

LOCAL ADVISORY COUNCIL MEETING

WEDNESDAY, JUNE 5, 2024
3:30 P.M. - CATA BOARD ROOM

MEMBERS PRESENT: Deb Wiese, Chair Gill Lemonde
Erin Shannon, Vice-Chair Diana Paiz
George Hanley Leah March-Pons
Gloria Johnson-Cannon Darrin Fowler
Geneva Smith

MEMBERS PRESENT VIA ZOOM: Leah March-Pons

MEMBERS ABSENT: Jeffrey Allshouse, J. Caleb Adams, and Kellie Blackwell

CATA BOARD MEMBER: Doug Lecato

CATA PERSONNEL: Craig Frazier, Darren Horn, and Dan Goodemoot

TRANSDEV PERSONNEL: Simone Moore

CALL TO ORDER:

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

PUBLIC COMMENTS:

None

APPROVAL OF JUNE AGENDA

MOTION:

A motion to approve the June 2024 Agenda was moved by Geneva Smith and supported by Gill Lemonde.

VOTE:

Motion passed unanimously.

APPROVAL OF APRIL MINUTES

MOTION:

A motion to approve the April 2024 minutes was moved by Darrin Fowler and supported by Gill Lemonde.

VOTE:

Motion passed unanimously.

LAC CHAIR COMMENTS – Deb Wiese

None

BOARD LIAISON REPORT – Doug Lecato

Reports attached.

George Hanley inquired about the date of the next Board meeting.

Doug Lecato stated that the next Board meeting will be held on Wednesday, June 19, at the Lansing Center.

Diana Paiz inquired about whether the State of Michigan, Bureau of Services for Blind Persons (BSBP), had an opportunity to bid on the CATA and EATRAN vending services and management contract.

Doug Lecato confirmed that the State of Michigan, Bureau of Services for Blind Persons (BSBP), had an opportunity to bid on the CATA and EATRAN vending services and management contract.

Chair Wiese inquired about the Lansing Center being for sale.

Doug Lecato stated that at the last Board meeting, Mr. Funkhouser reported that there have been discussions on the Lansing Center's future; however, it does not appear that it will be sold.

CATA CEO REPORT – Bradley Funkhouser

None

DIRECTOR OF OPERATIONS – Todd Brooks

None

PARATRANSIT OPERATIONS MANAGER – Craig Frazier

Holiday Service

Craig Frazier stated that CATA will be providing service on the Fourth of July from 8:00 a.m. to 4:00 p.m. He also noted that anyone interested in booking their ride may do so up to two (2) weeks in advance.

Paratransit

Craig Frazier stated that CATA has placed an order for nine (9) new cutaway buses and five (5) new minivans. He also noted that CATA will be looking at purchasing additional low-floor minivans that do not require CDLs.

Open Interviews

Craig Frazier reported that CATA has been conducting open interviews every Wednesday and have received approximately five (5) to ten (10) applicants each week.

Retiree

Craig Frazier stated that Teresa Anderson, Paratransit Scheduler, will be retiring on July 31, 2024.

Ridership

Craig Frazier stated that ridership for Redi-Ride and Connectors are at approximately eighty percent and Spec-Tran is at approximately one hundred and five percent compared to pre-pandemic levels.

Geneva Smith inquired about the difficulty in retaining operators.

Craig Frazier stated that the difficulty in retaining operators is not attributed to CATA's wages or benefits; however, work assignments have been somewhat of an issue. Mr. Frazier explained that CATA has put in a lot of effort in the current bid to address the complaints and it seems to be working since there has been a lot of positive feedback from both the operators and the union. He further noted that these improvements will hopefully be the answer to retaining operators.

Darrin Fowler shared a concern from an operator who happened to be allergic to canines and could not transport riders with service animals.

Craig Frazier stated that was an isolated incident that should never have occurred.

Darrin Fowler provided more information to Ms. Moore.

Simone Moore stated that she would follow up with the incident.

Diana Paiz inquired about the new bid board start date. She also commented on her personal experience with on-time performance.

Craig Frazier stated that the bid board was for the month of May. He also shared that there will be another bid board for July and August. Mr. Frazier further noted that the Paratransit Department has been adjusting pick up times to help alleviate issues with construction and detours throughout the area.

Chair Wiese reminded everyone that issues with specific rides should be directed to CATA staff at the time they occur or soon thereafter and patterns of pick up issues can be raised at the SQS meetings.

Transdev – Simone Moore

Simone Moore gave her report.

Geneva Smith inquired about CDLs and whether they were required for all operators.

Simone Moore stated that the cutaway buses and the Shopping Bus do require a CDL; however, the minivans only require a chauffeur's license.

Darrin Fowler inquired about Transdev's wages for operators that have their CDLs versus a chauffeur's license.

Simone Moore stated that operators with a CDL are paid \$17.98 per hour to start and those with a chauffeur's license are paid \$16.77 per hour to start.

Darrin Fowler inquired whether Transdev has done a regional comparison to see how they compare to other transit agencies.

Simone Moore stated that Transdev uses collected data to assist them with negotiations.

Diana Paiz inquired whether CATA will let the LAC look over the low-floor large vans before they are put into service.

Craig Frazier confirmed that CATA will let the LAC look over the low-floor large vans before they are put into service.

SERVICE QUALITY SUBCOMMITTEE (SQS) – Erin Shannon

Chair Wiese gave the SQS report on behalf of Ms. Shannon.

Wait-Trips – There were two (2) issues.

- CATA may not be able to provide wait-trips during peak times of the day such as noon to 1:00 p.m.
- Wait-trips may include more than one (1) person in the vehicle.

Chair Wiese stated that she will be adding these two (2) items to the SQS agenda in July.

OLD BUSINESS:

None

NEW BUSINESS:

Contactless Payment – Dan Goodemoot, Director of IT

Dan Goodemoot stated that along with contactless forms of payment, CATA will still take coins, punch cards and/or paper tickets for bus fares. He also stated that CATA's bus fares will not increase, and contactless forms of payment will include credit cards, mobile apps using an iPhone or Android, and/or a stored value card.

Dan Goodemoot explained that during the week of June 17, CATA will begin having validators installed in all fixed-route and paratransit vehicles that contain fareboxes. For all other vehicles, CATA will have different validators installed. CATA's fleet will eventually have the capacity to accept all the various types of payment. This project will be completed by the end of the summer.

Phase Two of the project will include LAC members testing these forms of contactless payment with screen readers. This phase should be up and active by sometime mid-July.

George Hanley inquired whether this will be compatible with the Apple watch.

Dan Goodemoot stated that if the Apple watch is linked to an Apple Pay account, riders will be able to use their Apple watch to pay for their bus fare.

Diana Paiz inquired whether the mobile app will be screen reader compatible.

Dan Goodemoot stated that the mobile app will be compatible with screen readers and will include as many languages as possible.

Chair Wiese inquired about the validators being compatible with the tablets that the operators use.

Dan Goodemoot stated that operators will hear an approved beep with a green light when someone has paid and a negative beep with a red light if the validator is unable to read a payment source.

Diana Paiz inquired about the MyRideCATA app being updated.

Dan Goodemoot stated that the paratransit website is in the process of being updated which will also update the MyRideCATA app.

MEMBER COMMENTS/ANNOUNCEMENTS:

Chair Wiese commented on the progress that the LAC has made and would like to keep the momentum going moving forward.

George Hanley announced the birth of his niece.

PUBLIC COMMENT:

None

ADJOURNMENT:

MOTION:

A motion to adjourn was moved by Diana Paiz and supported by George Hanley.

VOTE:

Motion passed unanimously.

Chair Wiese adjourned the meeting at 4:54 p.m.

Respectfully submitted,

Darren Horn
Paratransit Operations Supervisor