

**TPAC AGENDA
TUESDAY, OCTOBER 19, 2021**

TELECONFERENCE TO BE HELD FROM 2:00 P.M. UNTIL 3:30 P.M.

TELEPHONE 414-251-4435 CONFERENCE ID 942 457 951#

**IF YOU HAVE ANY QUESTIONS OR HAVE AN ADA ACCOMODATION REQUEST
PLEASE CALL 414-343-1703 UPON RECEIPT OF THIS NOTICE.**

- 1. CALL TO ORDER AT 2:00 P.M. Meeting start at 2:05 PM**
 - A. WELCOME AND GUEST POLICY**
 - James Bahneman
 - Gerald Balezentis
 - David Buck
 - Grace Graves
 - Laurel Henschel
 - Danita Jackson
 - Annie Johnson - Absent
 - Nilima Mehra - Absent
 - Marcia Perkins - Absent
 - Arlene Washington
 - Jeanette Williams - Absent
 - Mae Wingo
 - MCTS: Fran, Chris, Jo
 - Providers: Tracy, Morgen, Paul Sanfillipo
 - Guests: Kevin Meyers
 - B. INTRODUCTIONS – Fran read mission statement and Arlene read the guest policy – Fran muted everyone and instructed people *6 to unmute on the phone**
- 2. APPROVAL OF MINUTES**

Grace moved to approve minutes; Laurel Henschel seconded minutes
- 3. COMMITTEES**
 - A. DRIVER/RESERVATIONIST – Grace made a commendation to First Transit on their new drivers and have been impressed with quality, attention, and enthusiasm they have for the position. Jim agreed and thanked. Laurel said the same for her son Matthew, friendly and they know what they're doing.**
 - B. MEMBERSHIP – No report (Grace) David had list of who is staying and who will be leaving from the council. Laurel wasn't sure what David is talking about. David needs to determine who is staying and who is not staying. Laurel and Grace want a list of who is up, David said he'll bring it up with new business.**
 - C. PUBLIC RELATIONS – David Buck: A MCTS and Covid – a lot of vaccine information, everyone should get the vaccine, mask mandate**

continues. Tonight there's a discussion on topics virtually on Milwaukee county budget hearing. 6 PM virtual hearings, use the link that Lisa sent out.

4. UNFINISHED BUSINESS

A. DOCUMENT MANAGEMENT PROJECT

- Document management process is almost complete, files have been scanned and being entered into filing system by end of the week. Last step is online application system getting uploaded to website. Goal is to finish by end of the month.

B. TRANSIT PLUS OFFICE REMODELING PROJECT

- Gardner is contractor awarded for Transit Plus office remodel, same contractor as lobby project. Excited for their quality, easy to work with. Waiting to hear back on when we'll be on their calendar. 6-8 week project. Packing up belongings to prepare for move. Goal is for early 2022 for completion once contractor has supplies. Staff will work remotely during construction.
- Grace asked if people can order tickets by mail or by credit card; Fran gave her instructions for both. Laurel asked about online; Fran said not at this time.

5. NEW BUSINESS

- David went into history of why the council of the blind kept track of who is on TPAC. Now MCDOT keeps track of the list. David buck read list of names of who is staying and who is leaving the council:
 - Staying: Gerald Balezentis, David Buck (hell yes!), Danita Jackson, Annie Johnson (absent), Nilima (absent), Marcia Perkins (absent), Mae Wingo
 - Leaving: none

6. MOBILITY MANAGEMENT REPORT

Busy month, have been at: Vision Forward, MSL, LSS refugee, clinton Rose and Wilson Park senior centers, Bradley Tech, West allis Senior Center, 2 white cane safety days at VA and Gaenslen, Mount Mary OT students. Travel Training requests continue to come in, 3 in the last few days. Attended the WIPTA conference in Duluth with Minnesota agencies, good to connect with others around the state. Got our new marketing materials taken in September. Looking to hire new mobility manager.

7. CARRIER REPORTS

- A. AMERICAN UNITED – Paul Sanfelippo:** was late and presented after Tracy. Paul agreed with Tracy's comments; they have difficulty recruiting and retaining employees. Remaining staff very dedicated in all roles. Asked if anyone knows anyone who wants to apply for any transportation positions. Extensive background checks to ensure staff can work well with all passengers. CPR and first aid training next week. Not required, but added in case drivers need it. AU not mandating vaccine, but have updated software to track vaccination status. 60% vaccinated. Additional % have at least 1 shot. Taxi driver Shahbaz Imran (not AU driver, but former Transit Plus driver for years) was murdered near one of the hotels downtown. Police are

investigating.

- B. **TRANSIT EXPRESS – Tracy: main issue continues to be staffing, not great time to be hiring during the time of the “great resignation.” Losing management, dispatch and driver staff. Difficult to hire. The remaining drivers are very dedicated.**
 - **Grace asked for reasons for resignations – Tracy mentioned they don’t have vaccine mandate, result of burnout from pandemic working on short shifts, uncomfortable with ongoing pandemic, occurring in all professions. She thinks they have a competitive wage and benefits package. Existing staff doesn’t want to apply for open dispatch positions. Concerned about remaining staff burning out.**
 - C. **FIRST TRANSIT – No report**
8. **TRANSIT PLUS REPORT**
- A. **In the process of hiring mobility manager, hope to be in place in the next few weeks. Working with Trapeze to update service infraction module to enforce “no show” policy and suspensions, updated by the end of the year. Training and testing to begin in November. Working with carriers to mitigate staffing shortages as much as we can. Meeting with them later in the week to talk strategies and ask for patience and to be kind with drivers during this difficult time. Drivers are new and need to get up to speed. Reminded council to spread the word about the difficulties and to advertise for drivers.**
9. **OPEN DISCUSSION**
- A. **None**
10. **ADJOURNMENT Adjourn at 2:47 PM**
- A. **Grace motioned to adjourn; Laurel seconded.**