

MINUTES

Care Advisory Committee (CAC) Meeting

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

Date | time 11/16/2017, 10:00 a.m.-12:00 p.m. | *Meeting called to order by* Jeanette Gholson @ 10:10 a.m.

In Attendance

Buddy Scherer, Kim Rollins, Isaac Wright, Mia Bailey, Barbara Payne, Angie Allah, Kelsey Setterlund, Tim Barham, LaTasha Young, Carrie Rose Pace, James Mills, Monica Carter, Millie McCrae, Lee Anis, Cora Dickerson, Joy Woodard, Harrison Jones, Patricia Daniels, Rashad Walker, Jeanette Gholson, Cynthia Lantz, Rosalyn Burns, Maureen Eberhardt, Sylvia Baskin, Tazwell Winston, and Roderick Bullock.

Approval of Minutes

The minutes of the previous meeting held on August 17, 2017, were unanimously approved as distributed.

Election of Officers

The unanimous decision was made to appoint officers every two years. Next election will be held at the annual meeting in November 2018.

Care-On-Demand Service Update

- Mr. Harrison Jones -UZURV (new in position) will handle day to day operations.
- There has been some confusion about the charge/changes in service and fees. Mr. Scherer confirmed there is a \$6.00 copay for the trip. Some trips may be higher depending on the time of day and mileage. If the needs are outside of the normal arrangements for a trip, there may be an additional cost.
- A question was raised to send out literature in reference to the pricing and what requires an additional cost. Mr. Harrison Jones and Mr. Scherer will consider getting some information/chart printed for customers. Mr. Jones stated the \$6.00 copay covers an 8-mile radius, the price will increase by \$1.00 if goes over, depending on the distance.
- If there are any questions or concerns about the service, customers can contact the call center at 804-499-3400.

Operations

A. Staffing Updates

- Mr. Scherer stated First Transit is hiring a new trainer who will be dedicated to handling training for CARE operators.

B. Service Improvements-Mr. Scherer stated:

- There are 10 new vehicles/ 8 sedans will be added (Ford Taurus) which will have a CARE logo on each side.
- Sedans are currently being utilized in the AM and PM (peak) and not on the weekends. Sedans will not be used for service after 7:00pm due to wanting larger vehicles for visibility at night.
- Sedans will have validators which can be used for payment (ID card). Everyone must have an ID card. Notices are going up stating ID will be required to ride.
- New radio systems are being installed with new GPS.

C. Improvement in Dispatch

- Mr. Scherer stated there are some problems with the phone system, however, working on improving. If a customer is on hold for a prolonged period, encourage to hang up and call back.

D. Safety Meetings for Drivers

- Mia Bailey (Safety Manager) stated there are continuous meetings and training with the operators. There will be some major improvements. Inoperable wheelchairs (chairs that do not lock, damaged, broken wheels, etc.) passenger will not be transported. Also, locations where the vehicle cannot safely maneuver, the driver cannot travel in those areas. Mia Bailey stated she does not suspend service before going out and inspect each situation. The goal is to make sure all passengers and drivers are safe.
- Mia Bailey provided her contact number 804-474-9909 for any concerns with the service regarding safety.

Chairperson's Report

Jeanette Gholson stated since First Transit has come on board the service has improved. All present was encouraged to utilize the service and to contact management when needed. Commended (Kim Rollins) and management team on prompt follow-up with questions and concerns.

Unfinished Business

Tim Barham reviewed some of the Specialized Transportation Statistics:

- OTP- Slowly improved this year. Down earlier in the year around 76%, now around 82%. The goal is 92%.
- On-Demand Ridership-**August:** 484 trips/524 passengers. **September:** 519 trips/560 passengers. **October:** 808 trips/873 passengers. Each month since starting, ridership has increased.
- Henrico County utilizes the service slightly more than City of Richmond customers. The service started around 20 trips a day and currently at 50 per day. The goal is around 100-120 trips per day.

- There are currently 80 vehicles in the fleet and adding 8 new sedans the first quarter of the year.

Update on Validators and Online Reservations:

- Validators-Procured a company on the project and looking to have in place next year around Spring as tickets will be eliminated. There will be talks further over the next few months and will have an IT rep available to discuss further details during the next CAC meeting in February. The company is looking to get input and suggestions before implementing.
- Online Reservations- There has been a meeting with a RouteMatch rep who introduced a packet for online reservations and a mobile app.
- Call Center hours will be extended as of Dec 1st from 8:00 a.m.-4:30 p.m. to 7:00 a.m.-5:00 p.m. on weekdays only.

New Business

Online Reservation Pilot:

Tim Barham stated more details to come soon. May solicit some CAC attendees to participate in the pilot.

Public Comments

- **Roderick Bullock**-Stated he called on October 6 and requested the option for a callback to make a reservation and did not get a call until the next day.
- A comment was made about the robocall system stop working and customers not receiving calls about trips. Mr. Scherer replied he will consider the matter further. Also, he stated the system should be working after scheduling is complete. If the ride is unassigned, there is no call unless the ride is assigned.
- **Jeanette Gholson**-She asked Mr. Scherer to explain unassigned rides. Mr. Scherer replied unassigned rides is when there are more rides than the software thinks it should have based on seating.
- **Rosalyn Burns**-She stated the manifest need to be looked at further due to drivers going from one side of town to another. She expressed that drivers ride passengers around for 20-30 minutes past their destination because drivers are going according to the roster. She feels someone need to look at the manifest instead of having passengers ride for 90 minutes or longer. Mr. Scherer replied that a representative from RouteMatch will be coming in soon to look at the system to update, change parameters, and provide in-depth training with staff. He also stated drivers may be new or do not know the city and the manifest are set to where they go in the order given due to information/directions provided to the driver.
- **Maureen Eberhardt**-She stated her agency provide tickets for them to ride and wanted to know how it will work with the cards? Mr. Scherer answered that tickets is an issue and would need to be worked out/considered further as the transition are made to the card.

- A question was raised about Care Plus when a person calls to make a reservation, and two tickets are needed to ride are reservationist required to tell the passenger? Mr. Scherer answered the reservationist is supposed to inform the customer.
- A comment was made that when a customer calls in to make a reservation, it would be nice if the reservationist provides their name.
- **Jeanette Gholson**-inquired when does First Transit contract end? Mr. Scherer replied the contract will not be ending. Also, he stated on Dec 1st the major contract will start for the next 3 years, and First Transit has four one-year options which mean they can continue service for up to 7 years.
- **Millie McCrae**- She asked about the two-bag limit for both services. Mr. Scherer answered the limit is the same for UZURV and CARE customers.

Next Meeting

Date | time, February 15, 2018- 10:00 a.m.

Meeting adjourned at 11:53 a.m.