

MINUTES OF THE
CAPITAL AREA TRANSPORTATION AUTHORITY
BOARD RETREAT MEETING

WEDNESDAY, JANUARY 15, 2020 4:00 PM
4615 TRANTER STREET
LANSING, MI 48910

PRESENT: Nathan Triplett, Chair
Dusty Fancher, Secretary/Treasurer
Mark Grebner
Dion'trae Hayes
Derek Melot
Donna Rose
Dan Opsommer
John Prush
Shanna Draheim
Jennie Gies
Peter Kuhnmuench

ABSENT: Douglas Lecato, Vice Chair

Others Present: Brad Funkhouser, Andrew Brieschke, Lolo Robison, Pat Lemon, Dan Goodemoot, Dan Hodges, Matt Oudsema, Kai Christiansen, Todd Brooks, Bethany Berdes, and Tina Orlando

CALL TO ORDER:

Chairman Nathan Triplett called the meeting to order at 4:18 p.m. Chair Triplett thanked the Directors and Staff for all their hard work in preparing for this retreat.

INTRODUCTION:

Bradley T. Funkhouser welcomed everyone and started off the retreat by introducing the first speaker, Todd Brooks, Manager of Operations filling in for Director of Operations, Roger Garza who is away on medical leave.

DEPARTMENT TRENDS AND UPDATES:

OPERATIONS: Todd Brooks, Manager of Operations, gave an overview of his department. The three (3) main points discussed were CATA's work force, work assignments/training, and community partnerships.

MAINTENANCE: Dan Hodges, Director of Maintenance, presented his overview. Mr. Hodges reported on the new vehicles that had replaced many of the old buses in 2019 and the new purchases that will take place in 2020. There have also been new additions and promotions within the maintenance personnel department including a new first-class mechanic.

Pete Kuhnmuench inquired on the difficulty finding a first-class mechanic.

Dan Hodges agreed and stated that it took almost a year to find someone.

Jennie Gies inquired about looking into other vehicle options.

Mr. Funkhouser reported that CATA is looking at alternate fuel as well as autonomous buses.

MARKETING: Lolo Robison, Director of Marketing and Customer Experience, gave her overview of the department's projects. In customer experience, Ms. Robison spoke about new ways CATA is improving their customer service including; 360 Virtual Tours and "How to Videos". She also acknowledged CATA's community partners and their commitment to improvement. CATA is a dynamic place to work where many of the employees have benefited from tuition reimbursement, certifications, and training programs.

Dion'trae Hayes complimented CATA on their community involvement and public service.

Derek Melot asked about the next Policy Committee meeting.

Mr. Funkhouser reported that the Policy Committee will meet in the next couple weeks.

Mark Grebner inquired about customers that are banned from buses.

Mr. Funkhouser stated some are banned for a year, however; it depends on the action. CATA continues to balance safety with community service meanwhile, technology will make this process easier so this information is available for everyone to access.

Jennie Gies inquired about the various levels of offenses and the action taken in response. Ms. Gies also asked which buses contain Wi-Fi.

Donna Rose inquired about restraining orders against any riders.

Mr. Funkhouser explained the process and how CATA continues to try and provide a safe environment for all. He then stated there are no buses currently with Wi-Fi but all the new buses have USB stations.

Shanna Draheim stated she is interested in the routes affected.

Dusty Fancher left retreat at 4:47 p.m.

HUMAN RESOURCES: Andrew Brieschke, Deputy CEO, gave the overview for the HR department since the HR director resigned in December 2019. People Matters has been assisting CATA in filling a few positions including a new HR Director while CATA is actively recruiting new employees through outreach programs such as: Invest Vets, Second Annual Job Fair and distributing "We're Hiring" cards.

Mr. Funkhouser noted that CATA has broadened their search for new employees and have accepted many applications from a variety of outreach programs.

Shanna Draheim commented on Michigan Works special services.

Derek Melot asked if medical marijuana has presented a challenge in hiring new employees.

RECESS: Chair Triplett called a recess at 4:58 p.m. for Mayor Andy Schor to recognize Pete Kuhnmuensch for his 20 years of service to CATA and the Board of Directors.

RECONVENED: Chair Triplett called the meeting back to order at 5:08 p.m.

Chair Triplett and Bradley T. Funkhouser thanked Pete Kuhnmuensch for his support.

FACILITIES: Andrew Brieschke, Deputy CEO, shared the updates to this department. CATA continues to save money thanks to an experienced new team. The Maintenance Break Room and Operator Day Room both received new safety and energy efficient improvements including; 100% renewable energy from BWL and LED upgrades that were installed for all CATA facilities. Mr. Brieschke also acknowledged the facilities crew for their rapid response in times of need.

Mr. Funkhouser stated that with 300 employees, CATA's security needs to be improved.

IT: Bradley T. Funkhouser, Chief Executive Officer along with Dan Goodemoot, Director of IT, gave an update to this department. Mr. Funkhouser stated the upgrades that took place in 2019 including; DriverMate tablets in the Paratransit fleet, SQL upgrade from 2008 to 2017, and the replacement of all workgroup printers. Mr. Goodemoot commented on looking forward and the new applications for CATA in 2020. These improvements will cover new software for LookingBus, enhancements to MySpecTran.org, and internal testing into the Paratransit mobile app.

Mr. Funkhouser noted the issues that CATA is having with LookingBus.

Shanna Draheim inquired about the use of My Spec-Tran app.

Donna Rose expressed the need for an app. that could tell a customer when their transportation vehicle had arrived.

Shanna Draheim stated that Lyft currently uses this technology.

PLANNING: Matt Oudsema, Director of Planning, discussed the projects that took place this year. The activities include procurements, sustainability, transit

management, partnerships, and bus shelters. Mr. Oudsema reported that there was a 6.4% increase in ridership. MSU ridership is a 24.2% increase but the Lansing service is down. There were service improvements to multiple routes including Meridian Redi-Ride, Grab & Go, and MSU.

Dion'trae Hayes inquired about the shelters and how she would like to see more shelters in municipalities that are well used but located in smaller communities.

Mr. Funkhouser commented on the shelters and gave his plan moving forward.

Derek Melot inquired on the cost of the new shelters.

Matt Oudsema described the amenities between shelters.

Dion'trae Hayes stated that the shelters are customized.

Matt Oudsema confirmed that the shelters are customized to meet the needs of the community.

Discussion included possible reasons why ridership is down which included stronger economy and lower gas prices.

Shanna Draheim requested reviewing routes to see which are more beneficial.

Donna Rose commented on the difficulty with fare boxes and suggested a card swipe.

SERVICE IMPROVEMENTS: Kai Christiansen, Service Scheduling and Planning Manager, presented an update on service improvements including service increases to routes 1, 5, 7, and Sunday service for Paratransit. Mr. Christiansen also stated that Grab & Go service will be seasonal only and no longer year-round. Overall, there was a .28% increase to CATA services.

Board appreciated the Venn diagram showcasing service increases.

FINANCIAL PLANNING/PROJECTIONS:

Patrick Lemon, Director of Finance, handed out a financial forecasting model which included a five (5) year budget projection.

Derek Melot inquired about a presentation once contract is completed.

COMMENTS:

Chair Triplett thanked the Board and staff for all the hard work.

PUBLIC COMMENTS:

There were no public comments.

ADJOURNMENT:

There was no further business. Chair Triplett adjourned at 6:22 p.m.

Respectfully Submitted,

Dusty Fancher
Secretary/Treasurer

Tina Orlando
Recording Secretary