

## **Paratransit Advisory Committee (PAC)**

**November 20, 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, Jean Ryan, Sharada Veerubhotla, RueZalia Watkins, Ketrina Hazell, Jose Hernandez, Sharlene Kraft, Mark Anthony Phifer, Billy Mitchell

Absent (with notice): Tucker Salovaara

##### *MTA/NYCT Paratransit*

Patricia Ibarguen, Diane McFarlane, Abigail Banks, Sean Fitzpatrick, Eugene Griffith, Lynda Edmond, Nathasha Parris, Rachel Cohen, Shari Bhushun-Ogbourne, Tammie Francisque, Simone Harvard, Tejpal Prajapati

##### *Marine Tiger Technologies*

Sean Kennedy

The September 25, 2025, meeting minutes were approved.

Tom Coppola announced that he will be stepping down from his position on the Paratransit Advisory Committee.

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

R. Cohen delivered the Paratransit Performance Report. Chair Watkins inquired

about 30-min OTP pick-ups and asked if this metric could be split between a.m. and p.m. R. Cohen noted that data is available to share, and she agreed to provide some of the metrics related to appointment time/ride time during the paratransit topic report.

#### **4. PAC Topic**

S. Kennedy, Principal Consultant for Marine Tiger Technologies, presented the technology project update on behalf of the AAR team. Sean explained that his role is to support NYCT in the implementation of the paratransit technology solution (PTS), which will be provided by a vendor called RideCo. The purpose of PTS is to modernize the technology solution that is used to manage and oversee the delivery of all the paratransit services, consolidate those functions into a single product suite, and to align NYCT service delivery with industry's best practices.

The current technology has been in place for 25 years, with some modifications and enhancements, which RideCo is working to consolidate into a single product suite that will provide the most modern technology and will be aligned with industry standards.

Key Success Criteria for this project:

- Improve Dispatcher Efficiency
- Reduce Call Times
- Automate Schedule Processes
- Improve Scheduling Efficiency
- Improve/Reduce On-Time Performance Reporting Window
- Reduce Manual Back Office Processing
- Automate Workflow
- Improved Tracking/Monitoring of Trips
- Better Matching Customer Eligibility to Mode
- Modernize Technology

This new and updated technology will help drivers identify efficient routes and improve how service is delivered. Currently, drivers rely on multiple tools to navigate traffic and roadways. This updated technology will consolidate these functions and provide optimized routes aligned with each delivery schedule. In addition, it will support paratransit's ability to scale trip volume as the service continues to grow to maintain efficient service. The system is intuitive and uses continuous optimization to anticipate potential issues, automatically adjusting, and help ensure successful trips. With the systems continuously learning, it will keep improving itself, resulting in reduced call times and faster service on same-day issues.

S. Veerubhotla inquired about how intuitive the new system will be in identifying customer profiles (equipment options or if pick-up location has unusual details). S. Kennedy advised the PTS will include these offerings. It is already being used in major cities all over the United States and around the world. It is not a system that was selected and then customized for paratransit system; rather, it was selected because it has already been tested and tried in other communities and can meet the needs to deliver the service.

J. Ryan said she can see how a system with customer profile information already stored would be more useful, so customers do not need to repeat pick-up and drop-off information and other details to the agent (especially for customers who are deaf or hard of hearing) helping to avoid repetitive exchanges.

S. Kennedy advised this is a very large-scale project that will go through multiple phases:

- Planning phase (ends by end of November)
- Design phase (what the system will look like in the future)
- Configuration phase
- Validation phase
- Roll out

J. Ryan asked whether the system will be able to integrate broker providers and dedicated carriers. S. Kennedy advised yes, it will. Brokers won't see

dedicated trips and dedicated won't see broker trips. However, the paratransit command center will be able to view and manage all trips across all providers.

S. Veerubhotla asked which other cities are using this PTS. S. Kennedy advised it has been implemented in Philadelphia, Pennsylvania (which has had extraordinary success in service delivery) and it is about to be deployed in San Antonio, Texas (both among the 10 largest cities in the U.S.). In addition, there are at least 100 other deployments at paratransit agencies (large and small) across the country.

T. Coppola asked if a vehicle breaks down, is anything incorporated to replace the ride? S. Kennedy advised the PTS will anticipate the health of the system and will be able to correct the issue / replace the trip.

R. Cohen noted that technology should not dictate paratransit policy. Decisions about how same day service works, and what the PTS will be able to deliver (faster optimization, real-time re-optimization, better visibility across the system at any given time) should enable paratransit to address issues when they happen. Generally, vehicles should be able to get to customers faster. Exact parameters around this are still being discussed, but it is high priority for paratransit.

K. Hazell asked for data regarding specific pick-up locations to be considered (for example: schools, programs, workplaces) to ensure appropriate pick-up times and drop-offs on the back end of the trip before businesses close or staff leave for safety reasons.

S. Kennedy noted that thousands of trips are canceled every day, leaving gaps in paratransit schedules. These cancellations force early pick-up and drop-off times that are there because we accommodate rides that eventually evaporate from routes. With PTS implementation, the system will automatically look to fill these gaps with a more aligned ride. There is no guarantee the system can identify opening or closing times of organizations, but it will support better alignment with pick-up and drop-off and will be better able to manage cancellations.

J. Ryan is hoping that the system will be more nuanced to identify when there are various circumstances for people who have different travel needs (not just 'wheelchair'). Also, will the PTS anticipate weather, parades, permanent/semi-permanent construction situations? S. Kennedy advised PTS to anticipate these factors.

S. Kraft asked if there will be a better system to report complaints about broker trips and whether there is a plan to improve communication and training for drivers (especially those who do not speak English). S. Kennedy said agents who are taking calls and addressing concerns will have access to information about customer rides or profiles easily available.

Chair Watkins asked how RideCo fits into the PTS. S. Kennedy advised RideCo is the vendor providing PTS and delivering the technology.

Chair Watkins asked what is needed from the PAC. S. Kennedy said PAC participation will be needed during the Validation phase.

S. Veerubhotla asked if this project is fully funded. R. Cohen confirmed this project is fully funded.

J. Hernandez asked if PTS will be intuitive (e.g., use AI to learn).

S. Kennedy confirmed the system will be intuitive. It is integrated with several different traffic and street knowledge (connected with DOT so it will know about street closures but will also have real-time awareness to redirect drivers just the way Google currently works).

R. Cohen reiterated that mode type, dedicated service, broker service and different types of vehicles are based on policy. These policy questions are outside of the scope of this technology system transition. PTS will provide increased visibility and allow paratransit to more easily match customers by their eligibility, but customers will not be able to pick their own mode of transportation.

## 5. PARA Topics

In the interest of time, R. Cohen asked if PAC would like to select one of the two topics on the agenda to discuss and save the other topic for the next PAC meeting. Chair Watkins asked to cover appointment time guidelines.

R. Cohen asked if feedback from the Vehicle Demo could be sent over to paratransit. Chair Watkins agreed to provide the information.

R. Cohen acknowledged PAC concerns about late drop-offs on b-leg trips, subscription trips, appointments. Upon review of data in these areas, the following was found:

Looking for trends during October 2025:

Pick up OTP – (subscription vs non-subscription), AM peak and PM peak and off peak

- Pick up OTP – no differences between subscription vs. non-subscription
- Pick up OTP is less in PM peak than in AM peak or off peak, with no subscription/non-subscription difference and on a systemwide level we are still performing above 94% OTP in this area during Pm.
- Appointment time OTP – always trying to balance getting customers to destination on time and not too early. Overall, we are looking at adjusting appointment time pickups to mitigate early drop-offs. AM performance is pretty good. Overall appointment time performance, 95% dropped off or before. PM peak is where it is more difficult to meet (due to traffic, schedule constraints in the afternoon). This will be one area where the PTS will be helpful, because using calibration and real time data can support managing trips better.
- PM peak – there is a difference in performance between subscription vs. non-subscription trips. Subscription trips do have slightly lower OTP on the PM than the non-subscription. We believe this indicates that the trips are different (ex: there is a higher rate of subscription trips during the week than on the weekend. Also, there is a higher share of subscription trips in and out

of central business districts (Manhattan, Downtown Brooklyn, LIC - more traffic), particularly during PM peak. So, it is not that subscription trips per se perform worse, it is that comparing subscription and non-subscription is not an apples-to-apples comparison. AAR team continues to review and analyze this data to see where improvements can be made.

R. Cohen confirmed PM peak is a challenging area based on these factors, and Paratransit will continue to look at this data and trends.

## **6. New Business**

No new business.

Meeting was adjourned at 6:27. J. Ryan made a motion to end the meeting.

# Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators											
Category	Performance Indicator	September'25	Current Month: October 2025			Chg Prev Month	Chg 2024	Chg 2023	12-Month Average		
			2025	2024	2023				This Year	Last Year	% Change
Ridership	Total Trips Completed*	952,581	1,015,909	840,832	686,724	+6.7%	+20.8%	+47.9%	892,299	745,661	+19.7%
	Total Ridership	1,345,617	1,424,147	1,213,220	1,015,887	+5.8%	+17.4%	+40.2%	1,272,636	1,079,603	+17.9%
On-Time Performance	Pick-up Primary 20 Minute	85.2%	85.8%	86.2%	87.0%	+0.6%	-0.4%	-1.2%	88.1%	88.1%	+0.0%
	Pick-up Broker 20 Minute	90.6%	91.7%	93.9%	87.0%	+1.1%	-2.2%	+4.7%	93.5%	92.3%	+1.2%
	Pick-up Primary 30 Minute	92.5%	93.2%	93.2%	94.0%	+0.7%	0.0%	-0.8%	94.4%	94.4%	-0.0%
	Pick-up Broker 30 Minute	96.6%	97.0%	97.5%	93.0%	+0.4%	-0.5%	+4.0%	97.6%	96.7%	+0.9%
	Overall Pick-up 20 Minute	89.4%	90.3%	92.2%	0.0%	+0.9%	-1.9%	+90.3%	92.2%	92.2%	-0.0%
	Overall Pick-up 30 Minute	95.7%	96.1%	96.6%	0.0%	+0.4%	-0.5%	+96.1%	96.9%	96.6%	+0.3%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	58.1%	60.0%	54.7%	47.0%	+1.9%	+5.3%	+13.0%	58.1%	49.8%	+8.3%
	Appointment OTP Trips Primary - Early*	22.4%	21.9%	29.7%	42.0%	-0.5%	-7.8%	-20.1%	26.8%	38.2%	-11.4%
Ride Time	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	49.6%	48.5%	52.5%	46.0%	-1.1%	-4.0%	+2.5%	50.7%	50.6%	+0.2%
	Appointment OTP Trips Broker - Early*	38.6%	41.2%	36.1%	40.0%	+2.6%	+5.1%	+1.2%	39.3%	37.3%	+2.0%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	74.5%	43.9%	76.0%	79.0%	-30.6%	-32.1%	-35.1%	72.7%	80.0%	-7.4%
	Average Actual Trip Duration in Minutes	38	38	38	38	0.0%	0.0%	0.0%	37	37	-0.2%
	Max Ride Time Performance Primary	98.0%	98.1%	97.9%	98.0%	+0.1%	+0.2%	+0.1%	98.3%	98.4%	-0.1%
Customer Experience	Max Ride Time Performance Broker	98.8%	99.0%	99.1%	99.0%	+0.2%	-0.1%	0.0%	98.9%	99.0%	-0.1%
	Frequent Rider Experience Primary*	84.0%	85.0%	82.0%	82.0%	+1.0%	+3.0%	3.0%	85.2%	83.8%	+1.4%
Provider No-Shows	Frequent Rider Experience Broker*	89.0%	89.0%	91.0%	85.0%	0.0%	-2.0%	-2.0%	90.3%	89.5%	+0.8%
	Provider No-Shows per 1,000 Schedule Trips Primary	1.30	1.30	1.10	0.89	0.0%	+18.2%	+46.1%	0.93	0.91	+3.0%
Customer Complaints	Provider No-Shows per 1,000 Schedule Trips Broker	0.50	0.70	0.90	1.60	+40.0%	-22.2%	-56.3%	0.70	0.93	-24.3%
	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	4.1	4.2	4.6	4.4	+2.4%	-8.7%	-4.6%	4.0	4.0	+0.8%
Call center	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.4	1.6	1.6	1.1	+14.3%	0.0%	+45.5%	1.5	1.2	+28.1%
	Percent of Calls Answered	94.0%	95.0%	98.0%	97.0%	+1.0%	-3.0%	-2.0%	96.0%	97.1%	-1.1%
Eligibility	Average Call Answer Speed in Seconds	69	56	22	29	-18.8%	+154.6%	+93.1%	47	33	+44.8%
	Total Registrants	193,644	n/a	178,033	176,501	n/a	n/a	n/a	183,037	177,944	+2.9%

\*\*\* 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 August 2025 is not available in this report.