



# HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

## REGULAR MEETING AGENDA

Virtual Meeting

2<sup>nd</sup> Floor Board Room

509 East 18<sup>th</sup> Street, Norfolk, VA

Virtual Attendees via Zoom

Wednesday, February 12, 2025

Work Session – Noon to 1:00 PM

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 12/11/2024 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 December Minutes
3. Public Comment
4. Chairman’s Report – Ms. Alicia Griffin

## **5. Easton Coach Company Updates**

## **6. Subcommittee Reports**

- **Service Quality – Ms. Janice Taylor**
- **Policy – Ms. Courtney Stovall**
- **Membership – Mr. Tyrell Mullen**
- **Training – Ms. Wanda Boykin & Mr. Tyrell Mullen**
- **Outreach – Ms. Janice Taylor**
- **Paratransit Operations & Certifications Reports**

## **7. Old Business**

- **Free Fare on Transit Equity Day – was Monday, February 10, 2024**

## **8. New Business**

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, April 9, 2025, 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  
December 11, 2024  
1:00 PM – 3:00 PM  
Meeting Minutes

Call to Order

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

Introductions were made.

Committee Members in Attendance

Annie Ascher, Vice-Chair, Extra Member Consumer – Virginia Beach (Zoom)  
Paul Atkinson Jr., Portsmouth Provider (Zoom)  
Troy Bowser, Newport News Consumer  
Meltonie Brooks, Virginia Beach Consumer (Zoom)  
Thomas Bryan, Chesapeake Consumer (Zoom)  
Alicia Griffin, Chair, Newport News Consumer  
Sherry Moltamore-Mallory, Norfolk Provider (Zoom)  
Renè Rogers, Norfolk Consumer  
Courtney Stovall, Hampton Provider  
Janice Taylor, Virginia Beach Provider

*Note: Ms. Wanda Boykin, Ms. Mary Mathena, Ms. Joann Mancuso, Ms. Catherine Tyler-Northan, and Mr. Thomas Vann were unable to attend this meeting*

HRT Staff in Attendance

Barry Bland, Paratransit Service Contract Administrator  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Malik Greene, Administrative Coordinator  
John Powell, Telecommunications Specialist

Non-Voting Members & Additional Support

Grant Holsinger, Easton Coach Company  
Ina Kreps  
Christiana Mayo, Easton Coach Company (Zoom)  
Michael Ortiz, Easton Coach Company  
Darren Pettis, Easton Coach Company  
Jeff Raliski, HRTPO (Zoom)

Others in Attendance

Jennifer Blinsmon  
Karl Burden-El Bey  
Tima DeGraffe (Zoom)  
Terrance Mobley (Zoom)

The December 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 9, 2024 Minutes

A motion was made to approve the October 2024 meeting minutes, with Ms. Janice Taylor's corrections was made by Mr. Troy Bowser and properly seconded by Ms. Renè Rogers and Ms. Annie Ascher.

#### Public Comment

There were no public comments given.

#### Chairman's Report – Mr. Troy Bowser

There was no Chairman's report given.

#### Easton Coach Company Updates

Mr. Michael Ortiz and Mr. Darren Pettis reported on Easton Coach Company updates as enclosed in the appendix of these minutes.

Ms. Taylor questioned how many vehicles are needed for the fleet to be effective and when are new vehicles expected to arrive.

Mr. Grant Holsinger explained that there are three new vehicles that are being diagnosed for an issue and stated that there are no problems providing service with the current number of vehicles. Mr. Holsinger also stated that the maintenance team has done a good job limiting vehicles out of service.

Mr. Ortiz stated that 80 vehicles can optimally run the service.

Mr. Bowser stated that drivers are telling him that they don't have a benefit package which affects them getting to work and affects the riders.

Mr. Holsinger explained that there is currently an ongoing union negotiation and that they are working very hard to finalize things.

Mr. Paul Atkinson questioned the maker of the vehicle cameras.

Mr. Holsinger stated that they use Lytx DriveCam.

Ms. Griffin stated that she thinks what Mr. Holsinger stated about the union negotiation needs to be documented so that it is shown that they did cover this issue in the meeting because she's heard this from drivers as well.

Ms. Taylor mentioned that she along with Ms. Rebecca Essig brought up at the previous meeting that drivers were concerned about benefits. Ms. Taylor says if drivers aren't happy, it affects them because they could be late to appointments, so they are concerned as far as morale.

Mr. Holsinger stated that union negotiations are confidential and assured that it is top priority to get the drivers taken care of.

### Subcommittee Reports

#### Service Quality

Ms. Taylor gave commendation to reservationists in the call center. Ms. Taylor mentioned how it is appreciated that they are local and how it is nice to speak to people who are enthusiastic. Ms. Taylor also gave commendation to the drivers. Ms. Taylor mentioned riders not receiving call backs. Ms. Taylor also mentioned TNC drivers still not assisting riders. Ms. Taylor stated that TNC drivers claim that they will only assist if asked and they were told they did not have to offer assistance if it's not included in their paperwork.

Ms. Taylor opened the floor up to any service quality comments.

Mr. Karl Burden-El Bey stated that he had a doctor's appointment on November 26<sup>th</sup>, and he went outside 15 minutes early to wait for the driver. Mr. Burden-El Bey explained that he always tells the reservationist to tell the driver to stay on his street because the GPS directs them to the back. Mr. Burden-El-Bey stated that he never saw the driver so he called reservations and was told that he was a no show. Mr. Burden-El Bey explained that he told the reservationist that he did not get a call. Mr. Burden-El Bey stated that the reservationist told him that they tried to contact him and couldn't and then hung up on him. Mr. Burden-El Bey expressed that he felt like that was rude and emphasized how he always tells the reservationists to let the drivers know that the GPS sends them to the back street. Mr. Burden-El Bey says that he has requested for drivers to call him. Mr. Burden-El Bey mentioned that he missed several doctor's appointments that week because of this issue and would like it to be rectified

**Action Item: Mr. Ortiz will work with Mr. Burden-El Bey following the meeting to make sure the proper notes are documented on his profile.**

Mr. Thomas Bryan expressed the GPS being a concern of his as well. Mr. Bryan also questioned being on a ride and getting driven all over the place before getting dropped off. Mr. Bryan stated that he emailed Mr. Ortiz about that ride.

**Action Item: Mr. Ortiz will follow up with Mr. Bryan regarding his concerns**

Ms. Taylor mentioned speaking to the other rider on board during her ride today. Ms. Taylor explained how that rider was upset that she was going to be late to her appointment because she was taken from Norfolk to Virginia Beach and then back to Norfolk due to Ms. Taylor being an add on. Ms. Taylor also stated that she understands that this is a shared ride, but that same passenger had TB and that there wasn't much space in between them. Ms. Taylor stated that she was happy she had her mask, but that rider didn't have a mask. Ms. Taylor questioned if it is possible to put an extra seat in those vehicles.

Mr. Ortiz stated that they will always do the best to maximize capacity. Mr. Ortiz explained that riders cannot be differentiated. Mr. Ortiz stated that he will talk to drivers and possibly work on opportunities to space riders out.

Ms. Taylor stated that Ms. Amber Pruitt had an issue with the reservationists being rude and hanging up on her. Ms. Taylor also mentioned another incident where Ms. Pruitt was at an interview and called reservations to let them know the time was running over but was told they could not accommodate her.

Mr. Ortiz stated that the Call Center Manager is taking notes and can talk to the reservationists about a more refined approach to communication.

**Action Item: Mr. Ortiz will call Ms. Pruitt to address her concerns.**

Mr. Holsinger let Ms. Taylor know that they will be reaching out to both of their providers about the concerns with TNC drivers not assisting riders.

#### Policy – Ms. Courtney Stovall

There were no new policy updates provided.

#### Membership

Ms. Taylor explained there being a discrepancy with the Committee Roster and how she worked with Mr. Malik Greene to get it resolved. Ms. Taylor stated that Mr. Greene will be working on getting the Committee Roster updated on the website.

#### Training

There were no new training updates provided.

## Outreach – Ms. Janice Taylor

Ms. Taylor stated that there will be a Regional Transit Advisory Panel (RTAP) meeting on January 3, 2025, that she will be reporting on.

## Paratransit Operations and Certifications Report

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

Ms. Tima DeGraffe explained that her son Mishawn Barker rides Paratransit to work every morning and how there has been several times she has had to call due to rides being late. Ms. DeGraffe mentioned there being several times where the driver will arrive after the pickup window. Ms. DeGraffe emphasized how frustrating it is for drivers to arrive late and then also pick up other people.

**Action Item: Mr. Ortiz will investigate Ms. DeGraffe concerns regarding late rides and address them with Ms. DeGraffe.**

Mr. Mullen echoed Ms. DeGraffe's concerns with late rides and explained that sometimes he must use Lyft to get home. Mr. Mullen stated that he has issues calling reservations with it being in Spanish and not getting through.

Mr. Greene explained that when calling reservations, pressing 1 or 2 will make it switch to Spanish. Mr. Greene stated that the system will automatically read the phone number and attempt to pull up the account and if the number is not connected to the account, it will transfer to a representative.

Ms. Taylor stated that on her ride to this meeting she observed several Paratransit vehicles and none of the drivers got out. Ms. Taylor stated that people were coming up to the vehicle that she was in, asking if the ride was for them. Ms. Taylor suggested drivers having a sign that says names.

**Action Item: Mr. Ortiz will look into Ms. Taylor's recommendations for matching drivers with riders.**

Ms. Griffin mentioned her receiving an email from Ms. Catherine Tyler-Northan regarding an issue with her card and questioned if Mr. Bland was aware.

Mr. Bland stated that he is aware and has emailed her.

Meeting was adjourned at 1:57 PM.

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, February 12, 2025, at 3400 Victoria Blvd., Hampton, VA 23661, Second Floor Boardroom.**

Submitted by Malik Greene, Paratransit Administrative Coordinator



DEC 2024  
Paratransit Advisory Committee

# EASTON COACH C O M P A N Y

Presented by:  
Grant Holsinger, RVP  
Darren Pettis, VP of Paratransit  
Michael Ortiz, GM  
Josh Swann, OM



## Monthly recap:

October and November continued to show not only a strong growth in ridership but also that Easton Coach is holding true to maintaining a high standard of performance.

Our focus on delivering the best service possible is holding strong and while we understand no service is perfect – we are always looking for ways to improve all areas of what we do and know that while these numbers are great, we want to keep raising our bar and being the best for the riders we serve.

Category	October 2024	November 2024
Total Trips	40,208	34,492
On-Time Performance	94%	93%
On-Time Drop Off	96%	95%
Average Trip Length	26 minutes	25 minutes



## Staffing Report

### Drivers:

132 active drivers (another 6 on their second week of training)

- New class will be focused on weekend shifts with Sunday being our biggest shortage of staff

- We started with 109 drivers in July

## Safety

### Safety

- We have made massive strides in our safety program by reinforcing monthly what “safe” should look like and holding drivers to a standard of safety that is non-negotiable.

### New Faces!

- New Safety Manager is here!  
Jaminta Scott joined us in October and has already starting making an impact in our safety culture. Jaminta is no stranger to safety as she worked with the safety team at HRT! We welcome Jaminta and expect to see great things to come as she continues to deliver the best training, corrective actions, and set expectations for the entire team.



## Maintenance Report



Total vehicles: 113

Total in service: 92

Total at 3<sup>rd</sup> Party: 10

Total in repair at depot: 11 (PM Service or Minor Repair)



# Call Center Updates and IVR report

**Feb 2025**  
**Paratransit Advisory Committee**



**Presented by:**  
**Grant Holsinger, RVP**  
**Darren Pettis, VP of Paratransit**  
**Michael Ortiz, GM**  
**Josh Swann, OM**

## Monthly recap:

December and January saw some amazing things happen as our ridership seemed to never find that holiday lull we have been used to. Our rider count stayed stable and with this we were ready with increased drivers and a strong fleet of buses.

Our aim was to finish the year strong and start the new year off with a bang and we did in historical fashion. For the first time hitting both a 95% or higher in both OTP and DOTP!

Our promise to get better each day is showing true, and while we acknowledge we will always have room to get better, we take pride in holding our word to build the best these cities have ever seen.

Category	Dec 2024	Jan 2025
Total Trips	34,128	32,654
On-Time Performance	94%	96%
On-Time Drop Off	95%	95%
Average Trip Length	24 minutes	24 minutes

## Staffing Report

### **Drivers:**

**We have not slowed our recruitment of drivers as we have been bringing in talent weekly for interviews, screenings, and training.**

**Currently we are at: 130**

**(We started with 109 drivers in July)**

## **Safety Round-up**

**The Safety Team is strong here at Easton Coach.**

**We have done safety campaigns and safety meetings tailored around "Let's Talk About It", focusing on top Lytx behaviors.**

**Since inception, we have seen a significant drop in all unsafe driving behaviors to include phone use, speed, seat-belts, and distracted driving. We as a team have made a daily effort to talk to our drivers and provide feedback to enforce safety as second nature and not just checking a block**

**In July of 2024 when Easton took over, our safety score was 11499, it is now 1,400!!! Less points mean safer drivers!!!**

**Thanks to our safety team for all the hardwork!  
Jaminta, Joe, and Jenice**

## **Maintenance Report**

**Total vehicles: 113**

**Total in service: 103**

**Total at 3<sup>rd</sup> Party: 10**

**Total in repair at depot: 0 (PM Service or Minor Repair)**

## Call Center Update January Stats

- **Total Calls: 19,824**
- **90% Handled**
- **Average Call Duration: 2m 58s**
- **Average Wait Time: 32 Seconds**



Thank you

While we are thankful for the success and equally the support from our partners and especially you, our riders - We are never satisfied with just being “good” at what we do. We are striving for consistent levels of “GREAT”.

We are working on the small things with our team, our contractors, and our taxi partners to tighten up all aspects of our work. We know it’s the little things now that will define us and we are focusing on that.

We have made leaps and bounds from where we started in July of 2024 to close out the year strong and we will continue to follow that momentum.

I want to thank all of you for a turn around on complaint calls and a big uptick in riders calling in to say “good job”. I ask you to please send more of those so we can show our drivers they are appreciated and what they are working to do is being noticed. Again, thank you all!

Michael Ortiz, GM



# HAMPTON ROADS TRANSIT

## Paratransit Certification Report 02/12/2025 December & January

<b>2 Month Totals</b>	<b>December</b>	<b>Prior Year</b>	<b>January</b>	<b>Prior Year</b>
<b>Applications Processed - 302</b>	165 (+83.3%)	90	137 (+31.7%)	104
<b>New Certifications 162</b>	95	75	67	87
<b>Re-Certifications 126</b>	62	4	64	15
<b>Denials 14</b>	8	11	6	2
<b>Number of Eligible Clients</b>	7,387 (+0.4%)	7,354	7,281 (-2.1%)	7,434
<b>Number of Clients Using the Service</b>	2,397 (+11.2%)	2,155	2,356 (+11.6%)	2,111
<b>Number of eligible clients who did not recertify – 323</b>	150	6	173	7
<b>Sanction Notifications Sent</b>	0	0	0	402 *WAIVED*
	<b>Eligibility Appeals</b>			
	Filed – 3 Amended – 3 Overturned by Panel – 0 Upheld by Panel – 0			
<b>4th Quarter Client Suspensions Sent</b>	<b>Sanction Appeals</b>			
0 – 7 day 0 – 14 day 0 – 21 day 0 – 30 day	Filed – 0 Amended – 0 Overturned by Panel – 0 Upheld by Panel – 0			



# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 02/12/2025 December & January

	December	Prior Year	January	Prior Year
<b>Total Incoming Calls</b>	18,956 (-0.3%)	19,014	19,824 (+10.9%)	17,881
<b>Calls Handled</b>	17,278 (+11.1%)	15,852	17,923 (+14.4%)	15,668
<b>Calls Abandoned (after 15 seconds)</b>	719 (-61.6%)	1,874	849 (-7.2%)	915
<b>% of Incoming Calls Successful</b>	91.21%	84.52%	90.43%	88.74%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	30 seconds  Daily averages ranged from 10 to 141 seconds	62.94 seconds  Daily averages ranged from 15.4 to 244.7 seconds	32.03 seconds  Daily averages ranged from 10 to 77 seconds	25.23 seconds  Daily averages ranged from 13.1 to 75 seconds



# HAMPTON ROADS TRANSIT

## Paratransit Operations Performance Report 02/12/2025 December & January

	December	Prior Year	January	Prior Year
<b>Pickup OTP (Goal 95%)</b>	93.7%	89.5%	95.6%	91.4%
<b>Drop-Off OTP (Goal 95%)</b>	94.8%	93.3%	95.2%	94.5%
<b>Trips Requested</b>	47,178 (+21.9%)	38,693	47,364 (+19.6%)	39,611
<b>Trips Performed</b>	29,854 (+9.1%)	27,354	28,858 (+0.4%)	28,750
<b>Trips Cancelled in Advance</b>	13,865 (29.4%)	8,607 (22.2%)	15,109 (31.9%)	8,284 (20.9%)
<b>Customer Trip Violations (NS/CD/LC)</b>	3,257 (10.9%)	2,440 (8.9%)	3,237 (11.2%)	2,345 (8.2%)
<b>Trips Cancelled For Cause</b>	203 (0.7%)	292 (1.1%)	160 (0.5%)	232 (0.8%)
<b>Average Customer Trip Travel Time</b>	23.81 minutes	25.74 minutes	23.69 minutes	22.27 minutes
<b>Peak # of Vehicles Scheduled</b>	126 72 Fleet 30 Taxi 24 TNC	97 65 Fleet 1 Taxi 31 TNC	118 65 Fleet 30 Taxi 23 TNC	102 69 Fleet 1 Taxi 32 TNC
<b>Number of Paratransit trips taken on Fixed Route</b>	10,543 (-0.03%)	10,546	9,789 (-2.05%)	9,994