



HAMPTON ROADS TRANSIT

**Hampton Roads Transit Advisory Committee for Persons with Disabilities
Meeting Minutes
3400 Victoria Boulevard
Hampton, Virginia
December 14, 2011
1pm-3pm**

Call to order

Chairman Patricia Brown called the meeting to order at 1:04 pm and introductions were made by all attendees below.

Committee Members

Chairman Patricia Brown; Vice-Chairman Ina Kreps; Helen Brown; Christopher Heath; Christine Cutchins; Todd Condron; Lisa Baker; Lawrence Williams; Sue Merryfield; Cindy Creede; Willie Edwards; Joe Paulus

Others in Attendance

Keith Johnson, HRT
Mary LaFontaine, HRT
Andy Steed, MV
Frank Azzalina, HRTI
Emily Fisher, Endependence Center
Mary Mathena, Prospective member
Jane Marshall, Prospective member

Approval of Minutes

Mr. Heath motioned to approve the previous minutes unread.

Motioned seconded by two members and Vice-Chairman Kreps requested minutes correction.

Chairman Brown moved to accept the minutes with membership correction. Minutes accepted and approved with correction by all committee members.

Public Comment

No public comments were made.

Chairman Report-Patricia Brown

Chairman Brown reported her attendance at the Commissioner's meeting with requests that information and changes pertaining to the disabled community be mailed to clients in accessible format; notify the Advisory Committee of changes affecting the disabled community prior to the release of information to the general public; and addressed Travel Training in relation to the lack of city accessibility. She stated a response from Mr. Shucet that HRT will provide information in an accessible manner and to let Commission know, through Commissioner Moffett, of any and all concerns. Chairman Brown inquired about Commission liaison requirements for the committee that began a committee discussion on Commission attendance and Guidelines. Ms. LaFontaine provided a message from Commissioner Moffett regarding conflicting schedules with a request to consider changes in Commission appointment.

Chairman Brown's report included taxi service and stated that her personal experience with the taxi service has been comfortable, but did not care for drivers having personal phone numbers. She then directed various questions and concerns from clients to HRT and MV related to the current taxi service and elaborated on the day's membership agenda. She lastly informed the committee that she will be emailing Commissioner Moffett on submitted membership requests.

Service Quality Report –Christine Cutchins

Ms. Cutchins reported for Service Quality and Policy in Ms. Brewer's absence. She expressed her personal her taxi service experiences and delivered safety; trip agenda; and complaint concerns from other client's. She forwarded client's requests to MV for font size adjustment on policy supplies in the vans. Ms. Cutchins later called upon Mr. Heath to address client inquiries and complaints regarding the taxi service cell phone policy.

Policy Report-Everlene Brewer

Ms. Cutchins reported in Ms. Brewer's absence.

Membership Committee- Vice-Chairman Kreps

Vice-Chairman Kreps announced Jane Marshall, prospective member of Portsmouth, along with Ms. Mathena who is continuing the process of appointment for Virginia Beach. She believed that Mr. Fennell is currently seeking re-appointment for Newport News but could not confirm. Vice-Chairman spoke of her attendance at the December 8th Commissioner's meeting and said that Commissioner Woodbury acknowledged the membership requests and commended the efforts of the disabled community.

Commissioner's Report-Commissioner Moffett

No report given.

MV Paratransit Operations Report-Andy Steed

Mr. Steed reported for the months of October and November 2011. In discussion, Mr. Azzalina submitted the information following on driver training. Lisa Baker offered sensitivity training assistance provided by the Hampton Roads Blind Lions.

MV TRANSPORTATION PERFORMANCE INDICATORS					
October and November					
AREA OF PERFORMANCE	Goal	Southside	Northside	Totals	
Operations:					
Total Passengers		40848	22202	63050	
Total Clients		28655	16328	44983	
Number of PCAs		12033	5729	17762	
Number of Companions		141	140	281	
Service Animals		19	5	24	
Number of Late Trips		671	138	809	
Number of On-Time Trips		27984	16190	44174	
On Time Performance %	95-97.49%	97.66%	99.15%	98.41%	
PPH		1.94	1.94	1.94	
Revenue Hours		21037	11460.3	32497.3	
Average Trip Distance (miles)		7.93	7.32	7.63	
Average Trip Distance (minutes)		30.90	30.97	30.94	
Total Calls Received				13630	
Total Calls Abandoned				361	
Telephone Hold Time	<2 min			57 sec.	
Abandon Calls %	<5%			2.65%	
Ride Time less than 60 minutes		95.15%	90.84%	93.58%	
Number of Trips Exceed 60 Minutes		1390	1496	2886	
Number of Trip Denials		0	0	0	
Early Trips		6072	3699	9771	
Late Cancel		186	91	277	
Cancel at Door		163	89	252	
Missed Trips		64	10	74	
No Shows		251	165	416	
Subscription Trips	50-55%			45.55%	
Complaints	10/month			9	
Commendations				2	
Total Transfers				85	
Maintenance					
Total Miles Operated		386399	193179	579578	
Revenue Miles		323956	162542	486498	
Total Road Calls				22	
Mileage b/w Road Calls				26344	

The (Pass) Driver Certification Program



The (PASS) Driver Certification Program ensures that community transportation drivers have current expertise in passenger assistance techniques and sensitivity skills appropriate for serving persons with disabilities.

PASS The PASS program is designed as a three-day Train-the-Trainer to certify trainers who can then train drivers or as a two-day Driver program in which our instructors train your drivers. Some of the advantages of offering the PASS certification program is the ability to reduce organizational liability; comprehensive, up-to-date training on the assistance drivers should be providing to passengers with special needs; intensive emergency situation training; certification oversight provided by national leaders in the community transportation field; and updates for all participants on relevant regulatory changes.

Some of the advantages of offering the PASS certification program are: the ability to reduce organizational liability; comprehensive, up-to-date training on the assistance drivers should be providing to passengers with special needs; intensive emergency situation training; certification oversight provided by national leaders in the community transportation field; and updates for all participants on relevant regulatory changes.

The course outline for the two-day driver certification program as well as the three-day trainer certification includes:

- **Day 1: Trainer Certification**
 - Introduction
 - You as a Professional
 - Customer Service: Who are your Customers; Communication; Stress Management
 - Americans with Disabilities Act
 - Service Animals
 - Disability Awareness: Assisting the Visually Impaired; Hidden Disabilities; Stroke; Epilepsy and Seizure Disorders
- **Day 2: Trainer Certification**
 - Bloodborne Pathogens (Hepatitis A,B,C; HIV, Dialysis)
 - Wheelchairs
 - Lift Operating Procedures (Hands On Training)
 - Wheelchair and Occupant Securement (Hands On Training)
 - Emergency and Evacuation Procedures
 - Driver / Passenger Sexual Improprieties
 - Driver Certification Examination
- **Day 3: Trainer Certification and Trainer Recertification**
 - Analyzing Tasks and Setting Objectives
 - Working with Course Outlines, Lesson Plans and Audio-Visual Aids

ASSISTING THE VISUALLY IMPAIRED

When offering assistance to a passenger who has visual impairments, speak to them in a normal tone. Address the passenger directly, as it will help the person locate you. Speak directly to the person, if your gaze wanders your voice follows. A person who is blind might greet you by saying "It's good to see you again." Therefore, use normal terms.

If you will be guiding a passenger who is blind, ask how you may assist them. Permit the passenger to grab your arm. Show the passenger where your arm is by placing his/her hand on your arm. Stand alongside and slightly ahead of the person you are guiding.

Walk at a normal pace or a pace comfortable for you and the person you are guiding. Alert the person to changes in walking surface (uneven sidewalk, grass, carpet, etc.) and surrounding obstructions. Hesitate before going up or down steps or curbs and make certain you vocally indicate the need to "step up" or "step down".

Use the word STOP. It has only one meaning—cease doing what you are doing.

If you are assisting an individual using a white cane, provide assistance on the side they are not using the cane. When showing a person who is blind to a seat, place your hand on the back of it. Do not try and push the person into the seat. In almost all cases, the person will use his or her sense of touch to determine the type, height and width of the seat.

Certification Update-Mary LaFontaine

Ms. LaFontaine reported for the months of October and November 2011. Mr. Johnson stated that they are still searching for a replacement Paratransit Manager.

HRT Paratransit Certification Report Combined October and November 2011	
Total Applications Received	437
Total Certifications	339
Total New Certifications	189
Total Re-certifications	150
Total Interviews Held	302
Total New Interviews Held	185
Total Re-certification Interviews Held	117
Total Ineligible	13
Pending Applications	419
Appeals	
Appeals Filed	6
Re-scheduled	0
Amended	0
Overtured	2
Upheld	4

Nominating Committee Report- Helen Brown

Nominations were submitted as the following:

Chairman	Ina Kreps
Vice-Chairman	Heather Hornsby
Service Quality	Lawrence Williams
Policy	Everlene Brewer
Membership	Christopher Heath

Chairman Brown referred back to Article VII of the committee guidelines and asked the members for re-structure of the nominations. Nominations were re-submitted as the following:

Chairman	Ina Kreps
Vice-Chairman	Lawrence Williams
Service Quality	Heather Hornsby
Policy	Everlene Brewer
Membership	Christopher Heath

Mr. Heath motioned to close the nominations. Helen Brown seconded the motion. Nominations closed.

Membership Election

Helen Brown motioned to accept the nominations. Ms. Cutchins seconded the motion. Newly appointed officers stood as the following for 2012:

Chairman	Ina Kreps
Vice-Chairman	Lawrence Williams
Service Quality	Heather Hornsby
Service Policy	Everlene Brewer
Membership	Christopher Heath

Old Business

Ms. LaFontaine addressed the future of minutes structure in relation to Robert's Rules and asked for approval of the revised policies. Vice-Chairman Kreps requested correction.

Chairman Brown called for motion to accept the policies with correction. Vice-Chairman Kreps motioned for approval. Mr. Heath seconded the motion. The revised policies were approved with correction.

New Business

Ms. LaFontaine reviewed responsibilities and attendance in the committee Guidelines. Mr. Heath asked that the next agenda include HRT committee webpage content. HRT stated that they are working alongside MV to provide accessible formatting for another mass mailing to be an announcement of free fare service on fixed route for any Paratransit eligible passenger with proper Paratransit identification and proper photo identification. Vice-Chairman Kreps stated that in reference to fixed route, Mr. Shucet acknowledged at the Commissioner's meeting driver's behavior and protocol for equipment check. Drivers not following policy will not be tolerated.

Chairman Brown concluded the meeting by thanking everyone for their support with her role in the committee and hoped that the committee will continue to work hard in their efforts.

Adjournment

Mr. Heath motioned to adjourn. The motion was seconded by two members.

Meeting adjourned at 2:43pm

Established Upcoming Meeting

The next meeting of the Hampton Roads Transit Advisory Committee for Persons with Disabilities will be held on **February 8, 2012 at 1:00 P.M. at 1500 Monticello Avenue Norfolk, Virginia 23510**. The Policy and Service Quality subcommittees will meet one hour prior to discuss business.

Meeting adjourned at 2:43pm.

*Mary LaFontaine
Hampton Roads Transit
Paratransit Administrative Coordinator*