

LOCAL ADVISORY COUNCIL MEETING

WEDNESDAY, FEBRUARY 5, 2025  
3:30 P.M. - CATA BOARD ROOM

**MEMBERS PRESENT:** Deb Wiese, Chair  
Gloria Johnson-Cannon  
George Hanley  
Darrin Fowler  
J. Caleb Adams  
Diana Paiz  
Geneva Smith  
Doug Lecato

**MEMBERS PRESENT VIA ZOOM:** Erin Shannon, Vice Chair, Jeffrey Allshouse and Leah March-Pons

**MEMBER ABSENT:** Gill Lemonde

**CATA BOARD MEMBER:** Kellie Blackwell

**CATA PERSONNEL:** Todd Brooks, Craig Frazier, Darren Horn, Dan Goodemoot, Dustin Hagfors, Eric Pryor, and Victoria Joseph

**TRANSDEV PERSONNEL:** None

**GUEST:** None

**CALL TO ORDER:**  
Chair Wiese called the meeting to order at 3:30 p.m.

**PUBLIC COMMENTS:**  
None

**APPROVAL OF FEBRUARY AGENDA**

**MOTION:**  
A motion to approve February 2025 Agenda was moved by Darrin Fowler and supported by Geneva Smith.

**VOTE:** Motion passed unanimously.

**APPROVAL OF DECEMBER MINUTES**

**MOTION:**  
A motion to approve December 2024 minutes was moved by Geneva Smith and supported by Gloria Johnson-Cannon.

Diana Paiz stated that her comments at the December meeting concerning the October minutes were not reflected in the December draft minutes sent in the meeting packet.

After looking at the draft December minutes that were sent it was determined that the most recent draft that included Diana's amended comments was not the draft version that was sent to members.

It was decided that approval of the December LAC minutes would be deferred to April's meeting with the updated draft version sent to members along with the draft February minutes.

**LAC CHAIR COMMENTS – Deb Wiese**

None

**BOARD LIAISON REPORT – Kellie Blackwell**

Report attached.

**CATA CEO REPORT – Bradley Funkhouser (Absent)**

None

**DIRECTOR OF OPERATIONS – Todd Brooks**

**Operations**

Todd Brooks stated that as of February 1, 2025, the Customer Experience Department will now be overseen by the Operations Department.

**Internship Program**

Todd Brooks stated that he and Marshea Brown, Director of Human Resources, have been working on an internship program for those interested in advancing their career at CATA. He explained that the program will run for six-months and as positions become available, candidates will be notified on a first come basis.

**Union**

Todd Brooks stated that the relationship between the Operations Department and CATA's ATU continues to grow in a positive manner. He noted that the union has been very beneficial to reducing the number of split-shifts and improving the efficiency of runs. They have also participated in interviewing candidates at job fairs and will help train at the upcoming annual all-operator training (AOT) sessions.

**Training**

Todd Brooks stated that this year, training efforts/opportunities will continue to expand. He explained that there will be leadership training from LCC and MSU, transit supervisor certification training, "Train-the-Trainer" program, Trapeze software training, and department cross-training.

Geneva Smith inquired about the number of participants and who will be offered the chance to take part in the internship program.

Todd Brooks stated that employees from the Operation Department will be offered the chance to take part in the internship program and there is no limit to how many can participate.

Doug Lecato inquired whether the pay rate would remain the same for existing employees wanting to take part in the program.

Todd Brooks stated that they are still working on all the details.

Doug Lecato inquired whether employees must finish their probationary period before applying for the program.

Todd Brooks stated that as soon as employees finish their mandatory 90-day probation period, they are welcome to apply.

### **PARATRANSIT OPERATIONS MANAGER – Craig Frazier**

#### **New Cutaway Buses**

Craig Frazier stated that nine (9) new cutaway buses, including six (6) Spec-Tran buses and three (3) Redi-Ride buses, are now in service. Mr. Frazier also stated that there are five (5) new cutaway buses, including four (4) Redi-Ride buses, and one (1) Spec-Tran bus, that are not yet in service, but will be soon. He further stated that Transdev has eight (8) new minivans that are all in service.

#### **Federal Transit Administration (FTA) Triennial Review**

Craig Frazier stated in order to prepare for the FTA Triennial Review, CATA conducted an internal review of their Americans with Disabilities Act (ADA) components for both fixed-route and paratransit. Mr. Frazier noted that the internal review has been completed, and CATA is compliant.

#### **Trapeze**

Craig Frazier stated that last week representatives from Trapeze visited CATA's Tranter Facility where Mr. Brooks gave a presentation. Mr. Frazier explained that they were so impressed with Mr. Brooks' presentation that they invited CATA and ATU to present at the Trapeze User Conference in 2026.

### **TRANSDEV – Simone Moore**

Craig Frazier gave the Transdev report on behalf of Ms. Moore.

### **SERVICE QUALITY SUBCOMMITTEE (SQS) – Erin Shannon**

Erin Shannon gave the SQS report which essentially consisted of discussing having the Director of Planning and Development, Dustin Hagfors present at February's meeting and having Dan Goodmoot provide an update regarding the implementation status of contactless fare payment.

**OLD BUSINESS:**

None

**NEW BUSINESS:**

**Dustin Hagfors, Director of Planning and Development**

Dustin Hagfors stated that 5310 is a federal grant that CATA receives for ADA improvements. Mr. Hagfors explained that CATA conducted a Call for Projects from 20 organizations and received two (2) bids. He noted that after reviewing projects, Disability Network Capital Area (DNCAP) was chosen to expand their travel training program. Mr. Hagfors further noted that the next step will be to go before the Board for formal approval. He also mentioned that any non-profit organization looking to expand services to seniors or persons with disabilities can contact him for more details.

LAC members Erin Shannon and Gloria Johnson-Cannon participated on the 5310 project review team.

**CATA Rydz**

Dustin Hagfors stated that CATA launched CATA Rydz on January 27. The launch included three (3) zones: Delta Township, downtown Lansing, and MSU to the Capital Area Airport. Mr. Hagfors noted that CATA is currently offering free rides on these services through February 27. On February 28, the standard fare of \$1.25 or a discounted fare of \$.60 will apply.

Diana Paiz inquired about the company in charge of operating the vehicles.

Dustin Hagfors stated that CATA has a contract with Via Transportation, and they provide vehicles and drivers.

Chair Wiese inquired whether the rides are booked in real-time and through what mechanisms are the rides booked.

Dustin Hagfors confirmed that rides are booked in real-time, and the goal is to arrive within 15 minutes upon receiving a ride request. Rides may be booked through an app or by phone.

Diana Paiz inquired whether the rides are shared with other passengers in the vehicle.

Dustin Hagfors explained that if there are multiple requests made in the same area, there may be additional riders in the vehicle. He noted that each vehicle seats up to four (4) people and can accommodate wheelchair users.

Kellie Blackwell inquired whether the wheelchair ramps can accommodate power chairs.

Dustin Hagfors stated that he is unsure whether the ramps can accommodate power chairs, but he will investigate.

Chair Wiese inquired whether the LAC would have an opportunity to see the vehicles and test them.

Dustin Hagfors stated that the vehicles are not stored at CATA and the best way to test the service would be to book a trip while there is no fare. He also welcomed any feedback from riders using CATA Rydz.

**Contactless Payment – Dan Goodemoot, Director of IT**

Dan Goodemoot stated that on October 17, 2024, CATA launched its contactless mobile pay app that’s available on both Android and iPhone. He noted that currently on the app, riders can create an account and buy tickets. Mr. Goodemoot explained that Phase II will be coming soon, and riders will be able to set a value and eventually use all major credit cards including Visa, MasterCard, Discover, and American Express plus Apple Pay and Google Pay. He further shared that so far, CATA has had over 3,000 accounts created, 7,500 ticket purchases, 26,000 ticket activations, and approximately \$31,000 in ticket sales.

Geneva Smith inquired whether the number of rides is duplicated.

Dan Goodemoot stated that the ticket activations do include transfers, but most of these are one-time rides.

Kellie Blackwell inquired whether the number of tickets that are purchased on the app for paratransit are put out of service once used.

Dan Goodemoot stated that once a ticket has been activated, it only has between two (2) to three (3) hours to be used. Once it goes beyond that time frame, the ticket is deactivated.

Diana Paiz inquired about the next phase and launch date.

Dan Goodemoot stated that the next phase will include account base ticketing (ABT), and Europay, MasterCard, and Visa (EMV). He noted that CATA is currently testing this process, and the launch will take place in March or April.

**MEMBER COMMENTS/ANNOUNCEMENTS:**

None

**PUBLIC COMMENT:**

None

**ADJOURNMENT:**

**MOTION:**

A motion to adjourn was moved by George Hanley and supported by Doug Lecato.

**VOTE:** Motion passed unanimously.

Chair Wiese adjourned the meeting at 4:57 p.m.

Respectfully submitted,

Darren Horn  
Paratransit Operations Supervisor

Victoria Joseph  
Operations Administrative Assistant