

company that performs a daily, deep cleaning on all vehicles multiple times per day. Operators have been given the right to decide how many riders are allowed on their bus while trying to keep numbers as low as possible. CATA has been working with the Ingham County Health Department to make sure that everybody's safety is a first priority. CATA has five (5) buses that have had a plexiglass barrier installed. Transdev is also following CATA's COVID-19 protocols and cleans their buses throughout the day with a deep cleaning overnight.

CATA may be installing cameras at a later date.

All of the new vans and cutaway buses that Transdev uses are maintained and parked at their location.

Mr. Garza reported that the wait stop pilot program is going very well.

CATA has been operating at about half capacity with call volumes at fifty percent.

Mike Klein, Transdev's Interim General Manager, has accepted a new position with Transdev in California. Transdev is currently interviewing new candidates for this vacancy and has placed Tim Sparks in this position until a new candidate is found.

A national meeting was held, including many paratransit companies from all over the U.S. The committee was formed before COVID-19 to discuss ways in which transit agencies can improve their daily operations. After hearing other transit agencies speak, it was apparent that CATA is far ahead of any other transit company.

"Full Bus" discussion – CATA leaves it up to line haul operator's discretion.

SERVICE QUALITY COMMITTEE (SQS) – Diana Paiz

The LAC Service Quality Subcommittee, (SQS) met via Zoom on September 30, 2020, from 3:30 to 4:30 p.m.

Present:

CATA: Craig Frazier, Bethany Berdes

LAC members: Pat Cannon, George Hanley, J. J. Jackson, LAC Chair Deb Wiese and SQS Chair Diana Paiz (no longer Paiz-Engle).

The SQS postponed the September 2, 2020, meeting to September 30, 2020 which is the last date of the Wait Stop pilot program.

Discussion:

A 10-minute max wait period for most participating passengers vs a 15-minute max wait period by request or by designation from the mobility device user.

Result:

CATA will authorize all wait stop pilot trips to have a maximum duration of 15 minutes for all clients, regardless of age, use of mobility device or any other characteristic.

Craig Frazier reported that the LAC members are making good use of Wait Stop Pilot Trip without any negative impact affecting on-time performance. Overall, passenger numbers are still low due to COVID-19.

Result:

CATA will continue Wait Stop Pilot Trip through end of 2020.

Craig Frazier confirmed that wait stop pilot trips cannot be denied based upon purpose or type of destination where wait stop pilot trips have occurred.

Craig Frazier confirmed that clients have an important role to play in laying the groundwork for a successful Wait Stop Pilot Trip program.

Result:

LAC Chair Wiese volunteered to draft a "best-practice" document for CATA to distribute to Spec-Tran riders if/when the Wait Stop Trip Pilot program is available for all Spec-Tran clients.

SQS, Chair Paiz requested once again for CATA to use additional channels of communication to provide information to Spec-Tran riders. She suggested a newsletter email, an option for information on the IVR, as well as on-hold messages.

Next SQS meeting is scheduled for Wednesday, November 4, 2020, at 3:30 p.m.

CATA will also have to make sure that the manifest reads that it is a wait stop pilot trip and there can be no denial for the intended trip.

Chair Wiese made a motion to continue the Wait Stop Pilot program with a 15 minute wait time included and adjust guidelines as new data develops.

It was moved by Diana Paiz and supported by Pat Cannon. Motion passed unanimously.

OLD BUSINESS

Trapeze PASS, version 19 and PASS-Web are moving forward through testing and towards implementation of Trapeze which is expected December 1, 2020. PASS App and PASS-Web will be added in about a month or two after CATA has finished the migration to Trapeze 19.

The original login information members received should still be used until the App is fully developed. The App will be compatible with android and I phones.

NEW BUSINESS

Application for Membership – Janeile Cannon

J.J. Jackson motioned to approve the application of Janeile Cannon and George Hanley seconded the motion. It passed unanimously.

Chair and Vice-Chair Elections – Kelly Blackwell, Nominating Chair

Deb Wiese for Chair - Kelly Blackwell nominated and J.J. Jackson seconded.

Diana Paiz for Vice-Chair - Kelly Blackwell nominated and Pat Cannon seconded.

Deb Wiese was elected as Chair by acclamation.

Diana Paiz was elected as Vice Chair by acclamation.

MEMBER COMMENTS

Pat Cannon thanked the LAC members for making him feel welcomed while he served on the committee.

Diana Paiz expressed her approval of the grab bars; however, she believes the operators need additional training.

PUBLIC COMMENTS

Deb Parrish thanked everyone for being able to speak at the LAC meeting. She stated that many riders have told her that they like the grab bars in the back of the new Spec-Tran buses. She expressed her appreciation to the riders and commented on how she fought for over a year to get the bars installed. Ms. Parrish stated that she has not seen any cleaning supplies on the buses; therefore, she brings her own hand sanitizer to wipe off her seat before and after her ride.

ADJOURNMENT

Pat Cannon motioned to adjourn and J.J. Jackson supported the motion. Motion passed unanimously.

Chair Wiese adjourned the meeting at 4:51 p.m.

Respectfully submitted,

Bethany Berdes
Operations Secretary

Reviewed by LAC Chair Deb Wiese