



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

Hybrid Meeting

In Person Attendees – 2nd Floor Board Room

509 East 18th Street, Norfolk, Va.

Virtual Attendees via Zoom

Wednesday, October 13, 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 August Minutes**
- 3. Public Comment**
- 4. Chairman’s Report – Mr. Brian Trickler**
- 5. Subcommittees’ Reports**
 - **Service Quality – Ms. Linda Gurley**
 - **Policy – Ms. Linda Gurley**
 - **Membership – Mr. Brian Trickler**
 - **Training – Ms. Patricia Brown**
 - **Outreach – Ms. Janice Taylor**
- 6. Paratransit Operations & Certifications Reports**
- 7. Via Service, Recruitment, Training Updates**
- 8. Old Business**
- 9. New Business**

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, December 8, 2021 at 1:00 PM, currently scheduled for HRT’s Second Floor Board Room at 3400 Victoria Blvd, Hampton and/or virtual format (Actual location and/or format to be determined).

Adjournment



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Paratransit Advisory Committee

August 11, 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
Janice Taylor – Consumer, Virginia Beach
Mary Mathena – Consumer, Virginia Beach
Renee Rogers – Consumer, Norfolk
Patricia Brown – Consumer, Hampton
Deloris Haywood – Consumer, Portsmouth
Brian Trickler – Provider, Virginia Beach
Catherine Tyler-Northan – Provider, Newport News
Janice Taylor – Consumer, Virginia Beach
Sandra Hunter – Consumer, Portsmouth

Others in Attendance

Keith Johnson – HRT
Ina Kreps – Former Committee Chair, Portsmouth Consumer
Amy Braziel – HRT
Cheryl Watson -HRT
Danielle Hill– HRT
Trevor Hunter – Coastal Ride
Yannis Simaiakis- VIA
Jonathan Hofmann – VIA
Christina Malcom – HRT
Kyle Snyder – VIA
Kenia Ozoria – VIA
Joanne Mancuso – Provider
Ben Simms – HRT
Meltonie Brooks – Consumer
Jason Inge – SSSEVA
Jim Price - HRT
Brian Smith - HRT
Shanti Mullen - HRT
Tess Gebretensai -VIA
Quinn Morgenthaler -VIA
Keith Ferguson -Consumer



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- **Approval of Minutes**

- The minutes of the June 09, 2021, was read by Paul Atkinson Jr. Minutes approved with corrections as read. Sandra Hunter will be added as in attendance.

- **Public Comment**

- Jason Inge transportation mobility manger with SSSEVA Senior Services of Southeastern Virginia introduced himself to the committee. Keith Johnson asked if SSSEVA was back to full operational services. Mr. Inge answered if rides are needed to medical appointments they are back to full services. Their front desk is open, all r staff has returned and their transportation department is back to full operational
- Mr. Johnson stated that some of our clients that are outside our service area will be referred to SSSEVA. Mr. Inge said he will discuss with Mr. Johnson offline.
- Catherine Tyler-Northan with Insight Enterprises stated drivers are arriving before the client's actual pick up window telling the clients if they are not out within 5 min, or they will be left. She had sent comments to both Mr. Johnson and Mr. Atkinson since others might encounter the same situation. Drivers have shown up before the customer window is open and told paratransit riders that they need to be out in five minutes or they will be left. Ms. Tyler-Northampton stated this is occurring at paratransit customers place of employment (jobs). Per Ms. Tyler-Northan, she doesn't know if it is happening to others. Mr. Johnson asked Via for a response.
- Kyle Snyder said drivers are trained and required to wait until 5 minutes after the client's window. If the rider is ready and wants to be transported early, they may do so.
- Mr. Johnson asked if a driver arrives before the window, and they have another client on board what is in place since they cannot wait the entire window.
- Kyle Snyder said the operations team would reassign the ride to another driver.
- Ms. Tyler Northan asked when a driver calls in to ask if he/she may No-Show the client, what type of communication is in place to let the operation center know to tell the driver that the clients window has not yet opened, Kyle Snyder stated the operations center will let them know that the driver should wait for the window to open. Ms. Northan asked if they can investigate this because some of the clients feel intimidated after being told they must leave upon the driver's arrival time.
- Kyle Snyder responded, when the driver calls in the operations center, they will have that rider's reservation and will instruct the driver the window has not opened.
- Mr. Johnson said they will emphasize in the drivers getting more training and will follow up with Via.
- Mr. Atkinson read Lynn Lesko's public comment on unacceptable customer service. Ms. Lesko stated the problems have continued even after being reported to the Paratransit Advisory Committee, HRT and VIA without any changes.
- Ms. Meltonie Brooks is piggybacking on what Mrs. Tyler-Northan said earlier. The drivers will push a button when they are a mile away saying they arrived at their pick up location. When the driver arrives, the driver will say it is time to go. She had to call to have the driver return. She stated the drivers are notifying they have arrived when they have not, and once they get to the location, they are ready to leave. Ms. Northan and Ms. Taylor confirmed they have experience similar situations. Yannis



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Simaiakis stated the drivers are not capable of notifying operations when they have not arrived at the location. Per Ms. Brooks, she has reported it repeatedly of this situation. The driver claimed they called but you don't know the driver is waiting for you. You looked outside and do not see anyone. This has been her experience.

- Mrs. Tyler-Northan agreed with Ms. Brooks. She gave an example when the driver came earlier. She checked the time at 3:52. Then, at 4:05 after, they had been cancelled out. It was said the the driver had arrived.
- Janice Taylor stated she agreed with Ms. Brooks and Mrs. Tyler-Northan. She is not sure how it is communicated to Via. This does happen.
- Ms. Taylor stated she had more to add but will do so under service quality
- Yannis Simaiakis stated the drivers are not capable of notifying operations when they have not arrived at the location.
- Sandra Hunter joined in time 1:41 PM. Consumer. Portsmouth
- Joann Mancuso stated a vehicle arrived to pick up 3 wheelchairs and one ambulatory client into a small van. The vehicle was too small to accommodate all three wheelchairs. The driver tried to get other arrangements. Three of the individuals lived in Virginia Beach and the other lived in Deep Creek. Ms. Mancuso tried suggesting/explaining to operations to put the three individuals going to Virginia Beach in one van. The other individual should get a van travel to Deep Creek. Ultimately, the Virginia Beach had to travel to Deep Creek. A person got home two hours later. Whoever schedules the ride, don't they know that three wheelchairs cannot fit on a small van? Power chairs. Is there something that we need to do to prevent this from happening again? How do we get operations to listen to us knowing where people live to save time getting people home? It occurred at the bowling alley. On July 29th around 5:30 PM.
- Mr. Johnson responded. Three wheelchairs? Oversight. Kyle Snyder and Kenia Ozoria stated they will investigate what happened.
- Ms. Taylor asked for clarification of Jason Inge's position at Senior Services of Southeastern Virginia?

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

- Good afternoon fellow PAC members, staff members, and guests. I would like to officially welcome Commissioner Gray, our committee's TDCHR Commission Liaison. I can attest to Commissioner Gray's advocacy on behalf of paratransit at board meetings. Thank you for your work, Commissioner. On behalf of the paratransit Advisory Committee, we look forward to collaborating with you for the betterment of the service.
- Since our last PAC meeting, I have heard a significant amount of service quality anecdotes from the ridership. The categorical issues mentioned have been, on-time performance, excessive travel times, rudeness from drivers, excessive speeding, a defective vehicle part injuring a rider, route changes, add-ons, scheduling issues, no-shows, driver app errors, communication shortfalls, and fluctuating arrival times in the rider app. Many of these issues have been investigated by HRT and Via. I appreciate the efforts by HRT and Via to conduct those investigations and consequently implement changes to improve the service.



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- Additionally, I received two compliments regarding driver professionalism. I also saw a letter of commendation from a SECEP teacher. She was complimentary of the rider app, the paratransit service generally, and HRT staff specifically. Such positive feedback is always appreciated!
 - I would like to again recognize HRT and the TDCHR Board for offering complementary rides to vaccination sites. June 30 marked the end of that program which got hundreds of people vaccinated. Unfortunately, Covid-19 is still a threat. The recent news of variants forecasts an uncertain future. We will need to collectively consider future meeting options as well as risk mitigation strategies for the health and safety of all parties.
 - Thank you to Janice Taylor, our Outreach subcommittee chair, for her ongoing publication of opportunities. Someone very close to me was able to take advantage of the cooking program mentioned at last PAC meeting. Also, I was able to participate in the Virginia Organizing listening session on public transit held on July 15th. There were many self-identified paratransit riders in attendance who were passionate about the service. The TDCHR board chair, Andria McClellan, was in attendance and spoke on behalf of the service. This listening session, for me, highlighted how vitally important quality accessible public transportation is for our community.
 - I also had the opportunity to attend a Virginia Organizing chapter meeting on yesterday, 08/10/2021, with Janice Taylor, Mary Mathena, and Lynn Lesko. I would like to thank each of them for their advocacy on behalf of the paratransit service.
 - At the June TDCHR full board meeting there was significant focus on fleet operator compensation. The local union rep made a public comment on behalf of the drivers. When I hear feedback on paratransit services, I often hear appreciation from the ridership for the drivers. Paratransit services were also a topic of discussion at that meeting. Former PAC member, Lynn Lesko, wrote a letter which went to local elected officials, Commissioners, HRT, and news outlets about some service quality issues she has experienced. Several commissioners expressed dissatisfaction with what they heard and some attested to paratransit riders close to them who faced the same issues. Both of these topics were again discussed at the July board meeting. A new contract was negotiated for drivers and the focus on paratransit service quality persisted.
 - Aug 19th, 2021 is the 10th anniversary of the Tide! This is a significant milestone. Congratulations, HRT!
 - Our next meeting is scheduled for October 13, 2021, location and format TBD.
 - This concludes my report. If there are any questions, I'd be happy to answer them.
-
- **Annual Nominations and Elections of FY-2022 Committee Chair and Vice Chair**
 - Nominations Subcommittee - Ms. Linda Gurley & Mr. Brian Trickler
In the last meeting, we put together a nomination subcommittee. Paul has been an amazing chairperson. We need to nominate a chair and vice chair. Nominations



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subcommittee reached a limit of what we can do, after speaking with a few members. Ms. Gurley asked if Mr. Trickler wanted to run for office. She cannot submit that nomination not being present at the meeting.

- Per Ms. Taylor, she sent an email to Brian which he probably didn't get a chance to read it.
- Ms. Taylor stated, we have a nominating committee. To her knowledge, the nominating committee was not called to meet to put together a viable list of eligible candidates. She realizes this is stressful from the last meeting. Using the nominating committee would have offloaded some of the stress.
- The nominating committee would have gone through the roster to determine who was eligible to run or not. It is true, you can nominate yourself for an office. Even if you are on the nominating committee. Ms. Gurley was correct.
- According to Robert's Rules of Order. Article 11-B. Nominations and Elections. Brian Trickler can nominate himself as well as count ballots. Ms. Gurley being on the nominating committee can nominate Mr. Trickler. Since she is not here to officially nominate Brian Trickler, we can nominate him from the floor. He can also nominate himself. There is no rule where he cannot.
- To Janice Taylor's point, she reiterated, we have a nominating committee. To her knowledge, we, the nominating committee was not called to support you as far as putting together a list of eligible candidates. Since some people were not called, that excluded a pool of potential candidates from being asked to run for office and who were willing to serve. This would have lessened the stress in the last meeting. Ms. Taylor reiterated; she is not sure Brian called a meeting. She was not called and a few others.
- Mr. Johnson stated did not receive a request for a nominating committee meeting.
- Mr. Johnson opened it up to the floor.
- Per Paul Atkinson, he only heard Brian Trickler's name mentioned for nomination.
- Ms. Taylor asked, was Brian Trickler nominating himself? Ms. Gurley is not here to nominate Brian Trickler.
- Mr. Trickler stated he is willing to nominate himself. Addressing Ms. Taylor, Mr. Trickler acknowledged Ms. Taylor was right. In retrospect, they were trying to accomplish that without calling an actual meeting.
- Ms. Taylor replied. However, to not calling a meeting with the nominating committee is against Robert's Rules of Order.
- Mr. Trickler opened the floor to nominations or self-nominations
- Ms. Taylor responded, to make it official, she nominated Brian. Catherine Tyler-Northan seconded it.
- Ms. Taylor asked if there was anyone else interested in running from the floor? She also stated that it has to be recorded who seconded her nomination.
- Roll call for the vote. Vote was unanimous.



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- Mr. Johnson stated we have a quorum.
- Mr. Johnson asked, any nomination for vice chair?
- Mr. Trickler asked if Paul Atkinson would be eligible for vice chair?
- Per Ms. Taylor, yes Paul Atkinson is eligible.
- Mr. Trickler is anyone else is interested in vice chair?
- Ms. Taylor stated, Mr. Atkinson has to accept the nomination before asking if other candidates are interested.
- Ms. Taylor stated, under ethical undemocratic practices, you want to make sure this election does not look like is was staged.
- Mr. Trickler was unsure of what happens if no nominations were given for that office.
- Per Ms. Taylor, according to Robert's Rules of Order Article 11-B, Nominations and Elections, if there are not any nominations for an office, the position has to be tabled until the next meeting until there is a candidate.
- Paul Atkinson thanked Ms. Taylor for the clarification.
- Ms. Taylor did think that Paul would be good. But, she wanted to make if there were any questions or people felt uncomfortable. She read Robert's Rules of Order.
- Mr. Johnson asked if there were nominations for vice chair or table it for next meeting?
- Ms. Mathena nominated Paul.
- Mary Mathena expressed disappointment. The PAC was supposed to have a slate was presented. The slate could have been accomplished by phone, by email. You don't have to meet in person. Ms.Mathena, does not want this to happen again. It is very unprofessional.
- Paul Atkinson asked if there any other nominations.
- Janice Taylor seconded Paul Atkinson for vice chair.
- Mr. Johnson called for the vote. Ms. Wilkins left the meeting and did not cast her vote.
- Ms. Mathena congratulated both Messrs. Atkinson and Trickler
- Ms. Taylor restated. She told everyone this might happen. She remembers this happened to her last time. No one wanted to run for office.
- **Subcommittee Reports**
 - **Service Quality – Linda Gurley**
 - Mary Mathena stated there is still a problem with specific details or notes unavailable to the drivers. If a destination is at a shopping center with several entrances with the same address the driver's do not have the specific details such as suite numbers or any notes available to them. Ms. Mathena asked if the notes can be assessable for the drivers.
 - Trevor Hunter asked if Ms. Mathena was transported by taxi, but this ride was an independent driver.
 - Janice Taylor stated the GPS is not taking clients to the correct locations, Ms. Taylor added that a driver arrived and left before the requested wait time. Per Ms. Taylor, the driver claimed she called Ms. Taylor. The driver never called. The driver left and parked in front of her neighbors. Ms. Taylor's phone rang one from customer service and was disconnected. Customer service instructed the driver to return. The driver told Ms.



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- Taylor she did her job and she is not supposed to wait for more than four minutes. The driver was very nasty and hostile. Janice Taylor will provide the dates and more information.
- Another incident occurred with Mrs. Mary Taylor where she was picked up by the driver at one the doctor's office at 845. Instead of honoring social distancing, the driver had Mrs. Taylor (who is small framed) seated on the same bench seat as a fuller figured woman (not to be disrespectful of a person's size). The driver did not let down the seat. This was on a larger vehicle where there was more space. Aside from that, the drivers have been very good
 - Ms. Cathern Tyler Northan stated a driver was going to let her off on the street side across from her address. Ms. Tyler-Northan questioned the driver training and stated this has happened more than once.
 - Deloris Haywood stated she took a ride too early and was sitting at her destination before it opened. The driver told her they had to leave. Her scheduled time 9:10 AM - 9:40 AM. The driver arrived at 8:50 AM. Mrs. Haywood was told at 8:55 AM the driver was going to leave. She ended up getting there at 9:15 AM and sitting outside by herself until someone came at 9:45 AM.
 - Renee Rodgers stated the drivers are not looking at their schedule and when they arrive early before your window, they expect you to come out right away. Ms. Rodgers was supposed to be at a Hardees Restaurant at 7:00 AM. She had to take a 4:45 AM - 5:15 AM. She accepted the window since she knew Hardees opened at 5:00 AM. The driver was upset with Ms. Rodgers because the driver had another pickup. Per Ms. Rodgers, we are given a window and it may not be one we like. We understand it is a shared ride. We should not be requested to come out ahead of your window. Ms. Rodgers stated, This seems to be a pattern. You shouldn't be pressured

Policy- Linda Gurley

- No items for Policy.

Membership- Brian Trickler

- Mr. Tricker there are 2 consumers for Chesapeake and 1 extra position.
- Mr. Trickler was looking through the roster and wanted to clarify that Ms. Gurley's term expires. Does that mean she will have to step off the committee or is he misreading it? Mr. Johnson stated that Ms. Gurley's second term will expire after the December meeting.
- Per Ms. Taylor the incoming chair has the right to appoint new chairs. We don't retain title forever. That is the privilege of the incoming chair.
- Ms. Taylor explained Mr. Trickler was also speaking about Ms Gurley's positioning as chair of committees. As chair, he has the right to appoints the chairs. Not ask for volunteers.
- A point was raised that the Hampton provider position would be open. Mr. Trickler mentioned Ms. Mancuso- Area Provider, Keith Ferguson - Hampton Consumer and



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Meltonie Brooks -Virginia Beach Consumer. Are the two others are interested in joining the committees?

- **Training- Patricia Brown**
- Janice Taylor asked when will VIA have their next round of training. Kyle Snyder stated they will cover that topic in their presentation.
- **Outreach -Janice Taylor**
- Janice stated she will send correspondence to Mr. Johnson for Government and Locality resources for people impacted by COVID 19. Ms. Taylor thanked Deloris Haywood for participating in the outreach cooking classes with American Heart Association and American Stroke Associations. Mr. Atkinson knew someone close to him took that class as he mentioned in this report. He thanked Ms. Taylor that opportunity and her work was appreciated.

Paratransit Operations Report – Keith Johnson

- Mr. Johnson read the reports on the Call Center, Operations and Certifications including a presentation of the functions of the Paratransit Department and how complaints are investigated as enclosed in the meeting package. Ms. Taylor asked, can this information be sent to us? She is not sure if this information was included in our packet. Mr. Johnson will send the reports.
- Janice Taylor asked if HRT has access to the same performance data provided by VIA.
- Mr. Jim Price stated that HRT performed an internal audit that took three to four months to complete. There were a few corrections to enhance transparency, the audit determined VIA's performance had actually improved, and HRT has access to everything they need and is confident that VIA is reporting accurate information.
- Paul Atkinson asked if there were any plans to resume the appeal hearings.
- Keith Johnson stated we are presently being lenient overturning any appeals that are filed due to the COVID – 19 restrictions.

VIA Service Update

- Kyle Snyder covered statics on COVID-19 update, Service performance, driver hiring, training update and disability awareness as enclosed in the meeting package.
- Quinn Morgenthaler covered focusing on the training curriculum enclosed on the meeting package, PAC members are welcome to participate. They recently partnered with a law firm that specializes in employment law to help in utilizing various training modules to increase their services and level of compliance. Three different training groups and creating various curriculum for drivers to go through to include customer service and vehicular service.
- Tess Gebretensai covered rider experience survey to improve disability awareness as enclosed in the package. They are partnering with other organizations. She is pushing for regional funding.

Old Business –

No old business presented.



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New Business-

- Mr. Johnson announced all HRT transportation is free for the anniversary of the light rail project on August 19, 2021.

Motion to adjourn was made and properly seconded, meeting adjourned at 3:04 pm. The next paratransit meeting will be October 13, 2021, location scheduled for 509 East 18th Street, Norfolk, Va. Participants will have the option to attend virtually.

Submitted by
Cheryl Watson
Paratransit Administrative Coordinator

DRAFT



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Paratransit Advisory Committee

August 11, 2021

1:00 PM – 3:00 PM

Meeting Minutes

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- Mr. Johnson asked if a driver arrives before the window, and they have another client on board what is in place since they cannot wait the entire window.
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- Ms. Tyler Northan asked when a driver calls in to ask if he/she may No-Show the client, what type of communication is in place to let the operation center know to tell the driver that the clients window has not yet opened, Kyle Snyder stated the operations center will let them know that the driver should wait for the window to open. Ms. Northan asked if they can investigate this because some of the clients feel intimidated after being told they must leave upon the driver's arrival time.
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- Since our last PAC meeting, I have heard a significant amount of service quality anecdotes from the ridership. The categorical issues mentioned have been, on-time performance, excessive travel times, rudeness from drivers, excessive speeding, a defective vehicle part injuring a rider, route changes, add-ons, scheduling issues, no-shows, driver app errors, communication shortfalls, and fluctuating arrival times in the rider app. Many of these issues have been investigated by HRT and Via. I appreciate the efforts by HRT and Via to conduct those investigations and consequently implement changes to improve the service.
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- Our next meeting is scheduled for October 13, 2021, location and format TBD.
- This concludes my report. If there are any questions, I'd be happy to answer them.



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- **Annual Nominations and Elections of FY-2022 Committee Chair and Vice Chair**
 - Janice Taylor nominated Brian Tricker for Chair of the committee, Catherine Tyler Northern seconded the nomination. Committee vote was unanimous.
 - Mary Mathena nominated Paul Atkinson Jr. as Vice chair. Janice Taylor seconded the nomination. Committee vote was unanimous.
- **Subcommittee Reports**
 - **Service Quality – Linda Gurley**
 - Mary Mathena stated there is still a problem with specific details or notes unavailable to the drivers. If a destination is at a shopping center with several entrances with the same address the driver's do not have the specific details such as suite numbers or any notes available to them. Ms. Mathena asked if the notes can be assessable for the drivers.
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 - **Training- Patricia Brown**
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Paratransit Operations Report – Keith Johnson

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- Janice Taylor asked if HRT has access to the same performance data provided by VIA.



HAMPTON ROADS TRANSIT

- Mr. Jim Price stated that HRT performed an internal audit that took three to four months to complete. There were a few corrections to enhance transparency, the audit determined VIA's performance had actually improved, and HRT has access to everything they need and is confident that VIA is reporting accurate information.
- Paul Atkinson asked if there were any plans to resume the appeal hearings.
- Keith Johnson stated we are presently being lenient overturning any appeals that are filed due to the COVID – 19 restrictions.
- **VIA Service Update**
- Kyle Snyder covered statics on COVID-19 update, Service performance, driver hiring, training update and disability awareness as enclosed in the meeting package.
- Quinn Morgenthaler covered focusing on the training curriculum enclosed on the meeting package, PAC members are welcome to participate.
- Tess Gebretensai covered rider experience survey to improve disability awareness as enclosed in the package.
- **Old Business** – no old business presented.
- **New Business**- Mr. Johnson announced all HRT transportation is free for the anniversary of the light rail project on August 19, 2021.

- 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



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 10/13/2021 August and September

	August	Prior Year	September	Prior Year
Total Incoming Calls	14,505 (-24.5%)	19,219	15,037 (-10.7%)	16,836
Calls Handled	11,904 (-29.7%)	16,935	12,695 (-12.6%)	14,523
Calls Abandoned (after 15 seconds)	1,741 (-21.5%)	2,218	1,500 (-33.4%)	2,251
% of Incoming Calls Successful	86.2% (excludes stats from 8/26 outage)	88.0%	87.4%	86.0%
Average Speed to Answer Reservations (Goal 90 seconds)	31.65 seconds Daily averages ranged from 12 to 114 seconds	102 to 498 seconds	37.32 seconds Daily averages ranged from 15 to 117 seconds	162 to 690 seconds
Total Notification Calls	N/A	N/A	N/A	N/A
Notification Calls Completed	N/A	N/A	N/A	N/A
% of Daily Customers Using App/Web Scheduling	N/A	8.0%	N/A	N/A
Trips Cancelled using WEB/IVR Services	N/A	7,721 64% of total	N/A	7,712 64% of total



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 10/13/2021 August and September

	August	Prior Year	September	Prior Year
Pickup OTP (Goal 95%)	92.1%	94.9%	88.4%	94.6%
Drop-Off OTP (Goal 95%)	94.9%	93.7%	93.4%	92.5%
Trips Requested	29,408 (+21.4%)	24,229	30,301 (+16.5%)	26,014
Trips Performed	22,499 (+24.8%)	18,023	23,375 (+24.0%)	18,854
Trips Cancelled in Advance	5,363 (18.2%)	4,600 (18.8%)	5,349 (17.7%)	5,405 (20.8%)
Customer Trip Violations (NS/CD/LC)	1,429 (6.0%)	1,806 (9.1%)	1,425 (5.7%)	1,755 (8.5%)
Trips Cancelled For Cause	117 (0.52%)	119 (0.41%)	152 (0.65%)	83 (0.44%)
Average Customer Trip Travel Time	25.42 minutes	24.94 minutes	25.76 minutes	25.78 minutes
Peak # of Vehicles Scheduled	75 62 Fleet 4 Taxi 9 TNC	63 57 Fleet 6 Taxi	77 64 Fleet 4 Taxi 9 TNC	64 59 Fleet 5 Taxi
Number of Paratransit trips taken on Fixed Route	7,004 (-16.1 %)	8,348	7,988 (-7.0%)	8,588



HAMPTON ROADS TRANSIT

Paratransit Certification Report 10/13/2021 August and September

2 Month Totals	August	Prior Year	September	Prior Year
Applications Processed - 384	193 (33.1%)	145	191 (49.2%)	128
New Certifications 174	83	62	91	53
Re-Certifications 192	98	57	94	67
Denials 18	12	26	6	8
Number of Eligible Clients	5,385 (-10.4%)	6,008	5,443 (-7.7%)	5,894
Number of Clients Using the Service	1,767 (3.7%)	1,704	1,804 (2.2%)	1,766
Number of eligible clients who did not recertify – 290	146	208	133	144
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 4 Amended – 4 COVID Temporary (1 year) - 1 Overturned by Panel – None Heard Upheld by Panel – None Heard			
2nd Quarter Client Suspensions Served	Sanction Appeals (230 notices sent 06/16/2021)			2nd Quarter Remaining Sanctions Served
68 of 132 – 7 day 34 of 56 – 14 day 20 of 31 – 21 day 10 of 11 – 30 day	Filed - 98 Amended – 98 Overturned by Panel – None heard Upheld by Panel – None heard			132 of 230



Hampton Roads Transit

PAC meeting

October 13, 2021

Agenda for today's discussion

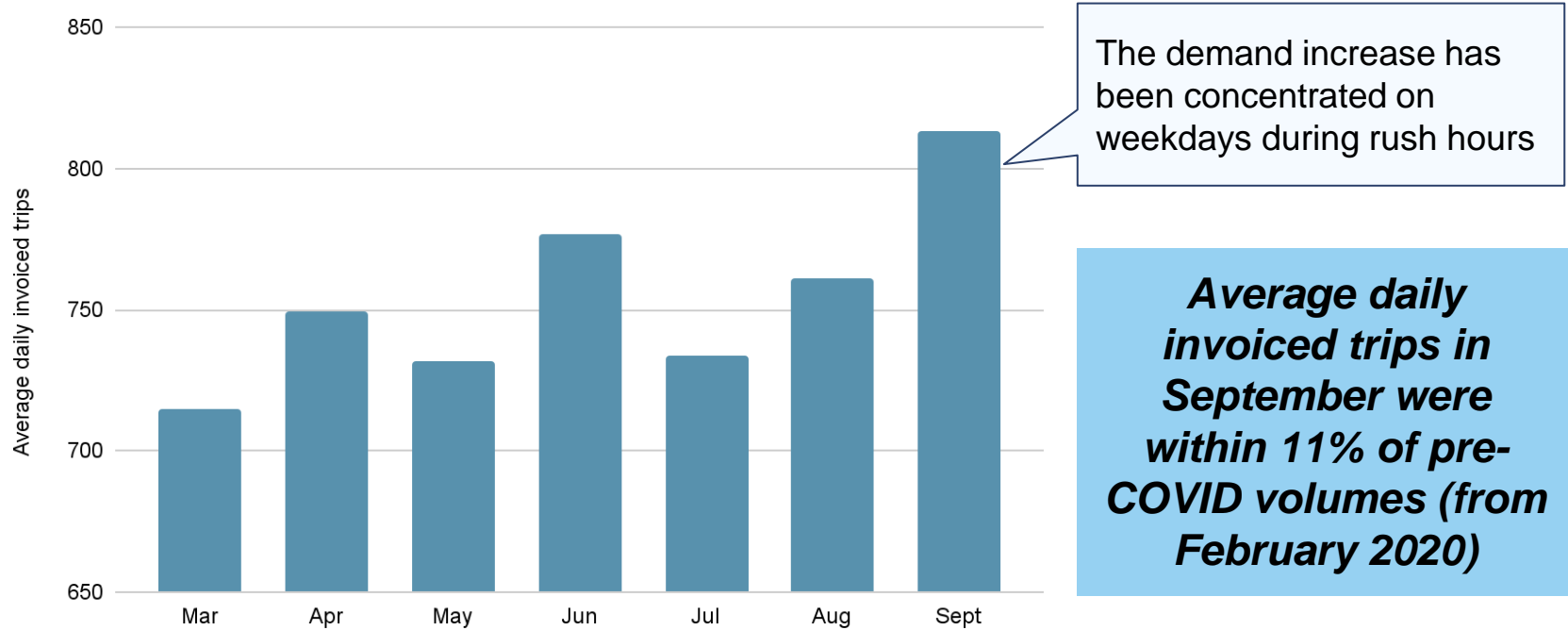
- Incident response
- Demand increase
- Driver shortage and hiring
- Training update
- Updates from last PAC meeting
- COVID-19 safety
- Service updates



Actions taken to ensure “no rider is left behind” no matter the time and the occasion

- ✔ Retraining for all depot staff on responding to stranded riders
- ✔ Updated communication protocol for support agents and dispatchers
- ✔ New escalation protocol for support agents to contact managers
- ✔ New measures reviewed by management

Demand for service increased significantly in September, with a 7% increase in daily trips, coupled with congestion during back-to-school season



The industry is experiencing a significant driver shortage

- **Retention & Acquisition**
 - We have lost 4 drivers since mid-September due to competing offers at higher rates
 - Hiring continues to be challenging due to the high competition for employees
- **Attendance**
 - Our policy to have drivers stay home while sick leads to fewer drivers able to drive
 - On certain days, up to 5% of drivers may be absent with COVID-19 symptoms

RideKC Freedom Facing More Demand and Longer Wait Times¹

“RideKC is currently experiencing a sharp increase in paratransit trips. A shortage of drivers during the pandemic has caused their contractors to struggle to make service consistently.”

TARC3 driver shortage, long wait time issues still persist²

“A driver shortage is still plaguing the Transit Authority of River City's (TARC) paratransit service for riders with disabilities, TARC3. Long wait times for the service have persisted since this summer and travelers who depend on the service are frustrated as ever. Their paratransit contractor, MV Transportation is short about 25 drivers.”

Santa Clara County paratransit riders want service improvements³

“VTA struggles with retaining drivers for the paratransit service, citing competition from Uber and Lyft.”

We would like to explore options with the PAC on ways to ease the driver shortage.

¹ <https://ridekc.org/mobility-services/freedom-wait-times>

² <https://www.whas11.com/article/news/local/tarc-3-driver-shortage-rider/417-618a3c4b-7f6b-41d7-b1b2-8a8719f50a05>

³ <https://sanjosespotlight.com/santa-clara-county-paratransit-riders-vta-access/>

We are focused on new driver hiring in the competitive labor market

Hiring New Drivers

Additions to our driver workforce since June:

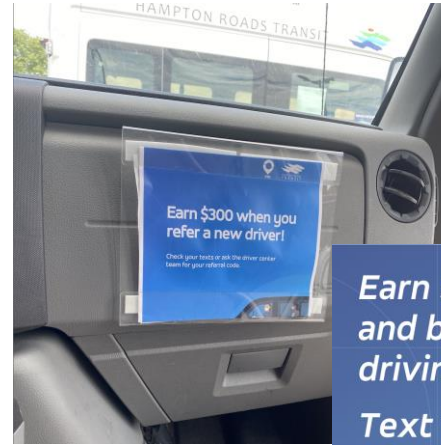
- 7 new employee drivers
- 2 new independent (TNC) drivers
- 6 new taxi drivers

Additional Actions

Updated program for independent drivers to better compete with Uber and Lyft

Referral bonuses for employee and independent drivers

Ad campaigns to increase our recruiting funnel



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

Text "HRT" to 757-704-5471.

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



Continuously building our HRT team to help improve the service



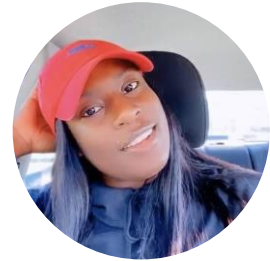
Brian Kerrigan
Partner Success



Michael Ortiz
Operations Manager



Charity Smith
Field Manager



Gabby Gaston
Driver Support
Specialist

Driver training updates

Since our last meeting, we have taken steps to improve our new driver training:

- **Participation from PAC member**
Catherine Tyler-Northan led a session on Oct 9th on serving customers with disabilities - THANK YOU MS. TYLER-NORTHAN
- **Inclusion of sensitivity training**
All new drivers will receive additional training that includes the “Ten Commandments of Communicating with People with Disabilities”
- **Updated training sessions**
We have refreshed our training curriculum to reflect changes to our service to better serve our riders

The “Ten Commandments of Communicating with People with Disabilities”



Follow-up from previous PAC feedback

- **Early arrivals**
 - We have instructed drivers to not call riders prior to the start of the pickup window
 - We have updated our automated texts and phone calls to riders to make it clear that they do not have to come out early
- **Rider app feedback**
 - We are investigating improvements to the app to improve the accuracy of bookings
 - We will offer refresher training at December's PAC meeting on using the app
- **"Know Your Rights"** campaign in all the vans



Welcome aboard your HRT Paratransit ride.

We're so happy to have you riding with us. Whether you've been riding for years or are new to this service, we've gathered a few key tips that will make your experience as smooth as possible.



Your ride has arrived early? No sweat!

If one of our drivers makes it to you before your scheduled pickup window, the driver is required to wait for you until your scheduled pickup time.

Rides when you need them.

Whether you call or use the app to book a ride, we'll always find you a pickup window within an hour before or an hour after your requested time. We'll try our best to get you a time as close to your preferred time as possible.

No rider is left behind!

If you require a same-day change to your trip for a reason that is outside of your control (for example, your doctor's office is running late) we will make sure that you get home. It may be a bit of a

wait, however, to ensure that we aren't disrupting the rides of other passengers, so thank you for being patient.

Masks required.

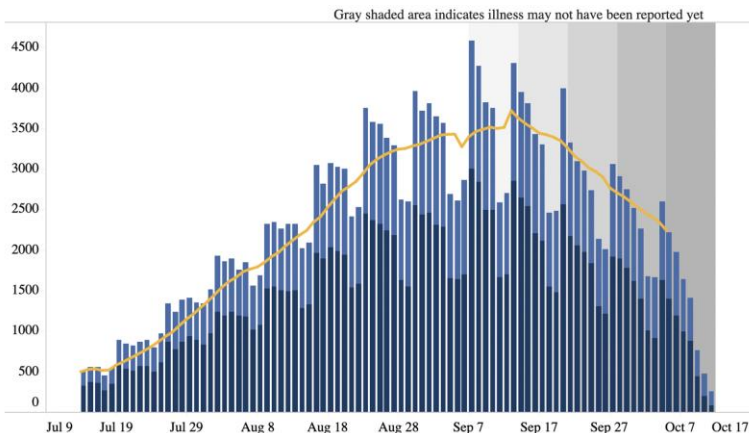
All drivers and passengers are required to wear a mask on board at all times while riding with HRT Paratransit. Some of our riders are at high risk of serious complications from COVID-19 and we need to work together to ensure the safety of everyone in the HRT Paratransit community.

Gain full control.

The HRT Paratransit app allows you to book, track, and cancel rides directly from your phone. Download it from the **App Store** or **Google Play**.

The COVID delta variant continues to be top of mind as we strive to keep customers and employees safe

- Daily cases in Virginia increased 600% from early July to September
- We have experienced higher numbers of driver callouts due to driver sickness and our policy for drivers to stay home if they exhibit any symptoms



What we are doing

Driver education and preventative measures

- Policy requiring employees to stay home if they have any symptoms and get tested
- Paid time off for drivers receiving the vaccine, and for recovery time from vaccine side effects if needed
- Signage in depot providing COVID statistics and CDC guidance
- Driver town halls with medical professionals and community leaders to answer questions

Ongoing safety measures

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

Service updates

Free Fare Day for The Tide 10th Anniversary



**969 free rides provided to paratransit
riders on August 19th**

Virginia General Election

No fares will be collected on
Tuesday, November 2nd

