

**CAPITAL AREA TRANSPORTATION AUTHORITY
LOCAL ADVISORY COMMITTEE
MEETING MINUTES
WEDNESDAY, October 3, 2018 - 3:30 p.m. CATA BOARD ROOM**

MEMBERS PRESENT	Pat Cannon George Hanley Diana Paiz-Engle Deb Wiese (Chair)	Lillie Mae Flannery J.J. Jackson Mitch Tomlinson
ABSENT MEMBERS	Bud Fliss Geneva Smith	Paul Miller Mindy Rudolph
CATA BOARD MEMBER	Doug Lecato	
CATA PERSONNEL	Craig Frazier Roger Garza Michelle Willis	Brad Funkhouser Amber Haynes
GUESTS	Michael Klein (Transdev) Deb Parrish	Timothy Sparks (Transdev) Joy Gleason

CALL TO ORDER

Chair Wiese called the meeting to order at 3:30 p.m.

PUBLIC COMMENTS

There were no public comments.

APPROVAL OF OCTOBER AGENDA

J.J. Jackson moved to approve the October agenda. George Hanley seconded the motion. It passed unanimously.

APPROVAL OF AUGUST MINUTES

J.J. Jackson motioned to approve the August minutes. Pat Cannon seconded the motion. It passed unanimously.

LAC CHAIR COMMENTS

Chair Wiese had no comments.

CATA BOARD REPORT

The Board Report given at the meeting can be found attached to these minutes. Once the Board report was completed George Hanley asked how many people had applied for the discounted fare for Meridian Redi-Ride. Doug stated that Brad Funkhouser would be covering that in his CEO report.

J.J. Jackson asked for clarification on the floor plans for the small buses. Roger Garza answered that floor plan A is the mobility focused floor plan, meaning there is space for 5 wheelchairs. Floor plan B is the high capacity floor plan allowing for approximately 18 passengers.

Diana Paiz-Engle questioned if there had been discussion about changing the time and/or day of the CATA Board meetings. Doug responded that yes, there had been discussion and currently the day and time seem to work for those involved. It will possibly be revisited at future meetings. Additionally, Diana questioned if the CTC was considered as an option to host CATA Board meetings. Brad Funkhouser answered that currently because the CTC is primarily configured for “open air” events it is not usable for Board meetings.

CATA CEO REPORT

Brad Funkhouser started his comments by saying that the increase in service hours and fare in Meridian seems to have started well. There have been a total of eight people who have applied and been approved for the discounted fare. CATA will continue to commit to provide the service that is needed. There has been overwhelming support for this increase and changes; this is a model for improving relationships.

With the start of free service on the campus of MSU there has been a CATA supervisor on campus and the additional buses purchased in anticipation of the increased ridership have proved useful. The free service has increased ridership on the MSU service routes by 34%. As CATA will do with any new service, the effect of the free service at MSU has been monitored closely. There is a bit of a parasitic effect on the route 1 and the “20” routes, as a result the ridership for those routes is down. The net effect of the increases and decreases is a 7% overall increase of ridership.

On August 27, a new route called the Grab & Go Express was implemented. This is a free route that circulates downtown from the hours of 10:30 am and 2:45 pm.

CATA was awarded the \$ 8 Million Michigan Mobility challenge grant. This means that CATA will be implementing a project called Looking Bus. CATA staff will be heading to Pennsylvania for training and to facilitate the implementation. George Hanley questioned if Looking Bus is a scheduling app. Brad answered that Looking Bus will be an integrated system that will allow persons with disabilities to easier locate stops and will communicate with an iPad on the bus

and notify the driver there is someone waiting at a stop. The LAC will be included in updates and asked for input.

J.J. Jackson asked two questions, the first being, what is the cost of the service on the MSU campus being free, to which Brad answered that MSU is paying for the service. The second question asked was, with the 7% increase overall now, is there an anticipated change with the change of seasons. Brad answered that he expects the growth to continue and peak in January. This increase is why the extra buses were purchased.

CATA DIRECTOR OF OPERATIONS/PARATRANSIT REPORT

Roger Garza stated that there were no current issues. He thanked Brad for mentioning Looking Bus.

Roger expressed CATA's desire to enforce service area boundaries for Paratransit services. CATA must no longer perform pick-ups outside of the service area. There is currently no date in place for full implementation but it is being worked on. Craig Frazier stated that the Paratransit staff has been working on this for a while. With the recent expansion of the service area for Paratransit service there has been a thorough review of the boundaries to ensure accuracy. Of the 174,991 total Paratransit trips taken in the past six months 1,636 (9.3%) were outside of the service area. This affects only 86 of a 10,642 total Paratransit rider base.

Diana Paiz-Engle questioned how long it would take for all of the riders to know about this change. It was reiterated that there is no set date in place as of yet but there is the possibility of December first or after the first of the year. Craig further noted that the software is in place that once this is complete, the call takers will not be able to schedule a ride that is outside of the service area, without an override from a supervisor.

Chair Wiese questioned how the issue of riders being granted rides outside of the service area happened. Michelle Willis stated that once certification for Spec-Tran services was narrowed down to only DNCAP certifying riders it cleaned up dramatically. Previously, there were more people able to certify riders leading to some riders outside of the service area being certified. Roger Garza stated that this was a slow creep of CATA making sure they were providing needed service and now it has to stop in order to best benefit the riders in the actual service area. Brad Funkhouser stated that CATA will be working with all other services to provide mobility for all. Chair Wiese asked if the violations of the boundaries were far beyond what was expected. Craig stated that yes they were making ADA service a struggle to fulfill.

Transdev

Transdev general manager Michael Klein shared updates with the LAC. The first of the updates was about operators acknowledging riders when performing a pick up. Michael stated that at recent safety meetings it has been reiterated that operators need to address the riders and they should not be sitting in the vehicles without acknowledging the rider first. It has been

revisited that all operators should announce their arrival and that will assist in avoiding missed rides.

The second update was regarding empathy training; it has been touched on in the previous months, but will be covered in depth in October. Complete empathy training will be added to the new operator training.

A third update was regarding the cameras on Transdev vehicles, Michael stated that the operators were again trained that the cameras were for safety. Operators have been utilizing the cameras appropriately.

Finally, in reference to conversations on the vehicles that may be offensive to others, Transdev staff has been counseled to keep conversations as neutral and professional as possible. Pat Cannon mentioned that if operators are not to have personal conversations that could hamper rider relationships. Michael stated that operators were not counseled to not hold conversations with riders but to ensure that conversations were as professional as possible and, primarily, not leading to the offense of riders.

Lillie Mae Flannery mentioned that she became aware of a new policy about folding and storing walkers when in the vehicles. She stated that it could have been nice to know about this policy before being told by an operator. Craig Frazier stated that this is a current CATA policy that could have been communicated better. More discussion ensued, but due to time constraints Chair Wiese asked that discussion about policies and notifications be added to the agenda for the December meeting.

Additional discussion was held about the LAC participating in the review of materials for distribution and notification of CATA changes. Chair Wiese proposed that a section of the LAC have a special meeting. Pat Cannon suggested that it be all of the LAC members and simply be added to the agenda next meeting. George Hanley motioned to add this to the December meeting, J.J. Jackson seconded and the motion passed unanimously.

OLD BUSINESS

There was no old business.

NEW BUSINESS

- Member attendance – Deb Wiese
Chair Wiese deferred this topic to the December meeting.
- Officer elections – Diana Paiz-Engle
- Diana Paiz-Engle stated that she had emailed the members for nominations. The current vice-chair, Bud Fliss, does not like to continue as vice chair. Diana opened the floor for nominations. J.J. Jackson nominated Diana Paiz-Engle for vice chair. Diana opened the

floor two more times. George Hanley asked if Diana was willing and able to accept the nomination. Diana answered that yes she was. The nomination for vice chair passed unanimously.

Diana Paiz-Engle stated that Deb Wiese would like to continue as chair and opened the floor for additional nominations. Diana opened the floor three times. George Hanley asked if Deb was willing and able to accept the nomination. Deb answered that yes she was. The nomination for chair passed unanimously.

MEMBER COMMENTS AND ANNOUNCEMENTS

There were no member comments.

PUBLIC COMMENTS

Deb Parrish questioned if the LAC agenda and minutes were available online. Brad Funkhouser stated that former meeting minutes are available through the CATA board of director's report online.

Joy Gleason stated that the reason she is at the LAC meeting is because she has questions about Spec-Tran. The first question is why is Spec-Tran difficult to use, she has friends who have attempted to get rides at 4:30 pm and have been unable to get through. Brad Funkhouser stated that CATA staff does a good job and there are things in place because of state and federal regulations. The paratransit department receives over 800 calls a day. There is a robust que and no calls are missed. There is a responsibility on behalf of both the rider and CATA to maintain communication.

ADJOURNMENT

J.J. Jackson motioned and Mitch Tomlinson seconded the motion to adjourn. The meeting adjourned at 5:15 p.m.

Respectfully submitted,

Amber Haynes
Operations Secretary

LAC Meeting

Wednesday October 3, 2018 - Board Liaison Report

August 15, 2018 Board Meeting – CATA Admin Office

- I. Board approved agreement with AECOM, out of Southfield, MI, to provide consultative services to assist in the creation and implementation of a Transit Asset Management Plan for an amount of \$163,527. This is a highly recommended/mandate model from the FTA for asset management.
- II. Board approved the agreement with Arthur J Gallagher, Grand Rapids, MI, to provide insurance brokerage and consultative services for an amount of \$39,500 per year. Many types of insurances and other risks.
- III. Board approved the suspension of Policy 100.1 Executive Director's Evaluation. It will resume after Bradley T. Funkhouser's first full fiscal year beginning October 1, 2019.
- IV. Board approved the Meridian Township Redi-Ride service expansion. Services would increase Monday – Friday 7:30am – 6:30pm and fares would double from \$.60 to \$1.20 and \$1.25 to \$2.50, with a consideration given for those who qualify for a discounted fare, which would be 50% of the regular fare.
- V. Board approved the authorization of the Ad Valorem property tax levy of 3.007 mills with all appropriated jurisdictions for the year of 2018.
- VI. Board approved the Fiscal Year 2018 – 2019 budget. This established an Operating Budget of \$50.98 million.
- VII. Board approved the Downtown Lansing Circulator Free Fare. "Grab & Go" establishes a route that would loop from Downtown Lansing to Old Town. It will operate Monday – Friday from 10:00am – 2:45pm, beginning on August 27, 2018. It has an approximate cost of \$140,000.
- VIII. Board approved agreement with Mobility Transportation Services, out of Canton, MI for initial purchase of up 15 gasoline small buses. Five of floor Plan A and 10 of Floor Plan B. This includes the option of sixty additional buses with a combination of cutaway floor plans.

September 19, 2018 Board Meeting – CATA Admin Office

- I. Board approved the following Law firms with respects to their expertise:
Bleakley, Cypher, Parent, Warren & Quinn, P.C – Workers Compensation & Self-Insured Fund cases
George Brookover, P.C. – Advisement on millage election requirements and questions
Dickinson Wright, P.L.L.C – IRS and State of Michigan payroll tax matters
Murphy & Spagnuolo, O.C – Insurance and security litigation along with environmental, labor relations, and disciplinary matters.
Miller Johnson Attorneys – Procurement and contracting matters.
- II. Board adopted the resolution to allow CATA to utilize Fifth Third Bank and other financial institutions for banking and investment services for an indefinite period.
- III. Board approved five-year contract, with a renewal option to extend it to 2028, with Greyhound Lines Inc. to lease space (4 bus bays) at the CATA CTC in Lansing, MI.
- IV. Board approved free rides for Veterans and active duty military on Veterans Day. November 11, 2018. At an estimated cost of \$125.
- V. Board approved the election of officers: Nathan Triplett – Chair, Douglas Lecato – Vice Chair, and Dusty Fancher – Secretary/Treasurer.

- VI. Board approved to move all BOD meetings back to CATA Admin building 4615 Tranter St. Lansing, MI 48910. There were challenges by the public, CATA Staff, and Board members. CATA will continue to listen to the public and look for alternatives. The Route 8 has a modification to go from the CTC to the Admin building before the BOD Meeting and when it ends as a pilot. To assist in getting

Additional Board Activity

- I. Next Board Meeting: Wednesday October 17, 2018 at 4pm EST