

AUDIT REPORT

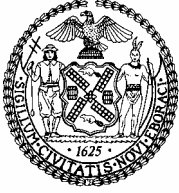


CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
BUREAU OF MANAGEMENT AUDIT
WILLIAM C. THOMPSON, JR., COMPTROLLER

Audit Report on the Department for the Aging Transportation Service Provider Expenditures

MD05-062A

June 15, 2005



THE CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
1 CENTRE STREET
NEW YORK, N.Y. 10007-2341

WILLIAM C. THOMPSON, JR.
COMPTROLLER

To the Citizens of the City of New York

Ladies and Gentlemen:

In accordance with the Comptroller's responsibilities contained in Chapter 5, §93, of the New York City Charter, my office has audited the transportation service provider expenditures of the Department for the Aging (DFTA).

The results of our audit, which are presented in this report, have been discussed with officials from the DFTA, and their comments have been considered in preparing this report.

Audits such as this provide a means of ensuring that City funds are used appropriately and that transportation service providers are in compliance with the terms of their contracts.

I trust that this report contains information that is of interest to you. If you have any questions concerning this report, please e-mail my audit bureau at audit@comptroller.nyc.gov or telephone my office at 212-669-3747.

Very truly yours,

A handwritten signature in black ink that reads "William C. Thompson, Jr.".

William C. Thompson, Jr.
WCT/fh

Report: MD05-062A
Filed: June 15, 2005

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*The City of New York
Office of the Comptroller
Bureau of Management Audit*

**Audit Report on the Department for the Aging
Transportation Service Provider Expenditures**

MD05-062A

AUDIT REPORT IN BRIEF

The audit determined whether the Department for the Aging (DFTA) contract payments were valid and accurate and whether transportation service providers are in compliance with the terms of their contracts.

Audit Findings and Conclusions

In general, the DFTA contract payments were valid and accurate and the sampled transportation service providers were in compliance with the terms of their DFTA contracts. Specifically,

- DFTA expenditures were correctly reported and paid.
- DFTA expenditures were solely for the purposes specified in the contracts.
- Sampled monthly units of service, income from voluntary contributions, and disbursements were reported accurately to DFTA.
- Complaints were tracked and handled in a timely fashion.

However, our review disclosed the following weaknesses, which did not impact our overall opinion:

- Two of the four sampled providers did not perform an annual passenger satisfaction survey for Fiscal Year 2004, as required by DFTA's Transportation Service Standards.
- DFTA officials did not adequately track passenger complaints.

Accordingly, we make two recommendations:

DFTA officials should:

1. Ensure that Lenox Hill and NY Foundation send out an annual written client satisfaction survey to its clients.
2. Establish a tracking system for documenting and monitoring passenger complaints. Such records should include the details of the complaints, names of complainants, action taken, and resolution.

INTRODUCTION

Background

The Department for the Aging (DFTA) contracts with local organizations to provide programs and services for the City's elderly population. DFTA is funded by the City, State, and federal government, and through private grants and contributions.

In Fiscal Year 2004, DFTA contracted with 12 community-based organizations to provide transportation services to seniors unable to use public transit so that they may go to senior centers, congregate meal sites, service agencies, recreational activities, and medical or other essential appointments. Although the trips are free, seniors may make a voluntary contribution for the service. Transportation service providers report these contributions to DFTA which are to be offset against the DFTA service expense reimbursements.

Each transportation service provider must supply individual or group transportation to eligible¹ individuals who live within its contracted community districts. Each one-way trip provided is considered a unit of service. Contracts have required unit service amounts for each contract year.

DFTA evaluates the transportation service providers: the Contract Evaluation and Customer Satisfaction Unit (CEU) performs annual program assessments and reviews client surveys; the Contract Accounting Unit and external CPA firms perform fiscal audits.

Transportation service providers receive an advance of up to 20 percent on their contracted funds at the beginning of each year. In addition, DFTA reimburses them each month for expenses incurred. The providers must submit to DFTA monthly invoices for reimbursement no later than the 10th day of the following month. The total of the advance and the reimbursement of the monthly invoices cannot exceed the total amount of the contracted funds.

For Fiscal Year 2004, DFTA provided 221,119 units of service (total one-way trips) through its transportation service providers. Their total budget was \$2,874,072 and expenditures totaled \$2,413,155. Table I, following, shows the budget, expenditures, and total units reported for the 12 transportation service providers.

¹ Eligible persons are 60 years of age or older. Their destination must be beyond their walking distance (or driving) ability, and they must have no alternative means of transportation available.

Table I

General Information for DFTA's 12 Transportation Service Providers
Fiscal Year 2004

Program Provider	Budget	Expenditures	Units of Service
Tri Center Transportation	101,249	86,711	9,378
CC BA So Bronx Sr Transportation	259,319	185,315	29,262
RAIN Eastchester Transportation	178,763	141,168	16,527
Project Relief Transportation	228,800	191,202	23,671
EHCCI Transportation Services	214,302	106,028	10,738
WHIST Transportation	264,550	250,320	25,301
Lenox Hill Transportation Program	179,456	177,458	8,008
NY Foundation Transportation	390,192	383,656	18,875
HANAC East-West Connection	494,579	401,070	34,005
JSPOA Transportation Program	226,487	190,410	12,208
Allen AME Senior Transportation	101,513	96,788	9,646
SISCC Frail Elderly Transportation	234,862	203,029	23,500
Totals	\$2,874,072	\$2,413,155	221,119

Objectives

The objectives of this audit were to determine whether DFTA contract payments were valid and accurate and whether transportation service providers are in compliance with the terms of their contracts.

Scope and Methodology

The scope period of our audit was Fiscal Year 2004 DFTA expenditures.

To gain an understanding of the policies, procedures, and regulations governing the provision of transportation service, we reviewed DFTA's Transportation Service Standards and reviewed DFTA's contracts with its 12 transportation service providers. To determine how DFTA performs program assessments, we interviewed the Assistant Commissioner and Deputy Assistant Commissioner of the Bureau of Community Services and the Director of the CEU. In addition, we obtained and reviewed program assessment reports and variance reports for Fiscal Year 2004.

To determine how DFTA reviews the books and records of the transportation service providers and how they are reimbursed, we interviewed the Director of Contract Accounting and reviewed DFTA's *Fiscal Management Manual*. In addition, we reviewed the *Field Audit Monitoring Guide*, as well as DFTA fiscal audit reports and annual certified financial statements of the transportation service providers.

We reviewed a sample of four transportation service providers. We randomly selected two—Lenox Hill and RAIN Eastchester—from the population of 12 providers. We also judgmentally selected the two highest paid providers during Fiscal Year 2004—NY Foundation and HANAC. For our sampled providers, we reviewed the randomly selected May 2004 Contractor Invoice and Service Reports showing expenses incurred, income collected from voluntary passenger contributions, and units of service reported to DFTA. Total DFTA Fiscal Year 2004 payments to our four sampled providers were \$1,103,352 and total units of service were 77,415. We tested DFTA May 2004 payments totaling \$81,698 and 6,206 units of service.

To determine whether expenses incurred were reasonable, appropriate, and in compliance with prescribed guidelines, we reviewed the purpose of the expenditures and supporting documentation such as disbursements journals, bank statements, and payroll records for May 2004. To determine whether income was accurately reported, we reviewed daily records of contributions received, income statements, and deposit slips. We also determined whether contribution receipts were appropriately safeguarded and deposited in a timely fashion. To determine whether the monthly units of service were accurately reported, we recalculated the daily totals of one-way trips reported on daily route sheets and reconciled the monthly total to the monthly units of service reported to DFTA.

To ascertain whether transportation service staff were appropriately qualified and trained, we reviewed individual personnel files for each driver. We determined whether they had appropriate licenses, attended training classes, and had at least three years of driving experience. In addition, we reviewed annual New York State motor vehicle printouts for each driver for records of convictions and no more than one moving violation within the previous two years.

We reviewed files for each vehicle to determine whether a daily vehicle maintenance form was completed and filed. We checked whether service providers surveyed passengers to measure their satisfaction and the extent to which their transportation needs were being met, in accordance with their contracts with DFTA. To ensure that the service providers tracked passenger complaints and handled them in a timely fashion, we reviewed complaint records maintained by the sampled transportation service providers. In addition, we determined whether DFTA tracked passenger complaints as well.

The results of the above tests, while not projectable to all DFTA Fiscal Year 2004 transportation service providers, provided a reasonable basis for us to determine whether the DFTA contract payments were valid and accurate and whether the providers had complied with their contracts.

This audit was conducted in accordance with generally accepted government auditing standards (GAGAS) and included tests of the records and other auditing procedures considered necessary. This audit was performed in accordance with the responsibilities of the City Comptroller as set forth in Chapter 5, §93, of the New York City Charter.

DFTA Response

The matters covered in this report were discussed with DFTA officials during and at the conclusion of this audit. A preliminary draft report was sent to DFTA officials on March 29, 2005, and was discussed at an exit conference held on April 20, 2005. We submitted a draft report to DFTA officials on May 3, 2005, with a request for comments. We received a written response from DFTA officials on May 19, 2005.

In their response, DFTA officials stated that they have already taken steps to implement the first recommendation. Regarding the second recommendation to establish a tracking system for monitoring passenger complaints, they described a DFTA follow-up procedure involving “telephone calls, e-mails, site visits and/or letters,” but provided no evidence or documentation of the procedures or the agency’s handling of transportation complaints.

The full text of the DFTA response is included as an addendum to this report.

FINDINGS AND RECOMMENDATIONS

In general, the DFTA contract payments were valid and accurate and the sampled transportation service providers were in compliance with the terms of their DFTA contracts. Specifically,

- DFTA expenditures were correctly reported and paid.
- DFTA expenditures were solely for the purposes specified in the contracts.
- Sampled monthly units of service, income from voluntary contributions, and disbursements were reported accurately to DFTA.
- Complaints were tracked and handled in a timely fashion.

However, our review disclosed the following weaknesses, which did not impact our overall opinion:

- Two of the four sampled providers did not perform an annual passenger satisfaction survey for Fiscal Year 2004, as required by DFTA's Transportation Service Standards.
- DFTA officials did not adequately track passenger complaints.

These issues are discussed in the following sections of the report.

Annual Surveys Not Performed

Two of the four sampled providers, Lenox Hill and NY Foundation, did not perform an annual client satisfaction survey as required by DFTA's Transportation Service Standard 6, Compliance 6.3.

According to the standard, "At least once a year, the program calls or sends out a written client satisfaction survey to each client for whom recurring individual service has been scheduled during the past six months, to survey their satisfaction and to determine whether their needs are being met."

Surveys are important to assess clients' overall satisfaction and their perception of specific aspects of service, such as helpfulness of staff, accessibility, wait time, and responsiveness to their specific concerns.

At the exit conference, DFTA officials provided to us copies of letters that they sent to the two cited providers to inform them of our finding and to request corrective action.

Recommendation

1. DFTA officials should ensure that Lenox Hill and NY Foundation send out an annual written client satisfaction survey to its clients.

DFTA Response: “The Contract Evaluation Unit sent letters on April 20, 2005 to Lenox Hill Neighborhood House and New York Foundation requesting corrective actions to the citation by the Comptroller. . . . We received written responses from both programs confirming they have conducted and completed the annual client satisfaction survey.”

DFTA Does Not Track Complaints

Although our sampled transportation service providers tracked passenger complaints, we found no evidence that DFTA maintained its own complaint tracking system to ensure contract compliance with complaint procedures.

According to DFTA officials, complaints can come from many sources, including “311” telephone calls, direct telephone calls, and letters. Service-related complaints are directed to the Community Coordination and Program Liaison Unit. Depending on the nature of the complaint, a call will be made to the complainant and the contract program as part of the investigation of the complaint. Certain circumstances may result in a phone call or visit by DFTA staff to the program or an arrangement to have the DFTA program liaison meet with the complainant. Generally, a letter will be forwarded to the complainant concerning the resolution of the complaint.

At the exit conference, DFTA officials provided us with copies of e-mail correspondence to show an example of how they handled a complaint. However, they did not provide us with evidence that they track and monitor complaints to individual transportation service providers. Without such records, we were unable to determine whether complaints were handled in a timely manner and according to stated procedures. In addition, we cannot be assured that DFTA has adequately monitored the quality of its contracted transportation service.

Recommendation

2. DFTA officials should establish a tracking system for documenting and monitoring passenger complaints. Such records should include the details of the complaints, name of complainant, action taken and resolution.

DFTA Response: “Transportation related complaints go to the Deputy Assistant Commissioner (DAC) of the Bureau of Community Services (BCS) who files these complaints in an electronic folder. The DAC then forwards these complaints to the Director and Supervisors of the Community Coordination and Program Liaison Unit (CCPU) which then are assigned to appropriate staff. Follow-up is done on the complaint

by telephone calls, e-mails, site visits and/or letters. Resolution of complaints is documented and then filed.”

Auditor Comment: DFTA officials provided no evidence of the procedure they describe in their response, such as records or logs of complaints, telephone calls, site visits, or letters mailed for resolution of complaints; therefore, it was impossible to determine whether complaints are handled in a timely manner and according to stated procedures.



DEPARTMENT FOR THE AGING

ADDENDUM
Page 1 of 14

2 LAFAYETTE STREET
New York, New York 10007-1392
(212) 442-1100

Edwin Méndez-Santiago, MSW, CSW
Commissioner

May 18, 2005

Mr. Greg Brooks
Deputy Comptroller for Policy, Audits,
Accountancy and Contracts
Office of the Comptroller
One Centre Street
New York, NY 10007-2341

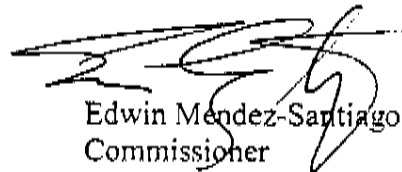
RE: Audit Report on the Department for
the Aging
Transportation Service Provider
Expenditure MD05-062A

Dear Mr. Brooks:

In response to your May 3, 2005 letter, attached you will find the Department for the Aging's response to the NYC Comptroller's draft audit report no. MD05-062A: Transportation Service Provider Expenditures.

If you have any questions about our response, please contact Grennett Campbell at 212-442-1159.

Sincerely,



Edwin Méndez-Santiago
Commissioner

The following are responses to findings of the Draft of the "Audit Report on the Department for the Aging Transportation Service Provider Expenditures-MD05-062A" dated May 3, 2005.

Audit Recommendation:

DFTA officials should ensure that Lenox Hill and New York Foundation send out an annual client satisfaction survey to its clients.

DFTA Response:

The Contract Evaluation Unit sent letters on April 20, 2005 to Lenox Hill Neighborhood House and New York Foundation requesting corrective actions to the citation by the Comptroller. (See Attachments A1 and B1). Since then, we received written responses from both programs confirming they have conducted and completed the annual client satisfaction survey. (See Attachments A2-A4, B2-B5)

Audit Recommendation:

DFTA officials should establish a tracking system for documenting and monitoring passenger complaints. Such records should include the details of the complaints, name of complainant, action taken, and resolution.

DFTA Response:

DFTA receives transportation complaints from a variety of sources such as 311. However, Transportation related complaints go to the Deputy Assistant Commissioner (DAC) of the Bureau of Community Services (BCS) who files these complaints in an electronic folder. The DAC then forwards these complaints to the Director and Supervisors of the Community Coordination and Program Liaison Unit (CCPU) which then are assigned to appropriate staff. Follow up is done on the complaint by telephone calls, e-mails, site visits and/or letters. Resolution of complaints is documented and then filed.

Additionally, the audit draft states in Page 8: "In addition, we cannot be assured that DFTA has adequately monitored the quality of its contracted transportation service".

DFTA Response:

The monitoring of service quality is of paramount importance to DFTA. The annual on-site assessment reviews the quality of program administration, service delivery and critical health and safety indicators, including the inspection of vehicles. In cases where programs do not meet assessment standards, technical assessment is provided by CCPU, and a follow-up assessment is performed to verify corrective actions which often includes

additional site visits. Fiscal performance and accountability is constantly monitored by DFTA Contract Accounting. Programs have available technical assistance from their assigned Program Liaisons in the Community Coordination and Program Liaison Unit to assist them in any matter related to service delivery and administration throughout the year.



Jorge Romero
Assistant Commissioner

DEPARTMENT FOR THE AGING

2 LAFAYETTE STREET
New York, New York 10007-1392
(212) 442-1160

Edwin Méndez-Santiago, MSW, CSW
Commissioner

ADDENDUM

Page 4 of 14

April 13, 2005

Rebecca Mushkin, Director
Lenox Hill Transportation Program
331 East 70 Street
New York, NY 10021

Dear Ms. Mushkin:

Re: Lenox Hill Transportation Program – DFTA ID#34501

We have been notified by the New York City Comptroller's Office that in a recent visit to your program, it was found that your program did not perform an annual passenger satisfaction survey for Fiscal Year 2004 as required in the Department for the Aging Program Management Manual:

Standard 6. Compliance 6.3.

"At least once a year, the program calls or sends out a written client satisfaction survey to each client for whom recurring individual service has been scheduled during the past six months, to survey their satisfaction and to determine whether their needs are being met."

Please forward your corrective action plan to Contract Evaluation & Customer Satisfaction Unit, 2 Lafayette Street, 8th Floor, New York, NY 10007 by **May 2, 2005**.

If you need technical assistance, please contact your Program Office/Liaison in the Community Coordination and Program Liaison Unit (CCPU).

Thank you for your cooperation and your efforts in improving the quality of services.

Sincerely,

Guillermo Cruz, Jr., Director
Contract Evaluation & Customer Satisfaction Unit

Cc: Warren B. Scharf, Executive Director
CCPU Director

05/08/2005 08:04 12127722036

ATTACHMENT A2

MAY 08 09:00 AM '05

LENOX HILL
NEIGHBORHOOD
House

331 East 70th Street, New York, NY 10021 Tel: 212 744-5022 Fax: 212 744-5150 www.lenoxhill.org

Mrs. Felix G. Rohatyn
Mrs. Sydney Roberts Shuman
HONORARY CHAIRS

Diana Ronan Quashe
CHAIR

Thomas J. Edelman
PRESIDENT

Warren B. Scharf
EXECUTIVE DIRECTOR

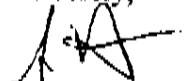
Mr. Guillermo Cruz Jr. Director
Contract Evaluation and Customer Satisfaction Unit
New York City Department for the Aging
2 Lafayette Street, 8th Floor
New York, N.Y. 10007
May 16, 2005

Dear Mr. Cruz:

Per my conversation with your staff, I have attached a copy of the letter and survey that was mailed out to East Side Transportation participants. We completed distribution of the survey Friday April 29, 2005, and are still receiving responses.

Please feel free to contact me should you need additional information

Sincerely,



Susan Moritz, LMSW
Director, Older Adult Services

LENOX HILL
NEIGHBORHOOD
House

131 East 70th Street, New York, NY 10021 Tel: 212 744-5022 Fax: 212 744-5150 www.lenoxhill.org

Mrs. Felix G. Rohatyn
Mrs. Sydney Roberts Shuman
HONORARY CHAIRS

Diana Roman Quastin
CHAIR

Thomas J. Edelman
PRESIDENT

Warren B. Scharf
EXECUTIVE DIRECTOR

APRIL 28 2005

Dear East Side Transportation Participant:

We at East Side Transportation enjoy serving you. Our funder, the New York City Department for the Aging asks that we have you fill out the enclosed questionnaire on a yearly basis. They like us are interested in your opinion of the service.

Please fill out the enclosed questionnaire and return it to us as soon as possible. For your convenience we have enclosed a self addressed stamped envelope.

**With appreciation for you time,
East Side Transportation**

CARE Program
40 East 60th Street
New York, NY 10022

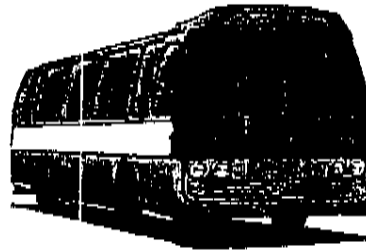
East Mission
150-61 East 40th Street
New York, NY 10017

Senior Center
343 East 70th Street
New York, NY 10021

Senior Center
at Saint Peter's Church
141 East 70th Street

The Aging Neighbor
141 East 70th Street

Women's Section
141 East 70th Street



EAST SIDE TRANSPORTATION **QUESTIONNAIRE**

Hello East Side Transportation participants. We need your help, please take a moment to fill out this form. Let us know what you have liked, haven't liked and what you would like to see in the future. We will use the results of this survey to help us improve our service.

*** If you have any questions please call: Ruth Suarez at (212) 744-5022#1206**

Please print clearly. If you need additional space use the back of these sheets.

Please mail back in enclosed envelope - Thank You.

1. How do you feel about :

a) Our East Side Transportation Services ?

Excellent ___ Good ___ Fair ___ Poor ___

Comments _____

b) Driver – Helpfulness/ courteousness?

Excellent ___ Good ___ Below Average ___

Excellent ___ Good ___ Fair ___ Poor ___

Comments _____

c) Bus Monitor – Helpfulness/ courteousness?

Excellent ___ Good ___ Fair ___ Poor ___

Excellent ___ Good ___ Fair ___ Poor ___

Comments _____

d). The cleanliness of the bus

Excellent ___ Good ___ Fair ___ Poor ___

Comments _____

2. When the bus driver picks you up do you generally get to your destination on time? Yes ___ NO ___

Comments _____

3. Have you benefited from the East Side Transportation Program? Yes ___ No _____. If yes please share how you have benefited from the program or what you have used the EST for.

4. Do you feel safe and comfortable on our bus? If No please explain. Yes ___ No ___

Comments _____

Do you have a specific suggestion on anything we could do to help improve any aspect of the program?



Jorge Romero
Assistant Commissioner

DEPARTMENT FOR THE AGING

2 LAFAYETTE STREET
New York, New York 10007-1392
(212) 442-1160

Edwin Méndez-Santiago, MSW, CSW
Commissioner

ADDENDUM
Page 10 of 14

April 13, 2005

Armina Freas, Director
NY Foundation Transportation
404 West 54 Street
New York, NY 10019

Dear Ms. Freas:

Re: NY Foundation Transportation – DFTA ID#36701

We have been notified by the New York City Comptroller's Office that in a recent visit to your program, it was found that your program did not perform an annual passenger satisfaction survey for Fiscal Year 2004 as required in the Department for the Aging Program Management Manual:

Standard 6. Compliance 6.3.

"At least once a year, the program calls or sends out a written client satisfaction survey to each client for whom recurring individual service has been scheduled during the past six months, to survey their satisfaction and to determine whether their needs are being met."

Please forward your corrective action plan to Contract Evaluation & Customer Satisfaction Unit, 2 Lafayette Street, 8th Floor, New York, NY 10007 by **May 2, 2005**.

If you need technical assistance, please contact your Program Office/Liaison in the Community Coordination and Program Liaison Unit (CCPU).

Thank you for your cooperation and your efforts in improving the quality of services.

Sincerely,

Guillermo Cruz, Jr., Director
Contract Evaluation & Customer Satisfaction Unit

Cc: Linda Hoffman, Executive Director
CCPU Director

New York Foundation For Senior Citizens, Inc.

Project C.A.R.T.

Tel: 1-212-956-0855

Fax: 1-212-489-9332

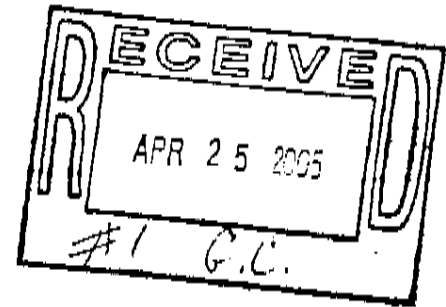
404 West 54 Street
New York, N.Y. 10019

April 20, 2005

Guillermo Cruz, Jr., Director
Contract Evaluation & Customer Satisfaction Unit
NYC Dept. for the Aging
2 Lafayette St.
NY, NY 10007

Re: NY Foundation Transportation -- DFTA ID#36701

Dear Mr. Cruz:




During the recent inspection visit by the New York City's Controller's Office I was informed that we had not complied with the program requirement to conduct an annual survey of rider satisfaction during Fiscal Year 2004 of our contract. Corrective action was immediately taken by the following means.

The attached letter and satisfaction questionnaire was distributed by the Project C.A.R.T. drivers to all program riders during a two week period in January 2005 and copies retained on the vans for periodic distribution in the future. The majority of the responses received were given to the drivers but others were mailed to our offices at Park Place and West 54th St. Samples of the responses are also attached.

Project C.A.R.T. will make every effort in the future to continue polling our riders re the quality of the service provided to them and for suggestions on ways to improve that service or to correct any problems that may be revealed.

Please contact me at (212) 956-0855 if you need additional information.

Sincerely,


Armina Freas, Program Director
Board Of DirectorsChairman
Edward N. CostikyanDeborah Smith Bernstein
Arthur B. Brown
Perl ChangEleen Wiler Judell
Jules L Klein
Alice Rush Levy
Clifton H.W. Maloney
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Alfred S. Goldfield

New York Foundation for Senior Citizens, Inc. Page 12 of 14

11 Park Place
Suite 1416
New York, NY 10007-2801

TEL 212 962-7559
212 962-7653
FAX 212 217-2952

Dear Transportation Program Client:

New York Foundation for Senior Citizens has been pleased to provide you with the services of our Transportation Program. I trust that our services have been of the highest possible quality.

As you know, our services are provided free of charge through a grant administered by New York City Department for the Aging. Since these funds are limited and to insure our ongoing ability to administer this important program, we must also rely on contributions.

In view of the help we have been able to provide for you through our Transportation Program, we would be most grateful if you would consider making a 50 cent contribution per trip toward its service. Should you wish to support our program(s), please make your 50 cent contribution each time you enter the van. The contribution will be greatly appreciated and will be used as effectively as possible to insure our continued ability to provide the highest quality transportation services.

Of course, all contributions are voluntary. Please be assured that should you desire transportation services in the future, you will be assisted regardless of whether or not you have been able to make a contribution at this time. Please let us know if we can be of further assistance to you. We welcome your suggestions, comments and/or concerns regarding the quality of Project C.A.R.T.'s service. There is a Rider Satisfaction Questionnaire on the reverse side of this letter which we would appreciate your filling out and returning to the Project C.A.R.T. office at 404 West 54th St., NY, NY 10019 or faxing to (212) 956-0842.

We look forward to being of service to you. We also thank you in advance for your, hopeful, support of New York Foundation for Senior Citizen's Transportation Program.

Sincerely,



Armina Freas
Program Director

Board of Directors

Chairman
Edward N. Conikyan*

Vice Chairman
Duncan Elder*
Zibby Tozer*

Executive Secretary
Stephen A. Zelnick*

Treasurer
Alfred S. Goldfield*

Deborah Smith Bernstein*
Arthur B. Brown*

Pearl Chang
Ana D'Amato
Joan Finkelstein
Arlene Francis**
Cynthia Gelalich
Anthony B. Gliedman
Joan Hamburg
Nancy Henze

Eileen Weiler Judell
Jules L. Klein
Alice Rush Levy
Clifton H.W. Maloney
Janice Marklin
Marcella Maxwell
Tim Metz
Bettina P. Murray
Alma Rangel*
Dana P. Richardson

Betsy Seidman
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Jack Sumroy
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Louis Urbach*
Ann Van Ness
David J. Wine

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President
Linda R. Hoffman

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Esther Ranz Waters

Assistant Treasurer
Stella Albert

Counsel
Meredith J. Kane

NEW YORK FOUNDATION FOR SENIOR CITIZENS **ADDENDUM**
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PROJECT C.A.R.T.
RIDER SATISFACTION QUESTIONNAIRE

Name of Rider [REDACTED]

Date 1/11/05

1. Are you satisfied with your Project C.A.R.T. Transportation service? YES NO

2. Is the Project C.A.R.T. office staff courteous and responsive to your needs? YES NO

3. Is your Project C.A.R.T. Driver courteous and responsive to your needs? YES NO

4. Are you picked-up by the van/private car service on time? YES NO

If your answers are NO to any of the above questions, please indicate why and/or provide any other information you think will be helpful below:

Comments: I understand if a few minutes late its because of traffic and other problems, all in all he is on time

NEW YORK FOUNDATION FOR SENIOR CITIZENS **ADDENDUM**
PROJECT C.A.R.T.
RIDER SATISFACTION QUESTIONNAIRE
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Name of Rider [REDACTED] Date 1-7-05

1. Are you satisfied with your Project C.A.R.T. Transportation service? YES NO

Excellent service

2. Is the Project C.A.R.T. office staff courteous and responsive to your needs? YES NO

3. Is your Project C.A.R.T. Driver courteous and responsive to your needs? YES NO

Above and beyond the call of duty

4. Are you picked-up by the van/private car service on time? YES NO

Unless detained by ^{bad} weather, extremely heavy traffic or mechanical failure of van (rarely).

If your answers are NO to any of the above questions, please indicate why and/or provide any other information you think will be helpful below:

Comments: _____

