

LOCAL ADVISORY COUNCIL
MEETING

WEDNESDAY, FEBRUARY 7, 2024
3:30 P.M. - CATA BOARD ROOM

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

MEMBERS PRESENT VIA ZOOM: Leah March-Pons

MEMBERS ABSENT: None

CATA BOARD MEMBER: Doug Lecato

CATA PERSONNEL: Darren Horn, Todd Brooks, Craig Frazier, Ericka Hartigan, Judy Moreno-Millington, and Bradley Funkhouser

TRANSDEV PERSONNEL: None

GUESTS: Alex Ford, Service Coordinator, Peckham, Inc.

CALL TO ORDER:

Chair Wiese called the meeting to order at 3:37 p.m.

PUBLIC COMMENTS:

None

APPROVAL OF FEBRUARY AGENDA

MOTION:

A motion to approve the February 2024 Agenda was moved by Geneva Smith and supported by George Hanley.

VOTE:

Motion passed unanimously.

APPROVAL OF DECEMBER MINUTES

Darrin Fowler commented on Transdev's hourly wage that was listed in the December minutes.

Craig Frazier stated that Transdev's hourly wage was corrected in the December minutes.

MOTION:

A motion to approve the amended December 2023 minutes was moved by Geneva Smith and supported by Kellie Blackwell.

VOTE:

Motion passed unanimously.

LAC CHAIR COMMENTS – Deb Wiese

Chair Wiese thanked CATA for the Christmas card.

BOARD LIAISON REPORT – Doug Lecato

See attached report.

Diana Paiz inquired about the Meridian Township's Corridor Improvement Authority (CIA) plan and whether it will work with transportation services within the area.

Bradley Funkhouser confirmed that Meridian Township's CIA plan will work with transportation services in the area.

Doug Lecato shared that the CIA plan would cost approximately \$600,000 over the course of twenty years, but the improvements are expected to increase property tax values by over \$6,000,000.

CATA CEO REPORT – Bradley Funkhouser

Charlotte Connector

Bradley Funkhouser stated that the Charlotte Connector is being used quite a bit and connects riders to Delta Marketplace and the Route 3 extension. He reported that over the last three (3) weeks, the Charlotte Connector has been servicing about fifty to sixty trips per day, while the Route 3 extension has been servicing approximately three thousand trips per month.

Transit App

Bradley Funkhouser stated that CATA's IT Department has been working to add the Transit app for EATRAN riders. The Transit app enables riders to track their ride and is very popular among transit users.

CATA's January Board Retreat

Bradley Funkhouser stated that a lot of the information that was presented at CATA's Board Retreat centered around regionalism, electric vehicles, and contactless payment. He also noted that both EATRAN and Clinton Transit are doing their own transit studies which will be beneficial to bridging the gap between counties while continuing to promote regional coordination. Mr. Funkhouser explained that the next

step will be to do a comprehensive analysis of the whole region to understand the needs of the riders and eventually erase county lines.

Microtransit

Bradley Funkhouser reported that MDOT has approved a \$1,664,000 grant to CATA so that regional coordination can continue to improve throughout the three counties. Mr. Funkhouser noted that CATA will use this funding to incorporate microtransit pilot program into the service. He explained that part of the plan will be to update CATA's Redi-Ride services with the necessary software to be able to book rides online. He also noted that CATA is looking at various routes including trips to and from the Capital Region International Airport and MSU campus and connecting Delta Township residents to LCC and MSU campuses.

Chair Wiese inquired whether the money will be used for microtransit specifically.

Bradley Funkhouser confirmed that a lot of the grant money will be used for microtransit.

Chair Wiese requested Mr. Funkhouser to confirm the three (3) counties included in regionalism coordination.

Bradley Funkhouser confirmed that the three (3) counties are Eaton County, Clinton County, and Ingham County. He also stated that Clinton Transit northbound trips have almost doubled since CATA and Clinton Transit signed a cross-boundary agreement. Mr. Funkhouser further explained that CATA has discussed the possibility of looking at fixed-route solutions with larger vehicles in certain high demand areas such as trips to and from Peckham.

Chair Wiese inquired whether CATA's Redi-Ride provides same day service for their riders.

Bradley Funkhouser confirmed that CATA's Redi-Ride is currently same-day service; however, the microtransit pilot will update the technology so that riders will be able to schedule their trips using a mobile app.

Geneva Smith requested more information on microtransit and CATA's Redi-Ride services.

Bradley Funkhouser explained that CATA's Redi-Ride services provide transportation within a geographic location. CATA provides Redi-Ride service in Delhi Township, Meridian Township, and Mason. He also noted that the trips stay within a certain area and go from point A to point B.

Geneva Smith inquired whether Redi-Ride trips are similar to Spec-Tran.

Bradley Funkhouser stated that Redi-Ride is similar to Spec-Tran with a few exceptions. He explained that Spec-Tran is federally required and there are very strict rules about fares and time frames. CATA has more freedom with Redi-Ride services and if a community wants to pay for transportation services, they can. Mr. Funkhouser

further explained that in Delhi Township, there are fewer fixed-routes and more Redi-Ride service because it fits their community better.

George Hanley inquired about scheduling rides on Easter Sunday.

Craig Frazier stated that scheduling rides for this year's Easter Sunday can be made between Sunday, March 17, and Wednesday, March 27.

Bradley Funkhouser stated that CATA's holiday service includes Easter, July 4th, Thanksgiving, and Christmas.

Diana Paiz inquired about Spec-Tran rides to the public library in Bath, Michigan, for public meetings.

Bradley Funkhouser stated that anyone needing transportation to Bath or the surrounding area should first contact Meridian Township Transportation Commission and request that the trip be added to Meridian's Redi-Ride service or contact Craig Frazier at CATA.

Gloria Johnson-Cannon inquired about the fare cost difference between Spec-Tran and Redi-Ride.

Craig Frazier stated that the fare for Spec-Tran is \$2.50 each way and the fare for Redi-Rides are \$1.25 each way.

Bradley Funkhouser stated that he will update the LAC as more microtransit details unfold.

DIRECTOR OF OPERATIONS – Todd Brooks

Todd Brooks commented on some of the items presented at CATA's January Board Retreat under the Operations Department including promoting some existing CATA employees to supervisor positions, participating in the Active Violence Emergency Response Training, providing transportation during MSU football season, and continuing to build a solid relationship with the Union by working with the ATU officers to update CATA's Work Rules. Mr. Brooks noted that his department is still trying to fill a couple vacant positions in the Ops Center and they have a few strong candidates to consider. He also stated that there is a new operator class of four (4) starting and two (2) of the students have their CDLs. Mr. Brooks explained that with the help of the Human Resources Department, training new operators will be a constant process that will continue until CATA has enough drivers.

Darrin Fowler inquired whether the training classes for CATA operators includes Transdev operators as well.

Todd Brooks stated that last year, Operations focused on training CATA operators; however, this year Transdev will be included. He also noted that training classes will be extended to supervisors, paratransit dispatchers, fixed-route dispatchers, and call takers for both CATA and Transdev.

Darrin Fowler inquired whether CATA offers holiday bonuses to operators.

Todd Brooks stated that CATA gives an attendance bonus to all eligible operators every year on the second pay period in December.

Darrin Fowler requested more details pertaining to the attendance bonus that CATA gives to their employees.

Todd Brooks stated that CATA operators receive \$125 a month for perfect attendance and if one (1) day is missed, then it drops down to \$75 for that month and if two (2) days or more are missed, nothing is given for that month. He further explained that if an operator has perfect attendance for all twelve months, then an additional \$500 is paid out to the operator at the end of the year in December, .

Darrin Fowler inquired whether Mr. Brooks was aware of any holiday bonuses paid to Transdev operators last year.

Craig Frazier stated that currently, Transdev is in the middle of negotiations and bonuses are one of the topics being discussed.

Diana Paiz inquired whether Transdev's ATU members were included in building their bid boards.

Todd Brooks stated that Transdev and Transdev's Union build their bid boards together and then send CATA a final copy to sign-off on.

PARATRANSIT OPERATIONS MANAGER – Craig Frazier

Craig Frazier commented on the procurement of CATA's new vehicles and the testing of a new automatic wheelchair securement. He also reported on CATA's new radio system and the average daily call volumes in paratransit, which were around 975 calls per day. Mr. Frazier further noted that since December 2023, paratransit ridership continues to increase each day with an average of 1,400 Spec-Tran trips booked per day and a total of 1,800 paratransit trips overall.

SERVICE QUALITY SUBCOMMITTEE (SQS) – Erin Shannon

Erin Shannon provided her report and stated that one of the comments that keeps reoccurring is the need for operators to introduce themselves and provide clear instructions when getting on and off vehicles safely. There is also concern that not all of the buses are equipped to receive tokens as payment and LAC members are not being charged for non-LAC business when booking their rides. Ms. Shannon further shared ongoing issues with the MyRideCATA app regarding accurate bus arrival times and the LAC application that is posted on CATA's website is still not a fillable form. Lastly, she noted that the presentation from the KFH Group on Coordinated Public Transit – Human Services Transportation Plan would take place at the February LAC meeting.

Craig Frazier stated that he is handling each concern as they are brought to his attention.

Deb Wiese stated that Dan Goodemoot, Director of IT, will be present at the next SQS meeting in March to answer any questions.

OLD BUSINESS:

None

NEW BUSINESS:

- **Renewal of LAC Members - Erin Shannon and Diana Paiz**

MOTION:

A motion to approve Erin Shannon and Diana Paiz renewal to the LAC for a three-year term was moved by Geneva Smith and supported by Darrin Fowler.

VOTE:

Motion passed unanimously.

- **New Member Application - Gill Lemonde, DNCAP**

MOTION:

A motion to approve Gill Lemonde, DNCAP, for LAC membership was moved by Diana Paiz and supported by George Hanley.

VOTE:

Motion passed unanimously.

- **Public Hearing – Ericka Hartigan, Grants Manager and KFH Group**

Coordinated Public Transit Human Services Transportation Plan

See attached report.

Chair Wiese inquired whether they had reached out to other organizations that serve seniors and/or persons with disabilities.

Judy Moreno-Millington, Grants Administrator, stated that about 30 individuals that serve seniors and/or persons with disabilities were reached out to.

Ericka Hartigan stated that the purpose of this presentation is to broaden CATA's outreach to other organizations in the area.

Leah March-Pons inquired about a way for an organization or individuals to submit their feedback online.

Will Sutton from the KFH Group stated that he will have the website link posted into the chat. He also noted that the information from today's presentation is available online at *michigancoordinatedplans.com*.

Chair Wiese stated that the LAC members are involved in a lot of organizations including, Disability Rights, Michigan, Peckham, RSVP Senior Program, and Disability Network Capital Area, but she was not sure if they had been contacted.

Kellie Blackwell stated that the Michigan Disability Rights Coalition could assist in reaching out to other organizations.

Will Sutton expressed his appreciation for the comments made by LAC members. He also stated that the KFH Group's goal is to be as inclusive as possible and they would be happy to set up future meetings with anyone interested.

Ericka Hartigan inquired about their anticipated level of feedback.

Will Sutton stated that KFH is looking for any sort of feedback related to achieving greater access and mobility through transit.

MEMBER COMMENTS/ANNOUNCEMENTS:

None

PUBLIC COMMENT:

None

MOTION:

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

VOTE:

Motion passed unanimously.

Chair Wiese adjourned the meeting at 5:15 p.m.

Respectfully submitted,

Darren Horn
Paratransit Operations Supervisor