

Dear Neighbor,

After holding public forums and listening to your concerns regarding the Access-A-Ride program, I have developed and submitted a proposal to the MTA that includes recommendations to reduce costs and improve its paratransit services. The 160,000 elderly and disabled individuals who rely on this service for important day-to-day activities deserve the best possible service. It is my hope that the MTA will consider adopting the enclosed recommendations to provide first-rate service to all passengers. Thank you for sharing your thoughts and ideas with me.

Sincerely,



Assemblywoman Nicole Malliotakis



Assemblywoman

Nicole Malliotakis



OPEN TO LEARN WHAT
ASSEMBLYWOMAN MALLIOTAKIS IS
DOING TO IMPROVE THE ACCESS-A-RIDE
PROGRAM



Assemblywoman

Nicole Malliotakis



Assemblywoman



Nicole Malliotakis

Assemblywoman Malliotakis announced her recommendations to improve Access-A-Ride at Arrochar Friendship Club.



ASSEMBLYWOMAN NICOLE MALLIOTAKIS IS WORKING HARD TO IMPROVE THE ACCESS-A-RIDE PROGRAM FOR YOU

Following her community forums, meetings with Access-A-Ride subscribers and over 60 complaints addressed by her office, Assemblywoman Nicole Malliotakis has compiled a report with 11 recommendations to improve the program. Here is a summary of her plan:

- Shifting more rides from paratransit vehicles to car service sedans to reduce costs and provide better service. This door-to-door service, when available, will eliminate multiple stops and reduce delays;
- Taking quality of service into consideration when issuing contracts to ensure car service companies providing good service don't lose contracts just to save a few dollars;
- Increasing outreach to maximize contracts with car service providers. I have found that many subscribers do not know this is even an option;
- Reinstating car service option for outer-borough trips with a per-month trip limit to avoid abuse;
- Requiring GPS devices in all vehicles to identify fastest routes and avoid getting lost. Dispatchers should also be able to track vehicles on GPS to know where they are at all times;
- Requiring customer notification when a vehicle is running late;
- Extending the 5-minute wait time. It is unfair the vehicle can show up late, but users get penalized if they do not board within 5 minutes;
- Streamlining recertification process and providing permanent certification to users whose conditions will not improve over time;
- Implementing door-to-door service rather than drop-offs to nearest public transportation;
- Establishing a local riders advisory committee to regularly obtain customer feedback; and
- Adding an Access-A-Ride user to the MTA Board.

For questions on these or any other state matters, contact
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