Paratransit Advisory Committee (PAC)

January 30, 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 5:08 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

   Absent – Mark Anthony Phifer, Sharlene Kraft

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

   Minutes from the November 7, 2024, meeting was approved.

3. **AAR Service Updates / Dashboard AAR Report**

   R. Cohen delivered the Paratransit Performance Report (An accessible version of the PowerPoint presentation was shared with PAC via email on January 31st).

Chair Watkins asked if in the future the format for record ridership parameters could be duplicated for E-hail performance.

Sharada congratulated Rachel and the entire AAR team on improved AAR performance overall.

RueZalia recognized the record high call center performance.

J. Ryan inquired about Paratransit Report statistics for 20-minute pick up time performance: Broker was 92% in the month of December, Dedicated was 86% in the month of December (this data is posted on the MTA open data metrics page at mta.info). December performance for Maggies was steady. On Maggies 20-min pick-up they were at 81.2% for December. As of 11/7 they are at 88.6%. On their 60-min late pick up they went from 12.03 per thousand to 2.6 per thousand for January. So, they are trending up. There have been personnel issues. However, AAR has been communicating and working with this carrier and hopefully they will continue trending in the right direction.

Chair Watkins replied that although stats are trending up, she added that some notation should be made for each incident where there was a late pick-up because missed trips have a significant impact on each customer.

4. **Follow up items:**

   a. <u>Reservation Call Center Inquiry</u>: In response to a PAC member inquiry regarding reservation calls received close to but prior to 5pm, a concern was expressed that agents are not assisting customers that are waiting in the queue at this time but manually disconnect calls or leave customers in the queue unanswered. R. Cohen confirmed that all calls and reservations are automated with tracking and recordings. AAR found no recordings or evidence to suggest these concerns are founded.

   b. <u>Continual Eligibility/Renewal Process</u>: R. Cohen explained the process for renewal (which is in the AAR guide and on the mta.info website) that customers don't need to be recertified. About 5-6 weeks prior to expiration a continual form is set out, and 30 days prior an IVR call is sent out as a reminder to complete the form. S. Veerubhotla suggested the continual form

be made available online for persons with disabilities, including users who are blind sometimes it is easier for to use the app vs website. She would like to see this be considered an option in the future. Chair Watkins inquired about whether there are customers who transfer to buses/feeder or those who use the service on a part-time basis may be opting out because it may not serve their needs as-is. Or is the option available for them to be reevaluated for a higher level of service (Continual Full)? The Chair offered to put this inquiry on the agenda in the future. R. Cohen noted certain forms have already been digitized, but as this process is expanded it can present certain challenges with ensuring compliance and maintenance, but AAR's is always looking at options to improve the customer experience.

c. <u>Trip Assignments</u>: Question was about whether subscription trips were disproportionately affected by insertion trips. Insertions are done on a trip-by-trip basis, whether subscription or non-subscription. Chair Watkins inquired about whether there is currently data reflecting how many subscription trips may be affected by insertions, especially in the afternoons. R. Cohen noted stats are reviewed separately, but not necessarily being presented together. Chair Watkins noted she has added this inquiry to her list for items to be discussed later.

5. Paratransit Topic:

<u>My AAR app updates</u> – Power Point presentation was shared.

M. Ramasamy presented updated. T. Prajapati shared updates on Trip Rating feature, which is in beta testing phase for two months. So far, the data shows approximately 70% of users are happy with the updated feature. K. Hazell asked if the app provide feedback for broker trips as well? PMO team noted this is for all trip types. The next piece to analyze is going to be by provider (dedicated vs. broker trips). This will allow AAR to proactively analyze the data. Rating and the time-picker were updated, and was directly implemented with the help of customers including the PAC. J. Ryan said the time time-picker is a good feature and is helpful. She also noted the font is larger, which is also helpful. She is still having issues with using the back button. She reached out to PMO team, and noted this occurs occasionally. Chair Watkins added the section on the app where customers can add a comment may be a good location to add ex: ride too early, or other comment.

<u>Appointment Time Adjustments:</u>

T. Prajapati advised AAR Scheduling software is adjusting approximately 800-900 appointment time trips during the week, and on the weekends approximately 200 adjustments to improve appointment time OTP. Feedback about appointment time adjustments and rating trips is encouraged and welcome. It was agreed that a separate meeting between PMO and PAC will be scheduled for a later date.

6. **Broker Service - driver communication, emergency situations, etc.**

   E. Griffith shared that NYCT has been working closely with broker to improve performance in the following ways:

   * Daily Phone Surveys - live agents collect day-after ride feedback
   * Undercover Rides - randomly scheduled trips intended to monitor driver performance.

   S. Kraft shared broker drivers get lost and don't speak any English. Chair Watkins noted this is an issue that must be addressed in 2025. S. Veerubhotla reminded the group that a meeting was to be scheduled with TLC.

   K. Hazell asked how customers may access the survey for broker. Chair Watkins advised this is accessible via the app.

   T. Coppola asked what percentage of surveys are completed every month. E. Griffith advised approximately 80-100 survey calls are completed each weekday (approximately 2,000 per month), and this system uses a randomly selected computer-generated process to dial customer telephone numbers then live agents take the information from customers. This information is sent to the broker for feedback and any necessary action. Undercover rides are completed most weekdays, but not on Staten Island. Staten Island broker Islander conducts independent ride checks and provides feedback to NYCT. E. Griffith noted AAR can explore conducting ride checks on Staten Island as well. J. Ryan questioned the integrity of Islander self-monitoring and reporting. M. Phifer shared that he experiences the language barrier with broker drivers as others have reported, and remarked the CTG app does not provide accurate information.

   B. Mitchell noted there has been an increase in dedicated carrier no shows, and the after-ride survey would be helpful. Chair Watkins suggested more

customers use the new in-app rating system.

J. Hernandez said the MY AAR App only has the option for oversized wheelchair, which triggers the system to send a vehicle with the hydraulic lift (not his preference). R. Cohen suggested customer records should be reviewed for individual needs based on equipment options before considering making changes to the app.

T. Salovaara recommends customers use Google Translate to correspond with drivers. J. Ryan and Chair Watkins noted not everyone is able to use Google Translate and it may not be the best option in an emergency.

S. Veerubhotla asked for an update on Same Day Contingency. P. Ibarguen noted it is in place and has been working.

7. New Business

No new business.

Meeting was adjourned at 6:30.

Paratransit Report

Statistical results for the month of December 2024 are shown below.

			Current Month: December 2024			Chg Prev Month	Chg 2023	Chg 2022	12-Month Average		
Category	**Performance Indicator**	November'24	2024	2023	2022				This Year	Last Year	% Change
Ridership	Total Trips Completed*	802,627	803,110	662,506	565,558	+0.1%	+21.2%	+42.0%	768,632	636,329	+20.8%
	Total Ridership	1,150,961	1,146,704	985,367	815,894	-0.4%	+16.4%	+40.6%	1,106,641	932,176	+18.7%
On-Time Performance	Pick-up Primary 20 Minute	86.0%	86.0%	89.0%	92.0%	0.0%	-3.0%	-6.0%	87.7%	89.6%	-1.9%
	Pick-up Broker 20 Minute	94.0%	94.0%	90.0%	85.0%	0.0%	+4.0%	+9.0%	93.2%	86.8%	+6.4%
	Pick-up Primary 30 Minute	93.0%	93.0%	95.0%	97.0%	0.0%	-2.0%	-4.0%	94.2%	95.4%	-1.3%
	Pick-up Broker 30 Minute	98.0%	98.0%	95.0%	94.0%	0.0%	+3.0%	+4.0%	97.3%	94.3%	+3.0%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	54.0%	54.0%	47.0%	49.0%	0.0%	+7.0%	+5.0%	50.8%	47.4%	+3.4%
	Appointment OTP Trips Primary - Early*	28.0%	27.0%	42.0%	43.0%	-1.0%	-15.0%	-16.0%	36.1%	44.7%	-8.6%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	52.0%	51.0%	47.0%	40.0%	-1.0%	+4.0%	+11.0%	51.3%	41.8%	+9.5%
	Appointment OTP Trips Broker - Early*	36.0%	35.0%	41.0%	51.0%	-1.0%	-6.0%	-16.0%	36.7%	47.3%	-10.7%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	74.0%	75.0%	81.0%	81.0%	+1.0%	-6.0%	-6.0%	79.2%	80.7%	-1.5%
	Average Actual Trip Duration in Minutes	38	38	40	37	0.0%	-5.0%	+2.7%	38	38	+0.4%
	Max Ride Time Performance Primary	98.0%	98.0%	98.0%	98.0%	0.0%	0.0%	0.0%	98.3%	98.1%	+0.3%
	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*	82.0%	82.0%	85.0%	86.0%	0.0%	-3.0%	-3.0%	83.3%	84.1%	-0.8%
	Frequent Rider Experience Broker*	91.0%	90.0%	87.0%	93.0%	-1.0%	+3.0%	3.0%	90.2%	87.8%	+2.3%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	1.20	1.80	0.60	0.53	+50.0%	+200.0%	+239.6%	1.06	0.66	+60.6%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.90	1.20	1.30	4.97	+33.3%	-7.7%	-75.9%	0.88	2.53	-65.0%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	4.0	4.6	3.9	1.6	+15.0%	+18.0%	+187.5%	4.0	3.2	+27.5%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.3	1.5	0.9	3.2	+15.4%	+66.7%	-53.1%	1.2	2.2	-44.0%
Call center	Percent of Calls Answered	98.0%	97.0%	97.0%	96.0%	-1.0%	0.0%	+1.0%	97.2%	95.7%	+1.5%
	Average Call Answer Speed in Seconds	14	38	22	53	+171.4%	+72.7%	-28.3%	32	46	-30.2%
Eligibility	Total Registrants	177,783	n/a	176,466	172,440	n/a	n/a	n/a	178,225	176,174	+1.2%

*** 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 December 2024 is not available in this report.