



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

Hybrid Meeting

2nd Floor Board Room

509 East 18th Street, Norfolk, Va.

Virtual Attendees via Zoom

Wednesday, June 12, 2024

Work Session – Noon to 1:00

Regular Meeting 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 04/10/2024 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 April Minutes**
- 3. Public Comment**
- 4. Chairman’s Report – Mr. Troy Bowser**
- 5. VIA Updates**
 - **Software Update**
 - **Transition process**
- 6. Annual Nominations and Elections of Committee Chair & Vice Chair**
- 7. Subcommittees’ Reports**
 - **Service Quality – Ms. Janice Taylor**
 - **Policy – Ms. Courtney Stovall**
 - **Membership – Mr. Tyrell Mullens**
 - **Training – Ms. Wanda Boykins & Mr. Tyrell Mullens**
 - **Outreach – Ms. Janice Taylor**
- 8. Paratransit Operations & Certifications Reports**
- 9. Old Business**
 - Free Fare on Juneteenth – June 19, 2024**
- 10. New Business**

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, August 14, 2024, at 1:00 PM in 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

Paratransit Advisory Committee

April 10, 2024

1:00 PM – 3:00 PM

Meeting Minutes

Call to Order

A quorum was attained and Committee Vice-Chair, Ms. Alicia Griffin called the meeting to order at 1:00 PM.

Introductions were made.

Committee Members in Attendance

Annie Ascher, Extra Member Consumer - Virginia Beach (Zoom)
Troy Bowser, Chair, Newport News Consumer (Zoom)
Wanda Boykin, Chesapeake Consumer
Thomas Bryan, Chesapeake Consumer (Zoom)
Alicia Griffin, Vice-Chair, Newport News Consumer
Patricia Harvey, Newport News Provider (Zoom)
Mary Mathena, Virginia Beach Consumer (Zoom)
Tyrell Mullen, Extra Member Consumer - Hampton
Renè Rogers, Norfolk Consumer
Courtney Stovall, Hampton Provider
Janice Taylor, Virginia Beach Provider (Zoom)
Catherine Tyler-Northan, Hampton Consumer (Zoom)

HRT Staff in Attendance

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

Others in Attendance

Paul Atkinson Jr., Eggleston (Zoom)
Jennifer Blinsmon
Uricka Harrison
Grant Holsinger, Easton Coach Company
Trevor Hunter, zTrip (Zoom)
Denise Johnson, TRAC Chair
Ina Kreps

Robert Nealy
Michael Ortiz, VIA
Darren Pettis, Easton Coach Company
Javier Rodriguez, VIA (Zoom)
Joshua Swann, VIA (Zoom)
Ferris Uzzell
Thomas Vann
Gregory Walter, TNC Driver
Denise Wilkins (Zoom)

The April 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 February 14, 2024 Minutes

Ms. Janice Taylor will submit corrections to the meeting minutes at a future date. A motion was made to approve the February 2024 meeting minutes with Ms. Taylor's corrections by Ms. Annie Ascher and properly seconded by Ms. Courtney Stovall.

Public Comment

Ms. Uricka Harrison stated her concerns with reservationists giving riders pickup windows that cannot be fulfilled. Ms. Harrison explained that riders should be given an option on whether they want to accept the time given due to availability.

Mr. Michael Ortiz stated that it is difficult to predict what the day will look like until the night before.

Action Item: Mr. Ortiz will look into Ms. Harrison's rides for a solution and contact her.

Ms. Ascher said that she smelled gas when she boarded her ride yesterday. Ms. Ascher stated that the driver said that she did not smell it. Ms. Ascher explained she called and reported the smell, but never got a follow-up.

Action Item: Mr. Johnson will investigate Ms. Ascher's concern.

There was discussion regarding booking by arrival time.

Ms. Harrison stated that on February 27, 2024, she was supposed to be picked up from church with a pickup window of 8:00 pm-8:30 pm and when she called to check on her ride, reservations could not

tell her the eta or who was picking her up. Ms. Harrison explained that her pastor took her home and when she made it home after 9:00 pm, reservations still did not have an eta.

Action Item: Mr. Ortiz will investigate Ms. Harrison's booked ride from church.

Chairman's Report – Mr. Troy Bowser

Mr. Bowser expressed that complaints are still being received regarding the 5-15 minute notifications. Mr. Bowser also explained that he has received a complaint regarding a driver being rude to a rider. Mr. Bowser stated that he requested details but has yet to receive anything.

Mr. Thomas Bryan mentioned an occurrence where he called reservations, and they could not give him an eta or locate his driver.

HRT Presentations and Updates

Ms. Sherri Dawson reported on Connecting Chesapeake Study updates as enclosed in the appendix of these minutes.

Mr. Johnson stated that Chesapeake is expanding Sunday service on May 12, 2024.

Ms. Taylor asked if the presentation can be emailed to the Committee.

Action Item: Mr. Johnson will send the presentation to the Committee via email.

Ms. Mathena inquired if the College Park area in Virginia Beach that borders Chesapeake will have access to the expanded service.

Mr. Johnson stated that the area will have access due to route 15.

VIA Updates

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

Mr. Ortiz introduced Easton Coach Company.

Mr. Grant Holsinger stated that he is the Regional Vice President and expressed excitement becoming apart of the Hampton Roads community. Mr. Holsinger explained that Easton Coach Company has a strong relationship with VIA and will be working together in partnership to make sure the transition is a success. Mr. Holsinger stated that Easton Coach Company has experience in Paratransit and gave a brief rundown of other notable agencies they have contracts with.

Mr. Darren Pettis expressed that Easton Coach Company is honored and humbled to provide service for the residents of Hampton Roads. Mr. Pettis explained that they have an expertise in Paratransit and that they understand the needs of the service and how to provide it.

Ms. Amy Braziel stated that Easton Coach Company will be taking over the contract as of July 1, 2024. Ms. Braziel explained that there will be a 31 day overlap where both VIA and Easton Coach Company will be running the service together. Ms. Braziel stated that there will be about a 3 month overlap with the call center. Ms. Braziel informed the committee that the call center will now be in Norfolk. Ms. Braziel stated that the transition should be smooth due to Easton Coach Company already using VIA's software.

There was discussion about Easton Coach Company and the transition process.

Subcommittee Reports

Service Quality – Ms. Janice Taylor

Ms. Taylor reported that on February 24, 2024, she had a rude TNC driver that did not get out of the vehicle and offer her assistance. Ms. Taylor stated that the driver said that was not a requirement and that she also got two-page instructions. Ms. Taylor mentioned that she has had excellent TNC drivers lately and even though riders make complaints, there is progress being made.

Policy – Ms. Courtney Stovall

There were no new policy updates provided.

Membership – Mr. Tyrell Mullen and Mr. Johnson

Mr. Johnson stated that Ms. Taylor's certification for next term began in December.

Mr. Johnson informed the committee that he spoke with Mr. Paul Atkinson to see if he would like to become a member once again.

Action Item: Mr. Johnson will put Mr. Atkinson in touch with Mr. Mullen to get him set up.

Mr. Johnson stated that this is Mr. Thomas Vann's second meeting which makes him apart of the committee.

Training – Ms. Wanda Boykin

There were no new training updates provided.

Outreach – Ms. Janice Taylor

Ms. Taylor thanked the committee for sending in the letters to Ms. Noelle Pinkard and urged more members to send letters. Ms. Taylor stated that more letters being received will help improve service and obtain new vehicles.

Ms. Braziel expressed how important it is for those letters to be submitted.

Paratransit Operations and Certifications Report

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

There was discussion regarding service times.

Mr. Ortiz stated that reservations will be changing the verbiage pertaining riders stating the reason for their trips, so it isn't invasive. Mr. Ortiz also emphasized that rider issues should be reported immediately.

There was discussion regarding the software and directing rides through traffic.

Mr. Ortiz informed the committee that a ticket has been submitted for the 5-15 minute notification that riders are not receiving. Mr. Ortiz mentioned that in some cases, a lot of riders have notifications off or the number blocked.

Ms. Braziel emphasized that technology cannot always be relied on and that it is the rider's responsibility to be outside waiting for their ride during the thirty-minute pickup window.

There was more discussion regarding notifications.

Old Business

Mr. Johnson stated that there will be free fare day on Earth Day, April 22, 2024.

New Business

Ms. Taylor informed the committee that elections are in June and a nomination committee needs to be formed.

Mr. Johnson explained that the Chair and Vice-Chair should have a ballot before the June meeting.

Ms. Braziel stated that the Chair and Vice-Chair will meet and send out correspondence over the next couple of weeks.

Ms. Griffin adjourned the meeting at 2:51 PM.

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, June 12, 2024, at 509 E 18th St., Bldg 4, Norfolk, VA 23504, Second Floor Boardroom.

Submitted by Malik Greene, Paratransit Administrative Coordinator



Hampton Roads Transit

PAC meeting

April 10, 2024



Follow up from the PAC



- **Intro**
- **Service Review - Michael Ortiz**
- **Vehicle Updates - Javier Rodriguez**
- **Driver / Training Updates - Josh Swann**
- **Introducing Easton Coach**

Appendix Paratransit Committee Meeting Minutes VIA Update – April 10, 2024



Service Updates



	Trips completed 30k	Pickup/Dropoff On-Time-Performance 91%	Average trip duration 23 min
Mar	28k	92%	22 min
Feb	28k	91%	22 min
Jan	27K	90%	23 min
Dec			

Areas we are focusing on:

- Shooting for 95% OTP monthly avg.
- Seamless transition with Easton Coach (more to follow on this!!)
- Continuing an open line of communication with our riders to the best of our ability
- Still battling Credit Card failed payments
- Doing the right thing, even when no one is looking

VIA Proprietary & Confidential.



Driver Training / Driver Acquisition/Vehicles



Vehicles

- Total Fleet: 100
- Total SS - 76
- Total NS - 24
- Maintenance/Compliance
 - The HRT fleet remains 100% compliant with PMs and state inspection requirements. Shift Transit's main effort remains on ensuring all vehicles are safe to operate in a high operational tempo while addressing common concerns such as wheelchair lifts.
 - Shift Transit conducts routine emissions tests on every vehicle in the HRT fleet to guarantee the safety of both drivers and passengers, as well as to adhere to OSHA regulations.

VIA Proprietary & Confidential.



Driver Training / Driver Acquisition



- Driver hiring - We are still onboarding new drivers and have increased training classes to every week. In the last 2 months we have added 11 drivers. We still continue to see about a 50% drop rate due to background checks and other matters.
- Train the Trainer - We are looking at dates for a Train The Trainer class at the end of April to increase our pool of trainers we will need for the increase of candidates we are interviewing and brining on.
- New Face of Training - We have changed the face of training. Our new trainer has over 14 years of experience and has maintained a good standing with the company since day one. We look for her to do great things and for her experience to reflect on the way our new drivers interact with our riders.

 Proprietary & Confidential.



Introducing Easton Coach!!!



 Proprietary & Confidential.

Appendix Paratransit Committee Meeting Minutes VIA Update – April 10, 2024

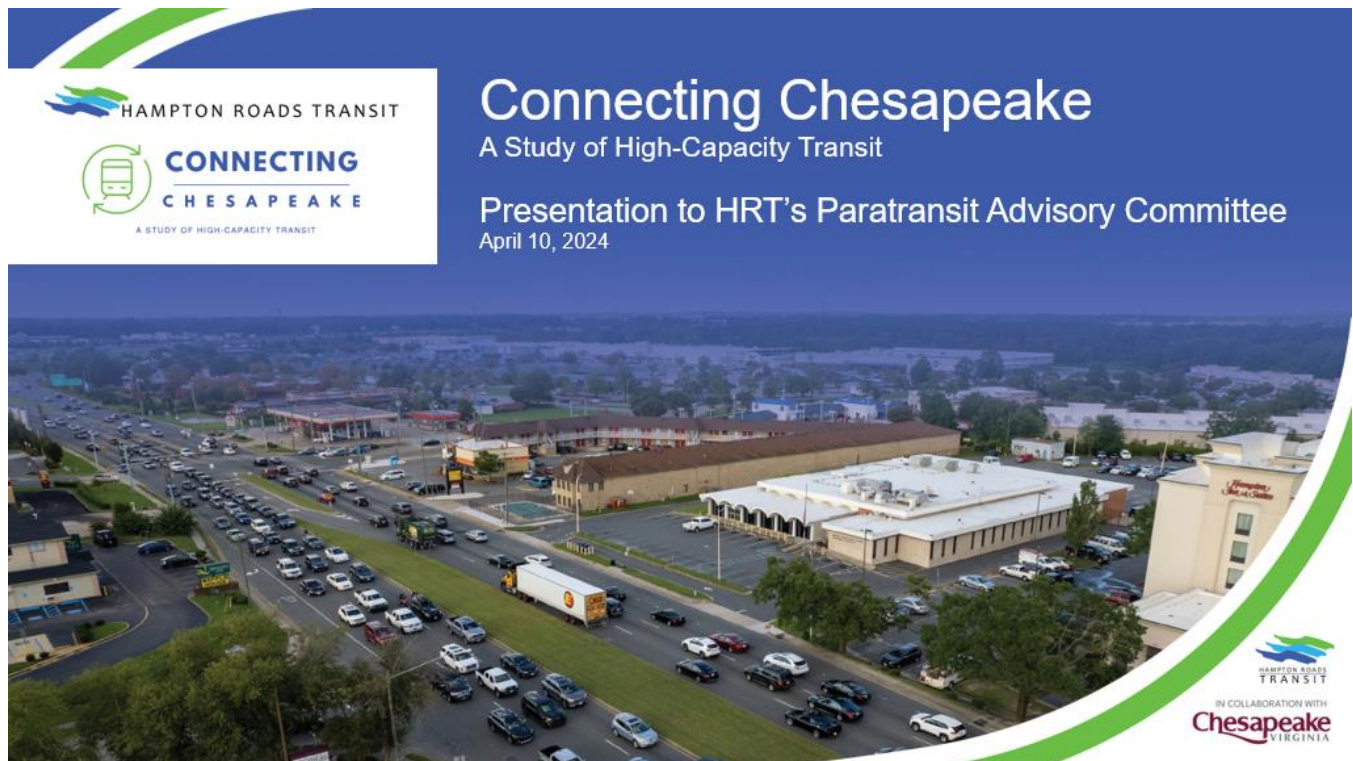


Easton Coach Introduction



- Grant Holsinger - Regional Vice President

DRAFT



Hampton Roads Transit is collaborating with the City of Chesapeake to explore high-capacity transit options that enhance the City's economy, align with future growth plans and improve connectivity to the regional transportation network.



Agenda



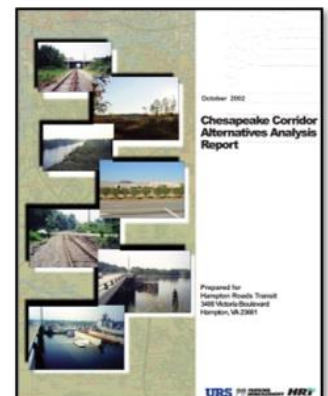
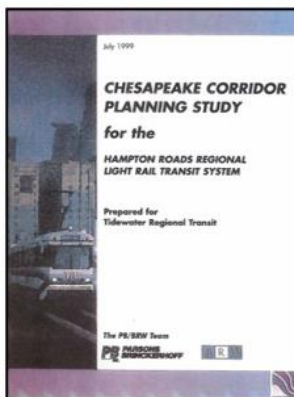
- ➔ Background
- ➔ Study Overview
- ➔ Schedule
- ➔ Public Engagement
- ➔ Tier 1 Alternatives
- ➔ Next Steps
- ➔ Thoughts and Input



Background



- ➔ Previous studies conducted in 1999 and 2002
- ➔ **Key finding:**
Land development patterns in the City did not support a high-capacity transit investment at that time.

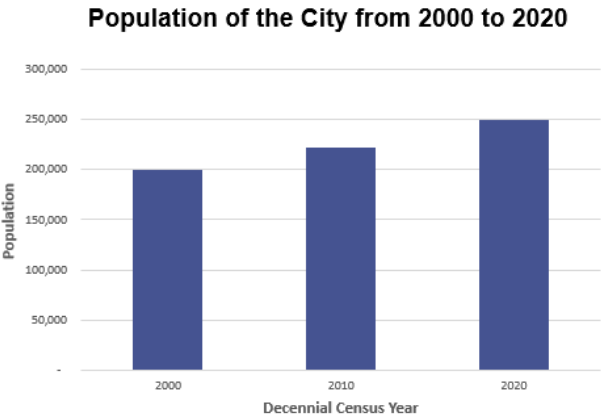


Background



HAMPTON ROADS TRANSIT
CONNECTING CHESAPEAKE
A STUDY OF HIGH-CAPACITY TRANSIT

- ➔ Since 2000 the population has grown by **25.2 percent** from 199,184 to 249,422 people.
- ➔ Chesapeake is **the second largest city** in the Commonwealth of Virginia, surpassing Norfolk.



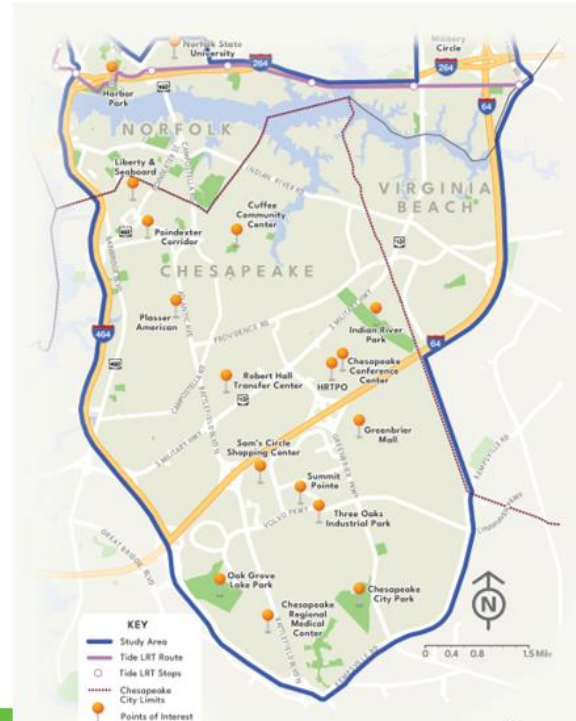
Source: United States Census Bureau, Decennial Census

Study Overview



HAMPTON ROADS TRANSIT
CONNECTING CHESAPEAKE
A STUDY OF HIGH-CAPACITY TRANSIT

Study Area



CONNECTING CHESAPEAKE | 2024

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Study Overview



- ➔ Define the purpose & need for high-capacity transit
- ➔ Identify, screen, and evaluate the feasibility of alignment and technology alternatives
- ➔ Refine concepts for most cost-effective alternatives and select an alternative that can be carried into the next phase of the FTA Capital Investment Grant program



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Study Purpose



Improving connections between Chesapeake and the greater Hampton Roads area



Providing transit service that offers an alternative to SOV



Improving Chesapeake's transportation network to enhance the City's economy




Providing a sustainable transportation alternative




Reducing auto-dependency



What is High-Capacity Transit




- ➔ Can travel in its own **dedicated right-of-way**.
- ➔ Can include technologies that prioritize transit vehicles to **improve mobility and operations**.
- ➔ Makes **fewer stops**, travels at **higher speeds**, has more **frequent service**, and carries **more people** than local bus service.




Express Bus

Bus service that makes fewer intermediate stops and operates in mixed traffic or HOV managed lanes.



Bus Rapid Transit (BRT)

Bus service that operates in mixed traffic or its own lane. Technologies can be incorporated to prioritize BRT.

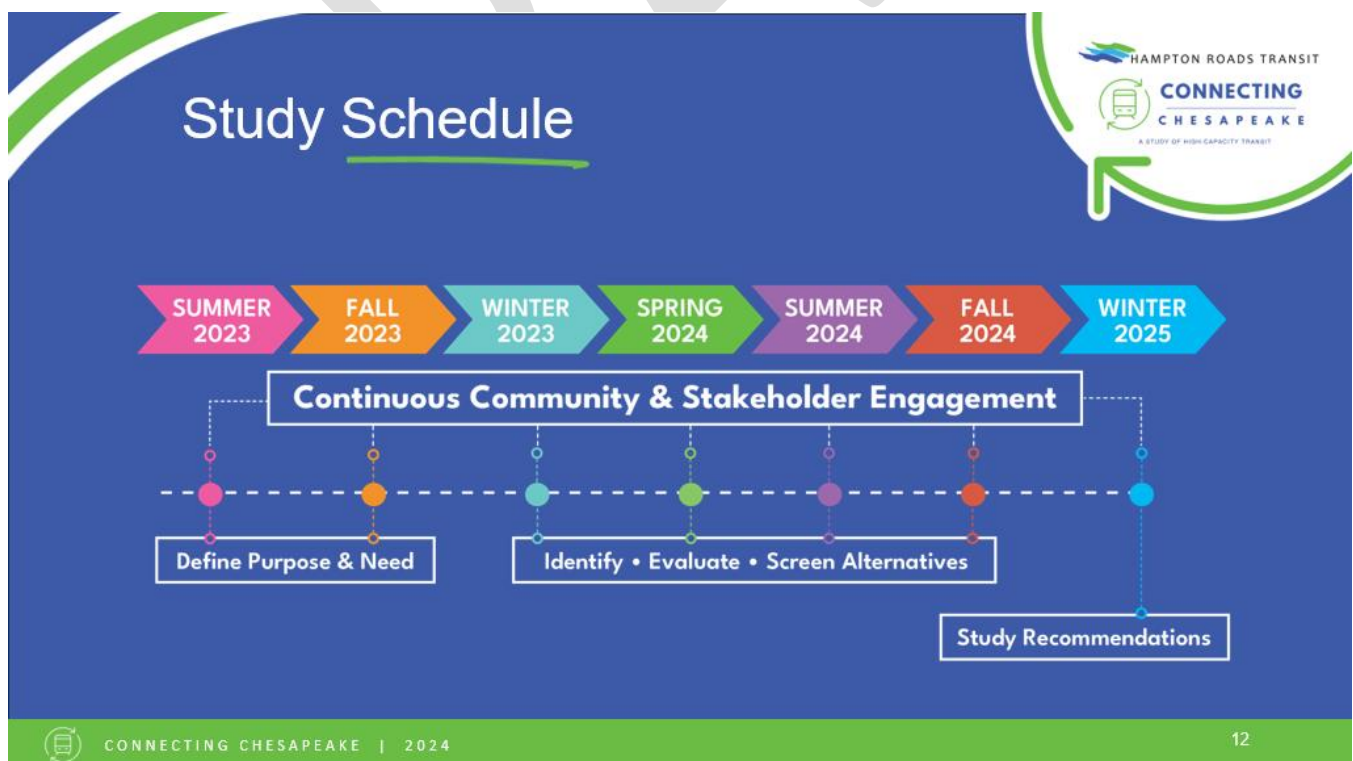
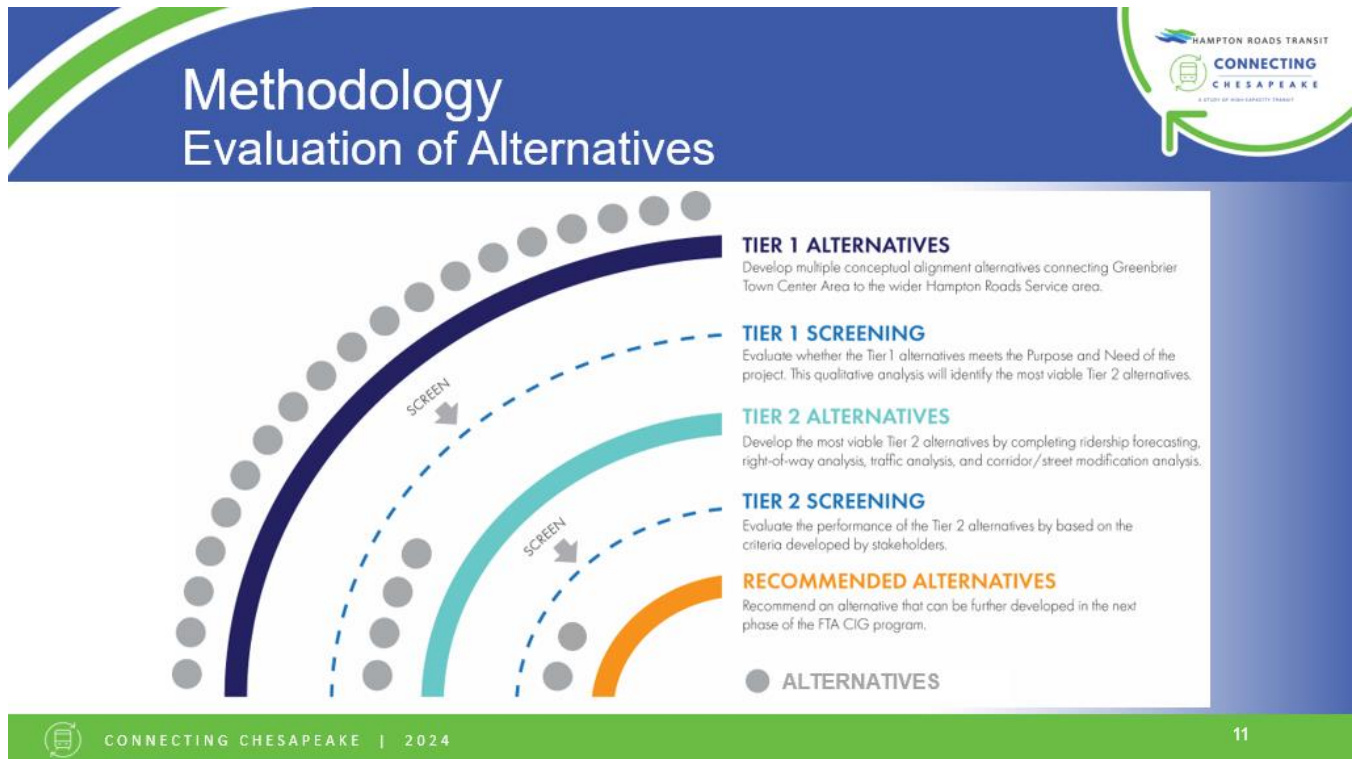


Light Rail

Electrified service that uses a steel-tracked fixed guideway and operates primarily along an exclusive right-of-way.

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A STUDY OF HIGH-CAPACITY TRANSIT

Public Engagement



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A STUDY OF HIGH-CAPACITY TRANSIT

Public Engagement



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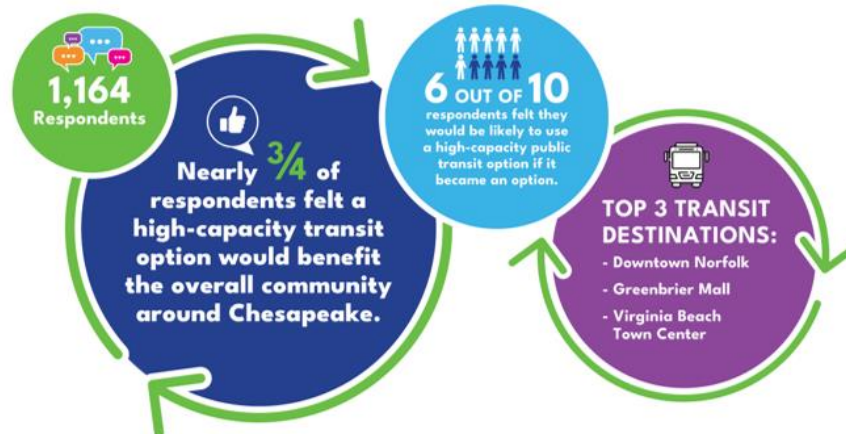
Public Engagement Round 1: October 2023

- ➔ Public Meeting: Hyatt Place -
Chesapeake/Greenbrier
October 17, 2023
- ➔ Pop-Up Event: Robert Hall Transfer
Center
October 18, 2023
- ➔ Public Meeting: South Norfolk
Memorial Library
October 19, 2023



Public Engagement Survey: Dec. 15 - Jan. 16

))) What We Heard...



Public Engagement Survey: Key Insights

))) What We Heard...



Public Engagement Upcoming Events and Community Outreach

- ➞ Share preliminary alternative routes and seek public and stakeholder input
- ➞ **April and May 2024**
- ➞ Pop-ups and street teams
- ➞ Small Group and Stakeholder Meetings
- ➞ Online and printed versions of alternative maps
- ➞ Survey - public input on alternatives
- ➞ Facebook Livestream event



Public Engagement

Upcoming Events and Community Outreach

Stop by and tell us your thoughts...**PROPOSED HIGH-CAPACITY TRANSIT.**

THURS

18

APRIL

CUFFEE COMMUNITY CENTER
11AM-1PM
2019 Windy Rd
Bus Route 13

THURS

19

APRIL

ROBERT HALL TRANSFER CENTER
11:30AM-1:30PM
Robert Hall & Military HWY
Bus Routes 6, 13, 14, 15, 24, 57

THURS

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APRIL

If you can't make a pop-up, join us on Facebook.
FACEBOOK LIVESTREAM
6:30PM-7PM
Follow us on Facebook!
facebook.com/hrtfan

TUES

23

APRIL

SUMMIT POINTE
11:30AM-1:30PM
555 Belaire Ave
Bus Routes 13, 24

WED

24

APRIL

SOUTHSIDE BBQ
11:30AM-1:30PM
1113 Poindexter St
Bus Route 58

WED

1

MAY

GREENBRIER LIBRARY
4:30PM-6:30PM
1214 Volvo Pkwy
Bus Route 24

POP-UP Events

View the Alignments NOW!

CLICK HERE

IN COLLABORATION WITH
Chesapeake
TECHNICAL

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Tier 1 Alternatives

HAMPTON ROADS TRANSIT

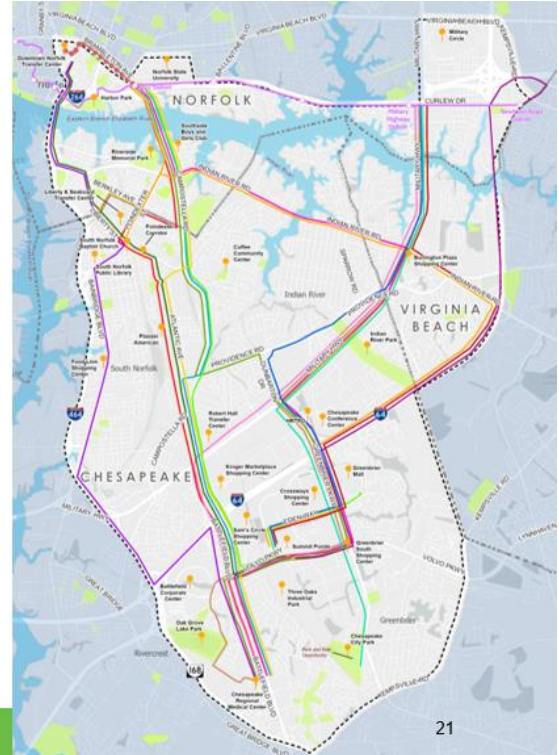
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A STUDY OF HIGH-CAPACITY TRANSIT

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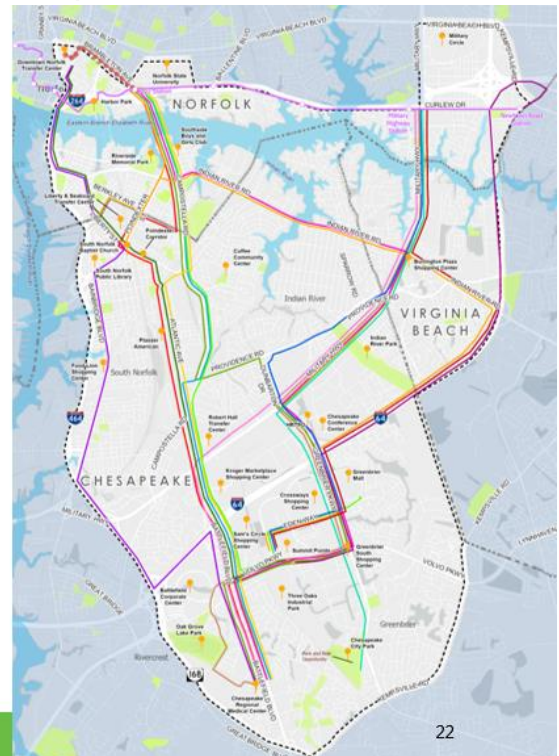
Tier 1 Alternatives

- ➔ Tier 1 evaluation includes 16 conceptual alignment alternatives connecting activity centers within Chesapeake and to the wider Hampton Roads service area
- ➔ Alternatives use existing streets and highways
- ➔ Most start in the vicinity of Summit Pointe or Chesapeake Regional Medical Center
- ➔ End near Downtown Norfolk or Military Highway Light Rail station or Newtown Road station
- ➔ Transit mode (BRT/LRT/Express Bus) will be evaluated in Tier 2



Tier 1 Alternatives

Medical Center - Downtown Norfolk	MC-DN - 1	
	MC-DN - 2	
	MC-DN - 3	
	MC-DN - 4	
	MC-DN - 5	
	MC-DN - 6	
Medical Center - Military Highway Station	MC-MH - 1	
	MC-MH - 2	
	MC-MH - 3	
Summit Pointe - Downtown Norfolk	SP-DN - 1	
	SP-DN - 2	
Summit Pointe - Newtown Road	SP-NR - 1	
Chesapeake Park - Military Highway Station	CP-MH - 1	
Greenbrier Mall - Downtown Norfolk	GM-DN - 1	
Summit Pointe - Military Highway Station	SP-MH - 1	
	SP-MH - 2	



Tier 1 Alternatives

Medical Center - Downtown Norfolk (MC-DN) Options

Medical Center - Downtown Norfolk	MC-DN – 1	
	MC-DN – 2	
	MC-DN – 3	
	MC-DN – 4	
	MC-DN – 5	
	MC-DN – 6	

CONNECTING CHESAPEAKE | 2024



Tier 1 Alternatives

Medical Center - Military Highway Station (MC-MH) Options

Medical Center - Military Highway Station	MC-MH – 1	
	MC-MH – 2	
	MC-MH – 3	

CONNECTING CHESAPEAKE | 2024



Tier 1 Alternatives

Summit Pointe - Downtown Norfolk (SP-DN) Options

Summit Pointe - Downtown Norfolk	SP-DN - 1	
	SP-DN - 2	



Tier 1 Alternatives

Summit Pointe – Newtown Road (SP-NR) Option

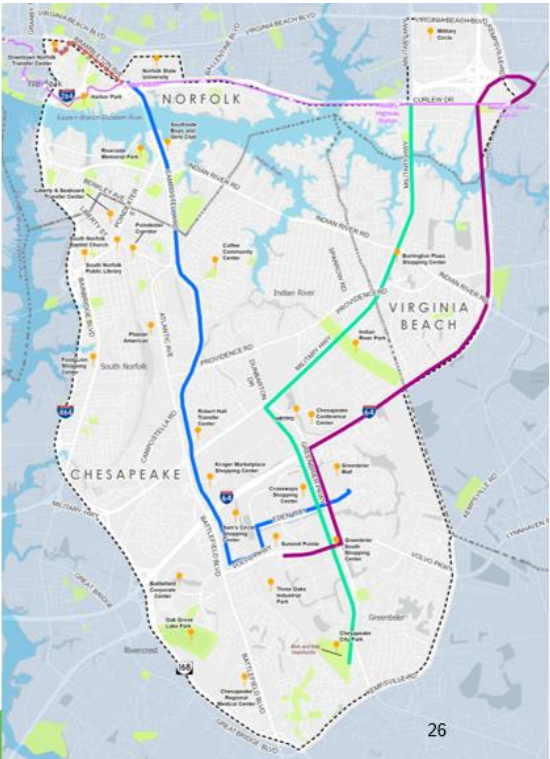
Summit Pointe - Newtown Road	SP-NR - 1	
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Chesapeake Park – Military Highway Station (CP-MH) Option

Chesapeake Park - Military Highway Station	CP-MH - 1	
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Greenbrier Mall – Downtown Norfolk (GM-DN) Option

Greenbrier Mall - Downtown Norfolk	GM-DN - 1	
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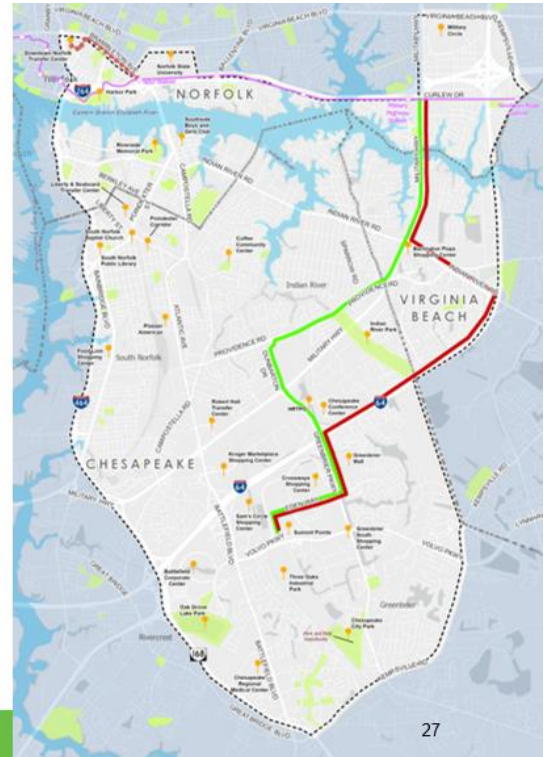


Tier 1 Alternatives

Summit Pointe - Military Highway Station (SP-MH) Options

Summit Pointe - Military Highway Station

SP-MH – 1
SP-MH – 2



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Next Steps

- ➔ Complete the Tier 1 Screening Process
- ➔ Continued public involvement activities
 - April – May Pop-ups, Small Group Meetings
- ➔ Select two or three alternatives for Tier 2 Screening
 - Cost
 - Ridership
 - Mode
 - Impacts to adjacent properties
 - Traffic impacts
- ➔ Recommend up to two preferred alternatives to City Council for approval



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Additional thoughts,
input and comments.

An aerial photograph of a busy intersection with multiple lanes of traffic, cars, and surrounding buildings. A large green arrow with a white outline curves around the image, pointing clockwise.

Thank You!

A circular QR code with a black and white pixelated pattern. It has a small logo in the center and the text 'CONNECTING CHESAPEAKE' and 'PROJECT FLOWCODE.COM' around it.

VISIT THE WEBSITE

➔ ConnectingChesapeake.com

SEND US AN EMAIL

➔ ConnectingChesapeake@hrtransit.org

HRT Point of Contact



Sherri L. Dawson, AICP

HRT Project Manager

HRT Director of Transit Development

Email: sdawson@hrtransit.org



Heads up! Temporary Changes to HRT Paratransit Reservation System starting June 9th.



Download Rider App

We're making some improvements to the HRT Paratransit App, which means there will be temporary changes to how you book rides.

June 9th-June 15th:

- You will only be able to book rides up until **June 15th** in the HRT Paratransit App / Website.
- We will not be accepting any new recurring rides (subscriptions) during this time.

To schedule a ride for after June 15th during this time, **call (757) 455-8010**. Please have your Paratransit Identification Number ready

On June 16th - updating the rider app to the new version:

- When you open the app for the first time on June 16 or later, you will be forced to log out
- When you re-open the app, you will be directed to the App Store to update your version
- Once you update, you can use the rider app again

June 16th onward:

- You will be able to book subscription trips.
- You will be able to book rides in the app **up to 7 days** in advance, just like you can today!).

Don't worry, you can still view, manage, and cancel your rides in the rider app and website for rides up until **June 15th** and as always, you can schedule trips for 7 days in advance over the phone by calling **(757) 455-8010**.

Visit <https://gohrt.com/paratransit/> for more about HRT Paratransit.

Call **(757) 455-8010** to book a ride or with any questions.





Hampton Roads Transit

PAC meeting

June 12, 2024



Follow up from the PAC



- **Intro**
- **Service Review - Michael Ortiz**
- **Vehicle Updates - Javier Rodriguez**
- **Driver / Training Updates - Josh Swann**
- **Via Farewell... sort of**

	Trips completed	Pickup/Dropoff On-Time-Performance	Average trip duration
May	34k	89%	26 min
Apr	33k	92%	25 min
Mar	30k	91%	23 min
Feb	28k	92%	22 min

Areas we are focusing on:

- Passing the torch to Easton
- Implementing Change (Depot operations, Call Center, Training, Ride Sup's)
- Continuing an open line of communication with our riders to the best of our ability
- Huge credit card turnaround!

Vehicles

- **Total Fleet: 91**
- **Total SS - 74**
- **Total NS - 17**

During this transitional phase, Via is actively ensuring that our fleet meets state regulations and undergoes preventative maintenance. Our objective is to guarantee a comfortable and secure journey for all passengers, trusting in the expertise of our drivers and the reliability of our vehicles. We are specifically addressing issues like air conditioning, body integrity, and the functionality of wheelchair lifts to enhance the overall experience for our riders.

- Driver hiring - As we move closer to the upcoming transition, Easton Coach is excited to announce the initiation of our driver hiring process. In anticipation of this significant change, we are actively working to fill various local roles, with a primary focus on recruiting skilled and dedicated drivers. This effort is crucial to ensure that we continue to provide the exceptional service our clients expect. We are seeking individuals who are committed to safety, reliability, and excellence in customer service. Joining Easton Coach offers a unique opportunity to be part of a dynamic team during an important phase of our company's growth. We look forward to welcoming new team members who will contribute to our ongoing success and help us navigate the path ahead.

“Thank you so much to everyone on the PAC who provided such valuable feedback over the past five years of our partnership with HRT. We certainly would not have gotten the program to where it is today without you. We very much look forward to continuing our partnership with the PAC and HRT as HRT’s software and TNC provider.”

-Alex Lavoie, COO





Via Farewell... sort of!

"At the end of the day we do not strive to be perfect, we continually aim for progress"



- **1.2 million rides completed**
- **Year over year increased ridership**
- **Over 12 million miles covered**
- **91% lifetime OTP**



HAMPTON ROADS TRANSIT

Paratransit Certification Report 06/12/2024 April and May

2 Month Totals	April	Prior Year	May	Prior Year
Applications Processed - 282	135 (+8%)	125	147 (+50%)	98
New Certifications 206	105	103	101	77
Re-Certifications 66	25	18	41	13
Denials 10	5	4	5	8
Number of Eligible Clients	7,688 (+15.3%)	6,666	7,779 (+15.4%)	6,739
Number of Clients Using the Service	2,180 (+5.2%)	2,072	2,253 (+7.1%)	2,103
Number of eligible clients who did not recertify – 17	7	4	10	4
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 2 Amended – 2 Overturned by Panel – 0 Upheld by Panel – 0			
1st Quarter Client Suspensions	1ST Quarter (2024) Sanction Appeals *383 Waived* No notices sent			
0 – 7 day 0 – 14 day 0 – 21 day 0 – 30 day	Filed – N/A Amended – N/A Overturned by Panel – N/A Upheld by Panel – N/A Waived Suspensions – N/A			



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 06/12/2024 April and May

	April	Prior Year	May	Prior Year
Total Incoming Calls	18,865 (+12.2%)	16,820	21,779 (+17.9%)	18,473
Calls Handled	15,973 (+9.5%)	14,588	16,774 (+8.4%)	15,478
Calls Abandoned (after 15 seconds)	1,587 (+249.6%)	454	3,538 (+617.6%)	493
% of Incoming Calls Successful	85.94%	87.95%	78.36%	85.03%
Average Speed to Answer Reservations (Goal 90 seconds)	54.90 seconds Daily average ranges were 13.7 to 188.3 seconds	40.60 seconds Daily average ranges were 13.3 to 94.7 seconds	120.95 seconds Daily average ranges were 14 to 365 seconds	56.81 seconds Daily average ranges were 11.4 to 125.3 seconds



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 06/12/2024 April & May

	April	Prior Year	May	Prior Year
Pickup OTP (Goal 95%)	91.40%	90.00%	89.10%	89.44%
Drop-Off OTP (Goal 95%)	93.58%	93.96%	91.83%	93.72%
Trips Requested	40,498 (+14.5%)	35,357	42,632 (+9.5%)	38,924
Trips Performed	30,211 (+14.1%)	26,474	31,448 (+7.1%)	29,369
Trips Cancelled in Advance	7,668 (18.9%)	6,763	8,107 (19.0%)	7,257
Customer Trip Violations (NS/CD/LC)	2,361 (7.8%)	1,814	2,714 (8.6%)	1,995
Trips Cancelled For Cause	258 (0.8%)	306	364 (1.2%)	303
Average Customer Trip Travel Time	23.94 minutes	25.79 minutes	27.28 minutes	25.78 minutes
Peak # of Vehicles Scheduled	108 71 Fleet 1 Taxi 36 TNC	93 61 Fleet 1 Taxi 31 TNC	98 64 Fleet 1 Taxi 33 TNC	93 60 Fleet 1 Taxi 32 TNC
Number of Paratransit trips taken on Fixed Route	11,905 (+19.3%)	9,982	12,967 (+17.6%)	11,025