

AGENDA

JTRAN Paratransit Advisory Committee Wednesday, July 17th, 2024 – Hybrid

I. Call to Order and Introductions

- A. Dr. Scott Crawford, Chairperson

II. Approval of Minutes –

III. Updates

- A. Update on Status of Negotiations of the Consent Decree – Atty. Hunter Robertson of DRMS
- B. Comments from the ADA Coordinator – Mr. Herbert Humphrey
- C. Updates – Ms. Christine Welch or GM Leslie Barnes - Labor Dispute – Any progress on Communication/Negotiations?
- D. Like most Summers, we have increased bus breakdowns. A/C Problems. How is MV doing on maintenance? What about having enough buses for scheduled preventative maintenance?
- E. Ms. Welch: Do we have any information about MV's progress toward implementing FTA's 15 recommendations?

IV. Review of Ontime Performance – Dr. Crawford

- A. On-Time Pickups are averaging in the low 90's percentile.
- B. On-Time Drop-offs hover at 85% the past 5 months.
- C. Missed trips – Down from roughly 60/month (December 2023) to between 20-30 the past three months. Good, but do we know why? Does this reflect more accurate "labelling" of Missed Trips versus No Shows?
- D. Excessive ride times were up in June to 53 from an average of around 30 (March-May). Do we know why?

V. Open Discussion

VI. Announcements

- A. The next meeting of this committee will be September 18, 2024 at 1:00pm. Hybrid (Hood Building (200 S. President Street) plus Zoom). Zoom details will remain the same.

VII. Adjournment –

Paratransit Performance Standards from the Consent Decree:

II. Paratransit Performance Standards

The parties agree and stipulate that for purposes of this Consent Decree the City shall meet the following performance standards:

(a) Telephone Hold Times: The City shall ensure that, on a monthly basis, 95 percent of individuals calling into any of its paratransit telephone lines shall experience a *telephone hold time* of no longer than three (3) minutes; and 99 percent of individuals calling into any of its paratransit telephone lines shall experience a *telephone hold time* of no longer than five (5) minutes.

(b) Trip Denials: The City shall not deny more than ten (10) trips per month. (c) Timeliness of Pickups: The City shall meet the following standards:

(i) At least 95 percent of all pickups, on a monthly basis, shall occur within the *on-time pickup window* (i.e., within thirty (30) minutes of the *scheduled pickup time*); and

(ii) At least 99 percent of all pickups, on a monthly basis, shall occur within the *on-time pickup window* or up to fifteen (15) minutes after the *on-time pickup window* (i.e., within forty-five (45) minutes of the *scheduled pickup time*).

(d) Timeliness of Drop-offs: The City shall provide, on a monthly basis, at least 95 percent of drop-offs prior to the *appointment time*.

(e) Trip Length: The City shall not provide *excessively long trips* for more than 5 percent of all paratransit trips in a single month and no trip shall last more than one hundred and twenty (120) minutes.

(f) Missed Trips: The City shall not miss more than twenty (20) trips in a single month. Per the Consent Decree: “**Missed trips**” are defined as: *when the paratransit vehicle fails to arrive, or arrives after the on-time pickup window, and the passenger cannot be found or declines the trip*.