

Handilift Advisory Committee

Meeting Minutes

November 20, 2019

This meeting was held at 1:00pm in the Arts Center at 201 East Pascagoula St. in Jackson.

Attending today's meeting were:

1. Mr. Corey Bias (Mississippi Paralysis Association)
2. Mr. Alfred Brown (LC Industries)
3. Mr. Jason Bunch (Ward 6)
4. Ms. Gwen Byrd (Ward 2)
5. Mr. Ralphael Byrd (LC Industries)
6. Ms. Eva Clanton (Ward 2)
7. Ms. Lee Cole (ADA Council Chair, Ward 2)
8. Mr. Alfred Cotton (LC Industries)
9. Dr. Scott Crawford (Handilift Committee Chair, Ward 7)
10. Dr. LaShawna Fant (Mississippi School for the Blind)
11. Rev. Sam Gleese
12. Mr. Demario Height (TransDev – General Manager)
13. Mr. Herman Hill (TransDev Operations Manager)
14. Ms. Jordan Hillman (COJ Director of Planning and Development)
15. Mr. Mick Hintz (Committee Secretary, Ward 7)
16. Mr. Herbert Humphrey (MIB & Blinded Veterans Association)
17. Mr. Johnny McGinn (Client Assistance Program)
18. Ms. Sheila O'Flaherty (Secretary JATRAM Fixed Route Committee, Ward 5)
19. Ms. LaShun Smith (JATRAM ADA Coordinator)
20. Ms. Ada White (Sign Language Interpreter)
21. Ms. Janice Yancey (MDOT)

I. Call to Order

Dr. Crawford called the meeting to order at 1:21pm.
Members and guests introduced themselves.

II. Approval of Minutes

Ms. Sheila O'Flaherty read the minutes from the September meeting.
One correction was made.

Mr. Johnny McGinn motioned to approve the minutes as corrected.
Mr. Alfred Cotton seconded. The minutes were approved unanimously as corrected.

III. ADA Coordinator's Update

Ms. LaShun Smith

Regarding free rides to these committee meetings, we were told that the official policy is that only the Executive Committee members are entitled to free rides to and from Handilift meetings. This would include only the Chair, Vice-Chair, and Secretary. Several committee members again expressed their concern that this policy is inconsiderate to members who are providing their time and service to the city by participating in these committees. This policy is inconsistent with the text of the Handilift Committee Bylaws.

Section 4 – Compensation: The members of the Committee shall receive no monetary compensation, but Official Members shall be entitled to a free ride to and from the Committee Meetings.

Ms. Jordan Hillman says that this policy is under review.

We reviewed reports from September and October. We never did get reports from July or August. The report from June was never corrected. The reports still have erroneous data and bad math. The totals don't add up and the on-time percentage doesn't match the reported numbers. The September report shows 55 late pickups, but only 21 late drop-offs. In October, the report shows 67 late pickups, but only 14 late drop-offs. These numbers seem questionable. We are very concerned about the accuracy of the data we've been receiving.

It seems odd to us that the number for Trips Provided is greater than Trips Scheduled. The explanation is that Trips Provided includes companions and caregivers. We think that we probably need a new category to account for this differential. Perhaps we need different categories for Trips Provided versus Individuals Transported.

For accurate reporting... Trips Scheduled, minus Trips Cancelled, minus No-shows, minus Missed Trips... should equal Trips Provided. The math should be much simpler than the reporting that we are currently getting.

We have noticed that drivers seem to be keeping very good records of pickup and drop-off times. So, the data exists, but it's not making it into the reports.

IV. Old Business

The LC Industries route continues to experience excessive lateness. Hourly wage workers are losing money because they are arriving late to work. This is also true for employees at the Addie McBryde Center. It's a constant problem. The numbers for Late Pickups and Late Drop-offs are clearly erroneous. In October, LC Industries alone had more late pickups and drop-offs than the totals shown. Multiple passengers were late nearly every day in October, much more than the 14 on the chart.

Drivers, especially substitute drivers are not doing pickups in logical geographic sequence. They are following the order on the manifest but the manifests don't schedule effective geography. This is contributing to lateness.

Mr. Herman Hill reported that he is starting to get the regular drivers to train the substitute drivers on efficient route order.

JATRAN really needs to get feedback about efficient grouping and routing of customers going in the same direction. Again, we need separate buses for northbound and southbound passengers.

We request, once again, to remove the left-front stow-able seats from in the wheelchair securement area of the newer lowered floor paratransit buses. Even when stowed, these seats obstruct the wheelchair securement points. These seats are never used, and their presence causes space issues for a second wheelchair, and makes wheelchair securement extremely difficult (and time consuming) for the drivers.

V. New Business:

We received feedback on the Pilot Transportation Program for after-hours paratransit service. Only three people have used the service so far. The consensus is that people don't trust the Handilift system, so they are hesitant to trust the after-hours pilot program.

Accessible transportation to and from the Airport is still an unresolved issue. We ask Ms. Jordan Hillman to please speak to the Airport Authority regarding this issue.

The new City Website went live but lacks content. We were told that the transition inadvertently happened too quickly. There is almost no JATRAN information. We need route maps and schedules as quickly as possible. They are currently rebranding. So, the one occurrence of the spelling JTRAN was merely posted too early.

We have received feedback about some operators not knowing the proper way to secure people in their wheelchairs. Mr. Demario Height reported that driver training is currently being scheduled. Jacqueline Mitchell is the Training Coordinator. Dr. Crawford and LIFE offered to assist with that training.

VI. Public Comments

One of the buses to this meeting had 4 late pickups and 4 late drop-offs. We were nearly an hour late being picked up and thirty minutes late arriving to the meeting.

Dr. LaShawna Fant was scheduled for a 12:05 pickup. The bus arrived at 12:56.

Ms. Lee Cole was scheduled for a 12:15 pickup. Actual pickup was at 12:45.

Ms. Gwen Byrd was scheduled for a 12:25 pickup.

Mr. Mick Hintz was scheduled for a 12:30 pickup. The bus arrived at 1:10.

We arrived to the meeting at 1:30.

So, the November report should show this as 4 late pickups and 4 late drop-offs.

The addition of dialysis patients to regular routes is causing employment riders to be consistently late. It's not really the driver's fault, but we really need additional drivers/buses on the road so that everyone gets to their appointments on time. Mr. Herman Hill agrees, especially from 6-8am. In 2010 or 11, the Consent Decree's Monitor Russell Thatcher estimated that we needed to double our paratransit capacity. This has not happened.

Ms. Jordan Hillman is planning to review manifests.

VII. Announcements

The ADA Advisory Council will meet Wednesday, December 4th at 1pm in the Hood Building.

The next meeting of this committee is Wednesday, January. 15th at 1pm in the Hood Building.

The meeting adjourned at 2:33

Minutes recorded by Mr. Mick Hintz.

Data for Item 66 for September 2019	
Article (A) Maintenance and Repair	No Wheelchair lift Malfunction to Report in service
Article (B) Preventive Maintenance	Attached Wheelchair PM Inspection Sheet
Article (C) Rider Usage	None to report
Article (D) Alternative Transportation	None to report
Article (E) Vehicle Deployment	Attached Road Supervisor AM Gate Checks Log
Article (F) Vehicle Inventory	Attached Vehicle Inventory Report
Article (G) Paratransit Telephone Access	Attached Call Logs & Utilization Graphs
Article (H) Paratransit Ridership	Attached Operation Statistics
1. Trips Requested	3597
2. Trips Scheduled	3592
3. Trips Denied -Report Attached	5
4. Trips Cancelled	746
5. Trips Provided (one way, attendant, & guest)	4124
6. Rider No-Shows	259
7. Late Pick - Missed Trips - Report Attached	187
Article (I) Paratransit On-Time Performance	94%
1. Early Pick-ups (exceed pick-up window)	66
2. On-time pickups(within pick-up window)	3171
3. Late pickups (exceed pick-up window)	55
4. On-time drop-offs (Handi-Lift appt.)	1540
5. Late drop-offs(Handi-Lift appt.)	21
** detail provided in the Late Pick/Missed Trips Report	
Article (J) Paratransit Ride Time	
Excessively Long Trips	55
1. Length of the on-board ride time	60 min. + 15 min = 75 min.
2. Length of the comparable fixed route ride time	60+ min.
3. Number of minutes by which the excessively long trip exceeded the threshold for excessively long	+ 76 min
4. Name of the rider subjected to the excessively long trip	Attached Excessive Ride Log
Article (K) Complaints	Attached Complaint plus review details online
Article (L) Training	Attached Training Log
Article (M) Daily DVRI	No Longer Required to Submit

Data for Item 66 for October 2019	
Article (A) Maintenance and Repair	
Article (B) Preventive Maintenance	ATTACHED WHEELCHAIR PM INSPECTION SHEET
Article (C) Rider Usage	NONE TO REPORT
Article (D) Alternative Transportation	
Article (E) Vehicle Deployment	ATTACHED ROAD SUPERVISOR AM GATE CHECKS LOG
Article (F) Vehicle Inventory	ATTACHED VEHICLE INVENTORY REPORT
Article (G) Paratransit Telephone Access	ATTACHED CALL LOGS & UTILIZATION GRAPHS
Article (H) Paratransit Ridership	
1. Trips Requested	4325
2. Trips Scheduled	4324
3. Trips Denied-Report Attached	1
4. Trips Cancelled	771
5. Trips Provided (one way, attendant & guest)	4940
6. Rider No-Shows	357
7. Late Pick-Missed Trips: Report Attached	162
Article (I) Paratransit On-Time Performance	95%
1. Early Pick-ups (exceed pick-up window)	47
2. On-time Pick-ups (within pick-up window)	3865
3. Late Pick-ups (exceed pick up window)	67
4. On-time Drop offs (Handi-Lift appt)	1939
5. Late Drop offs (Handi-Lift appt)	14
**detail provided in Late Pick/Missed Trips Report	
Article (J) Paratransit Ride Time	
Excessively Long Trips	
1. Length of the on-board ride time	60 min. + 15 min. = 75 min.
2. Length of the comparable fixed route ride time	60+min.
3. Number of minutes by which the excessively long trip exceeded the threshold for excessively long	+76
4. Name of the rider subjected to the excessively long trip	ATTACHED EXCESSIVE RIDE LOG
Article (K) Complaints	ATTACHED COMPLAINT plus REVIEW DETAILS ONLINE
Article (L) Training	ATTACHED TRAINING LOG
Article (M) Daily DVRI	NO LONGER REQUIRED TO SUBMIT