



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

Hybrid Meeting

2nd Floor Board Room

3400 Victoria Blvd, Hampton, Va.

Virtual Attendees via Zoom

Wednesday, April 10, 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 02/14/2024 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 February Minutes

3. Public Comment

4. Chairman’s Report – Mr. Troy Bowser

5. HRT Presentations and Updates

- **Sherri Dawson, Director of Transit Development**
 - **Connecting Chesapeake Study updates**
 - **Chesapeake service updates starting May 12, 2024**

6. VIA Updates

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 Earth Day – April 22, 2024

10. New Business

- **Hello to Easton Coach Company**
- **Free Fare on Earth Day – Monday, April 22, 2024**

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, June 12, 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

February 14, 2024

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 (Zoom)

Wanda Boykin, Chesapeake Consumer

Keith Ferguson, Hampton Consumer

Patricia Harvey, Newport News Provider (Zoom)

Delores Haywood, Portsmouth Consumer

Joann Mancuso, Virginia Beach Consumer (Zoom)

Mary Mathena, Virginia Beach Consumer (Zoom)

Jeff Raliski, HRTPO, Ex-Officio Position (Zoom)

Renè Rogers, Norfolk Consumer

Courtney Stovall, Hampton Provider (Zoom)

Janice Taylor, Virginia Beach Provider (Zoom)

Denise Wilkins, Hampton Consumer

HRT Staff in Attendance

Tammara Askew, Administrative Support Technician

Amy Braziel, Director of Contracted Services and Operational Analytics

Linda Caroll, Southside Bus Operator Supervisor

April Garrett, Sr. Executive Assistant (Zoom)

Malik Greene, Administrative Coordinator

Monica Hatcher, HR Program Support Specialist (Zoom)

Danielle Hill, Director of Human Resources (Zoom)

Keith Johnson, Paratransit Service Contract Administrator

Christina Malcolm, Human Resources Compliance Manager (Zoom)

Noelle Pinkard, Organizational Advancement Officer (Zoom)

John Powell, Telecommunications Specialist

Others in Attendance

Paul Atkinson Jr., Eggleston (Zoom)

Fonita Babb, Eggleston

Thomas Bryan (Zoom)

Tiffney Burke

Marcia Coleman-Smith (Zoom)
Shawna Hadnot
Uricka Harrison (Zoom)
Trinetta Hayes, Eggleston
Wray Herring, Paratransit Driver (Zoom)
Trevor Hunter, Z-Trip (Zoom)
Denise Johnson, TRAC Chair
Ina Kreps
Sherry Moltamore-Mallory, Norfolk Public Schools (Zoom)
Michael Ortiz, VIA
Catherine Tyler-Northan (Zoom)
Michael Williams, Representing Mikka Williams
Tammro Williams

The February 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 October 11, 2023 Minutes

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

Public Comment

Mr. Michael Williams voiced a recurring concern regarding his daughter's rides to the base. Mr. Williams stated that his daughter's rides are extremely late, and she is being left at work for hours without a way to get home. Mr. Williams stated that he feels like the more he complains, the more these instances occur. Mr. Williams expressed that he has reached out to multiple people, but nothing gets done. Mr. Williams questioned who will be accountable for the actions that are affecting his child.

Mr. Michael Ortiz stated that he and Mr. Williams had a sidebar conversation about his daughter's rides. Mr. Ortiz said that there have been issues with drivers getting access to the gate. Mr. Ortiz assured that members of his staff personally went to all bases to ensure that all access lists are updated and that all drivers have proper identification.

Action Item: Mr. Ortiz will talk to Mr. Williams after the meeting to rectify his daughter's rides.

There was discussion regarding how many drivers have access to the various bases.

Mr. Williams questioned customer service not following up with complaints. Mr. Williams stated that he never receives a call within 24-48 hours. Mr. Williams also stated that the eta changes every time he calls to check. Mr. Williams emphasized that over the past two weeks his daughter has only gotten 4 days of pay.

Mr. Ortiz stated that his team has been handling more complaints and assured that with the measures taken, service should improve.

Mr. Keith Johnson suggested that the Eggleston team set up a travel training for the Circulator that goes on base.

Mr. Williams voiced appreciation for Mr. Ortiz taking accountability.

Ms. Taylor questioned if a backup list for the base can be created in case drivers call out.

Mr. Ortiz stated that Norfolk Naval originally proposed 18 drivers in total. Mr. Ortiz explained that drivers were selected by looking at attendance/reliability and performance, so there is no need to depend on a secondary list.

Ms. Taylor mentioned Mr. Williams daughter being stranded and how one cannot wait 24-48 hours for a call back in urgent situations.

Mr. Ortiz explained that VIA will always try to find a ride, even though sometimes it may be severely late. Mr. Ortiz said there have been unconventional means, i.e. uber, to make sure a rider gets transported. Mr. Ortiz stated that major complaints will be flagged and go to his team, so they are able to make contact and rectify the situation as fast as possible.

Ms. Amy Braziel stated that there are policies and procedures in place if a rider is stranded. Ms. Braziel explained that when calling reservations, there is a process that VIA goes through to flag and send to the local office immediately if a rider is stranded. Ms. Braziel emphasized the difference between a late ride and being stranded.

There was discussion regarding Z-Trip.

Ms. Uricka Harrison stated that she called reservations today to check on the rides she scheduled for Friday and Saturday, as well as her recurring rides for Wednesday and Sunday. Ms. Harrison explained that the automated system told her she didn't have any rides scheduled, but when she spoke to a reservationist, they were able to see the rides that she booked. Ms. Harrison said a similar situation also happened to her a month ago, but that time she was told she didn't have a ride and was never able to get one.

Mr. Bowser stated that Ms. Harrison's issue will be addressed in Service Quality.

There was discussion regarding getting more drivers to work.

Mr. Thomas Bryan voiced a complaint regarding rides coming from Norfolk to get him from Fort Eustis. Mr. Bryan stated that there have been instances when his rides have been 2-4 hours late. Mr. Bryan emphasized that he would like to see better service, especially for those who have conditions that make it difficult for them waiting alone outside of buildings after hours. Mr. Bryan stated that waiting outside of buildings after they close is a safety concern.

Chairman's Report – Mr. Troy Bowser

Mr. Bowser declared that in the past couple of months the number of complaints received has decreased tremendously. Mr. Bowser stated that although less complaints are being received, the complaints that are being received are the same issues, such as riders being picked up late. Mr. Bowser stated that riders have not been receiving the 5–15-minute notifications.

Mr. Johnson stated that Ms. Rogers and Ms. Boykins have also stated they are not receiving notifications.

Action Item: Mr. Johnson will open a ticket for VIA to investigate.

Mr. Bryan and Ms. Taylor also stated that they are not receiving notifications.

Mr. Wray Herring voiced some of his concerns as a TNC driver.

Action Item: Mr. Ortiz will call Mr. Herring to discuss his concerns.

Ms. Noelle Pinkard requested support for HRT working with Congress to get additional operating funding over the next two years. Ms. Pinkard stated this funding will help with infrastructure, investing more money into operations, and particularly financing for a legislative study that will look at multimodal transportation needs throughout Hampton Roads, not just specifically HRT, but also including WATA (Williamsburg Area Transit Agency) and Suffolk Transit. Ms. Pinkard stated there is not a bill for these requests, but they are working to get these items included in the committee report which is released on February 18, 2024. Ms. Pinkard stated that she will send Mr. Johnson two letters of support, one for the committee and one that is individualized, so that these letters can be sent to Congress.

Ms. Taylor mentioned that the U.S. Department of Transportation has a list of grants online that may include multimodal transportation.

VIA Updates

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

There was discussion regarding how many drivers are currently employed and if Z-Trip helps when there are shortages.

There was also discussion regarding the number of vehicles on the northside/southside, the number of drivers available during certain times, why some drivers go from northside to southside, and driver training.

Subcommittee Reports

Service Quality – Ms. Janice Taylor

Ms. Taylor mentioned an instance where she did not know the TNC driver arrived due to no sign being displayed on the vehicle and not receiving any notifications. Ms. Taylor also voiced a concern regarding a ride that took place on February 6, 2024, where the driver did not exit the van, had a faulty lift, and told her she did not have to assist her because it is not in her profile.

Ms. Taylor informed the committee that Mr. Bryan offered advice about information to access the base.

Ms. Harrison reiterated the issue she brought up during Public Comment with the automated system not showing her booked rides.

Mr. Bowser inquired if reservation numbers are given out when rides are booked.

Mr. Johnson stated that there is a ride request number that can be given out.

Ms. Mathena said on February 12, 2024, she was sitting beside another rider (Linda Midgett-Southard) that did not receive any notifications. Ms. Mathena also stated that another rider's (Karen Brown) rides were late on February 5, 2024, and February 12, 2024. Ms. Mathena mentioned the situation that happened to her on December 8, 2023, when she was stuck outside of the library after it closed due to a late ride. Ms. Mathena inquired why she couldn't get a ride with other riders that were leaving the library as well.

Mr. Ortiz verified what Ms. Mathena said and stated that his team is starting to call riders when rides are running late to let them be aware. Mr. Ortiz informed that this would allow his team to find another ride or contact Z-Trip.

Ms. Moltamore-Mallory stated that she would like the opportunity to develop one line of communication for Norfolk Public School students. Ms. Moltamore-Mallory said that their students are cognitively impaired as well as minors. Ms. Moltamore-Mallory mentioned that since there are multiple staff members responsible for the students, they would like one point of contact for when rides are late. Ms. Moltamore-Mallory inquired if one number could be put on Norfolk Public School students' profiles so that they can be contacted if rides are late.

Action Item: Mr. Ortiz will get Ms. Moltamore-Mallory's contact information.

Policy

There were no new policy updates provided.

Membership – Mr. Johnson

Mr. Johnson stated that Ms. Joann Mancuso will be moved from Virginia Beach Provider to Chesapeake Provider due to the service she works for being in Chesapeake.

Action Item: Mr. Johnson will reach out to Mr. Thomas Vann regarding membership.

Mr. Johnson expressed Ms. Moltamore-Mallory's interest in joining the committee.

Mr. Johnson informed the committee that there is an opening for a Portsmouth Provider.

There was discussion regarding expiring terms.

Mr. Johnson stated that Ms. Taylor is back on the committee as of today.

Training – Ms. Wanda Boykin

Ms. Boykin stated that the last Driver/Sensitivity training was done on January 27, 2024, and January 28, 2024.

Mr. Ortiz mentioned another training possibly being in July.

Action Item: Mr. Johnson and Mr. Bowser will plan the next customer outreach at Insight.

Outreach – Ms. Janice Taylor

Ms. Taylor stated that she represented Paratransit riders and the Committee as a part of the HRT campaign called "Why I Ride."

Ms. Taylor informed the committee of Transit Equity 2024 - Moving Forward Together: Navigating Equity in Transportation on February 15, 2024. Ms. Taylor stated that they will be talking about transportation resources, dignity, access, labor rights, and social mobility.

Ms. Taylor gave an update on the State of Transit Event: Transit Means Business.

There was discussion regarding the State of Transit Event.

There was also discussion regarding the Transit Equity Day event on February 5, 2024.

Ms. Taylor gave thanks to Ms. Braziel, Mr. Benjamin Simms, and Mr. Johnson for the State of Transit event.

Paratransit Operations and Certifications Report

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

Ms. Fonita Babb voiced a concern with drivers having no base access and dropping riders off at the commissary, leaving them to walk.

Old Business

Ms. Braziel stated that an active procurement is ongoing for new Paratransit service that will take effect around the July timeframe. Ms. Braziel also informed the committee that Mr. Johnson is retiring by the end of June.

Ms. Taylor inquired if the committee is following the Transportation District Commission meeting protocols.

Ms. Braziel declared that these meetings should be following those protocols and will start adjusting.

Ms. Taylor mentioned committee members reading the updated guidelines and expressed getting riders to become a part of the committee.

New Business

Mr. Johnson stated that he sent an invite out for the Ferry ribbon cutting on February 16, 2024.

Mr. Bowser adjourned the meeting at 3:21 PM.

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, April 10, 2024, at 3400 Victoria Blvd., Hampton, VA 23661, Second Floor Boardroom.

Submitted by Malik Greene, Paratransit Administrative Coordinator



Hampton Roads Transit PAC meeting

Feb 14, 2023



Follow up from the PAC



- **Intro**
- **Service Review - Michael Ortiz**
- **Vehicle Updates - Javier Rodriguez**
- **Driver / Training Updates - Josh Swann**
- **Using the App - Michael Ortiz**



Service Updates



	Trips completed	Pickup/Dropoff On-Time - Performance	Average trip duration
Jan	27.3k 90%		22 min
Dec	31.6k 90%		23 min
Nov	33.3k 87%		26 min
Oct			26 min

Areas we are focusing on:

- Better communication
 - Calling riders about rides
- Better Process
 - TOS Retraining
 - Base Passes
- Better Capture
 - Credit Card Control
- Better results
 - Better OTP
 - Better distribution of riders
 - Less calls /complaints

VIA Proprietary & Confidential.



Driver Training / Driver Acquisition/Vehicles



Vehicles

- o Total Fleet: 100
- o Total SS - 79
- o Total NS - 21
- o 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.

VIA Proprietary & Confidential.



- Driver hiring - We are still onboarding new drivers and have maintained two training classes per month. We look to continue this trend to accommodate current demand and any increase in demand we see.
- Refresher training - We held a successful refresher course on January 27th and 28th where we addressed issues such as, greeting the riders, assisting with boarding the vehicles, waiting on riders windows to start, contacting drivers center with any issues contacting riders at pick up, securments, and safe driving.

 Proprietary & Confidential.



Don't Worry, Get h **APPy**



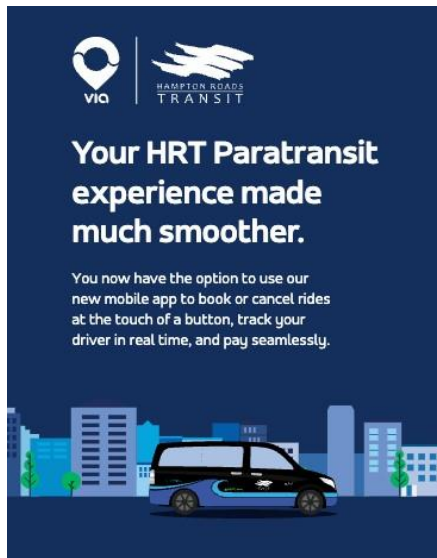
The power to book and look are in the palm of your hand!

Better experience!
Faster booking!
Feedback on your experience!

 Proprietary & Confidential.



Don't Worry, Get h **APPy**



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 h **APPy**



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?

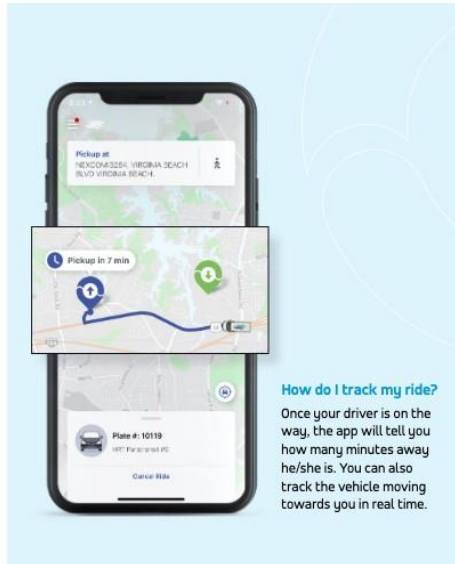
Head to the **App Store** or **Google Play Store** on a smartphone or tablet and search **HRT Paratransit**.

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.

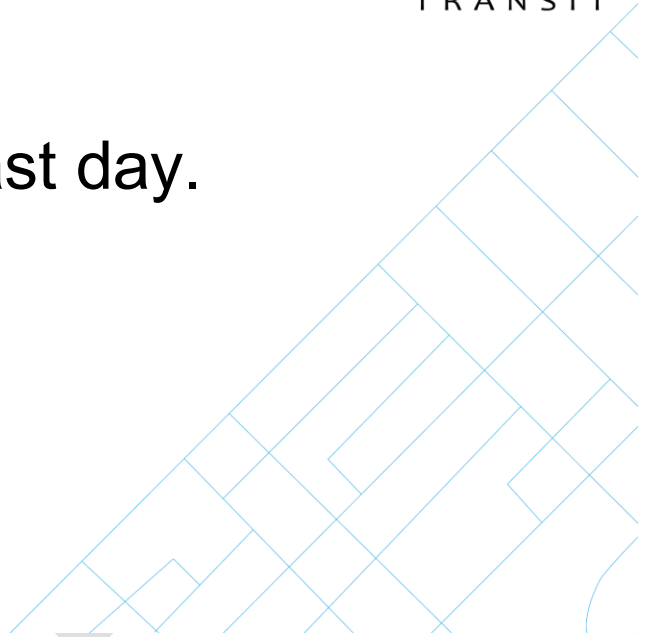
Learn how to get started at: gohrt.com/paratransit/app



Until the last day.

 Proprietary & Confidential.

DRAFT





HAMPTON ROADS TRANSIT



CONNECTING
CHESAPEAKE

A STUDY OF HIGH-CAPACITY TRANSIT

Connecting Chesapeake

A Study of High-Capacity Transit

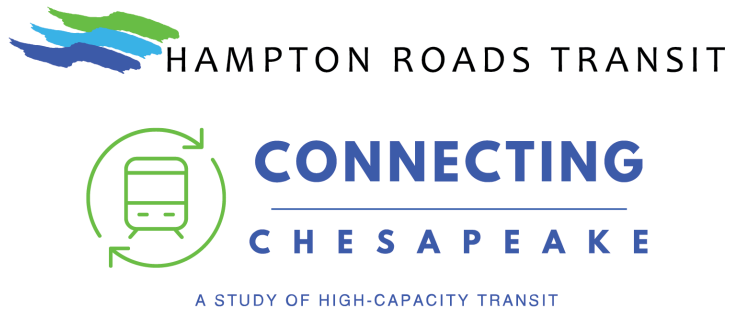
Presentation to HRT's Paratransit Advisory Committee

April 10, 2024



IN COLLABORATION WITH
Chesapeake
VIRGINIA

Welcome



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.



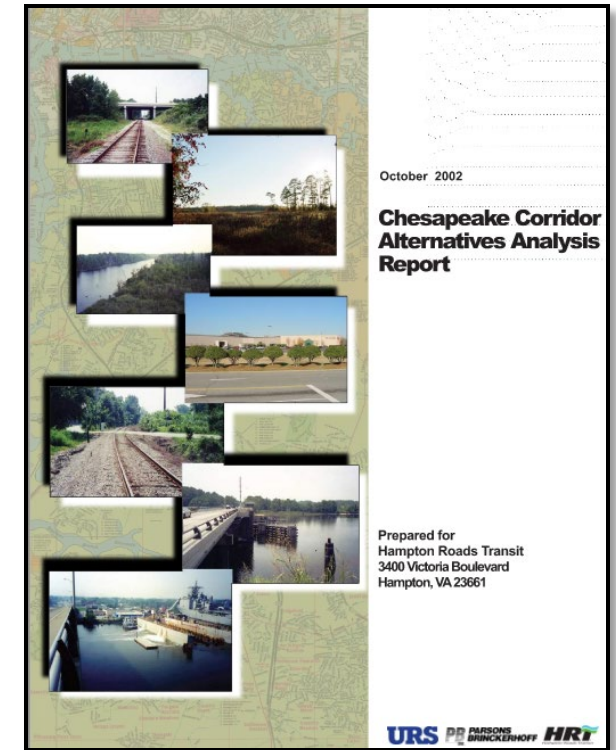
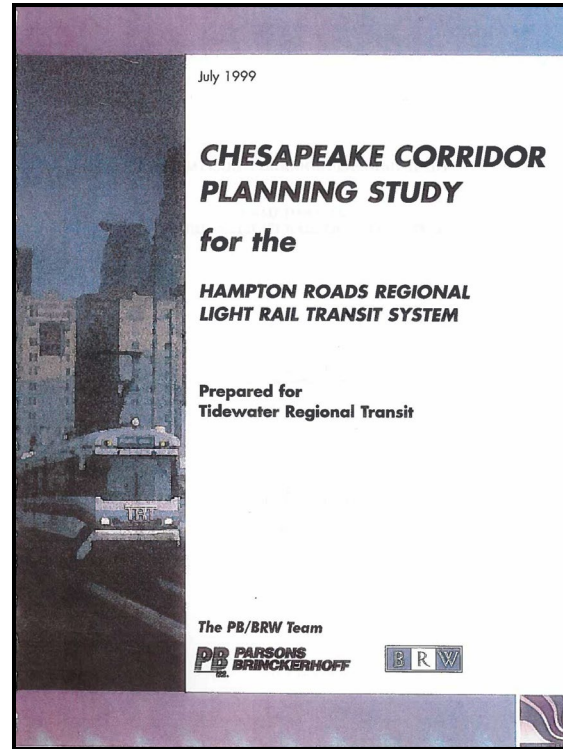
Agenda

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



Background

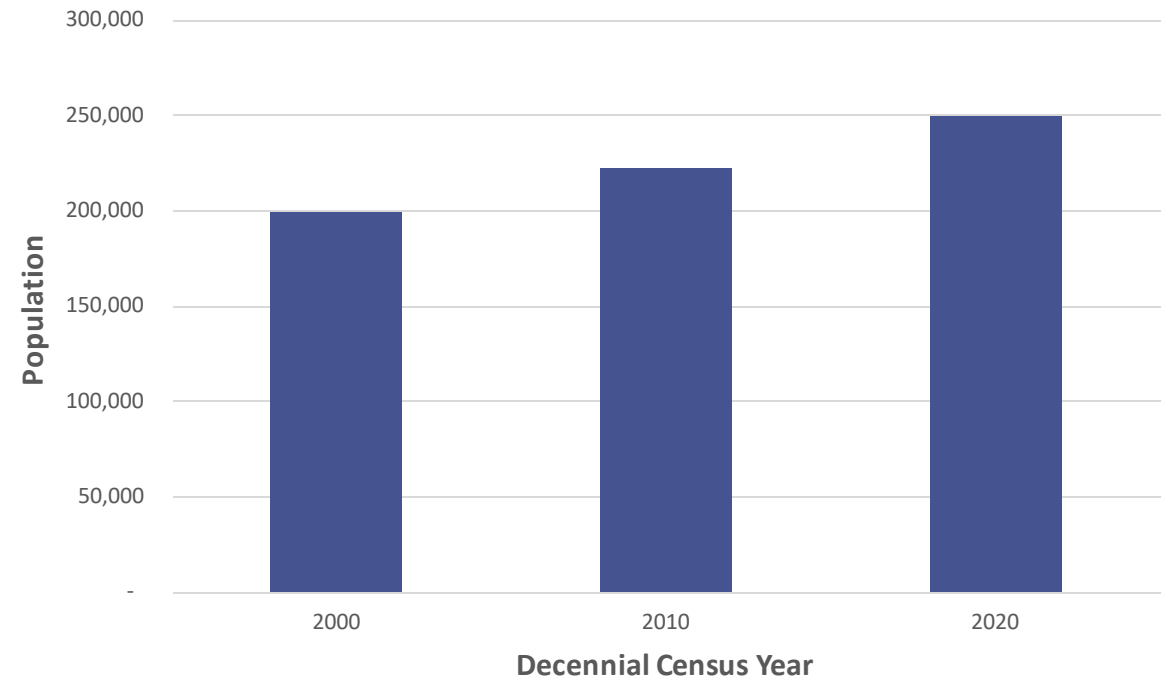
- ➔ Previous studies conducted in 1999 and 2002
- ➔ **Key finding:** Land development patterns in the City did not support a high-capacity transit investment at that time.



Background

- ➔ 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.

Population of the City from 2000 to 2020



Source: United States Census Bureau, Decennial Census



Study Overview

Study Area

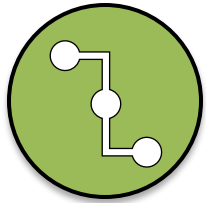


Study Overview

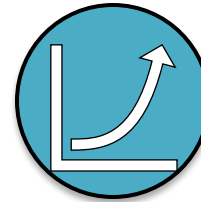


- ➔ Define the purpose & need for high-capacity transit
- ➔ Identify, screen, and evaluate the feasibility of alignment and technology alternatives
- ➔ Refine concepts for most cost-effective alternatives and select an alternative that can be carried into the next phase of the FTA Capital Investment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

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.

Methodology Evaluation of Alternatives



TIER 1 ALTERNATIVES

Develop multiple conceptual alignment alternatives connecting Greenbrier Town Center Area to the wider Hampton Roads Service area.

TIER 1 SCREENING

Evaluate whether the Tier 1 alternatives meets the Purpose and Need of the project. This qualitative analysis will identify the most viable Tier 2 alternatives.

TIER 2 ALTERNATIVES

Develop the most viable Tier 2 alternatives by completing ridership forecasting, right-of-way analysis, traffic analysis, and corridor/street modification analysis.

TIER 2 SCREENING

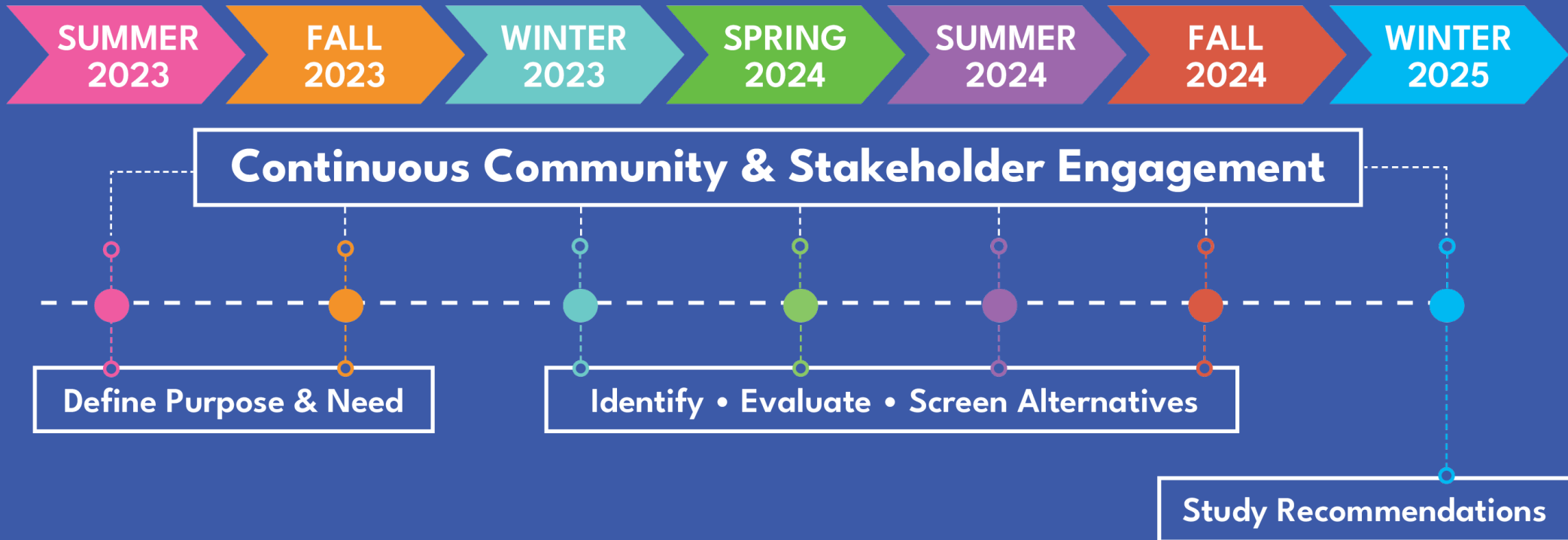
Evaluate the performance of the Tier 2 alternatives by based on the criteria developed by stakeholders.

RECOMMENDED ALTERNATIVES

Recommend an alternative that can be further developed in the next phase of the FTA CIG program.

● ALTERNATIVES

Study Schedule





Public Engagement

Public Engagement



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

It's time to connect our city.

Hampton Roads Transit (HRT) and the City of Chesapeake have teamed up 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.

ConnectingChesapeake.com

IN COLLABORATION WITH
Chesapeake VIRGINIA



**Where would you ride?
 When would you ride?
 We want to hear from you!**

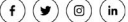
JOIN THE CONVERSATION AT AN UPCOMING PUBLIC MEETING OR POP-UP EVENT


PUBLIC MEETING
 Hyatt Place
 Chesapeake/Greenbrier
 Tuesday
 October 17
 5-7 P.M.
 709 Eden Way N
 Served by Bus Routes 13 and 24

POP-UP EVENT
 Robert Hall
 Transfer Center
 Wednesday
 October 18
 2-4 P.M.
 Robert Hall & Military Hwy.
 Served by Bus Routes 6, 13, 14, 15, 24 and 57

PUBLIC MEETING
 South Norfolk
 Memorial Library
 Thursday
 October 19
 4-6 P.M.
 801 Poindexter Street
 Served by Bus Route 58

ConnectingChesapeake.com

Home | Project Documents | Contact the Project Team |  | [Latest Project Updates](#)



CONNECTING CHESAPEAKE

Hampton Roads Transit (HRT) is exploring high-capacity transit options in the City of Chesapeake.

Give us your input and follow our progress as we identify potential corridors and modes of transit that improve connectivity in our region.

Sign up for project updates to stay informed.

We respect your privacy. Your information will not be shared.



WELCOME

October 2023 - Public Meeting Materials



PUBLIC MEETINGS AND POP-UP EVENT

October 2023 - Public Meetings and Pop-Up Flyer



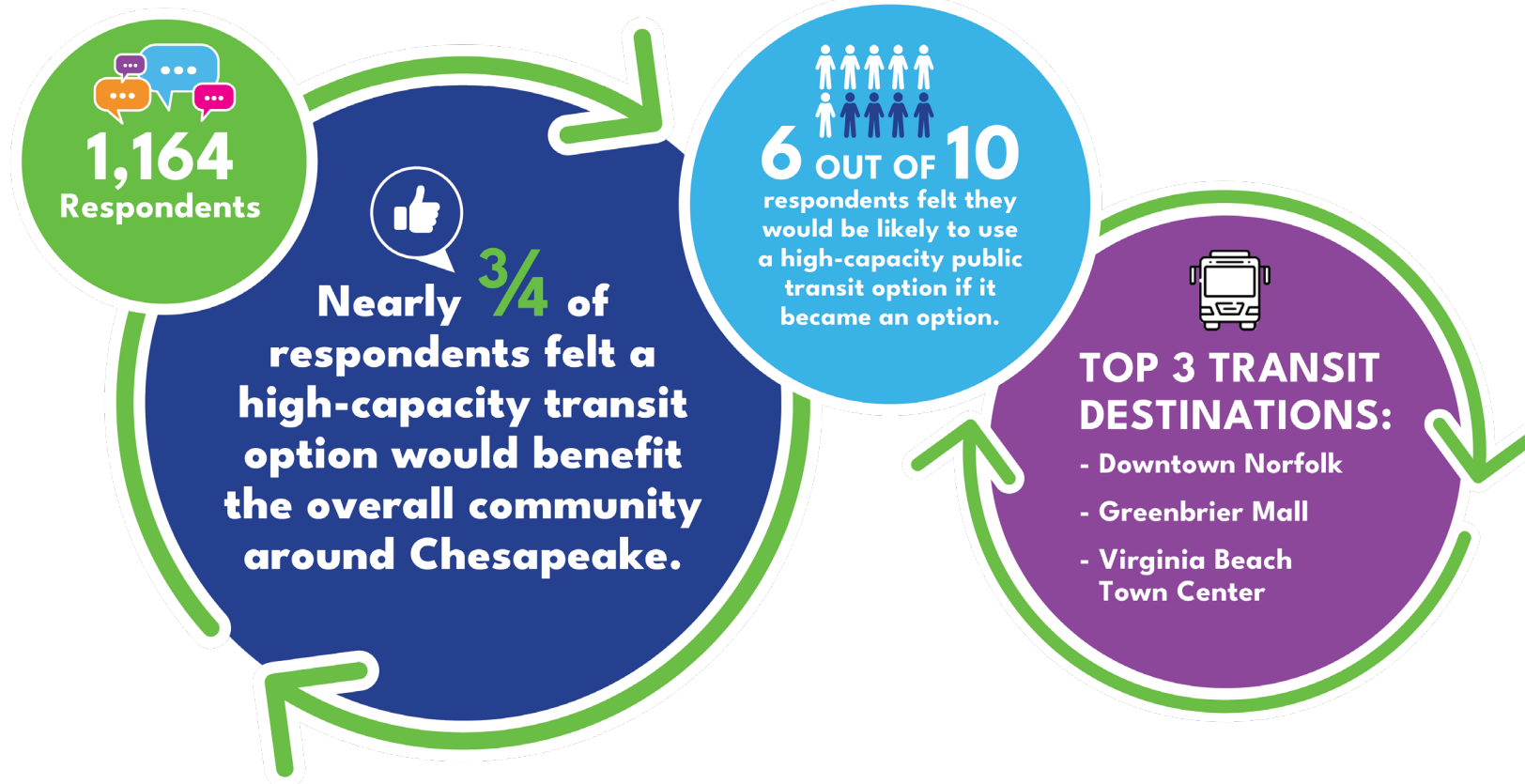
Public Engagement Round 1: October 2023

- ➔ 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



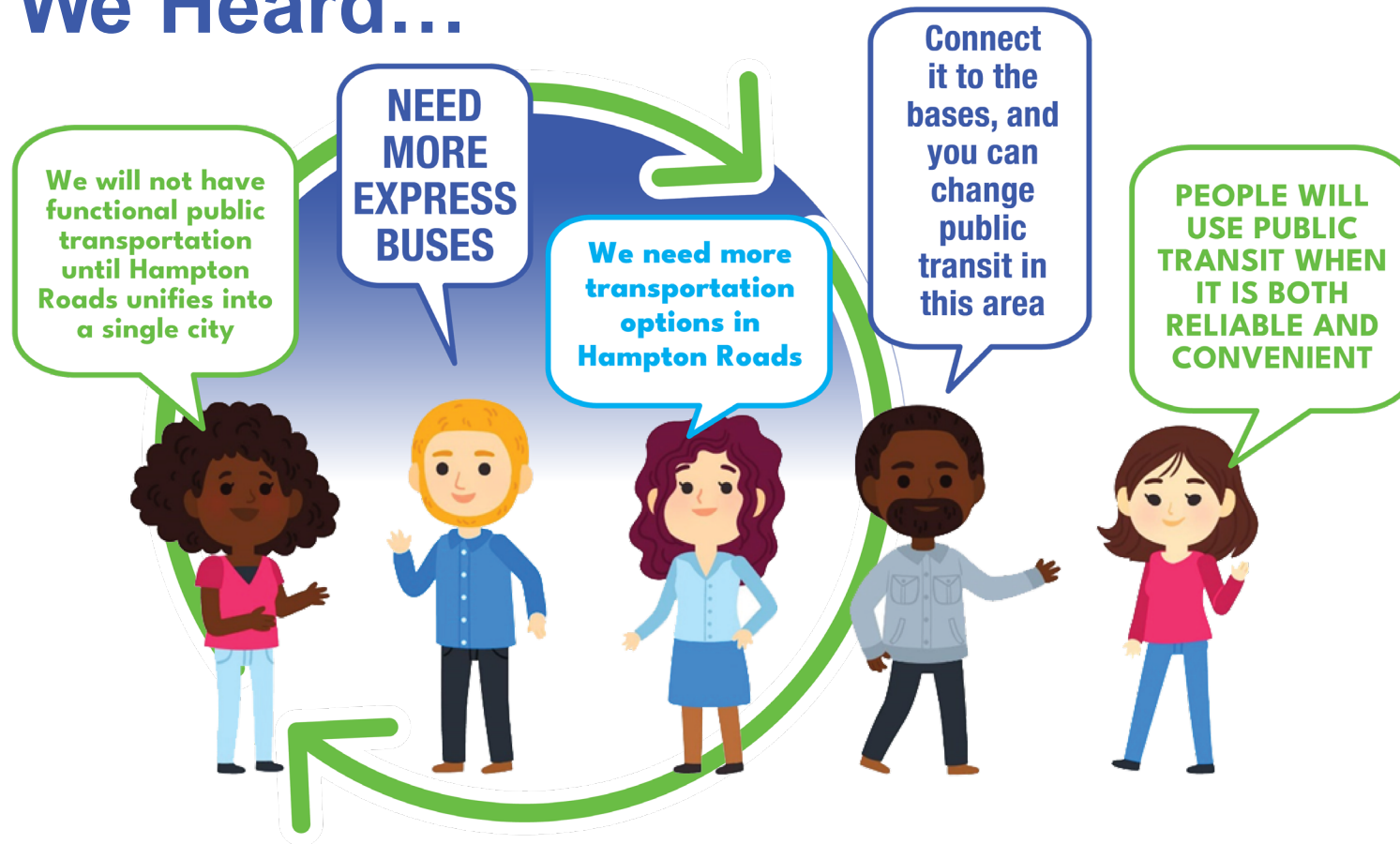
Public Engagement Survey: Dec. 15 - Jan. 16

))) 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.

POP-UP Events

THURS 18 APRIL **CUFFEE COMMUNITY CENTER**
11AM-1PM
2019 Windy Rd
Bus Route 13

FRI 19 APRIL **ROBERT HALL TRANSFER CENTER**
11:30AM-1:30PM
Robert Hall & Military HWY
Bus Routes 6, 13, 14, 15, 24, 57

THURS 25 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

View the Alignments NOW!
[CLICK HERE](#)

IN COLLABORATION WITH
Chesapeake VIRGINIA

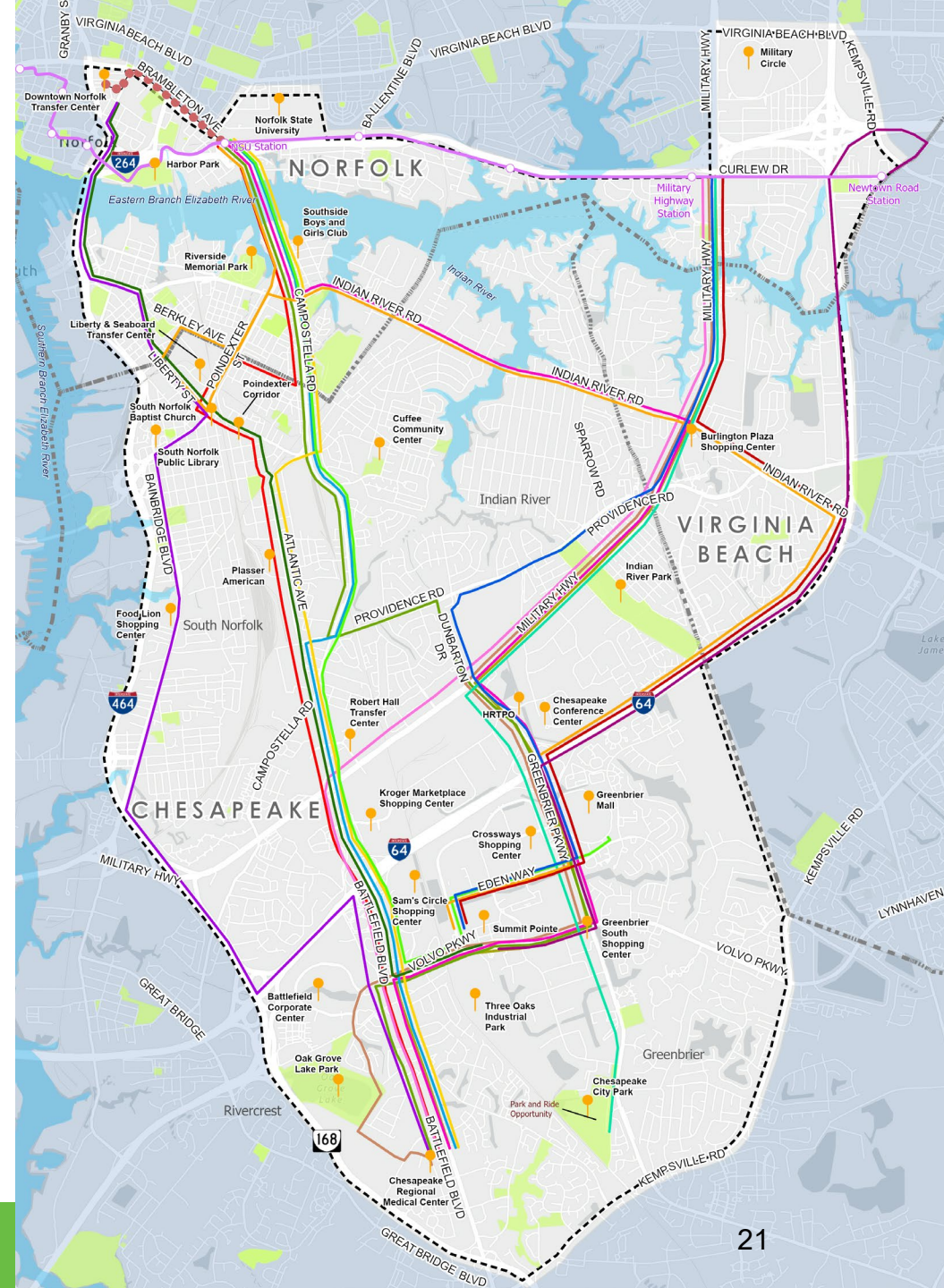













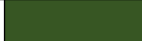






Tier 1 Alternatives

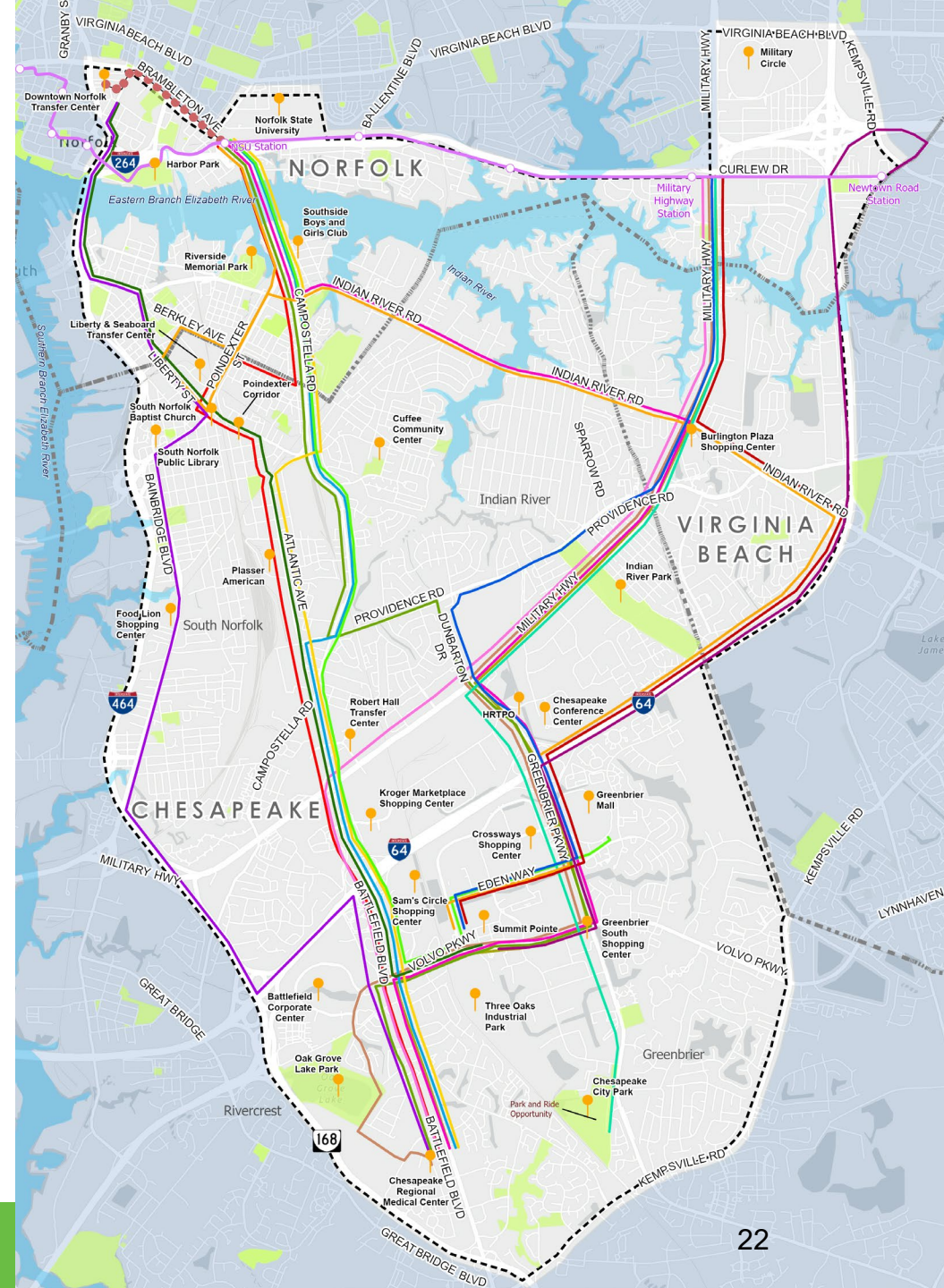
Tier 1 Alternatives

- ➔ 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

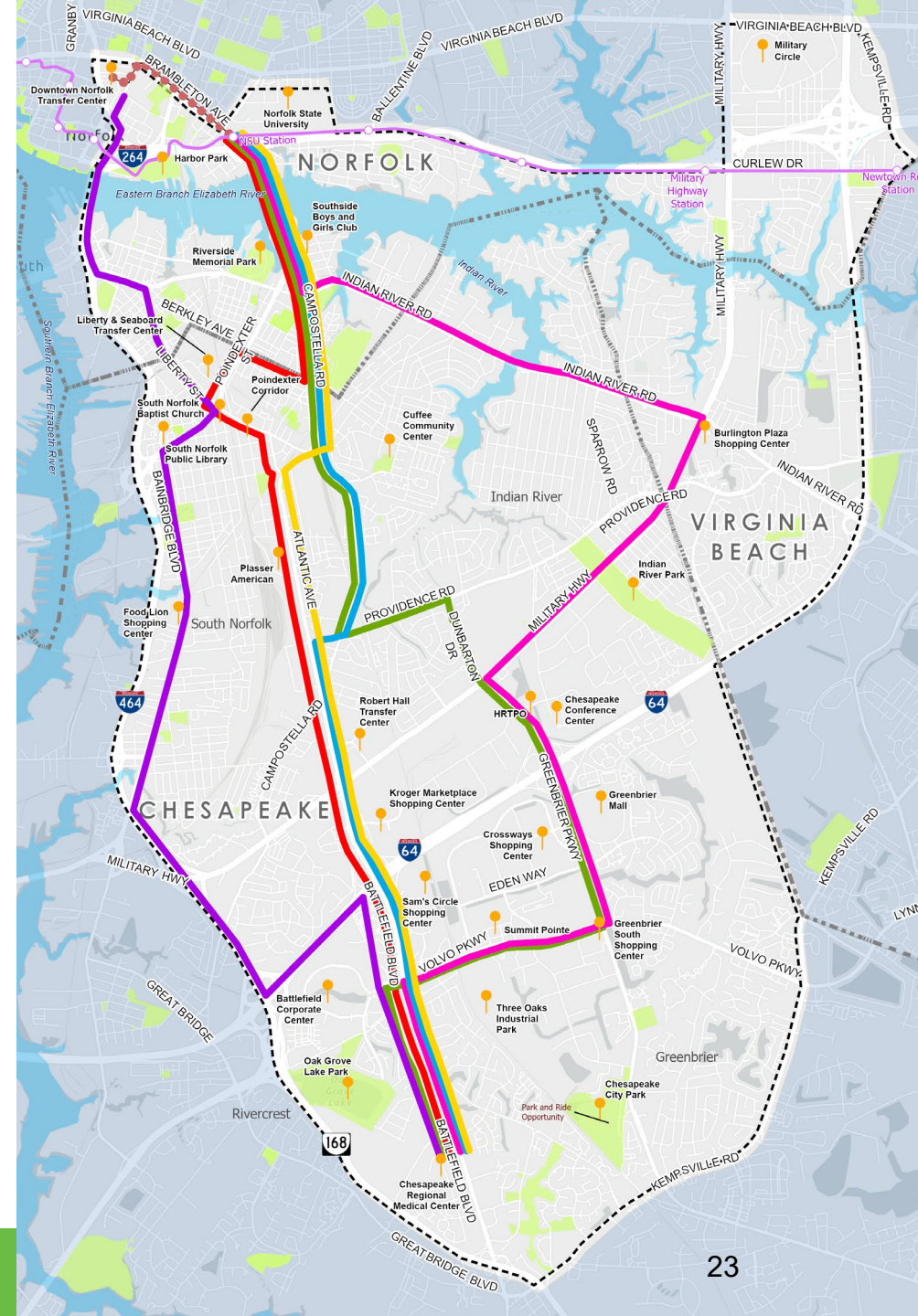
Medical Center - Downtown Norfolk	MC-DN - 1	
	MC-DN - 2	
	MC-DN - 3	
	MC-DN - 4	
	MC-DN - 5	
	MC-DN - 6	
Medical Center - Military Highway Station	MC-MH - 1	
	MC-MH - 2	
	MC-MH - 3	
Summit Pointe - Downtown Norfolk	SP-DN - 1	
	SP-DN - 2	
Summit Pointe - Newtown Road	SP-NR - 1	
Chesapeake Park - Military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

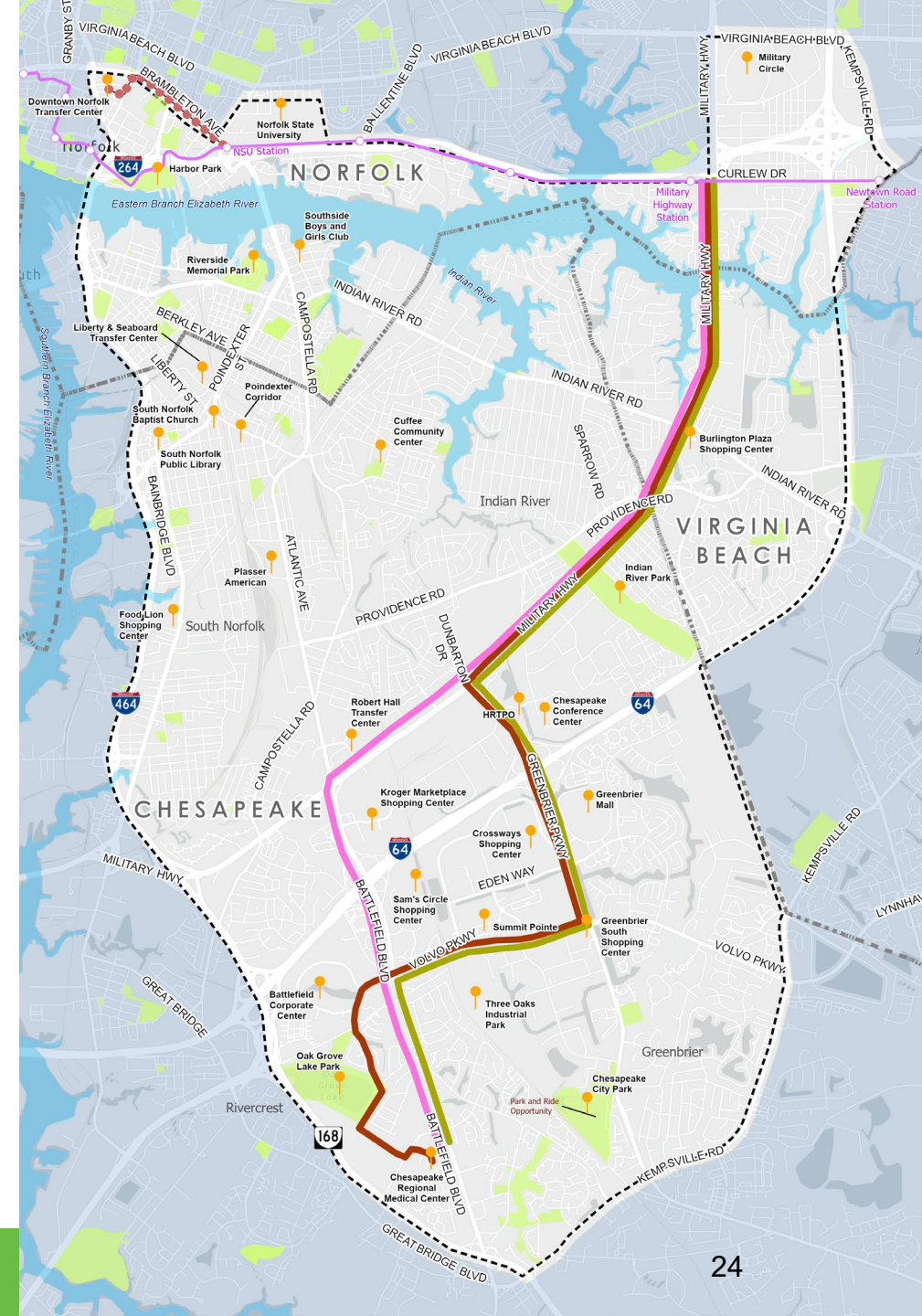
Medical Center - Downtown Norfolk	MC-DN - 1	
	MC-DN - 2	
	MC-DN - 3	
	MC-DN - 4	
	MC-DN - 5	
	MC-DN - 6	



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	



Tier 1 Alternatives


Summit Pointe - Downtown Norfolk (SP-DN) Options

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



Tier 1 Alternatives

Summit Point – Newtown Road (SP-NR) Option

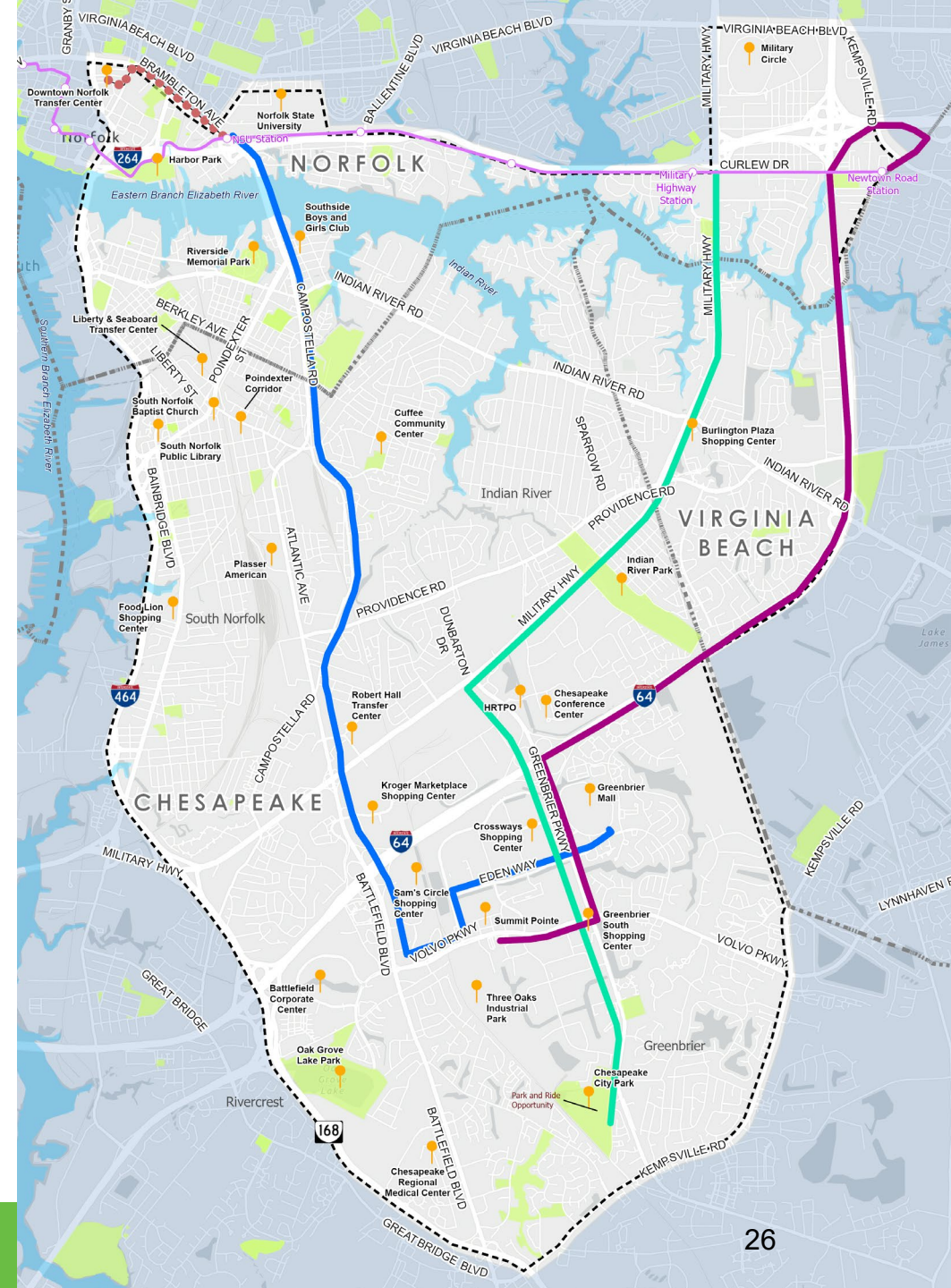
Summit Point - Newtown Road	SP-NR – 1	
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Chesapeake Park – Military Highway Station (CP-MH) Option

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

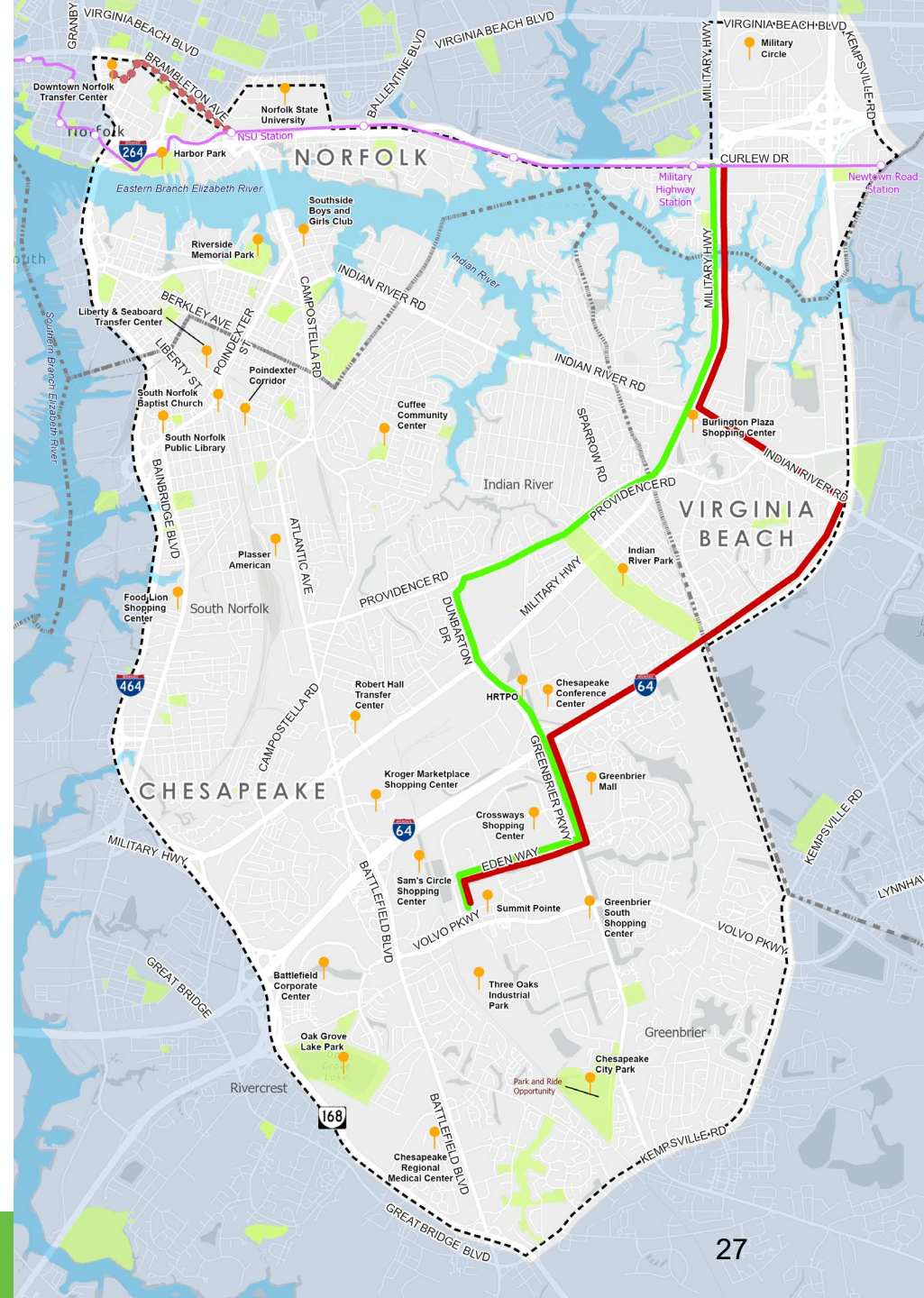
Greenbrier Mall - Downtown Norfolk	GM-DN – 1	
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Tier 1 Alternatives

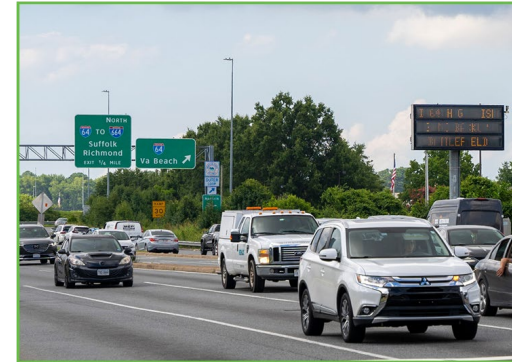
Summit Pointe - Military Highway Station (SP-MH) Options

Summit Pointe - Military Highway Station	SP-MH - 1	
	SP-MH - 2	



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



Additional thoughts,
input and comments.



Thank You!



VISIT THE WEBSITE

➔ ConnectingChesapeake.com

SEND US AN EMAIL

➔ ConnectingChesapeake@hrtransit.org



HRT Point of Contact



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HRT Project Manager

HRT Director of Transit Development

Email: sdawson@hrtransit.org





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**

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

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

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.

- 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.



Introducing Easton Coach!!!





- Grant Holsinger - Regional Vice President



HAMPTON ROADS TRANSIT

Paratransit Certification Report 04/10/2024 February and March

2 Month Totals	February	Prior Year	March	Prior Year
Applications Processed - 218	124 (+45.9%)	85	94 (-17.5%)	114
New Certifications 173	99	70	74	89
Re-Certifications 36	19	13	17	21
Denials 9	6	4	3	4
Number of Eligible Clients	7,524 (+16%)	6,485	7,590 (+15%)	6,568
Number of Clients Using the Service	2,125 (+6.4%)	1,998	2,184 (+7.3%)	2,036
Number of eligible clients who did not recertify – 17	9	3	8	8
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 1 Amended – 0 Overturned by Panel – 1 Upheld by Panel – 0			
4th Quarter Client Suspensions Served 0	4th Quarter (2023) Sanction Appeals		1st Quarter (2024) Sanctions (Estimated)	
0 – 7 day 0 – 14 day 0 – 21 day 0 – 30 day	Filed - 0 Amended – 0 Overturned by Panel – 0 Upheld by Panel – 0 Waived Suspensions - 0		382	



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 04/12/2023 February and March

	February	Prior Year	March	Prior Year
Total Incoming Calls	18,979 (+11.9%)	16,948	19,117 (+1.9%)	18,757
Calls Handled	16,118 (+12.7%)	14,297	16,640 (+4.1%)	15,989
Calls Abandoned (after 15 seconds)	1,598 (+236.4%)	475	1,166 (+125.9%)	516
% of Incoming Calls Successful	85.89%	85.84%	88.06%	86.48%
Average Speed to Answer Reservations (Goal 90 seconds)	41.92 seconds Daily average ranges were 12.5 to 197.9 seconds	47.74 seconds Daily average ranges were 17.1 to 165 seconds	31.85 seconds Daily average ranges were 15 to 65.7 seconds	50.78 seconds Daily average ranges were 14.4 to 132.2 seconds



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 04/12/2023 February & March

	February	Prior Year	March	Prior Year
Pickup OTP (Goal 95%)	90.80%	88.33%	90.30%	87.10%
Drop-Off OTP (Goal 95%)	92.03%	93.52%	91.94%	92.48%
Trips Requested	38,796 (+13.6%)	34,145	40,786 (+3.4%)	39,457
Trips Performed	28,701 (+11.3%)	25,784	30,104 (+0.8%)	29,859
Trips Cancelled in Advance	4,894 (12.6%)	6,122	5,152 (12.6%)	7,166
Customer Trip Violations (NS/CD/LC)	2,389 (8.3%)	1,852	2,594 (8.6%)	2,021
Trips Cancelled For Cause	326 (1.1%)	387	250 (0.8%)	411
Average Customer Trip Travel Time	23.04 minutes	25.88 minutes	23.62 minutes	26.08 minutes
Peak # of Vehicles Scheduled	99 65 Fleet 1 Taxi 33 TNC	88 59 Fleet 1 Taxi 28 TNC	106 65 Fleet 2 Taxi 39 TNC	85 55 Fleet 1 Taxi 29 TNC
Number of Paratransit trips taken on Fixed Route	9,622 (+10.8%)	8,686	11,190 (+7.4%)	10,421