

PUBLIC TRANSIT ADVISORY BOARD

JANUARY 10, 2013, 5:30 PM

CITY HALL ASSEMBLY CONFERENCE ROOM, SUITE 155

PTAB PRESENT:

Jed Smith
Jay Dulany
Andrew Ooms
Tim Sullivan
Carlette Mack

STAFF:

Lance Wilber
Sandy Hansen

Guests:

Todd Logan
Kevin Jackson
Karen Bretz

Absent:

Carol Wren
Patrick Reinhart
Sally Spieker

I. CALL TO ORDER

The meeting was called to order at 5:33pm by Vice Chairman Jed Smith.

II. ROLL CALL, INTRODUCTION OF MEMBERS, STAFF, AND GUESTS

After roll call and introduction, a quorum was not present.

III. APPROVAL OF AGENDA

Sufficient voting numbers to approve the agenda was not available. The tentative agenda was utilized.

IV. REVIEW AND APPROVAL OF MINUTES

The minutes for December 13, 2012 were tabled until next month.

V. PUBLIC COMMENTS

None.

VI. UNFINISHED BUSINESS

a. How do we grow-2013 Priorities

Lance asked members for additional comments of the priority list that he presented during the December meeting. He acknowledged that the list is long and 2-3 hours would be ideal to discuss details. Lance suggested that he would host a work session at the Transit Administration building in the near future for three hours either in the morning or afternoon. He agreed to send out an e-mail for possible dates and times to coordinate.

VII. NEW BUSINESS

a. Anchorage Tomorrow participation (Municipal Bond support)

Lance said that 'Anchorage Tomorrow' is a group that meets to discuss and promote municipal bonds. He said that he talked with Anchorage Tomorrow in regards to offering a place for a PTAB

volunteer or interested person to join the meetings to inform and educate them on Transit bonds. Lance said they would welcome a transit member to join the next meeting on January 16th at noon with lunch provided at CRW Engineering at 3940 Arctic Boulevard.

While members agreed that it was a good idea to be a part of the group and that it would benefit transit, PTAB members present were unable to attend the January 16 meeting.

Lance suggested that he could send e-mails out of additional meeting dates.

VIII. STAFF REPORTS

a. Customer Service Division Update with Judy Tymick

Judy Tymick, Customer Service Manager, provided a handout outlining her staff and duties. She stated that there are two customer service representatives and a sales coordinator for People Mover. The AnchorRIDES section includes a contract administrator, an eligibility Assessor, a travel trainer and a customer service representative.

Judy explained that fare media sales average \$177,853.00 per month, with group sales at \$39,500 and Ticket Vending Machine (located in the Transit Center Downtown) sales currently average \$111,000.00 per month.

She talked about the volume of calls taken by staff and the Rideline (automated phone system) and the written comments received by customer service. She categorized the calls and comments as compliments 14%, attitude 30%, safety 26%, late bus 5%, bus did not stop 12% and other at 13%.

Jed asked about Social media comments and how they were tracked. Judy admitted that People Mover does not keep records regarding comments in social media however she acknowledged that she and Jamie Acton, Mobility Coordinator understand the importance of monitoring all feedback with customers.

Judy talked about the AnchorRIDES section and the contractor, MV Transportation that provides the rides utilizing Municipal Transit's equipment and facilities. She discussed the many types of eligibility and fare requirements on a 'quick reference guide' sheet provided for members. Judy stated that Senior and ADA eligibility for AnchorRIDES may rely on different forms of funding and grant requirements.

Judy mentioned that People Mover outreach consists of Job Fairs, UAA Programs, Caregivers meetings and targeted groups such as Bean's Café.

She highlighted the unique aspects of the Assessment center located in the Downtown Transit Center as a tool to determine eligibility for AnchorRIDES based on their abilities for each applicant. Travel training is an alternative to utilize the fixed route system, People Mover, for routine trips and extra assistance for those that require one-on-one specialized trip planning.

Lance encouraged members to schedule a tour of the Assessment Center downtown with Judy. He explained that the center is a unique room set up with half of a People Mover bus for demonstration purposes that most transit agencies do not have available.

b. Ridership and Fuel Report

Lance briefly talked about the January through December 2012 ridership report that details ridership by route and trip. The 50 page document is a lot to review, however he asked members to use it as a reference and ask questions if required.

He stated that fuel for 2012 was based on fuel per gallon cost of \$3.39 however it was revised by the Administration to make up for the shortfall based on price per gallon of \$3.65. The final average cost per gallon for the year was \$3.66 which resulted in a surplus of \$10,650.00 due to inventory adjustments. For the 2013 budget, fuel costs will be based on \$3.82 per gallon which was the average cost of diesel fuel during the 6 months prior to submitting the 2013 budget.

Todd Logan asked about Compressed Natural Gas being used by Transit.

Lance stated that we do not have the facilities or space to store fuel in the gas capacity and miles per gallon using CNG would be significantly less.

c. 2013 Budget (operating and capital)

Lance discussed the budget for 2013 for the Transit Department. He stated that the budget is 22,700,000 which rely on 22% from fares and advertising with grants and property taxes rounding out the remainder.

Jed asked about other cities' percentage revenue recovered by fares, is 22% good or about average?

Lance said he thinks that it is good or at average numbers however he said he has not researched the averages of fares in other cities.

d. 2013 Board meeting schedule

Lance presented the board with a schedule of proposed topics for upcoming PTAB meetings in 2013. He requested input, suggestions or changes from board members.

VIII. *PUBLIC COMMENT*

a. Todd Logan encouraged members to think about new ideas when it comes time to discuss PTAB priorities for 2013. He stated that fresh ideas like a South Anchorage service would get the needed attention.

X. *BOARD COMMENTS*

a. Jed suggested to members to participate in their local community council meetings with an idea of offering a presentation to promote transit and receive feedback.

The meeting was adjourned at 7:00pm

Next Meeting Date-

January 10, 2013, We will convene at 5:30pm, City Hall room 155.

Tentative Meeting items:

- a. PTAB regular meeting: February 14, 2013 (tentative staff report Marketing)
- b. PTAB regular meeting: March 14, 2013 (tentative staff report Transit Capital Projects)
- c. PTAB regular meeting: April 11, 2013 (tentative staff report Operations)