

MINUTES
STARTRAN ADVISORY BOARD MEETING
StarTran Conference Room 2
December 4, 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

Pat Schuers stated that Bus #208 beeps every time it hits a bump and the drivers indicate there is nothing they can do about it. This has been fixed per Glenn.

B. Review/Action Items

- **October 30, 2014 StarTran Advisory Board Meeting Minutes** - A motion for approval was made by Ms. Lesoing-Lucs and seconded by Mr. Hellbusch to approve the 10/30/14 minutes as submitted. The 10/30/14 StarTran Advisory Board Minutes were approved 4-0 (DeKalb, Hellbusch, Herz, Lesoing-Lucs all voted "aye", and Banks not yet present).
- **#55, Star Shuttle** – Mike Weston reviewed the revision to this route which increased the headways. The six-month trial for revisions on this route has ended and staff recommends continuing this route an additional six months, looking forward to the TDP review.

Mr. DeKalb inquired about the status of Star Shuttle signs and the outcome of the DLA meeting. Mr. Davis stated the signs have been delivered and will be installed in December. The outcome of the meeting with DLA is to wait for the trolleys and develop a high quality joint brochure. Mr. Davis will ask DLA to encourage businesses to place Star Shuttle information in their newsletters.

A motion was made by Mr. Herz to continue the Star Shuttle route for an additional six-month period, seconded by Ms. Lesoing-Lucs, with a unanimous vote in favor of the motion (DeKalb, Hellbusch, Herz, Lesoing-Lucs and Banks all voted "aye").

- **Draft Transit Surveillance Report (TSR)** – Brian Praeuner reviewed the TSR, bringing attention to the summary which has four main points; Service Coverage, Patron Convenience, Fiscal Condition, and Passenger Comfort. Mr. Praeuner indicated that the standards are a peer comparison.

After a date correction and standards explanation it was decided that the TSR action would be postponed to the January 29, 2015 meeting. Mr. Praeuner will add a Safety & Security section and make corrections per Ms. Lesoing-Lucs.

Mr. Davis will bring designated stop information, collected from the Route 24/25 pilot project.

C. Operations Report

- Big Red Express final ridership report indicated a 6.8% decrease, possibly due to the three new parking garages now available. This service still brings in revenue despite the decrease in ridership.
- The Gold's building fence contract has been cancelled with direction from the Mayor's office. The existing fence will be removed and new improvements are being discussed through weekly ongoing meetings one of which is the 'N' St bikeway design. This item will continue to be included on Board meeting agendas.

D. Other Business

- Weekly meetings continue with Servant Cab in order to address complaints and compliance issues. It was noted that this contract will end in May, 2015; therefore staff will begin preparing the new RFP for this contracted service. It was stated that complaints from medical professionals with regard to Servant Cab running late, are creating negative comments toward StarTran and causing appointment cancelations for their patients carried by Servant Cab.
- Transport Plus is under new ownership with four vehicles and began operation November, 2014.
- Nelson-Nygaard has been awarded the TDP and a contract is currently in progress.

E. Patrons to Be Heard

None

G. Adjournment

The meeting was adjourned.

The next meeting is scheduled for January 29, 2015, 8:00 a.m. in StarTran Conference Room.