

**CAPITAL AREA TRANSPORTATION AUTHORITY
LOCAL ADVISORY COMMITTEE
MEETING MINUTES
WEDNESDAY, AUGUST 8, 2018 - 3:30 p.m. CATA BOARD ROOM**

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

CALL TO ORDER

Chair Wiese called the meeting to order at 3:31 p.m.

PUBLIC COMMENTS

There were no public comments.

APPROVAL OF AUGUST AGENDA

Chair Wiese mentioned that the agenda needed to be updated to reflect the current date and that Bud Fliss was not offering Vice-Chair comments but that Chair Wiese was offering Chair comments. J.J. Jackson moved to approve the agenda with proposed changes. Bud Fliss seconded the motion. It passed unanimously.

APPROVAL OF JUNE MINUTES

Diana Paiz-Engle pointed out a typo in the minutes where the word was stem instead of seem. Bud Fliss motioned to approve the minutes with the edit. J.J. Jackson seconded the motion. It passed unanimously.

LAC CHAIR COMMENTS

Chair Wiese requested from the members a volunteer to be the nominating chair for the elections coming up in October. Diana Paiz-Engle volunteered and will be the nominating chair for the October elections. The members will be canvassed and at the next meeting Diana will present a slate of candidates to the group.

CATA BOARD REPORT

The Board Report given at the meeting can be found attached to these minutes. After Doug Lecato gave his report, Brad Funkhouser mentioned that after Hoekstra was awarded the contract for the small bus purchase, the other three proposers challenged the award. CATA has taken the challenges under consideration and given all four proposers the option to submit a best and final proposal. The best and final proposals will be presented to the Board at the August meeting.

CATA CEO REPORT

Brad Funkhouser wanted to make sure all of the LAC members were aware that next week at the August Board meeting, the annual budget hearing would be held. What is special about this budget hearing is that Meridian Township has decided to increase service hours and fares for Meridian Redi Ride service. CATA has been working with the township and has come to an agreement to assist those who the fare increase may negatively affect. Redi Ride service does compete with Spec-Tran and the Meridian Township would like equity, so the reason for the fare increase is to provide equity.

Geneva Smith asked how Lansing compared to other cities. Brad answered that no other city was as low cost as Lansing. Brad further mentioned that CATA was diligent in assisting with this decision and generated a Title VI report. Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity. J.J. Jackson inquired about the increased hours of operation. The hours will now be 7:30 am through 6:30 pm, Monday through Friday with the hours staying at 9:00 am to 5:00 pm on Saturday.

Diana Paiz-Engle commented that she had initially been concerned about the fare increase but after speaking with her son and he advised her that even with the increase it was less to ride the Redi Ride service than a Lyft or Uber.

Chair Wiese brought up a recent letter she had written on behalf of the LAC. The letter was in support of the “\$8 Million Mobility Challenge” initiative. Brad stated that this grant was highly competitive; the motive is to introduce more technology for the benefit of persons with disabilities, elderly and veteran communities. CATA participated in four projects and is still waiting to hear back.

George Hanley inquired if there was active testing of new technology. Brad commented that there are a lot of apps in progress and that CATA had looked at a product called “LookingBus”. This product is an orientation system for persons with visual impairments that uses proprietary hardware to facilitate communication between visually impaired pedestrians and bus drivers. George Hanley questioned if the free service on MSU campus was only for students. Brad answered and said that it would be open door service so anyone could board the bus and ride any of the “30” routes across campus.

Geneva Smith questioned where the funding for the free rides would come from. Brad replied that the funding would come from MSU. Brad continued by stating that CATA is preparing for this to be a very robust service. The preparations for this anticipated increase of service include adding five refurbished buses to the current fleet.

George Hanley asked when the MSU free fare service would be launched. Brad answered that this service would be launched along with other service changes at the start of fall service August 27, 2018. Doug Lecato made mention of the fact that this will only apply if riders physically board a “30” route on campus.

J.J. Jackson inquired about how the free fares were being publicized. Brad Funkhouser stated that MSU has been publicizing the free fares and CATA will be assisting with getting the word out on campus the first week of school.

CATA DIRECTOR OF OPERATIONS/PARATRANSIT REPORT

Roger Garza thanked the LAC and offered a reminder and two statements. The reminder was that fall service starts August 27. Fall service will include the seventeen percent increase in service.

The first of the statements was that in anticipation of the service increases and the free fare MSU routes, CATA has hired ten new operators that are currently in training with another ten anticipated hires starting September fourth. For his second statement Roger shared that one of the reasons he had been brought in was to update the CATA work rules. The new work rules went into effect August seventh.

Pat Cannon questioned if the work rules were for employees or riders of CATA. Roger answered that the work rules are for employees. Pat then asked if the expectations of riders and schedulers had changed, as it seems there are some differing understandings. Roger stated that no there had not been any changes but a refresher to riders and operators could be a good idea.

J.J. Jackson wanted to share an experience he has had repeated on a couple of occasions. When a vehicle pulls up to pick up J.J. he is unable to tell if the vehicle is there for him and the operator will not get out of the vehicle for several minutes. Chair Wiese questioned if it was a van or bus that this happens with. J.J. confirmed that it was a van. Roger stated that the client

note history will be reviewed and that all operators should get out and identify themselves when performing a pick up. Chair Wiese mentioned that she had similar experiences with the buses, once having to wait fifteen minutes before checking with the operator to see if it was the vehicle picking her up. Roger stated that CATA will work with the operators and supervisors to create an action list of what to do.

The new Transdev general manager, Michael Klein, was introduced to the group. Michael offered that Transdev had already heard of this issue and is actively working to improve it. Transdev is making sure every operator receives empathy training. It is important to Transdev that all operators know how the passengers feel.

J.J. Jackson questioned if there had been any information received from the installation of the cameras on the Transdev fleet of vehicles. Michael stated that so far it has been a great experience. Initially, the cameras had been put in place for safety, now Transdev is finding that they are helpful in visualizing problem driving areas. By being able to identify problem areas Transdev is able to facilitate training. Chair Wiese questioned if there had been training for the operators as to when it was acceptable to activate the cameras. Michael confirmed that there had been training and there were no issues with operators activating the cameras when it was not necessary. The operators have been trained that the primary reason cameras are there is for safety and the operators will not activate the cameras for anything that is not a safety issue.

Diana Paiz-Engle commented that while she is pleased to hear the dispatchers, recently, notify the operators to review the notes on client's files, if the notes could be reviewed before the operator arrives at her home it would be appreciated. Michael stated that while this has been touched on with the operators it will be reviewed.

Michael Klein shared with the group that there are several programs rolling out for the start of service. Primarily, the pre-trip for operators is being reviewed and the management team observes pull out once a month.

Diana Paiz Engle shared an experience of someone on the bus sharing personal opinions that could be offensive. Diana stated that while she understands that CATA is public transportation, if there are things that could be offensive she is seeking direction from CATA as to how to communicate that to CATA. Brad Funkhouser stated that if there are things that make any passenger uncomfortable the passenger should share that with the operator and then the operator can communicate it to a supervisor. Brad continued by stating that he has taken a hard line with harassment.

Pat Cannon stated that he had observed that CATA knows how to deal with these issues. Chair Wiese supported by saying that if there were issues they should be reported before things could escalate.

OLD BUSINESS

Chair Wiese stated that while there was no official old business she would like to inquire as to the status of Pass Web testing. Brad Funkhouser stated that he had met with Sean Gleason and currently CATA is at a standstill and stuck at the mercy of Trapeze. Brad hopes that something will happen by the fourth quarter.

NEW BUSINESS

There was no new business.

MEMBER COMMENTS AND ANNOUNCEMENTS

George Hanley requested that the information on the Meridian Redi Ride changes and the mobility grant be shared with the members. Chair Wiese stated that she would send out a copy of the letter she wrote on behalf of the LAC.

Bud Fliss stated that the last two meetings of the LAC have been fantastic and covered a lot of territory. He thanked the members for making these meetings great.

PUBLIC COMMENTS

There were no public comments.

ADJOURNMENT

J.J. Jackson motioned and George Hanley seconded the motion to adjourn. The meeting adjourned at 4:55 p.m. The next meeting will be Wednesday, October 3, 2018 at 3:30 p.m.

Respectfully submitted,

Amber Haynes
Operations Secretary

LAC Meeting

Wednesday August 7, 2018 - Board Liaison Talking Points

June, 20 2018 Board Meeting – Lansing Charter Township

- I. Board approved existing contract with Meridian Township to extend to December 2019. This has nothing to do with the new contract being discussed now.
- II. Board approved two-year contract for Armored Car Services with Brink's along with the expanded services that will include the handling, storage, and delivery of cash to the bank. This will mitigate and tighten the controls around this operation that was brought out during this year's financial audit. New Monthly billings will not exceed \$1,500.
- III. Board approved agreement with Hoekstra, out of Grand Rapids, MI for initial purchase of up to 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.
- IV. Board approved the Nominating Committee for BOD Secretary/Treasurer: Shanna Draheim as Chair, along with Douglas Lecato and Derek Melot

July 18, 2018 Board Meeting – CATA Admin Office

- I. Board approved the Nominating Committees recommendation and Dusty Fancher is the new CATA BOD Secretary/Treasurer.
- II. Board authorized the early disposal of a support vehicle to swap it with a similar vehicle following the Like-Kind Exchange Policy.
- III. Board approved five-year contract with Verizon Wireless to provide cellular services for Bus & Cell phones, not to exceed \$500,000 over the term of five years
- IV. Board approved the Fourth Amendment to MSU's contracted services agreement that extends to June 30, 2021. MSU will provide free transportation to all 30 routes for one year as a test and CATA has increased services by 17% on campus
- V. Board approved the agreement with Nova Bus to do an initial purchase of eight 40' buses and two 60' buses all diesel. Includes an option to purchase up to sixty additional hybrid or diesel buses within five years at the proposed prices according to the first years National Producers Price Index (PPI)

Additional Board Activity

- I. BOD Chair is working with Brad on the Hoekstra Grand Rapids agreement for bus procurement due to protesting. All vendors will be resubmitting the RFP.
- II. Next Board Meeting Wednesday August 15, 2018