

Johnson County Paratransit Advisory Board

Minutes

February 18, 2011

Goodwill Plant

Present:

Members: Marc Rahe, Nancy Ostrognai, Brian Buelow, Vicky Robrock, Connie Champion

Ex-Officio: Dion Williams, Mary Wiemann, Ann Trotter, Roger Goedken

Others: Tom Brase, SEATS Director, Angie Conard

Absent:

Members: Terry Dickens, Lynne Stamus, Janelle Rettig, Rod Sullivan

Ex-Officio:

Others:

1. Call to order - 11:34 a.m. Introductions were made

2. Chairperson's Report

a. Rider Survey – Summary

Working towards improving customer service (training in March). It was asked how the return rate compared to the last survey that was sent out. This was a low return, only about 9%. The survey was sent at a different time this year, they are usually sent out the same time that eligibility forms are sent out.

Areas of concern were in scheduling and pick up window. Budget is tight, rides went up but budget did not. Looking at automated system that calls with the time window but due to the budget this might be a problem.

Overall results were very positive.

b. Committee members terms:

Reminder that terms are two years per and can serve for two terms then you need to take one year off before coming back.

3. Director's Report

a. Software upgrade to 5.2.5 is complete

Hasn't changed a lot, tracks missed rides. With upgrade there were month suspensions with no appeal. This will help no shows go down. The upgrade can also draw roads in for better ETA. Shows when drivers are behind.

b. Progress report on service:

635 more miles per month than one year ago. This fiscal year trips are growing a lot which means another route and tighter service.

The maintenance coordinator left so SEATS is looking for someone to fill the position.

The annual progress report is on the website.

Discussion on budget cuts – what if funds are cut? The county has a budget. Are TMS trips are contributing to the increase in trips? Not much, the number of eligible riders continues to increase possibly baby boomers and people with special needs moving to the area.

Iowa City transit mentioned getting another vehicle, looking at strategic plan. Cost of a van could be anywhere between \$10 and \$62 thousand.

4. Old Business

Approval of last meeting's minutes by Nancy, second by Mary.

Rod Sullivan will be replaced by Pat Harney. Tom would like to acknowledge service to anyone that leaves the board. Motion to make this a policy, second by Roger.

5. New Business

Elder services is working on door through door service. They are applying for a grant from Federal Funds. The grant is due in May. It takes a transit authority to apply for funds but they are going to try. They will be working with non-emergency services providers. Spoke with Brad Newman about using Older American's ACT. Any ideas or input for matching funds would be appreciated. Burlington Health Centers are helping with funding. This would be a volunteer program but they will need training.

6. Open Discussion – None

7. Next meeting set for May 20, 2011 at 11:30 a.m. at Goodwill Plant

8. Adjourn 12:07