



Manhattan Community Board 9

Serving Hamilton Heights, Manhattanville and Morningside Heights

SENIOR ISSUES COMMITTEE

MINUTES

TUESDAY, November 10, 2015

Committee Members

Hon. Rev. Georgiette Morgan-Thomas, Chair, **Present**

Hon. Anthony Fletcher, **Present**; Hon. Martin Wallace, **Present**; Hon. Ernestine Welch, **LOA**

Public Members

G. Wanda Capan, **Excused**; Laenoria Conyers, **Excused**; Bessie Davis, **Excused**; Inez Woodhouse, **Excused**;
Cora Gilmore, **Present**; Ruther Miller, **Excused**; Lillian Doctor, **Present**;

Other Attendees: Florencia O'Loughlin; Zonia Bucknor; Craig Himmons; Quentin Fletcher; Iretha Fletcher; Annie Payne; Dothe Rudolph; Verna Arthur, DFTA; R. Lewis, CB12M; Anne Burley;

The meeting was held on Tuesday, November 10th, 2015 at The George Bruce Library, 518 West 125th Street, New York, NY 10027

Chair, Rev. Georgiette Morgan-Thomas called the meeting to order 11:30 a.m. and welcomed everyone. She stated that the post office representative will be attendance in December.

The Agenda was adopted and minutes were accepted with any necessary corrections.

Update:

Access-A-Ride:

Mr. Russell Schmid stated that Access-A-Ride is a Paratransit service in which an eligible customer reserves a trip in advance to a destination within the five boroughs of New York City and other parts of Nassau and Westchester counties. The service is administered by the Metropolitan Authority NYC Transit and it is a shared ride, door to door service. Any municipality running buses have to provide access-a-ride. Access-A-Ride has 14 independent carries subcontractors' too who maintained and serviced, which access a ride keep a close eye on them. It offices are located in Long Island City and urge seniors to call to register the complaints and encouraged them to also send recommendations for good service. Access-A-Ride provides service by lift-equipped vans, ramp equipped vehicles or sedans, and in addition, service is provided by taxis, livery, and black car service. Mr. Schmid stated that a customer should allow 30 minutes for pick-up and if Access-A-Ride hasn't arrived then a customer should call the dispatcher at 877-337-2017. The dispatcher should give a car service number to call and the customer is required to pay \$2.75 for the ride. Mr. Schmid insisted that seniors should report all complaints by calling 511 and make sure to give the date, time, and location for pick-up. This information is vital to Access-A-Ride to track the drive assigned and the purpose of no show or whatever the situation was not to fulfill the service.

NYC Department for The Aging:

Ms. Vernar Arthur apologized to seniors regarding what transpired at the agency's public hearing. The hearing was adjourned before the set time.

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Suggestions/Comments:

1. Access-A-Ride should conduct a survey to find out where is a hotspot, missing spot, or poor spot in the service
2. Avoid to pick-up customers too early (hour) for their trip.
3. The delays in service should be improved because it cost customers emotional and physical stress

djournalment: The meeting was adjourned at 1:30 P.M.

Prepared by: Hleziphi Zita, Community Associate