

2021 and the council would like to have a representative from CATA or the LAC to fill the vacancy.

Bradley Funkhouser and Craig Frazier recommended Deb Wiese to be the replacement.

The meetings take place the second Thursday of each month at 1:00 p.m.

Tri-County is also looking for a CATA representative for their Long-Term Care Council. Craig Frazier volunteered to take this position and will serve as the representative from CATA. The Long-Term Care Council meets every third Thursday of each month.

BOARD LIAISON REPORT – Doug Lecato

See attachment.

CATA DIRECTOR OF OPERATIONS/PARATRANSIT REPORT – Roger Garza

Roger Garza stated that the November Board meeting approved CATA's Safety Plan. CATA has also implemented a safety protocol for all employees and the public which includes the disinfecting of vehicles while in service and once they return at night.

CATA will be testing barriers installed in small buses and mini-vans used by Transdev. Operators will be able to provide feedback. Eventually, all CATA vehicles will have permanent barriers installed.

Lillie Mae Flannery expressed her concern regarding social distancing on the small buses.

Roger Garza stated that all CATA's procedures have been approved by the Ingham County Health Department (ICHD). He also confirmed that there is a maximum of two (2) people allowed in the mini-vans at a time unless they are from the same household. There are six (6) people allowed on the small buses including 3 in the back bench seat. These numbers are subject to change at any time per CDC and ICHD guidelines.

Craig Frazier stated that Tim Sparks was absent from today's meeting due to an issue at Transdev.

Roger Garza noted that CATA's ridership and call volume was on the rise, however; they have since lowered due to an increase in COVID-19 cases.

The Wait Stop Trip Pilot will continue until CATA is back operating at full service.

SERVICE QUALITY COMMITTEE (SQS) – Diana Paiz

CATA Local Advisory Committee

Service Quality Subcommittee

November 4, 2020

3:30 p.m.

Meeting Notes

Present:

LAC members: Kellie Blackwell, George Hanley, Diana Paiz and Chair Deb Wiese

CATA: Bethany Berdes and Craig Frazier

The meeting began recognizing the passing of friend and longtime colleague of the LAC, J. J. Jackson. He often attended the subcommittee meetings; adding helpful and insightful input.

Chair Wiese shared the subcommittee's proposed rules and best-practices for Spec-Tran wait trips.

The group offered suggestions for communicating information, including a Zoom session, new Spec-Tran rider packets, an option on the IVR to display information on the main menu (not the automated menu) and for information to be posted on CATA's website.

Subcommittee Chair Paiz raised the need for CATA to use electronic communication such as email, newsletters, bulletins or texts.

Discussion ensued.

There was an inquiry whether buses or minivans are more suitable for certain trips.

Craig Frazier mentioned that Spec-Tran riders have the ability to request a specific vehicle when booking a trip.

Wait Stop Trip Pilot will continue through December 31, 2020.

Meeting adjourned at 4:30 p.m.

Next SQS meeting will be held on Wednesday, January 6, 2021, at 3:30 p.m.

Chair Wiese suggested that the LAC wait to make a formal motion and continue with the pilot.

Bradley Funkhouser stated that when it is time to bring to the pilot to the Board, the LAC will have his full support.

OLD BUSINESS

None

NEW BUSINESS

Grants Administrator, Ericka Hartigan presented the MDOT Fiscal Year 2022 Application for Public Transit programs. Ms. Hartigan presented the SSGA grant proposal; read aloud the contents of each proposal form apologizing that they were

