



Para-Transit Symposium Agenda - Tuesday, September 24, 2013

8:30 – 9:00 AM – Registration

9:00 AM – Welcome & Overview of Daily Schedule – Jim Price

Safety Message – Ron Edwards

Message from our President – William Harrell

Objectives and Protocol of Symposium – Jim Price

Overview of HRT services – Ray Amoruso

History of Paratransit Services at HRT – Mark Stemple

Service Area – Mark Stemple

Demographics of Paratransit Customers – Keith Johnson

***** **BREAK** *****

Current Processes – Keith Johnson

- **Eligibility:** Application volume, determinations, appeal process
- **Reservations and Call Center:** Call volume, scheduling of reservations, cancellation and no-show rates
- **Service Productivity:** Dispatch process, trip information, customers served
- **Policies:** Unified Service Plan, Advisory Committee, Appeals, No-Show Late Cancellations, Declared Emergency, Excessive Cancellations

Current HRT Infrastructure

- **Vehicles and Facilities** – Mark Stemple
 - Current fleet and future needs, fleet configuration, current & alternate fuels
- **Information Technology** – Alesia Cain
 - Scheduling software licensing, AVL equipment, phone system

Procurement Processes – Dyanne Sampson

- **RFP** – Bid process and requirements

Insurance Overview – Janine Yaxley

- **Requirements**



******* 12:00 to 1:30 PM Break for Lunch *******

1:30 PM until.....

Open Forum and Discussion on how HRT can improve service and reduce cost

- **Eligibility**
- **Call Center**
- **Service Providers**
- **Fleet**

Hampton Roads Transit Paratransit Symposium September 24, 2013



HAMPTON ROADS

TRANSIT

Hampton Roads Transit Paratransit Symposium

Jim Price



Welcome & Today's Schedule



Hampton Roads Transit Paratransit Symposium

Ron Edwards



Safety Message



Hampton Roads Transit Paratransit Symposium

William Harrell



Presidents Message

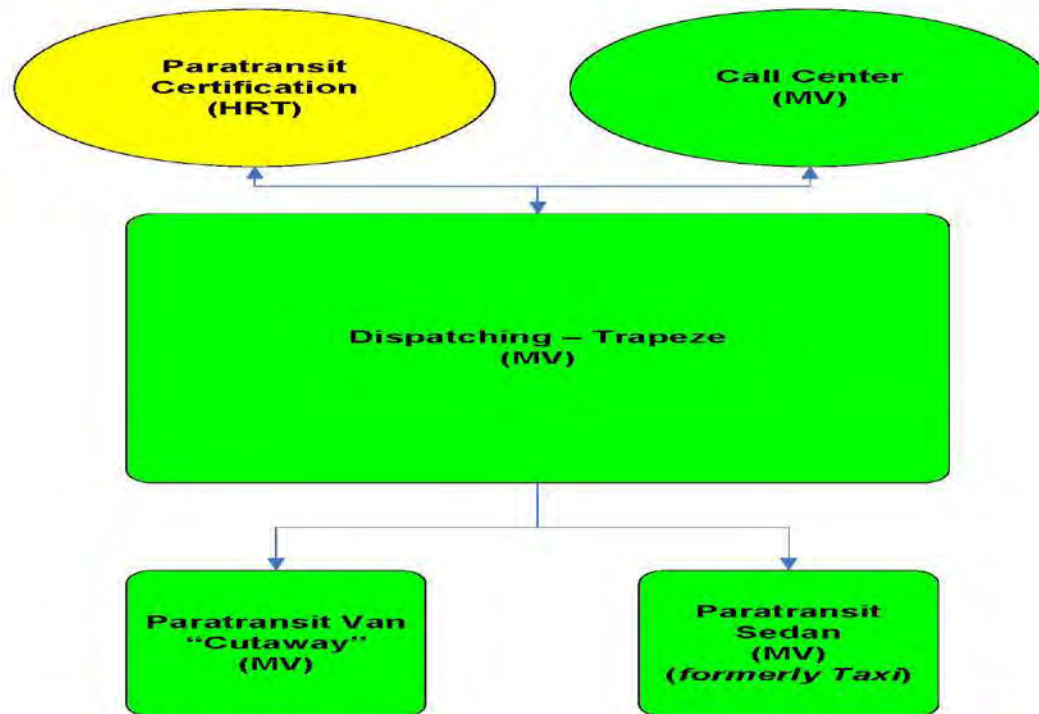
Hampton Roads Transit Paratransit Symposium

Jim Price



Today's Objectives and Protocol

Current Model



Hampton Roads Transit Paratransit Symposium

Ray Amoruso



Overview of HRT Services

Hampton Roads Transit Paratransit Symposium

Mark Stemple



Paratransit Services History & Service Area

HRT Paratransit History

Prior to October, 1999, two separate Transit Systems:

Peninsula Transportation (PenTran)

Tidewater Regional Transit (TRT)

October, 1999 - Merger created Hampton Roads Transit.

Special Transportation Service (STS)

May, 2004 - HRT contracted all Paratransit Services to MV Transportation. Branded “Handi-Ride”



HRT Paratransit History

In the fall of 2011, at the request of HRT to reduce escalating cost, MV Transportation entered into an agreement with Hampton Roads Transportations Inc. (HRTI) to incorporate taxi services.

In July, 2012 this agreement ended between HRTI and MV Transportation. MV Transportation again provided 100% of the service.

In May, 2014 HRT will be looking to award a new service contracts.



The Cities

Hampton Roads Transit provides Services to six Cities.

Peninsula (Northside)

Newport News

Hampton

Southside

Norfolk

VA Beach

Chesapeake

Portsmouth

It should be noted that HRT serves a small area in the city of Suffolk



Geography



Tunnels and Major Bridges

Future Tolls Expected:

Hampton Roads Bridge Tunnel (HRBT)

Monitor/Merrimac Bridge Tunnel (MMBT)

Downtown Tunnel

Midtown Tunnel

Presently has Tolls:

Jordan Bridge

No Tolls Presently Planned:

High Rise Bridge

Gilmerton Bridge

James River Bridge



Military Presence

Paratransit operators must receive background checks in order to access base.

Access to base can be time consuming. This can vary based on time of day and state of National Alertness.

Only Customers possessing current military identification may enter a facility in a Paratransit vehicle.





Hampton Roads Transit Paratransit Symposium

Keith Johnson



Service Demand and Demographics

Mandatory Service

What is ADA PARATRANSIT?

Paratransit service is a public transportation service to transport persons with disabilities who are unable to use public fixed route transit due to their disability. Complementary Paratransit service is to serve those whose needs cannot be met by fixed route transit systems.

Who is Eligible?

There are three categories of eligibility for Paratransit services.

Category 1: The applicant cannot navigate the transit system without the assistance of an attendant.

Category 2: The applicant cannot board or disembark a fixed-route public transit bus.

Category 3: The applicant cannot travel to and from the bus stop without the assistance of an attendant.

- **Any person with a disability who can use an accessible vehicle, but for whom any desired trip cannot be made because the fixed route service they need to use is not yet accessible is deemed eligible.**



Service and Expenses

	Totals	Cost per Passenger	July	August	September	October	November	December	January	February	March	April	May	June
FY06 Expenses	\$4,873,507	\$20.89	\$375,093	\$362,987	\$566,352	\$398,000	\$373,316	\$392,120	\$400,977	\$400,131	\$368,937	\$436,162	\$378,453	\$420,978
FY06 Passengers	233,268		18,156	20,070	19,871	20,036	19,378	19,056	19,137	18,049	20,932	18,746	20,562	19,275
FY07 Expenses	\$4,614,416	\$20.90	\$388,751	\$360,482	\$405,521	\$372,297	\$383,642	\$364,400	\$360,777	\$395,516	\$361,805	\$413,731	\$392,352	\$415,142
FY07 Passengers	220,826		17,519	19,707	18,232	18,917	17,533	17,032	18,697	17,078	19,533	18,537	19,576	18,465
FY08 Expenses	\$4,845,000	\$20.85	\$390,136	\$377,864	\$422,718	\$372,827	\$431,302	\$385,130	\$373,068	\$413,240	\$397,530	\$413,720	\$433,691	\$433,775
FY08 Passengers	232,410		17,836	19,521	17,618	20,335	17,952	16,850	20,112	19,360	20,135	21,091	21,095	20,505
FY09 Expenses	\$5,682,911	\$21.27	\$421,199	\$444,428	\$434,840	\$435,864	\$484,224	\$422,914	\$471,912	\$470,239	\$474,942	\$535,989	\$541,596	\$544,766
FY09 Passengers	267,235		21,593	21,246	21,195	23,510	19,799	21,177	21,103	21,311	24,011	24,259	23,999	24,032
FY10 Expenses	\$6,684,254	\$21.66	\$555,346	\$542,853	\$536,139	\$566,602	\$495,179	\$562,112	\$520,566	\$495,668	\$621,056	\$604,549	\$572,647	\$611,536
FY10 Passengers	308,584		24,254	24,188	25,420	26,473	23,096	25,766	24,328	23,398	28,370	28,569	27,305	27,417
FY11 Expenses	\$7,673,044	\$22.16	\$617,181	\$631,926	\$641,936	\$649,825	\$601,540	\$589,847	\$637,793	\$621,377	\$676,637	\$665,049	\$642,635	\$697,299
FY11 Passengers	346,195		27,322	28,078	27,977	28,878	27,427	25,491	28,502	28,083	32,578	30,495	30,682	30,682
FY12 Expenses	\$7,490,743	\$21.89	\$660,403	\$690,712	\$684,689	\$697,855	\$655,796	\$555,847	\$557,396	\$571,477	\$602,852	\$586,989	\$622,827	\$603,901
FY12 Passengers	342,152		29,002	31,035	32,041	28,886	30,502	27,220	27,242	27,723	29,361	28,692	30,011	28,415
FY13 Expenses	\$7,594,740	\$23.89	\$583,183	\$658,770	\$607,407	\$652,918	\$625,390	\$593,527	\$632,175	\$614,554	\$656,247	\$667,444	\$687,594	\$615,532
FY13 Passengers	317,958		28,340	28,918	25,174	27,677	26,720	25,181	27,264	24,890	26,197	26,470	27,027	24,100



Customer Information

	City of Residence	Ambulatory		With Mobility Aids	
487	Chesapeake	302	62.0%	185	38.0%
715	Hampton	462	64.6%	253	35.4%
823	Newport News	530	64.4%	293	35.6%
1,241	Norfolk	702	56.6%	539	43.4%
264	Portsmouth	145	54.9%	119	45.1%
1,111	Virginia Beach	695	62.6%	416	37.4%

3,103	South Side	1,844	59.4%	1,259	40.6%
1,538	Peninsula	992	64.5%	546	35.5%



Customer Information

4,647

Active Customers (System wide 9/10/13)

2,851

61% Ambulatory

1,168

25% Wheelchair

390

8% Electric Wheelchair

85

2% Scooter

153

3% Oversized Wheelchair



Customer Information

Disability Type

4,647 - Total Active Customers

2,381 - Mobility 51%

946 - Cognitive 20%

924 - Medical 20%

307 - Visual 7%

89 - Hearing 2%





Hampton Roads Transit Paratransit Symposium

Keith Johnson



Current Processes



Eligibility

FY 2013	July	August	September	October	November	December	January	February	March	April	May	June	Monthly Average
Total Applications Received	202	260	217	222	143	155	236	224	210	212	230	214	210
New Applications Received	131	174	126	141	91	103	155	150	116	126	128	135	131
Recertification Applications Received	70	84	90	66	52	52	81	74	94	86	102	79	78
Incomplete Applications Returned to Senders	1	2	1	15	3	5	16	14	15	16	17	15	10
Total Interviews Scheduled	116	145	107	137	93	68	134	136	141	162	127	93	122
Total Interviews Held	97	121	89	91	74	48	82	93	98	115	82	62	88
Total Client Transports to/from Interview	45	60	44	42	41	37	52	55	61	65	52	64	52
Interviews Rescheduled by Applicant	10	11	6	12	4	8	18	15	14	12	11	15	11
Interviews Rescheduled by HRT	0	0	0	14	1	1	0	9	0	0	8	4	3
Total Applicant Interview "No-Shows"	9	13	12	27	14	11	37	22	30	36	33	10	21
Total New Certifications	76	87	119	85	47	59	78	55	87	65	47	63	72
Total Re-Certifications	42	46	85	50	35	111	452	160	69	56	43	63	101
Total Denials	7	12	4	11	4	6	6	17	7	17	8	4	9
Total Eligible Clients	3,884	3,918	3,935	3,933	3,959	4,007	4,688	4,690	4,760	4,741	4,742	4,694	4329
Total Pending Applications	605	720	729	805	862	841	541	533	580	638	684	694	686
% of Applications Denied	5.9%	9.0%	2.0%	8.1%	4.9%	3.5%	1.1%	7.9%	4.5%	14.0%	8.9%	3.2%	5.0%
Eligibility Appeals													Appeals Annual Total
Total Eligibility Appeals Filed		5		6	10		3	6	2	5	4	7	48
Eligibility Decision Upheld By Panel		3		1	3								7
Eligibility Decision Overturned By HRT		0	4	3	5	2	3	3	3	2	5	7	37
Eligibility Decision Overturned By Panel		2		1	1								4



Call Center

Current Call Center Functions

All Paratransit trips are scheduled in advance through a reservation system

General Information: Customer Service representative must be available whenever Paratransit service is operating. Calls are currently handled by dispatchers during off hours.

Reservations: Reservation lines are open between the hours of 8 AM – 5 PM. Clients call to book trips from as much as 7 days in advance up 5 PM prior day.

Cancellations: Clients must cancel trips at least 2 hours prior to the scheduled pick up time, cancellations are currently handled by reservationists and dispatchers, calls are handled by dispatchers during off hours.

“Where’s my Ride?”: Clients checking on the status of their trip, ETA for arrival, type of vehicle, etc. Calls are currently handled by dispatchers during off hours.



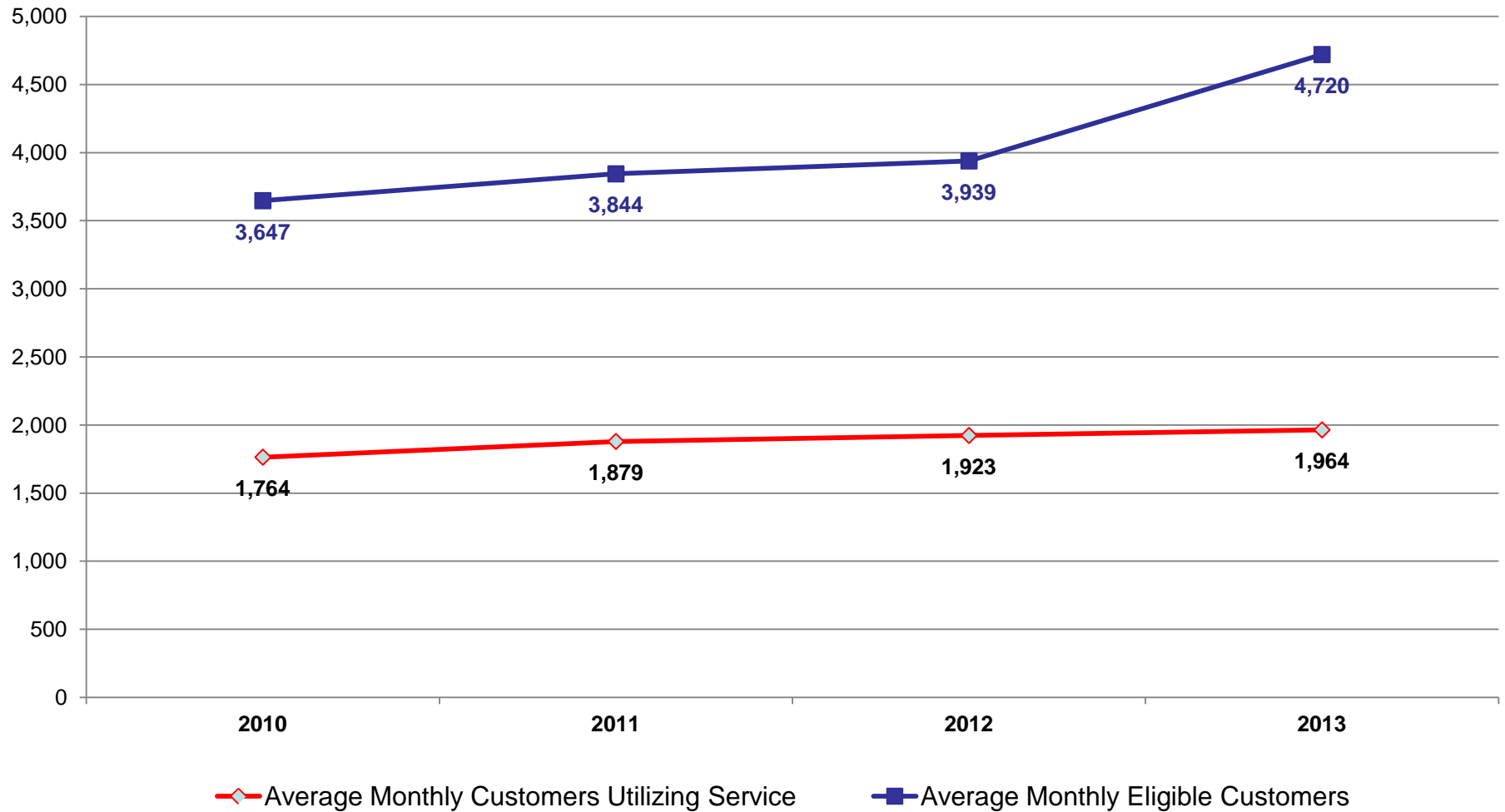
Call Center

FY13 Reservations Lines Only

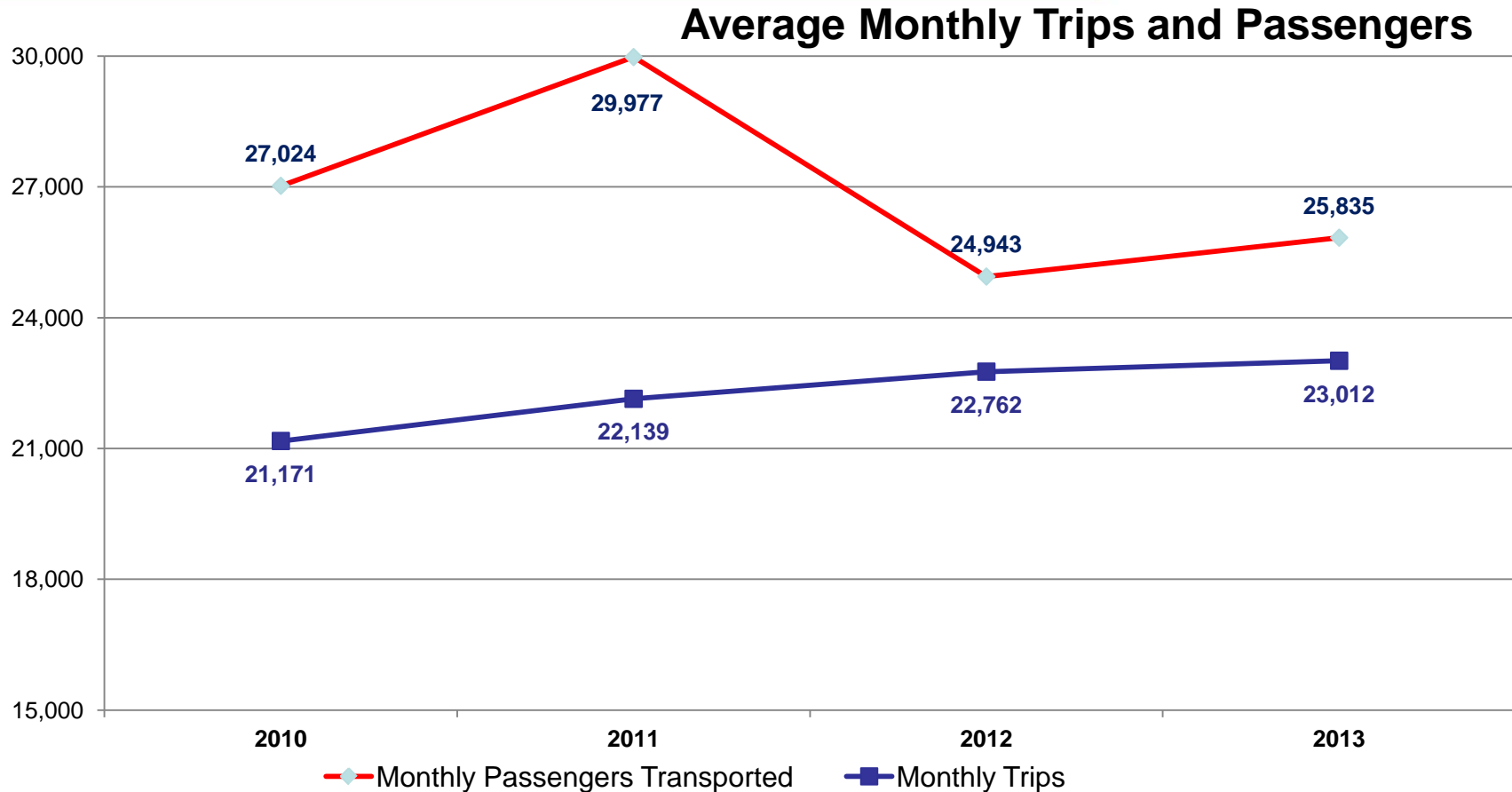
Month	July	August	September	October	November	December	January	February	March	April	May	June	Monthly Average
Calls In	7,584	8,979	8,573	8,874	6,541	9,132	9,462	7,207	6,735	7,971	7,287	7,228	7,964
Calls Abandoned	215	279	259	247	205	321	296	454	351	1009	500	446	444
Calls Overflowed	101	135	107	46	94	385	347	0	0	50	0	0	79
% Calls In Ans	95.8%	95.4%	95.7%	96.7%	95.4%	92.3%	93.20%	93.70%	94.80%	86.70%	93.20%	93.80%	93.3%
% Calls With CallerID	96.7%	97.6%	84.4%	99.0%	98.3%	96.8%	97.00%	95.30%	95.90%	97.10%	89.30%	93.90%	95.4%
% DID Calls	97.9%	98.6%	85.3%	99.4%	98.8%	98.5%	98.60%	97.30%	97.50%	98.80%	91.80%	97.20%	97.2%
% Calls Abandoned	2.8%	3.1%	3.0%	2.8%	3.1%	3.5%	3.10%	6.30%	5.20%	12.70%	6.80%	6.20%	5.8%
Avg Wait (In) Time	0:01:24	0:01:41	00:01:55	00:01:54	00:01:05	00:01:32	0:01:49	0:00:52	0:00:53	0:01:47	0:00:48	0:00:48	0:01:15
Avg Abandon Time	0:02:05	0:01:40	00:04:43	00:00:33	00:02:09	00:01:55	0:01:40	0:01:05	0:01:14	0:01:33	0:01:16	0:01:04	0:01:27



Eligible Customer Use



Service & Productivity



Note: Beginning in 2012 PCA's accompanying Paratransit customers were confirmed by reservationists and verified by operators, reducing the percentage of trips traveling with a PCA from 31.3% to 11.4%.



Service & Productivity

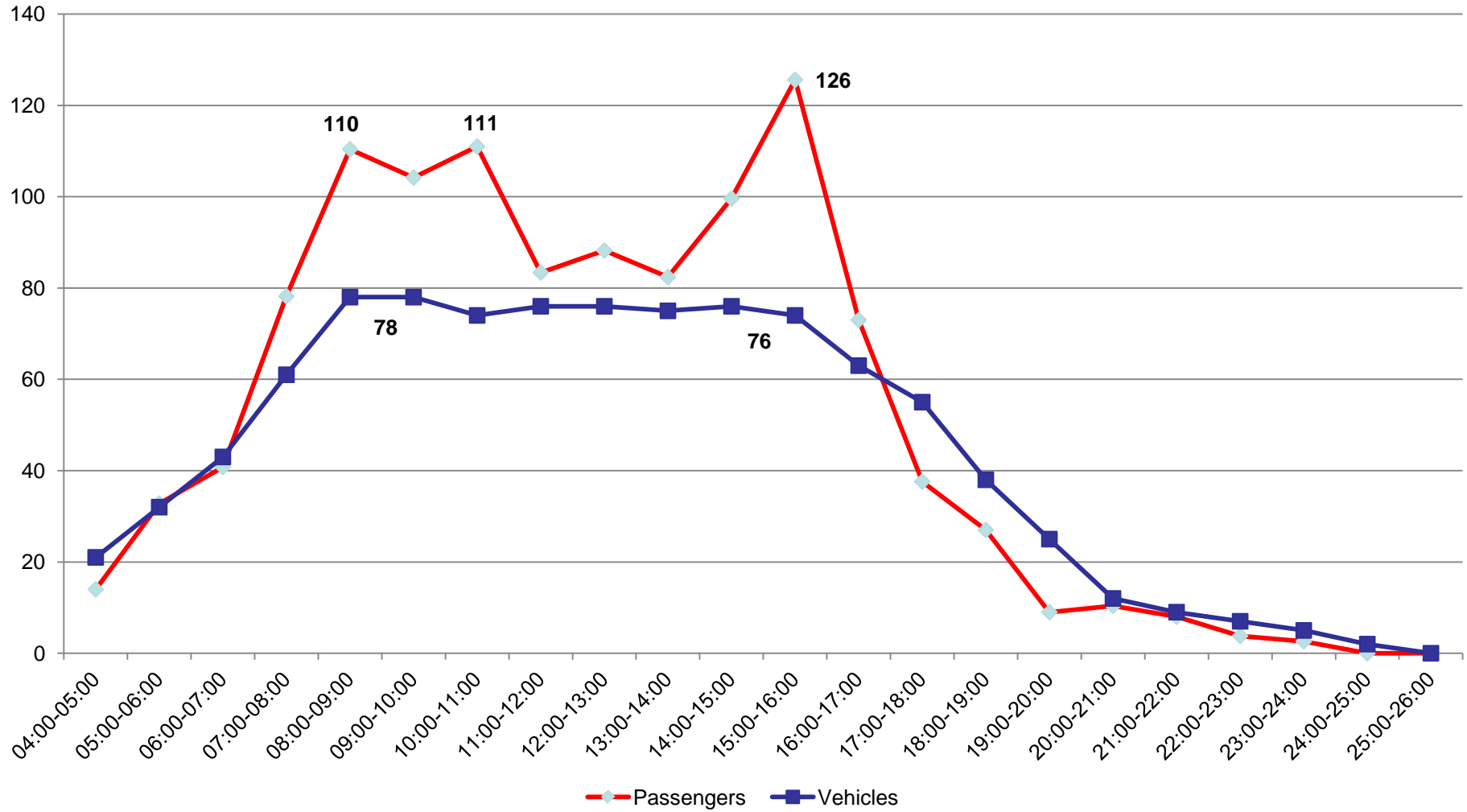
Daily Ridership by City

City	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
ALL	224	985	1,036	1,109	1,023	1,003	485
% of Weekly Ridership	3.8%	16.8%	17.7%	18.9%	17.5%	17.1%	8.3%
Chesapeake	11	94	99	96	91	90	66
Hampton	48	184	182	206	194	194	78
Newport News	68	182	199	202	196	178	98
Norfolk	79	265	260	303	258	265	108
Portsmouth	3	60	60	59	57	51	17
Virginia Beach	15	200	237	243	228	226	117



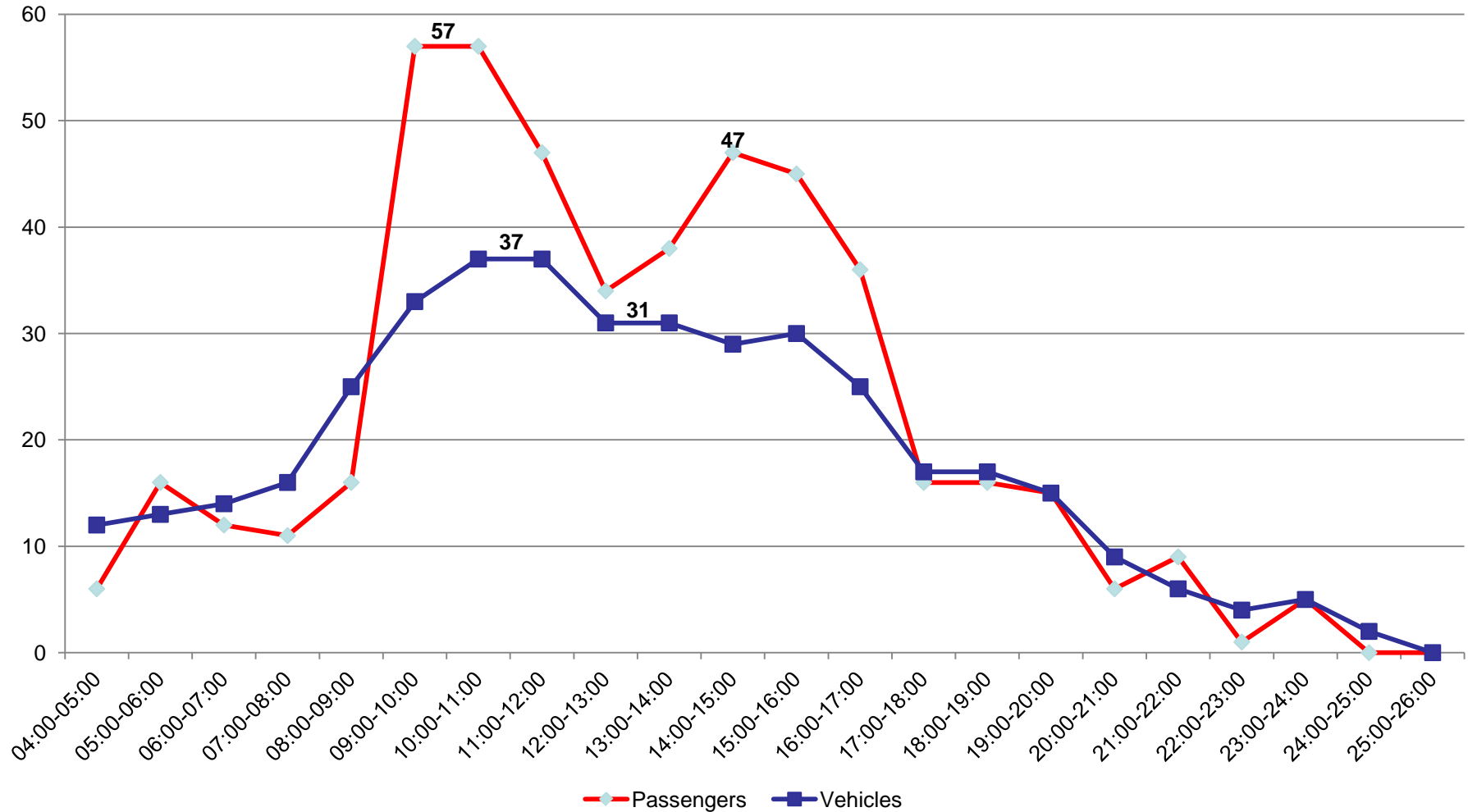
Service & Productivity

Weekday Service per Hour



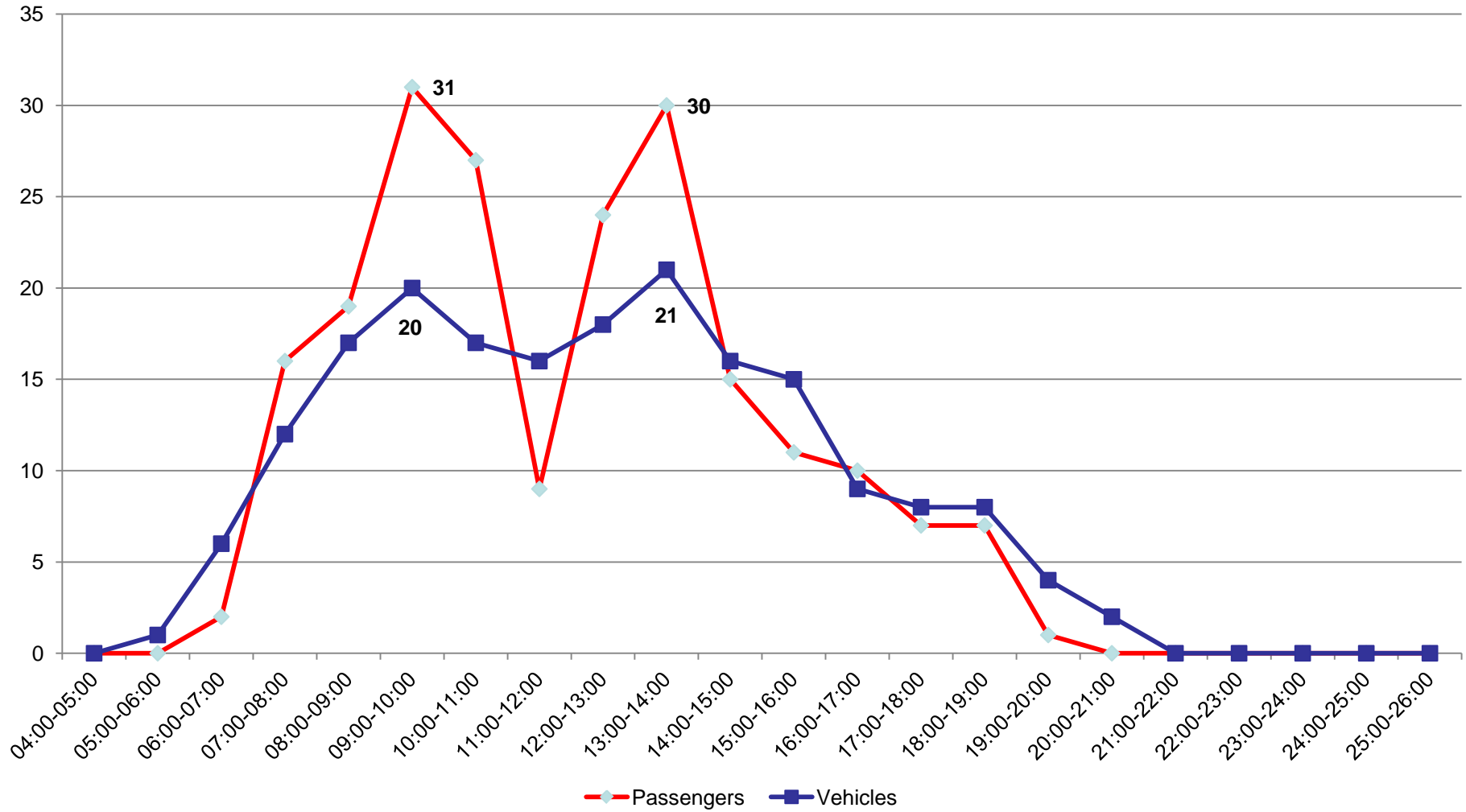
Service & Productivity

Saturday Service per Hour



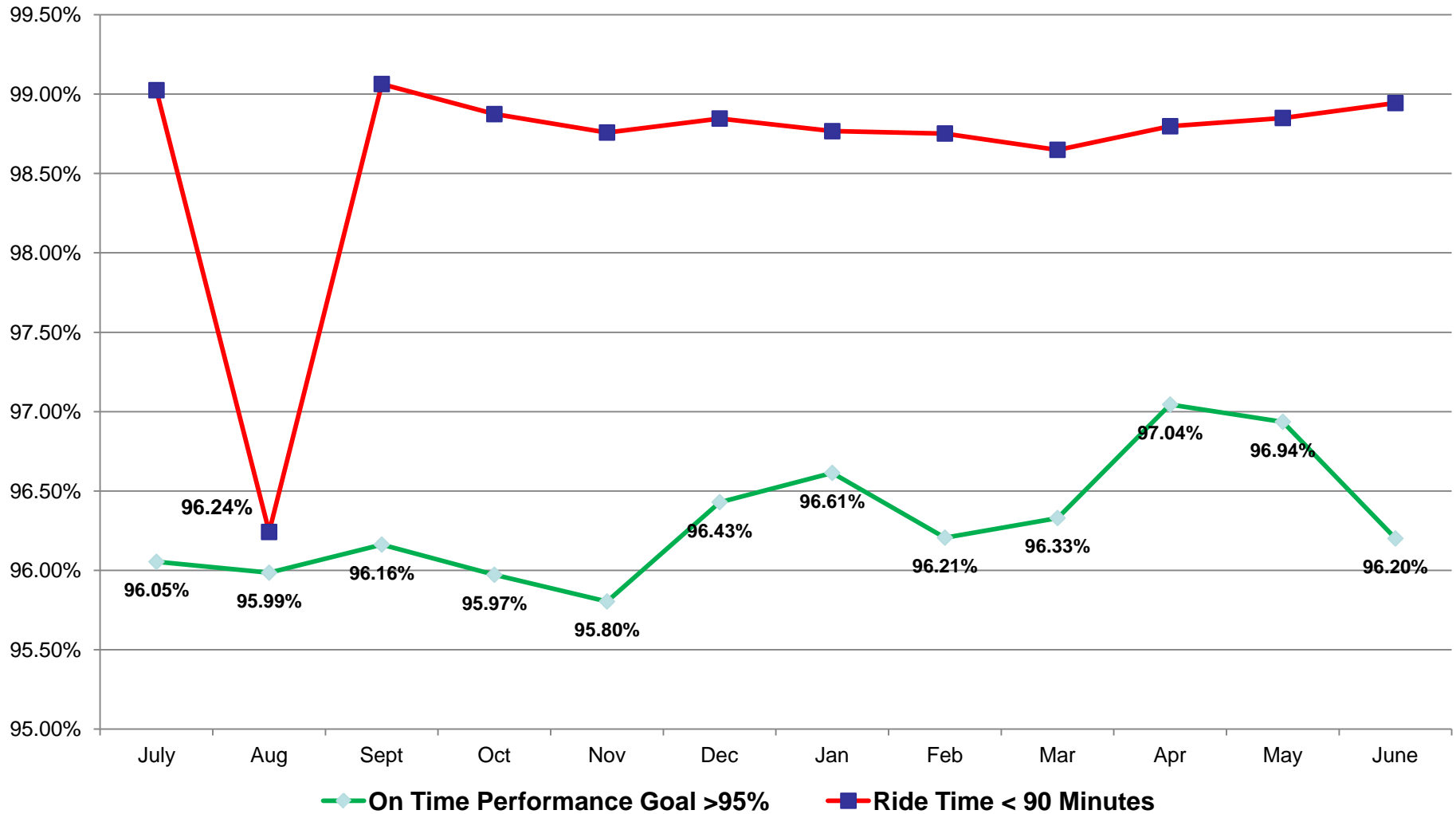
Service and Productivity

Sunday Service per Hour



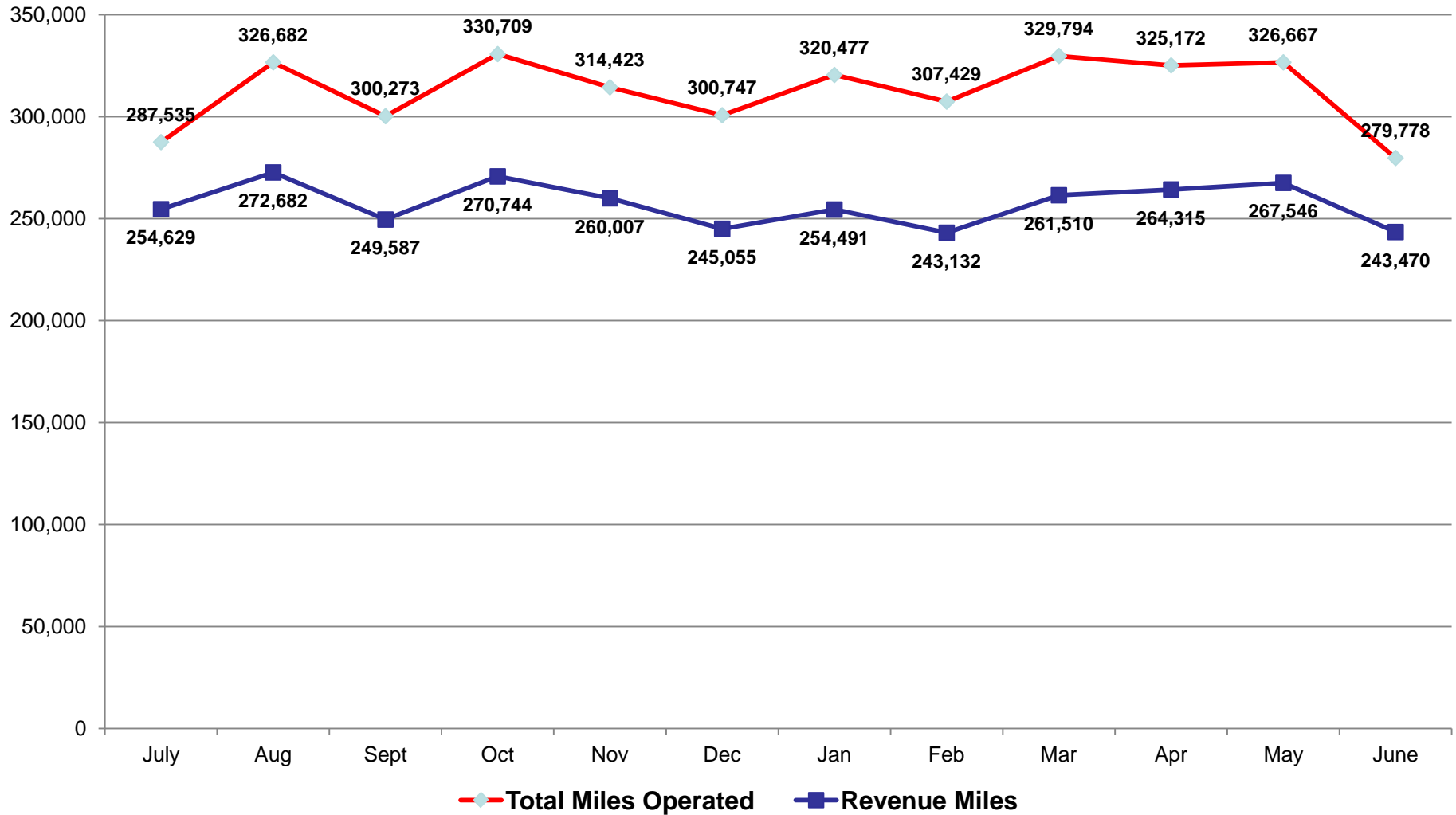
Service and Productivity

FY13 Scheduled Service Performance



Service and Productivity

FY13 Monthly Fleet Mileage



Service and Productivity

FY13 PARATRANSIT PERFORMANCE INDICATORS														
AREA OF PERFORMANCE	Goal	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY13 Totals
Operations:		2012	2012	2012	2012	2012	2012	2013	2013	2013	2013	2013	2013	
Total Passengers		24,569	26,047	23,975	25,878	25,387	23,678	25,573	24,890	26,197	26,470	27,027	24,100	303,791
Total Clients		21,946	23389	21681	23363	22307	20978	22622	21957	23542	23958	24346	21401	271,490
Number of PCAs		2,465	2481	2184	2373	2941	2545	2809	2824	2523	2344	2526	2535	30,550
Number of Companions		158	177	110	142	139	155	142	109	132	168	155	164	1,751
Service Animals		60	103	113	111	94	96	106	81	87	105	131	80	1,167
Number of Late Trips		866	939	832	941	936	749	766	833	864	708	746	813	9,993
Number of On-Time Trips		21,080	22,450	20,849	22,422	21,371	20,229	21,856	21,124	22,678	23,250	23,600	20,588	261,497
On Time Performance %	95-97.49%	96.05%	95.99%	96.16%	95.97%	95.80%	96.43%	96.61%	96.21%	96.33%	97.04%	96.94%	96.20%	96.32%
PPH		1.75	1.70	1.52	1.67	1.67	1.61	1.52	1.57	1.56	1.57	1.56	1.55	1.54
Revenue Hours		16160.70	17056.50	16616.50	16579.60	16004.40	15729.70	16781.50	15822.40	16822.40	16835.30	17280.40	15541.50	197231
Average Trip Distance (miles)		11.60	11.66	11.51	11.59	11.66	11.68	11.25	11.07	11.11	11.03	10.99	11.38	11.37
Average Trip Distance (minutes)		44.18	43.76	45.98	42.58	43.05	44.99	44.51	43.24	42.87	42.16	42.59	43.57	43.59
Total Calls Received		7584	8979	8573	8874	6541	9132	9462	7207	6735	7971	7389	7228	95,675
Total Calls Abandoned		215	279	259	247	205	321	296	454	351	609	500	446	4,182
Telephone Hold Time (seconds)	<2 min	84	101	115	114	65	92	109	52	53	104	48	48	82.1
Abandon Calls %	<5%	2.83%	3.11%	3.02%	2.78%	3.13%	3.52%	3.13%	6.30%	5.21%	7.64%	6.77%	6.17%	4.37%
Ride Time <60 minutes		99.02%	96.24%	99.06%	98.87%	98.76%	98.85%	98.77%	98.75%	98.65%	98.80%	98.85%	98.94%	98.31%
Number of Trips Exceed 60 Minutes		214	1721	203	263	277	242	279	274	318	288	280	226	4,585
Number of Trip Denials		0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0
Early Trips		3459	3546	3320	3484	3083	3178	3383	2110	3342	2345	2691	2813	36,754
Total Trips Requested		26,589	29,000	26,724	29,373	28,468	27,406	28,792	27,002	28,616	29,024	29,832	26,402	337,228
Total Trips Cancelled		4,353	5,242	4,662	5,624	5,718	5,990	5,778	4,693	4,696	4,759	5,139	4,735	61,389
9.2% Cancelled in Advance		2467	2592	2331	2845	3266	3276	2958	2092	2243	2238	2501	2190	30,999
7.9% Cancelled on Day of Service		1579	2337	2013	2446	2163	2373	2509	2302	2153	2172	2326	2261	26,634
Late Cancel		193	195	196	186	161	160	177	173	194	240	194	188	2,257
Cancel at Door		114	118	122	147	128	181	134	126	106	109	118	96	1,499
Missed Trips	.49% and below	51	79	66	76	97	66	79	56	75	67	55	49	816
No Shows		239	290	315	310	346	372	313	296	303	240	292	217	3,533
Subscription Trips	50-55%	54.33%	55.46%	55.46%	56.37%	57.86%	58.18%	58.18%	56.44%	56.44%	56.44%	56.44%	57.67%	56.61%
Complaints	10/month	10	9	6	4	8	4	9	8	4	5	10		77
Commendations		0	2	1	2	1	3	2	3	2	2	2		20
Total Transfers		49	40	33	39	41	42	49	33	15	52	35	20	448



Service and Productivity

FY13 PARATRANSIT PERFORMANCE INDICATORS														
AREA OF PERFORMANCE	Goal	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY13 Totals
Maintenance:		2012	2012	2012	2012	2012	2012	2013	2013	2013	2013	2013	2013	
Lift Availability		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Number of Failures		0	0	4	4	4	4	0	0	0	0	0	0	
PMI's Scheduled		54	87	87	91	91	91	109	109	109	109	109	109	1,155
PMI's Performed		77	104	113	129	118	107	107	107	109	120	101	105	1,297
Minimum acceptable		142.59%	119.54%	129.89%	141.76%	129.67%	117.58%	98.17%	98.17%	100.00%	110.09%	92.66%	96.33%	112.29%
Deep Cleans Scheduled		108	174	348	348	348	348	423	423	423	423	423	423	4,212
Deep Cleans Performed		134	197	355	359	270	391	391	425	343	441	569	523	4,398
Deep Clean Acceptable		124.07%	113.22%	102.01%	103.16%	77.59%	112.36%	92.43%	100.47%	81.09%	104.26%	134.52%	123.64%	104.42%
Total Miles Operated		287,535	326,682	300,273	330,709	314,423	300,747	320,477	307,429	329,794	325,172	326,667	279,778	3,749,686
Revenue Miles		254,629	272,682	249,587	270,744	260,007	245,055	254,491	243,132	261,510	264,315	267,546	243,470	3,087,168
Total Road Calls		21	36	27	23	17	11	16	17	13	20	20	9	230
Distance Between Road Calls		13,692	9,075	11,121	14,379	18,495	27,341	20,030	18,084	25,369	16,259	16,333	31,086	16,303



Policies

- Unified Service Plan
- Paratransit Advisory Committee Guidelines
- Appeals Policy and Procedures
- No-Show and Late Cancellation Policy
- Scheduling Revisions for a Pending or Declared Emergency
- Excessive Cancellation Policy
 - New, effective date TBD



Policies – No Show Violations

2010	January	February	March	April	May	June	July	August	September	October	November	December	Monthly Average	Annual Total
Total Client Trips Provided	20,018	19,023	22,777	22,501	21,432	21,461	21,064	21,637	21,611	22,198	20,990	19,345	21,171	254,057
# of NS, LC, CD	493	459	551	517	457	417	493	471	500	492	479	474	484	5,803
Cost of NS, LC, and CD	\$12,974.75	\$12,161.99	\$14,035.00	\$13,007.66	\$12,462.58	\$12,308.21	\$14,917.06	\$14,205.45	\$15,451.56	\$14,910.19	\$14,246.12	\$14,389.08	\$13,755.80	\$165,069.66
2011														
Total Client Trips Provided	21,060	21,031	24,271	22,499	22,592	22,266	20,828	22,485	22,984	22,206	21,762	21,682	22,139	265,666
# of NS, LC, CD	520	488	530	525	490	454	486	419	402	460	513	459	479	5,746
Cost of NS, LC, and CD	\$15,122.84	\$14,140.10	\$15,194.38	\$15,383.87	\$14,728.30	\$13,980.66	\$15,194.95	\$12,779.89	\$11,827.88	\$14,250.19	\$15,296.85	\$11,520.90	\$14,118.40	\$169,420.80
2012														
Total Client Trips Provided	22,207	22,768	23,262	23,386	24,450	23,407	22,604	24,119	22,384	24,148	23,081	21,846	23,139	277,662
# of NS, LC, CD	541	621	605	630	600	623	546	603	633	643	635	713	616	7,393
Cost of NS, LC, and CD	\$13,579.10	\$15,587.10	\$15,185.50	\$15,813.00	\$15,282.00	\$16,073.40	\$14,086.80	\$16,467.93	\$17,179.62	\$17,386.72	\$17,208.50	\$19,372.21	\$16,101.82	\$193,221.88
2013														
Total Client Trips Provided	23,344	22,661	24,277	24,711	25,105	22,066	23,662	24,132					23,745	189,958
# of NS, LC, CD	624	595	603	585	604	501	540	502					569	4,554
Cost of NS, LC, and CD	\$16,897.92	\$16,136.40	\$16,299.09	\$15,800.85	\$16,543.56	\$13,977.90	\$15,012.00	\$13,945.56	\$0.00	\$0.00	\$0.00	\$0.00	\$16,444.47	\$124,613.28



Policies – No Show Violations

FY13 Suspensions Served

	14 Days	30 Days	90 Days	365 Days	# of Sanctions	# of Violations
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	0	0	0	0	0	0
November	0	0	0	0	0	0
December	31	3	6	1	41	270
January	0	0	0	0	0	0
February	27	3	1	0	31	188
March	33	11	4	1	49	341
April	20	6	0	1	27	148
May	18	3	0	0	21	103
June	0	0	0	0	0	0
Totals	129	26	11	3	169	1050





Hampton Roads Transit Paratransit Symposium

Mark Stemple



Fleet & Facilities



Existing Fleet

8 – 2005 Cutaway Vans

33 – 2007 Cutaway Vans

47 – 2004 – 2009 4 Door Sedans

11 – 2008 High Top Vans (On Loan from MV)

Total Fleet Vehicles 99

- All Cutaway Vans owed by HRT
- Sedans are presently leased from MV and will become property of HRT in May 2014



Existing Fleet (Con't)

Annual Mileage for entire Fleet

FY 2013 – 3,562,544

Average Monthly Mileage

FY 2013 – 296,879

Percent of Mileage

Vans – 59.8%

Sedans – 40.2%



Existing Fleet (Con't)

Mileage For Cutaways 8/31/2013

2005

Average Mileage – 271,672

Highest – 293,967

Lowest – 238,679

2007

Average Mileage – 256,924

Highest – 287,192

Lowest – 227,192



Existing Fleet (Con't)

Mileage For Sedans 8/31/2013

Average Mileage – 111,125

Highest – 177,663

Lowest – 43,925

Percentage of Sedans over 100K miles – 72%



Existing Fleet (Con't)

Average Monthly Miles Operated

Vans 2005 – 3,265

2007 – 4,290

MV Hightop Vans – 1,888

Sedans – 2,730

Projections for May 2014

Total Miles

Vans 2005 – 301,486

2007 – 293,241

Sedans – 133,655



Other Vehicle Options

HRT understands that there are other vehicle options that accommodate wheelchairs and scooters. These can include Hybrids. HRT is not opposed to using alternative vehicles but vender must demonstrate to HRT that these will meet service requirments



Fueling

Hampton Roads Transit will provide fuel for revenue vehicles used exclusively for HRT paratransit services

HRT owns one fuel tank that can be installed at an approved facility. Fuel will be delivered by an HRT fueling contractor.

Dedicated paratransit revenue vehicles can also be fueled at our Victoria Blvd facility in Hampton

HRT does not presently have access to any CNG fueling stations



Vehicle Maintenance

Hampton Roads Transit does not have the resources to maintain Paratransit revenue vehicles.

HRT expects all maintenance to be Contracted.





Hampton Roads Transit Paratransit Symposium

Alesia Cain



Information Technology



Hampton Roads Transit Paratransit Symposium

Dyanne Sampson



Procurement Process



Hampton Roads Transit Paratransit Symposium

Janine Yaxley



Insurance Requirements

Insurance Requirements

GENERAL INSURANCE REQUIREMENTS

- The Contractor and any Subcontractor shall procure and maintain, at his own cost and expense, during the entire period of the performance under this contract, the following types of insurance. The Contractor is responsible for all insurance deductibles.
- **IMPORTANT NOTE: Cancellation of insurance will automatically place the contractor in default. Contractor shall keep proper insurance in full force and effect at all times during the life of the contract.**



Insurance Requirements

INSURANCE REQUIREMENTS

- WORKERS' COMPENSATION
- COMMERCIAL GENERAL LIABILITY
- GARAGE LIABILITY /GARAGE KEEPERS LEGAL LIABILITY
- AUTOMOBILE
- UMBRELLA/EXCESS LIABILITY
- SPECIAL PROVISIONS OF INSURANCE FURNISHED BY CONTRACTOR OR ANY SUBCONTRACTOR

