



## Paratransit Advisory Committee

June 13, 2018

1:00 PM – 3:00 PM

Meeting Minutes

### **Call to order**

Committee Chair, Janice Taylor called meeting to order at 1:05 pm and introductions were made.

### **Committee Members in Attendance:**

Deloris Haywood – Consumer, Portsmouth

Sandra Hunter – Consumer, Portsmouth

Lisa Handke- Provider, Portsmouth

Paul Atkinson, Jr.- Provider, Chesapeake

Vernon Savage, Consumer, Norfolk

Janice Taylor, Consumer, Virginia Beach

Debra Vaughan – Consumer, Chesapeake

Denice Wilkins, Consumer, Newport News

Patricia Brown, Consumer, Hampton

Mary Mathena, Consumer, Virginia Beach

Brian Trickler, Provider, Virginia Beach

### **Committee Members not in Attendance:**

Angela West, Consumer, Chesapeake

Linda Gurley, Provider, Hampton

Catherine Tyler-Northan, Provider, Newport News

Benjamin Farmer, Consumer, Hampton

Travis Webb, Consumer, Norfolk

Helen Brown, Provider, Norfolk

Nancy Smith, Consumer, Virginia Beach

### **Others in Attendance**

Keith Parnell, - Commissioner, TDCHR

Joe Paulus- HRTPO

Keith Johnson, HRT

Rodney Davis - HRT

Frank Azzalina – HRTI

Trevor Hunter-HRTI

C.J. Loomis, MV Transit

Patricia Williams – First Transit

Marshall King, First Transit

Ina Kreps, Paratransit Customer

Quanisha Mills - PCA

Cheryl Watson –HRT

Danielle Burton- HRT

Aleacia Smith - HRT

Justina Cowan - HRT



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## **Approval of minutes**

February minutes were approved as revised. Motion to approve the April minutes was postponed until revisions were completed.

## **Public Comment**

Paul Atkinson stated he spoke to the parents a paratransit rider, Mr. and Ms. Finch. Mr. Atkinson added they were very pleased with the work Hampton Roads Transit provided to address their concerns. Mr. Johnson added that the client's employer gave flexible start time that contributed to the solution.

Mr. Johnson introduced the 3 new members of the Paratransit ADA Committee from the city of Portsmouth.

## **Chairman's Report:**

Ms. Taylor discussed the topics related to the TDCHR Commission meeting she attended on Thursday April 26, 2018. Ms. Taylor covered the topics related to the TDCHR Commission Meeting held on May 24, 2018.

## **Subcommittee Reports**

### **Service Quality**

Patricia Brown presented the report stating it was good to start with the comment the drivers getting off the bus, there was only one incident reported where the driver did not disembark at the ARC. Ms. Brown stated tickets purchases are a priority and some of the vendors that carry the tickets appear to be unsafe. Mr. Johnson suggested to contact police department in the area. Ms. Brown added when contacting the ticket line no one is answering the phone and callers were unable to leave voicemail. Mr. Loomis stated the ticket department is available during business hours and does answer calls, after business hours you may leave a voicemail. Mr. Loomis will check with the department to make sure there are no problems with the phone lines during business hours. Mr. Johnson suggested to call dispatch if unable to contact ticket office. Ms. Brown commended one of the drivers for his professionalism named Ryan. Adding that the 15-passenger van difficulty boarding. Ms. Brown announced that committee members Ms. Taylor and Ms. Gurley are going with her to Hampton City Council meeting to discuss problems at Fort Monroe. Ms. Brown discussed transferring from Newport News to Williamsburg, no shelter at the transfer location and unsafe for riders. Ms. Taylor also discussed her trip to Williamsburg via the Lee Hall transfer point where HRT services connect with WATA services. She brought up the issue that there are no shelters and very little business activity where a customer could feel safe waiting for their next ride. She also explained the drivers from both agencies were able to wait with her until the next ride came but understood that may not always be a possibility and asked that the situation is being looked into. Mr. Johnson stated Sybil Papas discussed concerns about the location to City of Newport News and will follow up with her related to the concerns at the transfer point for updates related to the concerns. Commissioner Parnell stated he will bring up their concerns to Dr. Woodbury adding it is great that members are attending the City Council



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meeting and suggested that an email following up with an email to the City Council for placement on their agenda.

Mary Mathena stated she had a driver that transported her without a tablet. CJ Loomis and Keith Johnson stated that is unusual and will check into the situation.

Ms. Deloris Haywood has several instances where the guards would not let drivers on the base. Mr. Johnson stated that the Scott Annex will not allow our paratransit vehicles on base, our drivers have DOD clearance, but that particular base no longer allows our paratransit vehicles on base. Mr. Johnson added it was difficult to speak with the commander of the base. Ms. Haywood offered attempting to contact the commander of the base and have them contact Hampton Roads Transit and MV Transit. Mr. Parnell will address the situation with other Commission members. Mr. Trevor Hunter stated that the taxis do not have the same problem getting on any base.

Marshall King discussed the procedure on reviewing and cancelling the unused subscription trips, he reviewed how the previous system worked. Mr. King explained the new internal procedure going forward.

## **Policy**

Mary Mathena stated the drivers are getting out of their vehicles. Most are asking for the name of the client. Ms. Patricia Brown asked what is being done about the HRT signs not on the taxi cabs, Mr. Trevor Hunter stated they have tried a few solutions but still are working on a solution for the signs to stay connect to the vehicle.

Mr. Loomis addressed the sensitivity training. Mr. Loomis stated it will be on going, would like anyone interested to contact him at MV transit.

## **Membership**

Mr. Johnson announced Lynn Lesko resigned and there will be an opening in Newport News for a consumer. There are three new members representing Portsmouth at the meeting. A Chesapeake consumer and Norfolk Consumer have not been to the last three meeting and may need to be replaced. Mr. Parnell asked if customers know about the advisory committee. Mr. Johnson states that HRT sends information to clients and they are listed on the web site, we also reach out to several organizations.

Ms. Haywood brought up the need for a new member information packet. HRT will make sure all new members receive all current policies and guidelines.

Mr. Paul Atkinson presented nominations for Committee Chair and Vice Chair. There were 2 nominees, one for each position. The position of Chair - Janice Taylor and for the position of Vice Chair - Brian Trickler. There were no other nominees presented and a verbal vote was conducted. Janice Taylor was



unanimously voted as Chair for a second term and Brian Trickler will serve a first term as Vice Chair. Motion was approved and properly seconded.

### **Paratransit Operations Reports**

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

### **Old Business**

Justina Cowan announced that HRT has a signed contract with Food Lion, to carry paratransit tickets. Kroger market Places do not have a contract, but does carry the tickets, Walmart has agreed to carry tickets at their Wellness Centers, although this process may take a few months to implement, Walmart has committed to carry paratransit tickets.

### **New Business**

Commissioner Parnell asked about the paratransit riders riding the fixed route bus. Mr. Johnson gave a report of the amount of the riders. Mr. Parnell requested a report is provided at the PAC meetings to track how many paratransit clients use fixed route buses. Mr. Rodney Davis gave a report of the transit riders that have been issued the new Paratransit ID 's to date.

Janice Taylor read a message from Dr. Judith Brown regarding the League of Woman Voters and the 2019 General Assembly.

### **Adjournment**

Meeting adjourned at 2:38 p.m.

### **Upcoming Meeting**

The next regular meeting of the Hampton Roads Advisory Committee is scheduled for August 8, 2018 at 3400 Victoria Blvd, Hampton VA 1:00. The subcommittees will meet 1-hour prior.