



# HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

## REGULAR MEETING AGENDA

Virtual Meeting

2<sup>nd</sup> Floor Board Room

3400 Victoria Blvd, Hampton, Va. 23661

Virtual Attendees via Zoom

Wednesday, August 10, 2022

Work Session – Noon to 1:00

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 “Mute” your device
- ☑ 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 06/08/2022 minutes for anyone needing to hear them from 12:30 PM – 1:00PM.**

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

- **Welcome to our new TDCHR Liaison: Dr. Amelia Ross-Hammond (VB)**

## **2. Approval of June Minutes**

## **3. Public Comment**

## **4. Chairman's Report – Mr. Brian Trickler**

## **5. Nomination Committee – Ms. Janice Taylor**

**Election of new committee officers: Chair & Vice-Chair**

## **6. Via Service Updates**

- **Customer Survey Update**

## **7. Subcommittees' Reports**

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

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

## **9. Transit Service Updates**

- **Fixed Route RTS Expansion, October 2022**
- **Paratransit Same Day Trip Availability**

## **10. Old Business**

- **Paratransit Fleet Expansion Grant Update**

## **11. New Business**

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, October 12, 2022, at 1:00 PM. Our next meeting is currently scheduled for HRT's Second Floor Board Room at 509 East 18<sup>th</sup> Street, Norfolk and/or virtual format.**

**(Actual location and format are subject to change)**

**Adjournment**



# HAMPTON ROADS TRANSIT

## Paratransit Advisory Committee

June 8, 2022

1:00 PM – 3:00 PM

### Meeting Minutes

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

Committee Chair, Brian Tricker called the meeting to order at 1:03 pm and introductions were made.

#### **Committee Members in Attendance**

Brian Trickler – Chair, Provider, Virginia Beach  
Paul Atkinson, Jr. – Vice-Chair, Provider, Chesapeake  
Mary Mathena – Consumer, Virginia Beach  
Janice Taylor – Consumer, Virginia Beach  
Travis Webb – Consumer, Norfolk  
Alicia Griffin – Consumer, Newport News  
Saundra Hunter – Consumer, Portsmouth  
Joann Mancuso – Provider, Extra member  
Keith Ferguson – Consumer, Extra member  
Denise Wilkins - Consumer, Hampton  
Catherine Tyler-Northan – Provider, Newport News  
Renee Rodgers – Consumer, Norfolk  
Meltonie Brooks, Consumer, Virginia Beach

#### **Others in Attendance**

Keith Johnson – HRT  
Ina Kreps – Former Committee Chair, Portsmouth Consumer  
Cheryl Watson -HRT  
Trevor Hunter – Coastal Cab  
Michael Ortiz – VIA  
Tess Gebretensai - VIA  
Yesenia Covarrubias – VIA  
Courtney Allred - VIA  
Kyle Snyder – VIA  
Jeff Raliski -HRTPO  
Brian Kerrigan -VIA  
Jason Inge - SSSEV  
Linda Wheeler – Common Courtesy  
Abel Tejeda- VIA  
Amy Braziel - HRT  
Eric Oberman – VIA  
Christiana Mayo -VIA  
Lorie Sutton  
Clara Massaquoi  
Christina Malcom -HRT  
Clara Chung – VIA  
Courtney Allred -VIA



# HAMPTON ROADS TRANSIT

## **Approval of Minutes**

Brian Tricker made a motion to approve April minutes, Janice Taylor second the motion with corrections she will submit at a later date.

## **Public Comment**

No public comment discussed

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

Brian Tricker said we should reinstitute the subcommittee to discuss other topics rather than just reading of the minutes. Mr. Paul Atkinson Jr stated at the subcommittee pre meetings we could discuss any service quality topics that the ridership brought to the committee. Ms. Janice Taylor stated when she was chair of the committee the issue was raised about the subcommittee that did not go over well with the members and how that having a subcommittee meeting is difficult when having a hard time keeping a quorum. Brian Tricker suggested it may help to only have a member subcommittee to have a quorum on a consistent basis. Keith Johnson asked if a different day and time would better since more participants are on zoom or set up a separate zoom subcommittee meeting. Brian said we can decide at the next PAC committee meeting scheduled for August 8, 2022. Brian Tricker said in his current position he interacts with individuals that rely heavily on this service and some of the issues have improved. Mr. Tricker appreciated the overall performance and improvements.

- **Nomination Committee**

Janice Taylor spoke about the nomination committee that met successfully on April 28, 2022. Ms. Taylor reviewed the contents of that meeting. The next scheduled meeting on May 13, 2022, did not take place, Ms. Taylor will discuss when the next nomination meeting will be scheduled with the committee members.

- **VIA Service Update**

Brian Kerrigan began the VIA service update enclosed in the meeting package.

Michael Ortiz covered the overall performance enclosed in the meeting package.

Brian Kerrigan covered the update of using the rider app enclosed in the meeting package.

Eric Oberman discussed the survey to be conducted enclosed in the meeting package. There will be several options depending on the rider's disability.

- **Subcommittee Reports**

- **Service Quality- Linda Gurley**

- Mary Mathena stated she had an incident today where the driver was given an additional passenger and Mary was very close to her drop off point. The driver deviated and took her further away to pick up another passenger. Traffic and an accident caused her to be extremely long on the vehicle. Ms. Mathena asked why drivers are given an additional rider when the ride could have been given to another driver with less pickups. Mr. Ortiz reviewed her scheduled pick up and explained the driver that picked her up was closest to her. Mr. Ortiz will address this with the drivers and suggest they take the rider to their destination instead of servicing an additional rider if they are closer to the drop off location to help avoid riders being in a vehicle for a long period of time.
- There was a discussion about the TNC drivers if their vehicle is inspected for cleanliness and maintenance. The VIA team addressed that they cannot service the TNC's personal vehicles they do keep records of the vehicles state inspections.



# HAMPTON ROADS TRANSIT

- Paul Atkinson Jr. stated there was an issue with a rider using the rider app, this employee who uses paratransit services may not be the best person to navigate an issue and a family member may need to be contacted depending on nature of the situation. There was another issue where a rider was not picked up but was marked as being picked up.  
Janice Taylor stated a rider that was hearing and visually impaired was suspended due to the app having conflicting information. Mr. Johnson stated if a client receives a suspension notice they have the right to send in an appeal form or call the number on the letter to dispute the violations.
- Travis Webb stated where he lives, he has no curb cuts in front of his home. Mr. Webb asked if it is the driver's responsibility to back the vehicle to the curb if he requests it. Mr. Johnson stated if the driver does not feel it is safe, he may refuse.
- Catherine Tyler Northan with Insight Enterprises suggested to contact her to discuss options for wheelchair accessibility. Mr. Webb added he had a driver that was playing their music too loud. Mr. Webb said they had a verbal altercation. Mr. Johnson said they will investigate the trip. Mr. Ortiz will follow up with the driver.
- **Policy – Travis Webb**  
No additional policy information was discussed.
- **Membership-Paul Atkinson**
- Mr. Atkinson stated their openings for 2 Chesapeake Consumers, 1 Hampton and Newport news Providers and 1 TDCHR Liaison.
- The upcoming second term expirations are Paul Atkinson Jr. February 2023, Brian Trickler October 2022, Janice Taylor December 2022, Catherine Tyler-Northan April 2023.
- The upcoming first term expirations are Alicia Griffith June 2022, Renee Rogers August 2022, Thomas Hewitt October 2022.
- **Outreach -Janice Taylor**
- YMCA is offering a program called Live Strong for cancer survivors in recovery, The classes provide personal trainers and dietitians. The classes are an hour and a half long for a 12-week period.  
Ms. Taylor urges anyone interested to contact the YMCA to participate which is a nationwide program.  
Ms. Taylor also mentioned the Diversity Procurement Fair sponsored by HRT to give minority business owners the opportunity to bid on HRT contracts and understand the bidding process. The Fair will take place at Military Circle on June 29, 2022.
- **Paratransit Operations Report –**  
Mr. Keith Johnson gave the Paratransit Operations Report enclosed in the meeting package.
- **Old Business**  
Keith Johnson mentioned ride stats for Earth Day that consisted of 1,132 free rides. Mr. Johnson announced the first appeal hearing will be June 14, 2022 since the COVID pandemic.



# HAMPTON ROADS TRANSIT

- **New Business**

- Mr. Johnson appreciates the support of all the Advisory Committee regarding the legislative efforts and sending the letters related to earmarked grant funding to purchase additional vehicles expanding the fleet and replacing vehicles. Mr. Webb stated he can attend additional meetings via zoom. Mary Mathena asked if she missed the Elections Mr. Johnson stated it was postponed until August. Renee Rogers, Mary Mathena and Meltoni Brooks volunteered for the nomination committee.
- The next Paratransit Advisory meeting will take place on Wednesday August 10, 2022, at 1:00 pm at 3400 Victoria Blvd Hampton 2<sup>nd</sup> floor boardroom. Brian Trickler moved that the meeting be adjourned at 3:03 pm

Submitted by Cheryl Watson  
Paratransit Administrative Coordinator



# Hampton Roads Transit

## PAC meeting

August 10, 2022

# Agenda for today's discussion

- **Service Updates**
- **Rider Survey Updates**
- **HRT On Demand Service**





# Overall Performance June + July

49k+

## Trips completed in June and July

Over **16% increase** in completed trips compared to first two months of 2022.

91/94%

## Pickup/Dropoff On-Time-Performance

OTP continues to be **strong** as demand continues to be volatile and in challenging driver labor market

25 min

## Average trip duration

Average trip duration remains in line with average over the same period last year

84

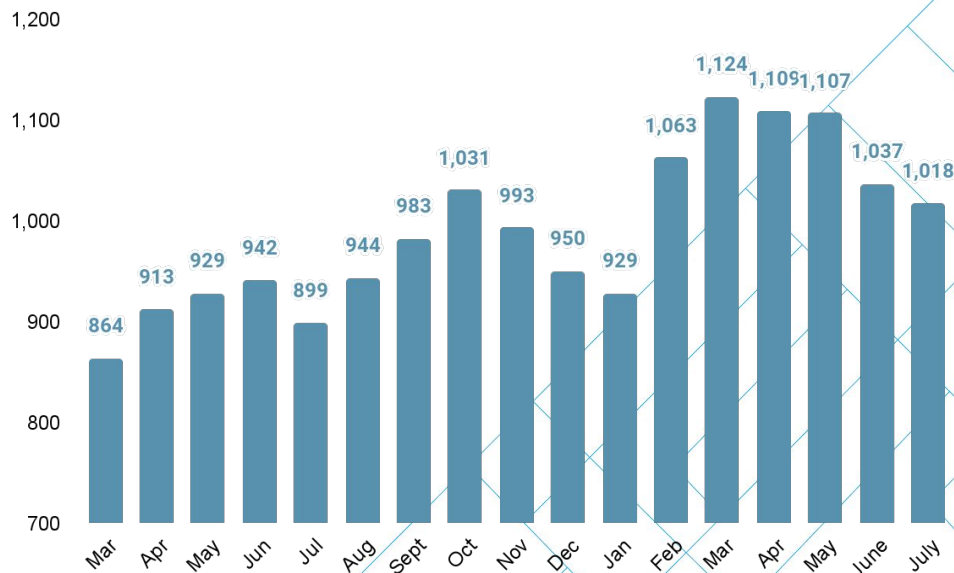
## Vehicles operating at peak

A **21% increase** over the same period last year. Higher supply has allowed us to serve more rider and **maintain high quality of service.**

## Ridership continues to fluctuate based on COVID and seasonality, with demand expected to increase again this fall

- Ridership has dropped slightly this summer, but has begun to pick up in August
- To address increased ridership, **driver hiring campaign** launched in June continues:
  - 9 new drivers have started since the beginning of June
  - We continue hiring and training new drivers

Average weekday demand

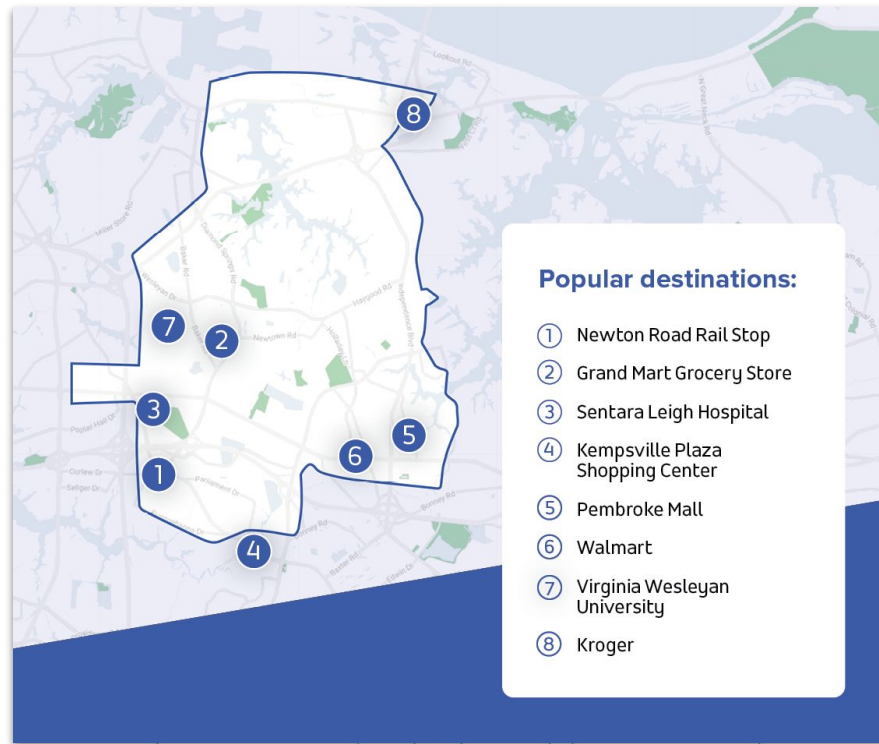
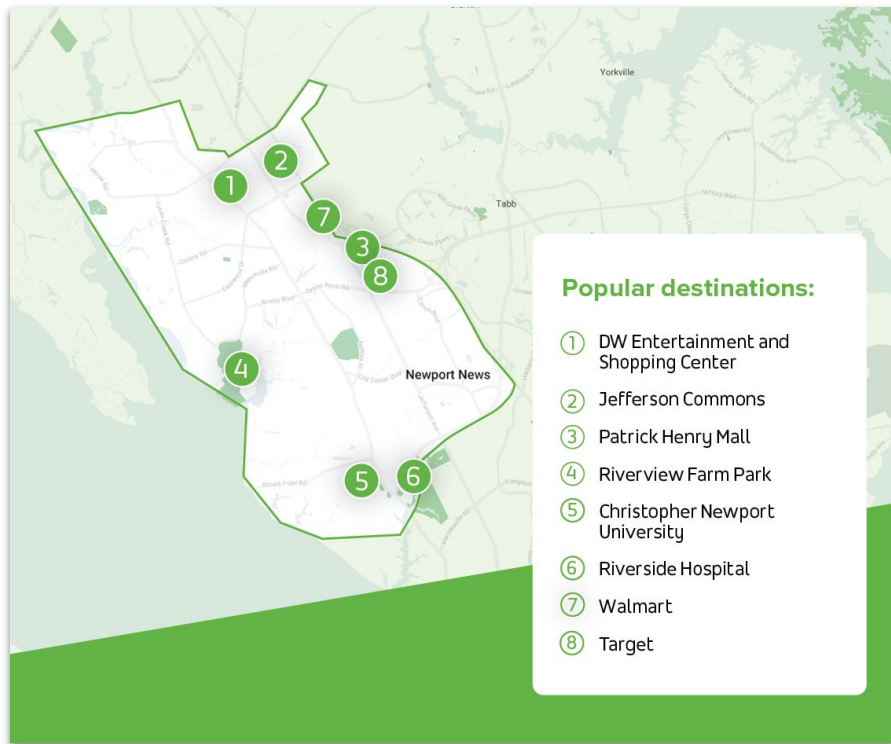


# HRT Paratransit Rider Survey

- **Goal:** Understand the rider experience with Via, both what riders enjoy, and what can be improved
- Conducted by Via, in coordination with HRT
- Sent by **email (this week) and in paper copies (next 2 weeks)** to a **random sampling of riders** - with options for passengers with visual impairment
- Follow-up conversations with a smaller group of riders selected at random
- Additional details to come soon!



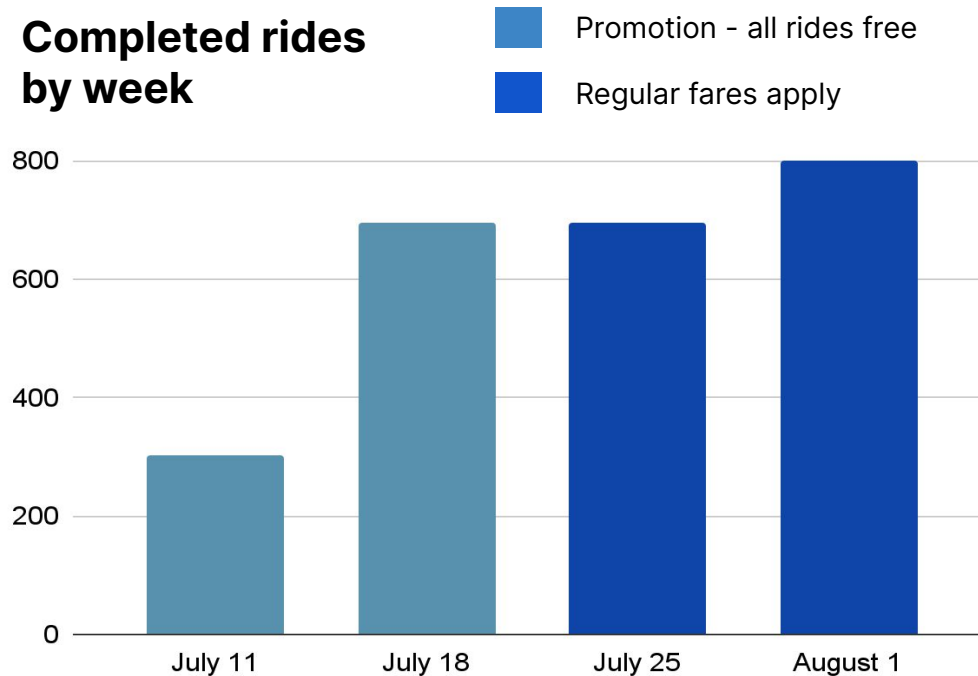
# On Demand Microtransit in Newport News and Virginia Beach



## On Demand Microtransit in Newport News and Virginia Beach

- Free rides for eligible paratransit riders, \$2.00 for all other riders and extra passengers
- WAV available for non-ambulatory riders
- Service hours:
  - Mon-Fri: 5am - 9pm
  - Sat-Sun: 7am - 8pm

### Completed rides by week





# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 08/10/2022 June and July

	June	Prior Year	July	Prior Year
<b>Total Incoming Calls</b>	16,736 (+20.2%)	13,927	16,128 (+20.0%)	13,440
<b>Calls Handled</b>	14,019 (+17.6%)	11,914	13,349 (+13.8%)	11,728
<b>Calls Abandoned (after 15 seconds)</b>	1,338 (8.0%)	1,035 (7.4%)	1,338 (8.3%)	807 (6.0%)
<b>% of Incoming Calls Successful</b>	85.5%	85.6%	84.3%	87.3%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	65.86 seconds  Daily average ranges were 21 to 178 seconds	42.10 seconds  Daily averages ranged from 20 to 72 seconds	70.67 seconds  Daily average ranges were 27 to 235 seconds (7/18)	30.88 seconds  Daily averages ranged from 20 to 92 seconds



# HAMPTON ROADS TRANSIT

## Paratransit Certification Report 08/10/2022 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 - 225</b>	109 (-33.1%)	163	116 (-18.3%)	142
<b>New Certifications 153</b>	69	80	84	63
<b>Re-Certifications 68</b>	37	73	31	73
<b>Denials 4</b>	3	10	1	6
<b>Number of Eligible Clients</b>	5,754 (+7.5%)	5,355	5,866 (+9.9%)	5,338
<b>Number of Clients Using the Service</b>	1,985 (+13.6%)	1,747	1,892 (+9.0%)	1,735
<b>Number of eligible clients who did not recertify – *4*</b>	0	137	4	153
<b>Sanction Notifications Sent</b>	0	0	256 (+11.3%)	230
	<b>Eligibility Appeals</b>			
	Filed – 6 Amended – 2 COVID Temporary (1 year) – N/A Overturned by Panel – 2 Upheld by Panel – 0			
<b>2nd Quarter Client Suspensions Scheduled</b>	<b>Sanction Appeals</b> <b>(256 notices sent 07/22/2022, suspensions start 09/25/2022)</b>			<b>2nd Quarter Remaining Sanctions (Estimated)</b>
123 – 7 day 52 – 14 day 41 – 21 day 40 – 30 day	Filed - 54 Amended – 49 Overturned by Panel – 1 (1 <sup>st</sup> QTR) Upheld by Panel – 2 (1 <sup>st</sup> QTR)			207



# HAMPTON ROADS TRANSIT

## Paratransit Operations Performance Report 08/10/2022 June and July

	June	Prior Year	July	Prior Year
<b>Pickup OTP (Goal 95%)</b>	88.6%	92.7%	90.7%	92.3%
<b>Drop-Off OTP (Goal 95%)</b>	99.9%	95.9%	95.8%	94.9%
<b>Trips Requested</b>	34,091 (+18.3%)	28,811	31,811 (+11.7%)	28,475
<b>Trips Performed</b>	25,715 (+16.4%)	22,101	24,191 (+11.3%)	21,733
<b>Trips Cancelled in Advance</b>	6,047 (17.7%)	5,200 (18.0%)	5,643 (17.7%)	5,261 (18.5%)
<b>Customer Trip Violations (NS/CD/LC)</b>	1,644 (6.0%)	1,402 (6.0%)	1,449 (5.7%)	1,377 (6.0%)
<b>Trips Cancelled For Cause</b>	244 (0.94%)	108 (0.49%)	153 (0.63%)	103 (0.47%)
<b>Average Customer Trip Travel Time</b>	25.15 minutes	26.23 minutes	25.07 minutes	25.59 minutes
<b>Peak # of Vehicles Scheduled</b>	84 64 Fleet 2 Taxi 19 TNC	69 61 Fleet 2 Taxi 6 TNC	84 63 Fleet 2 Taxi 19 TNC	80 69 Fleet 3 Taxi 8 TNC
<b>Number of Paratransit trips taken on Fixed Route</b>	9,245 (+32.5 %)	6,978	8,971 (+21.5%)	7,384