

# MINUTES

## Care Advisory Committee (CAC) Meeting

301 E. Belt Blvd., Richmond, VA 23224 – Eldridge F. Coles Boardroom

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*Date | time* 08/15/2018, 6:00 p.m.-8:00 p.m. | *Meeting called to order by* Jeannette Gholson @ 6:06 p.m.

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### In Attendance

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Tim Barham, Buddy Scherer, Kim, Rollins, Angela Allah, Sheronda Hill, Kelsey Calder, Dexter Hurt, Barbara Payne, Mia Bailey, Carrie Rose-Pace, Michael French, Cynthia Lantz, Sheila Blount, Millie McCrae, Cora Dickerson, Martha Duke, John Morris, Olivia Davis, Barbara Gillison, Portia Baskerville, Sallie Drew, Patricia Daniels, Rashad Walker, Angela Fries, Jeanette Gholson, Tameka Robinson, Alexander Anderson, Vernon Williams, Joy Woodard, Ethel Depriest, Sylvia Baskin, Brooks Couser, Roslyan Burns, Sheryl Norwood, Josh Smith, Jermaine Dickerson, Sheryl Tolliver, Travis Snellings, Brian Sear, Benny Williams

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### Approval of Minutes

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The approval of minutes from previous meeting, held on May 16, 2019, were unanimously approved.

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### Care on Demand Service Update

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#### A. UZURV

No report from UZURV.

#### B. ROUNDTRIP

Roundtrip's online app had an update to make it more user friendly for customers as well as on the backend for GRTC personnel who update customers' eligibility.

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### First Transit

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#### A. Staffing Updates

- The recruitment of drivers is on-going. The stats for full-time drivers and part-time drivers were shared during the meeting.

#### B. Courtesy Calls

- Meeting attendees were updated regarding hold-time improvements and removal of music that played while being placed on hold. Customers are encouraged to keep contact information current.

#### C. Safety Meetings

- Safety meetings are on-going, occurring monthly with various topics and review of policies and procedures.

#### D. Status of Short Pump Stops

- No updates to provide. Discussions are on-going

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## Chairperson's Report

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No report from the chairperson.

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## Unfinished Business

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### Updates on Validators, Online Reservations and IVR Calling System

#### A. Validator Updates

The validators are still in the testing phase. Information was shared involving the installation of validators, status of ticket usage and the issuance of tap cards. Also, an announcement was made to recruit testers for the new tap cards. An explanation of how the validators will work was shared. There will be testers using the equipment before it goes live. The ticket transition period was also explained. The tap card process and procedures were also explained.

#### B. Online Reservations

Software is being adjusted and tested. Explanation of pick-up and window times was shared.

#### C. IVR Calling System

Feedback was provided regarding the functionality of the IVR Calling System and possible improvements. Dispatcher procedure was reiterated regarding attempts to communicate with customers before the vehicle leaves.

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## Public Comment

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**Rosalyn Burns:** If someone cancels with UZURV, will they still be charged?

**Brian Sear:** Expressed concerns about not arriving to his destination on time which resulted in a missed appointment.

**Martha Duke:** Had concerns about the tap card process and if it will be more difficult than using tickets. She also asked about addresses and whether the drivers knew where they were going. She asked what the cut-off time was for Henrico County.

**Barbara Gillison:** On the Pulse Bus, will the tickets work the same for CARE riders?

**Portia Baskerville:** She has no complaints and the vans are okay.

**Vernon Williams:** Expressed concerns about streets that don't have addresses. Is there a way to use GPS coordinates?

**Angela Fries:** Expressed concerns about a driver's choice of words. CARE has been very good with getting her to work on time and there are times when the vehicle gets her to work late.

**Sheila Blount:** Are there any buses traveling near Regency Square Mall and what time do they stop running? How will traveling on fixed route buses effect how the CARE tap passes work? She expressed that it is ok for the drivers to ask for help if they're not sure of where to go. She expressed concerns about the space available when boarding the pulse buses using a walker.

**Rashad Walker:** Asked when are the cards coming out and will they be able to use the card on the city buses?

**Sallie Drew:** Expressed concerns regarding her pick-up/drop-off location at her apartment complex. She also expressed concerns about the vehicle getting her to her destination late.

**John Morris:** Expressed concern about being shown how to use the tap cards. He also asked if the vans will travel into Chesterfield along the areas of the new Chesterfield service.

**Sylvia Baskin:** Expressed concerns regarding the amount of time it will take to board a passenger using a tap card.

**Josh Smith:** There should be another way to handle “calls when ready”.

**Tameka Robinson:** Expressed concerns about drivers not speaking to passengers, drivers not helping and being unprofessional.

**Meeting was adjourned at 7:58p.m.**

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### Next Meeting

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**November 21, 2019, 10:00 a.m.-12:00 p.m., 301 E. Belt Blvd., Richmond, VA 23224**