

# **JTRAN Paratransit Advisory Committee Meeting Minutes – FINAL July 12th, 2023**

This online meeting was held a week early due to a schedule conflict with the MDOT Transportation Coordination Conference. It was via Zoom Teleconference. Attendees included:

1. Ms. Ollie Beaton (Paratransit Committee Vice-Chair, Ward 3)
2. Ms. Lee Cole (ADA Advisory Council Chair)
3. Ms. Pam Dollar (MSCCD)
4. Ms. Yolanda Canada (TransDev Customer Service)
5. Mr. Jason Bunch (Ward 6)
6. Mr. David Chia (Collaborative Consulting Group – DOT Consultant)
7. Ms. Lee Cole (ADA Advisory Council Chair, Ward 2)
8. Dr. Scott Crawford (JTRAN Paratransit Committee Chair, Ward 7)
9. Atty. Katherine Henderson (Disability Rights Mississippi)
10. Mr. Herbert Humphrey (City of Jackson ADA Coordinator)
11. Ms. Comma McDuffey (JTRAN ADA Coordinator)
12. Ms. Cynthia Rasco (Transdev/JTRAN General Manager)
13. Mr. Kristofer Davis (Transdev/JTRAN Assistant General Manager)
14. Ms. Patti Monahan (Monahan Mobility Consulting LLC – DOT Consultant)
15. Mr. Joe Spicer (Mississippi Industries for the Blind)
16. Mr. Desmeon Thomas (Ward 2, LIFE of Mississippi)
17. Ms. Brittany Greer (MSCCD)
18. Ms. Janice Williams (MDOT Public Transit Division)
19. Mr. Mick Hintz (Ward 7)

## **I. Call to Order**

Dr. Scott Crawford called the meeting to order at 1:07 pm. Members and guests introduced themselves.

## **II. Approval of Minutes**

Mr. Desmeon Thomas of LIFE read the previous minutes. There were a couple corrections. There was a motion by Herbert Humphrey to approve the minutes as amended, with a second by Mr. Thomas. The minutes were adopted as corrected.

### **III. Updates/Presentations**

Updates - Attorney Kattie Henderson of Disability Rights Mississippi (DRMS) gave the following update on the Consent Decree. Plaintiffs sent a motion to extend the Decree one year to improve JTRAN's on-time performance. The City declined to join, but asked for a one month extension

Attorney David Knight of the Department of Justice gave a brief summary of the efforts being made by Mr. Chia and Ms. Monahan working with Transdev/JTRAN on improving on-time performance. He expressed some optimism that we will see incremental improvements "little by little".

Ms. Cole reiterated her belief that the Consent Decree should be ended. Mr. Hintz asked by the Consent Decree can't be maintained "forever". Atty. Knight explained that the Court does not have the capacity and resources to maintain that level of oversight. However, Dr. Crawford pointed out that all of the performance metrics are included in existing FTA/DOT Transit Regulations, so even after the oversight ends, JTRAN will still be required to meet the same performance goals.

Mr. Knight shared the link to the FTA/DOT Transit Guidance which provides a thorough and detailed description of the regulations/requirements and how to implement them. The link is here: <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/americans-disabilities-act-guidance-pdf>

### **IV. Discussion**

Dr. Crawford shared feedback he received from various riders via email and telephone conversations.

One complaint had to do with a rider being unaware that JTRAN was not providing service on June 19<sup>th</sup>, in recognition of the "Juneteenth" holiday. The rider complained that he was waiting for a ride and didn't know there was no service that day. Ms. McDuffy said she tried to leave a message with this rider, but was unable to because his voice-mail was "full". The committee discussed various ways to get the word out in the future.

Ms. Gwen Byrd was unable to attend, but asked that it be shared that her text and voicemail notifications are highly inconsistent. Others reported the same problem. Mr. Hintz said that sometimes they are "spot on, like clockwork" and other times, not at all.

Mr. Hintz and Ms. Beaton again asked that the JTRAN application accept after-hours reservations as it had done in the past. No one is suggesting scheduling a next-day trip after hours. The members only want to be able to schedule appointments a day or more in the future, adding, it saves staff time if we are able to do so. Ms. McDuffy said that Ms. Welch will work with Ecolane software to make sure that is corrected.

The Chair also conveyed some positive feedback by Mr. Alfred Cotton of LC Industries. Mr. Cotton asked it be reported that on-time performance for customers to and from LCI has been improving. He did add, though, they still have times when a customer's drop-off point is passed by, leading to longer, less-efficient routes and drop-off times.

Mr. Hintz and others reported that the JTRAN application does not always show the location of the bus on the map. JTRAN General Manager Rasco said that this-, and some of the other text/voicemail notification problems may be due to the following: "When runs are created, Transdev is responsible for assigning a vehicle and a driver to the run. If we err by not assigning a vehicle to the run, the system will show there is not a bus assigned. This could potentially prevent accurate information to the clients such as, your bus has arrived, etc."

## **VI. Announcements**

Ms. Janice Williams reminded the Committee that next Wednesday and Thursday, July 19<sup>th</sup> and 20<sup>th</sup>, will be MDOT's Statewide Transportation Coordination Summit. She reviewed the Agenda for the Committee. All are encouraged to attend.

The next meeting of this committee is Wednesday, September 20<sup>th</sup>, 2023, at 1pm in the Hood Building. Zoom will still be available for those who wish to remain remote. The login details will be the same.

The teleconference meeting adjourned at 2:30pm.

These minutes were recorded by Committee Chair Dr. Scott Crawford.