



# HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

## REGULAR MEETING AGENDA

Hybrid Meeting

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

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

Virtual Attendees via Zoom

Wednesday, June 11, 2025

Work Session – 12:00 PM to 1:00 PM

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 04/09/2025 minutes for anyone needing to hear them from 12:15 PM – 12:45 PM.**

- 1. Call to order – Welcome, introductions, and virtual guidelines.**
- 2. Approval of April Minutes**
- 3. Public Comment**
- 4. Chairman’s Report – Ms. Alicia Griffin**
- 5. Easton Coach Company Updates**
  - **June 2025 Safety Meeting PowerPoint**
- 6. Subcommittee Reports**
  - **Service Quality – Ms. Janice Taylor**
  - **Policy**
  - **Membership – Mr. Tyrell Mullen**
  - **Training – Ms. Wanda Boykin & Mr. Tyrell Mullen**
  - **Outreach – Ms. Janice Taylor**
- 7. Paratransit Operations & Certifications Reports**
- 8. Old Business**
- 9. New Business**
  - **Free Fare on Juneteenth – June 19, 2025**

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, August 13, 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

April 9, 2025

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 1:04 PM.

Introductions were made.

#### Committee Members in Attendance

Annie Ascher, Vice-Chair, Extra Member Consumer – Virginia Beach  
Paul Atkinson Jr., Portsmouth Provider (Zoom)  
Troy Bowser, Newport News Consumer  
Wanda Boykin, Chesapeake Consumer  
Thomas Bryan, Chesapeake Consumer (Zoom)  
Alicia Griffin, Chair, Newport News Consumer  
Joann Mancuso, Chesapeake Provider (Zoom)  
Mary Mathena, Virginia Beach Consumer  
Sherry Moltamore-Mallory, Norfolk Provider (Zoom)  
Tyrell Mullen, Extra Member Consumer – Hampton  
René Rogers, Norfolk Consumer  
Janice Taylor, Virginia Beach Provider  
Thomas Vann, Norfolk Consumer

*Note: Ms. Catherine Tyler-Northan was unable to attend this meeting.*

#### HRT Staff in Attendance

Ray Amoruso, Chief Planning & Development Officer (Zoom)  
Barry Bland, Paratransit Service Contract Administrator  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Malik Greene, Administrative Coordinator  
John Powell, Telecommunications Specialist  
Antoinette White, INT Director of Service Planning and Scheduling

#### Non-Voting Members & Additional Support

Grant Holsinger, Easton Coach Company  
Ina Kreps  
Christiana Mayo, Easton Coach Company (Zoom)  
Darren Pettis, Easton Coach Company (Zoom)  
Josh Swann, Easton Coach Company

#### Others in Attendance

Jennifer Blinsmon

Karl Burden-El Bey  
Cydney Martin  
Michelle Martin  
Antoinette White

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 12, 2025 Minutes

A motion was made to approve the February 2025 meeting minutes, with Ms. Janice Taylor's corrections which are to be submitted, was made by Mr. Troy Bowser and properly seconded by Ms. Taylor. A roll call vote resulted as follows:

Ayes: Ms. Annie Ascher, Mr. Paul Atkinson Jr., Ms. Wanda Boykin, Mr. Thomas Bryan, Ms. Joann Mancuso, Ms. Mary Mathena, Ms. Sherry Moltamore-Mallory, Mr. Tyrell Mullen, Ms. Rene Rogers, Mr. Thomas Vann

Nays: None

Abstain: None

#### HRT Presentations and Updates

Mr. Ray Amoruso gave a presentation on Route 33's impact on Paratransit as enclosed in the appendix of these minutes.

There was discussion regarding the changes that Mr. Amoruso presented.

#### Public Comment

Mr. Karl Burden-El Bey stated that he missed two doctor's appointments due to scheduling. Mr. Burden-El Bey stated that he scheduled his appointment for 8:00 am and he got picked up at 7:05 am and got to the appointment at 8:14 am which made him late, so he had to cancel. Mr. Burden-El Bey explained that he called in to find out what happened and found out that they added another rider. Mr. Burden-El Bey stated that they passed his drop-off to pick up a rider that was out of the way. Mr. Burden-El Bey stated that two days later he had another appointment scheduled for 8:30 am and was supposed to be picked up between 7:35-8:05 am. Mr. Burden-El Bey stated that around 8:31 am he called to find out where his ride was and found out that there was a shortage, and he couldn't be

picked up until 9:05 am. Mr. Burden-El Bey also stated that one time his 4:05 pm pickup was delayed until 5:25 pm, which ended up in him getting picked up at 5:40 pm, causing him to miss an appointment. Mr. Burden-El Bey expressed his concerns with how he has been having problems with scheduling and not getting a call letting him know his ride will be late. Mr. Burden-El Bey mentioned it being a good idea to let riders attend training.

Mr. Josh Swann acknowledged Mr. Burden-El Bey's concerns and explained that they are looking to bring ridership in to assist with training, so drivers understand the needs of riders.

**Action Item: Mr. Swann will talk with Mr. Burden-El Bey following the meeting regarding his late rides.**

Mr. Grant Holsinger questioned if Mr. Burden-El Bey schedules his rides to appointments by drop off time.

Mr. Burden-El Bey stated that he lets reservationists know what time he needs to be there.

Mr. Holsinger emphasized the verbiage in letting reservationists know that rides should be booked by the arrival time.

#### Chairman's Report – Ms. Alicia Griffin

There was no chairman's report given.

#### Easton Coach Company Updates

Mr. Holsinger reported on Easton Coach Company updates as enclosed in the appendix of these minutes.

Ms. Taylor requested a copy of the training manual, and explained that when they trained in the past, they were given one. Ms. Taylor centered this on TNC (Transportation Network Companies) drivers and stated that there is too much of a contradiction between what they're told in the meetings versus what the drivers are telling them. Ms. Taylor stated that the TNC drivers tell them that they are not given the same training as Paratransit drivers. Ms. Taylor also stated that they previously requested sensitivity training on January 17, 2022, because it doesn't seem to translate to TNC drivers.

Mr. Holsinger explained how that specific information cannot be shared, but compiling a list of issues that are being seen would be best.

Ms. Taylor stated that riders are directly affected and should be privy to that information.

Mr. Holsinger acknowledged Ms. Taylor's concerns but explained that there are some things that cannot be shared as they are proprietary or contain sensitive information. Mr. Holsinger requested a list of every specific issue being seen so he can address it.

Ms. Amy Braziel explained that Easton Coach Company took over on July 1<sup>st</sup>, and these are issues that were brought up when VIA was the contractor. Ms. Braziel explained that things have changed since then, as we have a more qualified paratransit operator who has much higher expectations of TNC. Ms. Braziel affirmed that issues get addressed directly now and acknowledged how issues in the past were not addressed. Ms. Braziel requested for issues to be submitted and if they don't get corrected, it will be addressed.

Mr. Barry Bland suggested submitting a CAF if drivers are not doing what they are supposed to.

Ms. Braziel emphasized calling HRT customer service immediately after an issue and explained the complaint process.

Ms. Taylor inquired about a town hall.

Ms. Braziel stated that it could be possible, but it can't be made mandatory. Ms. Braziel offered assistance if that were something Ms. Taylor would like to do.

There was discussion regarding the TNC windshield sign proposal.

Mr. Holsinger explained the pre-authorization process and gave some insight.

Ms. Taylor inquired about suspensions for unpaid balances.

Ms. Braziel explained that riders with unpaid balances have been notified, and the next step is for them to be suspended from the service.

Mr. Bowser questioned if the paratransit fare will be reviewed for an increase/decrease.

Ms. Braziel stated that it's been a few years since the fare structure has been looked at. Ms. Braziel explained that it is a long process, and the committee will be looped in if/when that happens.

Ms. Braziel explained that Easton was requested to provide the committee with information on how they train for safety. Ms. Braziel stated that the information will be sent out and discussed at the next meeting.

There was discussion regarding safety.

### Subcommittee Reports

#### Service Quality

Ms. Taylor reiterated her point about TNC drivers. Ms. Taylor stated that the community is complaining about the attire of the TNC drivers, and they feel like that detracts from the level of professionalism. Ms. Taylor gave commendation to the Call Center. Ms. Taylor explained that some issues the reservationists and drivers have expressed is that sometimes there is a disconnect or communication

problem with drivers not calling riders to let them know that they are there or have left. Ms. Taylor mentioned the service interruption in March. Ms. Taylor inquired if there is any way to do a Public Service Announcement (PSA) when that occurs.

Mr. Swann agreed with Ms. Taylor's sentiment about a PSA and inquired if that can be possible. Mr. Swann explained that if a rider is not showed without a driver calling, they are sent back. Mr. Swann explained that they should be notified as soon as possible when this occurs. Mr. Swann mentioned having a talk with dispatch for reassurance.

There was discussion regarding mass texts/alerts.

Ms. Annie Ascher stated that today she had a pickup window of 11:00-11:30 am and the driver arrived 5 minutes early. Ms. Ascher stated that the driver got a call from dispatch about a rider leaving sunglasses in the vehicle. Ms. Ascher stated that the driver was told to go bring that rider the sunglasses. Ms. Ascher said the driver received another call to pick up another rider, which was going to cause her to be late. Ms. Ascher questioned why this happened to her.

Mr. Swann stated that there are situations that pop up that will call for instances like Ms. Ascher explained. Mr. Swann emphasized bringing these situations up, which helps find better ways to proceed.

Mr. Holsinger stated that this will be addressed with the team because sunglasses would be a situation that does not require immediate return by inconveniencing riders that are on board.

Mr. Thomas Bryan gave commendation to his driver, Nina, for her efforts in getting him to work. Mr. Bryan expressed problems with the route the drivers are taking. Mr. Bryan also noted driver improvement.

Mr. Thomas Vann suggested push notifications going through the app rather than PSA announcements. Mr. Vann also inquired if the call system could be modified so that there is an option for weather situations or other notifications for riders.

**Action Item: Mr. Holsinger will look into Mr. Vann's inquiry about the app**

Mr. Holsinger stated that with the way the call center works there is no way to push out weather alerts. Mr. Holsinger stated that ways to communicate weather will be something that they will be looking into.

Ms. René Rogers stated that she scheduled a trip to arrive by 4:00 pm with a pickup window of 2:45-3:15 pm. Ms. Rogers stated that she arrived at the location at 4:50 pm and this was a big issue because her return was scheduled for 5:05 pm. Ms. Rogers stated that she was to cancel the return ride and get a friend to pick her up. Ms. Rogers also stated that there was a young woman who got picked up late and got her 15-minute notification for her return ride while they were on the van. Ms. Rogers suggested dropping the young woman off before her so she wouldn't miss her ride. Ms. Rogers expressed how the arrival time works majority of the time, but when it doesn't, it's really off.

**Action Item: Mr. Swann will investigate Ms. Roger's ride.**

Mr. Bowser gave commendation to Easton Coach Company.

Mr. Holsinger gave appreciation and assured the committee that they will continue to improve.

Policy

There were no new policy updates provided.

Membership

Ms. Taylor explained that there is an extra member position open and two openings for Portsmouth. Ms. Taylor stated there is an ex-committee member interested.

Ms. Griffin stated that Mr. Burden-El Bey has attended enough meetings to qualify for the extra member position. Ms. Griffin also stated that there may be a Hampton opening.

Training

There were no new training updates provided.

Outreach – Ms. Janice Taylor

Ms. Taylor mentioned committee members receiving emails, one being a support letter from Ms. Noelle Pinkard. Ms. Taylor mentioned the letters being brought to representatives and senators. Ms. Taylor also mentioned a call letter, regarding cuts from the administration. Ms. Taylor announced a town hall with VDOT (Virginia Department Of Transportation) in Suffolk on April 26<sup>th</sup> discussing funding for transportation.

Paratransit Operations and Certifications Report

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

New Business

Ms. Griffin stated that there will be free fare day on Earth Day, April 22, 2025.

Mr. Bowser inquired if Ms. Taylor could draft up a letter to the Virginia Beach City Council Members addressing the changes to Route 33.

Ms. Taylor said she can involve the various organizations she is a part of.



Ms. Griffin appointed Ms. Joann Mancuso as chairman of the nominating committee.

Ms. Mancuso accepted the position.

Ms. Griffin appointed Ms. Rene Rogers as a member of the nominating committee.

Ms. Rogers stated that she would have to think about it due to time constraints with her being out of town.

Ms. Griffin appointed Mr. Vann as a member of the nominating committee.

Mr. Vann accepted the position.

Ms. Griffin appointed Ms. Moltamore-Mallory as a member of the nominating committee.

Ms. Moltamore-Mallory stated that she accepts but would have to ensure her work hours don't interfere.

Ms. Griffin appointed Mr. Bryan as a member of the nominating committee.

*Note: Mr. Bryan left the meeting early.*

Ms. Griffin stated that she will follow up with Mr. Bryan

Mr. Bowser volunteered to be a part of the nominating committee. And was subsequently appointed by Ms. Griffin.

Ms. Mancuso requested the names and contact information of the nominating committee.

Ms. Taylor explained that that information is on the committee roster.

Ms. Taylor emphasized the importance of the requirements of the nominating committee.

Meeting was adjourned at 2:59 PM.

**The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, June 11, 2025, at 509 E 18<sup>th</sup> St., Bldg 4, Norfolk, VA 23504, Second Floor Boardroom.**

Submitted by Malik Greene, Paratransit Administrative Coordinator



## **ROUTE 33 CHANGES**

### **IMPACT ON PARATRANSIT CUSTOMERS**

**gohrt.com**

1



## **ROUTE 33 RIDERSHIP**

### **PARKS & 19<sup>TH</sup> TO 68<sup>TH</sup> ST & ATLANTIC AVE**

**gohrt.com**

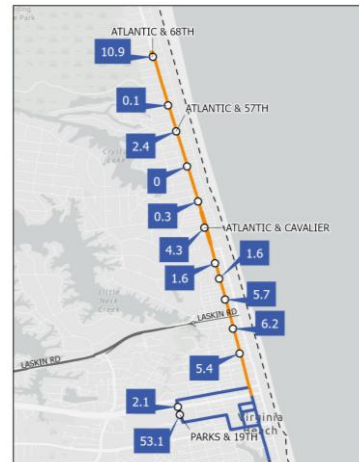
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## Route 33 Weekday Average Stop Activity (Off-Season)

Northbound

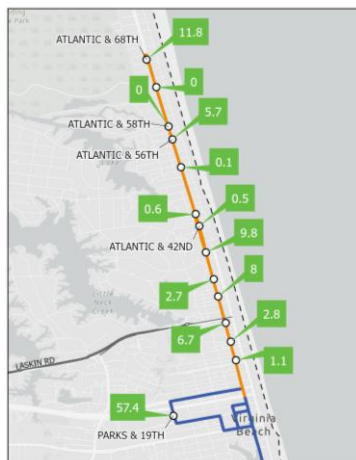


Southbound

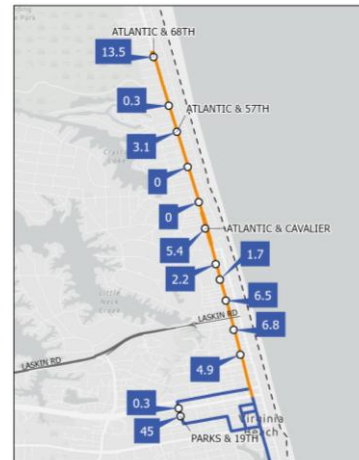


## Route 33 Saturday Average Stop Activity (Off-Season)

Northbound



Southbound

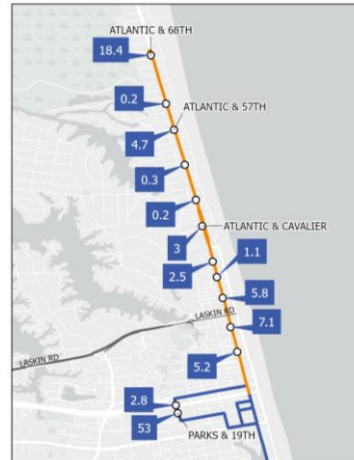


## Route 33 Weekday Average Stop Activity (In-Season)

Northbound



Southbound

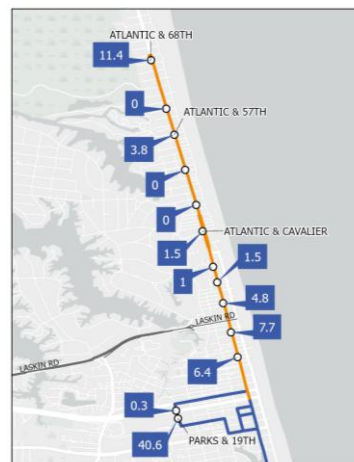


## Route 33 Saturday Average Stop Activity (In-Season)

Northbound

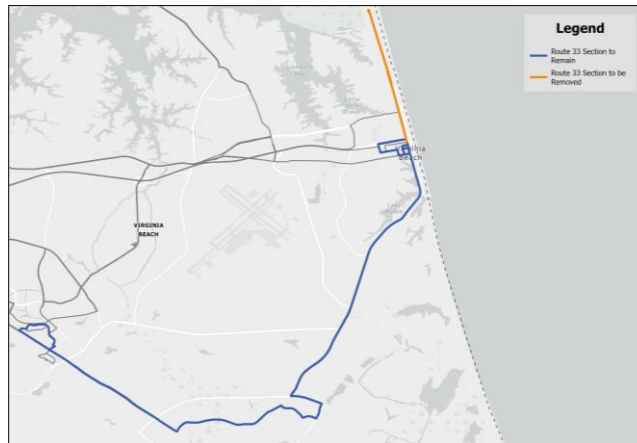


Southbound

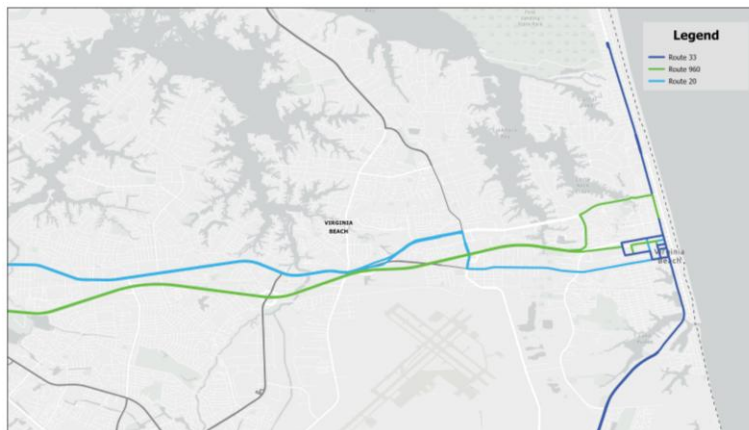


# Route 33 – Proposed Changes

- **105 paratransit customers** in zip code 23451
- **Six (6) paratransit customers** would be affected by the proposed change for Route 33

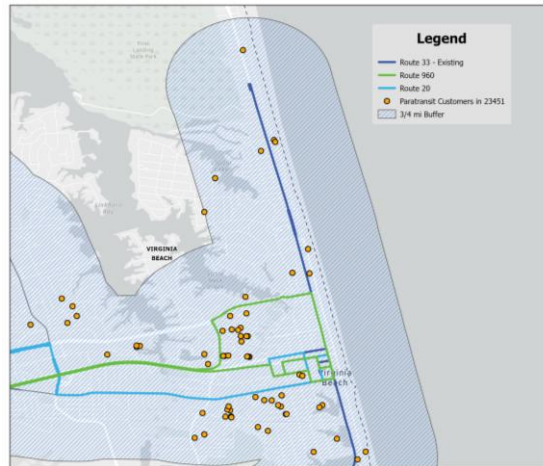


## Additional Routes in Area Route 960 & Route 20



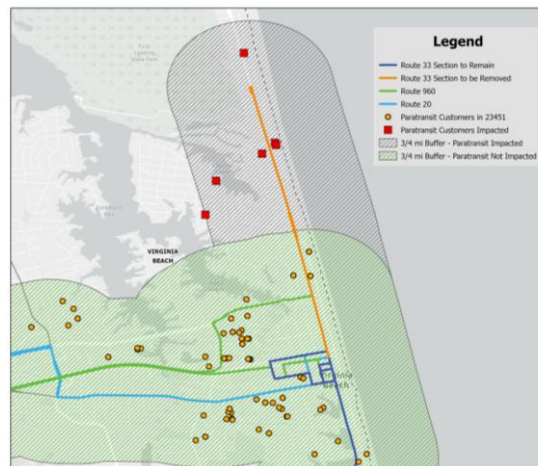
## 3/4 mi Buffer on Existing Routes

105 paratransit customers in zip code 23451.



## 3/4 mi Buffer on Proposed Route 33 Change

Six (6) paratransit customers affected by proposed change in Route 33.





APR 2025  
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:

Category	FEB 2025	MAR 2025
Total Trips	29,513	<b>38,494* (record)</b>
On-Time Performance	95%	92%
On-Time Drop Off	94%	94%
Total Miles	387,423	<b>500,286* (record)</b>
Average Trip Length	26 minutes	25 minutes

February saw our demand sadly decrease with a few “snow days” and while we knew March was going to be busy – we were not expecting to shatter multiple records! Even more impressive was maintaining a very strong OTP with such a massive jump in ridership!

We are always looking for ways to improve with additional drivers being added almost weekly, more support from our partner drivers, and continuing to enhance our safety program. We are up for the challenge and while we may never be perfect, every attempt to do so will be given to the Hampton Roads area and our amazing riders!



**Driver Staffing Report**

MOO

**New Hires & Promotions**



Drivers: 130

New Assistant General Manager:

Drivers in training: 7

**Joshua Swann**

# of drives still needed for goal: 23

New Office Coordinator:

**Ashley Phillips**



**Safety Round-up**



We Recently appointed Yavde Bonneau as our new  
Safety Manager!

We an increased focus on safety, our safety culture is stronger than ever!

Yavde and team and making it a point with every new class to get them started on the right foot and equally spend time with our tenured drivers to ensure they are staying compliant and up to date and training.

**Safety First!**





## Maintenance Report



Total vehicles: 116

Total in service: 111

Total at 3<sup>rd</sup> Party: 9

Total in repair at depot: 4 (PM Service or Minor Repair)



## Call Center Update April Stats



- Total Calls: 20,485
- 92% Handled
- Average Wait Time: 29 Seconds

Thank you

DRAFT

**June 2025**  
**Paratransit Advisory Committee**



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

## Monthly recap:

Category	APR 2025	MAY 2025
Total Trips	34230	33082
On-Time Performance	92%	90%
On-Time Drop Off	97%	97%
Total Miles	<b>513,997* (record)</b>	502,752
Average Trip Length	26 minutes	25 minutes

Riding high from the start of the year we continued to see great success in April, however with some drivers having to be removed. This saw an impact to our base rides which we quickly corrected and added new drivers with access.

We still unfortunately saw our numbers drop below our standards. We adjusted to close out May but rest assured, we are not happy with low 90s when it comes to on time performance. We have shown we are capable of more, that is our promise. We learn from these road bumps, and we adjust as a team.

We continue record break numbers with miles driven and out trip lengths still stay well above ADA standards.

## *Driver Staffing Report*

**Drivers: 136**

**Drivers in training: 13**

## **Maintenance Report**

**Total vehicles: 116**

**Total in service: 107**

**Total at 3<sup>rd</sup> Party: 6**

**Total in repair at depot: 3 (PM Service or Minor Repair)**

## **Safety Round-up**

**We are seeing a significant decline in safety related incidents that's to the diligent work of our safety team! Coaching drivers, reinforcing good habits, and doing on the road observations have definitely paid off.**

**With mandatory monthly training refreshers and safety topics we are setting a standard that is set in stone and not to be altered.**

Thank you



# ECC Safety Meeting



06/05/2025



# Safety Alert – Passenger Safety

**Assisting Passenger:** It is essential that we are getting out of the vehicle to assist passengers as they enter and exit. This not only helps prevent accidents but also demonstrates our commitment to their safety and well-being.

**Securing Passengers:** We need to ensure that all passengers, especially those in wheelchairs, are secured properly. This includes using the appropriate safety equipment and techniques to minimize the risk of falls or injuries.

**Incident Reporting:** We have seen a significant increase in incidents related to wheelchair situations and passengers falling inside the vehicle or while exiting. It is imperative that we address these issues proactively to prevent potential lawsuits and liabilities that could impact our operations.



# The dangers of wearing a hoodie while driving

- The hood can create blind spots and obstruct the driver's peripheral vision, potentially increasing the risk of an accident.
- The hood of a hoodie can also impair a driver's ability to turn their head and check blind spots when changing lanes or making turns.
- The loose drawstrings of a hoodie can become entangled with the steering wheel or gear shifter, leading to distractions and accidents.
- Wearing a hoodie can affect a driver's comfort and concentration levels.
- It is against company/client policies.



# Stop for Pedestrians



FDDT  
Northeast

"If only I'd been watching for pedestrians."

No Regrets When You Drive With Care  
And **STOP FOR PEDESTRIANS**

- Stop for pedestrians crossing at every intersection.
- Stop before turning right on red.
- Look in all directions before making a turn.
- Do not pass a vehicle that is stopped for pedestrians.
- Obey the traffic laws, signals and speed limits.

TARGET  
**ZERO**  
REDUCING & ELIMINATING TRAFFIC DEATHS

YOUR TRAFFIC  
SAFETY TEAM  
*Bringing you home safely*

trafficsafetyteam.org

PHONE DOWN ↓ BUCKLE UP ↑

- Over 8,000 pedestrians were killed on our nation's roads in crashes involving a motor vehicle in 2024. That's about one death every 64 minutes.
- There were also an estimated 140,000 emergency department visits of pedestrians treated for non-fatal crash-related injuries in 2024.
- One in five people who died in crashes in 2024 were pedestrians.





## FACTS

- Taking your eyes off the road for 5 seconds at 55 mph, is the equivalent to driving the length of an entire football field with your eyes closed.
- Reading a text message while driving distracts a driver for a minimum of five seconds each time.
- Every day, 11 teenagers die because they were texting while driving.

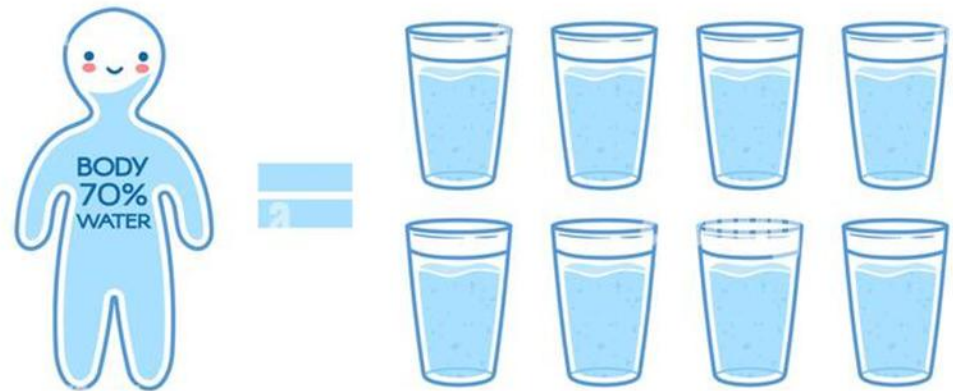
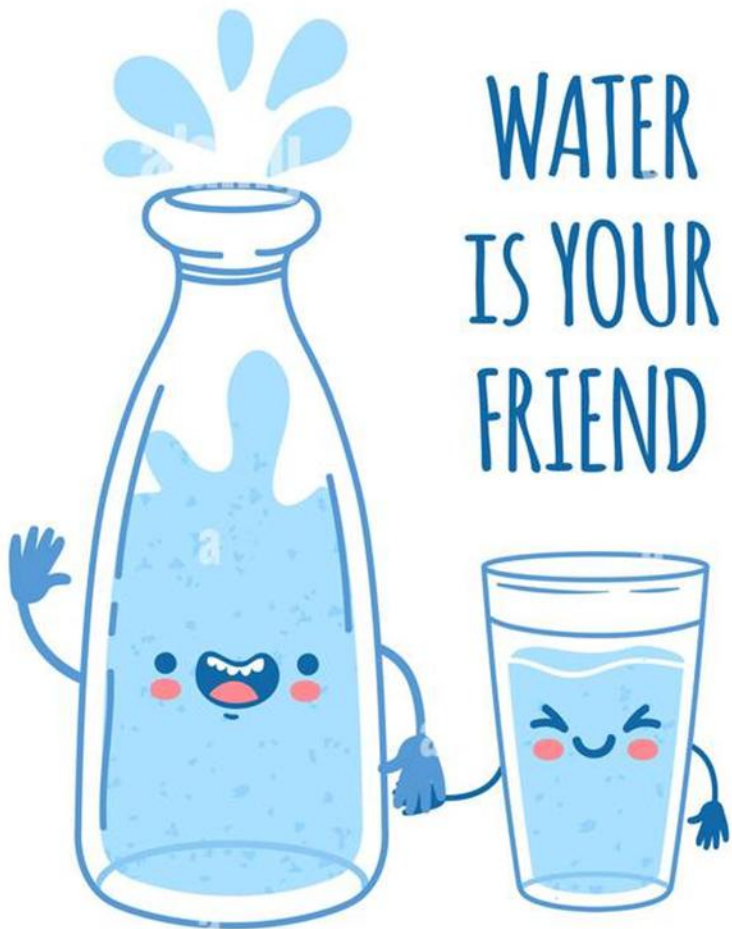
## FIGURES

- (2): Every year, about 421,000 people are injured in crashes that have involved a distracted driver.
- Each year, over 330,000 accidents caused by texting while driving lead to severe injuries. This means that over 78% of all distracted drivers are distracted because they have been texting while driving.
- 1 out of 4 car accidents in the US are caused by texting while driving.
- Texting and driving is 6 times more likely to get you in an accident than drunk driving.



# Why water is so important!

## BENEFITS OF DRINKING WATER



BOOST BRAIN  
POWER



HELP YOUR  
LUNGS



HELP YOUR  
STOMACH



HEALTHY  
HEART



BOOST  
ENERGY



BLOOD  
NORMALIZER



GOOD  
MOOD



HEALTHY  
SKIN



# CRITICAL DAYS OF SUMMER SAFETY

Summer is a time when routine activities present more safety risks than ever. Mitigate common summertime risks with these tips.

For more information about summer safety, visit [www.amc.af.mil](http://www.amc.af.mil).



## HIKING

Stay on the designated trail.



## TRAVEL

Avoid driving while fatigued.



## GRILLING

Keep the grill and open flames at least 20 feet away from the house.



## ALCOHOL

Assign a designated driver *before* going out.



## BOATING

Be cognizant of sudden weather changes.



## FIREWORKS

Keep fireworks away from children and pets.



## SWIMMING

Always swim in designated swimming areas.



## EXERCISE

Drink fluids to avoid heat-related illness and dehydration.



## CAMPING

Avoid nearby wildlife.



Birmingham  
Alabama



## HEAT SAFETY

### *Safety Tips for YOU*

#### *Heat Safety Tips*

- **Slow down.** Reduce, eliminate or reschedule strenuous activities until the coolest time of the day. The elderly and anyone with health problems should stay in the coolest available place.
- **Dress for summer.** Wear lightweight, light-colored clothing to reflect heat and sunlight.
- **Drink plenty of water.** Your body needs water to keep cool. Drink plenty of fluids. (Do not drink alcoholic beverages and limit caffeinated beverages)
- **Spend more time in air-conditioned places.** Air conditioning in homes and other buildings markedly reduces danger from the heat.
- **Don't get too much sun.** Sunburn reduces your body's ability to dissipate heat.





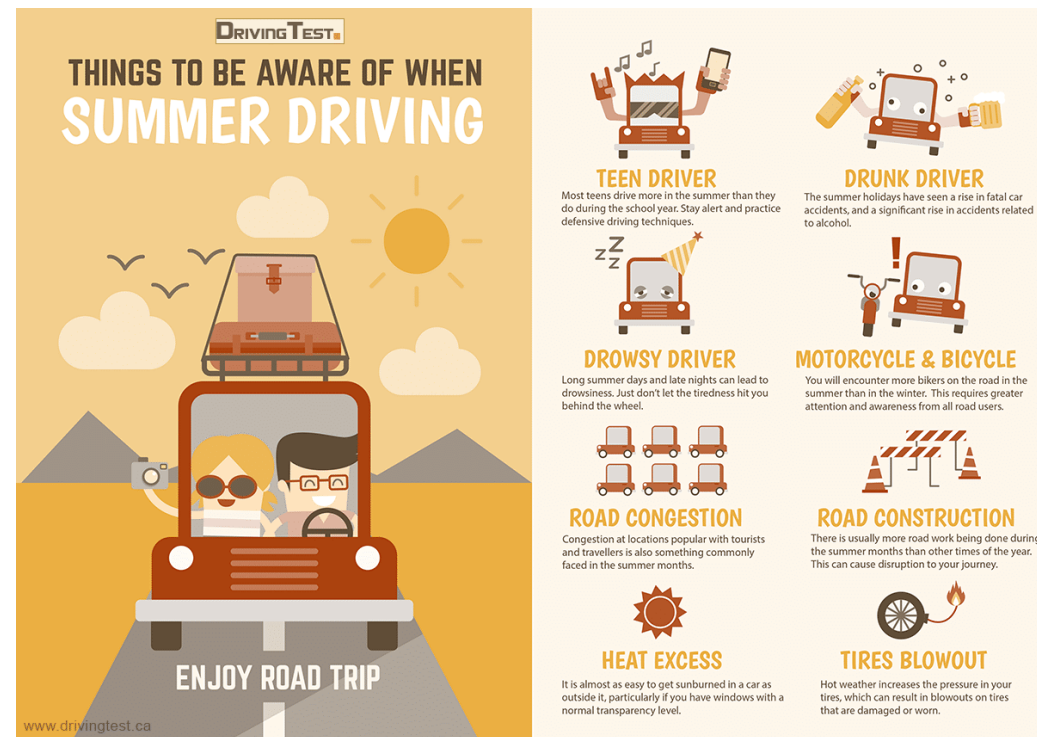
# Reasons Why Car Accidents Increase During Summer Season

According to a 24-year study of car accidents carried by the National Highway Traffic Safety Administration:

In summer, 29 percent more people die from car crashes than in winters. Teens are the age group most involved in summer car crashes.

On average, 260 teens die in car accidents during summers in the US. This is perhaps a 26 percent increase in comparison to other seasons.

Every year collisions and wrecks in the summer season cost billions in damage.



Theory: 300, 29, and 1

LYTX Driver Behavioral

**Scores 0-24:** Indicates self-correction. Follow up with operators to ensure they understand the importance of their behaviors.

**Scores 25-50:** Daily conversations with road supervisors or safety managers are essential. Involve the general manager when necessary to show commitment to safety.

**Scores Over 50:** A more intensive approach is needed. This includes on-road evaluations, face-to-face discussions, and retraining sessions to facilitate behavior change.

Updated LYTX Behavioral Score Card



LYTX BEHAVIORAL SCORE CARD		
Behavior Category	Behavior	Score
OUTCOME	Collision	0
	Near Collision	5
	Near Collision - Unavoidable	0
	Possible Collision	0
	Suspected Collision	0
FUNDAMENTALS	Following Distance: <1 second	5
	Following Distance: ≥1 sec to <2 sec	4
	Following Distance: ≥ 2 sec to <3 sec	2
	Following Distance: ≥ 3 sec to <4 sec	1
	Failed to Keep an Out	3
	Lane Departure	0
	Too Fast for Conditions	5
DISTRACTIONS	Unsafe Lane Change	5
	Cell Phone Hands Free - Distracted	3
	Cell Phone Hands Free - Observed	0
	Handheld Device	3
	Food or Drink	3
TRAFFIC VIOLATIONS	Inattentive	3
	Passenger	3
	Incomplete Stop	3
	Failed to Stop	5
	Red Light	5
	Not on Designated Roadway	3
	Speed Policy Violation	5
	Posted Speed Violation	5
AWARENESS	Stop Past Limit Line	5
	Backing on Roadway	5
	Other Violation	5
	Late Response	4
DRIVER CONDITION	Blank Stare	4
	Not Scanning Roadway	3
	Intersection Awareness	3
	Mirror Use	3
DRIVER CONDUCT	Drowsy	5
	Curb Strike	3
	Steering Wheel Control	3
	Falling Asleep	10
OTHER BEHAVIORS	Aggressive	5
	Driver Tagged	0
	Other Concern	3
	Positive Recognition	0
OTHER BEHAVIORS	Camera Issue	0
	No Seat Belt	3
	Lens Obstruction	0
	Passenger Unbelted	0
	Parked - Highway/Ramp	0
	Driver Smoking	0
	Unusual Event	0



# HAMPTON ROADS TRANSIT

## Paratransit Certification Report 06/11/2025 April and May

<b>2 Month Totals</b>	<b>April</b>	<b>Prior Year</b>	<b>May</b>	<b>Prior Year</b>
<b>Applications Processed - 368</b>	159 (+17.8%)	135	209 (+42.2%)	147
<b>New Certifications 213</b>	102	105	111	101
<b>Re-Certifications 138</b>	54	25	84	41
<b>Denials 17</b>	3	5	14	5
<b>Number of Eligible Clients</b>	7,226 (-6%)	7,688	7,265 (-6.6%)	7,779
<b>Number of Clients Using the Service</b>	2,437 (+11.8%)	2,180	2,469 (+9.6%)	2,253
<b>Number of eligible clients who did not recertify – 121</b>	49	7	72	10
<b>Sanction Notifications Sent</b>	0	0	0	0
	<b>Eligibility Appeals</b>			
	Filed – 2 Amended – 2 Overturned by Panel – 0 Upheld by Panel – 0			
<b>1st Quarter Client Suspensions</b>	<b>1<sup>ST</sup> Quarter (2025) 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 Waived Suspensions – 0			



# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 06/11/2025 April and May

	<b>April</b>	<b>Prior Year</b>	<b>May</b>	<b>Prior Year</b>
<b>Total Incoming Calls</b>	19,118 (+1.3%)	18,865	18,021 (-17.3%)	21,779
<b>Calls Handled</b>	18,037 (+12.9%)	15,973	17,217 (+2.6%)	16,774
<b>Calls Abandoned (after 15 seconds)</b>	534 (-66.4%)	1,587	463 (-87.7%)	3,538
<b>% of Incoming Calls Successful</b>	94.38%	85.94%	95.57%	78.36%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	23.6 seconds  Daily average ranges were 11 to 56 seconds	54.9 seconds  Daily average ranges were 13.7 to 188.3 seconds	20.1 seconds  Daily average ranges were 10 to 37 seconds	120.9 seconds  Daily average ranges were 14 to 365 seconds



# HAMPTON ROADS TRANSIT

## Paratransit Operations Performance Report 06/11/2025 April & May

	<b>April</b>	<b>Prior Year</b>	<b>May</b>	<b>Prior Year</b>
<b>Pickup OTP (Goal 95%)</b>	93.4%	91.4%	91.4%	89.1%
<b>Drop-Off OTP (Goal 95%)</b>	97.2%	93.6%	95.6%	91.8%
<b>Trips Requested</b>	49,333 (+21.8%)	40,498	49,501 (+16.1%)	42,632
<b>Trips Performed</b>	34,230 (+13.3%)	30,211	33,082 (+5.2%)	31,448
<b>Trips Cancelled in Advance</b>	11,627 (23.6%)	7,668 (18.9%)	12,829 (25.9%)	8,107 (19.0%)
<b>Customer Trip Violations (NS/CD/LC)</b>	3,244 (9.5%)	2,361 (7.8%)	3,333 (10.1%)	2,714 (8.6%)
<b>Trips Cancelled For Cause</b>	222 (0.6%)	258 (0.8%)	257 (0.8%)	364 (1.2%)
<b>Average Customer Trip Travel Time</b>	24.00 minutes	23.94 minutes	24.95 minutes	27.28 minutes
<b>Peak # of Vehicles Scheduled</b>	137 70 Fleet 35 Taxi 32 TNC	108 71 Fleet 1 Taxi 36 TNC	132 70 Fleet 30 Taxi 32 TNC	98 64 Fleet 1 Taxi 33 TNC
<b>Number of Paratransit trips taken on Fixed Route</b>	11,430 (-3.9%)	11,905	11,986 (-7.6%)	12,967