

PUBLIC TRANSIT ADVISORY BOARD

Advisory committee to the Mayor on public transit issues

Meeting Minutes for the meeting on July 25, 2011

Members present:

Jean Crowe
Kate Heligas
Greg Johnson
Julie Johnson Dresbach
Jim Madsen
Deb Nelson
Chris Schiltz

Members absent:

Public in attendance:

Phillip Kirton
Chad Powell

Staff present:

Debra Gaikowski, Transit Planner
Dennis Erckfritz, Operations Manager
Randy Hartman, Assistant General Manager
Bill McCarty, Maintenance Manager
Karen Walton, General Manager

Call to order

Greg Johnson, Chair, called the Public Transit Advisory Board (PTAB) meeting to order at 3:45 p.m. and made introductory comments.

1. **Approval of June 27, 2011, PTAB Meeting Minutes**

Deb Nelson made a motion to accept the June 27, 2011 PTAB meeting minutes as written. Julie Johnson Dresbach seconded the motion. Motion passed unanimously.

2. **Public input on non-agenda items**

Phillip Kirton inquired about getting a transit shelter installed at his apartment complex on Cleveland Avenue. Randy Hartman will have the stop surveyed for ridership and will review the site.

3. **Public Hearing:** None

4. **Old Business:** None

5. **New Business:**

a. Customer Service Initiative

Karen Walton reviewed the new process and procedures she is proposing to implement to deal with complaints, compliments, and suggestions, from the public about transit services. There will be one number for everyone to call and a request for a response will be directed to the proper person or department. She is working with the City's IT department to finalize the forms and phone number.

b. FTA Triennial Review Results

The PTAB members received a Triennial Review Summary in their board packets. Debra explained the process of the review, the findings, and how the City needs to address the findings.

6. **Reports:**

a. June Operations Report

Karen Walton was happy to report that ridership numbers were up for the month of June when compared to June 2010. There were also no preventable accidents for the month of June. Routes 10 and 11 changes will be implemented August 1.

b. Transit Marketing Committee Report

Karen discussed current marketing efforts which included participation in the City's July 4th parade and picnic with two fixed-route buses and one trolley bus and meetings with Active Generations to evaluate ways of educating their clientele on the transit system. Transit employees were also recognized for their contribution to the National Multiple Sclerosis Society which was the result of donations on a recent jean-day on a Friday.

c. Service Requests Report

Debra stated there was nothing to report for the month of June.

7. **Other Business:**

Kate Heligas mentioned that Project Car is partnering with Charis Ministry Partners to provide transportation service for those in the community needing transportation to local mental health appointments but have no means of getting there.

Debra stated that signs are now being used at bus stops to inform riders of stops that are not in service due to a bus detour.

Adjournment

Meeting was adjourned at 4:13 p.m.