

Public Transit Advisory Board
May 9, 2019, 5:30 p.m.
ASSEMBLY CONFERENCE ROOM (#155), CITY HALL

PTAB PRESENT:

Andrew Ooms
Jennifer Ham
Doug Miller
Genevieve Mina
Chelsea Ward-Waller
Dawn Groth

CITIZENS PRESENT:

Alan B. Rice
Jaynelle Rosser
Marcus Lee Shannon
Alice Hjellen
Paul C. Watson
Selina Metoyer
Michael Flint

Amie Mullisan
Rene H.
Buck Bloomer
John Cordooa
Brandon Reed
Garciea Paz
Brenda Angasan
Andrew Angasan

STAFF:

Jamie Acton
Bart Rudolph
Nicholas Abugel
Wes Renfrew
Christine Schuette
Allison Gutacker
Will Brown
Jeff Barney
Paris Butler

Patricia Olsen
Sean P. Ryan
Bev Willike
John Richards
Linda Larson
Jerry Riddle
Sherry Himes
Karen Barnard
Charlie Rogge
Karen Carson

Cheyinn John
Austin John
Iza Slobki-Pritb
Joshua Williams
John Stinson
David Henry

I. CALL TO ORDER

Mr. Andrew Ooms called the meeting to order at 5:30 p.m.

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

Mr. Andrew Ooms, Ms. Jennifer Ham, Mr. Doug Miller, Ms. Genevieve Mina, Ms. Chelsea Ward-Waller and **Ms. Dawn Groth** were present. **Mr. Elijah Haines** had an excused absence. After roll call, a quorum was present.

III. PUBLIC INVOLVEMENT ANNOUNCEMENT

An announcement was made by **Mr. Andrew Ooms** to those in attendance that there would be a public comment period in which those wishing to make comments would be allowed two minutes each. Comments would also be accepted after any informational item. Comments would be accepted both during the public comment period and during the informational item period so long as the comment made during the informational period related to that item. **Mr. Ooms** added that there would be a public meeting for Transit on The Move after the PTAB meeting adjourned.

IV. APPROVAL OF AGENDA

The agenda was then unanimously approved.

V. PUBLIC COMMENT OPPORTUNITY

Allen Rice – Stated that he wanted to thank every member of the PTAB and People Mover employees. He added that he appreciates the service and is thankful that it is “extremely affordable.”

Paul Watson – Stated that he has been riding the bus for about 10 years. He added that he does see a problem with the cleanliness of some of the bus stops. He continued that in two locations he found hypodermic needles at the stops he was cleaning. He also added that he would like to see buses go to the Loussac Library.

Sean P. Ryan – Stated that he is concerned about safety at bus stops. He asked if the PTAB was going to touch on that subject at this or future meetings.

Unknown – Stated that she is concerned about smoking enforcement at the Downtown Transit Center. She added that she has observed the security officers there not enforcing the no smoking ban. She continued that she would like to see an upgrade to the BusTracker system to improve on-time performance.

Linda Larson – Stated that she observed a bus operator challenge a patron to have their fare ready before they boarded the bus. She also suggested making the no smoking signs at the stops currently outfitted with them bigger, with heavy duty attachment points. She asked when construction at the Dimond Transit Center would be completed and if the UAA bus stop shelter would return. She also noted that the electronic sign at Muldoon is broken. She asked what the plans were for bus stop upgrades at 8th and 9th Ave.

Caron Carson – Stated that she would like to commend a few bus drivers for their good work. Specifically, she made a complaint to a driver about an issue at a bus stop and the driver called it in immediately.

Charlie Rogge – Stated that People Mover should consider reconfiguring the stops at the Dimond Center for better access to other stores in that area. He also suggested extending service hours on route 35 on the weekend.

Sherry Himes – Stated that she went to the Assembly meeting the previous Tuesday. She reported that they postponed the conversation until the next meeting. She added that she was cornered that the Assembly was only talking about safety at the bus stops. She stated that she is also cornered about safety on the bus. Specifically, the safety of drivers. She suggested talking with Assemblyman Rivera about the issue.

Buck Bloomer – Stated that he appreciated People Mover before the changes in 2017. He suggested restructuring route 20. He also suggested giving drivers more authority by giving out bus passes to bus riders to clean up dirty bus stops. He also suggested having more free days for senior citizens.

Dan Hickel – Stated that the changes from 2017 have been a huge improvement for his commute. He also stated that he likes the MTicket App.

John Stinson – Stated that a lot of seating has been removed from the bus stops. He added that route 36 has been removed and would like to see it come back.

Public comment was closed at 5:45 p.m.

VI. BUSINESS / INFORMATION ITEMS

a. Ridership Update

- i. **Mr. Nicholas Abugel** stated that weekday average ridership increased 3.5%. Saturday average ridership increased 3.5%. Sunday average ridership increased 0.1%. Overall, ridership increased 3.3% in relation to April of 2018.

b. Transit on The Move: Adoption of Performance Measures and Targets

- i. **Ms. Christine Schuette** stated that she had updated her performance target measures and asked the PTAB for their support with these targets. **Mr. Bart Rudolph** added that these performance targets and measures are close to final unless the board had any comments. **Mr. Rudolph** then described in detail the performance measures and targets document. The left rows contain four goals: Accessible, Convenient, Reliable, Safety. The three additional columns listed Objectives, Performance Measures and Performance Targets. The matrix was designed to show what objectives had been set and how the targets for those objectives would be measured. In summary, the matrix provides a list of objectives which have defined measurements of success. Furthermore, it is noted on the matrix that these targets are applied towards different public transportation functions; some targets are solely focused on People Mover, others on AnchorRIDES or Rideshare, and some targets apply for all transit functions. **Mr. Doug Miller** asked if this was going to be the last step for this matrix. **Mr. Rudolph** replied that this would be final. **Mr. Andrew Ooms** opened this topic for public comment.

Unknown – Asked about performance targets; specifically, the target listing decreasing the number of missed trips by 20%. She stated that BusTracker is not good at letting her know if a bus was missed. **Ms. Jamie Acton** replied that People Mover had just received a grant for \$4.2 million which would enable a massive information technology systems upgrade, which would then enable the replacement or improvement of bus tracker.

Sherry Himes – Asked about the performance target “Synchronize 80% of fixed route transfers to within 7-8 minutes.” She also asked about the possibility of doing a summer and winter schedule noting the difference in driving conditions during both seasons.

Charlie Rogge – Asked about bus stop seasonal maintenance; wanted to know if it would be possible to have Fox Ridge plowed to Artic Blvd.

Mr. Doug Miller – Asked what was the current rate for missed trips. **Mr. Rudolph** replied that it is less than 1% for all trips.

Mr. Andrew Ooms asked Mr. Rudolph what kind of action People Mover would like from the board about this matrix. **Mr. Rudolph** replied that People Mover would like a vote of support. **Ms. Chelsea Ward-Waller** moved to support the Performance Measures and Targets document as is. **Ms. Genevieve Mina** seconded. The document was unanimously supported.

VII. NEXT PTAB MEETING DATE

Next Meeting Date: June 13, 2019, 5:30 p.m.-7:00 p.m. (Location TBD)

Comments:

Ms. Jennifer Ham – Stated that she appreciates BusTracker and looks forward to its successor.

Mr. Doug Miller – Stated that he is happy that the PTAB has almost a full board.

Ms. Dawn Groth – Stated that none of the PTAB members are payed and she appreciates the opportunity to serve on it. **Ms. Groth** also asked if People Mover staff would address some of the comments that came up early from those in the audience.

Ms. Chelsea Ward-Waller – Stated that on May 11 there would be a bike and bus fare at the Mountain View library which would provide the public an opportunity to learn how to load and unload a bike from the bus and that the 17th is bike to work day. She was also happy to see performance measures and targets which were very actionable.

Ms. Genevieve Mina – Stated that she is very excited about the upcoming grant funding. She added that she has concerns about the cleanliness of the bus stops.

Mr. Andrew Ooms – Stated that he wanted to thank the public for coming to the meetings. He added that it was hard to see the negative publicity on the news early in the week about safety at bus stops. He stated that he will reach out to Felix Rivera to see if there are any actions that will be taken about that.

Staff Comments:

Mr. Wes Renfrew introduced People Mover staff. He stated that People Mover has an Adopt a Stop program which enables the public to get free trash bags and trash pickup if they take over the cleaning of a particular stop. He also mentioned that People Mover has a complaint tracking system known as Hanson which enables the tracking of any comment that comes in about the network. He suggested that people remember to report if they find a bus stop unclean or if they have any sort of customer service related complaint.

Ms. Jamie Acton stated that the project bus stops at C and 7th would start this summer. Regarding the UAA shelter, **Ms. Acton** stated that the previous year People Mover had some hiccups and there were issues with the purchase of some materials for that stop. Construction has just started this week and it will probably wrap up sometime mid-August. As for the Dimond Center waiting area, **Ms. Acton** stated that People Mover had reached a settlement with the contractor and People Mover has payed the FTA back. Contractors should begin bidding on that work next week. Regarding the Public Safety Advisory Commission, Jeff and Andrew, two operations supervisors, attended a meeting last week. The Assembly will take up the issue during their June meeting.

VIII. ADJOURNMENT

The meeting adjourned at 6:30 p.m.