



# 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

509 East 18<sup>th</sup> Street, Norfolk, Va.

Virtual Attendees via Zoom

Wednesday, June 9, 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 June Minutes**

### **3. Public Comment**

- Introduction of Jason Inge – Transportation Mobility Manager of Senior Services of Southeastern Virginia

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

### **5. Annual Nominations and Elections of FY-2022 Committee Chair and Vice Chair**

- Nominations Subcommittee - Ms. Linda Gurley & Mr. Brian Trickler

## **6. Subcommittees' Reports**

- **Service Quality – Ms. Linda Gurley**
- **Policy – Ms. Linda Gurley**
- **Membership – Mr. Brian Trickler**
  - Persons expressing interest in joining the committee
    - Joanne Mancuso – Area Provider
    - Keith Ferguson – Hampton Consumer
    - Meltonie Brooks – Virginia Beach Consumer
- **Training – Ms. Patricia Brown**
- **Outreach – Ms. Janice Taylor**

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

## **8. Via Service, Recruitment, Training Updates**

## **9. Old Business**

## **10. New Business**

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, October 13, 2021 at 1:00 PM, 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/or format to be determined).**

**Adjournment**



# HAMPTON ROADS TRANSIT

## Paratransit Advisory Committee

June 09, 2021

1:00 PM – 3:00 PM

### Meeting Minutes

#### **Call to Order.**

Committee Chair, Paul Atkinson Jr. 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, Newport News  
Alicia Griffin – Consumer, Newport News  
Troy Bowser – Consumer, Newport News  
Janice Taylor – Consumer, Virginia Beach  
Mary Mathena – Consumer, Virginia Beach  
Travis Webb – Provider, Norfolk  
Renee Rogers – Consumer, Norfolk  
Patricia Brown – Consumer, Hampton  
Deloris Haywood – Consumer, Portsmouth  
Brian Trickler – Provider, Virginia Beach  
Catherine Tyler-Northan – Provider, Newport News

#### **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  
Trevor Hunter – Coastal Ride  
Yannis Simaiakis- VIA  
Gabrielle McCaig- VIA  
Jonathan Hofmann – VIA  
Parker Fernandez – VIA  
Christina Malcom – HRT  
Annie Asher – Consumer & NFB Chesapeake Bay Chapter  
Kyle Snyder – VIA  
Gloria Patterson – Consumer  
Manu Chopra – Consumer  
Ebben Bell – VIA  
Jason Arvanites -VIA  
Kenia Ozoria - VIA



- **Approval of Minutes**

- The minutes of the April 14, 2021, meeting was read by Paul Atkinson Jr. a motion to approve was made by Patricia Brown and seconded by Delores Haywood.
- Paul Atkinson, Jr. acknowledged receiving Janice Taylor's corrections, and asked if there were any other corrections.
- Brian Trickler complimented the chair, Paul Atkinson, Jr. on an excellent job reading the minutes.

- **Public Comment**

- Patricia Brown asked if there any surveys done by Via for Newport News and Hampton to make sure all the cities were represented. Paul Atkinson, Jr. asked Via if they wanted to address Patricia Brown's question or when they give the updates?
- Janice Taylor asked for the full name of the company conducting surveys instead of abbreviated letters.
- Mr. Johnson stated there has not been a survey performed at this time, HRT is working with the American Bus and Benchmarking Group (ABBG) on the surveys. VIA will discuss in their update later in the meeting.
- Alicia Griffin asked why a client needs to enter their DOB and client ID number when it is difficult depending on their disability.
- Mr. Johnson stated it is a security and sorting feature to verify who is calling, if a person has difficulty, then they can select any number to move to the next menu.
- Travis Webb suggested the tracking feature for taxi's should be added to the app. He also questioned the number of wheelchairs (ex. 3 wheelchairs) on a vehicle and repositioning paratransit wheelchair customers/users as they enter and exit the vehicles.
- Catherine Tyler Northan stated a client that needed additional assistance was sent a vehicle that did not accommodate them and needed a lift. She also stated more attention should be paid to a person's disability. Example of a person who had a stroke. It is difficult getting into a private vehicle with a cane or a walker.
- Mr. Johnson stated if a client due to their disability requires a lift, they can change their space type requirements with Paratransit Administration office so the appropriate vehicle is dispatched. Ms. Tyler -Northan also suggested getting additional feedback from the drivers.

- **Chairman's Report by Paul Atkinson Jr**

- Good afternoon, thank you for joining us virtually again this month. I am looking forward to the option for us to reconvene in-person at our next meeting.  
Reopening is the national topic of the hour. It is encouraging that our state is relaxing COVID-19 related restrictions based on the data trends. The reality is that we all, as individuals, have faced different challenges during the pandemic. Likewise, paratransit service encounters unique obstacles and opportunities.  
Reopening has been accompanied by increased demand for paratransit trips amid a driver shortage. Keith Johnson sent an email on May 12<sup>th</sup> addressing this very topic. I look forward to an update today regarding trip demand and hiring effort successes.

Another challenge for much of the ridership is disproportionate susceptibility to medical complications from COVID-19. Reopening is not one-size fits all. As we reopen, I would



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encourage everyone to consider measures to allow those who must be more risk adverse to continue to participate and have a voice.

Many have faced isolation and have had a difficult time connecting amid the pandemic. As a force working against that trend, I would like to thank our outreach subcommittee chair, Janice Taylor, for the steady flow of information regarding opportunities in the community.

Once again, I must commend HRT for their vaccination efforts. The last data I saw- up to May 23<sup>rd</sup>- was very encouraging. At that point, since April 12<sup>th</sup>, paratransit had provided hundreds of complimentary rides to vaccination sites. This campaign has been important for our area and I look forward to hearing more about the success of this program later today in this meeting.

I would like to commend HRT on three other points. Firstly, congratulations on the new ferry dock. On May 20<sup>th</sup> William Harrell joined leaders from the City of Norfolk, Portsmouth, and Headwaters Resort & Casino to cut a ceremonial ribbon at the Elizabeth River Ferry dock at Harbor Park.

My second commendation is an expression of appreciation for HRT's decision to not impact paratransit coverage as fixed routes were scaled back. I am thankful to the leaders and stakeholders who chose to support the paratransit ridership by preserving the service area.

Lastly, HRT was awarded a 2021 coastal VA community hero award by the Red Cross for participation in blood drives. Much like the vaccination effort and many other recent endeavors, this is a great example of working for the betterment of our community.

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, August 11, 2021, at 1:00 PM, currently scheduled for HRT's Second Floor Board Room at 3400 Victoria Blvd, Hampton or virtual format (to be determined). Janice Taylor suggested there is an option to attend via Zoom.

- **Annual Nominations and Elections of FY-2022 Committee Chair and Vice Chair**

- Election was tabled until next PAC meeting August 11, 2021 due to lack of membership. The following members volunteered for nomination subcommittee. Janice Taylor, Deloris Haywood, Patricia Brown, Alicia Griffin, Troy Bowser, Linda Gurley and Brian Trickler.
- Keith Johnson asked to be notified when the nominating committee wants to meet so he can reserve meeting space.
- Janice Taylor asked what if the PAC faces the same situation where we cannot get a viable candidate to run for office as in 2019 when she was the outgoing chair? Just planting a thought when an extra meeting has to be extended for elections.
- Paul Atkinson, Jr. stated he is confident in the nominating committee.
- Brian Trickler clarified the subcommittee was lacking in members not that people would not be interested. There are people he is thinking about reaching out to and nominating them.



- Keith Johnson stated there was a question if someone is on the nominating committee, can they be chosen for chair or vice chair?
- Janice Taylor clarified a person can be on the nominating committee and nominate themselves for office according to her research on Robert's Rules of Order.

### **Subcommittee Reports**

#### **Service Quality – Linda Gurley**

- Paul Atkinson, Jr. reported Linda Gurley could not join us today.
- Janice Taylor reported in support of Catherine Tyler-Northan's remark. A client/paratransit customer reported one of the drivers was complaining about not being given scheduled restroom breaks. To satisfy your drivers, restroom breaks should be considered. Maybe some drivers disposition would be more pleasant if restroom breaks are offered or scheduled. Drivers are making so many trips that they do not have time to go the restroom as reported.
- Kyle Snyder responded the drivers have a threshold if working extra hours, they are entitled additional breaks. If a driver needs to take addition breaks even outside of their scheduled break, they can contact operations which will make changes to their schedule to accommodate their needs. Mr. Snyder will make sure the drivers are aware of this option.
- Alicia Griffin stated there is a section when scheduling with the app you can enter notes for specific details. The drivers do not see the details when she adds specific instructions or location. This can help assist when there is an address issue. Secondly, Alicia Griffin called to confirm the driver had the right location. The system had her being at another location (Jefferson Street). The driver could not see Alicia Griffin's notes.
- Mr. Johnson asked if she gets the SMS messages with the driver's cell number. Ms. Griffin stated she does not always get the phone number in the SMS message.
- Janice Taylor mentioned Mary Mathena experienced the same when providing very specific information for the driver. This is ongoing. She wished Mary Mathena was here online. This is a regular trip Mary Mathena takes. The driver could not see her notes.
- Janice Taylor spoke of the same at the last meeting regarding trips to her doctor's office. Janice Taylor thanked Kenia for hearing our comments.
- There was a discussion that other members have had the same issue where the drivers cannot see specific notes of their scheduled trips.
- Mr. Johnson stated he has only seen this when a scheduled trip was re-assigned to another driver or a taxi, the details were not transferred to the assigned driver's manifest.
- Kenia Ozoria stated the driver should be able to see the notes, she will do some testing and investigate this issue.

#### **Policy – Linda Gurley**

- Alicia Griffin discussed the drivers speeding while transporting passengers, Mr. Johnson stated if reported there can be an investigation. Mr. Snyder stated VIA software can monitor the drivers speed in real time, if necessary, pull the video to investigate.
- Alicia Griffin raised the issue of drivers sitting in a parking lot and eating prior to picking up their paratransit customers.

#### **Membership – Brian Trickler**

The chair stated Brian Trickler had to leave



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- Keith Johnson – 2 consumers for Chesapeake and 1 extra position.
- Keith Johnson explained that Pat Brown had taken Mr. Farmer's vacant slot when his second term was up.
- Per Keith Johnson, Mary Mathena had taken Nancy Smith's slot in Virginia Beach. He also stated we have had some new interest for membership.
- Additionally, Linda Gurley's second term will be expiring in December 2021.
- Deloris Haywood stated she would like to stay on the PAC for another 3-years when Keith Johnson asked her.
- Keith Johnson will reach out to Sandra Hunter to see if she would like to stay on the PAC for another 3-years.
- **Training – Patricia Brown**
  - Patricia Brown offered her services for sensitivity training.
  - Paul Atkinson, Jr. had reached out to Via for an update. There are some training efforts underway.
  - Janice Taylor asked did Via have the training that was supposed to take place in April.
  - Per Paul Atkinson, Jr. the training did not take place in April.
  - Janice Taylor also asked for clarification regarding the training hours for the drivers. 120 hours of drivers training in hours spread out or in full days based a 40 hour work week for three weeks?
  - There was a discussion on hours of training for drivers which equals to forty (40) hours per week for three (3) weeks. The training for April will be rescheduled once restrictions are lifted due to the COVID pandemic.
- **Outreach – Janice Taylor**
  - Janice Taylor – American Heart Association is offering free cooking classes including delivering the ingredients for anyone interested, for details contact Janice Taylor. This could be a great opportunity for HRT and the PAC to partner with the American Heart Association | American Stroke Association as an outreach activity for the disabled community/paratransit customers. It would also be good PR especially during COVID-19. It is also a great economic opportunity for anyone impacted by COVID-19. The program is going to run until April 2022. It is virtual. All the participants need to do is sign up. Janice Taylor asked if this activity is something PAC wants to partner with. Paul Atkinson, Jr. will support it. He added, "And, this is something the ridership could take advantage of." Keith Johnson asked to have this information forwarded to him.
- **Paratransit Operations Reports – Keith Johnson**
  - Keith Johnson read the reports on the Call Center, Operations and Certifications as enclosed in the meeting package. There is no customer notification data available at this time. Paul Atkinson Jr. asked if the data be available at a later date. Mr. Johnson stated VIA has information on the successful notifications in their presentation.



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- Janice Taylor asked how many paratransit drivers do we have? Keith Johnson stated he will let Via answer that question. The Via representative replied there are 139 drivers. Janice Taylor asked what would be the ideal number of drivers (for paratransit)? Goal is 15 more drivers replied the Via representative.
- Janice Taylor asked, how is Via recruiting these drivers? The Via representative responded they will address recruiting drivers during their report.
- Janice Taylor asked, how are the appeals being handled? Keith Johnson responded.
- **VIA Service Update**
  - Kyle Snyder covered statics on service update, driver hiring, driver experience and training efforts enclosed in the meeting package.
  - Janice Taylor asked based on an incoming texted question, how much experience does the driver have to have to be a trainer since Via has only been with us for more than a year?
  - The Via representative responded many the senior drivers have worked in this field and in other related areas that transported people.
  - The Via representative added, regarding trainers, they handpicked the drivers to train other drivers.
  - Kenia Ozoria covered the rider experience for the call center and SMS messaging as enclosed in the meeting package.

## **Old Business –**

- Mr. Johnson provided the COVID vaccination updates.
- Alicia Griffin asked about hurricane preparedness and evacuation. Keith Johnson responded.

## **New Business-**

- Mr. Johnson provided the format for future meetings as restrictions are being lifted due to the COVID pandemic.
- Janice Taylor complimented Cheryl Watson for incorporating more information from our meeting into the minutes. Paul Atkinson, Jr. thanked Janice Taylor for the compliment.

\*A Motion to adjourn was made and properly seconded, meeting adjourned at 3:04 pm. The next paratransit meeting will be August 11, 2021, location scheduled for 3400 Victoria Blvd Hampton VA. Participants will have the option to attend virtually.

Submitted by  
Cheryl Watson  
Paratransit Administrative Coordinator





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# Paratransit Update

Paratransit Advisory Committee Meeting

August 11, 2021

[gohrt.com](http://gohrt.com)

# HRT Paratransit Service

FTA Regulation states that each public entity operating a special service for individuals with disabilities must be ***comparable to the level of service*** provided to individuals without disabilities who use the fixed route system.

Paratransit Service is a ***shared ride*** service, as is Fixed Route Bus. Trips should be ***comparable in time length*** to an identical trip on the fixed route bus system including the travel, waiting, and actual riding time it will take from origin to destination.

# Trip Time Compliance Statistics

June 2020-July 2021

- Average number of trips per month is 19,642.
  - Average Paratransit ride duration 25.74 minutes (randomly sampled data)
  - Average comparable fixed route trips were 68.87 minutes (randomly sampled data).
  - An average of 124 trips of the 19,642 monthly trips exceeded the HRT self-imposed 90-minute trip time. (0.63%)

# HRT Response to Complaints

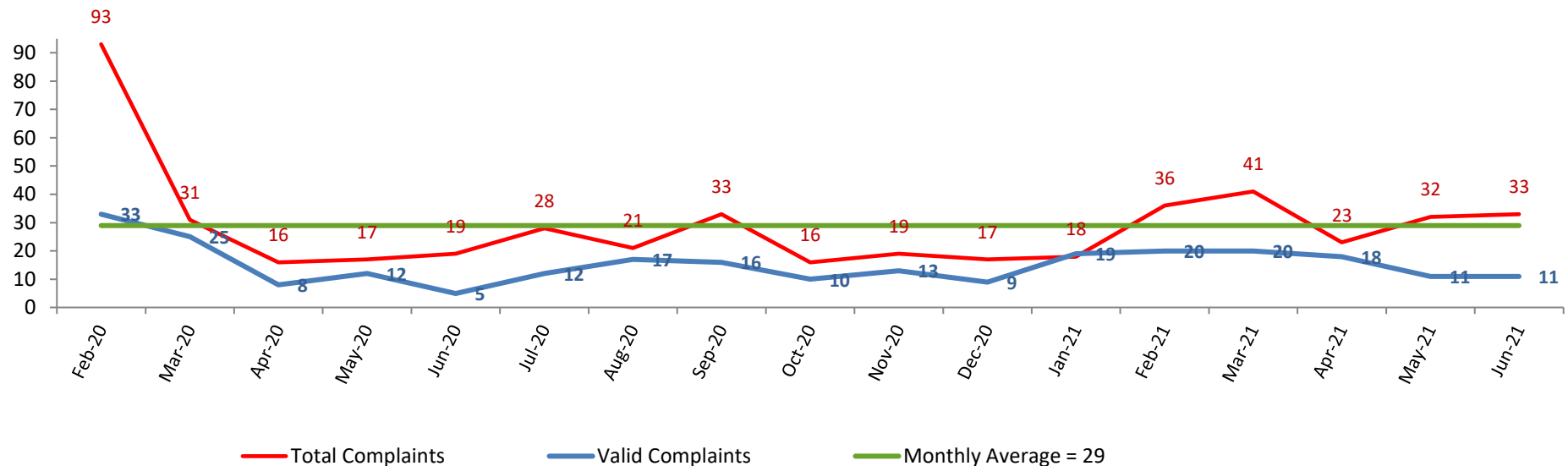
## How Does HRT address Customer Complaints?

Once HRT becomes aware of or receives a complaint, HRT starts a fact-finding investigation regarding the complaint.

- HRT shares the complaint with Via for response. Via is allowed three days to research and respond.
- HRT and Via are able to review recorded phone conversations between client and agent (if needed) to determine what was agreed upon with the customer
- HRT and Via review driver manifests, vehicle GPS data, and route records which include day, time, and other pertinent information.
- HRT and Via review video from the vehicles as needed.
- Once an investigation is complete, the complaint is determined to be valid or invalid. The valid complaints will be addressed on an individual basis and will include corrective actions and retraining, as necessary.
- Once the determination has been made, the customer is notified of HRT's findings.

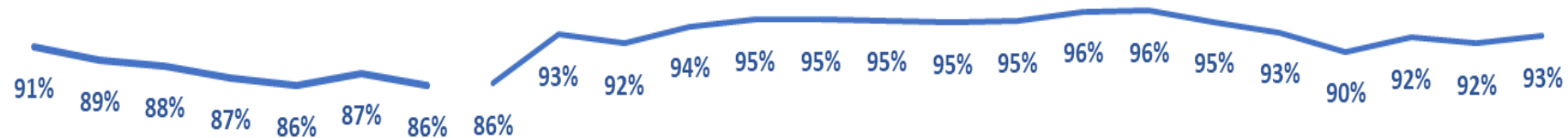
# HRT Response to Complaints

Paratransit Transportation Services  
Total Vs. Valid Customer Complaints per Month  
February 2020 - June 2021



# Via's Performance

Paratransit  
On Time Performance  
June 2019 - June 2021



	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
MV Transportation	91%	89%	88%	87%	86%	87%	86%																	
VIA Transportation								86%	93%	92%	94%	95%	95%	95%	95%	95%	96%	96%	95%	93%	90%	92%	92%	93%

— VIA Transportation



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**For more information, please visit**  
[gohrt.com/web-site-address-here](http://gohrt.com/web-site-address-here)

**gohrt.com**



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## Paratransit Call Center Performance Report 08/11/2021 June and July

	<b>June</b>	<b>Prior Year</b>	<b>July</b>	<b>Prior Year</b>
<b>Total Incoming Calls</b>	13,927 (-35.2%)	21,498	13,440 (-35.6%)	20,885
<b>Calls Handled</b>	11,914 (-41.1%)	20,257	11,728 (-38.0%)	18,922
<b>Calls Abandoned (after 15 seconds)</b>	1035 (-8.2%)	1,128	807 (-56.5%)	1,857
<b>% of Incoming Calls Successful</b>	85.6%	94.0%	87.3%	91.0%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	42.10 seconds  Daily averages ranged from 20 to 72 seconds	114 to 558 seconds	30.88 seconds  Daily averages ranged from 20 to 92 seconds	72 to 360 seconds
<b>Total Notification Calls</b>	N/A	N/A	N/A	N/A
<b>Notification Calls Completed</b>	N/A	N/A	N/A	N/A
<b>% of Daily Customers Using App/Web Scheduling</b>	16.0%	N/A	16.4%	N/A
<b>Trips Cancelled using WEB/IVR Services</b>	N/A	8,406 63% of total	N/A	8,247 61% of total





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## Paratransit Operations Performance Report 08/11/2021 June and July

	June	Prior Year	July	Prior Year
<b>Pickup OTP (Goal 95%)</b>	92.7%	95.0%	92.3%	95.6%
<b>Drop-Off OTP (Goal 95%)</b>	95.9%	96.5%	94.9%	93.7%
<b>Trips Requested</b>	28,811 (+8.7%)	26,491	28,475 (+8.7%)	26,190
<b>Trips Performed</b>	22,101 (+16.4%)	18,990	21,733 (+14.7%)	18,943
<b>Trips Cancelled in Advance</b>	5,200 (18.0%)	5,728 (21.6%)	5,261 (18.5%)	5,362 (20.5%)
<b>Customer Trip Violations (NS/CD/LC)</b>	1,402 (6.0%)	1,773 (8.5%)	1,377 (6.0%)	1,885 (9.0%)
<b>Trips Cancelled For Cause</b>	108 (0.49%)	89 (0.47%)	103 (0.47%)	119 (0.63%)
<b>Average Customer Trip Travel Time</b>	26.23 minutes	24.25 minutes	25.59 minutes	24.52 minutes
<b>Peak # of Vehicles Scheduled</b>	69 61 Fleet 2 Taxi 6 TNC	68 59 Fleet 9 Taxi	80 69 Fleet 3 Taxi 8 TNC	65 58 Fleet 7 Taxi
<b>Number of Paratransit trips taken on Fixed Route</b>	6,978 (N/A %)	Data not available due to "Free Fares"	7,384 (-10.2%)	8,223



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## Paratransit Certification Report 08/11/2021 June and July

<b>2 Month Totals</b>	<b>June</b>	<b>Prior Year</b>	<b>July</b>	<b>Prior Year</b>
<b>Applications Processed - 305</b>	163 (56.7%)	104	142 (-2.1%)	145
<b>New Certifications 143</b>	80	33	63	63
<b>Re-Certifications 146</b>	73	63	73	65
<b>Denials 16</b>	10	8	6	17
<b>Number of Eligible Clients</b>	5,355 (-13.9%)	6,220	5,338 (-13.0%)	6,135
<b>Number of Clients Using the Service</b>	1,747 (32.6%)	1,897	1,735 (32.5%)	1,725
<b>Number of eligible clients who did not recertify – 290</b>	137	133	153	148
<b>Sanction Notifications Sent</b>	0	0	230	0
	<b>Eligibility Appeals</b>			
	Filed – 5 Amended – 4 COVID Temporary (1 year) - 1 Overturned by Panel – None Heard Upheld by Panel – None Heard			
<b>2nd Quarter Client Suspensions Scheduled</b>	<b>Sanction Appeals</b> <b>(230 notices sent 06/16/2021)</b>			<b>2nd Quarter Remaining Sanctions (Estimated)</b>
132 – 7 day 56 – 14 day 31 – 21 day 11 – 30 day	Filed - 49 Amended – 49 Overturned by Panel – None heard Upheld by Panel – None heard			181



# Hampton Roads Transit

## PAC meeting

August 11, 2021

## Agenda for today's discussion

- Covid-19 update
- Service performance
- Driver hiring
- Training update
- Disability awareness



# Health & safety update: Covid-19 safety for riders, drivers and staff remains top priority

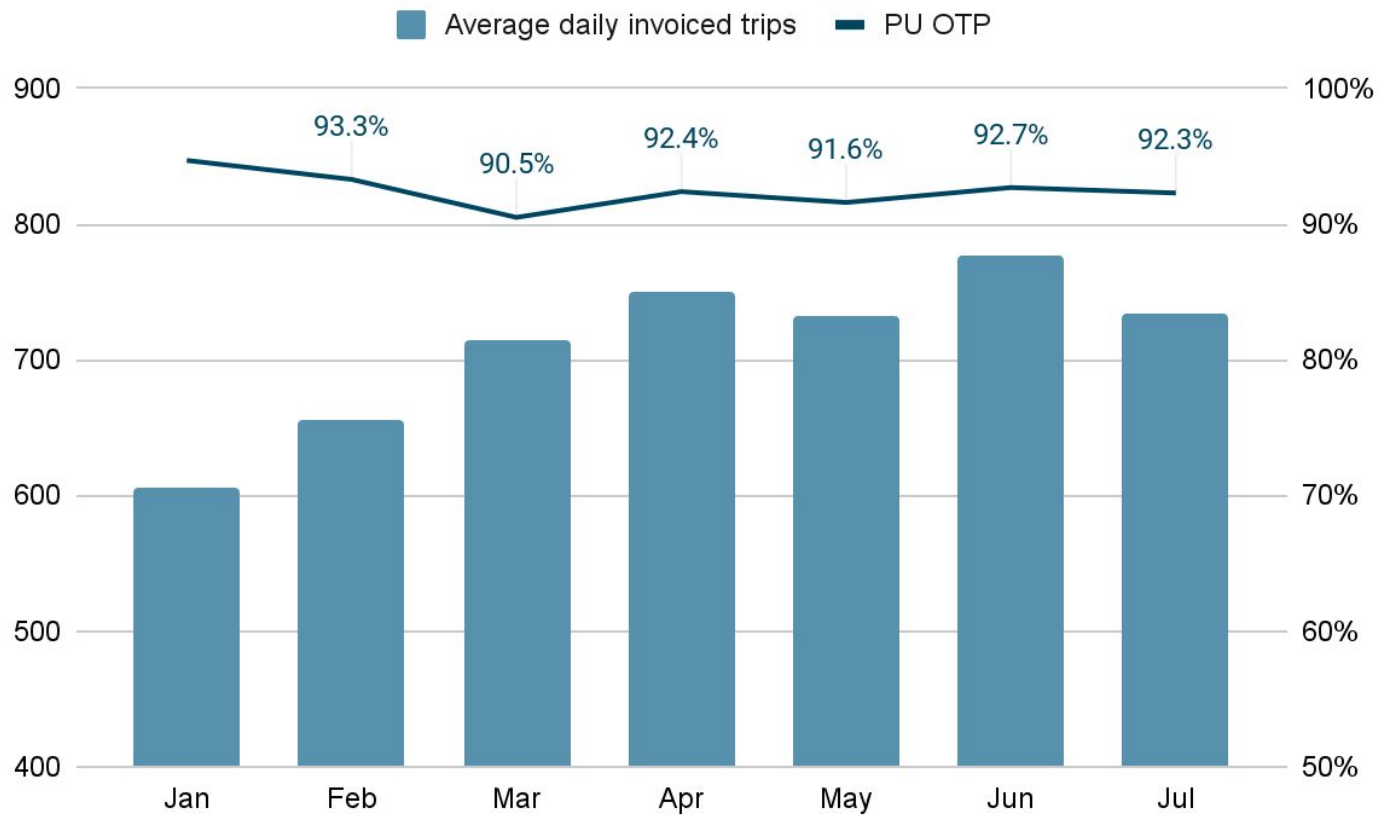
## Key priorities

- ✓ Masks required: for riders, drivers and staff
- ✓ Protection measures for drivers and office staff
- ✓ Driver and staff contact tracing and testing
- ✓ Deep vehicle cleaning and disinfection
- ✓ Cleaning supply inventory management



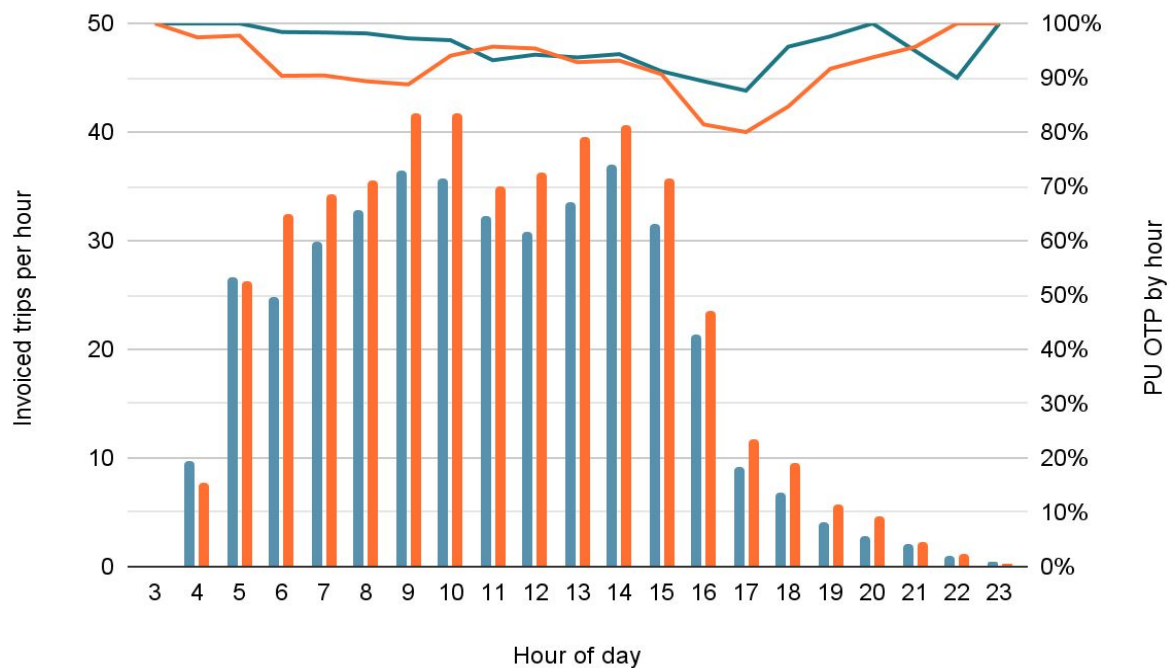
**Remember and kindly remind others to always wear a mask!**

# OTP has stabilized in recent months demand continues to approach early 2021 levels



# As demand increased from 2020 to 2021, OTP has dropped slightly while still remaining well above 90%

## Average hourly demand and OTP for a typical July weekday, 2020 vs 2021



Year	Average weekday demand	PU OTP
2020	819	95.5%
2021	932	91.5%
	<b>+13.9%</b>	<b>- 4.0%</b>

Data compares average hourly demand and hourly OTP for the week of July 13-17, 2020 compared to July 12-16, 2021

# Continue to bolster our driver hiring

## Hiring New Drivers

Additions to our driver workforce since June:

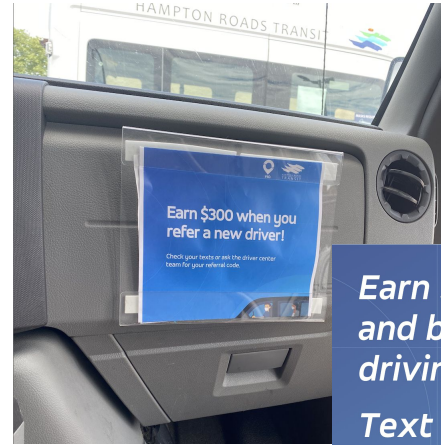
- 14 new employee drivers
- 5 new independent (TNC) drivers
- 7 taxi drivers being onboarded

## Additional Actions

Adding a Driver Support Specialist (DSS) role to our team, focused on driving hiring and training

Continued referral bonuses for existing drivers

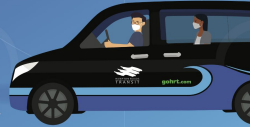
Vehicle advertisements to attract new drivers



**Earn \$12+/hour  
and benefits  
driving with Via/HRT!**

**Text "HRT" to  
757-704-5471.**

*Medical, dental, vision, 401k, and generous PTO.*



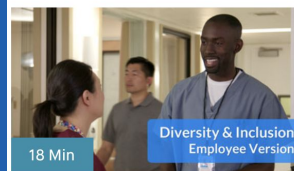


# Improving our service

Kantola partners with [Littler](#) to deliver up to date workplace training to ensure compliance and beyond.

Via has identified 3 training groups to date:

- **New Drivers**
  - Foundational and compliance training to set everyone up for success
- **Existing Drivers**
  - Ongoing training assigned to maintain compliance and unify our service practices
- **Dispatchers and Managers**
  - Training for those who oversee and support others to reinforce best practices



## Diversity & Inclusion Series: Creating an Inclusive Workplace – Employee Version

Creating an inclusive environment in the workplace can be a challenge. Fortunately, there are specific skills that can help us smooth workplace interactions and resolve issues that might come up, whether they involve ethnicity, age, gender, sexual orientation, disabilities or anything else that makes people feel different.



## Customer Service Counts

Your business or organization wouldn't exist without your customers. But sometimes this all-important fact gets lost in the demands of daily activities. This video is the solution. Great for new hires or energizing your current team, it uses humor to show employees that being good at customer service (and taking pride in their work) is not only a job requirement but can be personally satisfying as well.



## COVID-19: Staying Safe in Your Workplace

Employers need to protect employees from COVID-19 in the workplace. This course trains employees on their employer's plan for operating safely. It helps them understand their role in keeping the workplace safe, and it trains them to screen themselves for COVID-19 and prevent the spread. It also covers how to handle COVID-19 related workplace conflicts in a productive way, as well as how to look after themselves during this difficult time.



# Improving disability awareness



## Rider Experience Survey

- Continuing efforts to roll out rider survey

## Letter to US Secretary of Transportation

- Via worked w/ 8 leading national disabilities organizations on a letter urging the need for increased investment in innovating ADA paratransit services

## Looking forward

- Celebrating the Americans with Disabilities Act's next anniversary with the community