



# HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

509 East 18<sup>th</sup> Street, Norfolk, VA

2<sup>nd</sup> Floor Board Room

Wednesday, February 13, 2019

1 PM - 3 PM

**1. Call to order - Welcome and Introductions**

**2. Approval of December Minutes**

**3. Public Comment**

**4. Chairman's Report**

**5. Subcommittees' Reports**

- **Service Quality**
- **Policy**
- **Membership**

**6. Paratransit Operations Reports**

**7. HRT Certification Report**

**8. Old Business**

**9. New Business**

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, April 10, 2019 at 1:00 p.m. in the 2<sup>nd</sup> Floor Board Room at 3400 Victoria Blvd, Hampton**

**Adjournment**



## 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 that after today's meeting-minutes will no longer be read.

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 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.



- 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 J. 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. Keith mentioned maybe finding her another Walmart that is easily accessible. She loves fixed route buses.

CJ gave an update regarding vehicle signage (window) or something on top of the vehicle per CJ. 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. CJ 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 grab handles.

There was some discussion regarding how to get in the vehicle and get seated properly. Mr. Hunter stated that he installed stepstools in all vehicles. 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.

CJ 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 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.

## **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.

CJ 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 Keith immediately from her cell phone.

Ms. Mathena asked if there is a need for door to door assistance, the operator of the vehicle have to be in line of sight and cannot leave other patrons unattended. They can come to the front door to assist in getting them out. Drivers cannot push wheelchairs. Ms. Mathena stated that some drivers go above and beyond.

Ms. Taylor asked if they are required to go to the door. Keith 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). Keith has the info. Ms. Taylor mentioned someone who is interested in being chair. Keith 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. Keith 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. Marshall 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. Vaughn. 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 for 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.

### **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 18<sup>th</sup> St Norfolk Virginia BLDG 4. Subcommittees will meet one-hour prior.

**Chairman's Report for Paratransit Advisory  
Committee ("PAC") Meeting**

**Tuesday, February 13, 2019 · 1:00 p.m.**

**Location: 2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA**

**Transportation District Commission of Hampton Roads (TDCHR)  
Meeting Report**

**Thursday, December 13, 2018• 3:00 p.m.**

**2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA**

**1. Call to Order & Roll Call**

**2. Public Comments**

Dr. Judith Brown rode the bus to this meeting. She spoke of witnessing a male rider in a wheelchair boarding the bus. Everyone was helpful, patient and pleasant, including the driver/operator. There were about 10 people waiting to board.

**3. Approval of November 8, 2018 Meeting Minutes.**

Approved

**4. President's Monthly Report - William Harrell, President and CEO**

Mr. Harrell welcomed and greeted everyone to the meeting.  
He acknowledged the City Manager of Norfolk.

Mr. Harrell recognized Commissioner Wood. He will not be attending anymore.  
City Councilman Aaron Rouse will be attending instead representing the City of Virginia Beach on the Board.

Mr. Harrell thanked everyone for pushing the meeting back to 3:00 p.m. and accommodating the Joint HRTPO/HRTAC meeting that was held in Chesapeake

Mr. Harrell stated that the regional Transit Transformation Project was underway and introduced Dr. Brian Smith. Dr. Smith provided information on the project and introduced Roy Kienitz of WSP, who is the lead consultant on the project.

- Strategic Regional Transit Transformation Project - Dr. Brian Smith
- Labor getting buses on the road.
- Fringe benefit cost for labor is low.
- Wages - how much we are spending. Is low. Unit cost.
- HRT bus cost recovery below average.
- HRT bus mileage 28% above peer average. Chart.
- Observations
  - Hours, how are they allocated?
  - Fare box recovery ratio is lower than average.
  - Our bus fleet is older and has more breakdowns

Mr. Kienitz gave a presentation on a Performance Diagnostic of HRT that was recently completed, comparing HRT with eight peer agencies using data from the National Transit Database. Key observations that were noted included:

- HRT operating costs are 20% below average, the lowest among peers.

- Bus service offered per rider is 25% above the peer average.
- The base bus fare of \$2.00 is slightly above average, however fare discounting and longer average trips contribute to fare earnings per mile at 25% below average.
- HRT bus ridership is down 15% over 10 years, while ridership at peers agencies is down 20%.

It was stated that HRT is efficient overall, but services may not be aligned with highest demand and that WSP would be looking at what a different bus network for the region could look like. There was discussion on how new service may look different. There was a discussion regarding ridership and its relation to the size of the bus fleet. There was some discussion regarding geography playing a role in the length of time passengers are on a bus. Commissioner Rowe stated that where we send our buses is more important and that HRT needs to go where people are. Mr. Harrell commented on the benefit of having this data as the project evaluates and determines how the HRT of tomorrow will look very different than it does today

#### **A. Board Updates**

- Transit Benchmarking Metrics – WSP
- Annual Financial Statements – Cherry Bekaert

### **5. Committee Reports**

#### **A. Audit & Budget Review Committee - Commissioner Hunter/ Conner Burns, Chief Financial Officer**

##### **Financial Report**

Mr. Conner Burns introduced Ms. Krista Edoff and Tracy Bedgood with Cherry Bekaert.

Ms. Edoff gave a presentation on the draft financial audit conducted by Cherry Bekaert.

Cherry Bekaert stated it will finalize the work next week to be transmitted to the Board. Cherry Bekaert is requesting that the Commissioners review the data and present questions next week, so a proper response to any question can be brought forth.

There was a question regarding utilizing HRT's internal auditor in the financial audit and it was stated that Cherry Bekaert does not use services of our internal audit.

Mr. Burns stated that financial variance was less than \$500 and commended staff on the report.

Mr. Burns stated that Ms. Silvia Shanahan is retiring at the end of December and Mr. Brandon Singleton was leaving HRT to pursue a new career opportunity in the private sector.

Mr. Burns presented the October Financial Report and noted that he gave a full presentation at MFAC.

##### **Engagement Services**

- Audit Opinion
- In Relation

##### **Key Areas of Audit Focus**

- Revenues
- Payroll
- Cost Allocations/Expenses



- Financial Reporting

Financial Highlights

Engagement Results

REQUIRED COMMUNICATIONS

- Accounting Policies
  - Management Judgments and accounting Estimates
  - Consultation with Other Accountants
  - New Accounting and Reporting Changes
- Overall it was a good audit

- October 2018 Financial Report - Conner Burns

**B. Operations & Oversight Committee - Commissioner Parnell/  
Sonya Luther, Director of Procurement**

- **Contract No: 18-78368 – Provision of Magnetic Fare Media (Renewal)**  
**Recommending Commission Approval:** Award of a contract to a contract to Electronic Data Magnetic, Inc. to provide magnetic fare media in the not to-exceed amount of \$165,330.00 over a three-year period.  
Voted: Contract approved.

**C. Planning and New Starts Development Committee - Commissioner Wood**

**D. External/Legislative Advisory Committee - Commissioner Kanoyton/Fuller.**  
No ELAC meeting yesterday

**E. Management/Financial Advisory Committee – Brian DeProfio/  
Conner Burns, Chief Financial Officer**

**F. Paratransit Advisory Subcommittee - Ms. Janice Taylor, Chair**

We met yesterday at this location.

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, February 13, 2019 at 1:00 p.m. in the 2<sup>nd</sup> Floor Board Room at 509 East 18<sup>th</sup> Street, Norfolk**

**G. Transit Ridership Advisory Sub-Committee – Ms. Doris Johnson, Chair**

**6. Old and New Business**

- Overview of Rail State Safety Oversight by the Virginia Department of Rail and Public Transportation (DRPT). This presentation will be provided by Andrew Ennis, Program Manager.
- Resolution 08-2018 – Adopting Update to the HRT Capital Improvement Plan (CIP) for FY 2019 - FY 2025

**7. Comments by Commission Members**

**8. Closed Session (as necessary)**

## **9. Adjournment**

**The next meeting will be held on Thursday, January 24, 2019 at 1:00 p.m. in the 2nd Floor Board Room at 3400 Victoria Boulevard, Hampton VA.**



# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 02/13/2109 December 2018 & January 2019

|   | December                                   | Prior Year                                       | January                                    | Prior Year                                       |
|---|--|--|--|--|
| <b>Total Incoming Calls</b>                                   | 13,834<br>(+3.3%)                          | 13,388   | 13,867<br>(-1.1%)                          | 14,024   |
| <b>Calls Handled</b>  | 13,293<br>(+2.4%)                          | 12,981   | 13,411<br>(-0.3%)                          | 13,448   |
| <b>Calls Abandoned (after 15 seconds)</b>                     | 121<br>(+27.4%)                            | 95   | 81<br>(-44.5%)                             | 146  |
| <b>% of Incoming Calls Successful</b>                         | 99.1%                                      | 99.3%  | 99.4%                                      | 98.9%  |
| <b>Average Speed to Answer Reservations (Goal 90 seconds)</b> | 30.0 seconds                               | 27.4   | 21.3 seconds                               | 30.1   |
| <b>Total Notification Calls</b>                               | 42,913                                     | 26,239   | 46,722                                     | 22,466   |
| <b>Calls Completed</b>  | 95.4%                                      | 50.2%  | 95.3%                                      | 50.4%  |
| <b>Max # of Daily Customers Using Online Scheduling</b>       | 78<br>3,049 – 8.5%<br>of total trips       | 82<br>3,453 – 9.6%<br>of total trips             | 68<br>3,478 – 9.2%<br>of total trips       | 111<br>3,914 – 11.2%<br>of total trips           |
| <b>Trips Cancelled Using WEB/IVR Services</b>                 | 3,188<br>31.7% of total<br>cancelled trips | 1,914<br>20.8% of<br>total<br>cancelled<br>trips | 3,127<br>32.8% of total<br>cancelled trips | 2,392<br>19.7% of<br>total<br>cancelled<br>trips |





# HAMPTON ROADS TRANSIT

## Paratransit Operations Performance Report 02/13/2109 December 2018 & January 2019

|   | December          | Prior Year       | January            | Prior Year        |
|---|-------------------|------------------|--------------------|-------------------|
| <b>Pickup OTP<br/>(Goal 95%)</b>                    | 87.6%             | 91.2%            | 88.8%              | 90.9%             |
| <b>Drop-Off OTP<br/>(Goal 95%)</b>                  | 98.1%             | 98.8%            | 97.7%              | 98.6%             |
| <b>Trips<br/>Requested</b>                          | 36,044<br>(+0.3%) | 35,944           | 37,835<br>(+7.3%)  | 35,258            |
| <b>Trips<br/>Performed</b>                          | 25,947<br>(-2.6%) | 26,634           | 28,231<br>(+23.8%) | 22,801            |
| <b>Trips<br/>Cancelled in<br/>Advance</b>           | 8,865<br>(24.6%)  | 8,024<br>(22.3%) | 8,415<br>(22.2%)   | 11,200<br>(31.8%) |
| <b>Customer Trip<br/>Violations<br/>(NS/CD/LC)</b>  | 1,140<br>(4.6%)   | 1,237<br>(4.6%)  | 1,079<br>(5.1%)    | 1,168<br>(5.4%)   |
| <b>Trips<br/>Cancelled for<br/>Cause</b>            | 92<br>(0.35%)     | 83<br>(0.31%)    | 110<br>(0.38%)     | 81<br>(0.35%)     |
| <b>On Time for<br/>First Pickup<br/>(Goal 100%)</b> | 89.7%             | 90.9%            | 88.5%              | 90.7%             |
| <b>Peak # of<br/>Vehicles<br/>Scheduled</b>         | 92                | 95               | 87                 | 94                |
|   |                   |                  |                    |                   |



# HAMPTON ROADS TRANSIT

## Paratransit Certification Report 02/13/2019 December 2018 & January 2019

| <b>2 Month Totals</b>                                   | <b>December</b>   | <b>Prior Year</b> | <b>January</b>   | <b>Prior Year</b> |
|---|---|-------------------|------------------|-------------------|
| <b>Applications Processed - 379</b>                     | 192<br>(-8.6%)  | 210               | 187<br>(-7.9%)   | 203               |
| <b>New Certifications 189</b>                           | 89  | 111               | 90               | 100               |
| <b>Re-Certifications 157</b>                            | 82  | 79                | 75               | 78                |
| <b>Denials - 43</b>                                     | 21  | 20                | 22               | 25                |
| <b>Number of Eligible Clients</b>                       | 6,900<br>(+0.1%)  | 6,892             | 6,815<br>(-0.7%) | 6,861             |
| <b>Number of Clients Using the Service</b>              | 2,284<br>(-3.3%)  | 2,362             | 2,275<br>(+1.9%) | 2,233             |
| <b>Number of Pending Applications (Back-log) - 0</b>    | 0   | 0                 | 0                | 0                 |
| <b>Sanction Notifications Sent</b>                      | 0   | 0                 | 195              | 237               |
|   | <b>Eligibility Appeals</b>  |                   |                  |                   |
|   | Filed - 23<br>Amended – 8<br>Overturned by Panel – 7<br>Upheld by Panel – 8                             |                   |                  |                   |
|   | <b>4th Quarter Sanction Appeals Notices sent 01/14/2019</b>   |                   |                  |                   |
| 98 – 7 day<br>43 – 14 day<br>23 – 21 day<br>31 – 30 day | Filed – 33 (as of 2/5/19)<br>Amended – 29<br>Overturned by Panel – Pending<br>Upheld by Panel – Pending |                   |                  |                   |