



Paratransit Advisory Committee

APRIL 4, 2018

1:00 PM – 3:00 PM

Meeting Minutes

Call to order

Committee Chair, Janice Taylor called meeting to order at 1:09 pm and introductions were made.

Committee Members in Attendance:

Paul Atkinson, JR- Provider, Chesapeake

Vernon Savage, Consumer, Norfolk

Janice Taylor, Consumer, Virginia Beach

Nancy Smith- Consumer, Virginia Beach

Debra Vaughan – Consumer, Chesapeake

Catherine Tyler-Northan, Provider, Newport News

Benjamin Farmer, Consumer, Hampton

Lynn Lesko, Consumer, Newport News

Denise Wilkins, Consumer, Newport News

Patricia Brown, Consumer, Hampton

Linda Gurley, Provider, Hampton

Committee Members not in Attendance:

Angela West – Consumer, Chesapeake

Brian Trickler, Provider, Virginia Beach

Mary Mathena, Consumer, Virginia Beach

Helen Brown, Provider, Norfolk

Others in Attendance

Rodney Davis - HRT

Frank Azzalina – HRTI

Trevor Hunter-HRTI

Lakisha Brown, MV Transit

C.J. Loomis, MV Transit

Keith Johnson, Hampton Roads Transit

Marshall King, First Transit

Ina Kreps, Paratransit Customer

Tameka Weathers, MV Transit

Cheryl Watson –HRT

Patricia Williams – First Transit

Sherry Dixon -HRT

Justina Cowan – HRT

Leilani Lawrence – Anthem Medicaid



Approval of minutes

Motion to approval minutes was postponed until revisions were completed

Public Comment

Ms. Ina Kreps, a Portsmouth consumer and former committee member, shared her thoughts on the importance of the Committee's presence at the monthly Commission meetings. She also stated more members need to attend so all the responsibility is not borne by only the Committee Chair. Ms. Taylor currently attends twelve of the monthly meetings in addition to our meetings, a total of 18 meetings. The PAC (Paratransit Advisory Committee) members should experience the TDCHR (Transportation District Commission of Hampton Roads) meetings to be aware of structure, what takes place and reports given. And, to represent their cities and the Paratransit /disabled community.

Ms. Taylor stated that she planned on addressing that issue at this meeting and/or adding a member at large person to sit in these meetings as well. Along with adding committees and have each city representative a report at PAC meetings, do more community outreach like churches, the mayors committee meetings, and nonprofit organizations.

Chairman's Report:

Janice Taylor attended the TDCHR February and March Commission Meetings in Norfolk and Hampton. During the February meeting, one public comment from Mr. Andrews (a former seasonal bus operator) gave his comments regarding free rides for youths and his dissatisfaction with the free ride program which may affect Paratransit riders. Mr. Andrews provided documentation to the board members regarding Virginia Beach transportation services.

Mr. William Harrell announced Mr. Rodney Davis as Director of Customer Relations and Mr. Conner Burns as CFO, of Hampton Roads Transit.

Kimberly Ackerman gave presentation how employees are characterized on an administration level. Mr. Harrell gave a report on the negative ridership experience throughout the transit system nationwide. Ms. Taylor read the topic points of the March commission meeting.

Ms. Nancy Smith questioned the reporting done at the TDCHR meetings. There was a discussion regarding the detail given for some reports but not for others. The committee would like to see more details provided on the TDCHR meeting minutes than what is currently being given as it relates to the PAC.

Subcommittee Reports

Service Quality

Patricia Brown presented the report that some of the drivers have been getting off the vehicles, Lynn Lesko and Patricia Brown did sensitivity training on both the northside and southside locations taxicab drivers were also present in the class. Ms. Brown stated that clients are having trouble identifying



which taxi drivers are with Paratransit program. The signs that the taxi drivers have are hard to see by the clients and some do not have any signs. Mr. Johnson asked Trevor Hunter and Frank Azzalina with the taxi service what can be done about the signs that should be visible clients on the taxicabs. Trevor states that the signs demagnetize and fall off, due to the shape of the fenders and doors, the sign decals that do not allow complete contact to the vehicle which make the signs fall off. Lynn Lesko suggested that they taxicabs should have suction clamps to hold them in place. Additional discussion regarding cab drivers needing hands on sensitivity training and high step vehicles need a stool for customers. Ms. Brown also brought up loose floor hardware. Catherine Tyler-Northan added that sensitivity classes should include disabled participants for the training to be impactful.

Policy

Ms. Patricia Brown stated that the some of the drivers do not exit the vehicle unless they know the client. Lakesha Brown asked members to get the vehicle number and report so MV can address the issue right away, it is policy that driver exit vehicle and to address issue will need to know as soon as possible. Ms. Patricia Brown asked for members to notify her if anyone violates this policy and she will report to Mr. Johnson. Ms. Taylor advised the committee not to wait for the meeting to share issues of operators not getting out, call as soon as possible and bring the information to the meeting. Nancy Smith added if getting out of the vehicle was a high priority to HRT and MV and if it is understood how important it is to the clients that ride paratransit. Lakesha Brown stated on the first day of training it is discussed that it is the drivers responsibly to make sure the client boards and alights safely by getting out the vehicle. Ms. Janice Taylor requested that reservations ask if destination or pick up is a residence or business, so clients will know where they are being transported to. As an example, Ms. Catherin Tyler-Northan's trip coming to the committee meeting lacked information on her pickup address and the driver was not aware she was at a hotel conference center. Marshall King stated that usually the address description is in the system and already have information if it's a home or resident. If booking from a nonstandard place, clients are encouraged to provide as much information as possible to reservations. Mr. King added that having an accurate contact phone number(s) on client profiles will help. Additional discussions were held regarding instructions for drivers regarding specific locations and client needs.

Membership

Lynn Lesko stated there are 3 openings in Portsmouth, 2 consumer and 1 provider. Janice Taylor announced that elections will be held at the June paratransit advisory meeting. Offices will be Chairperson and Vice Chair.

Janice Taylor announced that elections will be held at the June Paratransit Advisory Committee meeting. Offices up for election are Chairperson and Vice Chair. Ms. Taylor named Ms. Gurley, Ms. Patricia Brown and Ms. Lesko as the members of the nominating committee.

Ms. Taylor also encouraged PAC members to be more proactive in their communities and city. Also, to make their presence known in churches, organizations and professional affiliations. Find out who is



running for office, invite them to our meetings and their views toward transportation. Ms. Taylor also explained what TDCHR stands for and how HRT's Commission and sub-committee's are designed.

Justina Cowan provided updates on the fare media sales outlet, Ms. Cowan encourages members and clients to contact Farm Fresh stores before they close to get the Paratransit tickets while they still have them. Ms. Cowan provided the committee with the list of various vendors that are providing the paratransit tickets on the northside and southside and will have copies of the list of vendors at the end of the meeting. Some PAC members expressed concerns regarding safety issues at one of the authorized vendors. Ms. Cowan explained the limited locations are a temporary fix. She also explained that she and Ms. Taylor have spoken with district management from Walmart and have been in discussion to determine if they may be a possible vendor. Ms. Taylor also had spoken with Walgreens representatives. Discussions ensued regarding other possible area vendors and bar coding issues. Lakeisha Brown stated the drivers will carry folders with ticket order forms on each vehicle to order through the ticket office, also clients are able to purchase tickets at MV Transportation on Lance Rd in Norfolk.

Paratransit Operations Reports

Mr. Keith Johnson presented the paratransit call center, operations, and certification reports as enclosed in the package.

Old Business

Mr. Keith Johnson stated beginning May 22, 2018 The route 118 will no longer enter Langley Air Force Base, it will service a new stop outside the base near N. Armistead and Potters lane which will affect paratransit clients that will no longer be able to get on base. Hampton Roads Transit is working with the Airforce base for a designated relay point. The route 35 is expanding for season service and will service along the oceanfront to Pleasure House Road. The route will be available until midnight from May to September only.

New Business

Leilani Lawrence with Anthem-Medicaid suggested that customers contact their insurance provider, for transportation to medical appointments only. Many insurance companies offer complimentary trips, depending on the nature of the trip for no fee. Ms. Lawrence encourages to contact Anthems Commonwealth Care Plus, Ms. Lawrence will provide additional information following the meeting.

Adjournment

Meeting adjourned at 2:49 p.m.

Upcoming Meeting

The next regular meeting of the Hampton Roads Advisory Committee is scheduled for June 13, 2018 at 509 E 18th St BLDG 4 Norfolk, VA 1:00. The subcommittee will meet 1-hour prior.