

BRONX COMMUNITY BOARD NO. 8

MINUTES OF THE AGING COMMITTEE MEETING HELD ON MAY 21ST, 2013

The meeting was held at The Methodist Home, 4499 Manhattan College Parkway, Bronx, NY 10471.

The following were in attendance: Andrew Cohen, Robert Press, Irving Ladimer, Beverly Fettman, Karen Pesce, Anthony Creaney, Marvin Goodman, Georgia Santiago, Nancy D'Auria, Lisa Daub, David Gellman, Melissa Prieto, Marion Clutchker, Paul Cravinho, and Robert Ackerson. In addition there were two representatives from Access a Ride.

The meeting was opened at 1:30 p.m. and the attendees introduced themselves. The minutes were reviewed and adopted.

We had two guest speakers from the MTA Access a Ride Program. Access a Ride is mandated by the Americans with Disabilities Act. The program is intended to provide public transportation for the disabled. The presentation included many facts and figures about the program including that there are over 166,000 enrolled users, that they provide 23,000 rides a day and will take eligible riders any where in the five boroughs. The program is not limited to seniors and anyone with physical or mental limitations that impede mobility can apply for the program.

In order to be able to use Access a Ride you must apply either on line or through the mail. The application process includes an in person evaluation. There is an evaluation center in the Bronx but none in Community Board 8. Access a Ride will provide transportation to the evaluation center. Access a ride says that they will make a determination on an application within twenty one days.

After the presentation there was a question and answer session at which many problems that had been identified by the committee members were discussed. Of significant concern was the "Feeder Service." Access a Ride offers different levels of service depending upon the applicants limitations. Some people are determined to only be conditionally eligible for service. This Conditional service only provides transportation to local bus or subway stops and does not offer complete trips. Many users complain of being dropped off in unfamiliar parts of the City and having to use bus and subway lines that they have never used before. Access a Ride emphasized the need for users to seek re-certification if their circumstances change and they believe they need a greater level of service. Complaints of "no show" service and service that is late were discussed. Access a Ride has implemented a new GPS service that calls the user and lets them know when the service will arrive. In addition Access a Ride has entered into a new contract with the call dispatcher and this has significantly reduced the time spent on the telephone making a reservation. Finally Access a Ride is starting a new program where the users metrocard and Access a Ride card will be combined into one card and users will be eligible for up to four fares a day.

It was decided that there will be no June meeting of the Aging Committee and the meeting was adjourned at 2:50 p.m.

Andrew Cohen
Chair
Aging Committee