



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

Zoom Meeting

Wednesday, October 14, 2020

1:00 PM – 2:30 PM

Webinar Etiquette

- Use headsets to improve audio clarity
- Remember to use your telephone OR computer for audio – not both
- When joining the call by phone, press # without stating your name, especially if meeting has already begun
- Refrain from placing the call “on hold”; instead, turn on “Mute”
- Mute your phone/computer mic until you are speaking, then state your name before you begin
- Be aware that in video-enabled meetings you are always visible to all participants
- The virtual meetings may be recorded by the Host

1. Call to order – Welcome, introductions, and virtual guidelines

2. Approval of February Minutes

3. Public Comment

4. Chairman’s Report – Mr. Paul Atkinson

5. Term considerations of current Chair and Vice-Chair

6. Subcommittees’ Reports

- **Service Quality – Ms. Linda Gurley**
- **Policy – Ms. Linda Gurley**
- **Membership – Mr. Brian Trickler**
- **Training – Ms. Patricia Brown**
- **Outreach – Ms. Mary Mathena**



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7. Paratransit Operations & Certifications Reports

8. Via Service Updates

9. Old Business

10. New Business

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, December 9, 2020 at 1:00 PM, location or virtual format to be determined.

Adjournment



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Paratransit Advisory Committee

February 12, 2020

1:00 PM – 3:00 PM

Meeting Minutes

Call to Order

Committee Chair, Paul Atkinson Jr. called the meeting to order at 1:03 pm and introductions were made.

Committee Members in Attendance

Denice Wilkins – Consumer, Hampton

Deloris Haywood – Consumer, Portsmouth

Paul Atkinson, Jr. – Provider, Chesapeake

Alicia Griffin – Consumer, Newport News

Sandra Hunter – Consumer, Portsmouth

Renee Rogers, Consumer

Linda Gurley – Provider, Hampton

Janice Taylor – Consumer, Virginia Beach

Brian Trickler – Provider, Virginia Beach

Patricia Brown – Former Committee Chair, Hampton Consumer

Ina Kreps – Former Committee Chair, Portsmouth Consumer

Tommy Hewitt – Norfolk Consumer

Travis Webb – Consumer, Norfolk

Committee Members not in Attendance

Benjamin Farmer – Consumer, Hampton

Nancy Smith – Consumer, Virginia Beach

Catherine Tyler-Northan – Provider, Newport News

Helen Brown – Provider, Norfolk

Others in Attendance

Keith Parnell – TDCHR Commissioner

William Harrell- HRT

Jim Price – HRT

Benjamin Simms- HRT

Keith Johnson – HRT

Marshall King – First Transit

Lakeisha Brown – MV Transit

Denise Johnson – TRAC Chair

Trevor Hunter – HRTI

Frank Azzalina HRTI

Mary Mathena – Consumer, Virginia Beach

Vernon Savage – Consumer, Norfolk

Harry Strong, Consumer

Jeff Raliski-HRTPO

Troy Bowser, -Consumer

Joan Mancuso – Provider

Ray Amoruso – HRT

Amy Braziel – HRT



Robert Travers HRT
Tom Holden- HRT
Pete Katranides - HRT
Linda Wheeler- Provider
Evan Watson- Media 13 News
Sheran Manning - Consumer
Cheryl Watson -HRT
Jennifer Cross- Consumer
Kate Welch, VIA
Monica Ceragioli-VIA

Approval of Minutes

- The minutes of the December meeting were read by Paul Atkinson Jr. at the subcommittee meeting. A motion to approve was made by Paul Atkinson and seconded by Linda Gurley with an amendment to include corrections that will be provided at a later date.

Public Comment

- Joann Mancuso reported on members of her program that were either stranded in the morning and at night since the change in service. Ms. Mancuso has concerns about the individuals that do not have anyone to advocate for them and left stranded. Mr. Atkinson stated there are similar concerns that will be addressed later in the meeting.

Chairman's Report

- Paul Atkinson reported there are outreach programs and planning efforts that are underway for groups and members to participate, one is the Multimodal Norfolk Transportation Master Plan to help define the direction of that the City's transportation system that will take place over the coming years. This includes different modes of transportation.
- Mr. William Harrell introduced Ray Amoruso Chief of Planning and Development. Mr. Amoruso explained in depth to the committee the main focus of the Multimodal project.
- Mr. Atkinson announced the dates, locations and times of the upcoming public meetings for the project. Mary Mathena asked the information can be sent to the members.
- Mr. Atkinson spoke about the change in the paratransit system with the new provider VIA facing many challenges. Mr. Atkinson stated there are a number of issues that need to be addressed with hopes that VIA can get things back on track with the paratransit clients and Hampton Roads Transit
- Mr. Atkinson introduced another project Naval Station Norfolk Transit Corridor Project
- Jamie Jackson gave an introductory presentation of the Naval Station Norfolk Transit Corridor project. Ms. Mary Mathena added the presentation is not accessible to the vision impaired.



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Subcommittee Reports

Service Quality

- Monica Ceragioli with VIA reported on the services acknowledging the problems of the past (10) ten days of service. Ms. Ceragioli added they expected some problems during transition, understanding the service provides a lifeline and is critical to the clients. Ms. Ceragioli added they have identified some of the problems and are working diligently on correcting them.
- Kate Welsh with VIA reiterated they are taking the issues very serious and would like to welcome all feedback to address and correct the problems.
- Ms. Sheran Manning stated she works at the Amphibious Base and last week she had to walk from the gate to get to work because the drivers did not have a base pass to get onto the base. In addition, the drivers are taking her to the wrong address. On one occasion the driver took her to the Virginia Beach Oceanfront. Ms. Manning gave the driver the correct address in Norfolk and still was taken to the wrong location. Ms. Manning called to correct the address and was told they could not change her location. Ms. Manning would like this corrected.
- Kate Welsh told Ms. Manning she would correct her location. Ms. Welsh added some of the problems was the migration of Trapeze where the exact address did not migrate properly to their database, adding the training was to include validation of scheduled trips to prevent drivers going to the wrong address.
- Mr. Atkinson asked if VIA could address some of the particular issues after the meeting with individuals that have concerns.
- Monica and Kate walked through some of the statistics and problems they encountered documented on the inserts they distributed at the beginning of the meeting.
- Ms. Patricia Brown asked if they knew in advance how many people they would be dealing with.
- Ms. Gurley asked if her statistics were based on the number received or the number of people that were actually talked to. Ms. Gurley added that when she called the first day, she had to call multiple times and each time it was over 40 min what and once I reached someone it took the reservationist over 30 min to make the reservation, Ms. Gurley added she was on for almost 10 min and was given the option to have someone call her back she chose to hold on and was disconnected anyway. Ms. Ceragioli stated we did not anticipate the call volume. Ms. Janice Taylor and Ms. Sheran Manning shared similar concerns. Ms. Taylor said she had to send Mr. Johnson an email to get scheduled.
- Mr. Atkinson stated if anyone wants to meet with VIA individually to address their concerns he asked if they could conclude their presentation.
- Ms. Gurley presented a list of concerns for discussion that everyone has experienced to be addressed after the meeting with VIA.
- Mr. Jim Price announced the issues will be addressed and promises that these concerns will be taken care of, Mr. Price stated VIA is responsible for correcting the problems. Mr. Price added we will do what we need to do to make all these things are cleared up and we will make it happen. Mr. Price encourage everyone to stay and meet with VIA after the meeting if they have



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concerns. Mr. Price stated Ms. Haywood asked if the issues are not corrected by the next meeting then what happens, Mr. Harrell stated we will do everything to correct the issues.

Membership

Mr. Atkinson listed the Chairs of the Subcommittees

- Membership Chair - Brian Trickler followed by Alicia Griffin and Troy Bowser
- Training Chair - Patricia Brown, Janice Taylor, Renee Rogers Alicia Griffin and Troy Bowser, Deloris Haywood, Sandra Hunter and Mary Mathena
- Outreach Chair – Mary Mathena, Janice Taylor, Troy Bowser, Alicia Griffin. Linda Gurley
- Service Quality –Linda Gurley, Harry Strong, Alicia Griffin, Sandra Hunter, Deloris Haywood and Troy. Bowser.
- Policy: Linda Gurley, Mary Mathena, Harry Strong, Troy Bowser.
- Mr. Johnson announced the current openings for committee membership.

Paratransit Operations Reports

- Mr. Johnson read the reports on the Call Center, Operations and Certifications as enclosed in the meeting package.
- Mr. Johnson reported the sanction notices will not be enforced for the 4th quarter of 2019, the no-show late cancellation policy is still in effect. will still be in effect.
- Ms. Patricia Brown mentioned the new vehicles are not safe to board. Mr. Hewitt added they are very slippery when it rains. Mr. Johnson will look into the safety features of the vehicle.

Old Business

- Ms. Janice Taylor attended the Princess Anne YMCA Health Fair on January 20, 2020 which was a success with a large turnout of participants new to the area.

New Business

- No new business was reported.

Adjournment

- The meeting was adjourned at 2:41 p.m.

Upcoming Meeting

The next regularly scheduled meeting of the Hampton Roads Paratransit Advisory Committee will be April 15, 2020 at 1:00 pm. 3400 Victoria Blvd Hampton VA. Subcommittees will meet 1-hour prior.

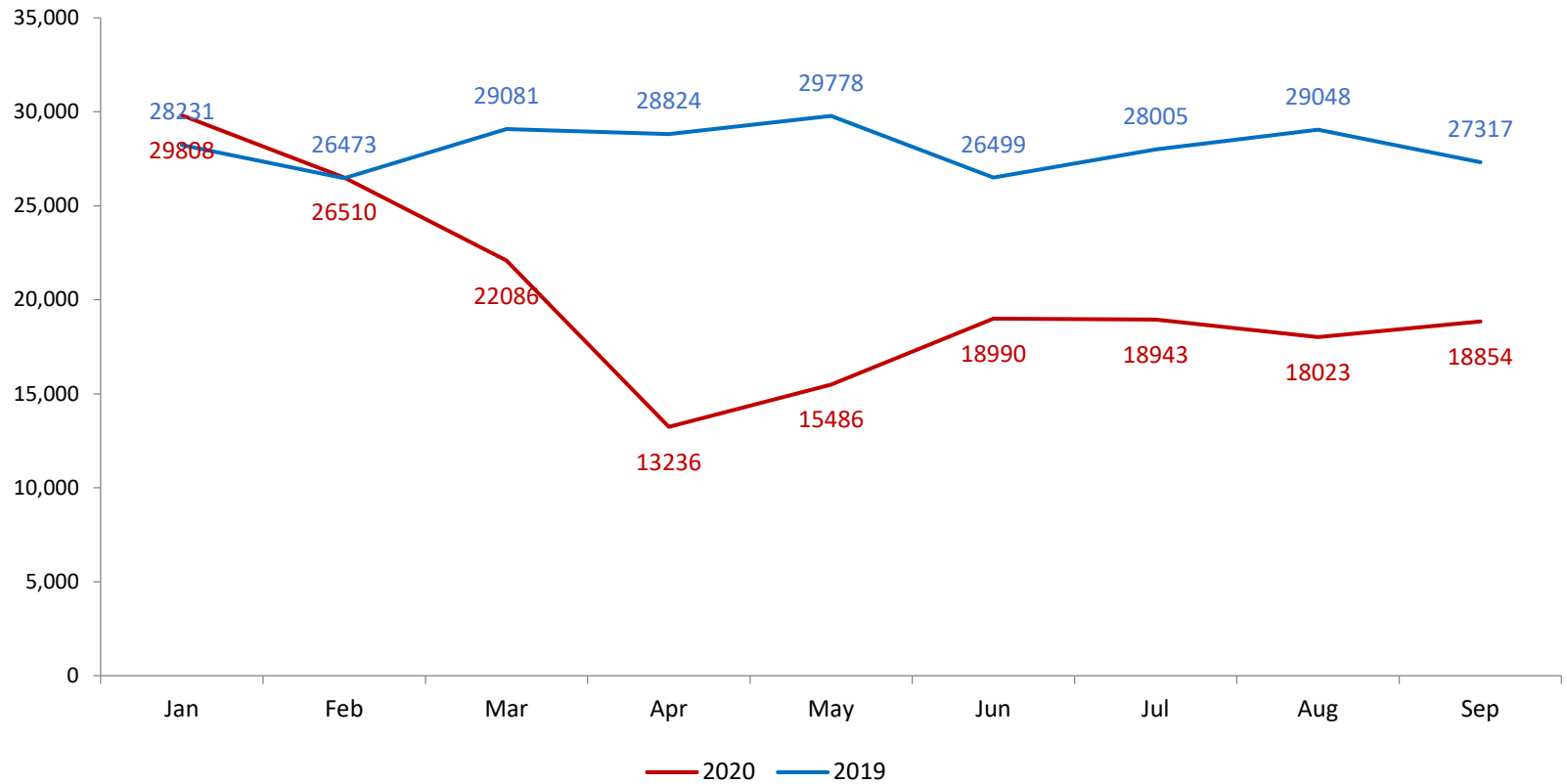
Respectfully submitted by:

Cheryl Watson

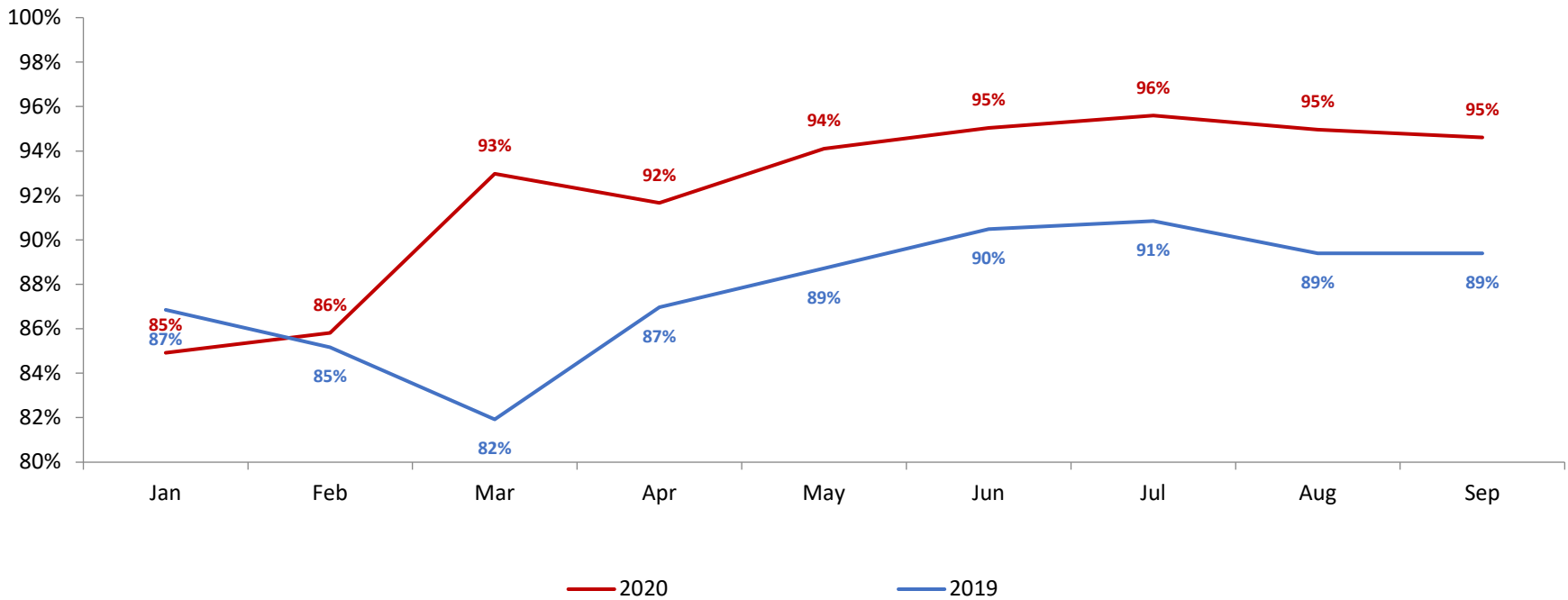
Paratransit Administrative Coordinator

Hampton Roads Transit

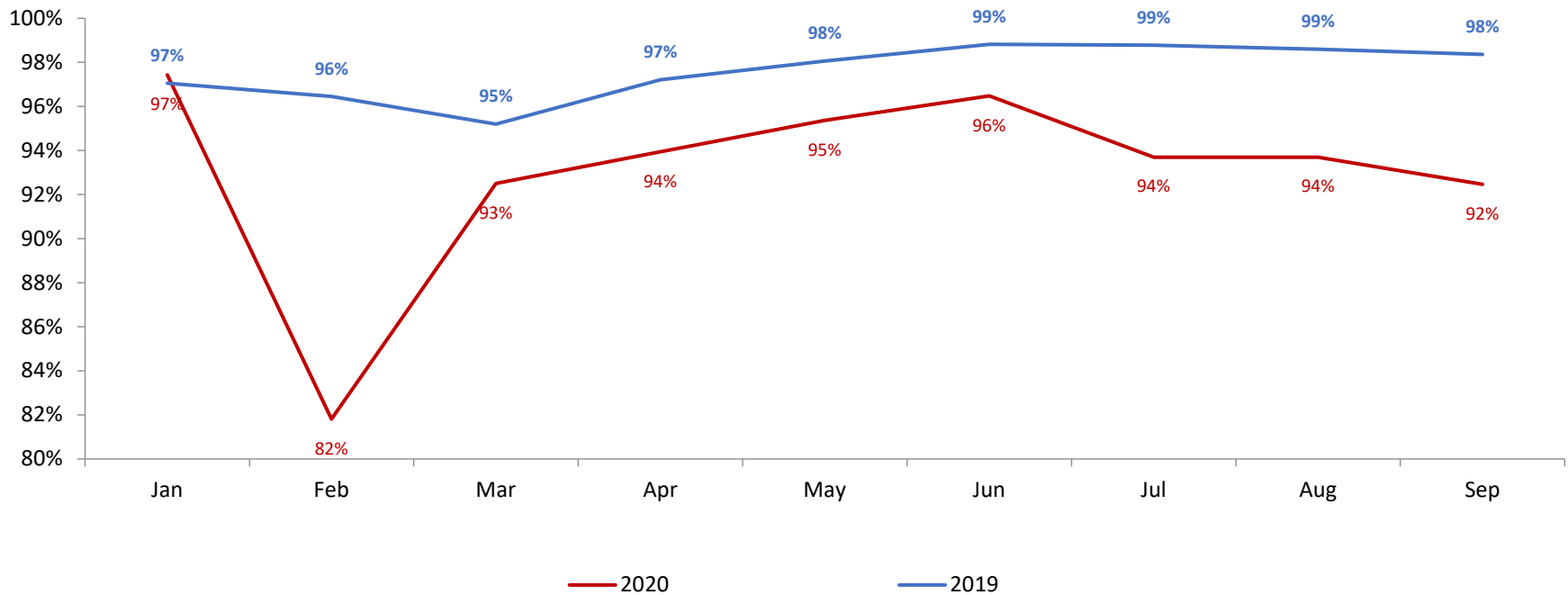
Partransit Transportation Trips Taken This Year vs Last Year



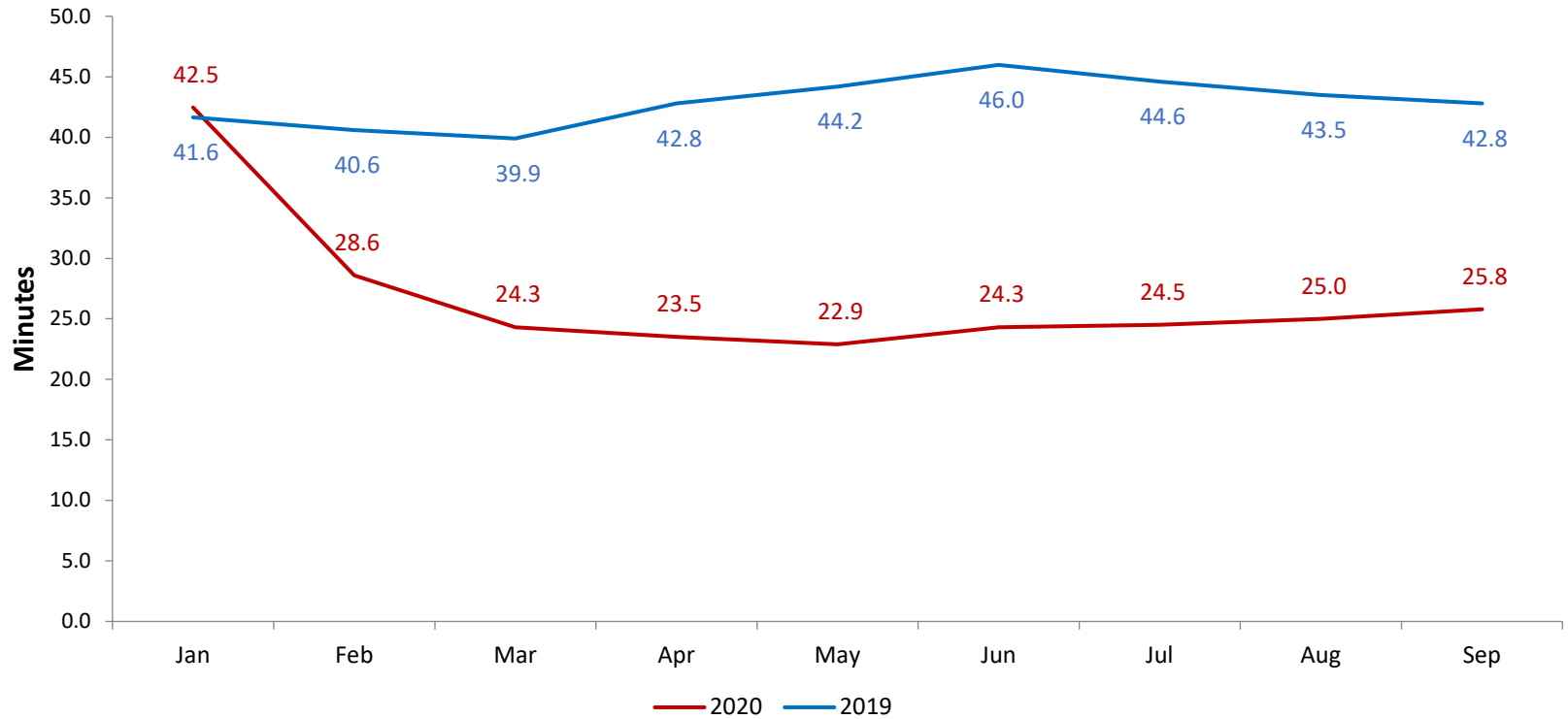
Paratransit Pick Up OTP This Year Vs Last Year



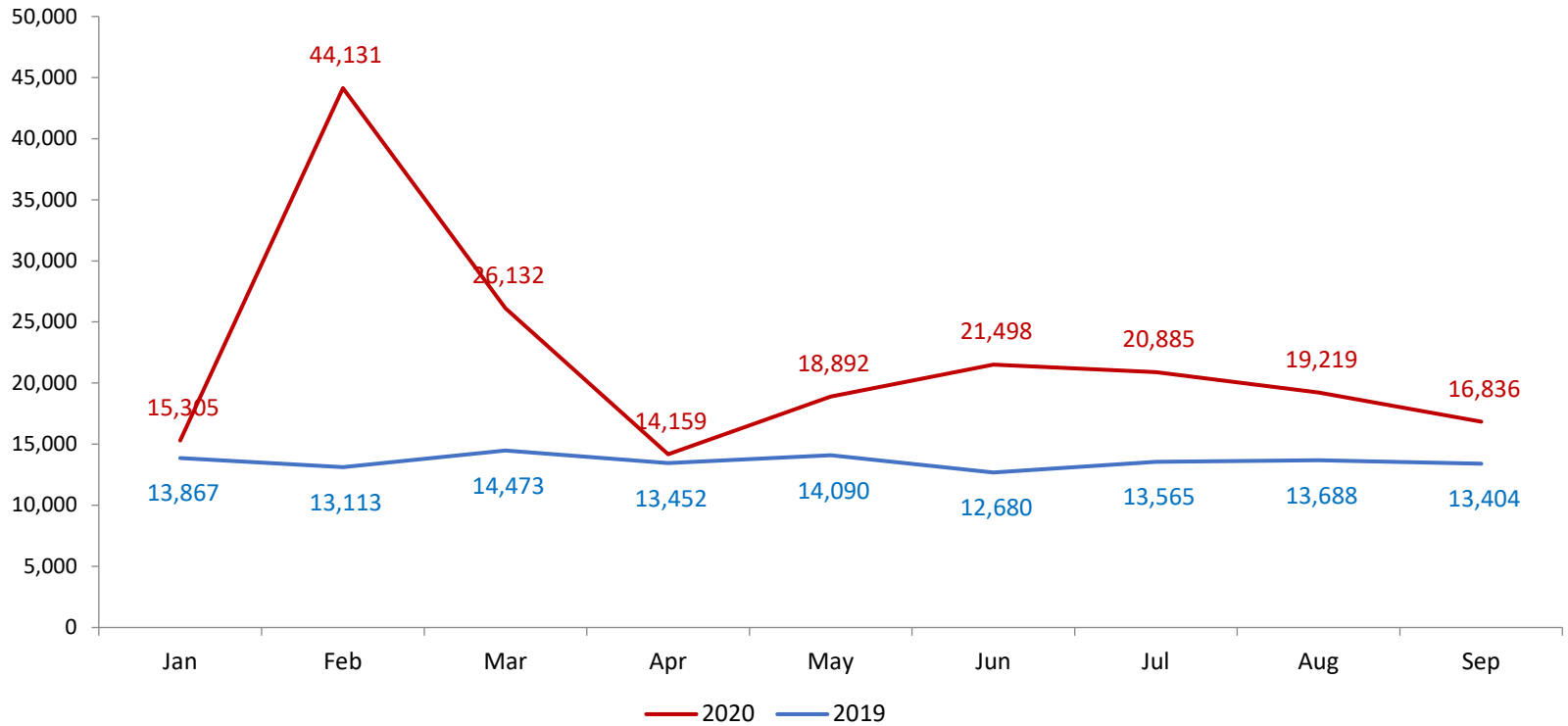
Paratransit Drop Off OTP This Year Vs Last Year



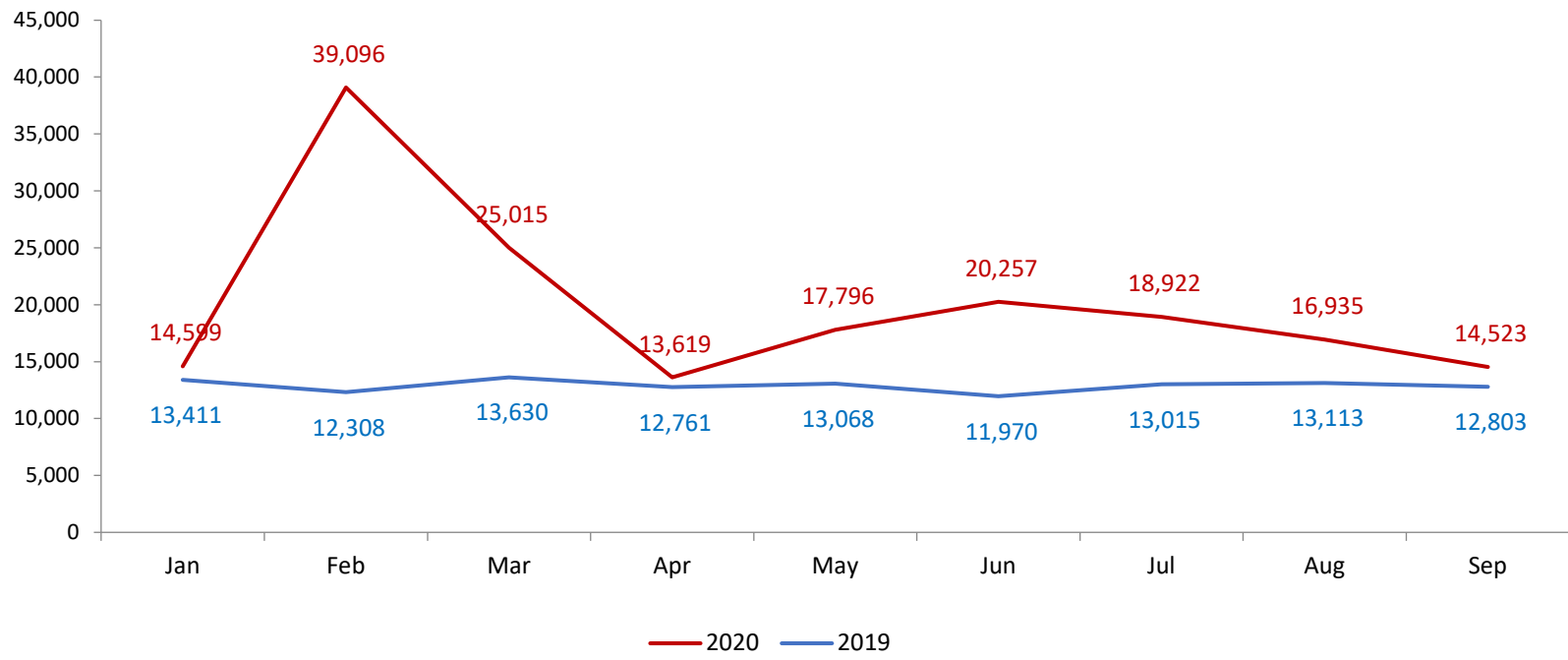
Partransit Transportation Average Time Traveled This Year vs Last Year



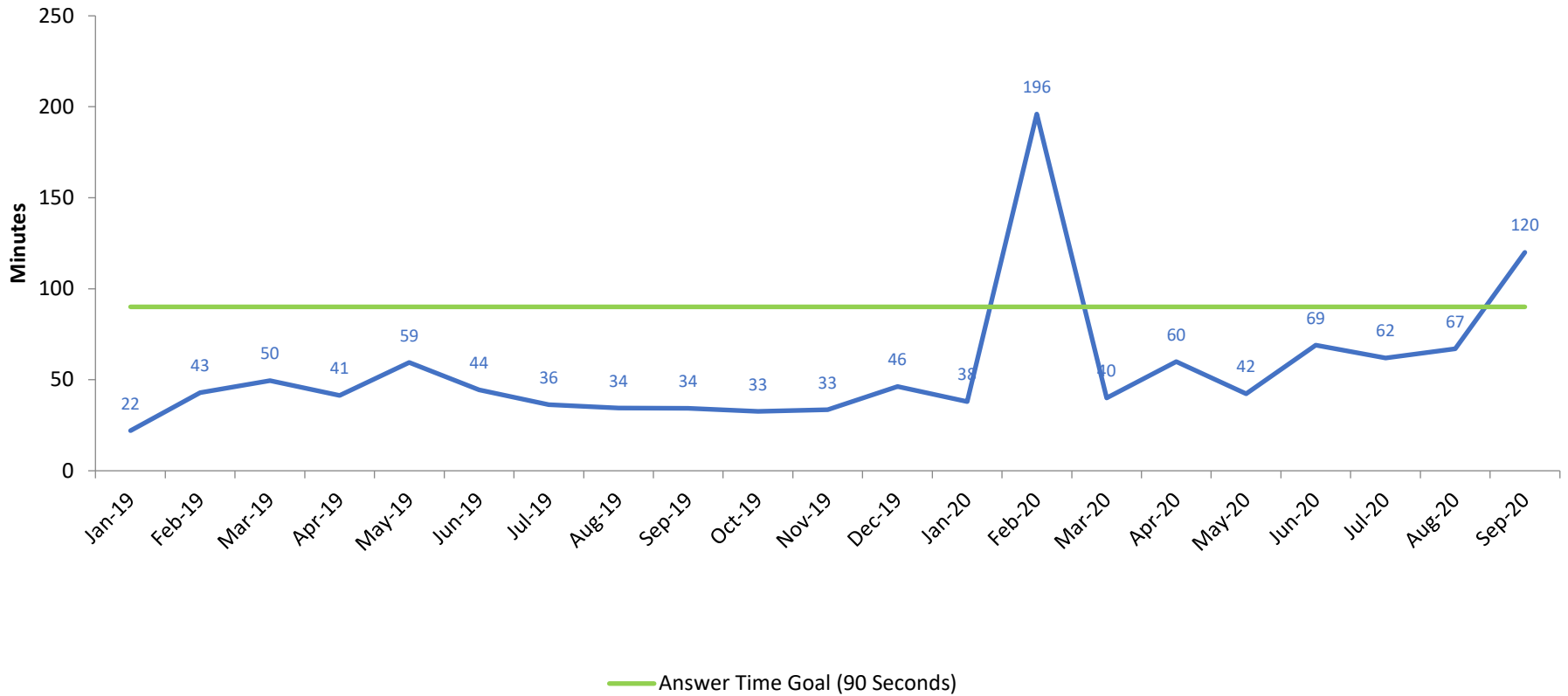
Partransit Transportation Calls Received This Year vs Last Year



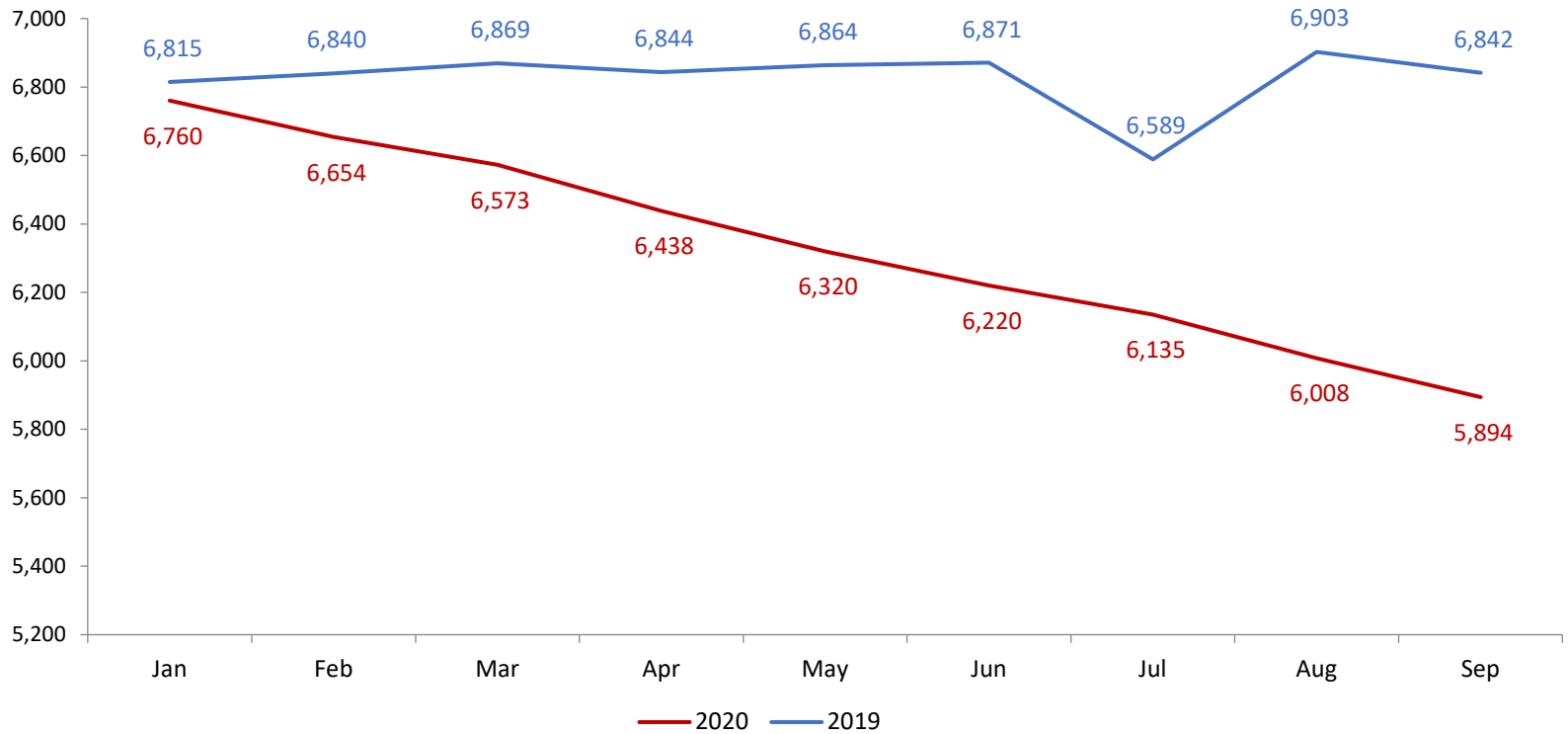
**Partransit Transportation
Calls Handled
This Year vs Last Year**



**Paratransit
Call Answer Times (Seconds)
Most Recent 13 Month Period**



**Partransit Transportation
Eligible Clients
This Year vs Last Year**





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Paratransit Call Center Performance Report 10/14/2020 February & March				
	February	Prior Year	March	Prior Year
Total Incoming Calls	44,131 (+236.5%)	13,113	26,132 (+80.8%)	14,473
Calls Handled	39,036 (+217.6%)	12,308	25,015 (+83.5%)	13,630
Calls Abandoned (after 15 seconds)	3,980	241	946	215
% of Incoming Calls Successful	89.0%	98.0%	96.0%	98.4%
Average Speed to Answer Reservations (Goal 90 seconds)	3.4 minutes to 15.2 minutes	41.1 seconds	1.1 minutes to 5.1 minutes	46.7 seconds
Total Notification Calls	53,083	43,549	56,615	48,012
Notification Calls Completed	82%	95.8%	89%	96.0%
Max # of Daily Customers Using Online/App Scheduling	N/A	75 8.6% of total trips	N/A	75 8.7% of total trips
Trips Cancelled using WEB/App/IVR Services	11,378 62%	2,794 33.0% of total	22,884 70%	2,976 31.7% of total



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Paratransit Call Center Performance Report 10/14/2020				
April & May				
	April	Prior Year	May	Prior Year
Total Incoming Calls	15,473 (+15.0%)	13,452	18,892 (+34.0%)	14,090
Calls Handled	13,618 (+6.7%)	12,761	17,796 (+36.2%)	13,067
Calls Abandoned (after 15 seconds)	469	182	962	340
% of Incoming Calls Successful	96.0%	98.7%	94.0%	97.6%
Average Speed to Answer Reservations (Goal 90 seconds)	1.0 minutes to 5.3 minutes	41.6 seconds	1.2 minutes to 6.3 minutes	60.9 seconds
Total Notification Calls	33,993	47,631	38,676	49,378
Notification Calls Completed	91%	96.2%	88%	95.8%
Max # of Daily Customers Using Online/App Scheduling	N/A	82 7.9% of total trips	N/A	69 7.9% of total trips
Trips Cancelled using WEB/App/IVR Services	8,540 61%	2,810 32.3% of total	5,935 56%	2,995 31.8% of total



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Paratransit Call Center Performance Report 10/14/2020 June & July				
	June	Prior Year	July	Prior Year
Total Incoming Calls	21,498 (+69.5%)	12,680	20,885 (+53.9%)	13,565
Calls Handled	20,257 (+69.2%)	11,970	18,922 (+53.2%)	12,354
Calls Abandoned (after 15 seconds)	1,128	171	1,857	133
% of Incoming Calls Successful	94.0%	98.7%	91.0%	99.0%
Average Speed to Answer Reservations (Goal 90 seconds)	1.9 minutes to 9.3 minutes	47.1 seconds	1.2 minutes to 6.0 minutes	36.3 seconds
Total Notification Calls	47,870	43,966	48,948	46,468
Notification Calls Completed	88%	96.0%	89%	95.5%
Max # of Daily Customers Using Online/App Scheduling	23 2% of total trips	66 7.0% of total trips	28 6% of total trips	62 6.2% of total trips
Trips Cancelled using WEB/App/IVR Services	8,406 63%	2,441 30.6% of total	8,247 61%	2,638 28.9% of total



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Paratransit Call Center Performance Report 10/14/2020 August & September				
	August	Prior Year	September	Prior Year
Total Incoming Calls	19,219 (+40.4%)	13,688	16,836 (+25.6%)	13,404
Calls Handled	16,935 (+29.1%)	13,113	14,523 (+13.4%)	12,803
Calls Abandoned (after 15 seconds)	2,218	139	2,251	143
% of Incoming Calls Successful	88.0%	99.0%	86.0%	98.9%
Average Speed to Answer Reservations (Goal 90 seconds)	1.7 minutes to 8.3 minutes	34.6 seconds	2.7 minutes to 11.5 minutes	34.8 seconds
Total Notification Calls	47,077	48,183	51,613	44,913
Notification Calls Completed	90%	95.2%	90%	95.7%
Max # of Daily Customers Using Online/App Scheduling	37 8% of total trips	63 5.9% of total trips	40 8% of total trips	77 8.0% of total trips
Trips Cancelled using WEB/App/IVR Services	7,721 64%	2,356 27.6% of total	7,721 64%	2,822 29.7% of total



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Paratransit Operations Performance Report 10/14/2020 February & March				
	February	Prior Year	March	Prior Year
Pickup OTP (Goal 95%)	88.7%	85.5%	93.0%	82.2%
Drop-Off OTP (Goal 95%)	82.2%	97.1%	92.5%	96.0%
Trips Requested	38,711 (10.6%)	34,982	43,198 (+12.5%)	38,403
Trips Performed	26,510 (-0.1%)	26,473	22,806 (-24.1%)	29,081
Trips Cancelled in Advance	9,959 (25.7%)	7,440 (21.3%)	18,706 (43.3%)	7,967 (20.7%)
Customer Trip Violations (NS/CD/LC)	2,242 (7.8%)	980 (3.7%)	2,406 (9.8%)	1,176 (4.0%)
Trips Cancelled For Cause	84 (0.32%)	89 (0.34%)	31 (0.14%)	179 (0.62%)
Average Customer Trip Travel Time	28.57 minutes	40.62 minutes	24.34 minutes	39.89 minutes
Peak # of Vehicles Scheduled	108 88 Fleet 20 Taxi	90 (71 Fleet + 19 Taxi)	97 84 Fleet 13 Taxi	90 (72 Fleet + 18 Taxi)
Number of Paratransit trips taken on Fixed Route	13,238 (+12.8%)	11,733	12,448 (-12.5%)	14,225



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Paratransit Operations Performance Report 10/14/2020 April & May

	April	Prior Year	May	Prior Year
Pickup OTP (Goal 95%)	91.7%	87.6%	94.1%	89.3%
Drop-Off OTP (Goal 95%)	93.9%	97.7%	95.4%	98.2%
Trips Requested	37,708 (0.2%)	37,632	22,708 (-42.3%)	39,360
Trips Performed	13,236 (-54.1%)	28,824	15,486 (-48.0%)	29,778
Trips Cancelled in Advance	22,924 (60.8%)	7,571 (20.1%)	5,657 (24.9%)	8,320 (21.1%)
Customer Trip Violations (NS/CD/LC)	1,548 (10.5%)	1,129 (3.8%)	1,565 (9.2%)	1,071 (3.8%)
Trips Cancelled For Cause	35 (0.26%)	108 (0.37%)	135 (0.87%)	91 (0.31%)
Average Customer Trip Travel Time	23.51 minutes	42.80 minutes	22.88 minutes	44.15 minutes
Peak # of Vehicles Scheduled	49 41 Fleet 8 Taxi	97 (80 Fleet + 17 Taxi)	61 52 Fleet 9 Taxi	100 (85 Fleet + 15 Taxi)
Number of Paratransit trips taken on Fixed Route	2,519 (-83.2%)	14,995	N/A Data not available due to free fares	16,350



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Paratransit Operations Performance Report 10/14/2020 June & July

	June	Prior Year	July	Prior Year
Pickup OTP (Goal 95%)	95.0%	91.0%	95.6%	91.2%
Drop-Off OTP (Goal 95%)	96.5%	99.0%	93.7%	98.9%
Trips Requested	26,491 (-23.5%)	34,628	26,190 (-29.7%)	37,240
Trips Performed	18,990 (-28.3%)	26,499	18,943 (-32.4%)	28,005
Trips Cancelled in Advance	5,728 (21.6%)	7,061 (24.6%)	5,362 (20.5%)	8,019 (22.2%)
Customer Trip Violations (NS/CD/LC)	1,773 (8.5%)	1,001 (2.9%)	1,885 (9.0%)	1,158 (3.1%)
Trips Cancelled For Cause	89 (0.47%)	63 (0.18%)	119 (0.63%)	54 (0.14%)
Average Customer Trip Travel Time	24.25 minutes	46.00 minutes	24.52 minutes	44.64 minutes
Peak # of Vehicles Scheduled	68 59 Fleet 9 Taxi	102 88 Fleet 14 Taxi	65 58 Fleet 7 Taxi	102 91 Fleet 11 Taxi
Number of Paratransit trips taken on Fixed Route	N/A Data not available due to free fares	14,963	8,223 (-45.7%)	15,135



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Paratransit Operations Performance Report 10/14/2020 August & September

	August	Prior Year	September	Prior Year
Pickup OTP (Goal 95%)	94.9%	89.4%	94.6%	89.4%
Drop-Off OTP (Goal 95%)	93.7%	98.3%	92.5%	98.6%
Trips Requested	24,229 (-35.6%)	37,594	26,014 (-33.8%)	39,316
Trips Performed	18,023 (-37.9%)	29,048	18,854 (-31.0%)	27,317
Trips Cancelled in Advance	4,600 (18.8%)	7,349 (19.5%)	5,405 (20.8%)	8,902 (26.6%)
Customer Trip Violations (NS/CD/LC)	1,806 (9.1%)	1,103 (3.6%)	1,755 (8.5%)	1,000 (3.5%)
Trips Cancelled For Cause	119 (0.41%)	94 (0.32%)	83 (0.44%)	83 (0.30%)
Average Customer Trip Travel Time	24.94 minutes	43.48 minutes	25.78 minutes	42.80 minutes
Peak # of Vehicles Scheduled	63 57 Fleet 6 Taxi	96 85 Fleet 11 Taxi	64 59 Fleet 5 Taxi	99 88 Fleet 11 Taxi
Number of Paratransit trips taken on Fixed Route	8,348 (-45.9%)	15,421	8,588 (-45.9%)	15,855



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Paratransit Certification Report 10/14/2020 February & March

2 Month Totals	February	Prior Year	March	Prior Year
Applications Processed - 381	183 (-14.1%)	213	198 (-18.9%)	244
New Certifications 171	80	110	91	130
Re-Certifications 145	67	73	78	100
Denials 65	36	30	29	16
Number of Eligible Clients	6,654 (-2.7%)	6840	6,573 (-4.3%)	6,869
Number of Clients Using the Service	2,275 (0.0%)	2,272	2,221 (-4.6%)	2,329
Number of eligible clients who did not recertify – 358	186	128	172	136
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 5 Amended – 3 Overturned by Panel – 0 Upheld by Panel – 0			
4th Quarter Client Suspensions Pending	Sanction Appeals (No notices sent)			
– 7 day – 14 day – 21 day – 30 day	Filed - Pending Amended – Overturned by Panel – None heard Upheld by Panel – None heard			



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Paratransit Certification Report 10/14/2020 April & May

2 Month Totals	April	Prior Year	May	Prior Year
Applications Processed - 178	87 (-53.0%)	185	91 (-58.8%)	221
New Certifications 67	31	84	36	113
Re-Certifications 84	38	71	46	86
Denials 27	18	21	9	22
Number of Eligible Clients	6,438 (-5.9%)	6,844	6,320 (-7.9%)	6,864
Number of Clients Using the Service	1,599 (-30.2%)	2,290	1,722 (-25.6%)	2,315
Number of eligible clients who did not recertify – 292	140	111	152	123
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 2 Amended – 2 Overturned by Panel – 0 Upheld by Panel – 0			
4th Quarter Client Suspensions Pending	Sanction Appeals (No notices sent)			
– 7 day – 14 day – 21 day – 30 day	Filed - Pending Amended – Overturned by Panel – None heard Upheld by Panel – None heard			



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Paratransit Certification Report 10/14/2020 June & July

2 Month Totals	June	Prior Year	July	Prior Year
Applications Processed - 249	104 (-53.6%)	224	145 (-46.9%)	273
New Certifications 96	33	110	63	137
Re-Certifications 128	63	93	65	115
Denials 25	8	21	17	21
Number of Eligible Clients	6,220 (-9.5%)	6,871	6,135 (-6.9%)	6,589
Number of Clients Using the Service	1,897 (-15.5%)	2,246	1,725 (-24.1%)	2,274
Number of eligible clients who did not recertify – 281	133	144	148	127
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 15 Amended – 3 Overturned by Panel – 5 Upheld by Panel – 6			
4th Quarter Client Suspensions Pending	Sanction Appeals (No notices sent)			
– 7 day – 14 day – 21 day – 30 day	Filed - Pending Amended – Overturned by Panel – None heard Upheld by Panel – None heard			



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Paratransit Certification Report 10/14/2020 August & September

2 Month Totals	August	Prior Year	September	Prior Year
Applications Processed - 273	145 (-44.4%)	261	128 (-49.2%)	252
New Certifications 115	62	125	53	112
Re-Certifications 124	57	103	67	81
Denials 34	26	33	8	38
Number of Eligible Clients	6,008 (-13.0%)	6,903	5,894 (-13.9%)	6,842
Number of Clients Using the Service	1,704 (-25.7%)	2,294	1,766 (-22.2%)	2,270
Number of eligible clients who did not recertify – 352	208	167	144	130
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 25 Amended –13 & 12 given 6 month extensions Overturned by Panel – 0 Upheld by Panel – 0			
4th Quarter Client Suspensions Pending	Sanction Appeals (No notices sent)			
– 7 day – 14 day – 21 day – 30 day	Filed - Pending Amended – Overturned by Panel – None heard Upheld by Panel – None heard			