

MINUTES

Care Advisory Committee (CAC) Meeting

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

Date | time 05/16/2019, 6:00 p.m.-8:00 p.m. | *Meeting called to order by* Jeannette Gholson @ 6:13 p.m.

In Attendance

Tim Barham, Angela Allah, Sheronda Hill, Kelsey Calder, Jean Lombos, Barbara Payne, Mia Bailey, Tish Jarvis, Isaac Wright, Carrie Rose-Pace, Ankit Mathur, Michael French, Cynthia Lantz, Sheila Blount, Millie McCrae, Cora Dickerson, Martha Duke, John Morris, Olivia Davis, Jacquelyn Kennedy, Barbara Gillison, Portia Baskerville, Patricia Daniels, Eugenia Walker, Rashad Walker, Angela Fries, Jeanette Gholson, Tameka Robinson, Kathleen Carter, Vernon Williams, Joy Woodard, Ethel De Priest, Sylvia Baskin, Lee Anis, Brooks Couser, Roslyan Burns, Jean Wilson, Veronica Vines, Sheryl Norwood, Josh Smith, Rebecca Hart, Estelle Leeper, Jermaine Dickerson, Sheryl Tolliver, Katherine, Tamika Shelton and Victoria Kercado

Approval of Minutes

The approval of minutes from previous meeting, held on February 21, 2019, were unanimously approved.

Care on Demand Service Update

A. UZURV

Information pertaining to trip count and on-time performance was shared. UZURV is excited about expanding in the future.

B. ROUNDTRIP

On-Demand service is now available. Information pertaining to booking rides and ride discounts was shared.

First Transit

A. Staffing Updates

- The recruitment of drivers is on-going.

B. Courtesy Calls

- Meeting attendees were updated regarding hold-time improvements and removal of music that played while being placed on hold.

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

- There's no update currently. Discussions are on-going

Chairperson's Report

Ms. Gholson provided an update regarding Buddy Scherer.

Unfinished Business

Updates on Validators, Online Reservations/Pilot, and Short Pump Mall Stops

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.

B. Online Reservations

Software is being adjusted and tested. There will be demonstrations showing how to use AMBLE. Dates and times for the demonstrations were also provided.

C. IVR Calling System

Feedback was provided regarding the functionality of the IVR Calling System. IT will investigate the IVR system to determine any improvements that need to be made.

Public Comment

Rosalyn Burns: Speaking on behalf of Anna Arrington regarding issues that she's having with boarding the vehicle; Ms. Arrington was told to have certain forms of mobility added to her account and that she shouldn't be using the lift. She also expressed concerns regarding the rudeness of the operator and being rushed to get on the vehicle when it's not her scheduled pick-up time.

Martha Duke: Will customers still be able to use their tickets? She also expressed concerns about addresses and whether the drivers know where they are going. She also asked what the cut-off time was for Henrico County.

Barbara Gillison: Expressed concern regarding calls not being returned. She also shared her concerns about a customer who had to cross the street to board the vehicle. *The customer was in the meeting and mentioned that she chose to cross the street and was told by the driver that she shouldn't have.

Estelle Leeper: Shared concerns about not having a vehicle available or being late. She also expressed concerns about a dispatcher. She also wanted to know why she can't get off the phone when she's so close to her house.

Portia Baskerville: Shared her concern with prompt 3 and not receiving a call when using it.

Angela Fries: Shared concerns regarding how she was asked to provide her ticket before taking a seat.

Jean Wilson: Expressed concerns regarding the vehicle being late.

Sheila Blount: Has concerns because her employer has relocated, and CARE does not service the area, where her job is located, during certain times. Ms. Blount also requested a service area map.

Rashad Walker: Shared his concern about not receiving a reservation confirmation call.

Patricia Daniels: Which door should the care van come to when picking up customers from Walmart?

Jeanette Gholson: Shared concerns with being a short distance from her job but having to be there too early. She shared that she has asked to receive a call when the van arrives, and dispatchers are honoring her request.

John Morris: Asked what the web address was for Roundtrip. He also expressed concerns about the website not being user-friendly for people who are visually impaired. He was also happy to hear the phone recordings were changed.

Sylvia Baskin: IVR calls are not coming through consistently. She also asked for clarity on how a call-when-ready works. She expressed her concerns with being told that a van is on the way versus having to wait a while. She asked if there are dispatchers that change the routes at night.

Rebecca Hart: She expressed concerns about being told that the van is right around the corner when it wasn't.

Tameka Shelton: Shared concerns about the horn being blown, drivers not waiting five minutes and operator dishonesty. She also expressed concerns about being told that a customer's pick-up time was different from the original reservation. She also inquired about sensitivity and customer service training for drivers.

Victoria Kercado: Shared concerns about dishonesty pertaining to trip times, unprofessional customer service, late vehicles, and rudeness.

Katie: Shared that she hasn't experienced anyone being rude with her on the phone or via email. She also expressed concerns regarding how ride confirmations are communicated accurately.

Josh Smith: Asked for clarity of the 90 minutes to ride after being picked up. He also asked if fixed route buses take 90 minutes.

Eugenia Walker: Shared concerns with having to pay an amount for her ride, that she felt was too much, for something that was out of her control. Shared concerned for her friend that was late to her destination.

Tameka Robinson: Asked if Roundtrip's website been updated to be user friendly for people who are visually impaired. Ms. Robinson does not use CARE to get to work. She uses Roundtrip to ensure that she gets to work on time.

Cora Dickerson: Expressed concerns for long hold times, and vehicles that are not clean. She also expressed concerns about incorrect reservation times.

Olivia Davis: Shared concerns regarding late pick-ups.

Sheryl Tolliver: Inquired about a rule book for CARE service and asked if the rules were updated.

Lee Anis: Inquired about service to Chesterfield or close to Chesterfield.

Meeting was adjourned at 7:58p.m.

Next Meeting

August 15, 2019, 6:00 p.m.-8:00 p.m., 301 E. Belt Blvd., Richmond, VA 23224