



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

Virtual Meeting

2nd Floor Board Room

509 East 18th Street, Norfolk, Va.

Virtual Attendees via Zoom

Wednesday, February 9, 2022

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

Please note that prior to the start of the official meeting, there will be a reading of the 12/8/2021 minutes for anyone needing to hear them from 12:30 PM – 1:00PM.

- 1. Call to order – Welcome, introductions, and virtual guidelines**
- 2. Approval of December 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, April 13, 2022, at 1:00 PM. Our next meeting is currently scheduled for HRT's Second Floor Board Room at 3400 Victoria Blvd, Hampton and/or virtual format.
(Actual location and format are subject to change)**

Adjournment



HAMPTON ROADS TRANSIT

Paratransit Advisory Committee

December 08, 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
Brian Trickler – Provider, Virginia Beach
Janice Taylor – Consumer, Virginia Beach
Catherine Tyler-Northan -Consumer
Travis Webb – Consumer
Alicia Griffin – Consumer
Krystol Green- Provider
Jeff Raliski -HRTPO

Others in Attendance

Keith Johnson – HRT
Amy Braziel – HRT
Cheryl Watson -HRT
Jim Price - HRT
Ben Simms – HRT Meghan McNamara – Virginia Organizing
Ina Kreps – Former Committee Chair, Portsmouth Consumer
Arthur Tyson - Consumer
Rena Lewis - Consumer
Trevor Hunter – Coastal Ride
Jason Inge – SSSEVA
Danielle Hill – HRT
Shanti Mullen -HRT
Christina Malcom – HRT Anthony Clemmons – HRT
Michael Ortiz – VIA
Yannis Simaiakis- VIA
Kyle Snyder – VIA
Brian Kerrigan -VIA
Earl Chapman -VIA
Clara Massaquoi -VIA
Jillian Spike -VIA



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Approval of Minutes

- The minutes of the October 13, 2021, was read by Paul Atkinson Jr. Minutes approved and properly second. Mr. Brian Trickler suggested to set up a meeting for the reading and approval of the minutes prior to the beginning of the PAC meeting due to the length of time it takes to read.

Public Comment

- The VIA team provided a presentation explaining the complications from the Amazon Server outage and the procedures put in place due to the outage when clients were unable to schedule rides from phones or apps, included in the meeting package.
- Rodney Davis director of customer relations. Mr. Davis provided a presentation explaining the new procedures for filing complaints and the customer relations implications for handling complaints directing them to the proper phone number and logging the complaint into the HRT CAF system, depending on the type of complaint filed through the CAF system. The presentation was provided in the meeting package.

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

Brian Trickler stated there were two zoom meetings organized by Virginia Organizing Committee with Andrea McClellan, Chair of the TDCHR. The second was with Jim Price COO of HRT to address some of the incidents and struggles the paratransit has had with the concerns of the paratransit quality of service.

Subcommittee Reports

Service Quality- Linda Gurley

Janice Taylor addressed a service quality issue that she had a window between 12:45 to 1:15 driver did not know he was supposed to pick her up earlier the driver picked her up at 1:48 pm. Keith Johnson stated this late pickup was due to driver shortage.

Alicia Griffin stated she called for an earlier pick up because her destination was closed. Ms. Griffin was told she could not be picked up earlier. Mr. Johnson said as long as its within the 2-hour window the client should be accommodated. Ms. Griffin said they could not pick her up at all and asked if she had other means of transportation. Mr. Johnson said they will investigate. Renee Rogers discussed a situation where she was no showed, the ride had not showed. Mr. Johnson stated it was investigated and disciplinary measures were taken.

Policy – Travis Webb

No information on Policy issues. Mr. Webb did request support from the Chair and committee members in his new role of responsibility.

Membership-Paul Atkinson

Mr. Atkinson welcomed Melonie Brooks and Joann Mancuso to the committee as new members.

Training – Patricia Brown

No information on Training issues.



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Outreach -Janice Taylor

Janice Taylor discussed the outreach programs for free rides to the polls, provided to clients on elections. There was also a mention of Job Career Day that provided transportation who partnered with SSSEV along with Virginia Organizing. Ms. Taylor will announce upcoming outreach events.

Paratransit Operations Report – Keith Johnson

- Keith Johnson read the reports on the Call Center, Operations and Certifications included int the meeting package.

Old Business – Ms. Taylor stated the service quality portion of the meetings and minutes will reduce once the issues of paratransit are corrected.

New Business-

Mr. Jim Price stated the meeting with Virginia Organizing topics were communicating to improve and provide better service. The forum included working along with VIA and the Paratransit Advisory committee

- Motion to adjourn was made and properly seconded, meeting adjourned at 3:15 pm. The next paratransit meeting will be February 9, 2022. location scheduled for 3400 Victoria BLVD Hampton VA. Participants will have the option to attend virtually.



Hampton Roads Transit

PAC meeting

February 9, 2022

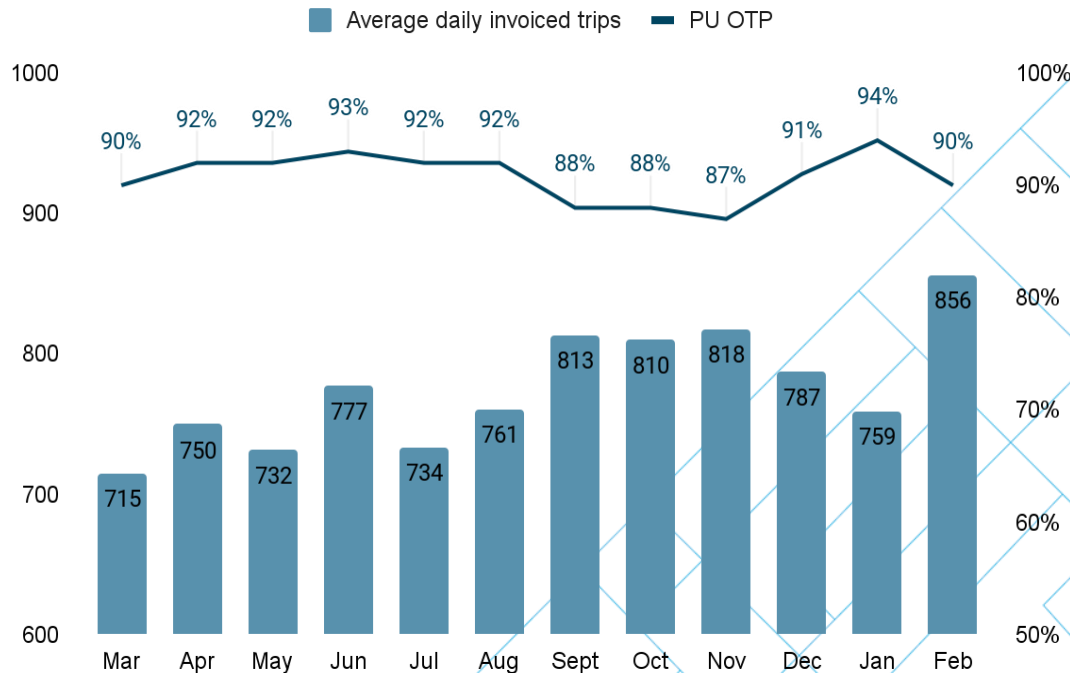
Agenda for today's discussion

- **Service Updates**
- **Tech Improvements**
- **Rider Experience**



Ridership levels continue to be volatile, while we strive to maintain high on-time performance

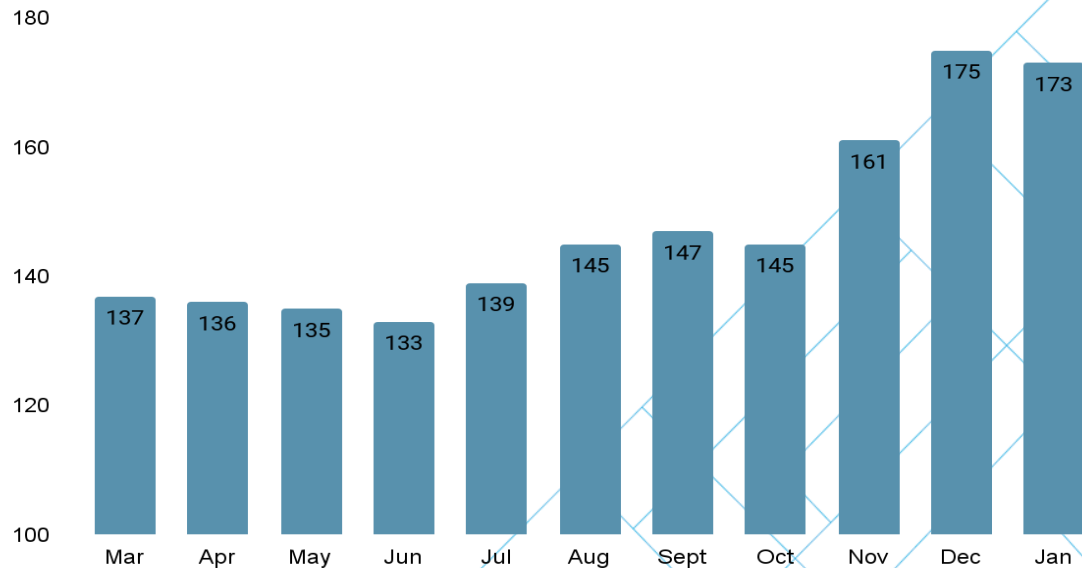
- **High variability in ridership continues**, including impact from COVID variants, holidays and weather over the past two months
- **On-time performance in January was the highest in over a year**
- **Average weekday demand in the first week of February is up over 12%** from January



We continue our mission to increase driver headcount

- Despite demand volatility, we are continuing to increase the number of drivers, with **nearly 30 new drivers onboarded since October**
- We **raised employee driver wages over 10%** in November, and revamped our independent driver program
- We continue to strengthen our driver training program **based on PAC feedback**

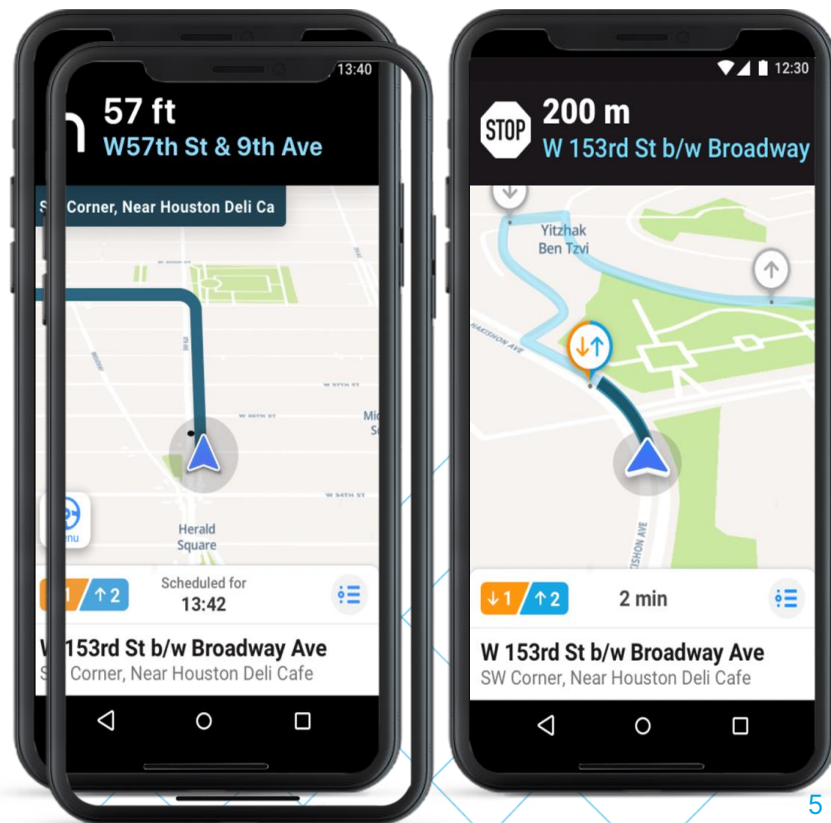
Drivers by month



We have added pick-up windows in the Driver App

ETA and Scheduled Pick Up Time

- Drivers now see both scheduled ride time and ETA to destination
- Clearer information between driver and rider
- Reduced chance of premature no-shows or extremely late pick ups



Rider Education Session



Sample Topics to be Covered:

- Using the rider app
- Using the call center
- Editing a booked ride series via the app/call center
- Checking on driver ETA via the app
- Submitting feedback or complaints

Next Steps:

- Coordinate with PAC members to set up date and time for sessions



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](#).



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Paratransit Operations Performance Report 02/09/2022 December & January

	December	Prior Year	January	Prior Year
Pickup OTP (Goal 95%)	91.1%	96.4%	94.0%	94.7%
Drop-Off OTP (Goal 95%)	95.7%	96.0%	96.7%	95.7%
Trips Requested	31,791 (+20.3%)	26,431 (-30.7%)	29,257 (+22.3%)	23,916 (-39.6%)
Trips Performed	23,177 (+23.2%)	18,811 (-31.9%)	19,909 (+12.6%)	17,674 (-37.5%)
Trips Cancelled in Advance	7,018 (22.1%)	7,024 (26.6%)	7,686 (26.3%)	5,830 (24.4%)
Customer Trip Violations (NS/CD/LC)	1,596 (6.4%)	1,339 (6.6%)	1,491 (6.5%)	1,225 (6.5%)
Trips Cancelled For Cause	216 (0.93%)	51 (0.27%)	95 (0.47%)	61 (0.35%)
Average Customer Trip Travel Time	24.43 minutes	25.58 minutes	23.13 minutes	25.73 minutes
Peak # of Vehicles Scheduled	91 69 Fleet 3 Taxi 19 TNC	70 55 Fleet 5 Taxi 10 TNC	86 64 Fleet 2 Taxi 20 TNC	71 58 Fleet 3 Taxi 10 TNC
Number of Paratransit trips taken on Fixed Route	7,541 (+2.7%)	7,339 (-47.4%)	5,710 (-14.5%)	6,680 (-54.8%)



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Paratransit Certification Report 02/09/2022 December & January

2 Month Totals	December	Prior Year	January	Prior Year
Applications Processed - 297	156 (+20.0%)	130	141 (+5.2%)	134
New Certifications 125	70	47	55	61
Re-Certifications 149	78	69	71	68
Denials 23	8	14	15	5
Number of Eligible Clients	5,527 (-3.0%)	5,696	5,535 (-1.5%)	5,622
Number of Clients Using the Service	1,840 (+1.0%)	1,822	1,747 (+1.9%)	1,714
Number of eligible clients who did not recertify – 234	111	135	133	135
Sanction Notifications Sent	0	0	266	233
	Eligibility Appeals			
	Filed – 9 Amended – 6 COVID Temporary (1 year) - 3 Overturned by Panel – None Heard Upheld by Panel – None Heard			
4th Quarter Client Suspensions	Sanction Appeals (266 notices sent 01/25/2022)			
133 – 7 day 78 – 14 day 36 – 21 day 20 – 30 day	Filed – 45 (as of 2/8/2022) Amended – 45 Overturned by Panel – None heard Upheld by Panel – None heard			



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Paratransit Call Center Performance Report 02/09/2022 December & January

	December	Prior Year	January	Prior Year
Total Incoming Calls	16,335 (-1.3%)	16,553	13,416 (+6.3%)	12,625
Calls Handled	13,285 (-16.9%)	15,989	11,642 (-3.6%)	12,079
Calls Abandoned (after 15 seconds)	1,593 (9.75%)	494	341 (-23.3%)	445
% of Incoming Calls Successful	83.1%	96.6%	89.0%	95.7%
Average Speed to Answer Reservations (Goal 90 seconds)	65.31 seconds Daily averages ranged from 12 to 356 seconds (12/7/2021 AWS outage)	60.0 seconds Daily average ranges were 24 to 108 seconds	24.6 seconds Daily averages ranged from 15 to 64 seconds	84.0 seconds Daily average ranges were 24 to 198 seconds