



## Paratransit Advisory Committee

October 10, 2018

1:00 PM – 3:00 PM

Meeting Minutes

### **Call to Order**

Committee Chair, Janice Taylor called the meeting to order at 1:08 PM and introductions were made.

### **Committee Members in Attendance**

Lisa Handke – Provider, Portsmouth

Vernon Savage – Consumer, Norfolk

Janice Taylor – Consumer, Virginia Beach

Denice Wilkins – Consumer, Newport News

Patricia Brown – Consumer, Hampton

Deloris Haywood – Consumer, Portsmouth

Brian Trickler – Provider, Virginia Beach

Debra Vaughan – Consumer, Chesapeake

Helen Brown – Provider, Norfolk

Benjamin Farmer – Consumer, Hampton

Linda Gurley – Provider, Hampton

Travis Webb – Consumer, Norfolk

Catherine Tyler-Northan – Provider, Newport News

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

Sandra Hunter – Consumer, Portsmouth

Nancy Smith – Consumer, Virginia Beach

Mary Mathena – Consumer, Virginia Beach

Paul Atkinson, Jr. – Provider, Chesapeake

### **Others in Attendance**

Keith Parnell, Commissioner, TDCHR

Benjamin Simms, HRT

Keith Johnson, HRT

Frank Azzalina, HRTI

C.J. Loomis, MV Transit

Marshall King, First Transit

Ina Kreps, Paratransit Customer

Robert Travers – HRT

Cheryl Watson, HRT

Danielle Burton, HRT

Aleacia Smith, HRT

Patricia Williams, First Transit

Tameka Weathers, MV Transit



Denise Johnson, TRAC Chair

### **Approval of Minutes**

Ms. Janice Taylor, Committee Chair, asked for corrections to the April and June meeting minutes; these corrections will need to be submitted two weeks prior to the next scheduled meeting. A committee to review minutes was proposed; Ms. Linda Gurley volunteered to sit on the committee, as well as Ms. Taylor and Mr. Brian Trickler, Vice Chair. August minutes were read by Cheryl Watson. There was a discussion regarding new methods of recording the minutes. Changes to August's minutes were submitted. Commissioner Parnell suggested a vote be taken so that when minutes are needed, they be submitted a few days prior to reduce time. The vote was taken and approved. August minutes were approved as amended.

### **Public Comment**

There was no public comment.

### **Chairman's Report**

Ms. Taylor reported highlights of the September 2<sup>nd</sup> TDCHR meeting; the reports will be submitted and emailed to the committee. Ms. Taylor's two remaining reports will be tabled for another time.

### **Subcommittee Reports:**

#### **Service Quality**

Ms. Patricia Brown reported on sensitivity training for Northside drivers as well as customers who witnessed drivers experiencing technical difficulties with their tablets. Mr. C.J. Loomis, MV Manager, advised the committee to report any technical issues witnessed to the company immediately in order to expedite resolutions. Ms. Brown further spoke of recommending that drivers introduce themselves to visually impaired clients, concluded by asking for an update to making Paratransit cabs branded as paratransit vehicles. Mr. C.J. Loomis will follow up and provide an update at the next meeting.

Committee members reported compliments to drivers for well-done service, which the company acknowledged.

Ms. Deloris Haywood noted to the committee an issue she experienced with a driver; Mr. Loomis explained MV Transit received the complaint and consequently addressed with driver.

Ms. Taylor noted to the committee an issue she experienced with a paratransit vehicle experiencing water leaks. Mr. Keith Johnson was notified of the issue and reported that maintenance determined the vehicle was in good condition. Ms. Taylor commented that the driver was responsive and courteous to her despite the ordeal.



# HAMPTON ROADS TRANSIT

## **Policy**

The committee discussed interruptions to service and future plans for inclement weather, as well as the current notification system in place. Ms. Lisa Handke then posed the question to determine what the requirements for professionals to be eligible to fill out clients' applications; there was a discussion regarding fraudulent activity experienced by providers. Mr. Keith Johnson read aloud for the committee the qualifications for professionals to verify eligibility. The issue was then removed from the committee, to be discussed with HRT staff.

## **Membership**

Mr. Keith Johnson clarified that membership is not contingent upon residency regarding which city representatives can serve on the behalf of. Following that, the committee discussed reviewing the guidelines for up to date information. There are still two consumer openings for Chesapeake and Newport News.

## **Paratransit Operations Reports**

Mr. Keith Johnson read the Paratransit Operations report for Certification. Mr. Johnson noted an increase in appeals. It was determined that the agency loses approximately two hundred and fifty thousand dollars a year due to clients either not showing for scheduled trips or cancelling them late; Commissioner Parnell advised that this data needs to be collected and analyzed to present to the December Operations and Oversight Committee meeting.

Mr. Johnson reported a nearly 4% decrease in on-time performance; Mr. Loomis responded that the decrease is due to driver shortage. A discussion followed as to what are the hiring requirements for MV drivers. Commissioner Parnell reported to the committee that in the future, the DRPT will be allocating funding based on the on-time performance. The committee then discussed what would be a more accurate measurement of this; it is currently based on the time of pull-out against the arrival time to the first client.

## **Old Business**

Ms. Helen Brown asked for an update on the incident with the "foot-ankle" doctors on Granby. Mr. Johnson reported that it was sent to the Planning department and a shelter cannot be placed there due to the layout of the area. Ms. Brown may have to address the city for a curb cut.

Ms. Janice Taylor and Ms. Ina Kreps toured the possible new Paratransit vans and gave their opinions of the new vehicles.

Ms. Brown asked was there another update on the Newport News parking lot; Commissioner Parnell reiterated what was said in the last meeting.

## **New Business**

Mr. Keith Johnson reported that the city of Portsmouth will be running the route 50 on Sundays, with the additional service starting October 21<sup>st</sup>. The route 104 will no longer run after 10:30 PM; this route goes from the Hampton Transfer Center to the Newport News Transfer Center.



Ms. Handke asked who clients should ask for additional route service; Mr. Johnson replied that HRT's office and the City Managers' offices can be addressed.

**Adjournment**

The meeting adjourned at 3:11p.m.

**Upcoming Meeting**

The next regular scheduled meeting of the Hampton Roads Paratransit Advisory Committee is scheduled for December 11, 2018 at 509 E 18<sup>th</sup> St Norfolk Virginia BLDG 4. Subcommittees will meet one-hour prior.