

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

**January 29, 2026**

### **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 5:02 PM

Introduction of New PAC Members

#### **2. Confirmation of participants and approval of minutes**

##### *PAC Members*

Luda Demikhovskaya, Sharada Veerubhotla, RueZalia Watkins, Ketrina Hazell, Sharlene Kraft, Mark Anthony Phifer, Billy Mitchell, Tucker Salovaara, Arturo Soto, Colleen Plunkett, Lisette Munoz

Absent

Jose Hernandez

##### *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

The November 20, 2025, meeting minutes were approved.

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

R. Cohen delivered December 2025 Paratransit Performance Report and reviewed details of Paratransit's management of the recent snow event in NYC. Discussed 2026 Priority Goals and Initiatives.

S. Veerubhotla congratulated the Paratransit team's management of 10,000+

weekend trips in light of the recent snow event under challenging circumstances, and shared positive feedback about improvements to the MTA app.

L. Munoz inquired about whether cross streets can be an added feature in upcoming improvements to the app.

Chair Watkins asked if the issue of average call answer time can be added to future agenda. R. Cohen offered that average call answer time is 59 seconds (based on an average across all the units where lines are open). Chair Watkins noted feedback from customers does not reflect this account and she requested further investigation offline, along with review of on-time performance.

L. Munoz asked if Paratransit is considering adding a notes section to the App, and shared issues she is experiencing at College of Staten Island campus (driver directions). CRU team will contact L. Munoz offline to discuss, as Paratransit has worked closely with CSI in the past on this issue.

L. Demikhovskya expressed concern that, although snow clearing in NYC is not the responsibility of AAR, customers who use wheelchairs have always experienced difficulties navigating during snow events. R. Cohen noted AAR has good working relationships with City agencies, and Paratransit does recognize that customers still travel during these times.

S. Harvard offered that during weather events, drivers move to the safest location to perform pick-ups, which may not be directly in front of the requested location. AAR continues to work interagency to resolve any issues.

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

E. Griffith provided an overview of the broker language project for new PAC members. Noted that the demonstration was presented at the last meeting. Rollout is expected in Q1, 2026, and offered that PAC will be provided with the opportunity for a live test. E Griffith suggested PAC identify those interested in participating and coordinate with Paratransit. Chair Watkins noted PAC members will meet on Tuesday (February 3rd) to discuss additional events and coordinate a date for the demonstration. R. Cohen requested clarification on

the criteria for testers. E. Griffith suggested starting with three (3) participants, and thereafter review results, make any necessary adjustments, and then expand. C. Plunkett offered to be a participant. Chair Watkins would like representatives from different groups and with varying disabilities. Chair Watkins expressed concern about CTG possibly utilizing this service before getting feedback, and wants to ensure that those who really need the service can utilize it. S. Kraft also offered to volunteer as a test participant.

## 5. PARA Topics

Camera Initiative / Discussion of Vehicle Demo  
Scott Pantano

S. Fitzpatrick introduced Scott. Pantano who will report as his predecessor, Chris Messina is retiring today after 32 years.

Camera Initiative is in the development stage and should be ready within the next couple of months. The goal is to install over 5,000 cameras in 1,200 vehicles over a 6 to 8-month period. The system has the capability to record road occurrences (i.e., accidents, hard braking) and can identify road conditions, providing opportunities for the team to review and work with the command center should service changes be necessary.

The team has received great feedback over the past two years. A vehicle was involved in a minor accident, and that video is now being utilized as a training video. The team is excited to see the project move forward to completion.

S. Pantano advised that no RFP has yet been awarded. PAC expressed their interest and excitement to see this project rollout, and T. Salovaara asked if it would do so by summer 2026. S. Pantano shared that rollout would occur over a period of time, starting in the summer with approximately 200 buses per month.

S. Veerubhotla asked if the cameras would store data (privacy concerns), and if so, for how long? S. Pantano shared that cameras will generally hold data for 30 days (ex: accident data would be held for up to 1 year and stored on the cloud). Cameras have the capability to record audio and video, but confirmed audio will be disabled. S. Veerubhotla asked for confirmation that protections

would be in place to safely dump data, which was confirmed by S. Pantano.

## Paratransit Technology System (PTS) Update Tejpal Prajapati

The aging ADEPT system has been utilized since 2003, and Paratransit has been investigating alternate systems to replace ADEPT. Last year, RideCo was awarded the project and will deliver the new platform. It will provide more real-time data, with a new scheduling and vehicle system on the same platform - for example, if a trip is at risk of running late, the system will seamlessly move a trip from one route to another to address the issue. This process would occur behind the scenes, so it would not be visible to customers. This will provide improved routing and an integrated system (HERE Maps - instead of relying on Google maps and Waze - although drivers will have the option to use any of these), better alignment of AM/PM trip demand, and better address growing demand throughout the day.

PTS is in the planning phase and will thereafter move into the design phase. Currently, paratransit is scheduled to launch the first modules of PTS in Q4 of 2026, via a phased approach. It will not address all current issues immediately. Carrier and broker service models will remain the same, and there will be no changes to the fare collection process or the eligibility process. The process of reserving trips will also remain the same.

R. Cohen asked for clarification about whether RideCo will do the callouts to customers in the way it is currently being done. T. Prajapati noted the team is continuing to work with RideCo on planning and design.

PAC members inquired about whether the ability to add notes about cross streets will be added to the MY AAR app in the future. T. Prajapati will report back to the PAC about this.

L. Munoz inquired about the ability to request a specific type of vehicle. Chair Watkins noted this inquiry will be discussed offline. E. Griffith will investigate whether L. Munoz is eligible for No SUV. R. Cohen clarified that moving to RideCo will change the technology being utilized but will not affect AAR policies.

S. Veerubhotla suggested that the ability to include limitations in customer profiles in the App should be available.

A. Soto inquired about whether training will be made available to customers with learning challenges? T. Prajapati noted training for users and drivers will be provided prior to implementation. R. Cohen reiterated that PTS will not change policy, it will provide AAR with better match options based on eligibility.

## **6. New Business**

No new business.

Meeting was adjourned at 6:32.

# Paratransit Report

Statistical results for the month of January 2026 are shown below.

Paratransit Operations - Monthly Operations Report Service Indicators											
Category	Performance Indicator	January '26	Current Month: February 2026			Chg Prev Month	Chg 2025	Chg 2024	12-Month Average		
			2026	2025	2024				This Year	Last Year	% Change
Ridership	Total Trips Completed*	877,830	794,136	772,576	659,749	-9.5%	+2.8%	+20.4%	914,977	789,036	+16.0%
	Total Ridership	1,224,812	1,123,339	1,097,730	944,524	-8.3%	+2.3%	+18.9%	1,297,751	1,135,394	+14.3%
On-Time Performance	Pick-up Primary 20 Minute	88.0%	84.3%	91.0%	90.0%	-3.7%	-6.7%	-5.7%	87.6%	87.8%	-0.2%
	Pick-up Broker 20 Minute	90.5%	87.1%	95.1%	91.0%	-3.4%	-8.0%	-3.9%	92.4%	93.6%	-1.2%
	Pick-up Primary 30 Minute	94.4%	91.8%	96.4%	96.0%	-2.6%	-4.6%	-4.2%	94.1%	94.1%	0.0%
	Pick-up Broker 30 Minute	96.0%	94.2%	98.2%	96.0%	-1.8%	-4.0%	-1.8%	97.1%	97.4%	-0.3%
	Overall Pick-up 20 Minute	89.9%	86.4%	94.2%	90.0%	-3.5%	-7.8%	+8.6.4%	91.3%	92.3%	-1.0%
	Overall Pick-up 30 Minute	95.6%	93.6%	97.8%	90.0%	-2.0%	-4.2%	+93.6%	96.4%	96.9%	-0.5%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	59.9%	57.0%	58.2%	49.0%	-2.9%	-1.2%	+8.0%	59.0%	52.5%	+6.5%
	Appointment OTP Trips Primary - Early*	24.1%	21.4%	30.3%	43.0%	-2.7%	-8.9%	-21.6%	25.0%	34.1%	-9.1%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	44.2%	46.3%	50.0%	49.0%	+2.1%	-3.7%	-2.7%	49.1%	51.4%	-2.3%
	Appointment OTP Trips Broker - Early*	44.6%	40.0%	41.5%	40.0%	-4.6%	-1.5%	0.0%	40.9%	37.1%	+3.7%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	30.0%	36.4%	77.9%	82.0%	+6.4%	-41.5%	-45.6%	64.7%	78.6%	-13.9%
	Average Actual Trip Duration in Minutes	36	0	36	36	-100.0%	-100.0%	-100.0%	37	37	+0.2%
	Max Ride Time Performance Primary	98.8%	97.1%	98.7%	99.0%	-1.7%	-1.6%	-1.9%	98.2%	98.3%	-0.0%
	Max Ride Time Performance Broker	97.9%	98.9%	99.1%	99.0%	+1.0%	-0.2%	-0.1%	98.8%	99.0%	-0.2%
Customer Experience	Frequent Rider Experience Primary*	84.0%	79.0%	87.0%	86.0%	-5.0%	-8.0%	-8.0%	84.7%	83.4%	+1.3%
	Frequent Rider Experience Broker*	86.0%	84.0%	91.0%	89.0%	-2.0%	-7.0%	-7.0%	88.9%	90.6%	-1.7%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	1.20	2.10	0.60	0.94	+75.0%	+250.0%	+123.4%	1.06	1.04	+1.9%
	Provider No-Shows per 1,000 Schedule Trips Broker	1.00	2.20	0.60	0.80	+120.0%	+266.7%	+175.0%	0.83	0.84	-1.3%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	4.2	4.9	3.7	3.9	+16.7%	+32.4%	+25.6%	4.1	4.0	+1.5%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.8	1.9	1.3	1.1	+5.6%	+46.2%	+72.7%	1.6	1.3	+23.1%
Call center	Percent of Calls Answered	96.0%	89.0%	99.0%	98.0%	-7.0%	-10.0%	-9.0%	94.5%	97.3%	-2.8%
	Average Call Answer Speed in Seconds	47	143	12	17	+204.3%	+1,091.7%	+741.2%	69	31	+118.7%
Eligibility	Total Registrants	n/a	n/a	177,326	177,153	n/a	n/a	n/a	188,672	178,189	+5.9%

\*\*\* 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 January 2026 is not available in this report.