



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, October 12, 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 08/10/2022 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 August Minutes**
- 3. Public Comment**
- 4. Chairman’s Report – Mr. Troy Bowser**

5. Public Outreach Sessions – Ms. Marie Arnt

- **Scheduled sessions for optional same day service feedback**

6. Via Service Updates

- **Customer Survey Updates**

7. Subcommittees' Reports

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

8. Paratransit Operations & Certifications Reports

9. Old Business

- **Transit Service updates taking effect 10/30/2022**

10. New Business

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, December 14, 2022, at 1:00 PM. Our next meeting is currently scheduled for HRT's Second Floor Board Room at 3400 Victoria Blvd, Hampton, Va. and/or virtual format.

(Actual location and format are subject to change)

Adjournment



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Paratransit Advisory Committee

August 10, 2022

1:00 PM – 3:00 PM

Meeting Minutes

Call to Order.

Committee Chair, Brian Tricker called the meeting to order at 1:01 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
Joann Mancuso – Provider, Extra member
Keith Ferguson – Consumer, Extra member
Denise Wilkins - Consumer, Hampton
Catherine Tyler-Northan – Provider, Newport News
Renee Rodgers – Consumer, Norfolk
Troy Bowser – Provider, Newport News
Sandra Hunter – Consumer, Portsmouth

Others in Attendance

Keith Johnson – HRT
Ina Kreps – Former Committee Chair, Portsmouth Consumer
Cheryl Watson -HRT
Trevor Hunter – Coastal Cab
Michael Ortiz – VIA
Courtney Allred - VIA
Kyle Snyder – VIA
Jeff Raliski -HRTPO
Amy Braziel - HRT
Eric Oberman – VIA
Clara Massaquoi
Christina Malcom -HRT
Clifton Butler
Uricka Harrison
Charity Smith – VIA
Denise Johnson -TRAC

- **Approval of Minutes**

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

- **Public Comment**

No public comments requested



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

Brian Tricker recognized the efforts of the nomination committee that was chaired by Janice Taylor.

Keith Johnson explained the polling process using Zoom.

Janice Taylor read a detailed description of the Robert's Rules of Order for voting guidelines of Chair and Vice Chair elections.

- **Elections**

Troy Bowser was nominated for Chair; Alicia Griffin was nominated for Vice Chair.

The Zoom polling process was not successful by email, the committee voted by roll call answering aye or nay. A motion was made to close the nominations and seconded.

Troy Bower was elected Chair

Alicia Griffin was elected Vice Chair.

Janice Taylor gave thanks to all the efforts and participation by members related to the nominating committee.

- **VIA Service Update**

Kyle Snyder began the VIA service update as enclosed in the meeting package.

Michael Ortiz addressed the overall performance for June and July, ridership volume dropped in June and July but picked up in August. Michael discussed the increase in driver hiring enclosed in the meeting package.

Eric Oberman gave an overview of the HRT Paratransit Rider Survey procedure and how it will be distributed to all the riders of paratransit as enclosed in the meeting package.

Kyle Snyder introduced the new on demand service /micro transit service scheduled to launch this year. This service will cover a small section of Newport News, and Virginia Beach. The service is free for all paratransit riders and \$2.00 for all other participants. Eligible Paratransit riders will be identified when they scheduled their rides.

Keith Johnson identified the service areas by map to the committee. Amy Braziel added the service is not door to door and is a 6-month pilot that started in July. Participants will need to get to the pickup locations to use this service. Hours of operation is Monday through Friday 5:00 am to 9:00 pm Saturday and Sunday 7:00 am to 8:00 pm

- **Subcommittee Reports**

- **Service Quality- Linda Gurley**

Janice Taylor complimented Mr. Ortiz for the driver's performance that has improved tremendously. Ms. Taylor added the TNC drivers do not follow the HRT policy guidelines. Mr. Ortiz stated he addressed this issue by with retraining of the old and new TNC drivers reinforcing what they are expected of them related to service quality and policy.

Troy Bowsers asked if we still provide sensitivity training.

Mr. Ortiz stated they have in classroom sensitive training as well as observation training riding along with the drivers.

Ms. Catherine Tyler Northan stated she provides sensitivity training as well for the drivers, however the consideration to prepare for the training was not considered, when the class was scheduled, the instructor was not given enough time to prepare.

There was a discussion that the drivers are playing loud music and asked if they could address the issue. There was a discussion in reference to clients being worried if they are going to be



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picked up on time causing undo stress/anxiety that did trigger an incident related to a clients disability.

Alicia Griffin stated the attitude of some of the drivers are not good customer service skills.

Mr. Webb stated the drivers have the air conditioning too cold. Mr. Johnson stated we have serval complaints with the air conditioning. Hopefully the new buses will have better AC units.

There was a discussion about some of the text messages are not being provided to all riders.

Mr. Snyder stated it may be related to the client's phone carrier, but it is an internal problem needing additional information to diagnosis. Travis Webb and Catherine Tyler Northan gave positive feedback to Trevor Hunter on the taxi drivers performance.

- **Policy – Travis Webb**

No new information on Policy

- **Membership-Paul Atkinson**

Mr. Atkinson stated their openings for 2 Chesapeake Consumers, 1 Hampton and Newport News 1 provider. There will also be additional openings soon as there are a few members who are at the end of their second terms. Dr. Amelia Ross-Hammond (VB Commissioner) is now part of the committee, filling the TDCHR Liaison position.

- **Outreach -Janice Taylor**

Nothing to report for outreach.

- **Paratransit Operations Report**

Mr. Keith Johnson gave the Paratransit Operations Report enclosed in the meeting package.

Paul Atkinson Jr asked how long it takes to get a new vehicle from order to delivery.

Mr. Johnson added we are looking into getting new vehicles, if we are under Virginia Contract it currently takes 2- 3 years for production and delivery, HRT is looking into alternative options.

Mr. Johnson stated there will be RTA (Regional Transportation) service expansion on the peninsula and will direct anyone affected to the website for more information.

- **Old Business**

- Paul Atkinson Jr. stated if we have a shortage in vehicles along with launching same day service which would increase ridership, how is the network accommodating the increase in ridership and to face those challenges. Mr. Johnson stated we are working on getting the extra vehicles and hiring additional providers to meet the demand. Paratransit will always be the priority and same day trip requests is for filling extra seats.

- Janice Taylor thanked HRT for their effort in scheduling meetings for elections, and thanked Brian Trickler and Paul Atkinson for standing in until the new Chair and Vice chair were elected.

- **New Business**

No New business

The next Paratransit Advisory meeting will take place on Wednesday October 12, 2022, at 1:00 pm at 509 E 18th Street Norfolk, VA BLDG 4. Brian Trickler made a motion to adjoin meeting seconded by Janice Taylor.

Submitted by Cheryl Watson

Paratransit Administrative Coordinator

Paratransit

Same Day Service

Hampton Roads Transit is currently researching an optional “Same Day Service” for certified Paratransit customers who may need to request a ride on the same day. Several informational sessions will be held to learn more about this optional service:

OCTOBER 17, 2022 • 1:00-2:00 PM

Eggleston Services

1161 Ingleside Road
Norfolk, VA 23502

OCTOBER 20, 2022 • 6:00-7:00 PM

Denbigh Community Center

15198 Warwick Blvd.
Newport News, VA 23608

Join our Webinar

NOVEMBER 2, 2022 • 2:00-3:00 PM

Register in advance for this meeting:

https://hrtransit-org.zoom.us/webinar/register/WN_pRN0Wpi4SOmDvGaER_FC_Q





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Frequently Asked Questions (FAQs) for Same Day Paratransit Services

Hampton Roads Transit is currently researching an optional “Same Day Service” for certified Paratransit customers who may need to request a ride on the same day without having to make a prior reservation.

Paratransit customers scheduling normal trips will continue to receive the same level of service when making an advance reservation and be able to get to their destination safely and on time.

- *When can we expect the Same Day Service to start?*
HRT is currently researching the viability of providing this service and implementation is dependent on approval from our governing board.
- *When calling for Same Day Service, what number do we call? Will this be the same number we already use?*
 - Yes, these requests will be handled by the same agents in the Paratransit call center.
 - (757) 455-8010 (TDD customers call 711 Virginia Relay)
- *By using Same Day Service, how soon do I need to call to be able to use this service?*
 - This has yet to be finalized but at the moment we are anticipating within a two hour timeframe.



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- *Are there times of the day when I will not be able to use the service due to high demand for reservations that are already scheduled?*
 - As this is an optional service that is not required under ADA guidelines, trip requests are not guaranteed and can be denied. Same day trip requests will be scheduled based on availability that service day. During our weekday peak service demand hours of 7 to 9 AM and 2 to 5 PM, there are not as many available “slots” to add trips into.
- *Can I leave my return trips open to schedule using the “same day” option?*
 - HRT recommends prior day scheduling of all important trips that you do not want to miss or be late for, such as work, medical, any scheduled appointments, etc. By leaving a return trip unscheduled, you may be disappointed when your same day request cannot be accommodated.
- *Will the vehicles be the same as those that are currently being used now?*
 - Yes, our current fleet of ADA accessible vans along with support from our taxi & TNC providers.
- *Will I be able to use the Via App to request Same Day Service?*
 - Yes, we are testing the software changes now.
- *When calling for Same Day Service, will I be informed as to how long it will be until the driver arrives? Will it still be within the 30-minute window as it is when making prior reservations?*
 - Yes



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- *Currently, the cost to ride Paratransit (1-way) is \$3.50. What will be the costs for this Same Day Service?*
 - We are anticipating a cost of \$7.00 per trip for this premium service. Payment methods will be the same as currently accepted on Paratransit; cash (exact change is still required), tickets (two tickets will be required), or a valid credit card on the rider's file.

- *Will I still be able to have a Personal Care Assistant with me if I have this requirement with my certification? Will they still be able to ride at no cost?*
 - Yes, if your profile lists a PCA, they can still ride with you free of charge.

- *How do I board?*
 - When boarding the vehicle, please have ready the exact cash fare, a Paratransit trip ticket(s), or you may establish credit card fare payments (through a linked account in advance).
 - Paratransit is an origin and destination service. The drivers are required to assist the rider on and off at the curb which means you will need to meet the vehicle at the curb when it arrives. If you feel you need additional reasonable assistance to or from the vehicle, please let the reservationist know when scheduling your trip.



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- *What is the Paratransit service area? Will the Same Day Service program be the same?*
 - The Paratransit service area will be the same, mandated by the ADA is any location within $\frac{3}{4}$ mile of any fixed route bus service, which in the Hampton Roads Transit region includes the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. Areas outside the $\frac{3}{4}$ mile corridor are not serviced and if you are outside of the service area, you must come into the area to receive service.
- *What are the days and hours of operation for this Same Day Service?*
 - No changes to the Paratransit hours of available service as regulated by the current operating schedules of fixed route service, if there are changes in fixed route bus schedules it will be reflected in Paratransit/Same Day Service also.



Hampton Roads Transit

PAC meeting

October 12, 2022

Agenda for today's discussion

- **Service Updates**
- **Rider Survey Update**



Overall Performance Aug + Sep

55k+

Trips completed in August and September

Over **14% increase** in completed trips compared to previous two months.

90/94%

Pickup/Dropoff On-Time-Performance

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

25 min

Average trip duration

Average trip duration remains in line with last two months.

1.96

Avg. Trips per hour per vehicle

The service continues to be very efficient maximizing the use of each vehicle on the road

Ridership back on the rise after lower demand over summer

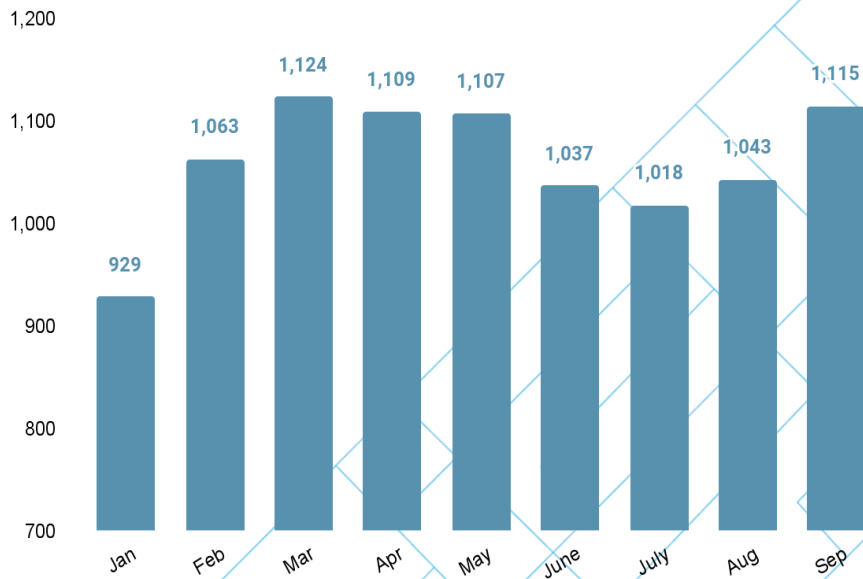
- **Ridership has consistently grown since end of summer.**

- Over 1200 rides completed on 9/14 - more than any day since the start of the pandemic

- To address increased ridership, **driver campaign** launched in June continues:

- **28 new drivers** have started since the beginning of June
- Refreshed “train the trainer” program to improve new and existing driver training

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
- Received 89 responses by email
- Mailed 300 paper surveys to randomly selected riders
- Follow-up conversations with randomly selected respondents will begin once paper surveys are received





HRT Paratransit Rider Survey

Thank you for taking this survey. Via Transportation, Inc. may use your responses internally to better understand our users and improve our service. Your responses will be identifiable, but will not be released publicly unless aggregated and anonymized. We may contact you in the future regarding your responses to this survey. Please refer to our [Privacy Policy](#) for further detail.

1. Name (optional):

2. Phone (optional):

3. Email (optional):

4. Do you use this service yourself, or do you book rides for another person(s)?

- ☐ Myself
- ☐ For others
- ☐ Someone else books for me

5. How satisfied are you with this service?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat unsatisfied
- ☐ Very unsatisfied

6. What is the main reason for your rating?

7. How satisfied are you with the following factors in this service? (matrix from very satisfied to very unsatisfied)

	Very unsatisfied	Somewhat unsatisfied	Neutral	Somewhat satisfied	Very satisfied
Ride wait times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ride reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service coverage area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ride booking process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ride confirmation / status updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ride editing / canceling process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding the vehicle / driver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ride payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driver quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Total trip time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. What is the most important improvement you'd like to see in the service?

- ☐ Ride wait times
- ☐ Ride reliability
- ☐ Service hours
- ☐ Service coverage area
- ☐ Ride booking process
- ☐ Ride confirmation / status updates
- ☐ Ride editing / canceling process
- ☐ Finding the vehicle / driver
- ☐ Ride payment
- ☐ Vehicle quality
- ☐ Driver quality
- ☐ Total trip time

9. How do you normally manage your rides?

- ☐ Phone call
- ☐ Mobile phone app
- ☐ Computer
- ☐ I get help from someone else

10. Have you ever tried the service's mobile phone application or website?

- ☐ Yes
- ☐ No
- ☐ Unsure

11. What would get you to use the mobile phone application or website more often?

12. What form of communication about your trip is most important to you?

- ☐ Text message
- ☐ Email
- ☐ Phone call
- ☐ App notifications

13. What is your gender?

- ☐ Woman
- ☐ Man
- ☐ Non-binary or genderqueer
- ☐ Prefer not to say
- ☐ Write-in option:

14. What is your age?

- ☐ 13-18
- ☐ 19-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+

15. What is your race?

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Multiracial
- ☐ Prefer not to say

16. What is your ethnicity?

- ☐ Hispanic or Latino or Spanish Origin
- ☐ Not Hispanic or Latino or Spanish Origin
- ☐ Prefer not to say

17. What is your employment status?

- ☐ Working full-time or part-time
- ☐ A full-time or part-time student
- ☐ Looking after family / home
- ☐ Not working
- ☐ Retired
- ☐ Other
- ☐ Prefer not to say

18. What is your annual household income?

- ☐ Under \$25K
- ☐ \$25-\$50K
- ☐ \$50K-\$100K
- ☐ \$100K-\$200K
- ☐ \$200K+
- ☐ Prefer not to say

19. Do you have a disability or impairment?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

20. If yes, please check all that apply:

- ☐ Vision impairment
- ☐ Deaf or hard of hearing
- ☐ Mental health conditions
- ☐ Intellectual disability
- ☐ Physical disability
- ☐ Other (please specify)

21. What other transit options do you have? (select all that apply)

- ☐ Personal car
- ☐ Getting a ride from someone I know
- ☐ Other dial-a-ride / paratransit services
- ☐ Bus / train
- ☐ Other (please specify)

22. For 10 free rides, are you open to being contacted by Via Transportation, Inc. to discuss your responses to this survey? Your participation helps us continue to improve our service. Gift cards will be provided only to those chosen for follow-up interviews at the time of the conversation.

- ☐ Yes
- ☐ No



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Paratransit Certification Report 10/12/2022 August and September

2 Month Totals	August	Prior Year	September	Prior Year
Applications Processed - 299	137 (-29.0%)	193	162 (-15.2%)	191
New Certifications 209	90	83	119	91
Re-Certifications 69	41	98	28	94
Denials 21	6	18	15	6
Number of Eligible Clients	5,996 (+11.3%)	5,385	6,111 (+12.3%)	5,443
Number of Clients Using the Service	1,994 (+12.8%)	1,767	1,994 (+10.5%)	1,804
Number of eligible clients who did not recertify – 290	1** **We are in year 4 of the revised 5-year certifications	146	4** **We are in year 4 of the revised 5-year certifications	133
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 5 Amended – 2 Overturned by Panel – 2 Upheld by Panel – 1			
2nd Quarter Client Suspensions Served	Sanction Appeals (256 notices sent 07/22/2022)			2nd Quarter Remaining Sanctions Served
78 of 123 – 7 day 40 of 52 – 14 day 27 of 41 – 21 day 30 of 40 – 30 day	Filed - 82 Amended – 80 Overturned by Panel – 1 Upheld by Panel – 1			175 of 256



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Paratransit Call Center Performance Report 10/12/2022 August and September

	August	Prior Year	September	Prior Year
Total Incoming Calls	17,879 (+23.3%)	14,505	16,762 (+11.5%)	15,037
Calls Handled	14,289 (+20.0%)	11,904	14,643 (+15.3%)	12,695
Calls Abandoned (after 15 seconds)	2,010 (+15.5%)	1,741	592 (-60.5%)	1,500
% of Incoming Calls Successful	81.6%	86.2%	88.7%	87.4%
Average Speed to Answer Reservations (Goal 90 seconds)	75.58 seconds Daily averages ranged from 19 to 240 seconds	31.65 seconds Daily averages ranged from 12 to 114 seconds	35.36 seconds Daily averages ranged from 18 to 82 seconds	37.32 seconds Daily averages ranged from 15 to 117 seconds



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Paratransit Operations Performance Report 10/12/2022 August and September

	August	Prior Year	September	Prior Year
Pickup OTP (Goal 95%)	90.3%	92.1%	88.7%	88.4%
Drop-Off OTP (Goal 95%)	94.5%	94.9%	93.4%	94.4%
Trips Requested	35,135 (+19.5%)	29,408	35,705 (+17.8%)	30,301
Trips Performed	26,886 (+19.5%)	22,499	27,000 (+15.5%)	23,375
Trips Cancelled in Advance	6,321 (18.0%)	5,363 (18.2%)	6,623 (18.5%)	5,349 (17.7%)
Customer Trip Violations (NS/CD/LC)	1,705 (6.0%)	1,429 (6.0%)	1,818 (6.3%)	1,425 (5.7%)
Trips Cancelled For Cause	224 (0.64%)	117 (0.52%)	264 (0.74%)	152 (0.65%)
Average Customer Trip Travel Time	25.29 minutes	25.42 minutes	25.50 minutes	25.76 minutes
Peak # of Vehicles Scheduled	84 63 Fleet 2 Taxi 19 TNC	75 62 Fleet 4 Taxi 9 TNC	99 65 Fleet 2 Taxi 32 TNC	77 64 Fleet 4 Taxi 9 TNC
Number of Paratransit trips taken on Fixed Route	10,085 (+44.0 %)	7,004	7,911 (-0.1%)	7,988