



# HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

## REGULAR MEETING AGENDA

Hybrid Meeting

In Person Attendees – 2<sup>nd</sup> Floor Board Room

3400 Victoria Blvd, Hampton, Va. 23661

Virtual Attendees via Zoom

Wednesday, December 8, 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 will be recorded by the Host

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

**2. Approval of October Minutes**

**3. Public Comment**

**4. Chairman’s Report – Mr. Brian Trickler**

**5. Via Service Updates**

## **6. Subcommittees' Reports**

- **Service Quality – Ms. Linda Gurley**
- **Policy – Mr. Travis Webb**
- **Membership – Mr. Paul Atkinson Jr.**
- **Training – Ms. Patricia Brown**
- **Outreach – Ms. Janice Taylor**

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

## **8. Old Business**

## **9. New Business**

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, February 9, 2022, at 1:00 PM. Our next meeting is currently scheduled for HRT's Second Floor Board Room at 509 East 18<sup>th</sup> Street, Norfolk and/or virtual format.  
(Actual location and format is subject to change)**

**Adjournment**



Paratransit Advisory Committee

October 13, 2021

1:00 PM – 3:00 PM

Meeting Minutes

**Call to Order.**

Committee Chair, Brian Tricker called the meeting to order at 1:04 pm and introductions were made.

**Committee Members in Attendance**

Paul Atkinson, Jr. – Provider, Chesapeake  
Denice Wilkins – Consumer, Hampton  
Janice Taylor – Consumer, Virginia Beach  
Mary Mathena – Consumer, Virginia Beach  
Renee Rogers – Consumer, Norfolk  
Deloris Haywood – Consumer, Portsmouth  
Brian Tricker – Provider, Virginia Beach  
Janice Taylor – Consumer, Virginia Beach  
Deloris Haywood – Consumer, Portsmouth  
Linda Gurley – Consumer, Hampton  
Travis Webb – Provider, Norfolk

**Others in Attendance**

Meghan McNamara – Virginia Organizing  
Keith Johnson – HRT  
Ina Kreps – Former Committee Chair, Portsmouth Consumer  
Amy Braziel – HRT  
Cheryl Watson -HRT  
Trevor Hunter – Coastal Ride  
Yannis Simaiakis- VIA  
Christina Malcom – HRT  
Kyle Snyder – VIA  
Kenia Ozoria – VIA  
Ben Simms – HRT  
Meltonie Brooks – Consumer  
Jason Inge – SSSEVA  
Jim Price - HRT  
Danielle Hill – HRT  
Uricka Harrison – Consumer  
Joan Mancuso, Provider  
Jeff Raliski -HRTPO



- **Approval of Minutes**

- The minutes of the August 11, 2021, were read by Paul Atkinson Jr. Minutes approved and properly second.

- **Public Comment**

- Travis Webb wanted to add co-workers for the PAC meeting. Keith Johnson explained, the co-workers need to register in advance for the meeting. There is a link on the Paratransit webpage to register for the meeting. Mr. Webb can send them an invite. Once the meeting starts your co-workers can't register. The meetings are recorded.
- Yannis Simaiakis reported the heartbreaking incident that occurred on September 2, 2021 on a return trip. He acknowledged to the PAC Committee Members and the Paratransit Community regarding the incident with Mr. and Mrs. Butcher that caused the clients to be left stranded overnight in a church without a way to get home. On September 2, 2021, the return trip was mistakenly canceled on the riders app. Unfortunately, the driver did not get confirmed to transport the home that night. The riders (Paratransit customers) were stranded in the church without a way to get home until the morning. We will discuss during this meeting all the necessary steps to make sure this never happens again. We would like to apologize to the rider and his family and will do everything in our power to make sure we never leave a rider stranded. Amy Braziel stated that we have put VIA on notice and will work with VIA so that this never happens again. Ms. Braziel stated we have received the concerns and all the concerns are being addressed and will be closely monitored, including the booking windows.
- Ms. Braziel also stated we have received the request from Virginia Organizing and will follow up at the end of the month and she will keep us posted on the outcome.
- Travis Webb sent an email explaining that he has a standard pickup. His window is 4:25 PM - 4:55 PM. and sometimes he has to get a ride from a family member or a friend when the drivers are arriving late and wondered if he would get a violation if he canceled the ride after the window. Mr. Johnson stated he will not get a violation is the driver arrives outside the window. Mr. Webb asked if they could notify riders when a driver is going to late or past the designated window and that a courtesy call would be helpful moving forward.

- **Chairman's Report by Brian Trickler**

- Brian Trickler stated he wanted to take a minute in lieu of the chairman's report, to give his perspective as he approaches serving as chairman of the committee. Per Mr. Trickler, over the 25+ years he has been lucky to work very closely with many consumers who rely heavily on the paratransit service. The service has challenges and issues. Over the last several years, getting to know all of the people associated on this committee, it has become even more important to him. He accepts this position very humbly and takes it seriously.
- He would like to increase our level that occurs in between meetings. If anyone has been issue, please bring it to his attention. He will try to resolve or find an answer. Paul Atkinson, Jr. has made himself available.



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- Mr. Tricker would like to address the concerns as they occur, to help move things along during the meeting.
- Janice Taylor mentioned presenting information to the service quality committee prior to the meeting.

- **Subcommittee Reports**

- **Service Quality- Linda Gurley**

- Brian Trickler stated that Mrs. Gurley has agreed to continue as chair of the service quality Committee. Mrs. Gurley's term expires in December. Someone will need to fill her role.

- Per Mr. Trickler, the December meeting will be the last of Ms. Gurley's second term.

- Keith Johnson added clarity after the December meeting.

- Mr. Trickler rephrased his response to ask Mrs. Gurley if she would retain her position as service quality chair until after the December meeting? Mrs. Gurley agreed to remain chair until after the December meeting. Linda Gurley added she does not have anything to report at this time for service quality. Additionally, Mrs. Gurley added that, in the past Mr. Atkinson would send an affirmation to ask her whether she would like to be involved.

Mr. Trickler continued with his new chair appointees under his administration.

Keith Johnson provided updates with items of concern from the August PAC meeting  
Driver communication with dispatch, all drivers have a direct number to contact dispatch.  
Early arrivals, VIA is working on new software so that drivers can see the actual pick up window.

Ms. Mancuso's bowling alley incident:

The vehicle that was assigned to pick up that paratransit customer was in the shop. The dispatcher had a problem and did not reassign that vehicle. A smaller van was sent which could not accommodate three wheelchairs. The system did not recognize a larger vehicle was needed. This was a new situation for that dispatcher and was a learning experience.

Ms. Taylor asked, if presently there are only one vehicle to accommodate large wheelchairs? Or, power chairs? Mr. Johnson explained, paratransit has over 65 vehicles to accommodate large wheelchairs. Ms. Taylor also asked, what happened that the vehicle for large wheelchairs was not sent? Mr. Johnson explained how the vehicle was sent to the bowling alley. The dispatcher did not realize there was a conflict.

°Ms. Taylor had another incident re her doctor's office where she had to direct the driver to her location. The GPS provided the wrong location. Ms. Taylor suggested having someone from Via to scout the location to better assist the driver. Janice Taylor also reported the lift on the vehicle was not functioning when the pickup driver arrived at her residence. The driver offered to call for another vehicle. She declined in fear of arriving late to her doctor's appointment or having her scheduled appointment be canceled as a no show and being charged for her missed appointment. Ms. Taylor commented the driver was wonderful and figured out how to board Ms. Taylor safely to make her appointment. Ms. Taylor stated the drivers will try to work with you.



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Meltonie Brooks reported on October 6, 2021. Her driver did not have a mask which Ms. Brooks questioned. She was uncomfortable with the situation. The driver presented a note medically exempting him. Ms. Brooks inquired if he had a shield or barrier to provide social separation? The driver finally put on a shield. Had she not asked the driver to wear a shield. There was a discussion on drivers without who do not wear a mask, Kyle Snyder stated there is only one driver that has an exemption but should always have a shield, Mr. Snyder with investigate and follow up with that driver.

Mrs. Gurley inquired about the paratransit couple that were left at the church. Why didn't another driver pick them up? Yannis responded. The paratransit couple ended up spending the night at the church. Per Ms. Gurley. You have more than one driver. Yannis explained unfortunately, it was at the end of service hours. There was only one driver available to pick up the riders. There was miscommunication.

Mrs. Gurley wants on record this was unacceptable. Mrs. Gurley stressed a driver could have stayed longer. Someone should have been able to get them. That should have never happened. There is no excuse to be left stranded. Per Ms. Gurley, you don't leave people with disabilities.

Mrs. Gurley asked Via a reasonable question. Would you want to be left? That is not the only person who has had issue with someone being left but it was worked out. Keith Johnson agreed with Mrs. Gurley. Mrs. Gurley questioned what process is in place that this would not occur? Mr. Johnson stated when Via gives their presentation, they will share what their commitments are.

Janice Taylor stated for the record, previously she and her mother were stranded at Walmart during the height of COVID-19. When store policies were strict on occupancy rules. Walmart was nice enough to allow me to stay for two hours. Walmart knew that Ms. Taylor could not stand long and allowed her to sit to wait for paratransit. Via could not find a ride for them. They ended up taking a cab home. For the record that has happened.

°Ms. Uricka Harrison stated. She was supposed to be picked up on September 15th. Her window was 6:35 PM - 7:05 PM. Paratransit didn't come until after 9:30 PM. Ms. Harrison stated another time they removed her from a scheduled ride and said her ride would be late because the driver had not arrived to work yet. Ms. Harrison said she if a driver is past their pickup window the ride should be free. Mr. Johnson stated he had spoken to Ms. Harrison previously, there were two clients that were leaving the same restaurant heading the same direction and they should have never been split up.

There was a discussion about paying with a credit card or cash. If you pay the driver cash your credit card is still charged. Mr. Johnson stated If a client chooses to pay with cash and has a credit card on file, they must change the payment method prior to the trip.

Brian Trickler suggested there is nothing more important than for us to hear about these issues than to wait for these meetings.



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Mr. Johnson deferred to Via to explain credit card paying methods. Mrs. Gurley raised some valid points for their system to be more integrated.

Renee Rogers raised an issue had with Amtrak. Ms. Rogers noticed the call center her train would be arriving late. The female call center agent responded if Ms. Rogers was not there for her ride with five minutes, she would be a no show. Additionally, the call center agent informed Ms. Rogers, that there was no guarantee that she would get home. Renee Rogers asked the agent, so you are going to leave me stranded in Newport News; the agents reply was she was sorry. Ms. Rogers stressed it is important that the people helping us get home realize they have a responsibility to help us get home. Per Mr. Johnson, Via will cover that in their presentation.

Janice Taylor responded to Brian Trickler's point, the PAC has the privilege of having access to Keith Johnson. The public or people in the disabled paratransit community may not. Per Ms. Taylor, it is important that their voices are being heard than us worried about getting through an agenda. We need to try to prevent HRT and Via so from ending up in a lawsuit. We need to resolve as many issues as we can. Represent the community we are here to serve. That is our role.

Travis Webb questioned why does the window keep changing?

Kenia Ozoria responded.

°Denise Wilkins relayed an incident she was on a paratransit vehicle for a long time.

## **Policy – Linda Gurley**

Brian Trickler announced. He had spoken to and asked Travis Webb, who agreed to chair the policy subcommittee going forward.

Linda Gurley commented on the paratransit rider that was left overnight. Mr. Gurley stated this was not the only person that has been stranded. Mr. Gurley wants on record this was unacceptable. Via will cover the process in effect later in the meeting, so this never happens again.

Yannis Simaiakis apologized and explained the turn of events and miscommunication that lead up to the unfortunate circumstances.

## **Membership-Brian Trickler**

Mr. Trickler stated he asked Paul Atkinson, Jr. to chair the membership subcommittee, and Mr. Atkinson, Jr. has accepted.



Janice Taylor. A hypothetical question. If Ms. Gurley comes off the committee, and Brian has people interested from Hampton. What if the Hampton slots are filled and she wants to rotate back in? She asked for clarification. Keith Johnson explained the PAC is set up for 21 voting members.

#### **Training – Patricia Brown**

Per Brian Trickler, Mrs. Brown has agreed to continue as chair of the training subcommittee. Mr. Trickler asked if Mrs. Brown had anything to share at this time? He expressed appreciation for what Mrs. Brown contributed to the past.

Paul Atkinson Jr reported the training for drivers took place with Catherine Tyler Northan. Other PAC members are corresponding to participate in future training sessions.

#### **Outreach -Janice Taylor**

Brian Trickler announced Janice Taylor had agreed to continue as the outreach subcommittee chair. Mr. Trickler asked if Ms. Taylor had anything to share at this time? Ms. Taylor asked if when it comes to giving a committee report, should she report now?

\*Keith Johnson suggested to Mr. Trickler as he goes over the chair appointments, to do the subcommittee reports. Mr. Trickler asked Ms. Taylor if she wanted to report while we were discussing the outreach subcommittee chair? Ms. Taylor offered to give her report in subcommittee succession.

Ms. Taylor reported she is working with Gene Cavasos in the marketing and Communications department at HRT as a partnership with the PAC, Coastal Cab Companies (Trevor Hunter who is in attendance), Paratransit (Via), and the League of Women Voters South Hampton Roads (previously mentioned). Ms. Taylor said she has flyers for free rides on election day and flyers for HRT career day on Friday, October 22nd from Mr. Cavasos to lend support. It benefits us to help HRT get more drivers. Last year we received a support letter from Senator Louise Lucas office to the LWV-SHR re this venture.

Ms. Taylor addressed Jason Inge from Senior Services of Southeastern Virginia (SSSEVA) that she was not able to communicate with his office to include them in the service to the disabled for the free rides to the polls on election day. Ms. Taylor stated that she had planned to do a forum as well as in 2020 with the organizations mentioned and include more. She wants to move forward with this venture. Ms. Taylor stated she could only give an incomplete report on "Free Rides to the Polls. This is part of our outreach program with HRT, Coastal Cab Companies and Paratransit (Via) to work with community. Mr. Inge said they will communicate after the meeting to make sure they are included.

Regarding AHA I ASA Cooking Classes - Ms. Taylor will send an email when she receives the new dates for the program.

Ms. Taylor said she has flyers for free rides on election day and flyers for HRT career day. Ms. Taylor addressed Jason Inge that she was not able to communicate with his office to





include them in the service to the disabled for the free rides to the polls on election day. Mr. Inge said they will communicate after the meeting to make sure they are included.

Lastly, Janice Taylor is working with Gene Cavasos confirming how much activity that HRT and Paratransit can work with corporate sponsors with seeking more funding, discussing ideas and programs.

Mary Mathena inquired about sending the flyers electronically. Mr. Johnson replied they had already received that Free Ride on Election Day flyer.

#### **Paratransit Operations Report – Keith Johnson**

- Keith Johnson read the reports on the Call Center, Operations and Certifications included in the meeting package.
- Janice Taylor read incoming text questions: (1) How many drivers does Via have for paratransit? (2) What is the percentage of having fully staffed drivers? (3) How is Via going to improve the OTP?
- Keith Johnson said Via is going to cover that in their presentation
- Based on On-Time Performance. People are concerned the data reflects is different than what happens in the disabled community. Mr. Johnson asked how would that be? Ms. Taylor reiterated she is reading a text. Many people are complaining they are being picked up late. Then, having a higher percentage that is being reported.
- Mr. Johnson stated, they are probably right, our on-time performance has been declining with the recent increase in demand.

#### **VIA Service Update**

Yannis Simaiakis read the report on service, rider experience, Covid 19, and training updates as included in the meeting package. Discussed the actions that Via has taken not to leave riders stranded. It won't happen again. Mrs. Gurley and Ms. Brooks asked questions regarding the driver's location. Mrs. Gurley requested a written report since she is calling in and cannot see the charts/reports. Yannis responded he will have them at the next meeting Keith Johnson replied to Mrs. Gurley, he is going to send these out after the meeting.

Janice Taylor: How are you recruiting to hire drivers? Mr. Johnson referred to looking at the charts. Ms. Taylor informed Mr. Johnson, only people (faces) appear on screen (when screen sharing), we cannot see the reports.

Kyle Snyder read the report on the volume of vehicles using independent and cab drivers, bonus incentives and hiring new drivers. They are operating more competitively. Marketing dynamics have changed in a very competitive job market. Call (757) 704-5471 for information on how to become a driver.

Mr. Snyder elaborated further. Via hired a support specialist to hire more drivers and driver training.

Mrs. Gurley asked if Via is serving York County now? Mr. Johnson replied no. Mr. Johnson clarified, Via has personnel in New York.

A question was asked how many people are here in this area outside of New York? Janice Taylor asked three questions.



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(1) Are the independent drivers given the same background checks? UBER and LYFT drivers require different background checks. Via responded the independent drivers go through the same verification checks requirements as their employee drivers.

(2) Are independent drivers trained to work with the disabled community?

Via responded.

(3) Are independent drivers required to have barriers separating them from the paratransit customer/client? Ms. Taylor stated she has been in a vehicle, where there was no barrier/shield. A shield is not a requirement

What about independent drivers' cars?

Ms. Gurley asked, what about masks? Yes.

Meltonie Brooks asked who does the contact tracing?

Kenya Ozoria discussed the driver training updates as included in the meeting package.

## **Old Business**

- Janice Taylor corrected Mr. Johnson's statement made earlier. The information that was sent to the PAC listserv was a press release. The marketing department's work and efforts should not be downplayed. There are actual flyers released by HRT that they would like to partner with the PAC to distribute.

## **New Business**

- Jason Inge of SSSEVA stated they currently service passengers that are 60 and over for medical appointments only. They will be expanding their services to include the disabled and will also be expanding their trip purposes to include employment, grocery trips, and pharmacy trips.

Motion to adjourn was made and properly seconded, meeting adjourned at 3:15 pm. The next Paratransit meeting will be December 08, 2021, location scheduled for 3400 Victoria Blvd, Hampton, Va. Participants will also have the option to attend virtually.



# Hampton Roads Transit

## PAC meeting

December 8, 2021

# Agenda for today's discussion

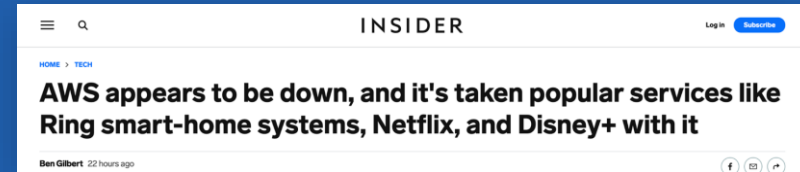
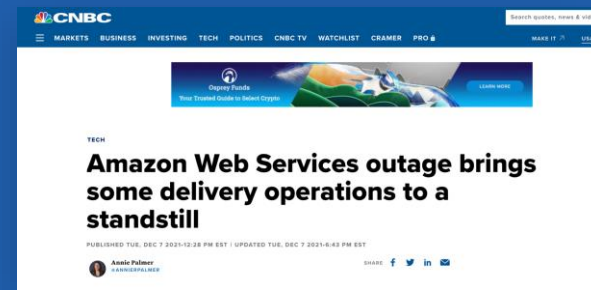
- Dec 7 Outage
- Service update
- Via initiatives



# Amazon Web Services Outage

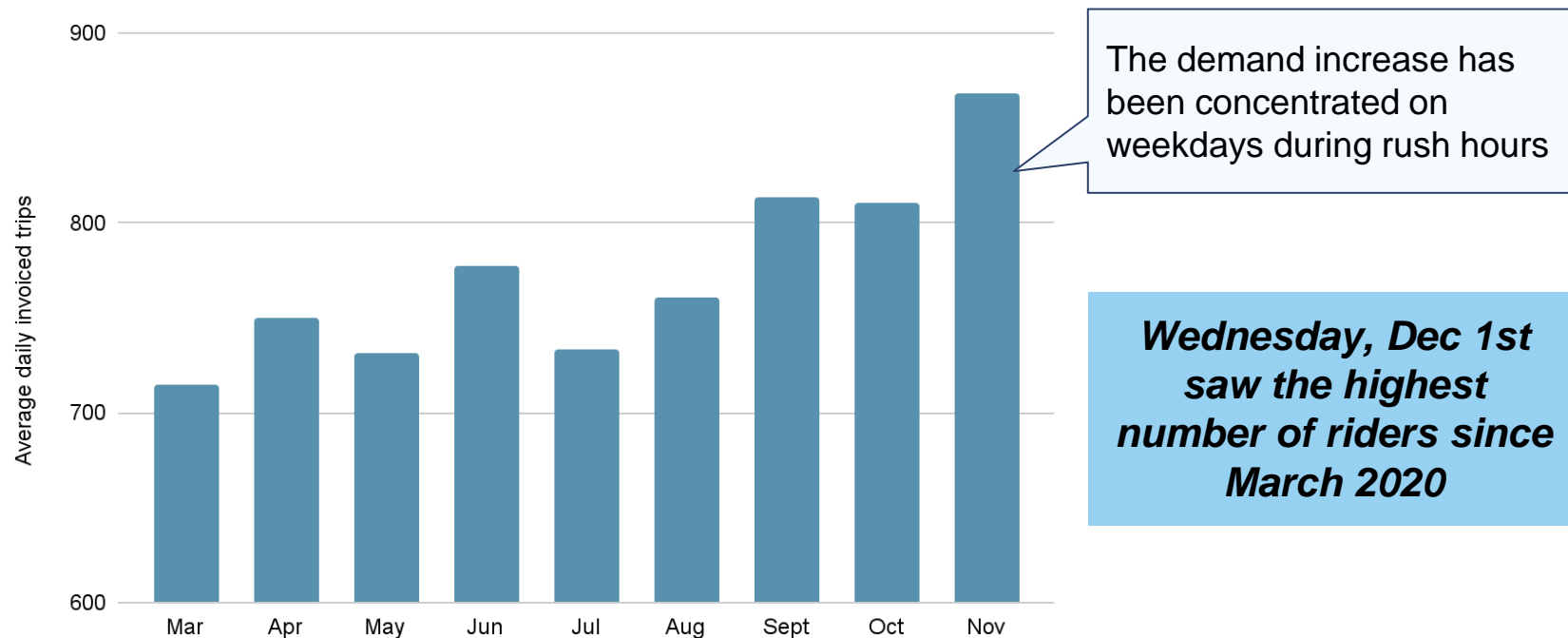
## AWS Outage on 11/7

- At approximately 11:30 AM Amazon Web Services began experiencing a major outage of service
- Issue was not resolved until approximately 9:30 PM last night
- Via responded quickly and adjusted service to salvage as many rides as possible.



# Demand continued to increase this autumn, even as the pandemic continued to impact the area

4



Note: November figure normalized to allow for daily comparison, given impact of Thanksgiving on ridership

Via. Proprietary & Confidential.

# Via initiatives

## Restoring trust of the community in our service

1. Driver hiring and engagement
2. Driver training
3. Rider training
4. Rider safety
5. Rider communications



# Driver Supply Update

## 20%

### Increase in drivers since June

Nationwide **labor shortages** created a limited driver pool this summer. We have since **recovered and increased our driver pool**

## 15%

### Increase in average driver pay

We **heard your suggestions** and recognize the need for higher pay in order to **attract reliable and committed** drivers

## 23

### New drivers added in November

Via and HRT will **continue to recruit** drivers and ensure there is **adequate coverage** for all riders



# Topics for sessions



## Sensitivity

To ensure all riders are treated with the dignity and respect they deserve.



## Rider Pick Up and Drop Off

To ensure drivers understand procedures and that no passengers are not shown unnecessarily.



## Wheelchair lock down

To ensure all driver are able to properly secure WAV riders in an efficient manner



## Safe Driving

To ensure all riders get to their destination safely and comfortably.



## PAC Member Participation

Via and HRT would love to have PAC members attend and assist with the retraining sessions

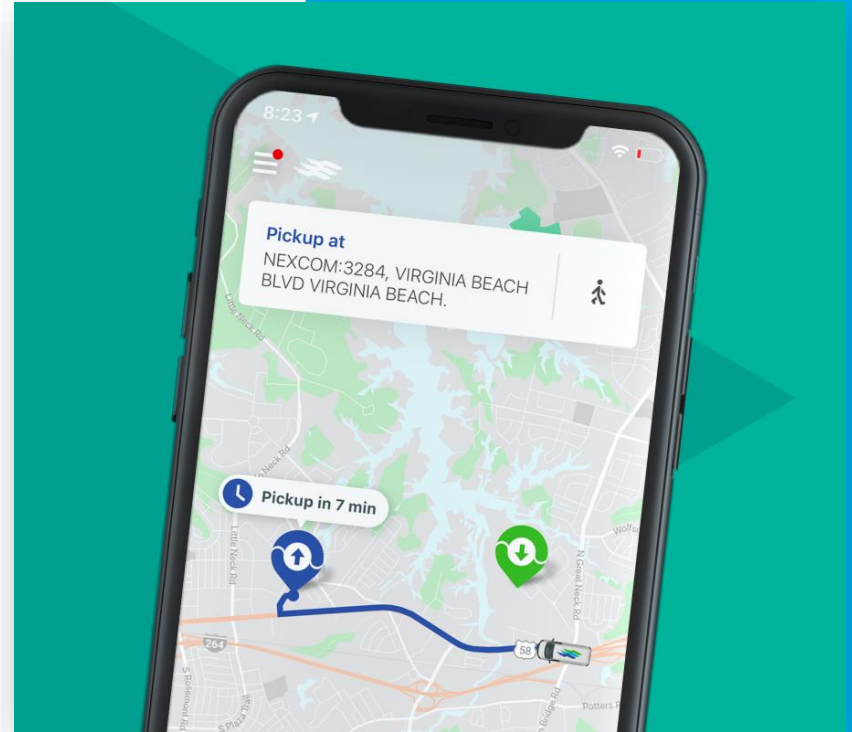
# Rider App Training Session

## Topics Covered

- Booking Rides
- Canceling Rides
- Editing Rides
- Checking Future Bookings
- Communicating with Drivers

## Timing and Participation

We are open to any and all participants. Please let us know ideal dates and times and we will coordinate with PAC team.



# Via Visitors

Since last meeting many team members from across the globe have visited HRT to learn how to improve the service.



**Shiran Ezra**  
Head of Product



**Gal Even Hen**  
Fleet + Driver PM



**Liran Schlesinger**  
Algo PM



**Pei-Hsin Wang**  
In-vehicle safety



**Claudia Szaflarski**  
Safety management



**Sara Fattah**  
TNC driver training



**Omar Sarr**  
Driver Training



**Courtney Allred**  
Rider Support

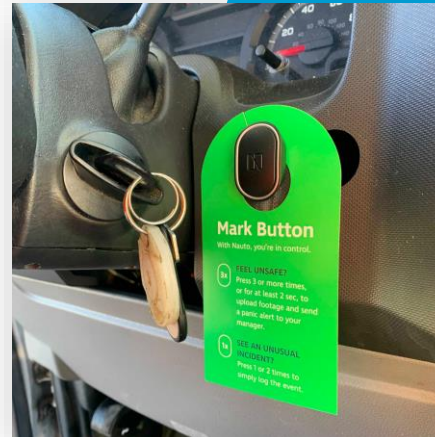


**Paul Malloy**  
Paratransit Operations

# Rider Safety Improvement

## Installation of On Vehicle Camera System

- Vehicles equipped with “smart” cameras to monitor passenger and driver safety
- Quicker resolution to incidents
- Silent alarm for drivers in case of emergency
- Increased transparency for operators and support staff



# Rider Experience Improvements

## Rider Communications

- Adjustments for more accurate messaging
- Riders receive drivers' contact info
- Improved ETA communication

## Driver Communications

- Drivers instructed to not call riders until they are in the window

## Driver view of Pick Up Window

- Continuing to develop ability for driver to see pick up time to avoid early no-shows.

Agent Automatic 12/07/2021 5:52 AM

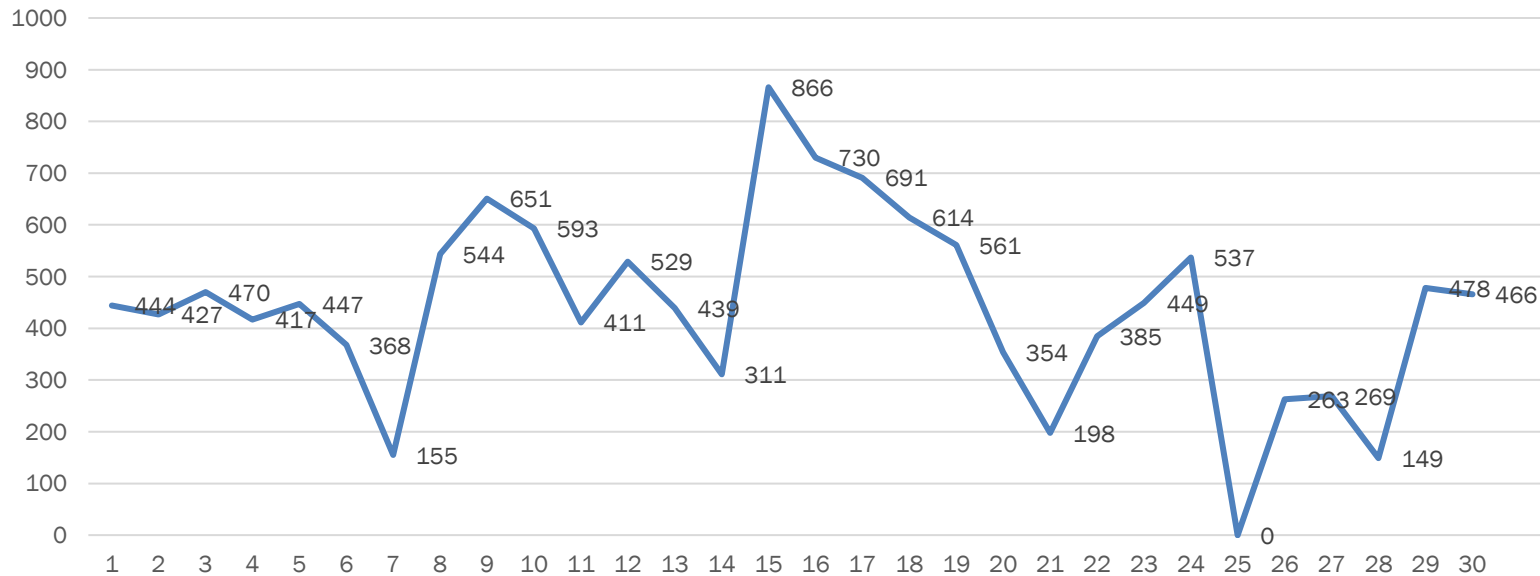
Your HRT Paratransit driver [REDACTED] M. is here! Please keep in mind that your driver will wait 5 minutes. If the van is early, your driver will wait for 5 minutes into your pick up window. Please call us at 757-455-8010 if you need any assistance locating your vehicle.

Agent Automatic 12/08/2021 8:33 AM

[REDACTED] as soon as there are less than 3 minutes left in your countdown clock, please call the rider. If you are unable to reach the rider, please reach out to live support to confirm before you proceed. Thank you!

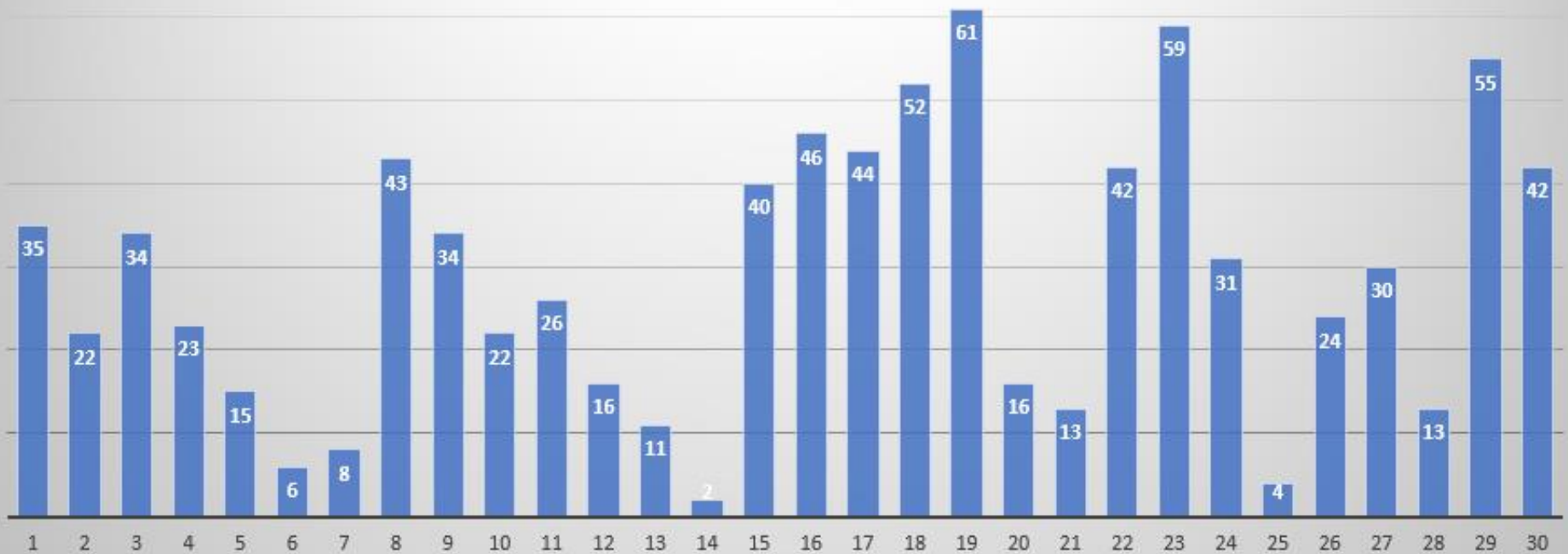
# Call Center Call Volume November 2021

November Call Volume 2021



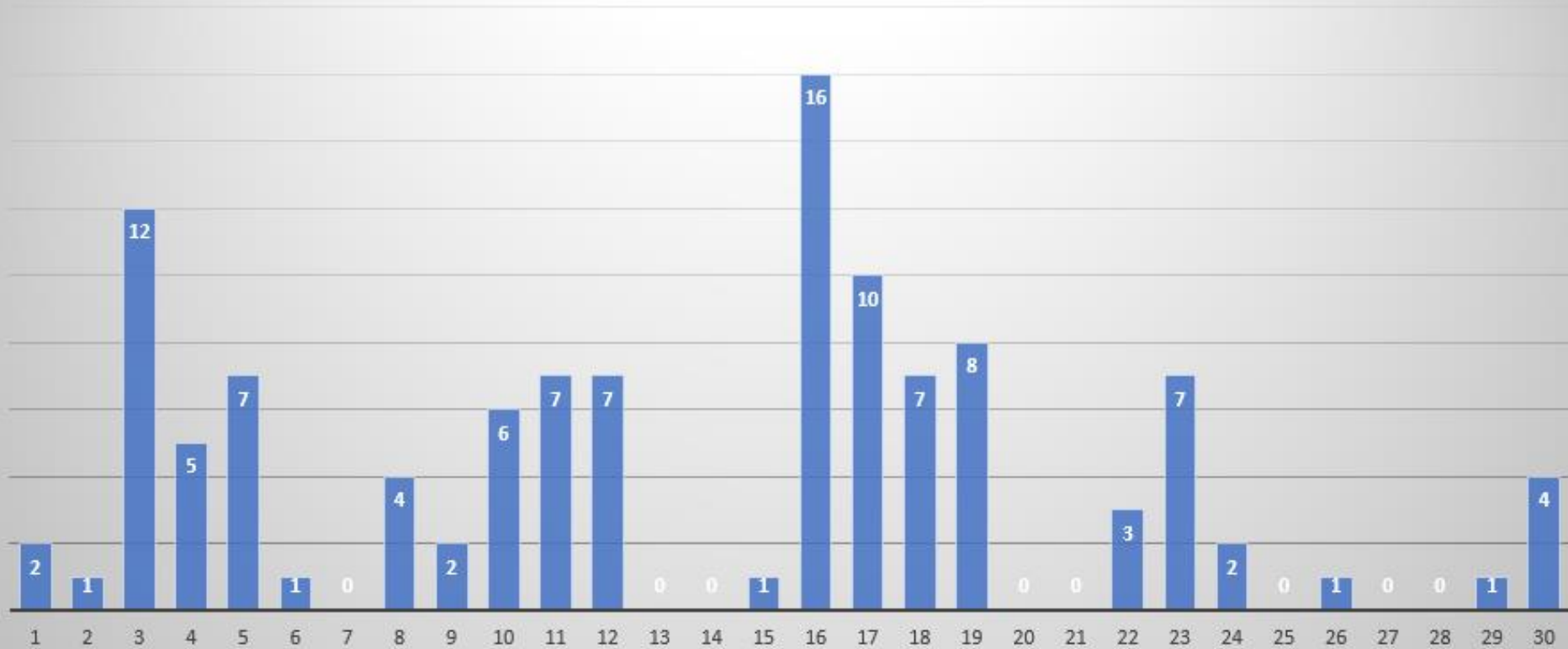
# 6300 Line Voicemails November 2021

Daily # of Voicemails for November 2021



# Paratransit CAFs November 2021

Daily # of Paratransit CAFs Submitted for November 2021



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## Paratransit Call Center Performance Report 12/08/2021 October & November

	October	Prior Year	November	Prior Year
<b>Total Incoming Calls</b>	15,074 (-14.4%)	17,600	16,900 (-7.3%)	18,224
<b>Calls Handled</b>	13,152 (-21.3%)	16,711	13,740 (-20.8%)	17,359
<b>Calls Abandoned (after 15 seconds)</b>	1,065 (25.6%)	848	2,232 (181.1%)	794
<b>% of Incoming Calls Successful</b>	90.3%	94.9%	83.7%	95.3%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	29.19 seconds  Daily averages ranged from 11 to 58 seconds	96.0 seconds  Daily average ranges were 30 seconds to 3.7 minutes	71.86 seconds  Daily averages ranged from 13 to 200 seconds	84.0 seconds  Daily average ranges were 18 seconds to 4.6 minutes



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## Paratransit Operations Performance Report 12/08/2021 October & November

	October	Prior Year	November	Prior Year
<b>Pickup OTP (Goal 95%)</b>	88.2%	94.8%	86.9%	96.3%
<b>Drop-Off OTP (Goal 95%)</b>	92.7%	91.7%	91.2%	93.2%
<b>Trips Requested</b>	31,440 (+15.3%)	27,272	31,807 (+24.6%)	25,535
<b>Trips Performed</b>	24,111 (+18.3%)	20,388	23,160 (+27.4%)	18,180
<b>Trips Cancelled in Advance</b>	5,635 (17.9%)	6,124 (22.5%)	6,648 (20.9%)	6,858 (26.9%)
<b>Customer Trip Violations (NS/CD/LC)</b>	1,503 (5.9%)	1,560 (7.1%)	1,795 (7.2%)	1,566 (7.9%)
<b>Trips Cancelled For Cause</b>	191 (0.79%)	86 (0.42%)	204 (0.89%)	69 (0.38%)
<b>Average Customer Trip Travel Time</b>	25.78 minutes	26.24 minutes	25.78 minutes	25.87 minutes
<b>Peak # of Vehicles Scheduled</b>	81 66 Fleet 3 Taxi 9 TNC	75 60 Fleet 15 Taxi/TNC	94 70 Fleet 3 Taxi 21 TNC	68 54 Fleet 14 Taxi/TNC
<b>Number of Paratransit trips taken on Fixed Route</b>	7,880 (-15.4 %)	9,309	7,215 (-7.0%)	7,755



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## Paratransit Certification Report 12/08/2021 October & November

<b>2 Month Totals</b>	<b>October</b>	<b>Prior Year</b>	<b>November</b>	<b>Prior Year</b>
<b>Applications Processed - 326</b>	193 (16.3%)	166	133 (1.5%)	131
<b>New Certifications 165</b>	94	82	71	53
<b>Re-Certifications 153</b>	92	66	61	71
<b>Denials 8</b>	7	18	1	7
<b>Number of Eligible Clients</b>	5,482 (-6.1%)	5,839	5,490 (-5.6%)	5,814
<b>Number of Clients Using the Service</b>	1,880 (4.4%)	1,804	1,893 (8.7%)	1,741
<b>Number of eligible clients who did not recertify – 271</b>	147	203	124	149
<b>Sanction Notifications Sent</b>	233	336	0	0
	<b>Eligibility Appeals</b>			
	Filed – 3 Amended – 3 Overturned by Panel – None heard Upheld by Panel – None heard			
<b>3rd Quarter Client Suspensions 168 Pending</b>	<b>Sanction Appeals (233 notices sent 10/22/2021)</b>			
95 – 7 day 36 – 14 day 17 – 21 day 20 – 30 day	Filed – 65 (as of 12/6/2021) Amended – 65 Overturned by Panel – None heard Upheld by Panel – None heard			