



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

Virtual Meeting

2nd Floor Board Room

3400 Victoria Blvd, Hampton, VA

Virtual Attendees via Zoom

Wednesday, October 11, 2023

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 during the work session, prior to the start of the official meeting, there will be a reading of the 10/11/2023 minutes for anyone needing to hear them from 12:15 PM – 12:30 PM.

1. Call to order – Welcome, introductions, and virtual guidelines
2. Approval of October Minutes
3. Public Comment
4. Chairman’s Report – Mr. Troy Bowser

5. HRT Presentations and Updates

- **Dr. Brain Smith – Capital Improvement Projects**
- **Noelle Pinkard – Legislative Agenda**

6. VIA Updates

7. Subcommittees' Reports

- **Service Quality – Ms. Janice Taylor**
- **Policy – Ms. Courtney Stovall**
- **Membership – Mr. Tyrell Mullens**

Thomas Vann – interested Norfolk consumer (2nd meeting)

Janice Taylor – VB consumer, eligible for reappointment February 2024 meeting

Thomas Bryan – interested Chesapeake consumer (returning member)

- **Training – Ms. Wanda Boykins & Mr. Tyrell Mullens**
- **Outreach – Ms. Janice Taylor**

8. Paratransit Operations & Certifications Reports

9. Old Business

10. New Business

- **Free Fare on Transit Equity Day – Monday February 5, 2024**

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, February 14, 2024, at 1:00 PM in HRT's Second Floor Board Room at 509 East 18th Street, Norfolk, Va. and/or virtual format. (Actual location and format are subject to change)

Adjournment

Paratransit Advisory Committee
October 11, 2023
1:00 PM – 3:00 PM
Meeting Minutes

Call to Order

A quorum was attained and Committee Chair, Mr. Troy Bowser called the meeting to order at 12:59 PM.

Introductions were made.

Committee Members in Attendance

Annie Ascher, Extra Member Consumer - Virginia Beach (Zoom)
Troy Bowser, Chair, Newport News Consumer
Wanda Boykin, Chesapeake Consumer
Meltonie Brooks, Virginia Beach Consumer (Zoom)
Alicia Griffin, Vice-Chair, Newport News Consumer (Zoom)
Patricia Harvey, Newport News Provider (Zoom)
Saundra Hunter, Portsmouth Consumer (Zoom)
Joann Mancuso, Virginia Beach Consumer (Zoom)
Mary Mathena, Virginia Beach Consumer (Zoom)
Tyrell Mullen, Extra Member Consumer - Hampton
Jeff Raliski, HRTPO, Ex-Officio Position (Zoom)
Renè Rogers, Norfolk Consumer
Courtney Stovall, Hampton Provider
Travis Webb, Norfolk Provider (Zoom)

HRT Staff in Attendance

Tammara Askew, Administrative Support Technician
Amy Braziel, Director of Contracted Services and Operational Analytics
Malik Greene, Administrative Coordinator
Monica Hatcher, HR Program Support Specialist (Zoom)
Keith Johnson, Paratransit Service Contract Administrator
Christina Malcolm, Human Resources Compliance Manager (Zoom)

Others in Attendance

Paul Atkinson Jr., Eggleston (Zoom)
Darlene Boggs, Representing John Skinner III
Trevor Hunter, zTrip (Zoom)
Denise Johnson, TRAC Chair
Ina Kreps
Michael Ortiz, VIA
Mary Pharris, VIA (Zoom)
Javier Rodriguez, VIA (Zoom)

Teslyn Savage, Beacon House (Zoom)
Janice Taylor (Zoom)
Brian Trickler
Catherine Tyler-Northam (Zoom)
Thomas Vann (Zoom)

The October Paratransit Committee meeting package was distributed electronically to committee members in advance of the meeting. The meeting package consisted of:

- Agenda
- Committee Roster
- Minutes from the Previous Meeting
- Paratransit Advisory Committee Guidelines
- Paratransit Operations & Certifications Reports

Approval of August 9, 2023 Minutes

Ms. Janice Taylor will submit corrections to the meeting minutes at a future date. A motion was made to approve the August 2023 meeting minutes with Ms. Taylor's corrections by Mr. Bowser and properly seconded by Ms. Annie Ascher.

Public Comment

Ms. Darlene Boggs stated that there have been issues with her son, Mr. John Skinner III's rides over the past two years. Ms. Boggs expressed that since their home is outside of the service area, Mr. Skinner must wait at a Planet Fitness for pickup. Ms. Boggs says that her son is also left waiting after his job closes. Ms. Boggs stated that her son has seizures, and she is very concerned for her son's safety due to his rides being hours late. Ms. Boggs explained that she is put on hold for a half an hour due to her number being recognized. Ms. Boggs said she expressed her displeasure with rides being late and a customer service representative started laughing. Ms. Boggs inquired about what will happen if riders are injured due to rides being late.

Mr. Michael Ortiz mentioned that he is familiar with what's been going on with Mr. Skinner's rides. Mr. Ortiz stated that the backup plan is to always get an individual ride to another bus or Coastal Ride (zTrip). Mr. Ortiz also stated that there is a team visiting from the VIA office in New York looking into algorithms and ways to speed up the maintenance program to get more buses back on the road. Mr. Ortiz also mentioned the team working on a massive driver campaign. Mr. Ortiz emphasized the importance of a safe experience. Mr. Ortiz assured that a rider will never be stranded.

Ms. Boggs questioned how the service area is determined.

Mr. Keith Johnson explained that the ADA requirement is that the service area must be three-quarters of a mile outside of a fixed bus route. Mr. Johnson stated that this is the minimum requirement that the Commission chose.

Mr. Brian Trickler suggested that going to the Monthly Commission Meetings would be a good idea to make severe concerns and issues aware.

Mr. Paul Atkinson Jr. conveyed the importance of sharing the issues that riders are facing to prevent catastrophes that could possibly occur.

Ms. Sandra Hunter agreed with what Ms. Boggs stated and says that the same problems are always being presented every meeting. Ms. Sandra Hunter questioned VIA's reliability to people with disabilities.

Mr. Johnson explained that VIA is well below contract parameters and said that a new contract is going out for bid early next year.

Ms. Joann Mancuso stated that she is scheduling a meeting with Chesapeake City Council members to explain issues with her clients and the service area.

There was discussion about a series of HRT Town Hall meetings about expanding transportation in Chesapeake soon.

Mr. Thomas Vann addressed issues with the app being a blind receiver of services. Mr. Vann stated that the app was updated within the past month, but the tabs and functionality are gone. Mr. Vann proclaimed that this update is unsatisfactory. Mr. Vann also suggested an idea of riders having a picture on the app for driver recognition.

Mr. Johnson stated that a representative from VIA will reach out to Mr. Vann regarding the app issues. Mr. Johnson explained that posting pictures may possibly be a privacy issue and must be discussed with the legal department.

Ms. Teslyn Savage expressed a concern with rides from Beacon House being delayed by two to three hours and mentioned that there hasn't been any clear communication on how they can support.

Chairman's Report – Mr. Troy Bowser

Mr. Bowser stated that he attended the Transportation District Commission of Hampton Roads Commission meeting which was held in August. Mr. Bowser stated that there was a public comment about VIA and its inability to keep drivers. Mr. Bowser also said that there were complaints about how VIA has no union for their drivers. Mr. Bowser explained that he has received concerns about passengers riding in vehicles with carbon monoxide. Mr. Bowser questioned how often the fleet gets inspected for carbon monoxide, if this situation has ever been brought to attention, and if anything was done. Mr. Bowser expressed that there are still complaints of late rides and being told that the only available ride isn't available until hours later. Mr. Bowser mentioned riders submitting complaints and not getting a follow up or a delay on receiving a follow up.

Mr. Ortiz addressed the carbon monoxide concerns and assured that that bus has been tested as well as the rest of the fleet, which happens every night. Mr. Ortiz declared that no bus has ever tested positive for carbon monoxide to date.

Mr. Johnson emphasized the importance of contacting him directly for serious safety concerns.

VIA Updates

Mr. Ortiz reported on VIA updates as enclosed in the appendix of these minutes.

Ms. Wanda Boykin inquired about the next driver training.

Action Item: Mr. Ortiz will get back to Ms. Boykin with that information.

There was discussion about the number of mechanics needed to be sufficient.

There was also discussion about the number of vehicles in the fleet.

Subcommittee Reports

Service Quality – Ms. Janice Taylor

Ms. Taylor voiced concerns about the drivers. Ms. Taylor mentioned attending forums for tabling events and inquired about any hiring dates or HRT marketing materials. Ms. Taylor mentioned one forum on October 19th. Ms. Taylor also stated that the American Heart Association/Stroke Association will be having a heart walk on November 4th and November 11th.

Ms. Taylor inquired if there is a maximum age limit to apply for Paratransit service.

Mr. Johnson stated that there is no age limit to apply for Paratransit service.

Ms. Taylor gave a commendation to VIA because she received a text about her ride being late and she appreciated that it gave her the option to decide if she wanted to keep the ride.

Ms. Savage voiced concerns about drivers never receiving the notes that are given when booking rides.

Action Item: Mr. Keith Johnson requested Ms. Savage to send him the ride information for investigation.

There was discussion about the communication from zTrip to the riders.

Ms. Taylor inquired if there was a system failure within the past week.

Mr. Johnson stated there was an AWS (Amazon Web Services) outage on October 3rd.

Ms. Taylor voiced concerns regarding long wait times when calling reservations.

Mr. Travis Webb voiced concerns from one of his participants regarding late rides and accessible vehicles.

Mr. Bowser stated that VIA has five accessible vehicles coming next week.

Mr. Johnson explained that if a wheelchair doesn't fit, the rider's profile would need to be adjusted accordingly.

Mr. Tyrell Mullen described how he always gets a different eta each time he calls to check on his rides in the mornings.

Mr. Bowser said that sometimes the eta may vary due to traffic or a change of driver.

There was discussion about drivers calling riders if they are going to be late.

There was also discussion about HRT-VIA signs showing on TNC vehicles.

Ms. Hunter voiced concerns with being aboard a ride and the driver waiting long for one rider and making other stops after her treatment.

There was discussion about the GPS and routing.

Ms. Catherine Tyler-Northam questioned why an add-on gets dropped off before a rider who was already on board.

Mr. Ortiz explained that drivers get pulled off their route to accommodate ad-hoc riders due to constraints in the ride plan and drivers calling out. Mr. Ortiz stated that these rides are already running late.

Ms. Ascher inquired why her and three other riders that live at the same complex don't get the same driver/ride.

Mr. Johnson suggested booking their rides under one profile.

Policy – Ms. Courtney Stovall

There were no new policy updates provided.

Membership – Mr. Tyrell Mullen

There were no new membership updates provided.

Mr. Johnson stated that Mr. Vann is interested in filling the open Norfolk Consumer position.

Mr. Bowser inquired if Ms. Tyler-Northam is interested in a Hampton Consumer position.

Ms. Tyler-Northam expressed interest.

Training – Ms. Wanda Boykin

There were no new training updates provided.

Outreach – Ms. Janice Taylor

Ms. Taylor stated that she will send out the information for the heart walk previously mentioned.

Ms. Taylor reported that her and Ms. Denise Johnson attended the Regional Transit Advisory Panel (RTAP) on August 31, 2023. Ms. Taylor said that there was a presentation to connect with HRT to provide more coverage through Microtransit.

Paratransit Operations and Certifications Report

Mr. Johnson reported on Paratransit Operations and Certifications as enclosed in the meeting package.

Mr. Johnson stated that violation/sanction letters have not been sent out recently due to service quality.

Mr. Johnson assured that there will be no third quarter suspensions.

Old Business

Mr. Johnson addressed Ms. Mary Mathena's and Ms. Roger's inquiries about issues with their rides.

New Business

Mr. Johnson stated that Election Day will be free fare day.

Mr. Bowser adjourned the meeting at 2:58 PM.

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, December 13, 2023, at 3400 Victoria Blvd., Hampton, VA 23661, Second Floor Boardroom.

Submitted by Malik Greene, Paratransit Administrative Coordinator



Hampton Roads Transit

PAC meeting

October 11, 2023



Follow up from the PAC



- **Intro**
- **Service Review- Michael Ortiz**
- **Driver / Training Updates- Michael Ortiz**



Service Updates



	Trips completed	Pickup/Dropoff On-Time Performance	Average trip duration	Avg. Trips per hour per vehicle
Aug + Sep	~63k	87%/92%	~ 26 mins	1.28
June + July	~62k	90%/93%	~ 24 mins	1.25

Areas we are focusing on:

- Driver Availability and Driver Hiring
 - Driver demand is a nationwide shortage (2)
- Vehicle repairs
 - 70/99 on the road (5 Myle added)
 - Working around the clock to repair and maintenance our fleet
- Adding more vehicles to our fleet
 - Added 5 Myle vehicles to assist in WAV demand / Another 5 from Myle on the way!
 - HRT working to find and secure new vehicles to replace older vehicles in our fleet.

VIA Proprietary & Confidential.

3



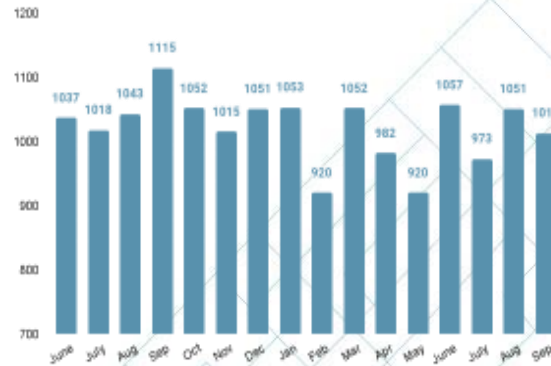
Service Updates



• Total trips

- Aug - 32, 595 | Sep - 30,409
- June - 31,727 | July - 30,175
- Apr - 29,585 | May - 28,540

Average completed rides per day



VIA Proprietary & Confidential.

4



Issues with the app



- Over the past week we have had a few riders state that they are not happy with the newest version of the rider app . Specifically that in the new version some of the accessibility functions are missing and riders are not able to hear an ETA or know the drivers name.
 - We are looking into this to see if the version needs to get rolled back or just some adjustments need to be made for better ease of use.
 - We are looking into a workshop to conduct a focus group to go over some of the functions, likes, and dislikes of the app.
 - More on this coming soon.

 Proprietary & Confidential.



Driver Training / Driver Acquisition/Vehicles



- Driver hiring campaign
 - Launched an impactful driver hiring campaign, resulting in the successful onboarding of 4 highly skilled and qualified driver
- Vehicles
 - Total SS - 79
 - Total NS - 20
 - Maintenance/Compliance
 - Enhancing Safety and Compliance: the Via Transportation team is actively assessing vehicle availability , implementing plans to enhance the Vehicle Preventive Maintenance (PM) program, and improving maintenance tracking systems . Focus on ensuring driver and rider safety level also ensuring compliance with state regulations and standards .

 Proprietary & Confidential.





Thank you!

 Proprietary & Confidential.

DRAFT



Hampton Roads Transit

PAC meeting

December 13, 2023



Follow up from the PAC



- **Intro**
- **Service Review - Michael Ortiz**
- **Booking and Customer Service - Eileen Conboy**
- **Vehicle Updates - Javier Rodriguez**
- **Driver / Training Updates - Josh Swann**
- **Using the App - Michael Ortiz**

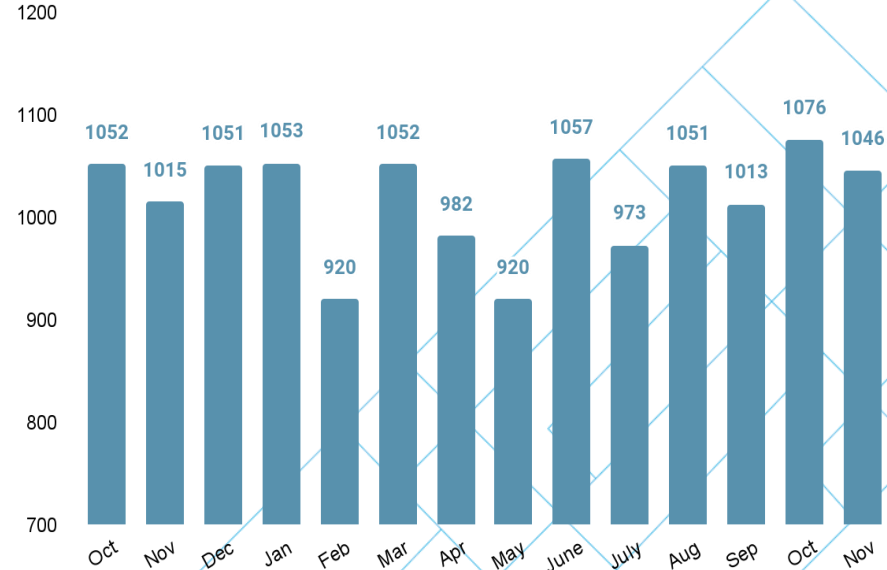
● Total trips

- *Oct - 33,363 | Nov - 31,682
- Aug - 32,595 | Sep - 30,409
- June - 31,727 | July - 30,175
- Apr - 29,585 | May - 28,540

*Most rides we've done since Sep of last year!

Multiple record days and falling just short of the all-time record (pre-covid)

Average completed rides per day

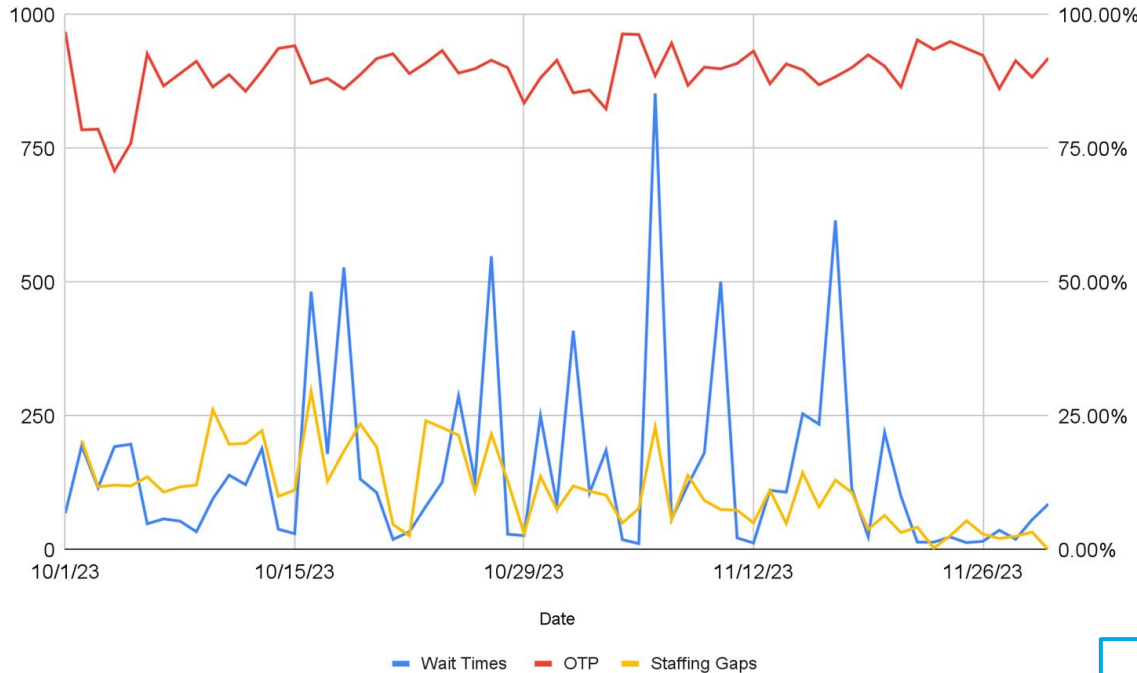




	Trips completed	Pickup/Dropoff On-Time-Performance	Average trip duration	Avg. Trips per hour per vehicle
Oct + Nov	~65k	87-90%/93%	~ 26 mins	1.27
Aug + Sep	~63k	87%/92%	~ 26 mins	1.28

Areas we are focusing on:

- Embrace the demand and using our resources
 - As our demand has increased we have embraced an “all hands on deck” approach and leveraged experts in various areas to help us meet these record numbers
- Think bigger than expected
 - In order to meet the demand of our valued riders, we made it a priority to plus up our internal driving force, our independent contractors, and partner with our taxi team to add more vehicles to the road.
 - We also added a new mechanic to add to our ability to return my vehicles to the road
- Quality to match the quantity
 - It has been my aim to provide our riders with the best drivers, the safest vehicles, and the best overall service and while I know we have room for improvement, I am proud for the recent changes we have made and what the quality of our changes have shown.



Agent supply and operational issues (i.e. late running rides) lead to increased wait times on the phone.

The peak in waiting times on November 6th was due to increased booking calls for free fare day on November 7th.

What are we doing to mitigate this?

Increase staffing in call center - we see a nice recovery through the end of November.

● Total answered calls

- **Oct 2023 - 15,767 +10.2% YoY**
- **Nov 2023 - 16,318 +13.2% YoY**

Vehicles

- Total Fleet: 103
- Total SS - 80
- Total NS - 23
- Maintenance/Compliance
 - Strengthening Safety and Adherence: The Via Transportation team is proactively evaluating the availability of vehicles, devising strategies to bolster the Vehicle Preventive Maintenance (PM) program, and refining maintenance tracking systems. The primary emphasis is on guaranteeing the safety of drivers and riders, alongside steadfast adherence to state regulations and standards.

- Driver hiring - We made a great push on driver hiring since october. We are also actively working on our driver training and screening to make sure we have the best drivers on the road. We have increased supply by 24 drivers with another class starting on 12/12 and we are expecting 8+ to attend. Of the 24 new drivers 11 are on the road, 7 are in behind the wheel training, and 6 are in the classroom.
- Train the trainer - December 9th we are holding our Train the Trainer. We have handpicked 7 current drivers to take this course to help with our increase in driver hiring and to set good examples for our driver team as a whole.
- Refresher training - We will be holding our refresher training in the first half of January were we will be going over all aspects of driving on our platform as well as focusing heavily on sensitivity portion of our training



Don't Worry, Get hAPPy

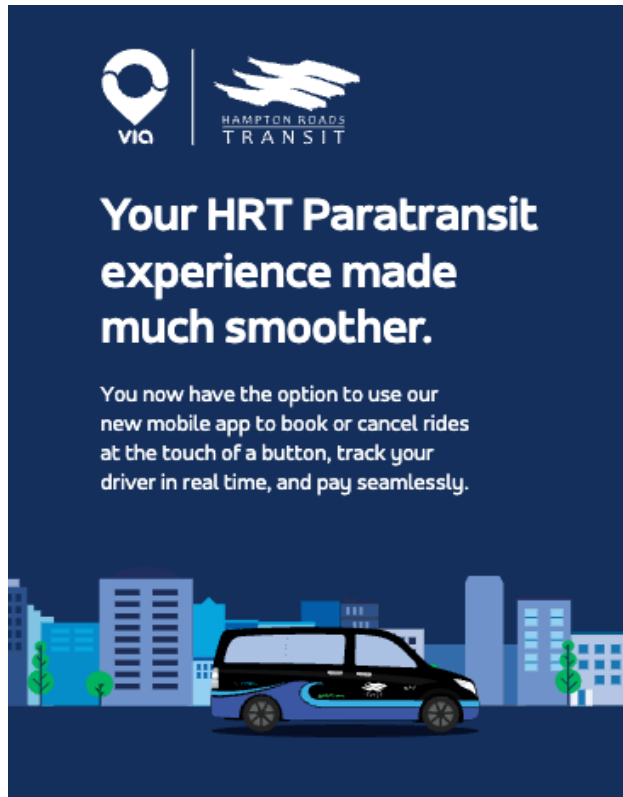


The power to book and look are in the palm of your hand!

Better experience!
Faster booking!
Feedback on your experience!



Don't Worry, Get hAPPy



Gain full control of your experience with the HRT Paratransit mobile app.

- ✔ Book rides straight from your phone.
- ✔ Track your ride in real-time.
- ✔ See all of your upcoming bookings.
- ✔ Change and cancel rides.
- ✔ Leave feedback on your experience.



Don't Worry, Get hAPPy



Why should I switch to using the app?

- Book your rides even faster.
- Track your driver's location and exact arrival time at your pickup point.
- Pay simply through a credit or debit card on file.

How do I download the app?

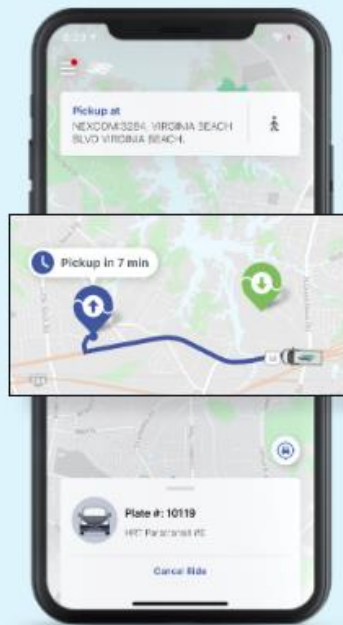
Head to the **App Store** or **Google Play Store** on a smartphone or tablet and search **HRT Paratransit**.

How do I log into my account?

Click on the **Login** button. Your HRT ID is your username. Click **Retrieve Password**. We will send you a text message and a phone call with a password to login.

How do I book a ride?

Enter your pickup and dropoff addresses, and choose **Depart at** or **Arrive by** time. Select your travel reason. Choose from the series of ride proposal windows.



How do I track my ride?

Once your driver is on the way, the app will tell you how many minutes away he/she is. You can also track the vehicle moving towards you in real time.

How do I see all of my pre-scheduled rides?

Head to the app menu by tapping the top left corner of your screen. Click on **Scheduled Rides**.

How do I cancel a ride?

Head to the app menu by tapping the top left corner of your screen. Click on **Scheduled Rides**. Find the ride you'd like to cancel from either the calendar or list view options. Click the small **Cancel Ride** text in the bottom right corner.

Learn how to get started at:
gohrt.com/paratransit/app



Hiring



Thank you!



HAMPTON ROADS TRANSIT

Paratransit Certification Report 12/13/2023 October & November

2 Month Totals	October	Prior Year	November	Prior Year
Applications Processed - 224	103 (-20.2%)	129	121 (+37.5%)	88
New Certifications 177	80	97	97	62
Re-Certifications 30	12	19	18	20
Denials 17	11	13	6	6
Number of Eligible Clients	7,196 (+16%)	6,203	7,285 (+16.3%)	6,265
Number of Clients Using the Service	2,177 (+8.3%)	2,011	2,185 (+8%)	2,024
Number of eligible clients who did not recertify – 14	6	5	8	2
Violation Warning Notifications Sent	180	150	207	143
	Eligibility Appeals			
	Filed – 1 Amended – 0 Overturned by Panel – 1 Upheld by Panel – 0			
3rd Quarter Client Suspensions Waived	Sanction Appeals No Sanctions Processed			
– 7 day – 14 day – 21 day – 30 day	Filed – Amended – Overturned by Panel – Upheld by Panel –			



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 12/13/2023 October & November

	October	Prior Year	November	Prior Year
Total Incoming Calls	21,058 (+28.4%)	16,403	20,929 (+24%)	16,872
Calls Handled	15,767 (+10.2%)	14,309	16,318 (+13.2%)	14,415
Calls Abandoned (after 15 seconds)	4,026 (+483.5%)	690	3,279 (+238.4%)	969
% of Incoming Calls Successful	76.43%	88.5%	79.41%	87.0%
Average Speed to Answer Reservations (Goal 90 seconds)	167.45 seconds Daily averages ranged from 19.2 to 548.5 seconds	35.23 seconds Daily average ranged from 15 to 101 seconds	181.01 seconds Daily averages ranged from 11.3 to 853 seconds	38.59 seconds Daily average ranged from 15 to 126 seconds



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 12/13/2023 October & November

	October	Prior Year	November	Prior Year
Pickup OTP (Goal 95%)	87.4%	90.3%	89.4%	86.9%
Drop-Off OTP (Goal 95%)	91.8%	94.3%	93.3%	91.2%
Trips Requested	41,061 (+14.9%)	35,706	40,407 (+27%)	31,807
Trips Performed	30,282 (+13.9%)	26,564	28,349 (+22.4%)	23,160
Trips Cancelled in Advance	5,363 (13.1%)	6,980 (17.9%)	6,406 (15.9%)	6,648 (20.9%)
Customer Trip Violations (NS/CD/LC)	2,379 (7.9%)	1,937 (5.9%)	2,638 (9.3%)	1,795 (7.2%)
Trips Cancelled For Cause	510 (1.7%)	225 (0.79%)	400 (1.4%)	204 (0.89%)
Average Customer Trip Travel Time	26.77 minutes	25.00 minutes	26.16 minutes	25.78 minutes
Peak # of Vehicles Scheduled	95 65 Fleet 1 Taxi 29 TNC	87 63 Fleet 2 Taxi 22 TNC	97 64 Fleet 1 Taxi 32 TNC	87 64 Fleet 2 Taxi 21 TNC
Number of Paratransit trips taken on Fixed Route	11,683 (+15.8%)	10,091	10,161 (+18.3%)	8,589