



Manhattan Community Board 9

Serving Hamilton Heights, Manhattanville and Morningside Heights

SENIOR ISSUES COMMITTEE

MINUTES

TUESDAY, APRIL 1, 2014

Committee Members:

Ernestine Welch, Chair, **Present**; Anthony Fletcher, **Present**; Barbara Marshall, **Excused**;
Carole Singleton, **Present**

Public Members:

Wanda Capan, **Excused**; Laenoria Conyers, **Excused**; Bessie Davis, **Excused**; Cora Gilmore,
Present; Ruther Miller, **Excused**;

Inez Woodhouse, **Excused**; Lillian Doctor, **Present**; Nazarene Robinson, **Excused**

Other Attendees Present:

Ameenah Muhammad, Annie Payne, Anne Burley, Zonia Bucknor, Anita Parker

The meeting was held on Tuesday, April 1, 2014 at the Hamilton Branch Library, 518 West 125th Street, New York, NY 10027

Ernestine Welch, Chair called the meeting to order at 11:15 a.m. and stated that due to the renovation at the George Bruce Library the Senior Issues Committee meeting is held at the Hamilton Grange Library.

The agenda was adopted as it is and minutes were not accepted due to no quorum.

Updates:

Access- A - Ride

Russell Schmidt, Community Representative stated Access-A-Ride program has been in existence for 21 years this July. Access-A-Ride is a para-transit, shared ride, and door to door transportation program. It offers transportation to people with disabilities; unable to use public bus or subway service for some or all their trips. It is an extensive service is provided everyday through contracts with 13 carriers both for profit and nonprofit organizations that operate the omnipresent vehicles.

This service is provided within five boroughs of New York City and parts of Long Island, and is available 24 hours a day, seven days a week including holidays. The transportation provides a comfortable, leg room and cameras for safety reasons. The round-trip cost is five dollars (\$5.00) and a single trip cost two dollars and fifty cents (\$2.50)

Access-A-Ride has awarded two Broker Car Service which means more convenience for many customers and more cost effective method of providing para-transit service to as many customers as possible.

AARP customers in Manhattan, Bronx, Queens or Brooklyn will not have to request voucher services to call car service for AARP trips. Staten Island customers will continue to receive an option for a voucher authorization for some their trip requests.

If you are applying or recertifying for AAR you must call Eligibility at (877) 377-2017 to schedule an appointment to an assessment center in the borough where you live. The eligibility centers are open

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Monday to Friday from 9:00 a.m. to 5:00 p.m. and when scheduling for an appointment, you should inform the eligibility staff member if you need:

- Material in large print, Braille or recorded format
- A sign language interpreter
- A Personal Care Attendant (PCA) to travel with you.

If you agree to visit an assessment center, an application packet will be mailed to you. The packet includes the print version of the application, a letter with date, time and location of your appointment. The letter also provides instructions on scheduling round-trip transportation to the assessment center and will mention if you are traveling with a Personal Care Attendant.

Questions/Answers:

Q. What to If the AAR Vehicle is late?

A. AAR has a 30 minutes window for vehicle pic-up, and if the vehicle is more than 30 minutes late, the customer should call **travel service (877) 337-0127** and asked for Customer Care Associate for trip status. The CCA will check the Automatic Vehicle Location Monitoring System (AVLM) and tell the location of the vehicle. If the vehicle will not arrive in a reasonable period of time, the CCA will attempt to locate another nearby vehicle for pick-up or authorize taxi/car service. If the customer decided to leave before pick-up AAR will register that **“customer no show”**.

Q. What is the limitation of the driver’s assistance?

A. Drivers are supposed to assist a customer entering or exiting the van/car as long as the driver doesn’t lose sight of the vehicle, and is not more than 100 feet away from it.

It was agreed that the Committee should send written complaints to Mr. Russell Schmidt so that he can be able to check and resolve the problem in question.

Announcements:

- West Harlem Development Corporation is sponsoring a 2nd Annual Summer Seniors Employment Program for 55 years and older, 15 hours every week.
- AARP has a program that assists seniors to apply for food stamps.
- Carol Singleton is collecting clothes for the victims affected by the building explosion in East Harlem, especially children clothes (drop off at CB9M office)

Suggestions:

- Invite Access-A-Ride again due to a low attendance at the March meeting.
- Invite Alicia Barksdale, 3333 Tenant Association Member
- Invite USPS representatives regarding improving services
- The Committee requested clarification of the proposed Housing/Senior Forum

Adjournment: 1:30 p.m.

Special Note: The May 6, 2014 Senior Issues Committee meeting will be held at the George Bruce Library, 518 West 125th Street [corner West 125th Street and Amsterdam Avenue]

Prepared by: Hleziphi Zita, Community Associate