



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

509 East 18th Street, Norfolk, Va.

2nd Floor Board Room

Wednesday, June, 2019

1 PM - 3 PM

- 1. Call to order - Welcome and Introductions**
- 2. Approval of February & April Minutes**
- 3. Public Comment**
- 4. Chairman's Report - Ms. Janice Taylor**
- 5. Subcommittees' Reports**
 - **Service Quality - Ms. Linda Gurley**
 - **Policy - Ms. Mary Mathena**
 - **Membership**
- 6. Nominations and Election of Committee Chair and Vice-Chair**
- 7. Paratransit Operations Reports**
- 8. HRT Certification Report**
- 9. Old Business**
- 10. New Business**

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, August 14, 2019 at 1:00 p.m. in the 2nd Floor Board Room at 3400 Victoria Blvd, Hampton

Adjournment



Paratransit Advisory Committee

April 10, 2019

1:00 PM – 3:00 PM

Meeting Minutes

Call to Order

Committee Chair, Janice Taylor called the meeting to order at 1:07 pm and introductions were made.

Committee Members in Attendance

Janice Taylor – Consumer, Virginia Beach
Denice Wilkins – Consumer, Newport News
Benjamin Farmer – Consumer, Hampton
Travis Webb – Consumer, Norfolk
Deloris Haywood – Consumer, Portsmouth
Paul Atkinson, Jr. – Provider, Chesapeake
Mary Mathena – Consumer, Virginia Beach
Saundra Hunter – Consumer, Portsmouth
Brian Trickler – Provider, Virginia Beach

Committee Members not in Attendance

Catherine Tyler-Northan – Provider, Newport News
Linda Gurley – Provider, Hampton
Helen Brown – Provider, Norfolk
Lisa Handke – Provider, Portsmouth
Debra Vaughan – Consumer, Chesapeake
Nancy Smith – Consumer, Virginia Beach

Others in Attendance

Joe Paulus – Ex-Officio
Patricia Brown – Consumer, Hampton
Keith Johnson – HRT
C.J. Loomis – MV Transit
Marshall King – First Transit
Ina Kreps – Paratransit Customer
Cheryl Watson – HRT
Trevor Hunter – Taxi
Peter Katranides – HRT
Benjamin Simms – HRT
Jim Price- HRT
Lakeisha Brown- MV Transit
Denise Johnson – TRAC Chair
Willie Johnson-Consumer
Darlene Jonson - Consumer
Danielle Hill -HRT
Alicia Griffin- Tentative Committee Member (NN, consumer)
Trevor Hunter- HRTI



Approval of February Minutes

The minutes of the February PAC meeting were read aloud by Mr. Keith Johnson. Mr. Johnson stated minutes that were not approved will not be re-read after corrections have been made. A motion to approve was made but not seconded. Ms. Janice Taylor requested corrections related to the Chairman's report. Mr. Johnson pointed out that Ms. Taylor's report was already a part of the record and did not need to be detailed again. Ms. Taylor continued listing other corrections that will need to be verified.

Public Comment

Mr. Johnson read a report by Lynn Lesko regarding scheduling, late pickups, vehicles that required repairs and a trip where a client was picked up from Hampton and driven to Norfolk, to pick up her boyfriend, as a PCA. In addition, Ms. Lesko addressed difficulty making an appointment online. Mr. Johnson responded to Ms. Lesko's complaint with a follow up email addressing her concerns. Mr. Johnson stated we cannot determine who a client takes with them as a PCA.

Chairman's Report

Ms. Taylor gave an overview of her reports from the recent Transportation District Commission of Hampton Roads (TDCHR) Board Meetings (copies of the reports were included in the committee package).

Subcommittee Reports:

Service Quality

Linda Gurley is chair of subcommittee and Ms. Patricia Brown will be reporting for her due to illness. Ms. Brown addressed that the signs and badges are no use to the visually impaired. Ms. Brown stated the drivers are not asking who they are picking up. The drivers should state who they are picking up, asking the clients their names and who they are there to pick up. Ms. Brown stated that the taxi cabs should be held to the same standard. Ms. Mary Mathena stated the legislative committee apologized for not including the PAC members in the Legislative meetings when they travel to Richmond.

Policy

Ms. Mary Mathena stated that the taxi cab driver are not announcing themselves or getting out to the vehicle to assist clients. Ms. Mathena stated it is the policy and the taxi should follow policy, Mr. Johnson stated to Mr. Hunter that he would provide him the drivers' information for him to address the issue with. Additionally, the driver pulled into Ms. Patricia Brown's driveway which is not allowed. Ms. Brown stated that there will be signs that identify the vehicle as in service for HRT. Mr. Johnson stated that the proper protocol, is that the driver gets out the vehicle and drivers should identify who they are picking up. Ms. Haywood asked if it is a requirement to wear badges, Mr. Loomis stated it is and all drivers should have proper identification.



Membership

No chair of this sub-committee is assigned at this time. Ms. Taylor stated that some members have not attended the PAC meetings, Ms. Nancy Smith has been out more than once without being excused. Ms. Taylor read the guidelines related to unexcused absences and there was a discussion on how to handle unexcused member absences.

Paratransit Operations Reports

Reports included in the package were not read due to the meeting time had expired.

Adjournment

Meeting Adjourned 3:12 pm

Upcoming Meeting

The next regular meeting of the Hampton Roads Paratransit Advisory Committee is scheduled for June 12, 2019 at 1:00 pm. 509 E 18th St Norfolk, VA Bldg 4 Boardroom. Subcommittees will meet one-hour prior.

Respectfully submitted by:
Cheryl Watson
Operations Support Technician
Paratransit Division



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 06/12/2019 April & May 2019

	April	Prior Year	May	Prior Year
Total Incoming Calls	13,452 (-1.1%)	13,605	14,090 (-1.0%)	14,226
Calls Handled	12,761 (-1.2%)	12,914	13,067 (-3.0%)	13,466
Calls Abandoned (after 15 seconds)	182 (-13.7%)	211	340 (+57.4%)	216
% of Incoming Calls Successful	98.7%	98.4%	97.6%	98.4%
Average Speed to Answer Reservations (Goal 90 seconds)	41.6 seconds	39.2	60.9 seconds	37.6
Total Notification Calls	47,631	47,277	49,378	49,538
Calls Completed	96.2%	50.4%	95.8%	50.8%
Max # of Daily Customers Using Online Scheduling	82 2,957 – 7.9% of total trips	87 4,388 – 12.2% of total trips	69 3,121 – 7.9% of total trips	73 3,994 – 10.5% of total trips
Trips Cancelled using WEB/IVR Services	2,810 32.3% of total trips	1,863 24.1% of total	2,995 – 31.8% of total trips	1,982 24.0% of total



HAMPTON ROADS TRANSIT

Paratransit Certification Report 06/12/2019 April & May 2019

2 Month Totals	April	Prior Year	May	Prior Year
Applications Processed - 406	185 (-31.2%)	269	221 (-11.2%)	249
New Certifications 197	84	158	113	127
Re-Certifications 157	71	93	86	92
Denials - 52	30	18	22	30
Number of Eligible Clients	6,844 (-1.6%)	6,955	6,864 (-1.2%)	6,946
Number of Clients Using the Service	2,290 (-2.3%)	2,343	2,315 (-4.2%)	2,416
Number of eligible clients who did not recertify – 234	111	145	123	119
Sanction Notifications Sent	181 (-14.2%)	211	0	0
	Eligibility Appeals			
	Filed - 21 Amended – 8 Overturned by Panel – 9 Upheld by Panel – 2			
1st Quarter Client Suspensions	1st Quarter Sanction Appeals			
	181 Notices sent 04/12/2019			
93 – 7 day 39 – 14 day 23 – 21 day 26 – 30 day	Filed thru 6/10 – 44 (Written and Phone) Amended – 37 Overturned by Panel – 1 Upheld by Panel – 4 Pending Appeals - 2			



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 06/12/2109 April & May 2019

	April	Prior Year	May	Prior Year
Pickup OTP (Goal 95%)	87.6%	92.4%	89.3%	92.6%
Drop-Off OTP (Goal 95%)	97.7%	99.0%	98.2%	99.1%
Trips Requested	37,632 (+6.7%)	35,281	39,360 (+3.2%)	38,133
Trips Performed	28,824 (+1.8%)	28,324	29,778 (+0.1%)	29,743
Trips Cancelled in Advance	7,571 (20.1%)	6,812 (18.8%)	8,320 (21.1%)	7,149 (18.7%)
Customer Trip Violations (NS/CD/LC)	1,129 (3.8%)	1,093 (3.9%)	1,171 (3.8%)	1,204 (4.0%)
Trips Cancelled For Cause	108 (0.37%)	71 (0.25%)	91 (0.31%)	69 (0.23%)
On Time for First Pickup (Goal 100%)	87.9%	91.5%	88.4%	92.4%
Peak # of Vehicles Scheduled	97	90	100	93