



Paratransit Advisory Committee

December 11, 2018

1:00 PM – 3:00 PM

Meeting Minutes

Call to Order

Committee Chair, Janice Taylor called meeting to order at 1:13 pm and introductions were made.

Committee Members in Attendance

Vernon Savage – Consumer, Norfolk
Janice Taylor – Consumer, Virginia Beach
Denice Wilkins – Consumer, Newport News
Patricia Brown – Consumer, Hampton
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
Deloris Haywood – Consumer, Portsmouth
Paul Atkinson, Jr. – Provider, Chesapeake
Mary Mathena – Consumer, Virginia Beach
Saundra Hunter-Consumer, Portsmouth

Committee Members not in Attendance

Lisa Handke – Provider, Portsmouth
Nancy Smith – Consumer, Virginia Beach

Others in Attendance

Robert Travers -HRT
Joe Paulus – Ex-Officio
Keith Johnson, HRT
C.J. Loomis, MV Transit
Marshall King, First Transit
Ina Kreps, Paratransit Customer
Cheryl Watson, HRT
Patricia Williams, First Transit
Amy Braziel, HRT
Marshall King, First Transit
Tameka Weathers, MV Transit
Amy Patrick-HRT
Danielle Burton- HRT
Trevor Hunter – Taxi
Tina Cowan- HRT



Approval of October Minutes

Ms. Janice Taylor stated for today's meeting, April and June minutes did not need to be read again as a committee consisting of Ms. Taylor, Mr. Trickler, and Ms. Gurley had previously reviewed the revisions and recommended the minutes be accepted as modified.

Mr. Keith Johnson read the October meeting minutes.

No comments or corrections to October Meeting minutes. Approved.

April, June minutes by Ms. Mary Mathena and properly seconded by Helen Brown.

Public Comment

No public comment.

Chairman's Report

Janice Taylor gave her report. Ms. Taylor gave an overview of her report to the Transportation District Commission of Hampton Roads (TDCHR) Board Meeting. Ms. Taylor's highlights included:

- Update on the legislative meeting with Del. Yancey and Davis. Provided updates regarding their viewpoints on transportation, upcoming projects and micro transportation and the needs of the community. Ms. Taylor noted that she was provided with numerous reports from HRT prior to attending the meetings.
- Update on League of Women Voters projects that were included in the meeting package- General Assembly dates were included.
- Update on the Transportation Transformation initiative that was attended in November. Information is included in the PAC package

Subcommittee Reports:

Request to add names to agenda items. Patricia Brown-Service Quality

Service Quality

Ms. Patricia Brown reported that Hampton Christmas Parade. Ms. Brown stated that staff were very helpful. Mr. Tines, CJ Loomis and Mr. Johnson. Thank you-kudos. Driver was Helpful, pleasant and friendly.

Some additional comments included:

- Folks with Blue and White Taxi-picked her up last Friday at night. Driver did not come around to her side of the vehicle. Stood on his side. She wants to know who he was and who he was there for, etc. and he did not identify himself or state that he was there for her.



HAMPTON ROADS TRANSIT

- Commended the first cab drivers sent but new ones are not identifying themselves as a driver for MV/Paratransit. They want them to identify themselves. It was stated that she will start calling Keith Johnson when it happens.
- About a month ago, there was a visually impaired rider that did not know the routes had changed and she rides fixed route bus. The bus let her off and she got lost. She could not find Walmart. She was dropped off at Goodwill across the street from Walmart...a busy road. There were woods etc. and could have been a dangerous situation. Mr. Johnson mentioned maybe finding her another Walmart that is easily accessible. She loves fixed route buses.

Mr. Loomis gave an update regarding vehicle signage (window) or something on top of the vehicle. Will have a solution soon. Trevor Hunter with HRTI stated that staff will be updated on how to identify themselves and work on customer service skills.

Ms. Taylor asked if there is a dress code for taxi drivers or the possibility of them wearing badges identifying themselves. Mr. Hunter stated that he will consider getting the drivers a badge.

It was stated that many MV drivers do not wear badges. Mr. Loomis will correct.

Ms. Taylor stated that there was a vehicle without pull bars or step stools. Mr. Hunter stated that all SUVs and vans have factory equipped grab handles.

There was some discussion regarding how to get in the vehicle and get seated properly. Mr. Hunter stated that all SUV type vehicles should be equipped with stepstools. Also mentioned finding vehicles with bucket seats instead of bench seats.

Commendation-Ms. Taylor stated that she had a seatbelt without a buckle and it was fixed right away. Commended MV.

Mr. Loomis reviewed policy when a vehicle is soiled and how they change out the vehicles. Trying to catch issues during pre-check of vehicles. Also noted that drivers should do a quick view of seat prior to driver sitting down.

Another concern was when a dispatcher called prior to the window. It was noted that it should not have occurred (November 6). Marshall King stated that when a driver shows up early and the option is given it should be a good thing.

Ms. Taylor asked if the schedule is affected if the patron takes the ride earlier than the window. It was stated that it is fine.



HAMPTON ROADS TRANSIT

Policy

Mary Mathena stated that there is an improvement related to riders getting out and going to the front door of the vehicle but still not all of the operators are doing it as reported by onlookers.

Mr. Loomis stated that when someone becomes aware to call right away so it can be addressed. Ms. Mathena stated that there was not date given. Ms. Taylor stated that whenever she has an issue, she calls Mr. Johnson immediately from her cell phone.

Ms. Mathena asked if there is a need for door to door assistance; Mr. Johnson explained door to door service has to be requested by the customer, but the operator of the vehicle has to have a clear line of sight of the vehicle and cannot leave other patrons in a dangerous situation. They can come to the front door to assist in getting them out. Drivers are not required to push or operate wheelchairs. Ms. Mathena stated that some drivers go above and beyond.

Ms. Taylor asked if they are required to go to the door. Mr. Johnson explained that they are curb to curb service.

Membership

Ms. Gurley stated that she has a friend in N. News who is wanting to come back to the committee (consumer). Mr. Johnson has the info. Ms. Taylor mentioned someone who is interested in being chair. Mr. Johnson mentioned that Ms. Patricia Brown will be done with her committee duties as of February per guidelines.

The review of the roster was given with term expirations.

Paratransit Operations Reports

Mr. Johnson read the Paratransit Operations reports as enclosed in the package. Mr. Johnson stated that the number of customers has remained flat and there were not many changes over the previous month. Mr. Johnson noted changes.

Ms. Patricia Brown stated that folks answering the phone were doing a great job. Additional commendations were given to call center staff.

There was some discussion regarding the online portal. Mr. King mentioned booking in advance instead of closer to the time you need if it's possible.

There was some discussion regarding on time performance and increasing taxi use.

There was some discussion regarding MV drivers and the process they go through to call in for work.

Ms. Patricia Brown asked about cost of using MV vs. cost for using taxi. MV is paid for all rides and pays the taxi via subcontract.



There was discussion regarding the number of trips by taxi.

There was discussion regarding when a ride comes outside of the window and is not accepted. How that works...will not be counted as a no-show. Missed trip penalizing the contractor.

Question regarding billing customers for no shows. We cannot do that.

Old Business

Ms. Vaughan. If the driver comes late and you are late for your appointment and late going back home. Do you have to wait the 90 minutes? Yes; it may take up to 90 minutes to reschedule a ride back.

Ms. Mathena stated that if you tell them what time you need to be at the doctor, they will get you there.

There was additional discussion regarding appointment times, etc.

New Business

Tina Cowan gave an update regarding ticket sales at Walmart. Ms. Taylor stated she would also reach out to her contact at Walmart again to see if she could help the process along.

Adjournment

Meeting adjourned at 2: 44 p.m.

Upcoming Meeting

The next regular meeting of the Hampton Roads Paratransit Advisory Committee is scheduled for February 13, 2019 at 509 E 18th St Norfolk Virginia BLDG 4. Subcommittees will meet one-hour prior.