still in the development stage. The development team anticipates having a test version available in Fall 2025, and they would like to have PAC be the first group to test and provide feedback.

   J. Ryan asked if customers who have hearing impairments who may be seated in the cargo area of a vehicle (back), how this technology will work effectively. E. Griffith explained the program will use artificial intelligence to automatically detect voice activation and adjust volume as needed.

   S. Kraft asked how drivers will communicate with customers who are outside the car (call out and assist).

   E. Griffith said assisting customers is currently part of the process, and drivers should be providing this assistance.

   Chair Watkins expressed there have been real communication gaps in this process (call out and assist).

   S. Veerubhotla noted when drivers are picking up customers in very populated

areas (i.e., hospitals), it would be helpful to find a solution for communication between drivers and customers.

Chair Watkins asked how this device will look and where it will be located.

E. Griffith said it will be a program on the driver's cell phone, and it will likely be docked somewhere in the front of the vehicle near the driver.

C. Watkins asked who would be using this program? E. Griffith said it would be used by CTG and then later expanded to other AAR drivers.

C. Watkins asked if, upon arrival for a pick-up, will the program prompt or instruct the driver to exit the vehicle and find the customer? Example: "You've arrived at your location." "Go across Flatbush Avenue to where the customer is located."

E. Griffith shared that exact pick-up locations (i.e., across the street, on a particular corner, behind the building, etc.) should be included within the reservation process. Also, the new scheduling system may be able to include more specific information as well. Chair Watkins said the PAC would like to further discuss how to proceed with inquiries regarding this topic.

Further discussion ensued about issues experienced when drivers are on location and drivers not adhering to AAR pick-up procedures.

M. Phifer shared that he is picked up at Port Authority daily and CTG drivers will not show up for his trips because they are waiting in the incorrect location. E. Griffith agreed to investigate this matter.

S. Kraft shared that calling the command center for assistance doesn't always work, because customers cannot get through. S. Harvard recalled there is a Contingency Desk for those emergency situations. P. Ibarguen said this is Option #3 for same day issues. S. Harvard shared #3 is appropriately staffed to handle Contingency trips.

M. Phifer asked if the Contingency Desk is public knowledge. P. Ibarguen said it is public knowledge, and it has been included in the AAR On the Move newsletter.

Chair Watkins asked if all the communication concerns being discussed can be broken down into a list (or groups within a list)? Does this require an RFP? E. Griffith advised no RFP is required, CTG is using their programmers to develop this system.

J. Ryan asked if PAC concerns can be shared now, instead of waiting for the program testing period. E. Griffith offered it may be more helpful to wait until the testing period so that they may give feedback at that time.

Chair Watkins asked if CTG programmers will have access to the comments PAC has shared here today, because PAC would like to make sure they are not receiving a system which does not address the concerns they have shared with Paratransit.

R. Cohen advised the feedback shared in this meeting to be taken back to the programmers.

5. PARA Topics

Dedicated Vehicle Demo: Chair Watkins shared that this demonstration will be scheduled for some time in September.

T. Salovaara asked if the broker can add cameras to their vehicles? Drivers are using their cell phones while operating the vehicles, and people are recording them doing this. How can this be controlled?

R. Cohen acknowledged T. Salovaara's point about the usefulness of having cameras in vehicles. Paratransit could consider this in the future, but at this time Paratransit does not require broker drivers to have cameras.

R. Cohen wanted to be sure the PAC is aware of, and have PAC thinking about:

MY AAR Star Rating: In January Paratransit rolled out a three-click star rating to rate the driver at the end of a customer's trip. It is not meant to be another

vehicle to provide a complaint. It is meant to provide immediate feedback and will allow Paratransit to look at trends over time.

Thus far, feedback has been positive, with approximately 9,000 trip ratings so far. Overall, the results have yielded 4.3 out of 5 stars as the average trip rating (with some variability). This is intended to be a useful source of feedback, in addition to survey calls, the pulse. And we hope PAC will use this and share it with your groups, because the more feedback received the better.

We are changing the timeframe in the way we display information in the app. So, when a trip is scheduled with broker services or dedicated, it will show at midnight, and the pick/drop ETA will show 30 minutes before pick-up time, which will give a better indicator of real-time location. The purpose of this change is to avoid giving customers information too early to avoid confusion. Feedback is welcome in a future meeting once this has gone live and customers have had a chance to try it out.

July is Disability Pride Month – MTA is participating in various events and webinars (R. Cohen provided a link in the chat).

Next PAC meeting will be September 25th at 5pm. Vehicle Demo will be scheduled in September/October.

6. New Business

No new business.

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

Paratransit Report

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

| Category | Performance Indicator | March'25 | Current Month: April 2025 | | | Chg Prev Month | Chg 2024 | Chg 2023 | 12-Month Average | | |
			2025	2024	2023				This Year	Last Year	% Change
Ridership	Total Trips Completed*	899,866	914,802	747,690	610,958	+1.7%	+22.4%	+49.7%	814,996	671,500	+21.4%
	Total Ridership	1,283,552	1,303,150	1,071,416	892,478	+1.5%	+21.6%	+46.0%	1,171,410	979,072	+19.6%
On-Time Performance	Pick-up Primary 20 Minute	89.0%	89.0%	89.0%	91.0%	0.0%	0.0%	-2.0%	87.8%	88.8%	-1.0%
	Pick-up Broker 20 Minute	95.0%	95.0%	93.0%	86.0%	0.0%	+2.0%	+9.0%	94.3%	88.3%	+6.0%
	Pick-up Primary 30 Minute	96.0%	95.0%	95.0%	96.0%	-1.0%	0.0%	-1.0%	94.3%	95.0%	-0.7%
	Pick-up Broker 30 Minute	98.0%	98.0%	97.0%	94.0%	0.0%	+1.0%	+4.0%	97.8%	94.8%	+3.0%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	59.0%	59.0%	48.0%	51.0%	0.0%	+11.0%	+8.0%	54.0%	46.3%	+7.8%
	Appointment OTP Trips Primary - Early*	28.0%	27.0%	42.0%	44.0%	-1.0%	-15.0%	-17.0%	32.3%	44.5%	-12.2%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	52.0%	52.0%	50.0%	40.0%	0.0%	+2.0%	+12.0%	51.7%	45.3%	+6.4%
	Appointment OTP Trips Broker - Early*	40.0%	40.0%	39.0%	51.0%	0.0%	+1.0%	-11.0%	37.3%	43.1%	-5.8%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	76.0%	75.0%	81.0%	84.0%	-1.0%	-6.0%	-9.0%	77.7%	80.7%	-3.0%
	Average Actual Trip Duration in Minutes	36	37	37	36	+2.8%	0.0%	+2.8%	37	38	-2.0%
	Max Ride Time Performance Primary	98.0%	98.0%	99.0%	99.0%	0.0%	-1.0%	-1.0%	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*	86.0%	86.0%	85.0%	86.0%	0.0%	+1.0%	1.0%	83.7%	83.8%	-0.2%
	Frequent Rider Experience Broker*	91.0%	91.0%	90.0%	94.0%	0.0%	+1.0%	1.0%	90.8%	86.2%	+4.6%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.70	0.60	0.90	0.54	-14.3%	-33.3%	+11.1%	0.99	0.73	+36.6%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.90	0.70	0.90	2.94	-22.2%	-22.2%	-76.2%	0.83	1.80	-54.1%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	4.1	4.0	4.1	2.3	-2.4%	-2.4%	+73.9%	4.0	4.1	-1.2%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.5	1.6	1.2	3.1	+6.7%	+33.3%	-48.4%	1.3	1.2	+8.1%
Call center	Percent of Calls Answered	97.0%	96.0%	98.0%	95.0%	-1.0%	-2.0%	+1.0%	97.1%	96.4%	+0.7%
	Average Call Answer Speed in Seconds	28	48	17	59	+71.4%	+182.4%	-18.6%	35	35	+1.5%
Eligibility	Total Registrants	178,899	n/a	178,421	176,390	n/a	n/a	n/a	178,322	176,845	+0.8%

*** 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 April 2025 is not available in this report.