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
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
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 er 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.
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
Service Updates

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.
Tech Improvements

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 Experience

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

<table>
<thead>
<tr>
<th></th>
<th>December</th>
<th>Prior Year</th>
<th>January</th>
<th>Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pickup OTP (Goal 95%)</td>
<td>91.1%</td>
<td>96.4%</td>
<td>94.0%</td>
<td>94.7%</td>
</tr>
<tr>
<td>Drop-Off OTP (Goal 95%)</td>
<td>95.7%</td>
<td>96.0%</td>
<td>96.7%</td>
<td>95.7%</td>
</tr>
<tr>
<td>Trips Requested</td>
<td>31,791 (+20.3%)</td>
<td>26,431 (-30.7%)</td>
<td>29,257 (+22.3%)</td>
<td>23,916 (-39.6%)</td>
</tr>
<tr>
<td>Trips Performed</td>
<td>23,177 (+23.2%)</td>
<td>18,811 (-31.9%)</td>
<td>19,909 (+12.6%)</td>
<td>17,674 (-37.5%)</td>
</tr>
<tr>
<td>Trips Cancelled in Advance</td>
<td>7,018 (22.1%)</td>
<td>7,024 (26.6%)</td>
<td>7,686 (26.3%)</td>
<td>5,830 (24.4%)</td>
</tr>
<tr>
<td>Customer Trip Violations (NS/CD/LC)</td>
<td>1,596 (6.4%)</td>
<td>1,339 (6.6%)</td>
<td>1,491 (6.5%)</td>
<td>1,225 (6.5%)</td>
</tr>
<tr>
<td>Trips Cancelled For Cause</td>
<td>216 (0.93%)</td>
<td>51 (0.27%)</td>
<td>95 (0.47%)</td>
<td>61 (0.35%)</td>
</tr>
<tr>
<td>Average Customer Trip Travel Time</td>
<td>24.43 minutes</td>
<td>25.58 minutes</td>
<td>23.13 minutes</td>
<td>25.73 minutes</td>
</tr>
<tr>
<td>Peak # of Vehicles Scheduled</td>
<td>91 69 Fleet 3 Taxi 19 TNC</td>
<td>70 55 Fleet 5 Taxi 10 TNC</td>
<td>86 64 Fleet 2 Taxi 20 TNC</td>
<td>71 58 Fleet 3 Taxi 10 TNC</td>
</tr>
<tr>
<td>Number of Paratransit trips taken on Fixed Route</td>
<td>7,541 (+2.7%)</td>
<td>7,339 (-47.4%)</td>
<td>5,710 (-14.5%)</td>
<td>6,680 (-54.8%)</td>
</tr>
<tr>
<td>2 Month Totals</td>
<td>December</td>
<td>Prior Year</td>
<td>January</td>
<td>Prior Year</td>
</tr>
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<td>------------------------------------</td>
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<tr>
<td>Applications Processed - 297</td>
<td>156</td>
<td>130</td>
<td>141</td>
<td>134</td>
</tr>
<tr>
<td></td>
<td>(+20.0%)</td>
<td>(+5.2%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Certifications 125</td>
<td>70</td>
<td>47</td>
<td>55</td>
<td>61</td>
</tr>
<tr>
<td>Re-Certifications 149</td>
<td>78</td>
<td>69</td>
<td>71</td>
<td>68</td>
</tr>
<tr>
<td>Denials 23</td>
<td>8</td>
<td>14</td>
<td>15</td>
<td>5</td>
</tr>
<tr>
<td>Number of Eligible Clients</td>
<td>5,527</td>
<td>5,696</td>
<td>5,535</td>
<td>5,622</td>
</tr>
<tr>
<td></td>
<td>(-3.0%)</td>
<td>(-1.5%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Clients Using the Service</td>
<td>1,840</td>
<td>1,822</td>
<td>1,747</td>
<td>1,714</td>
</tr>
<tr>
<td></td>
<td>(+1.0%)</td>
<td>(+1.9%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of eligible clients who did not recertify – 234</td>
<td>111</td>
<td>135</td>
<td>133</td>
<td>135</td>
</tr>
<tr>
<td>Sanction Notifications Sent</td>
<td>0</td>
<td>0</td>
<td>266</td>
<td>233</td>
</tr>
</tbody>
</table>

**Eligibility Appeals**

- Filed – 9
- Amended – 6
- COVID Temporary (1 year) - 3
- Overturned by Panel – None Heard
- Upheld by Panel – None Heard

**Sanction Appeals**

(266 notices sent 01/25/2022)

- Filed – 45 (as of 2/8/2022)
- Amended – 45
- Overturned by Panel – None heard
- Upheld by Panel – None heard
## Paratransit Call Center Performance Report 02/09/2022
### December & January

<table>
<thead>
<tr>
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<th>January</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Incoming Calls</strong></td>
<td>16,335</td>
<td>(-1.3%)</td>
<td>13,416</td>
<td>(+6.3%)</td>
</tr>
<tr>
<td></td>
<td>16,553</td>
<td>(16,253)</td>
<td>12,625</td>
<td></td>
</tr>
<tr>
<td><strong>Calls Handled</strong></td>
<td>13,285</td>
<td>(-16.9%)</td>
<td>11,642</td>
<td>(-3.6%)</td>
</tr>
<tr>
<td></td>
<td>15,989</td>
<td>(12,799)</td>
<td>12,079</td>
<td></td>
</tr>
<tr>
<td><strong>Calls Abandoned</strong> (after 15 seconds)</td>
<td>1,593</td>
<td>(9.75%)</td>
<td>341</td>
<td>(-23.3%)</td>
</tr>
<tr>
<td></td>
<td>494</td>
<td>(494)</td>
<td>445</td>
<td></td>
</tr>
<tr>
<td><strong>% of Incoming Calls Successful</strong></td>
<td>83.1%</td>
<td></td>
<td>89.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>95.7%</td>
<td></td>
</tr>
<tr>
<td><strong>Average Speed to Answer Reservations</strong> (Goal 90 seconds)</td>
<td>65.31 seconds</td>
<td></td>
<td>24.6 seconds</td>
<td></td>
</tr>
<tr>
<td>Daily averages ranged from 12 to 356 seconds</td>
<td>(12/7/2021 AWS outage)</td>
<td>Daily averages were 24 to 198 seconds</td>
<td>Daily averages ranged from 15 to 64 seconds</td>
<td>Daily average ranges were 24 to 198 seconds</td>
</tr>
</tbody>
</table>