

Paratransit Advisory Committee (PAC)

November 15, 2016 Meeting Minutes

Meeting commenced at 5:10 p.m.

PAC Attendees: Thomas Coppola, Lyudmila Demikhovskaya, David H. DePorte, Edward S. Friedman, Ketrina Hazell, Marisa Mia Ragozino, Ellen Rubin, Jean Ryan, Ken Stewart, Sharada Veerubhotla, Stan Weinblatt

Technical Difficulty with Teleconference Call:

Mindy Jacobsen, John Moynihan, Tucker Salovaara were prevented from participating in meeting.

Absent: RueZalia Watkins

NYC Transit Staff Attendees: Brandon Anderson, John Barry, Tom Chin, Michael Cosgrove, Donna Fredericksen, Lynda Edmond, Eugene Griffith, Felicia D. Jones, Steven LoPiano, Denise Ann McQuade, Cassandra Lubin-Richards, John Salerno, Kenneth Stuart, Chantal Sealy Walker, Shirley Teran-Marty

Guests: Quemuel Arroyo (DOT), Frank Camp (GCS), Alex Elegudin (TLC), Liana Medina (UCP) PAC for Ketrina Hazell

Introductions – David H. DePorte, PAC Chair

Mr. DePorte reminded the PAC and attendees that since he is blind he would appreciate if PAC members present would introduce themselves and that attendees provide their affiliations and titles.

In addition, Mr. DePorte asked PAC members and attendees to raise their hands and ask to be acknowledged. Felicia Jones, a

Paratransit staff member, kept track of those wishing to be recognized for Mr. DePorte.

Mr. DePorte reminded PAC members that they would be limited to one question or one comment at a time.

Announcements – PAC Chair David H. DePorte

Acknowledged Denise Ann McQuade's upcoming retirement, her many years of dedicated service to the PAC and expressed that she would be missed. He presented her with a token of the PAC's appreciation and Ellen Rubin brought cookies for all present to enjoy marking Denise's retirement.

Ms. McQuade thanked the PAC for their thoughtfulness and delicious cookies. She said that she felt she was leaving at a time when the PAC was in good shape and had all positions on the committee filled by members with extensive experience, energy and a variety of skills and dedicated to improving Paratransit service for all.

I. Approval of Minutes – PAC Chair David H. DePorte

Mr. DePorte called for the approval of the September 27, 2016 minutes and asked if PAC members had any corrections or changes to the minutes. Hearing none, Ken Stewart moved to approve minutes and Ellen Rubin seconded the motion. Minutes approved unanimously

II. AAR Service Report – Vice President Steve LoPiano

As requested by the PAC, Steve LoPiano provided a summary of the Paratransit Report.

Registrants increased 3.9% comparing 140,364 registrants in August 2015 to 145,901 registrants August 2016.

Trips scheduled increased 2.7% comparing 555,084 Trips Scheduled in August 2015 to 570,212 Trips Scheduled in August 2016.

Trips completed increased 3.0% comparing 527,622 Trips Completed in August 2015 to 543,232 Trips Completed in August 2016.

Customer No-Shows decreased 6.5% comparing 8,599 Customer No-Shows in August 2015 to 8,040 Customer No-Shows in August 2016.

Carrier No-Shows decreased 66.5% comparing 1,063 Carrier No-Shows in August 2015 to 356 Carrier No-Shows in August 2016.

Total No-Shows decreased 14.9% comparing 12,358 Total No-Shows in August 2015 to 10,512 Total No-Shows in August 2016.

On Time Performance increased 2.7% comparing 92.1% On Time Performance in August 2015 to 94.8% On Time Performance in August 2016.

Appointments on Time increased 3.0% comparing 89.0% in August 2015 to 92.0% in August 2016.

Late Trips by Carrier decreased 37.6% comparing 30,948 Late Trips by Carrier in August 2015 to 19,323 Late Trips by Carrier in August 2016.

Complaints increased 19.5% comparing 2,422 complaints in August 2015 to 2,895 complaints in August 2016.

There was a 19.5% increase in complaints per 1,000 boardings comparing 3.25 complaints per 1,000 boardings in August 2015 to 3.75 complaints per 1,000 boardings in August 2016.

Commendations increased 57.8% comparing 578 Commendations in August 2015 to 912 Commendations in August 2016.

Total Boardings increased 3.5% comparing 744,925 Total Boardings in August 2015 to 770,778 Total Boardings in August 2016.

III. Paratransit Topic – The Contract Management Unit John Salerno, Contract Management Officer

John Salerno presented on the Contracts Unit, its mandate, how it fulfills its mission and included an overview of new driver training by carriers. Topics included carrier performance, trend analyses, daily provision of audit analyses, vendor status, regular meetings with carriers, key performance indicators. FTA drug and alcohol testing requirements that include pre-employment, post-accident, random and reasonable suspicion drug testing was covered which requires 100% compliance. Contracts for on-street service covers 13 dedicated carriers, 2 brokers and 4 voucher companies. All AAR vehicles are 100% GPS equipped and our brokers have a goal to be 100% GPS by the end of the year.

IV. PAC Topic –Driver Training John Barry, Director of Standards and Compliance (S&C)

John Barry, presented a training program administered by NYCT called the Performance and Evaluation (P&E) Class. In 2016, of 3,310 AAR dedicated carrier drivers, 1,165 drivers were trained. Emphasis was placed on training drivers who have had accidents

or other performance issues. Training in the securement of wheelchairs is also emphasized as well as the Mayor's Vision Zero program to avoid pedestrian accidents. Staff from the Customer Relations Unit attend P&E Classes to speak about customer Service' concerns. The next Class is in January 2017. Some of the PAC members have attended these classes to offer a customer's perspective to AAR drivers.

Discussions and Member Feedback

Driver Training

Edward Friedman asked if drivers receive training about individuals with a wide range of disabilities. Luda Demikhovskaya, Sharada Veerubhotla and Ken Stewart also had training questions. Michael Cosgrove, Deputy Vice President of Paratransit, responded that this component is included in the carriers training curriculum. In addition, the supplier of the restraint equipment found in dedicated vehicles, QStraint, provides additional training on wheelchair securement on an as needed basis.

John Barry, Director of Standards and Compliance (S&C), informed the PAC that we provide fundamentals on wheelchair securement. Michael Cosgrove added that when we have an issue with an individual driver's performance concerning securement, the carrier is required to retrain the driver and then S&C observes the driver's competency in terms of proper securement.

Mia Ragozino asked are there actually 24 hours of training for drivers? Michael Cosgrove responded that drivers are brought in for refresher training annually on their anniversary.

Ken Stuart, Customer Relations Officer, added that driver complaints are reviewed and then sent to carriers for response.

Vehicle Maintenance

Jean Ryan asked if lifts are regularly inspected because she has encountered sagging lifts. Jean also mentioned that sometimes there aren't enough tie downs to secure wheelchairs. Ms. Ryan noted that most drivers secure wheelchairs correctly.

Steve LoPiano stated that safety inspections of lifts are performed every 4,000 miles. Preventive Maintenance Inspection's (PMI's) are conducted. If a vehicle defect is encountered, a work order will be written up and the carrier's maintenance department will repair the defect.

Drivers are responsible for daily pre-trip vehicle inspections before going into revenue service. Checking to see that the correct securement equipment is on board is part of this inspection. If a safety sensitive defect is encountered in a vehicle, it must be reported immediately and that vehicle is not fielded until the carrier's maintenance department has addressed the defect. If a safety defect occurs while the vehicle is in service, it is taken off the road until it is fixed.

In summary, if a safety defect occurs on a vehicle, that vehicle is not to be fielded back on the road until that defect is checked and repaired. Broken heating and air conditioning also falls into this category. Our S&C unit also re-racks vehicles to make sure carriers are making positive repairs.

Call Center

Felicia Jones, Deputy Director, Customer Complaint Line, responded to a question that calls to the Complaint Line about same day trip problems that are transferred to Travel Services for resolution.

Ken Stewart stated that Customer Care Agents on line 5 often speak too quickly and some speak languages other than English as their primary language.

Contract Management

There were some questions by PAC members about when we impose fines on carriers. Steve LoPiano clarified that we don't impose fines but that contracts contain articles that cover Liquidated Damage and Credit for Performance Deficiency assessments which are applied. These assessments amount to over \$1 million annually for things like nonworking GPS and when a carrier isn't arriving on time at least 92% of the time. Steve added that a software enhancement is in development which would give us GPS feeds of broker vehicles with accurate ETA's.

Edward inquired if brokers received the same training and was informed that Eugene Griffith's safety group assess the brokers and their drivers are trained at the base and closely monitored.

V. New/Old Business

The PAC requested an update on Broker Service as their item at the January 2017 meeting. Steve LoPiano said Paratransit's item would focus on the Scheduling Department.

Ms. Veerubhotla asked if the reason ETAs are currently based on the last drop off or pick up is a defect in the GPS or if it's a result of the way we calculate ETAs.

Steve LoPiano said we are working on a new system to calculate GPS. It will calculate the vehicle's location every 30 seconds versus the current 2 minute interval. In the future, ETAs will be based on the vehicle's location and not the last pick up or drop off.

Steve LoPiano also mentioned Transportation Network Connectivity (TNC) E-Hail applications. Steve LoPiano added that we are doing a Proof of Concept review to see if these programs can be used in the provision of AAR service.

Closing

Ken Stewart moved to adjourn and Sharada Veerubhotla seconded. Motion carried unanimously.

Meeting adjourned 7:00 PM