

**MINUTES OF PVTA'S
PARATRANSIT COMMITTEE MEETING
March 29, 2017**

The Paratransit Committee meeting of the Pioneer Valley Transit Authority was held on Wednesday, March 29th, 2017 at the Pioneer Valley Transit Authority Office located at 2808 Main Street in Springfield, MA, at 11:30 A.M.

PRESENT:

Carolyn Brennan, East Longmeadow; Paul Burns, Palmer; Paula Dubord, Wilbraham; Brian O'Leary, Belchertown; Steve Huntley, Chicopee; Becky Moriarty, Hampden; J.M Sorrel, Williamsburg

Other's Present: David Elvin, PVPC; Paul Anziano, Hulmes Transportation; Sean P, Hulmes Transportation; Mary MacInnes, PVTA; Josh Rickman, PVTA; Teri Koopman, PVTA; Barbara Rosas, PVTA

NOT PRESENT:

Richard Theroux, Agawam; Mark Gold, Longmeadow; Marilyn Ishler, South Hadley

A quorum being present, Chairperson of the Paratransit Committee, Carolyn Brennan, called the meeting of the Paratransit Committee to order at 11:32 A.M.

1. APPROVAL OF MINUTES OF SEPTEMBER 9TH 2016 PARATRANSIT COMMITTEE MEETING

Chairperson Brennan asked for a motion from the Paratransit Committee to approve the meeting minutes of the Paratransit Committee meetings of the September 9th, 2017.

Motion: Moved and seconded (Burns/O'Leary) to approve the minutes of the September 9th, 2017 Paratransit Committee Meeting.

Chairperson Brennan asked if there was any discussion, hearing none;

Motion passed by a majority vote. Paula Dubord of Wilbraham abstained.

2. APPROVAL OF EAST LONGMEADOW, HAMPDEN, AND LONGMEADOW PILOT PROGRAM

Josh Rickman began by stating that 2 of the 6 public hearings had attendance and though the hearings were very well advertised there was not very good public attendance. However, overall the public

comments were positive. Transcriptions of the hearings as well as copy of the notices were provided to the committee.

Josh Rickman asked if there were any questions on the program itself and noted that in terms of public process everything has been done to move forward.

Mary MacInnes, Administrator, stated that whenever a change is perceived as negative public attendance at a hearing is high. If the change is positive, then there is usually lower attendance.

Carolyn Brennan, Chairperson, had some concerns and stated that anything like this [intergovernmental agreement] must be approved at Town Meeting. She stated that there was language in the contract that said that PVRTA, not the Advisory Board, would be able to terminate the agreement. Her concern was that if the Board approved the program why wouldn't they be able to terminate it.

Josh Rickman stated that the board was approving the service or service delivery method but not the vendor.

Paul Burns of Palmer stated that his concern was that in this pilot, the Towns were the vendor and that if as a committee, they were authorizing the pilot program then he would like to see the program run through its entirety and not be terminated by the PVRTA but by the committee.

Josh Rickman stated that all PVRTA's contracts state that PVRTA administration is within its rights to end a contract if there are certain legal violations. He doesn't foresee this being the case but this is typically PVRTA's right and not the Advisory Board's right to do. He could certainly have PVRTA's lawyer provide more feedback as he was not a legal expert.

Paul Burns of Palmer stated that he believed the contract should read that if the pilot program does not work then Dial-A-Ride services should be reinstated.

Josh Rickman stated that he understood the concern and assured that it was not PVRTA's intention to start the pilot program and then abandon all Dial-A-Ride services in a Town if the pilot was not successful.

Carolyn Brennan stated that it is not the Town's business to run paratransit services so to have a program start and then be cut at the whim is a concern of hers.

Steve Huntley of Chicopee asked if there were benchmarks stated that would indicate when or how services could/would be terminated by PVRTA.

Josh Rickman responded that those specifics were not included but that he would be happy to include any language that the committee would be recommending in the contract.

Carolyn Brennan, Chairperson, stated that she would like to see this [program/contract] reviewed again before the committee made any recommendations.

Steve Huntley asked if Northampton had these same concerns.

Josh Rickman responded that Northampton had started the pilot program already and were using the current contract.

Carolyn Brennan stated that the committee would not be taking any action on this item today.

3. ADA COMPLIANCE REVIEW FINDINGS AND RESPONSE

Josh Rickman presented the results of the ADA Compliance Review done in September and stated that there were no major red flags. He reported the following findings and corrective actions:

- ¼ Mile Service: PVRTA has removed the language regarding service beyond ¼ of a mile from the eligibility letters sent applicants. A special insert will be provided instead.
- Conditional eligibility: PVRTA has begun to implement origin to destination accessible pairs. PVRTA will begin using major destinations that are fully accessible as a method for revising these conditional eligibility passengers.
- Missed trip definition: There is now a new missed trip definition and a new code for the provider
- Telephone performance measure: PVRTA has revised its telephone reports to monitor Calls Offered, Calls Answered, Calls Abandoned, Average Call Length, Average Wait Time, and Longest Wait Time. The average wait time goal is 1 minute or less. The longest wait time goal is 6 minutes or less. Any pattern in excess of these goals will be addressed to correct the deficiency.

4. OTHER BUSINESS

No other business to report.

5. ADJOURNMENT

There being no further business, the Paratransit Committee Meeting adjourned (O'Leary/Huntley) at 11:57 A.M.

A TRUE RECORD

ATTEST: 
BARBARA ROSAS

MINUTES APPROVED 5-24-17