

**DART Commission Meeting
Approved Minutes
Municipal Service Center
February 20, 2020 1:00 pm**

Commissioners Present: Mary LaForet, Jenny Marshall, Sandra Bacon

Commissioners Absent: Richard Olson, Dan McGillivray

Staff Present: Karen Murphy, Director of Public Services; Janet Yuergens, Assistant Director of Public Services; Amy Bidwell, DART Supervisor

Others Present: Marty Wazbinski, Midland City Council – Ward 4, Andrea Sneller, Disability Network

Members

- Table introductions were made of all present

Minutes

- **Mary asked for approval of the minutes from the February 21, 2019 meeting. Marshall motioned and Bacon seconded to accept the minutes as written. Motion approved 3-0**

Follow Up from Last Meeting

- Sunday Service– Yuergens shared that City Council approved continuation of Sunday service in July 2018. There has been a consistent ridership of about 50 rides each Sunday.

FTA/MDOT Business

- Bidwell stated that Dial-A-Ride has successfully executed mobile data terminals (tablets) in all the busses. The project was implemented in a two phase approach beginning in July of 2019 and completed in October of 2019. A demonstration was provided on how the tablets operate. This project was funded from two separate grants with the federal government providing 80% of the funding and the State of Michigan matching the 20% balance. This technology provides greater passenger privacy as ride information and passenger information is no longer communicated over the radio. This project was delayed for several years but the end result was a win for the drivers and the community as the implementation was flawless and the technology is providing additional efficiencies.

- Member Bacon brought forth a concern regarding the rear air conditioner units on the bus stating that she did not believe they operated properly and that when they are not available it is very difficult on passengers with health issues. Bidwell responded that the rear AC units are checked for functionality leading up to the summer months. Bidwell asked Bacon to bring AC concerns to the attention of the driver and to call her directly if there are further concerns with the rear AC units.
- Yuergens stated that in 2019 the City of Midland Dial-A-Ride received one replacement bus and will receive another replacement bus in the spring of 2020. Both busses replaced vehicles that had met the 200,000 replacement criteria, which allowed for 80% funding from the federal government with a 20% match by the State of Michigan.
- 2021 Vehicle Accessibility Plan Review: This plan states number of vehicles in the fleet and how many are accessible, as well as fare information and service offerings. Yuergens shared that the 2021 plan states the following: we continue to have 14 lift-equipped busses, we have changed our service hours with Saturday service to start at 8:00 am. All members present reviewed their information on the Vehicle Accessibility Plan with no changes. Yuergens stated that both Olson and McGillivray received copies of the plan prior to the meeting. Both supported the 2021 Vehicle Accessibility Plan. Yuergens asked for a motion to approve the plan. Marshall motioned, Bacon seconded to approve the 2021 Vehicle Accessibility Plan. Motion passed 3-0.
- Yuergens presented the Public Transportation Agency Safety Plan (PTSAP) for the City of Midland Dial-A-Ride including the Safety Management Policy Statement. This PTSAP is a new requirement from the FTA and going forward will be reviewed annually by the DART Commission. Bacon motioned, Marshall seconded to approve the Safety Management Policy Statement. Motion passed 3-0.
- Bidwell presented information regarding the Dial-A-Ride afterhours hotline. This hotline was originally implemented for a driver on the road to receive calls via a blue tooth device after normal phone service hours for passenger emergencies and missed rides. Over time the after-hours hotline was being used by passengers for issues that should have been made to Dial-A-Ride during regular phone service hours. In October of 2019 Dial-A-Ride changed the practice of having all calls answered by a driver to having all after-hours hotline calls going directly to an answering machine. The answering machine is checked once per hour by a driver on the road and calls are returned only for emergencies and missed rides. All other calls are returned the next by the Dial-A-Ride office with

educational information on what the after-hours phone service should be used for.

- Yuergens reported that during 2019 Dial-A-Ride received information at the Dial-A-Ride Agency Forum regarding Dial-A-Ride being closed on holidays. Dial-A-Ride currently is closed on all holidays that the City of Midland recognizes as a holiday. Staff is currently reviewing other transit agencies holiday closure policies and is putting together the costs involved to be open for holidays and will present this information to City administrators for consideration. Several members made comments that it would be nice to have transportation available on the holidays that many people travel on such as: MLK Jr. Day, Good Friday, and Black Friday. Members suggested that even providing limited service on the holidays could benefit passengers.
- Yuergens reported that Dial-A-Ride experienced a slight decrease in ridership during calendar year 2019. Some of the decrease was related to inclement weather during 2019 creating school and event closures.

Quarter	Vehicle Miles	Regular Fare	Elderly	Persons W/Dis	Seniors W/Dis	Total
Jan - Mar 2019	105272	8490	2204	13735	2920	27349
Apr - June 2019	108288	7749	2215	13940	2930	26834
Jul - Sept 2019	103993	6792	2075	14048	3043	25948
Oct - Dec 2019	109865	9133	2203	15085	3054	29475
Totals	427418	32164	8697	56808	11947	109606

Quarter	Vehicle Miles	Regular Fare	Elderly	Persons W/Dis	Seniors W/Dis	Total
Jan - Mar 2018	113102	10119	2644	14826	3027	30616
Apr - June 2018	107912	8591	2548	13919	3088	28146
Jul - Sept 2018	100095	6726	2365	13329	3369	25789
Oct - Dec 2018	109758	9700	2232	14272	3171	29375
Totals	430867	35136	9789	56346	12655	113926

- Bidwell reported that the Dial-A-Ride Agency Forum continues to be a successful information sharing meeting hosted quarterly by Dial-A-Ride. This forum is attended by other agencies that have clients who use public transportation, public transportation riders, and other interested parties. During 2019 some of the topics discussed were:
 - Holiday Closures
 - After-hours Hotline Changes

- Dial-A-Ride has been chosen as a test sign for robo reminder calls by our dispatch software provider. This service would provide riders with reminder calls regarding scheduled rides. Member Marshall shared that having a reminder option available to riders would help the people she serves.
 - Impact of weather related closures for riders.
 - Google Voice service being used to help an individual book rides without TTY device, without a smart phone or internet service for video relay calls.
- Yuergens shared the top 10 ride destinations in the City of Midland and the top 3 reasons passenger use public transit in Midland.

2019 Dial-A-Ride Top 10 Destinations	Top 3 Reasons Passengers ride with Dial-A-Ride
1. Arnold Center	1. Work
2. Walmart	2. Shopping
3. Mall	3. School
4. Meijer	
5. Kroger	
6. CMH	
7. Campus Ridge	
8. McDonald's	
9. Dialysis	
10. Community Center	

Meeting adjourned 2:00 pm

Respectfully Submitted,



Janet Yuergens
City of Midland
Assistant Director of Public Services

MDOT Required Signature



Mary LaForet
Chair – DART Commission