

LOCAL ADVISORY COMMITTEE
MEETING

WEDNESDAY, AUGUST 3, 2023
3:30 P.M. - CATA BOARD ROOM

MEMBERS PRESENT: Deb Wiese, Chair Kellie Blackwell, Vice Chair
George Hanley Erin Shannon
Gloria Johnson-Cannon Leah March-Pons
Geneva Smith Darrin Fowler
J. Caleb Adams Jeff Allshouse

MEMBERS PRESENT VIA ZOOM: Leah March-Pons

ABSENT: Diana Paiz and Ethan Devereaux

CATA BOARD MEMBER: Doug Lecato

CATA PERSONNEL: Craig Frazier, Darren Horn, Marshea Brown, and Renee Sumerix

TRANSDEV PERSONNEL: None

GUESTS: None

CALL TO ORDER:

Chair Wiese called the meeting to order at 3:40 p.m.

PUBLIC COMMENTS:

None

APPROVAL OF AUGUST AGENDA

MOTION:

A motion to approve the August 2023 Agenda was moved by Geneva Smith and supported by Darrin Fowler.

VOTE:

Motion passed unanimously.

APPROVAL OF JUNE MINUTES

Kellie Blackwell stated that the June minutes had Ethan Devereaux listed as both present and absent.

MOTION:

A motion to approve the June 2023 minutes with Ethan Deveraux listed as absent was moved by Jeff Allshouse and supported by Geneva Smith.

VOTE:

Motion passed unanimously.

LAC CHAIR COMMENTS – Deb Wiese

Chair Wiese reported that the LAC Bylaws are consistent with the federal and state rules and regulations and that the LAC is required to have not less than eight (8) and not more than twelve (12) members. Chair Wiese explained that the LAC currently has twelve (12) active members. She expressed her appreciation for having voices from so many different communities.

BOARD LIAISON REPORT – Doug Lecato

See attached report.

CATA CEO REPORT

Craig Frazier, Paratransit Manager, spoke on behalf of Bradley T. Funkhouser, Chief Executive Officer.

EATRAN SURVEY

Mr. Frazier stated that Mr. Funkhouser has asked that members complete the EATRAN survey included in their packet by August 7, 2023. He also noted that there is a QR code provided for anyone that would like to complete the survey online.

Cross-Boundary Agreements

Craig Frazier reported that the coordination between CATA and the neighboring counties has been working well. He noted that a majority of the cross-boundary rides have been for work and medical appointments.

Chair Wiese inquired about the number of cross-boundary rides.

Craig Frazier responded that he does not know the number of cross-boundary rides provided; however, with the extension of Route 3, Spec-Tran has had an increase of sixty rides per month.

DIRECTOR OF OPERATIONS

Craig Frazier, Paratransit Manager, spoke on behalf of Todd Brooks, Director of Operations.

New Operations Applications Administrator

Craig Frazier reported that the Operations Applications Administrator position has been filled by Marris Morris. Ms. Morris previously worked as an Operation Supervisor. She will be responsible for completing daily assignments and working with the Operations team to create bid postings and manage operator bidding.

Fall Service

Craig Frazier reported that on July 31, 2023, members from the Operations Department met off-site at CATA's leased space on Long Boulevard to discuss and review the bid board for CATA's fall service. Mr. Frazier noted that the bid board was given to ATU officials yesterday for their review and will be available for operators to start bidding by the beginning of next week.

MSU Football Season

Craig Frazier reported that the Operations Department has been preparing for MSU's first home game on Friday, September 1. Mr. Frazier noted that this year, CATA will be responsible for keeping track of riders and Jacob Pena, MSU Supervisor, will be organizing additional staff to monitor all the parking lots. He further noted that CATA staff will be wearing matching polos throughout their shift and meals will be provided.

Operator Class and Job Fair

Craig Frazier reported that the new class of operators will begin testing this week. He stated that CATA has been very active in hiring more drivers and the next job fair is scheduled for August 17 at the Lansing Center. Representatives will be taking applications and conducting on-the-spot interviews.

PARATRANSIT

Craig Frazier, Paratransit Manager, deferred to Darren Horn, Paratransit Supervisor, for an update on the Operational Committee.

Darren Horn reported that the Paratransit Department has put together a new Operational Committee that consists of representatives from CATA, Transdev and the ATU to assist with blocking rides using algorithms. Mr. Horn stated that their first meeting was held on August 1 to discuss patterns beyond the 15-minute window. The goal is to improve paratransit's on-time performance and stay above ninety-five percent. Mr. Horn explained that the committee will continue to analyze data and adjust accordingly. Eventually, the reporting capabilities of the software will offer better solutions and improved service.

Chair Wiese requested confirmation of CATA's scheduling hours for paratransit service.

Craig Frazier confirmed that CATA's dispatchers are available from 5:00 a.m. to 11:00 p.m. Sunday through Wednesday, and 4:00 a.m. to 11:00 p.m. Thursday through Saturday.

George Hanley inquired whether there were any reports related to customer experience.

Craig Frazier stated that the customer experience complaints have been handled. He also shared that Paratransit's response time is unparalleled compared to other transit agencies throughout Michigan and the country. He also shared a story on how CATA's staff went above and beyond to provide guidance and service to a family in need of finding transportation for their children. Mr. Frazier stated that even though there is

a nationwide driver shortage, CATA has been able to meet the needs of the community and is dedicated to improving service.

Craig Frazier continued by sharing more positive examples of CATA's performance and high ratings compared to other transportation entities.

George Hanley expressed his appreciation for CATA and inquired about what could be done to counter some of the negative comments made against CATA.

Craig Frazier responded that CATA is committed to providing great service by having excellent customer relations. He explained that representatives from CATA including staff and operators, along with the support from the Board of Directors and the LAC, all assist in spreading the truth and sharing their knowledge throughout the community.

Craig Frazier stated that CATA records all complaints and follows up with each person.

Leah March-Pons stated that those in need of a special advocate for transportation can contact Disability Rights of Michigan.

George Hanley inquired whether CATA has any future plans for Holiday Service.

Craig Frazier responded that at this time, CATA does not have any plans for Holiday Service.

SERVICE QUALITY SUBCOMMITTEE (SQS) – Kellie Blackwell

See attached May 2023 notes.

J. Caleb Adams stated that he has a preference for CATA's vans over Clinton Transit.

Kellie Blackwell commented on operators loading passengers with service animals and suggested that operators use the ramp.

Chair Wiese added that operators need to communicate better with riders and announce that they will be loading on the side of the van where the ramp is located.

OLD BUSINESS:

Local Advisory Committee – Second Reading

Chair Wiese stated that in order to amend the current LAC title from Local Advisory Committee to Local Advisory Council, the LAC Bylaws state that it is required to have two (2) readings at two (2) consecutive meetings with a majority vote of approval by two-thirds of the members. Once the readings are approved by the LAC, the amendment will be sent to the CATA Board of Directors for final approval.

MOTION:

A motion to approve the title change from Local Advisory Committee to Local Advisory Council was moved by George Hanley and supported by Geneva Smith.

VOTE:

Motion passed unanimously.

NEW BUSINESS:

Nominating Chair

Chair Wiese reported that committee member Erin Shannon has agreed to serve as the Nominating Chair for officer elections in October. Erin Shannon will send out an email to solicit interest for anyone wanting to serve as Chair and Vice Chair. Ms. Shannon will present the nominees at the LAC meeting in October.

Renewal of LAC Appointment

Chair Wiese announced the reappointment of George Hanley and Deb Wiese.

MOTION:

A motion to approve the Local Advisory Committee appointment renewal was moved and supported; however, the individuals who made the motion and supported the motion were not recorded.

VOTE:

Motion passed unanimously.

MEMBER COMMENTS/ANNOUNCEMENTS:

None

PUBLIC COMMENT:

None

MOTION:

A motion to adjourn was moved by Darrin Fowler and supported by Gloria Johnson-Cannon.

VOTE:

Motion passed unanimously.

Chair Wiese adjourned the meeting at 4:37 p.m.

Respectfully submitted,

Renee Sumerix
Operations Administrative Coordinator