Interurban Transit Partnership

Consumer Advisory Committee Meeting Minutes
May 7, 2019

Attendance

Committee Members Present
David Covey
Kristen Kelling
Tim Steinmeier
Tom Behler

Absent
Mary Killane
Kendrick Heinlein
Ann Lawson

Rapid Staff
Brian Pouget
Max Dillivan
Sarah Green

MV
Al Klepadlo

Public
Charis Austin

Meeting called to order 3:03 pm, at which time introductions were done.

Minutes of March 19, 2019 meeting were reviewed. Motion to accept was made by Tom, seconded by Kristen. Motion passed.

February and March 2019 Paratransit Ridership and Productivity Reports

Brian said going forward the CAC will see a simple summary to go with the statistics. Increased ridership on Sunday for both months was encouraging. On time performance was less than stellar in both months. Both months saw decreases in ridership in Cascade Township. On a positive note, we know that on-time performance improved to 95% in April.

Al indicated that February was a tough month. Not only the weather, but also issues with Avail, as well as a construction crew that cut their fiber connection on February 22-23, requiring staff to work at ITP offices.

The committee appreciated the consolidated reporting format. Brian will send the current months' reports electronically, and indicated we will use this format going forward.

February and March 2019 Fixed Route Ridership and Productivity Reports

Max reported that February was a difficult month for fixed-route. Strongest performers were DASH, especially on weekends, and Route 19. March was a major rebound with Saturday and Sunday ridership increasing 6-9%. Max also indicated he would format the background paragraph to make it easier to read, which the committee members appreciated.

New Business

Because of the increases in Sunday ridership, David asked if it would be realistic to expand hours? Brian replied that GO!Bus hours mirror the fixed-route service hours, and those would need to change. A Comprehensive Operational Analysis (COA) will be conducted over the next 12 months, and changes are unlikely until the COA is complete. When more riders schedule for Sunday, The Rapid schedules additional routes and MV uses more drivers out to meet the demand.

Old Business

The committee considered two applications for membership. Randy Currey had brought up great points about increased annunciation of stops and landmarks. Committee members also thought his application was complete, as he detailed his reasons for wanting to serve on the CAC. He is also active in the community and followed through on his application. David moved to recommend his appointment to the CAC, and all supported the motion.

Randall May was vague on why he wanted to serve on the committee, and had not attended the last two meetings. His application was tabled to the June 18 meeting so that Brian could reach out to him and get more information.

Brian indicated he would forward the recommendation of Randall Currey to The Rapid Board of Directors for their approval. He also indicated that other appointments to the CAC could be made at any Board meeting in the future.

MV

Al reported they have 8 new busses in the fleet of 68, of which 54 are propane. With recent outages of power, he got approval from MV corporate for a backup generator to power the propane pumps. They also continue to do quarterly wheelchair and securement training with operators, along with annual 3-hour customer service training. Al noted some long (more than 2-hour) rides, and said they call him, he is there to help. David asked about shocks on the vehicles because there were some rough rides, which Al indicated he would investigate with his Maintenance Manager.

Other Business

David and Tom were both interested in reaching out to DAKC to have a representative on the CAC. Kristen reported that they have a new organizer who may be approached. CCIT has been inactive recently. Charis said some from DAKC had been critical of CAC because many who serve have been doing so a long time. However, more people aren’t coming forward.

Brian reported DAKC is part of the Michigan Mobility challenge through MDOT grant and will be seeking testers from the SE side. He indicated that this is a 6-month pilot project for same day scheduling. Five (5) buses will have the necessary equipment installed so that users can initiate a ride request through a phone app. The pilot will be done in a limited area in the southeast quadrant for GO!Bus users. The Rapid is working with the Via application. It is expected that implementation will occur by the end of July.

Meeting Adjourned at 4:00 pm