

SUMMARY

Improving Safety Controls in the MTA NYC Transit Broker Car Service Program MTA/OIG #2013-18

Since 2011, in a successful effort to reduce costs, Paratransit has used a car service broker to provide about 20 percent of all rides for Paratransit customers. OIG initiated an audit focusing on the safety of riders in vehicles operated under this program. The audit found that when undercover rides were conducted by NYC Transit to assess the performance of the car services, safety violations were occurring, including drivers talking on their cell phones while maneuvering through traffic. Additionally, Paratransit staff was not reporting these safety violations to the broker so that disciplinary action could be taken.

Press

[NY Post 6/1/14 – Access a Ride cell dangers](#)

[Silive.com 6/2/14 – Report-More than a third of Access-A-Ride drivers acted dangerously on the road](#)