

## **Transit Plus Advisory Council December 17, 2019 Minutes**

**PLACE:** Milwaukee County Transit System Administration Building, 1942 N. 17<sup>th</sup> Street, Milwaukee, Wisconsin, Large Conference Room

**PRESENT:** Marcia Perkins (Chair), Annie Johnson (Vice-Chair), James Bahneman, David Buck, Grace Graves, Laurel Henschel, Troy Hergert,

**ABSENT:** Gerald Balezentis, Estella Brown, Diane Peterman-Simmons, Arlene Washington, Jeanette Williams

**GUESTS:** Carrie Kaliebe – guest, Jonathan Liegeois – American United; Morgan McClelland - First Transit; Tracy Harrington – National Express; Fran Musci, Chris Fox, Jo Douville and Lisa Walters - Transit Plus

### **CALL TO ORDER:**

David Buck apologized to Troy Hergert and the Council for the comments he made at the November meeting. His apology was accepted by Troy and Chair, Marcia Perkins.

**APPROVAL OF MINUTES:** The minutes of the November 19, 2019 meeting were approved.

### **COMMITTEES:**

**Driver/Reservationist Recognition Committee:** no report.

**Membership Committee:** no report

**Public Relations Committee:** no report

**Nominating Committee:** Laurel Henschel announced a slate of Officer candidates for 2020. Marcia Perkins and David Buck for Chair and Annie Johnson and Jim Bahneman for Vice-Chair. The Council voted and elected Marcia Perkins to be Chair and Jim Bahneman to be Vice-Chair.

### **OLD BUSINESS:**

**AIRA:** Chris Fox reported that last month Fran introduced AIRA to the Council. Since then there have been several meetings with stakeholder groups such as Beyond Vision and Industries for the Blind. Twenty people have been trained on AIRA including Troy Hergert and David Buck. Twenty feedback responses have been received with mostly positive comments but there have been differences with information about street crossing. There will be an upcoming press release, FAQ, and public outreach regarding the AIRA pilot program. The pilot will run until the end of October.

Troy stated that he has tried AIRA 5 or 6 times and found it to be a blessing. It allowed him to

take a bus to St. Joe's hospital.

**Letter to Elected Officials:** The Council voted to table a letter for the present time.

## **NEW BUSINESS:**

**TPAC Meeting Guidelines:** Marcia Perkins read TPAC's Meeting Guidelines to those present. The Council revised the order of business for meetings to be Committee Reports, Unfinished Business, New Business, Reports by Program and Contractors, and then Other Business.

**Robert's Rules of Order:** Fran Musci provided Council members information on how to handle a motion. The Council would like to have this information given to new members in their Welcome packets. Laurel Henschel volunteered to be the Council's Parliamentarian.

**Holiday Lunch:** Transit Plus will provide lunch for the Council and Carriers before the next meeting in January. TPAC members will provide treats and desserts to share.

## **NEW FREEDOM REPORT**

Jo Douville reported that she has been busy even though there has been some cold and snowy weather. She is still receiving referrals for travel training. Presentations were given at 53<sup>rd</sup> Street School, Milwaukee Marshall High School, TMG Consultants, Public Health Nurse Residency Program, Life Navigators, and Lutheran Social Services.

## **CARRIER REPORTS:**

**American United:** Jonathan Liegeios reported that American United experienced an issue with their phone service today which has since been cleared up. American United has hired fifteen new call center employees.

**Transit Express:** Tracy Harrington reported that Transit Express has three trainees in behind the wheel training. They are finishing their final class of 2019 and have candidates ready for the first class of 2020. They are heavily staffed at now but expect turn over when the weather gets cold. Transit Express also had recent phone issues. An upgrade late Friday caused disruption on Saturday and Sunday. Staff could not hear the phones ringing.

**First Transit:** Morgen McClelland reported that there usually is less drivers this time of year when the weather gets cold. First Transit is hiring, but it is difficult to hire between Thanksgiving and New Year's. They currently have five drivers in class and two behind the wheel. First Transit has a total of 68 drivers which is where they want to be.

**TRANSIT PLUS:** Fran Musci reported that in November Transit Plus provided 35,883 van rides. Overall on-time for our service was at 94.48%. There are no taxi numbers available today. Although 2,500 taxi rides were provided in the first half of November. MCTS has changed access to it's building and hallways for security purposes. All offices are locked and a badge is needed to get in. The Cashier's window will be moved to the lobby in 2020. MCTS is

updating it's mission, vision and values. Departments will set goals accordingly. The 2020 Democratic Convention will begin Sunday July 12<sup>th</sup> and run through Thursday July 16<sup>th</sup>. People will start showing up the week before. The convention will be utilizing 500 buses per day to transport delegates. Milwaukee's downtown area, MCTS fixed route service, paratransit service and the freeways will be impacted as there will be road closures. The Secret Service will be setting a security perimeter. Credentials and metal detection will be needed to enter secured areas. To minimize disruptions, MCTS is reaching out to other transit systems who have past Convention experience to see what they did.

#### **OPEN DISCUSSION:**

Carrie Kaliebe stated she is still interested in the idea of a letter to elected officials. She is also interested in knowing if the Council has an organizational flow chart that shows who the Council goes to. She was also interested in receiving a calendar which showed budget meeting dates. Carrie also stated that she believed the Parliamentarian should be separate from MCTS. She also indicated that she continues to be interested getting a pilot program for Transit Plus taxi service into Waukesha County.

#### **ADJOURNMENT**