

PUBLIC TRANSIT ADVISORY BOARD

Advisory committee to the Mayor on public transit issues

Meeting Minutes for the meeting on April 25, 2011

Members present:

Kate Heligas
Greg Johnson
Julie Johnson Dresbach
Jim Madsen
Thad Mooney (3:50 p.m.)
Deb Nelson
Chris Schiltz

Members absent:

Public in attendance:

Colleen Moran, ADA Coordinator
Chad Powell

Staff present:

Dennis Erckfritz, Operations Manager
Debra Gaikowski, Transit Planner
Tierza Lanham, Paratransit Manager
Bill McCarty, Maintenance Manager
Karen Walton, General Manager

Call to order

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

1. **Approval of March 28, 2011, PTAB Meeting Minutes**
Deb Nelson made a motion to accept the March 28, 2011 PTAB meeting minutes as written. Jim Madsen seconded the motion. Motion passed unanimously.
2. **Public input on non-agenda items**
None
3. **Old Business:**
None
4. **New Business:**
 - a. No-show policy revisions

Tierza Lanham explained the proposed revisions to the No-show policy and presented the new policy in writing to the Board members. Tierza also gave them a handout with historical data on no-shows within the paratransit system. Several questions were taken by the board members and the public in attendance. Thad Mooney suggested giving the riders somewhat of a notice of this change. Tierza explained that the new ADA Rider's Guide handbook, which has all of the changes incorporated into it, would be sent out by June 1, 2011 with a letter stating that changes would be implemented July 1, 2011. Julie Johnson Dresbach made a motion to accept the No-show Policy as written. Greg Johnson seconded the motion. Motion passed unanimously.

5. **Reports:**

a. March Operations Report

Karen Walton relayed information on ridership, accidents, and complaints in the month of March. She also stated that the new route changes went into effect today. She has received few comments up to this point. Debra Gaikowski stated that she has received one complaint about the change on Route 8 and one compliment about the change on Route 4. Julie Johnson Dresbach took three calls from riders regarding the changes. Some stated they were not informed that this would be taking place. Karen explained Transit's efforts to get the word out early. In Karen's report, she also stated that two employees recently completed training; one on transit operations and the other on dealing with emergencies and disasters.

b. Transit Marketing Committee Report

Debra Gaikowski stated that about 4,500 Transit Guides will be included in an upcoming water bill mailing for a designated area of the city as a Transit awareness campaign. She also stated that KSFY has completed filming of a segment for an upcoming news program.

c. Service Requests Report

Since the last PTAB meeting in March, Debra stated that she received one request to extend service until 10 p.m. each night. No other service requests were received in the month.

6. **Other Business:**

None

Adjournment

The meeting was adjourned at 4:33 p.m.