



# HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

## REGULAR MEETING AGENDA

Zoom Meeting

Wednesday, February 10, 2021

1:00 PM – 3:00 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 December Minutes**

### **3. Public Comment**

### **4. Chairman’s Report – Mr. Paul Atkinson**

### **5. Subcommittees’ Reports**

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



# 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

### **6. Paratransit Operations & Certifications Reports**

### **7. Via Service Updates**

### **8. Old Business**

### **9. New Business**

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, April 14, 2021 at 1:00 PM, location or virtual format to be determined.**

**Adjournment**



## Paratransit Advisory Committee

December 09, 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  
Paul Atkinson, Jr. – Provider, Chesapeake  
Janice Taylor – Consumer, Virginia Beach  
Travis Webb – Consumer, Norfolk  
Brian Tricker – Provider, Virginia Beach  
Mary Mathena – Consumer, Virginia Beach  
Delores Haywood – Consumer, Portsmouth  
Patricia Brown – Consumer, Hampton  
Benjamin Farmer – Consumer, Hampton  
Brad Hunter – TDCHR Commissioner  
Sandra Hunter – Consumer, Portsmouth  
Linda Gurley – Consumer, Hampton  
Catherine Tyler -Northan, Provider, Newport News  
Thomas Hewitt- Consumer, Norfolk  
Krystol Green- Provider, Portsmouth

### **Others in Attendance**

Keith Johnson – HRT  
Ina Kreps – Former Committee Chair, Portsmouth Consumer  
Jeff Raliski-HRTPO  
Amy Braziel – HRT  
Cheryl Watson -HRT  
Danielle Hill– HRT  
Sheran Taylor – HRT  
Marie Arnt – HRT  
Shanti Mullen – HRT  
Nikki Walker – HRT  
Trevor Hunter – Coastal Ride  
Yannis Simaiakis- VIA  
Gabrielle McCaig- VIA  
Jason Arvanites– VIA  
Jonathan Hofmann – VIA  
Parker Fernandez – VIA  
Joann Mancuso – Eggleston services  
Christina Malcom – HRT  
Benjamin Simms – HRT



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Konstantine Vrazhilov -VIA

Kenia Ozoria- VIA

## Approval of Minutes

- The minutes of the October meeting were read by Paul Atkinson Jr, motion to approve was held until corrections are submitted by Mary Mathena and Janice Taylor.
- **Public Comment**
- No Public Comment

## Chairman's Report

- Paul Atkinson Jr. thanked everyone for adapting to the virtual format in order to resume with the advisory committee meetings. The October meeting provided many months of service quality feedbacks, in response to the issues raised, VIA had developed and implemented a response plan we can expect to hear what is in place today. At TDCHR Board meeting and Capital improvement pre-meeting in November, it was stressed that the Paratransit Fleet is a priority. A new quarterly report targeted for January will track Paratransit performance, total trips and on time performance. VIA employees are in training with staff from Prime Plus with a specific segment of ridership attending the facility. Via's training has partnered with the Prost's, Endependence Center, and Beacon House Services programs. If anyone or organization you know is able to assist with the training, please contact Paul Atkinson Jr. The paratransit ride app has been a huge success Mr. Atkinson Jr. will brief an innovative committee on December 10, 2020 on the ridership's adoption of the app since the launched in August 2020. Mr. Atkinson gave a summary of the app's statistics. Two upcoming Multi Mobile Norfolk public meetings will be held on Thursday, December 10 and Tuesday December 15, 2020. Mr. Atkinson Jr. gave the specifics on the upcoming virtual meetings.

## Subcommittee Reports

- **Service Quality**
- Ms. Delores Haywood stated she was at IKEA with a pickup time at 4:00 pm received a call at 4:00 pm that her ride was detained. She was called at 4:30 and stated it was another 15 minutes, Ms. Haywood was not picked up until 5:00 pm  
Second incident she went to restaurant and was to be picked up at 8:15 pm, a called received that the pickup would be in 25 min and was called back again with another 20 min of wait time. Ms. Haywood said she was not picked up until 9:25. Ms. Haywood's concerns is waiting that long in a wheelchair she called her daughter to come and wait with her.
- Ms. Patricia Brown stated there are vision impaired client's not sure if the scheduler knows if a client is visually impaired, requested that the vehicle make, and description is provided so that clients know they type of vehicle they are expecting to avoid taking the wrong vehicle. Mr. Johnson added that is a good suggestion especially if the vehicle is a personal vehicle of the driver being dispatched.
- Mary Mathena stated when going to therapy she provides specific details of the location to reservations, on the first part of the trip she has very little problems but on the return trip the drivers do not have the specific details she initially gave reservations. Konstantine Vrazhilov stated if the trip is scheduled offline (done outside of the device that the driver uses) the driver notes may not be included on the manifest. Ms. Mathena added she talked to two vision impaired clients that completed the Beta Test and each have different



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responses trying to access the app. Mr. Johnson asked for the names to investigate and contact those clients.

- Mr. Travis Webb stated that he is on subscription service and his window changes without his knowledge. Mr. Webb prefers his regular subscription time stay at the requested time he selected.
- Konstantine has updates related to the changes in subscription windows and will address at the VIA presentation during this meeting.
- Ms. Haywood stated when you ask to speak to a supervisor when calling reservations, they give a time to respond of 24 to 48 hours and never gets a return call.
- Brian Trickler added he has been neglectful in reporting that this has happen frequently where he will get a call from a client who rides he has set up and the clients is told there is not a ride scheduled. Mr. Trickler said this happens more often than ever and the client is told by reservations that they will let their supervisor know and call them back there is no return call. Ms. Janice Taylor asked why they are unable to reach a supervisor, since some clients' need immediate attention.
- Jason Arvanites stated they have been taking feedback related to the call center in addressing these points and have bi-weekly meetings with HRT to address to report the instances that occur and have changed the process at the call center. Mr. Arvanites asked for a scenario when a supervisor is requested. Ms. Taylor stated that someone she knew needed a supervisor because her dialysis schedule had been changed.
- Jonathan Hofmann stated VIA instituted a designated person to respond to supervisor call backs. Keith Johnson added that the 24-to-48-hour call backs are too late for those that need assistance immediately. Janice Taylor added that some people are left stranded they need to contact someone immediately. Ms. Taylor asked how this situation can be remedied.
- Yannis Simaiakis stated if a person does not feel safe and needs immediate attention let the driver know to contact live driver support to address the problem immediately, safety is a priority.
- Paul Atkinson added Lynn Lesko has been working with VIA regarding base access.
- Policy – no information on policy
- Membership
  - Mr. Johnson- vacancies, 2 consumers for Chesapeake and 1 extra position.
- Training – no information on training.
- Outreach – Janice Taylor will send email regarding a mobile food unit.
- Mr. Johnson read the reports on the Call Center, Operations and Certifications as enclosed in the meeting package.

## **VIA Service Update**

- Yannis Simaiakis- explained the priorities of the VIA team as enclosed in the meeting package.  
Janice Taylor - questioned the cleaning of the vehicles, Mr. Simaiakis discussed the process.
- Jason Arvanites – discussed the call center changes being implemented.
- Parker Fernandez discussed the update for the new Paratransit app and the features it allows the client to access.



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- Konstantine Vrazhilov covered the quality of service and liability, monitoring subscription service and priorities and improvement.
- Jonathan Hofmann discussed one on one interviews with most recent riders discussing feedback.
- Gabrielle McCabe discussed survey goals.

## **Old Business**

- No old Business was presented.

## **New Business**

- No New business was presented.

A Motion to adjourn was made seconded, meeting adjourned at 3:11 pm.

The next paratransit meeting will be February 10, 2021 location and format TBD.

Submitted by  
Cheryl Watson  
Paratransit Administrative Coordinator



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## Paratransit Call Center Performance Report 02/10/2021 December & January

	December	Prior Year	January	Prior Year
<b>Total Incoming Calls</b>	16,553 (+16.3%)	14,229	12,625 (-17.5%)	15,305
<b>Calls Handled</b>	15,989 (+18.5%)	13,487	12,079 (-17.3%)	14,599
<b>Calls Abandoned (after 15 seconds)</b>	494 (+147.0%)	200	445 (+207.9%)	145
<b>% of Incoming Calls Successful</b>	96.6%	98.6%	95.7%	99.1%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	60 seconds  Daily averages ranged from 24 to 108 seconds	44.6	84 seconds  Daily averages ranged from 24 to 198 seconds	36.2
<b>Total Notification Calls</b>	N/A	46,156	N/A	49,377
<b>Notification Calls Completed</b>	N/A	93.7%	N/A	95.7%
<b>Max # of Daily Customers Using Online Scheduling</b>	N/A	67 6.7% of total trips	N/A	67 7.5% of total trips
<b>Trips Cancelled using WEB/IVR Services</b>	N/A	3,299 31.5% of total	N/A	28,76 30.0% of total



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## Paratransit Operations Performance Report 02/10/2021 December & January

	December	Prior Year	January	Prior Year
<b>Pickup OTP (Goal 95%)</b>	96.4%	87.2%	94.7%	85.6%
<b>Drop-Off OTP (Goal 95%)</b>	96.0%	97.9%	95.7%	97.9%
<b>Trips Requested</b>	26,431 (-30.7%)	38,135	23,916 (-39.6%)	39,609 (+4.7%)
<b>Trips Performed</b>	18,811 (-31.9%)	27,611	17,674 (-37.5%)	28,301 (+0.2%)
<b>Trips Cancelled in Advance</b>	7,024 (26.6%)	9,267 (24.3%)	5,830 (24.4%)	8,635 (21.8%)
<b>Customer Trip Violations (NS/CD/LC)</b>	1,339 (6.6%)	1,235 (4.3%)	1,225 (6.5%)	1,079 (3.5%)
<b>Trips Cancelled For Cause</b>	51 (-54.9%)	113 (0.41%)	61 (-53.1%)	130 (0.40%)
<b>Average Customer Trip Travel Time</b>	25.58 minutes	44.27 minutes	25.73 minutes	42.46 minutes
<b>Peak # of Vehicles Scheduled</b>	70 55 Fleet 5 Taxi 10 TNC	94 85 Fleet 9 Taxi	71 58 Fleet 3 Taxi 10 TNC	96 86 Fleet 10 Taxi
<b>Number of Paratransit trips taken on Fixed Route</b>	7,339 (-47.4%)	13,962 (+16.9%)	6,680 (-54.8%)	14,790 (+20.1%)





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## Paratransit Certification Report 02/10/2021 December & January

<b>2 Month Totals</b>	<b>December</b>	<b>Prior Year</b>	<b>January</b>	<b>Prior Year</b>
<b>Applications Processed - 264</b>	130 (-37.2%)	207	134 (-44.2%)	240
<b>New Certifications 108</b>	47	78	61	106
<b>Re-Certifications 137</b>	69	97	68	96
<b>Denials 19</b>	14	32	5	25
<b>Number of Eligible Clients</b>	5,696 (-16.3%)	6,803	5,622 (-16.8%)	6,760
<b>Number of Clients Using the Service</b>	1,822 (-20.2%)	2,284	1,714 (-24.4%)	2,267
<b>Number of eligible clients who did not recertify – 239</b>	135	126	135	113
<b>Sanction Notifications Sent</b>	0	0	233	210
	<b>Eligibility Appeals</b>			
	Filed – 11 Amended – 7 COVID Temporary (1 year) - 4 Overturned by Panel – None Heard Upheld by Panel – None Heard			
<b>4th Quarter Client Suspensions Pending</b>	<b>Sanction Appeals (233 notices sent 01/22/2021)</b>			
168 – 7 day 35 – 14 day 0 – 21 day 0 – 30 day	Filed - 21 Amended – 21 Overturned by Panel – None heard Upheld by Panel – None heard			