

MINUTES
STARTRAN ADVISORY BOARD MEETING
StarTran Conference Room 2
October 30, 2014

Members Present: Mike DeKalb, Jason Hellbusch, Don Herz, Jenni Lesoing-Lucs, Janet Goodman-Banks

Members Absent: Linda Carter, Stephen Speicher

Staff Present: Mike Davis, Mike Weston, Brian Praeuner, Scott Tharnish, Glenn Knust, Kitty Elliott, Suzanne Ideus, Charlie Schroeder

I. REGULAR BOARD MEETING

Chairman DeKalb opened the meeting, noting the Open Meetings Act and Patron Conduct Notice posted on the north wall.

A. Patrons to be Heard

None

B. Review/Action Items

- **September 25, 2014 StarTran Advisory Board Meeting Minutes** - A motion for approval was made by Ms. Lesoing-Lucs and seconded by Mr. Hellbusch to approve the 9/25/14 minutes as submitted. The 9/25/14 StarTran Advisory Board Minutes were approved 4-0 (DeKalb, Hellbusch, Carter, Lesoing-Lucs all voted "aye", and Banks not yet present).

C. Operations Report

- Mike Davis noted there are currently 233 people signed up to receive StarTran email alerts.
- There are two more home UNL football games remaining for Big Red Express Shuttle service to be operated, and the last game had the greatest number of patrons.
- Saint Elizabeth has wrapped another bus for breast cancer awareness with survivors signing the bus.
- There have been two buses operating for Boo at the Zoo between three lots and the Lincoln Children's Zoo. This has been a good year, with more ridership than in past years.
- The five-year Transit Development Plan will kick-off in November. We anticipate the contract to be awarded next week. This plan will help guide the restructuring of our services. The implementation will be in 2016.
- Four accidents went before the Accident Review Board with all four found non-preventable.
- UNL ridership is up 6.9% and overall ridership is up 3.4%. Special events are down due to fewer events and booster routes are doing well with average daily ridership of 1,205.
- The Gold's shelter area fencing is planned to begin the week of November 17, 2014.
- Bike rack usage has reached an all-time high of 138 average per operating day.

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- The Star Shuttle ridership has improved from last month. The signs are being made and will be done November 18th. The new signs will indicate the trip frequency. DLA is willing to help out with the marketing of this route.
- HandiVan is up 2.7%, with brokerage down 18.8%. StarTran is meeting with Servant Cab weekly to address complaints and require their response within 24 hours. StarTran is recording complaints and taking minutes at the weekly meetings. StarTran is making it clear to Servant Cab that their lateness issue is unacceptable. Servant Cab expected the LPS contract to end, however it didn't end, so they are still carrying LPS students to/from schools. They are actively hiring additional drivers, however the lateness issue continues. They are still meeting the requirements of the contract which states they are allowed to be late on 5% of their trips. There are still a few customer service related complaints, but 8 out of 10 are related to being late.
- Mike Davis reviewed ridership per the Board Report.
- Mike Davis presented the long term fleet replacement strategy, noting our total fleet is 62, which will increase to 65 with the innovation campus service. This will maintain the 20% ratio. The anticipated mix will be 26 – 30' buses and the rest will be 35', in order to operate Big Red Express and boosters efficiently. This mix could be adjusted in the future accommodating ridership needs. 13 HandiVans are in addition to the 62 bus fleet total. Eight buses are on order now, with four to arrive at the beginning of 2015, and the other four in summer, 2015.
- Fueling options are still being discussed and investigated with other interested parties. Sapp Brothers is contemplating adding another fueling pump as well as having their employees fuel the buses at no cost to us. In the future twenty-four vehicles are planned to be CNG, with 11 being HandiVans. Converting the 24 vehicles to CNG is an estimated savings of \$1.3 million over a 15 year period. Black Hills has contributed \$70,000 toward upgrading two vehicles to CNG. There would need to be additional garage manipulation in order to convert the entire fleet to CNG, beyond 30 vehicles.
- Scott reviewed the last fiscal year revenues and expenses, per the handout, noting that revenues were higher than expenses due to more than budgeted State subsidy.
- Mike Davis will update the Board on his previous list of goals in the near future.
- Staff suggested that the November and December Board meetings be combined with a meeting date of December 4, 2014. The Board agreed to the December 4th meeting date.
- Staff invited the Board to the Holiday Breakfast held on December 24th. An invitation will be distributed in December.

D. Other Business

- Mike DeKalb expressed appreciation for all of the StarTran staff noting maintenance staff for keeping the road calls down, bus operator friendliness, and all staff for doing a great job.

E. Patrons to Be Heard

- Pat Schreurs utilizes the Extended Hours Service, which is operated by Servant Cab, and asked if there were reports of issues with this service. The League of Human Dignity coordinates this service; therefore we don't receive feedback in that regard. Mike Davis will follow up with the League on this issue, and mentioned that there are non-emergency medical committee meetings four times a year for this type of discussion as well.

G. Adjournment

The meeting was adjourned.

Due to the November and December meetings landing on the holidays, the next meeting is scheduled for December 4, 2014, 8:00 a.m. in StarTran Conference Room #2. This is a combined November/December meeting. The 2015 StarTran Advisory Board meeting schedule will resume on the last Thursday of each month.