

Paratransit Advisory Committee (PAC)

March 26, 2026

Meeting Minutes

The PAC meeting was conducted virtually via Zoom

1. Welcome from PAC Leadership

The meeting was called to order by Chairperson Rue Zalia Watkins at 5:02 PM

2. Confirmation of participants and approval of minutes

PAC Members

Luda Demikhovskaya, Sharada Veerubhotla, Rue Zalia Watkins, Ketrina Hazell, Mark Anthony Phifer, Billy Mitchell, Tucker Salovaara, Arturo Soto, Jose Hernandez.

Absent

Sharlene Kraft, Lisette Munoz, Colleen Plunkett

MTA/NYCT Paratransit

Patricia Ibarguen, Diane McFarlane, Abigail Banks, Sean Fitzpatrick, Lynda Edmond, Nathasha Parris, Rachel Cohen, Shari Bhushun-Ogbourne, Tammie Francisque, Simone Harvard, Tejpal Prajapati, Kevin Flores, Frank Camp, Scott Pantano, Cindy Myers, Beverly Richards, Simone Harvard

The January 29, 2026, meeting minutes were approved by all present PAC members.

Chair Watkins thanked Paratransit for maintaining a space for open dialogue and for providing an update to PAC that the topic of AAR Eligibility will be reviewed at a later date.

3. PAC Topic – RideCo Overview for New Members and Project Update

T. Prajapati provided an overview of history of AAR's current scheduling

system (written in old programming languages and nearing its end of life), and the origins and implementation of new scheduling system, RideCo. Example: previously if customer contacts the call center, customer would be placed on hold while the system calculates a promise time (ex: 1 minute to 1.5 minutes). This increased call volume and call time. AAR has procured a new vendor, RideCo. New system uses Amazon Cloud, which will provide a more integrated system between all departments, increase booking accuracy, more access to data via the app, real-time GPS data, higher invisibility on trip information, and improve reconciliation processes to reduce booking errors, and allow operations to move faster.

Continuous Optimization – if trip is running late, it will take the trip and move it to a route that is on-time so the process is seamless and the customer experience would be seamless. Currently there is integration with system where it feeds information into Adept (one-way communication), but if the information is not up to date on the broker side there would be a break in communication. With the new system, this would be addressed.

T. Salovaara inquired about whether drivers will be able to adjust trip times or other information. T. Prajapati noted drivers cannot adjust, but command center can if needed.

K. Hazell asked whether the new scheduling system will allow passengers who travel with PCAs to have more guaranteed pick up and drop off time. R. Cohen replied that the system will provide better experience, but it cannot control traffic and other aspects that are out of AAR's control.

A. Soto asked would the new system be able to monitor traffic, as it appears to be able to monitor weather. Traffic will be more visible to dispatchers and drivers.

S. Veerubhotla asked if the system will be intuitive so that if a first late trip can adjust the following trips, and how flexible will the system be to pair passengers who are being picked up and dropped off in the same area, to avoid long rides?

T. Prajapati explained this is what the continuous optimization feature will do. So, if the first trip were locked, the other trips would not be locked to allow for more seamless adjustments. T. Prajapati will get back to S. Veerubhotla with

an answer to the second question about how the system will pair customers who travel in the same direction.

An inquiry was made in the chat. Would it be possible to predict estimated time of pick up/arrival time? Yes, ETAs are estimated. How and when this information will be displayed to the customer will be part of the system design phase.

Chair Watkins asked if the new system would provide information about whether the driver has other pick-ups and drop-offs along the route. Yes, this will be part of the system. How will the system help customers with outer-borough trips (longer trips)? R. Cohen noted that this is one goal of the system, to decrease long rides and wait times, including for outer borough trips.

4. AAR Service Updates / Dashboard Report

R. Cohen reviewed Dashboard Performance Update. It was noted that performance was good even with extreme weather challenges, highlighting AAR performance in January and February, where safety was and continues to be the highest of priorities. Commended staff and drivers who used professionalism and great judgement in serving AAR customers during these periods.

Acknowledging the month of March has been challenging. Working closely with broker companies, significant changes to driver pool (Ramadan, changes to TLC insurance market) which has impacted broker service recently. Working every day to drive service forward. In past 5 days since the end of Ramadan, we've witnessed improved performance with driver availability, on-time pick-ups. Mostly impacted at call center, very high-volume (record reservation calls/same day calls 50k trips), which we are tracking every day.

Call center agents are being reallocated between reservations and same day, throughout the day. Overtime and extended shifts have been assigned to agents to maintain service level. A quality assurance team has been assigned to monitor calls. We are seeing the call queue and call time is decreasing and looking to see improvement in these areas in the next week.

J. Hernandez asked what is the origin of the collected data? R. Cohen offered a brief overview - the KPIs on performance are collected and measured across

all modes of service (dedicated and broker), re vehicles arriving on site, captured across the Adept system, and reported on Dashboard. Shared publicly monthly. This information can be found at metrics.mta.info.

5. Follow-up Topics

College of Staten Island – AAR Stops on Campus

A. Banks noted L. Munoz and T. Francisque have been in contact on this matter. T. Francisque advised L. Munoz to contact Andrew Diaz on CSI about wayfinding signage being installed around the campus (as campus grounds are not public streets and this area is not under AAR's jurisdiction). T. Francisque worked with PMO team and Travel Planning to review and adjust the map coordinates so that driver pick-up and drop-off information is clearer and more accurate. Since these measures were taken, L. Munoz shared drivers have not experienced problems with wayfinding on campus.

A. Banks noted the MTA app is designed to deliver clear and accurate trip details. However, meeting at cross streets can sometimes be challenging. With the new RideCo system we may see some improvements with this issue.

S. Veerubhotla shared that there is a lag when loading the AAR tab. T. Prajapati offered to work with her on this issue.

A. Banks will reach out to S. Veerubhotla next week to coordinate additional partnerships with schools. Outreach has completed three events with D75 schools/programs this week (Bronx, Brooklyn & Queens).

6. PARA Topic

R. Cohen provided reminder/overview on the Taxi Reimbursement process. Shared PowerPoint presentation.

T. Prajapati shared via PowerPoint presentation new features, including information about changes to the taxi reimbursement process: ability to request taxi reimbursement via the app (target Q3), updated system for efficiency to prevent errors when putting in information, choosing mail vs online method online to determine which method works best for the customer, checking status on reimbursements as well. If request is denied there will be an option to

resubmit with comments. All of these improvements to the app are being implemented with the goal of reducing turnaround time and improving customer experience.

Chair Watkins asked if reimbursements could be credited back onto the AAR OMNY card? T. Prajapati replied he did not think so, but noted it is an interesting idea and would investigate this and get back to the PAC.

S. Veerubhotla offered to test out the taxi reimbursement process, although she does not use this process often.

Chair Watkins asked for confirmation (on behalf of K. Hazell) about whether it would be possible to expand approval of taxi authorizations to interborough. R. Cohen advised such an expansion is not being considered at this time.

T. Salovaara inquired about whether a case worker (or other person) can submit a taxi reimbursement so that the reimbursement may automatically go back into (for example) OPWDD budget, because some customers cannot submit their receipts on their own. R. Cohen advised we can take this back for consideration.

Chair Watkins asked if it is possible to rotate the phone so that turning it sideways may provide the user with a full view of the page? T. Prajapati said he believes this is possible but will get back to PAC about this inquiry.

T. Prajapati let PAC know that the MTA app was updated yesterday, and presented new widget image, and noted the actual AAR app experience has not changed. And the AAR tile at the bottom is no longer there, so customers must click the three dots to reveal a menu to get to AAR page. S. Veerubhotla offered to try out the app and provide feedback.

Chair Watkins noted there were questions from M. Phifer and J. Hernandez that still needed to be addressed, which will be shared via email.

New Business

No new business.

Meeting was adjourned at 6:32.

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators											
Category	Performance Indicator	Current Month: February 2026				Chg Prev Month	Chg 2025	Chg 2024	12-Month Average		
		January '26	2025	2025	2024				This Year	Last Year	% Change
Ridership	Total Trips Completed*	877,830	794,138	772,576	859,749	-9.5%	+2.8%	+20.4%	914,977	789,038	+16.0%
	Total Rideship	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%	87.8%	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%	+8.4%	91.3%	92.3%	-1.0%
	Overall Pick-up 30 Minute	95.6%	93.8%	97.8%	97.0%	-2.0%	-4.2%	+9.6%	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%	88.0%	-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%	1.08	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	1.6	1.9	1.3	1.1	+6.6%	+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	178,169	+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 February 2026 is not available in this report.