

AGENDA

JTRAN Paratransit Advisory Committee Wednesday, September 18th, 2024 – VIRTUAL ONLY

I. Call to Order and Introductions

- A. Dr. Scott Crawford, Chairperson

II. Approval of Minutes –

III. Updates

- A. Ms. Christine Welch – Status of JTRAN Transit Strike –
- B. Ms. Leslie Barnes or MV Representative – Can you share the status of negotiations and what seems to be the ongoing dispute between MV and the Local ATU?
- C. ATU Local #1208 President, Mr. Charles Tornos or ATU Representative – What is your position on the status of the strike and negotiations to end it?
- D. Update on Status of Negotiations of the Consent Decree – Atty. Hunter Robertson of DRMS
- E. Comments from the ADA Coordinator – Mr. Herbert Humphrey

IV. Review of Ontime Performance – Dr. Crawford

- A. On-Time Pickups were at or slightly above 90%, until August, when they fell to 80%. Do we know why? NOTE: most (97%) late pickups were only slightly late (<15 minutes).
- B. On-Time Drop-offs still averaging about 85% the past 5 months.
- C. Missed trips – Trending down (only 18 in July) but went back up to 37 in August.
- D. Excessive ride times - Were low (April – June) but went up to 113 (July) and 95 (August, in which 4 trips exceeded 120 minutes). Cause?

V. Open Discussion

VI. Announcements

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*.