

LOCAL ADVISORY COMMITTEE
MEETING

WEDNESDAY, JUNE 7, 2023
3:30 P.M. - CATA BOARD ROOM

MEMBERS PRESENT: Deb Wiese, Chair
Gloria Johnson-Cannon
Geneva Smith
Darrin Fowler
George Hanley
Leah March-Pons
Darren Horn

MEMBERS PRESENT VIA PHONE: Kellie Blackwell, Vice Chair, and Jeffrey Allshouse

ABSENT: Erin Shannon, Diana Paiz, and Ethan Devereaux

CATA BOARD MEMBER: Doug Lecato

CATA PERSONNEL: Bradley Funkhouser, Todd Brooks, Craig Frazier, Brandie Yates, and Renee Sumerix

TRANSDEV PERSONNEL: Nancy Lohr

GUESTS: J. Caleb Adams

CALL TO ORDER:

Chair Wiese called the meeting to order at 3:55 p.m.

PUBLIC COMMENTS:

None

APPROVAL OF JUNE AGENDA

Chair Wiese proposed to add a presentation on the Listening Bus by Brandie Yates, Marketing Manager, to the June Agenda.

MOTION:

A motion to approve the June 2023 Agenda with the addition of the presentation on the Listening Bus by Ms. Yates was moved by Geneva Smith and supported by Darrin Fowler.

VOTE:

Motion passed unanimously.

APPROVAL OF APRIL MINUTES

MOTION:

A motion to approve the April 2023 Minutes was moved by Geneva Smith and supported by Gloria Johnson Cannon.

VOTE:

Motion passed unanimously.

LAC CHAIR COMMENTS – Deb Wiese

Chair Wiese reported that she and Suzanne Eman-Jaehnig both submitted their applications to the Eaton County Transportation Authority (EATRAN) Local Advisory Council (LAC). Ms. Eman-Jaehnig lives in Eaton County and works for the Michigan State Housing Development Authority (MSHDA). Their applications were submitted for Board approval at EATRAN's June Board meeting. Chair Wiese further noted that she found EATRAN's LAC meeting very productive and looks forward to serving both at CATA and EATRAN.

Listening Bus Presentation – Brandie Yates, Marketing Manager

Brandie Yates gave her presentation on the Listening Bus.

Gloria Johnson-Cannon inquired whether the calendar includes dates and bus routes.

Brandie Yates confirmed that the public notice will include dates, routes, and time frames from July 2023 through December 2023.

Chair Wiese inquired about the public notice being published and the details being communicated to the public.

Brandie Yates replied that the notice will be posted on CATA's social media outlets including: CATA's website, Facebook, Twitter, Instagram, and LinkedIn. It was also published in the Lansing State Journal and the City Pulse and displayed in the lobby of CATA's Administrative Building, the downtown CATA Transportation Center (CTC), and the Capital Area Multimodal Gateway. In order to help further spread the word, CATA's marketing team will also send out an accessible form via email to both internal and external parties.

Chair Wiese inquired about the process when collecting feedback from riders.

Brandie Yates stated that members from Marketing, Customer Experience and the Planning and Development Departments have already started collecting data from online and in person. The next step would be to relay the details to CATA's internal and external parties. The collection process consists of utilizing a combination of paper forms, QR code and CATA's staff taking notes and/or assisting riders with completing the forms. Ms. Yates also noted that those collecting feedback explain that comments do not have to be exclusive to a specific ride. She further noted that feedback is collected frequently which is then documented in an Excel spreadsheet.

Chair Wiese inquired whether any reports have been generated and/or released.

Brandie Yates stated that no reports have been generated at this time. She explained that so far, CATA has completed four (4) sessions of collecting data and the sessions will continue through December 2023. After the sessions are complete, the information will be compiled and analyzed and sent to the appropriate departments to help improve CATA's overall performance and service. Ms. Yates further noted that the Marketing Department will evaluate the process and create a plan for future use which may include quarterly reports.

Gloria Johnson-Cannon inquired whether riders prefer filling out the form in person or scanning the QR code to complete the form online.

Brandie Yates stated that the data is still being collected on whether riders prefer filling out a form in person or online.

Doug Lecato inquired about the number of questions on the form and whether riders are answering all the questions.

Brandie Yates explained that the form is half a page and includes six (6) questions. There is also a section at the bottom for riders to add additional comments and a rating system on the back. Ms. Yates noted that any questions that are received are pulled and addressed in a timely matter.

Chair Wiese thanked Ms. Yates for her presentation and the information she has shared. She also inquired about paratransit.

Brandie Yates stated that part of the reason that the Marketing team hasn't expanded into the paratransit service is due to the lack of space on the ADA minivans and buses.

Chair Wiese suggested that the SQS address these concerns in order to find the best solution and process for paratransit riders. The SQS will then share their findings at the next LAC meeting.

BOARD LIAISON REPORT – Doug Lecato

See attached report.

Chair Wiese commented on CATA's increased security that will include the Multi-Modal Gateway.

Bradley Funkhouser and Mr. Lecato confirmed that the intent is to have increased security at the Multimodal Gateway per Board approval.

Chair Wiese thanked Mr. Funkhouser and Mr. Lecato for the additional security. She also inquired about the hours in which there is additional security.

Doug Lecato inquired whether the security runs 24 hours.

Bradley Funkhouser stated that he is unsure; however, he will find out and report back to the LAC.

Gloria Johnson-Cannon inquired about the number of buses that were approved for purchase.

Doug Lecato confirmed that there are nine (9) buses approved for purchase of which eight (8) will be 40-foot models and one (1) articulated model.

CATA CEO REPORT – Bradley Funkhouser

Route 3 Extension

Bradley Funkhouser reported that CATA's ridership is returning to pre-pandemic numbers with paratransit increasing faster than fixed-route. Last month, CATA launched the extension of Route 3 into Delta Township which increased ridership by 10%. Mr. Funkhouser shared that the LAFCU headquarters located along Route 3 has signs outside their facility welcoming CATA to the area. The president of LAFCU serves on the Lansing Chamber Board and has expressed the need to expand Route 3 for quite some time. Thus far, the pilot has proven to be successful and CATA will continue to improve regional coordination.

EATRAN'S Survey

Bradley Funkhouser reported that EATRAN plans on launching their survey very soon. The survey will help EATRAN find out the needs of their riders and the community in which they serve. Mr. Funkhouser will also make sure that a copy of the survey is available for LAC members.

Vehicle Disposal

Bradley Funkhouser reported that CATA has disposed of vehicles that have reached their useful life. Some of the vehicles were minivans which were rebranded and purchased by EATRAN. Mr. Funkhouser explained that CATA is looking at purchasing smaller vehicles to assist with the extension of Route 3 and provide direct service within Eaton County.

Downtown Facility

Bradley Funkhouser reported that he has been having meetings with various city representatives and housing partners to discuss building a new CATA facility downtown. Mr. Funkhouser explained that the proposed building would be for CATA's administration staff and provide additional meeting spaces to host Board and LAC meetings. More details to come.

Clinton Transit

Bradley Funkhouser stated that he and Chair Triplett met with MaLissa Schutt and Gail Watkins from Clinton Transit to outline the expectations for next year. Clinton Transit has been averaging approximately 1,000 rides per month. Mr. Funkhouser explained that the Interlocal Agreement between CATA and Clinton Transit will be updated in September 2023.

Meeting with the Ingham County Board of Commissioners

Bradley Funkhouser stated that he was invited to speak at the Ingham County Board of Commissioners meeting on May 25 to discuss CATA's many services they provide to the region. Mr. Funkhouser shared that it was a very good meeting where he was able to explain the differences between all the various Spec-Tran services. The Commissioners thanked Mr. Funkhouser for his presentation and the opportunity to learn more about CATA's services. It was noted by the Commissioners that CATA provides more service than any other transit authority in the state.

Chair Wiese inquired about the year CATA's facility located on Tranter Street was established. She also inquired about the timeline for funding the regional coordination plan with Delta Township.

Bradley Funkhouser stated that CATA's facility on Tranter Street was an existing building that was modified in 1991. He also stated that the funding for the regional coordination with Delta Township is from the Service Development New Technology grant which is a three-year grant that can be extended.

Chair Wiese commented on the service being provided within Eaton County. She also expressed her belief that the more people that utilize the service, the more people will be willing to support a millage.

DIRECTOR OF OPERATIONS – Todd Brooks

Todd Brooks reported that CATA has provided transportation services to the following events including the East Lansing Art Festival, MSU's Commencements, and Williamston's Touch a Truck.

Todd Brooks also stated that the Operations Department participated in the Safety Patrol Picnic, Avert Operations Training, and the Career Quest. In addition to all the special events and the day-to-day workload, the Operations staff met after work to enjoy a Lugnuts baseball game.

Todd Brooks reported that the Operations Department has a vacant position for an OPS Application Administrator and candidates have been selected for interviews. Mr. Brooks also noted that CATA has recently hired an MSU Supervisor and he is very excited to have them join the team.

Tood Brooks shared that a class of ten (10) new operators are in their fifth week of training. He also noted that a new group of operators will start class on July 10 and another class sometime in October.

PARATRANSIT OPERATIONS MANAGER REPORT – Craig Frazier

Craig Frazier reported that in the first month, Paratransit service on the Route 3 extension into Eaton County, has serviced 156 rides to Walmart and approximately 200 rides overall. This partnership with EATRAN has made a big difference for those needing rides into Eaton County especially those with medical issues.

Craig Frazier noted that he has the presentation that Mr. Funkhouser gave during his meeting with the Ingham County Board of Commissioners and he will send it to any LAC member that would like a copy.

Chair Wiese requested that Mr. Frazier introduce Darren Horn.

Craig Frazier stated Mr. Horn is our new Paratransit Supervisor and he brings a wealth of knowledge to our department. Mr. Horn was a CATA operator before taking his new position in Paratransit and we are happy to have him.

Nancy Lohr stated that she doesn't have any ridership numbers to share from Transdev; however, she expressed that there is high demand for service to Delta Marketplace which continues to increase.

George Hanley expressed his belief that Route 3 may need to have some time adjustments made.

Bradley Funkhouser noted Mr. Hanley's remarks and explained that CATA will first evaluate the data before bus stops are placed along the extension.

Chair Wiese noted that Transdev is no longer using Big Star to help with their service.

Craig Frazier and Ms. Lohr confirmed that Transdev's subcontract with Big Star was suspended the week of May 8, 2023.

SERVICE QUALITY SUBCOMMITTEE (SQS) – Kellie Blackwell-

See attached May notes.

Chair Wiese stated she will note that Kellie Blackwell, Vice Chair and Jeffrey Allshouse were present via phone and therefore not able to vote. She would also like to share that Ms. Paiz still has concerns over the following items including, operators recognizing the correct stop locations at the Michigan Athletic Club (MAC), Transdev drivers not introducing themselves, and CATA's MyRide app not updating the arrival time after the fifteen-minute window has expired.

Craig Frazier reported that all of Ms. Paiz's concerns have been addressed and corrected.

Bradley Funkhouser stated that IT is working on CATA's MyRide app's arrival time and plans to have it working more efficiently within the next sixty days.

OLD BUSINESS:

None

NEW BUSINESS:

New Member Application

Craig Frazier introduced J. Caleb Adams and noted that Mr. Adam's is employed by Peckham Incorporated.

MOTION:

A motion to approve J. Caleb Adams was moved by Geneva Smith and supported by George Hanley.

VOTE:

Motion passed unanimously.

Local Advisory Committee – First 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 two-thirds majority vote of approval. 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 Local Advisory Committee to Local Advisory Council was moved by George Hanley and supported by Geneva Smith.

VOTE:

Motion passed unanimously.

A second reading will take place at the next LAC meeting.

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 5:03 pm

Respectfully submitted,

Renee Sumerix
Operations Administrative Coordinator