



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, October 9, 2019

1 PM - 3 PM

1. Call to order - Welcome and Introductions

2. Approval of August Minutes

3. Public Comment

4. Chairman's Report - Mr. Paul Atkinson

5. Subcommittees' Reports

- **Service Quality - Ms. Linda Gurley**
- **Policy -**
- **Membership -**

6. Paratransit Operations Reports

7. HRT Certification Report

8. Old Business

9. New Business

- **Additional fixed route service(s) beginning October 20, 2019**

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, December 11, 2019 at 1:00 p.m. in the 2nd Floor Board Room at 3400 Victoria Blvd, Hampton

Adjournment



Paratransit Advisory Committee

August 14, 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, Hampton

Deloris Haywood – Consumer, Portsmouth

Paul Atkinson, Jr. – Provider, Chesapeake

Saundra Hunter – Consumer, Portsmouth

Catherine Tyler-Northan – Provider, Newport News

Nancy Smith – Consumer, Virginia Beach

Alicia Griffin – Consumer, Newport News

Travis Webb – Consumer, Norfolk

Benjamin Farmer – Consumer, Hampton

Linda Gurley – Provider, Hampton

Committee Members not in Attendance

Brian Trickler – Provider, Virginia Beach

Debra Vaughan – Consumer, Chesapeake

Helen Brown – Provider, Norfolk

Others in Attendance

Keith Parnell – TDCHR Commissioner

Joe Paulus – Ex-Officio HRTPO

Jeffrey Raliski – HRTPO/TIP

Keith Johnson – HRT

Marshall King – First Transit

Peter Katranides – HRT

Lakeisha Brown – MV Transit

Darlene Hall – MV Transit

Kia Ireland – MV Transit

Denise Johnson – TRAC Chair

Trevor Hunter – HRTI

Mary Mathena – Consumer, Virginia Beach

Patricia Brown – Former Committee Chair, Hampton Consumer

Ina Kreps – Former Committee Chair, Portsmouth Consumer

Vernon Savage – Consumer, Norfolk

Danielle Burton – HRT

Christina Malcolm – HRT

Danielle Hill – HRT

Tommy Hewitt – Norfolk Consumer



Approval of June Minutes

The minutes of the June PAC meeting were read aloud by Mr. Keith Johnson. Mr. Johnson received Ms. Janice Taylor's corrections to the June minutes and will incorporate them.

A motion to approve the June minutes was made and properly seconded. The vote was taken and Ms. Taylor abstained.

Public Comment

Mr. Kenneth Washington's sister, Barbara Holloman, attended the meeting to bring to the committee's attention an issue that happened as a result of her brother's house being 2/10ths of a mile outside of the service area. Mrs. Holloman stated that she was given Mr. Loomis's phone number to call about the issue, and that her brother has dementia and he was left at Harris Teeter. Mr. Washington currently has to be left at their neighbor's home to be picked up and he attends an adult daycare. Mrs. Holloman went on to state that on May 12th, she witnessed an HRT vehicle coming down her brother's street. It was noted in the meeting on Larkspur Road a man is always dropped off at 2pm. Ms. Northan stated the 3/4ths mile regulation is mandated by the American Disabilities Act. Mr. Johnson then explained the service area requirements and stated he will speak with Ms. Holloman after the meeting to discuss further.

Mr. Marshall King gave a follow-up to Mrs. Haywood regarding her pick-up issue for same day service.

Chairman's Report

Ms. Taylor did not give a chairman's report but informed attendees the information is available to all at www.gohrt.com/Agency.

Elections for the next terms were held and ballots were distributed. Mr. Brian Trickler withdrew his name for vice chair.

Ms. Catherine Tyler-Northan and Mr. Paul Atkinson Jr. spoke in front of the committee on why they are running for chair. Ms. Linda Gurley also spoke to the committee on why she is running for vice chair.

Ms. Danielle Hill tallied the votes; Mr. Paul Atkinson Jr. was elected chair, and Ms. Linda Gurley was elected vice chair.

Subcommittee Reports

Service Quality

Ms. Gurley stated to the committee there are still reports of drivers not getting out of the vehicle and informed everyone to continue to remind drivers to do so.

It was asked in the meeting could a report be pulled regarding complaints. Ms. Danielle Hill suggested that a checklist be passed out to drivers to remind them of getting out of the vehicle, to smile, and a few other responsibilities.



Ms. Keisha Brown stated that during training there is a checklist that is reviewed which goes over topics such as teaching drivers not to get out of the seat because it is a safety point. She also urged consumers to call in when issues occur because so appropriate discipline can be given.

Ms. Hunter informed the committee of an incident that happened last month. She and another woman boarded a van for a pick-up, and the driver stated that only 1 person was supposed to get on at that particular stop and she must get off, or they would call the police. She went on to say that she got off the vehicle and proceeded to wait for her own. Ms. Hunter reported on another incident that took place in which she was recorded as a no-show and when she called, she had to wait a long time for another ride. Ms. Brown assured Ms. Hunter they will investigate the matter further.

Mr. Tommy Hewitt gave some suggestions to consumers in order to help them resolve their complaints sooner and more efficiently. He then thanked Mr. Johnson for helping him with his concerns and complimented the drivers for their hard work.

A report of another incident was given by Ms. Hunter, but she will provide further details to Mr. Johnson at a later time.

Ms. Haywood reported an incident where another user was picked up before her and a trip was extended unnecessarily. Mr. King responded that there is a programming issue as well as a dispatch issue that causes these backtracks and that they are working on updating their software. Ms. Haywood stated that she gives scenarios not to cause someone to lose their jobs, but rather so that a corrective action plan can be made.

Ms. Taylor said there was a concern that was brought to her attention of drivers being afraid to call in vehicle issues because they will be sent home without pay. Ms. Keisha Brown stated that employees are encouraged to call in any issues they experience whether it is about a vehicle or a client. Mr. Johnson stated that he overhears conversations regarding vehicles with issues; first, the driver is asked if they have clients onboard. If so, they must drop them off. Then they are asked can the vehicle still be driven.

Ms. Taylor went on to say she received feedback that was forwarded to Mr. Johnson for dispatch, who are undergoing sensitivity training. Dispatch should now be following a script when customers call.

Ms. Alicia Griffin reported in the meeting she should not have to bang on the bus even in the rain to tell a driver she is there and to drop the lift. It was reiterated that drivers are required to get out of the vehicle, and they are given ponchos far bad weather.

Policy

Ms. Mary Mathena restated that some drivers are getting out of vehicles and some are not. Mr. Johnson suggested to remind drivers that it is their job to get out. Ms. Mathena concluded by saying she had asked about same day trips in the new application and was told that it will be looked into after the contract is awarded.



Membership

Mr. Johnson stated that Ms. Kathryn (Rene`) Rogers wanted to attend but was unable to and will attend the next scheduled meeting. Ms. Taylor stated that Ms. Tassej wants to attend as well.

Paratransit Operations Reports

Mr. Johnson read the reports on the Call Center, Operations and Certifications.

Mr. King stated that online users have dropped due to users calling in to schedule subscription trips.

Mr. Johnson informed the committee that certifications run for 5 years now instead of 3, which began in July and he will look up whether Ms. Mathena can serve on the appeals panel now that she is no longer on the committee. Mr. Johnson then announced that there will be new service from Pembroke mall through Kempsville to Robert Hall. Ms. Gurley asked about service to Fort Monroe, and Mr. Johnson stated that any locations on Fenwick Road fall within the service area.

Old Business

Ms. Taylor stated that Camp Grown would like the committee to come out and talk about paratransit service and that Walmart Wellness would like for tables to be set up on their Wellness days, which occur once every quarter; more information is forthcoming.

Mr. Johnson stated if anyone else has other outreach opportunities they can send them to him and he will forward the information to the committee. Mr. Benjamin Farmer then announced his bowling league is having a fundraiser, and he can be seen for more information on how to participate.

New Business

No new business was discussed.

Adjournment

The meeting was adjourned at 3:08 pm.

Upcoming Meeting

The next regularly scheduled meeting of the Hampton Roads Paratransit Advisory Committee will be October 9, 2019 at 1:00 pm. 509 E. 18th St. Norfolk, VA 23504. Subcommittees will meet 1-hour prior.

Respectfully submitted by:

Danielle Burton

Operations Support Technician

Hampton Roads Transit



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 10/09/2019 August & September 2019

	August	Prior Year	September	Prior Year
Total Incoming Calls	13,688 (-3.7%)	14,207	13,404 (+7.0%)	12,525
Calls Handled	13,113 (-3.3%)	13,558	12,803 (+9.1%)	17,738
Calls Abandoned (after 15 seconds)	139 (-14.7%)	163	143 (-37.8%)	230
% of Incoming Calls Successful	99.0%	98.8%	98.9%	98.0%
Average Speed to Answer Reservations (Goal 90 seconds)	34.6 seconds	37.2	34.8 seconds	41.4
Total Notification Calls	48,183	47,918	44,913	39,766
Notification Calls Completed	95.2%	94.1%	95.7%	94.8%
Max # of Daily Customers Using Online Scheduling	63 2,224 5.9% of total trips	74 8.8% of total trips	77 2,590 8.0% of total trips	72 12.6% of total trips
Trips Cancelled using WEB/IVR Services	2,356 27.6% of total trips	2,005 24.7% of total	2,822 29.7% of total trips	2,367 24.0% of total



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Paratransit Operations Performance Report 10/09/2019 August & September 2019

	August	Prior Year	September	Prior Year
Pickup OTP (Goal 95%)	89.4%	92.8%	89.4%	88.9%
Drop-Off OTP (Goal 95%)	98.3%	99.2%	98.6%	98.2%
Trips Requested	37,594 (+0.3%)	37,448	39,316 (+17.8%)	33,526
Trips Performed	29,048 (-0.5%)	29,192	27,317 (+16.4%)	23,471
Trips Cancelled in Advance	7,349 (19.5%)	7,027 (18.7%)	8,517 (21.7%)	8,902 (26.6%)
Customer Trip Violations (NS/CD/LC)	1,103 (3.6%)	1,196 (3.9%)	1,000 (3.5%)	1,077 (4.6%)
Trips Cancelled For Cause	94 (0.32%)	57 (0.20%)	82 (0.30%)	76 (0.32%)
On Time for First Pickup (Goal 100%)	88.3%	92.8%	88.6%	89.4%
Peak # of Vehicles Scheduled	98 87 Fleet 11 Taxi	95	99 88 Fleet 11 Taxi	90
Number of Paratransit trips taken on Fixed Route	15,421 (+10.5%)	13,954	15,855 (+37.5%)	11,528



HAMPTON ROADS TRANSIT

Paratransit Certification Report 10/09/2019 August & September 2019

2 Month Totals	August	Prior Year	September	Prior Year
Applications Processed - 513	261 (+9.7%)	238	252 (+5.9%)	238
New Certifications 237	125	128	112	11
Re-Certifications 205	103	81	102	84
Denials 71	33	29	38	35
Number of Eligible Clients	6,903 (-0.6%)	6,943	6,842 (+0.8%)	6,787
Number of Clients Using the Service	2,294 (-3.7%)	2,381	2,270 (-1.6%)	2,306
Number of eligible clients who did not recertify – 297	167	180	130	156
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed - 19 Amended – 6 Overturned by Panel – 2 Upheld by Panel – 6			
2nd Quarter Client Suspensions Served	Sanction Appeals (203 notices sent 7/15/2019)			
68 – 7 day 33 – 14 day 21 – 21 day 29 – 30 day	Filed - 49 (written and phone) Amended – 39 Overturned by Panel – 9 Upheld by Panel – 1			