

CATA CEO REPORT – Brad Funkhouser

CATA reported on two (2) COVID-19 positive riders. With the help of the Ingham County Health Department, CATA was able to obtain all the necessary information and put out a press release. Fortunately, the exposure did not spread any further.

The next Board Meeting is on August 19, 2020 and will include a public hearing on the Fiscal Year 2021 budget.

CATA has been in contact with MSU regarding fall service. CATA will be providing regular service this fall to MSU in order to help with social distancing.

Clinton County tripled their millage. CATA will be working with Clinton County Transit in order to improve regional service. CATA plans on meeting with Eaton County in the near future.

CATA DIRECTOR OF OPERATIONS/PARATRANSIT REPORT – Roger Garza

CATA returned to regular service on May 4, 2020.

CATA and Transdev collectively have provided over 41,600 rides between May 4, 2020 and August 5, 2020.

The call center at Tranter has taken over 34,000 calls.

The on-time performance for Transdev and CATA are as follows:

Transdev Paratransit OTP: 96.3%
CATA Spec-Tran OTP: 97%

Craig Frazier has been promoted to Operations Manager; Paratransit.

CATA's COVID-19 policies were discussed that were established by the Ingham County Health Department, including: the number of passengers allowed on a bus at one time. Both Operators and riders must wear masks covering their mouth and nose at all times. Discussion ensued.

SERVICE QUALITY COMMITTEE – Diana Paiz-Engle

July 29, 2020 – phone meeting

Wait-Trip Trial - July

Each LAC member reported on their experiences with Wait-Trips. Those who participated in the July pilot phase indicated their trips for banking, shopping and grocery pickups went well. All members present expressed the significant positive impact that a Wait-Trip has on their lives especially for people with disabilities that are unable to drive.

There was a discussion on whether the ten (10) minute wait time was sufficient for some clients who had mobility issues. Craig Frazier stated that clients who have mobility issues and feel they might need additional time can utilize the extra five

(5) minutes of the fifteen minute window, however; they must notify the call taker that additional time is needed.

There was a question about which paratransit services could be used for Wait-Trips. Craig Frazier clarified that Wait-Trips can be booked only on the Spec-Tran service.

Craig Frazier reported on the July pilot period for Wait-Trips. Total number of trips was 17; on-time percentage (OTP) was above 95% for Transdev and 97% for CATA. The impact of COVID-19 has reduced overall ridership by as much as 50% or more, so the impact of Wait-Trips on OTP is somewhat skewed. CATA would extend the pilot period through September 30, 2020 to collect more data.

LAC members suggested that in order to acquire more data, eligibility to participate in the Wait-Trip pilot should be extended to the following:

- Spec-Tran eligible CATA staff
- Spec-Tran eligible members of the CATA board
- Spec-Tran eligible staff of Disability Network – Capital Area

The next CATA LAC Service Quality subcommittee meeting will move from September 2, 2020 to September 30, 2020 in order to receive the most complete reports from CATA staff and clients about Wait-Trips during the extended period.

Diana Paiz-Engle, Service Quality Committee Chair, proposed that the Wait-Trip Pilot Program will be extended through September 30, 2020 and the groups stated above will be included in the program. Day care runs will not be included in the pilot program.

Diana Paiz-Engle motioned to approve the motion and George Hanley supported the motion. Motion passed unanimously.

OLD BUSINESS

CATA is waiting on a response from MDOT regarding The Looking Bus project.

Trapeze / PASS Version 19 and PASSweb are moving forward through testing and toward implementation which is expected in late December.

NEW BUSINESS

Renewal of LAC Members terms

Craig Frazier stated that some of the LAC member's terms are about to expire; two (2) in August, one (1) in October and two (2) more in December.

Pat Cannon declined nomination.

Chair Wiese appointed Kelly Blackwell to serve as nominating chair for October's election of LAC Chair and Vice-Chair.

Kelly Blackwell motioned to approve Deb Wiese, Diana Paiz-Engle, J.J. Jackson and George Hanley for another three-year term on the LAC and Lillie Mae Flannery supported the motion. Motion passed unanimously. George Hanley abstained.

MEMBER COMMENTS

Bylaws of the CATA Local Advisory Committee were discussed regarding attendance.

PUBLIC COMMENTS

Deb Parish commented on the bid board and the cessation of linehaul-only drivers and Spec-Tran-only drivers.

ADJOURNMENT

Pat Cannon motioned to adjourn and Diana Paiz-Engle supported the motion. Motion passed unanimously.

Chair Wiese adjourned the meeting at 4:53 p.m.

Respectfully submitted,

Bethany Berdes
Operations Secretary

Reviewed by LAC Chair Deb Wiese