

MINUTES

Care Advisory Committee (CAC) Meeting

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

Date | time February 21, 2019 @ 10:00a.m.-12:00p.m. | *Meeting called to order by* Roslyan Burns @ 10:05a.m.

In Attendance

Anna Arrington, Rashad Walker, Ethel Depriest, Sylvia Baskin, Roslyan Burns, Josh Smith, Veronica Vines, Alexander Anderson, Barry Cutler, Patricia Daniels, Martha Duke, Barbara Gillison, Estelle Leeper, Sheila Blount, Joy Woodard, Maureen Eberhardt, Millie McCray, Cynthia Lantz, Vivian Addotey, Dexter Hurt, Angela Allah, Jean Lombos, Kelsey Calder, Sheronda Hill, Isaac Wright, Carrie Rose-Pace, Barbara Payne, Buddy Sherer, Tim Barham, Kim Rollins, Debbie Logue, Trish Fitzpatrick, Ankit Mathur, Lindsey Stigh, Chester Czuj

Approval of Minutes

The minutes, of the previous meeting held on November 15, 2018, were unanimously approved, as distributed, by CAC Directors.

Review of Terms of Service

Window and wait times were explained and clarified to meeting participants. Courtesy calls are not mandatory. Contact information should be current, which includes, home and cell phone numbers. Customers should also ensure that their mailing/home addresses are up-to-date.

CARE on Demand Service Updates

USURV explained that ridership is steady and rising a little. They have been engaged in driver training and recruitment. OTP (On-Time Performance) is between 96-98%, in the 15-minute window, and above 90% in the 5-minute window. Contact information is very important to receive notifications regarding trips booked.

Round Trip shared information pertaining to their referral and loyalty programs, which offers, discounts for referring people to use the service. Customers, after using the service 5 times, can receive their 6th trip for free, if they have signed up for the loyalty program. Round Trip is attempting to expand their capabilities for 24-7 coverage as well as expanding their operational staff.

Operations/First Transit

Service improvements, involving working with the dispatchers and handling calls, has taken place and is getting better. Operators are being coached on what is expected of them. Safety meetings and

boot camps are also being used as refresher training for drivers. The importance of securing a mobility device and the tie-down policy was also explained. Short Pump stops are still in negotiations.

Chairperson's Report

No Chairperson's Report for this meeting.

Unfinished Business

Details regarding the validators were shared. There were some delays in testing. Additional updates to come. IVR is still disabled while it is being improved and tested. Online reservations are still being improved.

New Business

Spec Tran Key Performance Measures for 2018 were presented. This presentation contained measures of ridership, customer complaints, commendations, OTP, trip data, call data, accidents and mileage.

Public Comments

Josh Smith: He re-iterated the use of certain phone numbers used to contact customers. Expressed concerns regarding potholes and narrow streets.

Silvia Baskins: She expressed that reservationist should supply the reservation number. She asked, for a call-when-ready, why can't she give the dispatcher the time that she will be ready?

Shelia Blount: She stated that she does not understand the Round Trip program. Customer service has improved.

Barbara Gillison: She expressed that Ms. Myers is doing a good job. Thanks for her patients and not having to stay on the phone long. She asked, how often are the vans serviced and are the vehicles checked before they leave? She expressed her concern with being late.

Anna Arrington: She stated that her vehicle did not arrive on time. Because of this, she had to cancel her doctor appointment. She then called to cancel her ride. Her concern is that she did not receive a call from dispatch when the vehicle did not show.

Martha Duke: The drivers don't always know where they're going. She asked, why can't the drivers put down location names? She would like the name of the location to be listed with the address. GPS is not giving the correct directions for travel to her complex. She loves the sedans.

Rashad Walker: He stated that the vans are picking him up on time and that the service has been working good for him.

Cynthia Lantz: How long does it take to get a ride when you use the call-when-ready?

Maureen Eberhardt: How many trips can a person take a day? There have been issues where a customer has called to get information about trips booked. Dispatchers are telling the customer that they don't have a reservation.

Veronica Vines: She stated drivers should not go around the roundabouts. They may need to go to the next block over because something could happen. Overall, the drivers are doing a good job.

Patricia Daniels: A van broke down while she was on her way to work. Another van was sent to pick her up while still getting her to work on time.

Next Meeting

Date | time May 16, 2019 @ 6:00p.m.-8:00p.m. 301 E. Belt Blvd., Richmond VA 23224

Meeting adjourned at 11:40 a.m