



GTA REGULAR BOARD MEETING
April 16, 2018
Administrative Office Building
GTA Board Room
223 West Meadowview Road
6:00 PM

BOARD MEMBERS PRESENT

Richard Bryson Janet Wallace
Anita Cunningham David Hampsten
Cheryl McQueary Adam Carroll

BOARD MEMBERS ABSENT

Wesley McGuire
Brantly Grier

CITY/GTA STAFF PRESENT

George Linney Bruce Adams
Candyce Brown Adam Fischer
Cari Hopson Sherria High
Courtney Johnson Carol Patrick
Gray Johnston Kevin Elwood
Councilwoman Sharon Hightower
James Dickens, Attorney for the City

I. Call to Order

Chair Bryson called the Board Meeting to order at 6:03 p.m.

Speakers from the Floor

1) Jamey Gaddy, 4900-D Tower Road, stated that she is there on behalf of the Riders Advisory Committee (RAC) and read a letter that was sent to her by GTA. The letter stated that all SCAT vehicles are in good repair and have received regular maintenance. Ms. Gaddy then stated that there is a tripping hazard relating to the steps on the SCAT buses and the matter should be addressed.

2) Ms. Cunningham stated that the issue was brought up at a prior RAC meeting and there has been an investigation done showing that the step could cause tripping.

3) Mr. Fischer stated that there is a difference in the step heights and there is an option to use the automatic lift if customers aren't comfortable using the steps.

4) Ms. McQueary asked if all the buses have this issue and Mr. Adams stated that seven of the newest buses purchased have this step configuration.

5) Ms. McQueary asked who sets the minimum specs and Mr. Adams stated that the steps

meet the ADA requirements. Ms. McQueary asked if tape could be put down on the steps that are different height and Mr. Adams stated that is a possibility.

6) Larsina Johnson, Holiday Road, stated that she would like to see the recertification period for SCAT riders increased from three years to ten years. Ms. Johnson also stated that she would like to see the monthly pass for SCAT reinstated.

7) Ms. High stated that the recertification process takes place every three years to maintain updated information from riders.

8) Ms. McQueary asked if it was possible to increase service if more service was known to be needed in advance. Ms. High stated that was already being done and new operators are currently being trained and more will be hired in the future.

9) Mr. Fischer stated that the GTA Board decided that they could no longer afford to offer an unlimited monthly ride pass for SCAT.

10) Martha Deloatch, 1519 McCormick Street, asked what good it would be to hire more drivers if there aren't enough vehicles and wants to know if more vehicles will be purchased.

11) Regina Griffith of District one stated that she feels the seat belts are too long and are a tripping hazard. Ms. Griffin also has concerns about the signage at the depot relating to the visually challenged community.

12) Ms. Cunningham stated that the color contrast could be changed to make the signs easier to read for people with visual impairments.

City Council Liaison Report

Councilwoman Hightower stated that due to the recent tornado, several houses were damaged and the next City Council meeting will be canceled due to relief efforts currently underway. There were no speakers from the floor relating to transit at the last City Council meeting. There may be changes to some of the Boards and Commissions in the future. Ms. Hightower urged that any donations to the tornado victims be taken to the Interactive Resource Center.

Concerns from the General Public to the City Council

Kevin Elwood stated that he had nothing to report at this time.

Action Item(s):

Approval of Minutes of February 27, 2018, Board Retreat

Ms. McQueary moved to approve the minutes of the Board Retreat, seconded by Ms. Cunningham. The Board voted 6-0 in favor of the motion. (Ayes: Bryson, McQueary, Hampsten, Carroll, Wallace, Cunningham. Nays: None.)

TMD Baseline Route Modification Recommendation

1) Gray Johnston stated that increasing ridership while balancing coverage is one of the goals of the Mobility Greensboro 2040 Plan. Other factors being considered are frequency of the buses and strength of the network and maintaining a balance between the two.

2) George Linney stated that the first Route to be looked at for baseline modifications is Route 1, which is West Wendover Avenue, and discussed the details of the Route and the proposed changes.

3) Ms. Wallace stated that the presentation doesn't seem to give enough detail as far as the current route specifications or the proposed changes. She envisioned the Board getting information concerning the current configuration of the route and the proposed changes, in detail. She does not think this is enough information and is just an overview. Bruce Adams stated that they are not ready to give information on all of the proposed changes as the Plan has not been completed yet. It was his understanding that the Board wanted an overview of the proposed changes.

4) Ms. McQueary asked how people were going to get back on Saturdays with only one bus running and Mr. Linney stated that on Saturdays, the bus will circle back through for return riders.

5) Ms. Wallace stated that it would be helpful to have larger size maps with an overlay of what the proposed changes would look like and that going through every route like it's currently being done takes too much time. She would like the maps to show the street names, recreation centers, senior centers, grocery stores, schools, and any other pertinent information. These are the kinds of details that she had envisioned. Bruce Adams suggested that it may be better to go through this information at a Retreat instead of a regular Board meeting.

6) Ms. McQueary suggested that the presentation regarding changes be prioritized by the most problematic routes.

7) Mr. Fischer stated that the focus should be on cost neutral changes and to make the service more efficient. He encouraged the Board members to review the information and then call staff for clarification so that there isn't a lot of time spent on it during the meeting.

8) Ms. McQueary stated that these presentations would be easier to follow if the maps had street names included and also suggested that it may be better for the board members to attend the public forums to hear the riders input. Ms. McQueary pointed out that the News and Record had a story about science in the Triad and the upcoming March for Science. Part of the story stated that other groups would be there to engage the public on such issues as GTA's 2040 Transit Plan, which is in the public comment period. Each Board member represents citizens from Greensboro and she thinks it would be very helpful for the Board if Gray would publish to the Board members where they are going to seek public input so that if the Board members are available, they can attend these public venues to hear the citizen comments also. That would make the Board members stronger advocates for the citizens instead of only listening to what the staff and/or consultants have to say. Gray Johnston pointed out that there is a calendar listed on

the Mobility Greensboro 2040 website that has the rolling events updated every week but he would be glad to send email reminders to everyone. Ms. McQueary stated that it would be very helpful to be able to populate their calendars and obtain any public input.

9) Ms. Cunningham stated that there is a very poor population, as well as seniors, that are unable to attend these meetings and that should be taken into consideration.

Staff was directed to prepare more detailed information for the Board and present it at the next Board meeting.

Fixed Route Pass Consolidation

George Linney stated that there has been a recommendation to consider not selling the 11-ride passes any longer and replacing it with the Go Pass. Any 11-ride passes still held by riders could be used until the end of the year. Another consideration is to consolidate the senior, student, disability, Medicare, Medicaid, and military/veteran passes into a discount pass. A public hearing will be held at the May Board meeting and a decision will be made afterward.

Transit Services RFP Updates

1) Candyce Brown stated that there have been changes to the solicitation schedule and that the proposer interview date is now June 27th and the best and final due date will be July 3rd. A paratransit supervisor from HiTran has been chosen to attend the interview date because a paratransit rider was not available from GTA.

2) Ms. McQueary stated that the Selection Committee has set a meet and greet date on May 2, 2018 at the Central Library from 4:00 to 5:30 pm, which coordinates with the fixed route focus group.

3) Ms. McQueary moved that the aforementioned paratransit supervisor from High Point's HiTran be added to the Selection and Evaluation Committee, seconded by Mr. Hampsten. The Board voted unanimously in favor of the motion. (Ayes: Bryson, McQueary, Hampsten, Carroll, Wallace, Cunningham. Nays: None.)

Sub-Committee Reports

A. STAC

Ms. Cunningham stated that STAC will be meeting this month and that the recertification issue brought up by a speaker from the floor will be discussed.

B. Marketing and Communications

Kevin Elwood stated that there is nothing to report for this meeting.

General Manager's Report

1) Carol Patrick stated that the areas of focus this month are paratransit operations and the

Implementation of performance improvement plans. Reservation standards are consistent with last month and the changes put in place are working. Separate paratransit and fixed route safety meetings will be held to address specific issues. Customer service complaints were down for March which included 72 for SCAT and only 7 for fixed route. Accidents were down for March and preventable accidents were also down for March. On-time performance is being met and ridership has been up.

2) Mr. Hampsten stated that he spoke with someone from a different transit agency that is having security issues and wondered aloud if this has ever been a problem in Greensboro. Courtney Johnson stated that there are security issues, however, they are rare.

Public Transportation Division Manager Report

1) Bruce Adams stated that everyone was given a copy of the budget and told the members to contact him with any questions about further details since time is an issue. More detail will be provided next month.

2) Mr. Hampsten stated that he would like a hard copy of the budget and Mr. Adams stated that he would accommodate this.

Discussion/Questions

1) Chair Bryson reminded everyone to keep the citizens of East Greensboro in their prayers because of the recent tornado and thanked everyone for coming out tonight. He asked about the possibility of holding a retreat on May 5th or May 19th and asked the members to try to come together with a solid date.

2) Mr. Linney stated that the recent storm and tornado has affected Routes 4, 5, and 10 along with some of the SCAT clients.

Adjournment:

There being no further business, the meeting ended at 8:05 p.m.

Respectfully submitted,

Richard Bryson, Chair
Greensboro Transit Authority

RB/jd