



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, August 9, 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 06/14/2023 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 June Minutes**
- 3. Public Comment**
- 4. Chairman’s Report – Mr. Troy Bowser**

5. Via Updates

- **Paratransit Same Day Service Option Update**

6. Subcommittees' Reports

- **Service Quality – Ms. Janice Taylor**
- **Policy – Ms. Rene` Rogers**
- **Membership – Mr. Paul Atkinson Jr. (?)**
- **Training – TBD**
- **Outreach – Ms. Janice Taylor**

7. Paratransit Operations & Certifications Reports

8. Old Business

9. New Business

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, October 11, 2023, at 1:00 PM. Our next meeting is currently scheduled for 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

June 14, 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 1:06 PM.

Introductions were made.

Committee Members in Attendance

Annie Ascher, Extra Member Consumer
Troy Bowser, Chair, Newport News Consumer
Alicia Griffin, Vice-Chair, Newport News Consumer
Patricia Harvey, Newport News Provider (Zoom)
Deloris Haywood, Portsmouth Consumer (Zoom)
Mary Mathena, Virginia Beach Consumer (Zoom)
Renè Rogers, Norfolk Consumer
Travis Webb, Norfolk Provider (Zoom)

HRT Staff in Attendance

Tammara Askew, Administrative Support Technician
Rodney Davis, Director of Customer Relations
Malik Greene, Administrative Coordinator
Keith Johnson, Paratransit Service Contract Administrator
Christina Malcolm, Human Resources Compliance Manager (Zoom)
John Powell, Telecommunications Specialist

Others in Attendance

Paul Atkinson Jr., Eggleston & Past Chair (Zoom)
Wanda Boykin, Chesapeake Consumer
Uricka Harrison, Newport News Consumer (Zoom)
Trevor Hunter, Z-trip (Zoom)
Denise Johnson, TRAC Chair
Ina Kreps, Portsmouth Consumer & Past Chair
Clara Massaquoi, VIA (Zoom)
Tyrell Mullen, Hampton Consumer
Michael Ortiz, VIA
Mary Pharris, VIA (Zoom)
Javier Rodriguez, VIA
Charity Smith, VIA (Zoom)
Courtney Stovall, Hampton Provider
Janice Taylor, Virginia Beach Consumer & Past Chair (Zoom)
Arthur Tyson, Virginia Beach Consumer (Zoom)

The June 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

Approval of April 12, 2023 Minutes

Ms. Janice Taylor will submit additional comments to the meeting minutes at a future date. A motion was made to approve the April 2023 meeting minutes with Ms. Taylor's comments by Ms. Deloris Haywood and properly seconded by Ms. Mary Mathena.

Public Comment

There were no public comments made.

Chairman's Report – Mr. Troy Bowser

Mr. Troy Bowser stated that he attended the Transportation District Commission of Hampton Roads Commission meeting which was held in May. Mr. Bowser was unable to give the Paratransit Commission chairman's report since the PAC hadn't met since April. Mr. Bowser informed the Commissioners that he has not received as many complaints about paratransit service from riders. Mr. Bowser stated that a new innovative group of students from Hampton High school were introduced whose focus is to enhance the transportation system and will be geared towards getting the youth to use public transportation. Mr. Bowser stated that there were complains of some bus routes not being accessible and properly cleaned. Mr. Bowser stated that there was an announcement that all transit services will be free on Juneteenth in recognition of the Juneteenth celebration.

Mr. Bowser also stated that the group of students are working on different apps and ideas for technology to ensure transparency to riders.

Complaint Processing – Mr. Rodney Davis

Mr. Rodney Davis stated that one of his responsibilities is providing oversight for the complaint process. Mr. Davis stated that Paratransit is different because it is a contractual service and has its own call center that is not associated with HRT. Mr. Davis stated that riders should file all complaints with HRT complaint line (757-222-6100) and explained the IVR (Interactive Voice Response) system and prompts. Mr. Davis stated that complaints should have as much information as possible, including phone number. Mr. Davis stated that the goal is to get back to the rider within 24-48 hours. Mr. Davis stated that complaints are logged in the Customer Assistance System (CAS) and the customer service representative will call the rider. Mr. Davis stated that his teams focus is to let the rider know that the complaint is received and verify/validate the complaint. Mr. Davis stated that once the complaint is logged, it gets passed on the Paratransit department to get investigated. Mr. Davis stated that once the

complaint gets investigated, the results are then logged into CAS. Mr. Davis stated that the next person the rider should hear from should be someone from the Paratransit department or VIA with the findings of the complaint. Mr. Davis stated VIA's call center has a prompt that connects riders to HRT but will only direct riders to HRT call center whose focus is only on bus, light rail, and ferry. Mr. Davis stated that the customer service reps in the transit centers are who logs the complaints. Mr. Davis emphasized how important it is that all complaints go through the complaint line (757-222-6100).

VIA Updates

There was discussion regarding the system outage that occurred on June 13, 2023. Mr. Michael Ortiz stated the plan of action for future instances is to pull all booking requests for the day.

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

There was discussion regarding same day trip service.

Annual Nominations & Elections for Committee Chair and Vice Chair

There was discussion regarding the nomination committee.

A 5-minute recess was taken.

Mr. Bowser call the meeting back to order.

Mr. Bowser stated that he would like to forgo Robert's Rules of Order. Mr. Bowser opened the floor for nominations.

Mr. Bowser nominated himself for Chair of the Committee for final term.

Ms. Alicia Griffin nominated herself for Vice Chair of the Committee for a final term.

A vote was taken for Chair as follows:

Ayes: Annie Ascher, Troy Bowser, Alicia Griffin, Patricia Harvey, Deloris Haywood, Mary Mathena, and Renè Rogers

Nays: None

Abstain: None

Note: Mr. Travis Webb was not present when vote for Chair was taken.

A vote was taken for Vice Chair as follows:

Ayes: Annie Ascher, Troy Bowser, Alicia Griffin, Patricia Harvey, Deloris Haywood, Mary Mathena, and Renè Rogers

Nays: None

Abstain: None

Note: Mr. Webb was not present when vote for Vice Chair was taken.

Subcommittee Reports

Service Quality – Ms. Janice Taylor

Ms. Taylor stated an incident where her pickup time/ride was rescheduled close to 45 minutes later without her consent. Ms. Taylor stated that the driver also told her that they were running an hour and a half behind. Ms. Taylor would like to know who is authorized to make these changes and not notify riders.

Action Item: Mr. Keith Johnson will review this trip that occurred on April 20, 2023.

Ms. Rogers and Ms. Uricka Harrison shared concerns regarding pickup times being changed without consent.

Mr. Johnson stated that original booking time never changes, it is the pickup time that changes in real time due to instances of drivers running late.

Action Item: Mr. Johnson will review the booking Ms. Roger's made returning home for June 15, 2023. Mr. Johnson will review Ms. Harrison's rides on May 21, 2023, and June 9, 2023.

There was discussion regarding big complexes that are marked with one address. Mr. Johnson stated that it's best to note which entrance for pickup/drop offs.

Policy – Ms. Renè Rogers

Ms. Wanda Boykin shared a concern regarding taxi policy. Ms. Boykin state that the wrong address was given which resulted in her being taken to the wrong place/city. Ms. Boykin stated that this was an unsettling feeling as she is blind and would have been stranded had the driver not mention the name of the restaurant.

Action Item: Mr. Ortiz will check into Ms. Boykins taxi ride on April 12, 2023.

Mr. Tyrell Mullen shared concerns with identifying TNC drivers and cars not being labeled. Mr. Ortiz stated that this issue is being resolved by having light signs comparable to Uber or Lyft.

Membership – Mr. Keith Johnson(?)

Mr. Johnson reported openings in the following cities:

- 1 Chesapeake, Consumer
- 1 Chesapeake, Provider
- 1 Norfolk, Consumer
- 1 Portsmouth, Provider
- 1 Extra Member

Training – TBD

There were no new training updates provided.

Outreach – Ms. Janice Taylor

Ms. Taylor reported that she attended the Historical Regional Transit Advocacy Day hosted by HRT on May 4, 2023. Ms. Taylor stated that 60 leaders from government, business, and community organizations participated in riding light rail and bus as a regular rider, as well as visiting the transit centers. Ms. Taylor stated that they were treated to lunch and there were speakers advocating for HRT funding. Ms. Taylor expressed how glad she was that she was included and considered a “leader”. Ms. Taylor also stated that she will have upcoming reports that will deal with community issues like presentations, seminars, outreach for people to get services in the disabled community.

Paratransit Operations and Certifications Report

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

Old Business

Mr. Johnson explained the Paratransit Survey which was created by the ABBG (American Bus Benchmarking Group) and completed by 12 agencies throughout the nation including HRT. Mr. Johnson stated the HRT goal of 250 responses was exceeded with a total of 406 responses, 271 being online. Mr. Johnson stated that the results of the survey are still being compiled and that there are 197 entries for the free book of tickets. Mr. Johnson will contact Mr. Bowser on how best to choose winners.

New Business

Mr. Johnson reported that there will be free fare day on June 19, 2023, for the Juneteenth holiday.

Mr. Bowser adjourned the meeting at 3:03 PM.

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, August 9, 2023, at 3400 Victoria Blvd., Hampton, VA 23661, Second floor boardroom.

Submitted by Malik Greene Administrative Coordinator

DRAFT



Hampton Roads Transit

PAC meeting

August 9, 2023



Follow up from the PAC



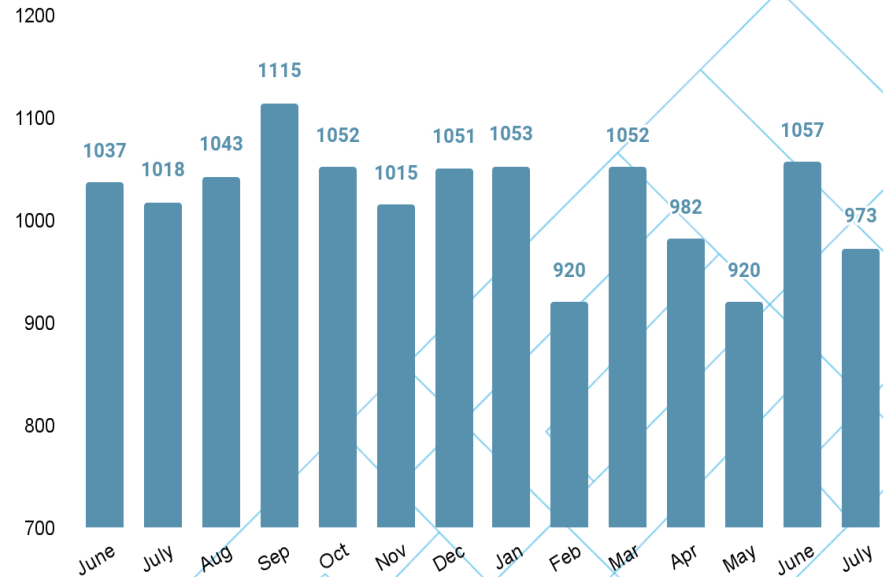
- **Intro**
- **Service Review - Michael Ortiz**
- **Same Day Service**
- **Driver / Training Updates - Javier**

	Trips completed	Pickup/Dropoff On-Time-Performance	Average trip duration	Avg. Trips per hour per vehicle
June + July	~62k	90%/93%	~ 24 mins	1.25
April + May	~58k	90%/93%	~ 25 mins	1.29

Summer was a hot one!

- June saw a massive spike in demand, the highest daily average since Sep. of last year!
- July saw the anticipated summer drop as expected.
- We are entering our busy months as we move into Aug - Sep - Oct.
- Total trips
 - June - 31,727 | July - 30,175
 - Apr - 29,585 | May - 28,540

Average completed rides per day





Same Day Service



Same day service looking to start before summer's end!

- Just as a reminder! We have some important notes for Same Day Service
 - Fare : \$7.00
 - These rides are not a guarantee so please book important appointments, events, etc using normal booking.
 - Remember, you must call in to book a same day ride!
 - We aim to accommodate all our same day requests but these will **ALL** be based on space availability.
 - No SDS ride will be prioritized over an already booked rides

● Paratransit Driver Refresher Training

- 130 drivers re-trained on customer service, HRT policies, and rider safety
 - HUGE THANKS TO ANNIE ASCHER FOR JOINING US FOR TRAINING!
- Next training scheduled for end of year, date TBD

● Vehicles

- Total SS - 66
- Total NS - 22
- Maintenance/Compliance
 - All vehicles current on state inspection
 - Maintenance team actively working on all known issues



Thank you!



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 08/09/2023 June and July

	June	Prior Year	July	Prior Year
Total Incoming Calls	18,144 (+8.4%)	16,736	18,928 (+17.4%)	16,128
Calls Handled	15,398 (+9.8%)	14,019	15,854 (+18.8%)	13,349
Calls Abandoned (after 15 seconds)	1,412 (+5.5%)	1,338	2032 (+51.9%)	1,338
% of Incoming Calls Successful	86.09%	85.5%	84.77%	84.3%
Average Speed to Answer Reservations (Goal 90 seconds)	51.84 seconds Daily average ranges were 17.9 to 122.3 seconds	65.86 seconds Daily averages ranged from 21 to 178 seconds	61.45 seconds Daily average ranges were 16.8 to 126.4 seconds	70.67 seconds Daily averages ranged from 27 to 235 seconds



HAMPTON ROADS TRANSIT

Paratransit Certification Report 08/09/2023 June and July

2 Month Totals	June	Prior Year	July	Prior Year
Applications Processed - 258	142 (+30.3%)	109	116 (0%)	116
New Certifications 202	100	69	102	84
Re-Certifications 33	22	37	11	31
Denials 23	20	3	3	1
Number of Eligible Clients	6,375 (+10.8%)	5,754	6,932 (+18.2%)	5,866
Number of Clients Using the Service	2,108 (+6.2%)	1,985	2,063 (+9.0%)	1,892
Number of eligible clients who did not recertify - *9*	6	0	3	4
Sanction Notifications Sent	0	0	0 (276 Waived)	256
	Eligibility Appeals			
	Filed – 8 Amended – 8 COVID Temporary (1 year) – N/A Overturned by Panel – 0 Upheld by Panel – 0			
2nd Quarter Client Suspensions (Waived)	Sanction Appeals (276 notices waived)			2nd Quarter Remaining Sanctions (N/A)
115 – 7 day 63 – 14 day 35 – 21 day 63 – 30 day	Filed - 0 Amended – 0 Overturned by Panel – 0 (1 st QTR) Upheld by Panel – 0 (1 st QTR)			0



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 08/09/2023 June and July

	June	Prior Year	July	Prior Year
Pickup OTP (Goal 95%)	90.90%	88.6%	87.40%	90.7%
Drop-Off OTP (Goal 95%)	93.93%	93.9%	92.59%	95.8%
Trips Requested	38,020 (+11.5%)	34,091	37,154 (+16.8%)	31,811
Trips Performed	28,331 (+10.2%)	25,715	26,791 (+10.7%)	24,191
Trips Cancelled in Advance	7,334 (19.3%)	6,047 (17.7%)	7,633 (20.5%)	5,643 (17.7%)
Customer Trip Violations (NS/CD/LC)	2,097 (7.4%)	1,644 (6.0%)	2,286 (8.5%)	1,449 (5.7%)
Trips Cancelled For Cause	258 (0.91%)	244 (0.94%)	444 (1.66%)	153 (0.63%)
Average Customer Trip Travel Time	25.72 minutes	25.15 minutes	25.98 minutes	25.07 minutes
Peak # of Vehicles Scheduled	97 64 Fleet 1 Taxi 32 TNC	84 64 Fleet 2 Taxi 19 TNC	86 55 Fleet 1 Taxi 30 TNC	84 63 Fleet 2 Taxi 19 TNC
Number of Paratransit trips taken on Fixed Route	10,422 (+11.3%)	9,245	10,854 (+21.0%)	8,971